

REPORT FOR INFORMATION

SUBJECT: GENERAL PROGRESS AND SERVICE STANDARDS

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 enforcement of bus lanes powers by Councils in England [outside London]; (b) general progress and service standard information.

RECOMMENDATIONS

It is recommended that the Joint Committee:

- [i] Notes the information in respect of the take up of civil bus lane enforcement powers.
- [ii] Notes the performance information.

FINANCIAL CONSEQUENCES TO THE REVENUE BUDGET

None

CONTACT OFFICER

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BACKGROUND

1. PERIOD OF REPORTING

This report provides information in relation to the period July to September 2011

2. COUNCILS IN THE SCHEME

The following local authorities are party to the BLASJC Agreement: at 31st January 2012

Bath and North East Somerset Council	Reading City Council
Brighton & Hove City Council	Oxfordshire County Council
Essex County Council	Sheffield City Council
Hampshire County Council	Nottingham City Council
Manchester City Council	Stockton on Tees Borough Council
Liverpool City Council	Bristol City Council
Bournemouth Council	Gloucestershire County Council
South Tyneside Council	Coventry Council
Bradford City Council	Bury Metropolitan Borough Council
Stoke on Trent Council	Leeds City Council
Luton Borough Council	Medway Council
Hertfordshire County Council	West Berkshire Council

3. ADMINISTRATIVE TARGETS

Two indicators give an indication of availability and responsiveness for the Service – the acknowledgement of appeals and telephone response times.

As an integrated tribunal, no distinction is made between the response to bus lane and parking related telephone calls or acknowledgement of appeals. The results are as follows:

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%	98.675	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". The Joint Committee in 2007 approved the introduction of the following service standards:

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 also 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.

The reports on case closure include all cases registered during April to June 1011 (and for comparison during the year ending 31 March 2011) which have been decided. The report was run in August 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 – bus lanes (England)

The table below presents case closure times by hearing type (postal, personal, telephone). The first column in each hearing types provides data on the previous year (April to March 2011) for comparison. The figures in bold are in respect of the second quarter to September 2011.

The table below indicates:

- i. The average number of weeks between registration and decision issued has reduced slightly for postal cases, increased for personal hearings and remained fairly static for telephone hearings.
- ii. The proportion of postal cases with less than 7 weeks between registration and decision has increased.
- iii. The proportion of personal cases with less than 8 weeks between registration and decision has reduced markedly for personal hearings and slightly for telephone hearings.
- iv. The proportion of cases with less than 12 weeks between registration and decision remains high for postal cases and telephone hearings but has dropped markedly for personal hearings although numbers are low.

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	6.13	3.67	3.36			11.86	8.93	11.91			8.14	6.17	6.68		
Cases with less than 7 weeks between registration and decision (postal target)	563	266	370			n/a	n/a	n/a			n/a	n/a	n/a		
Percentage	68.57	91.10	92.27			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			26	7	2			70	26	39		
Percentage	n/a	n/a	n/a			30.23	46.67	18.18			67.69	89.66	82.98		
Cases with less than 12 weeks between registration and decision (personal/telephone target)	723	291	390			51	13	5			88	29	46		
Percentage	88.06	99.66	99.5			59.30	86.67	45.45			85.44	100.0	97.87		