REPORT FOR INFORMATION

SUBJECT GENERAL PROGRESS AND SERVICE STANDARDS

JOINT REPORT OF: THE LEAD OFFICER

PURPOSE OF REPORT

To report to the Committee on progress in respect of: (a) the take up of civil parking enforcement powers by Councils in England (outside London) and Wales and information in relation to general progress and service standards.

RECOMMENDATIONS

It is recommended that the Joint Committee:

- [i] Notes the information provided in the report in respect of the current take up of civil enforcement of parking powers.
- [ii] Notes the information in relation to appeals activity.
- [iii] Notes the information in relation to service standards.
- [iv] Notes the additional general progress information.

FINANCIAL CONSEQUENCES TO THE REVENUE BUDGET

The use of electronic communication reduces supplies and services expenditure.

CONTACT OFFICER

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1. PERIOD OF REPORTING

This report provides information in relation to the year April 2010 to March 2011.

2. COUNCILS IN THE SCHEME

The latest information regarding councils who are party to the Joint Committee agreement is set out at Appendix 1.

3. ADMINISTRATIVE TARGETS

The Joint Committee has approved two administrative targets which are reported on below:

PERIOD	% Phone calls answered within 15 seconds	Target	% Appeals acknowledged within 2 working days	Target
2002/03	96%	80%	99%	80%
Year 2003	96%	80%	99%	80%
Year 2004	97%	80%	99%	80%
Year 2005	97%	90%	99%	95%
Year 2006	98%	90%	92%	95%
Year 2007	98%	90%	96%	95%
Year 2008	-	90%	96%	95%
Year 2008/09	96.84%	90%	96%	95%
Year 2009/10	96.32%	90%	97%	95%
Year 2010/11	96.03%	95%	98.95%	95%

4 SERVICE STANDARDS - PERFORMANCE INDICATORS

Appealing to the Traffic Penalty Tribunal is a judicial process and, as such, it is not appropriate to set out rigid timescales for deciding appeals, however the tribunal's objective is to "To provide a tribunal service which is user-focused, efficient timely, helpful and readily accessible". In June 2007 the Joint Committee approved the following targets:

Personal Hearings
60% of cases to be offered a personal hearing date within 8 weeks of receipt of the Notice of Appeal.
90% of cases to be offered a personal hearing date within 12 weeks of receipt of the Notice of Appeal
Postal Decisions
80% of postal decisions to be made within 7 weeks of receipt of the Notice of Appeal.

It is recognised that Members are interested in the period of time taken to dispose of a case and for this reason, the following statistics reflect the number of weeks to case closure rather than the number of weeks to the date of the first hearing offered.

5. CASE CLOSURE

The reports on case closure include all cases registered and decided during April 2010 to March 2011. This data will include cases that have been delayed for the following reasons.

Requests from parties to the appeal:

- Additional time to submit evidence
- Requests for adjournment of hearings
- Inconvenience of hearing time/venue
- Availability of witnesses

Adjudicators may require:

- Adjournments for additional evidence or submissions
- A personal hearing supplemented by a later telephone hearing to consider additional evidence.
- Consolidation of cases which relate to a common issue.
- Holding cases pending a particular Decision of the Traffic Penalty Tribunal or High Court

Case closure times – parking (England)

Comparing 2010/11 with 2009/10

The table below indicates that the average number of weeks between registration and decision has reduced across all hearing types. There has been a slight reduction in the number of postal cases decided within 7 weeks however this remains within the original target of 80%. The proportion of cases with less than 8 weeks between registration and decision has increased across both personal and telephone hearings. All hearing types show an increase in the number of cases with less than 12 weeks between registration and decision. Overall the direction of travel between 2009/10 and 2010/11 has been positive.

Type of Hearing	Postal		Personal		Telephone	
	April 2010 to March 2011	April 2009 to March 2010	April 2010 to March 2011	April 2009 to March 2010	April 2010 to March 2011	April 2009 to March 2010
Average no of weeks between registration and decision issued	5.15 weeks	5.55 weeks	10.58 weeks	12.80 weeks	7.13 weeks	8.70 weeks
Cases with less than 7 weeks between registration and decision (postal target)	82.11% 7318	86.76% 8108	n/a	n/a	n/a	n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	n/a	n/a	40.72% (597)	33.72% (795)	76.16% (904)	60.33% (686)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	97.52% 8691	95.67% 8940	73.06% (1,071)	63.49% (1497)	94.78% 1125	87.42% (994)

Case closure times – parking (Wales)

Comparing 2010/11 with 2009/10

The table below indicates that the average number of weeks between registration and decision issued has reduced except for telephone hearings where this has dipped slightly. There has been an increase in the number of cases with less than 7 weeks between registration and decision, falling well within the target of 80%. There has been an increase across both personal and telephone hearings in terms of cases with less than 8 weeks between registration and decision. This trend continues across all hearing types for cases with less than 12 weeks between registration and decision. Overall the direction of travel between 2009/10 and 2010/11 is positive.

Type of Hearing	Postal		Personal		Telephone	
	April 2010 to March 2011	April 2009 to March 2010	April 2010 to March 2011	April 2009 to March 2010	April 2010 to March 2011	April 2009 to March 2010
Average no of weeks between registration and decision issued	4.4 weeks	5.33 weeks	11.63 weeks	16.23 weeks	8.15 weeks	8.20 weeks
Cases with less than 7 weeks between registration and decision (postal target)	88.09% 244	83.65%	n/a	n/a	n/a	n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	n/a	n/a	31.58% (6)	22.73% (10)	73.08% 19	60% (9)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	98.92% 274	94.34% (150)	57.89% (11)	47.73% (21)	92.31% (24)	80% (12)

6.0 <u>Councils participating in Appeal Online & Electronic Transfer of Evidence</u>

Prefix	Appeal Online Councils	Prefix	Electronic Evidence Councils
40	Cumbria County Council with Allerdate	AB	St Albans City and District Council
AC AD	Cumbria County Council with Allerdale		
AD	West Sussex County Council (with Adur) Allerdale Borough Council		
	Shrewsbury and Atcham Borough Council		
AQ	Ashfield Borough Council	AQ	Ashfield Borough Council
AV	Amber Valley Borough Council	AV	Amber Valley Borough Council
		AW	Cheshire West and Chester Council
AX	Adur District Council	AX	Adur District Council
BB	Bournemouth Borough Council	BB	Bournemouth Borough Council
BE	Burnley Borough Council	BE	Burnley Borough Council
BF	Bedford Borough Council	BF	Bedford Borough Council
BG	Basingstoke and Dean Borough Council	BG	Basingstoke and Dean Borough Council
BH	Brighton and Hove City Council	BH	Brighton and Hove City Council
BI	Basildon District Council	BI	Basildon District Council
BM	Birmingham City Council	BM	Birmingham City Council
BN	Bath and North East Somerset Council	BN	Bath and North East Somerset Council
BQ	Bradford M.D.C	BQ	Bradford M.D.C
BR	Barrow Borough Council	BR	Barrow Borough Council
BS BW	Bristol City Council Brentwood Borough Council	BS	Bristol City Council
CE	Chiltern District Council	CE	Chiltern District Council
CG	Chiltern District Council Chesterfield Borough Council	CG	Chesterfield Borough Council
СН	Colchester Borough Council	СН	Colchester Borough Council
CJ	Cornwall County Council		
CM	Carmarthenshire County Council	СМ	Carmarthenshire County Council
CQ	Conwy County Borough Council	5	
		СО	Copeland Borough Council
СТ	Canterbury City Council	СТ	Canterbury City Council
СХ	Calderdale Borough Council	CX	Calderdale Borough Council
CY	Chorley Borough Council	CY	Chorley Borough Council
DE	Denbighshire County Council (inc Anglesey, Gwynedd & Wrexham)	DE	Denbighshire County Council (inc Anglesey, Gwynedd & Wrexham)
DH	Derbyshire Dales District Council	DH	Derbyshire Dales District Council
DI	South Derbyshire District Council	DI	South Derbyshire District Council
DJ	Derbyshire County Council	DJ	Derbyshire County Council
DK	Darlington Borough Council	DK	Darlington Borough Council
DP	Dorset County Council (with Weymouth & Portland)	DM	Dudley Metropolitan Borough Council
DP	Dorset County Council (with Weymouth & Portland)	DR	Derby City Council
-		DK	Dartford Borough Council
DU	Durham County Council	DU	Durham County Council
		DX	North Devon District Council
EB	Essex County Council (with Brentwood BC)		
EG	Essex County Council (with Tendring)		
EI	Essex County Council (with Basildon)		
EL	Elmbridge Borough Council	EL	Elmbridge Borough Council
EO	Essex County Council (with Colchester BC)		
EV	Essex County Council (with Rochford)		
EW	Erewash Borough Council	EW	Erewash Borough Council
		EX	Essex County Council
FA	Cornwall Council		
FB	Bedfordshire County Council (with Bedford BC)	FB	Bedfordshire County Council (with Bedford BC)
		FD	Bedfordshire County Council (with Bedford BC)
FH	Fareham Borough Council	FH	Fareham Borough Council
FP	Hampshire County Council (with Fareham BC)		
FW	Wyre Forest District Council		
FY GC	Fylde Borough Council Gloucestershire County Council (with Cheltenham BC)		
GC	Gloucestershire Council (with Cheltenham BC) Gateshead Council		
GQ	Gateshead Council	GQ	Gedling Borough Council
GW	Gwynedd Council	GW	Gwynedd Council
GX	Gloucestershire County Council (with Cotswold)		
HA	Harrogate Borough Council	HC	North Hertfordshire District Council
HD	Hyndburn Borough Council		
Н	Buckinghamshire County Council (with Wycombe DC)		
HJ	High Peak Borough Council	HJ	High Peak Borough Council
		НМ	Horsham District Council
HV	Havant Borough Council		
IC	Cheltenham Borough Council		
IW	Isle of Wight Council	IW	Isle of Wight Council
JV	Devon County Council (with Torridge DC)		
KB	Kent County Council (with Canterbury CC)		
KH	Kingston upon Hull City Council		West Destablish District Occurs!
KL	Kent County Council (with Swale Borough Council)	КК	West Berkshire District Council

28TH June 2011 Item 6

KQ	Name a Oliver d Bistoirt O	1/0	Name de 9, Observes et District Osserveil
· · · ·	Newark & Sherwood District Council	KQ	Newark & Sherwood District Council
		KU	Kent County Council (with Tunbridge Wells BC)
КХ	Kent County Council (with Thanet District Council)		
		LA	Lancaster City Council
LN	West Lancashire District Council		
		LQ	Lancashire County Council
LS	Leeds City Council		
		LU	Luton Borough Council
LV	Liverpool City Council	LV	Liverpool City Council
		LW	East Sussex County Council (with Lewes)
MC	Manchester City Council	MC	Manchester City Council
		MD	Maidstone Borough Council
MQ	Mansfield District Council	MQ	Mansfield District Council
MR	Middlesbrough Council	MR	Middlesbrough Council
MS	Mid Sussex District	MS	Mid Sussex District Council
MW	Medway Council	MW	Medway Council
ND	North East Derbyshire District Council	ND	North East Derbyshire District Council
		NF	New Forest District Council
		NG	Nottingham City Council
NP	Northamptonshire County Council	NP	Northamptonshire County Council
NU	Newcastle City Council	NU	Newcastle City Council
OD	Oldham M.B.C	OD	Oldham M.B.C.
OH			Solihull M.B.C.
OL	Bolsover District Council	OL	Bolsover District Council
OX	Oxfordshire County Council	OX	Oxfordshire County Council
PA	Hampshire County Council (with Basingstoke BC)		
		PB	Peterborough City Council
PD	Pendle Borough Council		
PE	Borough of Poole		
PL	Plymouth City Council	PL	Plymouth City Council
PR	Preston City Council	PR	Preston City Council
QC	Cardiff City Council		· · · · · · · · · · · · · · · · · · ·
RC	Redcar & Cleveland Borough Council	RC	Redcar & Cleveland Borough Council
		RE	Rochdale MBC
RF	Rochford District Council		
		RI	Reigate & Banstead Borough Council
RJ	Redditch Borough Council		·····
RL	Rutland County Council		
RP	Worcestershire County Council (with Redditch BC)		
RQ	Rushcliffe Borough Council	RQ	Rushcliffe Borough Council
RR	Surrey County Council (with Waverley BC)		
RV	Ribble Valley Borough Council		
		RZ	Surrey County Council (with Reigate & Banstead)
SA	Salisbury District Council		Suncy County Country (Min Religite & Danstead)
SB	Slough Borough Council		
SF	Sefton MBC	SF	Sefton MBC
SJ	Scarborough Borough Council	SJ	Scarborough Borough Council
		SL	City of Salford Council
		36	
		SM	
SN	Southampton City Council	SM	Stockport Borough Council
SN SQ	Southampton City Council	SN	Southampton City Council
SQ	Stockton-On-Tees Borough Council		
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28TH June 2011 Item 6

YM	Isle of Anglesey County Council	YM	Isle of Anglesey County Council
YN	North Yorkshire County Council (with Scarborough)		
YO	North Yorkshire County Council (with Harrogate BC)		
YS	Surrey County Council (with Elmbridge BC)		
YW	Hampshire County Council (with Winchester CC)		
ZD	Cotswold District Council	ZD	Cotswold District Counci
ZF	Worcestershire County Council (with Wyre Forest DC)		
ZN	Gloucestershire CC (with Stroud DC)		
ZP	Stroud District Council		
ZW	Worcestershire County Council (with Wychavon DC)		
ZX	Shropshire Council	ZX	Shropshire Council

28TH June 2011 Item 6

APPENDIX 1: Councils in the Scheme at June 2011

Welsh	County	District	Unitary	МВС
Cardiff County Council	Buckinghamshire County	Adur District Council	Bath and North East	Barnsley Metropolitan Borough
Carmarthenshire County	Council Cambridgeshire County	Allerdale Borough Council	Somerset Council Bedford Council	Council Birmingham City Council
Council	Council	Allerdale Dorodgin Council	Dealora Council	Birningham City Council
Conwy County Borough Council	Cumbria County Council	Amber Valley District Council	Blackburn with Darwen Borough Council	Bolton MBC
Denbighshire County Council	Derbyshire County Council	Arun District Council	Blackpool Borough Council	Bury MBC
Gywnedd Council	Devon County Council	Ashfield District Council	Bournemouth Borough Council	Calderdale Borough Council
Isle of Anglesey County Council	Dorset County Council	Ashford Borough Council	Bracknell Forest Borough Council	City of Bradford Metropolitan Borough Council
Neath Port Talbot County Borough Council	East Sussex County Council	Aylesbury Vale District Council	Brighton & Hove Council	Coventry City Council
Pembrokeshire County Council	Essex County Council	Barrow Borough Council	Borough of Poole	Doncaster Metropolitan Borough Council
Powys County Council	Gloucestershire County Council	Basildon District Council	Bristol City Council	Dudley Metropolitan Borough Council
Swansea City and County	Hampshire County Council	Basingstoke and Deane Borough Council	Central Bedfordshire Council	Gateshead Metropolitan Borough Council
Wrexham County Borough Council	Hertfordshire County Council	Bassetlaw District Council	Cheshire East Council	Kirklees Metropolitan Council
	Kent County Council	Blaby District Council	Cheshire West and Chester Council	Leeds City Council
	Lancashire County Council	Braintree District Council	City of York Council	Liverpool City Council
	Leicestershire County Council	Brentwood Borough Council	Cornwall Council	Manchester City Council
	Norfolk County Council	Broxbourne Borough Council	Darlington Borough Council	Newcastle City Council
	North Yorkshire County Council	Broxtowe Borough Council	Derby City Council	North Tyneside Council
	Northamptonshire County Council	Burnley Borough Council	County Durham Council	Oldham Metropolitan Borough Council
	Nottinghamshire County Council	Cambridge City Council	Hartlepool Borough Council	Rochdale MBC
	Oxfordshire County Council	Cannonck Chase District Council	Herefordshire District Council	Rotherham MBC

28TH June 2011 Item 6

Country	District	l la itan c	МВС
County Staffordshire County Council	Canterbury City Council	Unitary Isle of Wight Council	Salford City Council
Suffolk County Council	Carlisle City Council	Kingston upon Hull City	Sandwell MBC
Sunok County Council	Carrisle City Council	Council	Sandwein MDC
Surrey County Council	Castle Point Borough Council	Leicester City Council	Sefton Council
Warwickshire County	Charnwood Council	Luton Council	Sheffield City Council
Council			
West Sussex County Council	Chelmsford Borough Council	Medway Council	Slough Borough Council
Worcestershire County	Cheltenham Borough Council	Middlesbrough Council	Solihull Metropolitan Borough
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	Chesterfield Borough Council	Milton Keynes Council	South Tyneside Metropolitan
			Borough Council
	Chichester Borough Council	North East Lincolnshire Council	St Helens Borough Council
	Chiltern District Council	North Lincolnshire Council	Stockport MBC
	Chorley Borough Council	Nottingham City Council	Sunderland City Council
	Christchurch Borough Council	Peterborough City Council	Tameside Metropolitan Borough Council
	Colchester Borough Council	Plymouth City Council	Trafford MBC
	Copeland Borough Council	Portsmouth City Council	Walsall MBC
	Cotswold District Council	Reading Borough Council	Wigan MBC
	Crawley Borough Council	Redcar and Cleveland	Wirral Metropolitan Borough
		Borough Council	Council
	Dacorum Borough Council	Royal Borough of Windsor and Maidenhead	Wolverhampton City Council
	Dartford Borough Council	Rutland County Council	
	Derbyshire Dales District Council	Shropshire Council	
	Dover Council	Southend on Sea Council	
	East Devon District Council	South Gloucestershire	
		Council	
	East Hertfordshire District Council	Southampton City Council	
	East Staffordshire Borough	Stockton on Tees Borough	
	Council	Council	
	Eastleigh Borough Council	Stoke-on-Trent City Council	

28TH June 2011 Item 6

District Unitary Eden District Council Elmbridge Borough Council **Epping Forest District Council** Epsom and Ewell Borough Council Council Erewash Borough Council Exeter City Council Fareham Borough Council Forest of Deane District Council Fylde Borough Council **Gedling Borough Council** Gloucester City Council Gravesham Borough Council **Guildford Borough Council** Harborough District Council Harlow Borough Council Harrogate Borough Council Hart District Council Hastings Borough Council Havant Borough Council Hertsmere Borough Council High Peak Borough Council Hinckley and Bosworth Horsham District Council Hyndburn Borough Council **Ipswich Borough Council** Lancaster City Council Lewes District Council Litchfield District Council Maidstone Borough Council Maldon District Council Mansfield District Council Melton Borough Council

Swindon Borough Council Thurrock Borough Council Torbay Council Warrington Borough Council West Berkshire Council Wiltshire Council

District

Mid Devon District Council Mid Sussex District Council Mole Valley District Council New Forest District Council Newark and Sherwood District Council Newcastle-under-Lyme Borough Council North Devon District Council North Dorset District Council North East Derbyshire District Council North Hertfordshire District Council North West Leicestershire District Council Northampton Borough Council Norwich City Council Oadby and Wigston Borough Council Pendle Borough Council Preston City Council Purbeck District Council Redditch Borough Council Reigate and Banstead Borough Council **Ribble Valley Borough Council Rochford District Council** Rossendale Borough Council **Rugby Borough Council** Runnymede Borough Council **Rushmoor Borough Council** Scarborough Borough Council Sevenoaks District Council **Shepway District Council**

28TH June 2011 Item 6

District

South Derbyshire District Council South Hams District Council South Lakeland District Council South Staffordshire Council South Ribble Borough Council Spelthorne Borough Council St Albans City and District Council Stafford Borough Council Staffordshire Moorlands District Council Stevenage Borough Council Stratford District Council Stroud District Council Surrey Heath Borough Council Swale Borough Council Tamworth Borough Council Tandridge District Council **Taunton Deane Borough Council Teignbridge District Council** Tendering District Council Test Valley Borough Council Tewkesbury Borough Council Thanet District Council Three Rivers District Council Tonbridge & Malling Borough Council Torridge District Council Tunbridge Wells Borough Council Uttlesford District Council Warwick District Council Watford Borough Council Waverley Borough Council Welwyn Hatfield Council West Devon Borough Council

28TH June 2011 Item 6

District

West Lancashire District Council West Oxfordshire Council Weymouth and Portland Borough Council Winchester City Council Working Borough Council Worthing Borough Council Wycombe District Council Wychavon District Council Wyre Borough Council Wyre Forest District Council