

**NATIONAL PARKING ADJUDICATION SERVICE JOINT COMMITTEE
EXECUTIVE SUB COMMITTEE**

REPORT FOR INFORMATION

DATE: 29th January 2008
AGENDA ITEM Number 12
SUBJECT: General Progress and Service Standards
JOINT REPORT OF: The Lead Officer
On behalf of the Advisory Board

PURPOSE OF REPORT

To report to the Committee on progress in respect of: (a) the take up of decriminalised parking enforcement powers by Councils in England (outside London) and Wales; (b) service standard performance during 2007.

RECOMMENDATIONS

It is recommended that the Committee:

- [i] Note the information provided in the report in respect of the current and future take up of decriminalised parking enforcement (DPE) powers.
- [ii] Note the performance to as at October 2007 against the agreed service standard indicators.

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BACKGROUND DOCUMENTS

Report to NPASJC Committee Meeting held on 30th June 2007

BACKGROUND

1.0 INTRODUCTION

- 1.1 The service standard performance indicators are reported and figures are provided as at 31 October 2007.

2.0 TAKE UP OF DECRIMINALISED PARKING ENFORCEMENT POWERS

- 2.1 The latest information regarding the take up of the Road Traffic Act 1991 powers is given in Appendix 1.
- 2.2 As predicted there has been a further take up of DPE powers by councils since the Joint Committee last met.
- 2.3 The confirmed implementation date for Civil Parking Enforcement under the Traffic Management Act 2004 is 31 March 2008. It is not known at this stage how soon after 31st March the first councils applying under the Traffic Management Act 2004 will commence enforcement.

3.0 SERVICE STANDARDS - PERFORMANCE INDICATORS

- 3.1 The Joint Committee at its meeting on 30th June 2007 approved the introduction of revised service standards as follows:

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.

These standards are reflected in the figures for 2007 shown below.

TABLE 1

PERIOD	% OF POSTAL APPEALS DECIDED WITHIN 42 DAYS	TARGET	% OF PERSONAL APPEALS DECIDED WITHIN 56 DAYS	TARGET
Year 2000/1	57% (1,477 Appeals)	80%	59% (713 Appeals)	80%
Year 2001/2	80% (3,178 Appeals)	80%	82% (1,339 Appeals)	80%
Year 2002/3	78% (5,726 Appeals)	80%	89% (2,811 Appeals)	80%
Year 2003	77%	80%	91% (3,033 Appeals)	80%
Year 2004	79%	80%	88%	80%
Year 2005	73%	80%	93%	80%
Year 2006	71%	80%	62%	80%

TABLE 2

Year 2007	Postal Actual	Target 80% of postal cases to be decided within 7 weeks	Personal Hearings Offered within 8 weeks of registration (Actual)	Target	Personal Hearings Offered within 12 weeks of registration (Actual)	Target
January to October 07	92.32%	80%	56.29%	60%	83.38%	90%

Notes on Table 2

a)The total number of cases registered between 1 January and 31 October 2007 was 8,297.

b)The postal figures relate to cases registered during the period that have been decided.

c)The personal figures relate to cases registered during the period that have been offered a hearing.

d) A complete picture only becomes available after the end of the year when all cases registered during the past year have been decided/offered a hearing.

TABLE 3

PERIOD	% of phone calls answered within 15 seconds	TARGET	% of appeals acknowledged within 2 working days	TARGET
2002/3	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 to October	98%	90%	92%	95%

APPENDIX 1
Councils Party to the NPAS Agreement to January 2008
(Councils joining since June 2007 shown in italics)

Allerdale	Harlow	Rotherham
Ashford	Harrogate	<i>Royal Borough of Maidenhead & Berkshire</i>
Aylesbury Vale	Hart	Rugby
Barnsley	Hartlepool	Runnymede
Barrow	Hastings	Rushmoor
Basildon	Havant	Salford
Basingstoke and Deane	Herefordshire	Salisbury
Bath and North East Somerset	Hertfordshire	Sandwell
Bedford	Hertsmere	<i>Scarborough</i>
Bedfordshire	Horsham	Sefton
Birmingham	Hyndburn	Sevenoaks
Blackburn with Darwen	Ipswich	Sheffield
Blackpool	Kennet	Shepway
Bolton	Kent	Shrewsbury & Atcham
Bournemouth	Kirklees	Shropshire
Bracknell Forest	Kingston Upon Hull	Slough
Braintree	Lancashire	<i>Solihull</i>
Brentwood	Lancaster	Somerset
Bridgnorth	Leeds	South Bedfordshire
Brighton & Hove	Leicester City	<i>South Gloucestershire</i>
Bristol	<i>Leicestershire</i>	South Lakeland
Broxbourne	Lewes	<i>South Northamptonshire</i>
Buckinghamshire	Liverpool	South Ribble
Burnley	Luton	South Shropshire
Bury	Maidstone	Southampton
Calderdale	Maldon	Southend-on-Sea
Cambridge	Manchester	Spelthorne
Cambridgeshire	Medway	St Albans
Canterbury	<i>Melton</i>	<i>Stafford</i>
Carlisle	Mid Bedfordshire	<i>Staffordshire Moorlands</i>
Carmarthenshire	Mid Sussex	Stevenage
Castle Point	Middlesbrough	Stockport
<i>Charnwood</i>	Milton Keynes	Stockton on Tees
Chelmsford	Mole Valley	Stoke-on-Trent
<i>Cheltenham</i>	Neath Port Talbot	Stratford
<i>Cheshire</i>	<i>Newcastle Under Lyme</i>	<i>Stroud</i>
Chiltern	New Forest	Suffolk
Chorley	Norfolk	Sunderland
Christchurch	North Dorset	Surrey
Colchester	North Hertfordshire	Surrey Heath
Conwy	North Shropshire	Swale
Copeland	<i>North West Leicestershire</i>	Swindon
<i>Corby</i>	North Wiltshire	Tandridge
<i>Cotswold</i>		Taunton Deane
Coventry	North Yorkshire	Tendring
<i>Crewe & Nantwich</i>	Northampton	Test Valley
Cumbria	Northamptonshire	<i>Tewkesbury</i>
Dacorum	Norwich	Thanet
Dartford	Nottingham	Three Rivers
Denbighshire	Oldham	Thurrock
Derby City	Oswestry	Tonbridge & Malling
Doncaster	Oxfordshire	Torbay
Dorset	Pendle	Trafford
Dover	Peterborough	Tunbridge Wells
East Hertfordshire	Plymouth	Uttlesford
<i>East Northamptonshire</i>	Poole	Wareham Town

<i>East Staffordshire</i>	Portsmouth	<i>Warwick</i>
East Sussex	Preston	Warwickshire
Eastleigh	Purbeck	Watford
Eden	Reading	<i>Wellingborough</i>
Elmbridge	Redcar and Cleveland	Welwyn Hatfield
Epping Forest	Reigate and Banstead	West Lancashire
Epsom and Ewell	Ribble Valley	West Sussex
Essex	Rochdale	Weymouth and Portland
Fylde	Rochford	Wigan
<i>Gateshead</i>	Rossendale	Wiltshire
<i>Gloucester</i>		Winchester
<i>Gloucestershire</i>		Wirral
Gravesham		Woking
Guildford		Worcester
Hampshire		Worcestershire
		<i>Worthing</i>
		Wychavon
		Wyre
		<i>Wyre Forest</i>
		York