

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

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1. PERIOD OF REPORTING

This report provides information in relation to the period July to September 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%
Jul-Sep 2011	96.01%	95%	98.67%	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 July to September 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	4.35			11.31	8.79	10.29			7.70	6.60	6.51		
Cases with less than 7 weeks between registration and decision (postal target)	7,499	2,006	2250			n/a	n/a	n/a			n/a	n/a	n/a		
Percentage	79.64		93.36			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)	n/a	n/a	n/a			615	134	34			957	323	391		
Percentage	n/a	n/a	n/a			35.71	48.9 1	28.57			70.63	85.90	81.63		
Cases with less than 12 weeks between registration and decision (personal/telephone target)	9078	2,254	2403			1,153	256	92			1,246	369	459		
Percentage	96.41	98.56	99.71			66.96	93.4 3	77.31			91.96	98.14	95.82		

The table for England indicates that:

- i) The average number of weeks has reduced for postal and telephone hearings however there has been an increase for personal hearings. 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 whilst the proportion of personal and telephone cases with less than 8 weeks has reduced.
- iii) The proportion of postal cases with less than 12 weeks between registration and decision has increased whilst the proportion of telephone cases in this category has dipped slightly. There has been a greater reduction of personal hearings within this category.

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	4.11			12.92	7.60	-			8.16	7.05	6.48	
Cases with less than 7 weeks between registration and decision (postal target)	251	94	117			n/a		n/a			n/a	n/a	n/a	
Percentage	82.57	87.04	95.12			n/a		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	n/a			7	3	-			21	16	18	
Percentage	n/a	n/a	n/a			26.92	60.00	-			67.74	80.00	85.71	
Cases with less than 12 weeks between registration and decision (personal/telephone target)	274	106	122			12	4	-			29	20	18	
Percentage	98.92	98.15	99.19			75.00	80.00	-			93.55	100.0	85.71	

The table for Wales indicates:

- i) During this period cases were dealt with either as postal cases or through telephone hearings. The average number of weeks has reduced for postal and telephone hearings. 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 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 for postal cases and reduced for telephone hearings.

6.0 Councils participating in Appeal Online & Electronic Transfer of Evidence

The table below shows by prefix the councils involved in these initiatives as at 30 September 2011. An additional three prefixes have been added to appeal on line since June 2011 (bringing the total to 150) with an additional seven now using the tribunal's secure webmail system (bringing the total to 119). A total of 329 (an increase of two since last reported) 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		
		CF	Chelmsford Borough Council (includes Castle Point off street)
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
		CV	Coventry City Council
CY	Chorley Borough Council	CY	Chorley Borough Council
		DC	Dacorum Borough Council
		DD	Dover District Council
DB	Blackburn with Darwen 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

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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
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		
ID	Essex County Council (with Colchester)		
IW	Isle of Wight Council	IW	Isle of Wight Council
JV	Devon County Council (with Torridge DC)	JV	Devon County Council (with Torridge)
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 Borough Council	LN	West Lancashire Borough 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
		QA	Hertfordshire County 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

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		SL	City of Salford Council
		SM	Stockport Borough Council
SN	Southampton City Council	SN	Southampton City Council
SQ	Stockton-On-Tees Borough 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	Torridge District Council	TC	Torridge District Council
TD	Thanet District Council	TD	Thanet District Council
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)		
		VN	East Devon District Council
		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		
		XP	Essex County Council (includes Chelmsford, Castle Point, Maldon, Basildon, Brentwood, Rochford – on street only)
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		
YE	East Riding of Yorkshire 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 January 2012

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
Merthyr Tydfil County Borough Council	East Sussex County Council	Aylesbury Vale District Council	Brighton & Hove Council	Coventry City Council
Neath Port Talbot County Borough Council	Essex County Council	Barrow Borough Council	Borough of Poole	Doncaster Metropolitan Borough Council
Pembrokeshire County Council	Gloucestershire County Council	Basildon District Council	Bristol City Council	Dudley Metropolitan Borough Council
Powys County Council	Hampshire County Council	Basingstoke and Deane Borough Council	Central Bedfordshire Council	Gateshead Metropolitan Borough Council
Swansea City and County	Hertfordshire County Council	Bassetlaw District Council	Cheshire East Council	Kirklees Metropolitan Council
Wrexham County Borough Council	Kent County Council	Blaby District Council	Cheshire West and Chester Council	Leeds City Council
	Lancashire County Council	Borough of Kings Lynn and West Norfolk	City of York Council	Liverpool City Council
	Leicestershire County Council	Braintree District Council	Cornwall Council	Manchester City Council
	Norfolk County Council	Brentwood Borough Council	Darlington Borough Council	Newcastle City Council
	North Yorkshire County Council	Broxbourne Borough Council	Derby City Council	North Tyneside Council
	Northamptonshire County Council	Broxtowe Borough Council	County Durham Council	Oldham Metropolitan Borough Council
	Nottinghamshire County Council	Burnley Borough Council	East Riding of Yorkshire	Rochdale MBC
	Oxfordshire County Council			Rotherham MBC

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

District

East Staffordshire Borough Council
 Eastleigh Borough Council

 Eden District Council
 Elmbridge Borough Council

 Epping Forest District Council
 Epsom and Ewell Borough 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
 Great Yarmouth 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

Unitary

South Gloucestershire Council
 South Norfolk District Council
 Southampton City Council
 Stockton on Tees Borough Council
 Stoke-on-Trent City Council
 Swindon Borough Council
 Thurrock Borough Council
 Torbay Council
 Warrington Borough Council
 West Berkshire Council
 Wiltshire Council

District

Lewes District Council
Litchfield District Council
Maidstone Borough Council
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 Norfolk District Council
North West Leicestershire District
Council
Northampton Borough Council
Norwich City Council
Nuneaton & Bedworth Borough
Council
Oadby and Wigston Borough
Council
Pendle Borough Council
Preston City Council
Purbeck District Council
Redditch Borough Council
Reigate and Banstead Borough
Council

Districts

Ribble Valley Borough Council
Rochford District Council
Rossendale Borough Council
Rugby Borough Council
Runnymede Borough Council
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 Norfolk 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

Districts

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
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

