

REPORT FOR INFORMATION

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 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.

CONTACT OFFICER

Louise Hutchinson, Joint Committee Services, PATROL, Barlow House, Minshull Street, Manchester Tel: 0161 242 5270

1. PERIOD OF REPORTING

This report provides information in relation to the year April to June 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%
Apr-Jun 2011	96.15%	95%	99.45	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 which were registered during April to June 2011 and have been decided (data is also included for the year ending 31 March 2011 for comparison). 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)

Type of Hearing	Postal					Personal					Telephone				
	April 2010 10 March 2011	April - Jun 2011	July - Sep2011	Oct – Dec 2011	Jan- Mar 2012	April - Mar 2011	April - Jun 2011	July - Sep2011	Oct – Dec 2011	Jan- Mar 2012	April - March 2011	April - Jun 2011	July - Sep2011	Oct – Dec 2011	Jan- Mar 2012
Average no of weeks between registration and decision issued	5.42	4.75				11.31	8.79				7.70	6.60			
Cases with less than 7 weeks between registration and decision (postal target) Percentage	7,499 79.64	2,006				n/a n/a	n/a n/a				n/a n/a	n/a n/a			
Cases with less than 8 weeks between registration and decision (personal/ telephone target) Percentage	n/a n/a	n/a n/a				615 35.71	134 48.91				957 70.63	323 85.90			
Cases with less than 12 weeks between registration and decision (personal/telephone target) Percentage	9078 96.41	2,254 98.56				1,153 66.96	256 93.43				1,246 91.96	369 98.14			

The table for England indicates that:

- i) The average number of weeks has reduced for all hearing types. For postal cases the average has fallen below 5 weeks which reflects cases which are not contested by councils.
- ii) The proportion of postal cases with less than 7 weeks between registration and decision has increased as has the proportion of personal and telephone cases with less than 8 weeks between registration and decision.
- iii) The proportion of cases with less than 12 weeks between registration and decision has increased across all hearing types.

Case closure times – parking (Wales)

Type of Hearing	Postal					Personal					Telephone			
	April 2010 10 March 2011	April - Jun 2011	July - Sep2011	Oct – Dec 2011	Jan- Mar 2012	April - Mar 2011	April - Jun 2011	July - Sep2011	Oct – Dec 2011	Jan- Mar 2012	April - March 2011	April - Jun 2011	July - Sep2011	Oct – Dec 2011
Average no of weeks between registration and decision issued	4.82	4.77				12.92	7.60				8.16	7.05		
Cases with less than 7 weeks between registration and decision (postal target)	251	94				n/a					n/a	n/a		
Percentage	82.57	87.04				n/a					n/a	n/a		
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	n/a	n/a				7	3				21	16		
Percentage	n/a	n/a				26.92	60.00				67.74	80.00		
Cases with less than 12 weeks between registration and decision (personal/telephone target)	274	106				12	4				29	20		
Percentage	98.92	98.15				75.00	80.00				93.55	100.0		

The table for Wales indicates:

- iv) The average number of weeks has reduced for all hearing types. For postal cases the average has fallen below 5 weeks which reflects cases which are not contested by councils.
- v) The proportion of postal cases with less than 7 weeks between registration and decision has increased as has the proportion of personal and telephone cases with less than 8 weeks between registration and decision.
- vi) The proportion of cases with less than 12 weeks between registration and decision has increased across all hearing types.

6.0 Councils participating in Appeal Online & Electronic Transfer of Evidence

The table below shows by prefix the councils involved in these initiatives. An additional six prefixes have been added to appeal on line since June 2011 (bringing the total to 147) with an additional five now using the tribunal's secure webmail system (bringing the total to 112). A total of 327 prefixes out of a total of 350 are using normal email.

Prefix	Appeal Online Councils	Prefix	Electronic Evidence Councils
AC	Cumbria County Council with Allerdale		
AD	West Sussex County Council (with Adur)		
AL	Allerdale Borough Council		
AT	Shrewsbury and Atcham Borough Council		
AQ	Ashfield Borough Council	AQ	Ashfield Borough Council
AV	Amber Valley Borough Council	AV	Amber Valley Borough 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	Bristol City Council	BS	Bristol City Council
BW	Brentwood Borough Council		
CE	Chiltern District Council	CE	Chiltern District Council
CG	Chesterfield Borough Council	CG	Chesterfield Borough Council
CH	Colchester Borough Council	CH	Colchester Borough Council
CJ	Cornwall County Council		
CM	Carmarthenshire County Council	CM	Carmarthenshire County Council
CQ	Conwy County Borough Council		
		CO	Copeland Borough Council
CT	Canterbury City Council	CT	Canterbury City Council
CX	Calderdale Borough Council	CX	Calderdale Borough Council
CY	Chorley Borough Council	CY	Chorley Borough Council
		DC	Dacorum 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
		DM	Dudley Metropolitan Borough Council
DP	Dorset County Council (with Weymouth & Portland)		
		DR	Derby City Council
		DT	Dartford Borough Council
		DQ	Devon County Council (with North Devon)
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/ID	Essex County Council (with Colchester BC)		
EV	Essex County Council (with Rochford)		
EW	Erewash Borough Council	EW	Erewash Borough Council
		EX	Essex County Council

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FA	Cornwall 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	Fylde Borough Council		
		GA	Cheshire East Council
GC	Gloucestershire County Council (with Cheltenham BC)		
GH	Gateshead Council		
GQ	Gedling Borough 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		
HI	Buckinghamshire County Council (with Wycombe DC)	HI	Buckinghamshire County Council (with Wycombe DC)
HJ	High Peak Borough Council	HJ	High Peak Borough Council
		HM	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 Torrington DC)	JV	Devon County Council (with Torrington DC)
KB	Kent County Council (with Canterbury CC)		
KH	Kingston upon Hull City Council		
		KK	West Berkshire District Council
KL	Kent County Council (with Swale Borough Council)		
KO	Kent County Council (with Tonbridge & Malling BC)		
KQ	Newark & Sherwood District Council	KQ	Newark & Sherwood District Council
		KU	Kent County Council (with Tunbridge Wells BC)
KX	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
NP	Northamptonshire County Council	NP	Northamptonshire County Council
NQ	Nottinghamshire County Council	NQ	Nottinghamshire 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		
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
PP	Powys County 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		
SB	Slough Borough Council		
SF	Sefton MBC	SF	Sefton MBC
SJ	Scarborough Borough Council	SJ	Scarborough Borough Council
		SL	City of Salford Council
		SM	Stockport Borough Council
SN	Southampton City Council	SN	Southampton City Council
SQ	Stockton-On-Tees Borough Council		
SW	Swale Borough Council		
		SY	Spelthorne Borough Council
SX	Sunderland City Council		
SZ	St Helens Council	SZ	St Helens Council
TB	Torbay Council	TB	Torbay Council
TC	Torrington District Council	TC	Torrington District Council
TD	Thanet District Council	TD	Thanet District Council

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TE	Tandridge District Council		
TG	Tendring District Council		
TJ	Surrey County Council (with Tandridge DC)		
TN	Tonbridge & Malling Borough Council	TN	Tonbridge & Malling Borough Council
TQ	Bassetlaw District Council	TQ	Bassetlaw District Council
TR	Trafford Borough Council		
TW	Tunbridge Wells Borough Council	TW	Tunbridge Wells Borough Council
TV	Three Rivers District Council	TV	Three Rivers District Council
TY	South Tyneside		
UB	Cumbria County Council (with Barrow BC)		
UW	West Sussex County Council (with Worthing BC)		
VA	Hampshire County Council (with Havant BC)		
		WB	Wyre Borough Council
WD	Wycombe District Council	WD	Wycombe District Council
WG	Wigan Metropolitan Borough Council	WG	Wigan Metropolitan Borough Council
WH	Wychavon District Council	WH	Wychavon District Council
		WI	Warrington Borough Council
WJ	The City and County of Swansea	WJ	The City and County of Swansea
WR	Winchester City Council	WR	Winchester City Council
WT	Watford Borough Council	WT	Watford Borough Council
WU	Worthing Borough Council	WU	Worthing Borough Council
		WV	Wolverhampton City Council
WX	Wrexham County Borough Council	WX	Wrexham County Borough Council
WY	Weymouth and Portland Borough Council		
WZ	Waverley Borough Council	WZ	Waverley Borough Council
XD	Walsall Metropolitan Borough Council		
XQ	Broxtowe Borough Council	XQ	Broxtowe Borough Council
XS	West Sussex County Council (with Mid Sussex DC)		
		YA	Cambridgeshire County Council
		YB	Cambridgeshire CC (with Cambridge City Council)
YC	York City Council		
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 Council
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)	ZW	Worcestershire County Council (with Wychavon DC)
ZX	Shropshire Council	ZX	Shropshire Council

APPENDIX 1: Councils in the Scheme at September 2011

Welsh	County	District	Unitary	MBC
Cardiff County Council	Buckinghamshire County Council	Adur District Council	Bath and North East Somerset Council	Barnsley Metropolitan Borough Council
Carmarthenshire County Council	Cambridgeshire County Council	Allerdale Borough Council	Bedford Council	Birmingham 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
Gwynedd 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		Hartlepool Borough Council	Rochdale MBC
	Oxfordshire County Council		Herefordshire District	Rotherham MBC

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

	County	District	Unitary	MBC
Welsh		East Staffordshire Borough Council	Swindon Borough Council	
		Eastleigh Borough Council	Thurrock Borough Council	
		Eden District Council	Torbay Council	
		Elmbridge Borough Council	Warrington Borough Council	
		Epping Forest District Council	West Berkshire Council	
		Epsom and Ewell Borough Council	Wiltshire 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			

Welsh	County	Maidstone Borough Council District	Unitary	MBC
		Maldon District Council		
		Mansfield District Council		
		Melton Borough Council		
		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		

Welsh	County	Runnymede Borough Council	Unitary	MBC
		District		
		Rushcliffe Borough Council		
		Rushmoor Borough Council		
		Scarborough Borough Council		
		Sevenoaks District Council		
		Shepway District Council		
		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		
		Torrige District Council		

Welsh	County	Tunbridge Wells Borough Council	Unitary	MBC
		District		
		Uttlesford District Council		
		Warwick District Council		
		Watford Borough Council		
		Waverley Borough Council		
		Welwyn Hatfield Council		
		West Devon Borough Council		
		West Lancashire District Council		
		West Oxfordshire Council		
		Weymouth and Portland Borough Council		
		Winchester City Council		
		Woking Borough Council		
		Worcester City Council		
		Worthing Borough Council		
		Wycombe District Council		
		Wychavon District Council		
		Wyre Borough Council		
		Wyre Forest District Council		