

**REPORT FOR INFORMATION****SUBJECT:** General Progress and Service Standards**REPORT OF:** The Lead Officer on behalf of the Advisory Board

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**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

**FINANCIAL CONSEQUENCES**

The budget setting process includes forecasting of anticipated appeals activity.

**CONTACT OFFICER**

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## 1. BACKGROUND

The statistical report provides information in relation to the period July to September 2012

## 2. 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.

## 3. COUNCILS IN THE SCHEME

During the second quarter of 2012/13, no further councils have joined the scheme.

## 4. ADMINISTRATIVE TARGETS

### Acknowledgment of appeals within two working days

PERIOD	ACTUAL	TARGET
2009/10	97%	95%
2010/11	98%	95%
2011/12	99%	95%
April – June '12	98%	95%
July – Sept '12	98%	95%

### Time taken to answer the telephone

PERIOD	ACTUAL	TARGET
2009/10	96.84	90%
2010/11	96.03	95%
2011/12	96.01	95%
April – June '12	96.05	98%
July – Sept '12	TBC	98%

## 5. CASE CLOSURE

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 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

The reports on case closure include all cases which were registered during April to September 2012 and have been decided (data is also included for the year ending 31 March 2012 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

The following tables provide case closure times in respect of parking (England) and parking (Wales):

a) **England**

Postal Cases (decided without a hearing)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	5.09 weeks	4.70 weeks
Cases with less than 7 weeks between registration and decision (postal target)	85.39%	86.83%
Cases with less than 12 weeks between registration and decision	96.53%	98.58%

Personal Cases (Face to Face Hearings)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	12.07 weeks	11.86 weeks
Cases with less than 8 weeks between registration and decision (personal target)	24.14%	22.49%
Cases with less than 12 weeks between registration and decision (personal target)	62.69%	59.69%

Telephone Cases (Telephone Hearing)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	7.13 weeks	7.69 weeks
Cases with less than 8 weeks between registration and decision (personal target)	77.52%	69.55%
Cases with less than 12 weeks between registration and decision (personal target)	91.50%	89.55%

b) **Wales**

Postal Cases (decided without a hearing)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	5.22 weeks	4.57 weeks
Cases with less than 7 weeks between registration and decision (postal target)	84.45%	91.09%
Cases with less than 12 weeks between registration and decision	93.50%	97.03%

Personal Cases (Face to Face Hearings)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	13.83weeks	10.39 weeks
Cases with less than 8 weeks between registration and decision (personal target)	12.50%	44.44%
Cases with less than 12 weeks between registration and decision (personal target)	45.83%	77.78%

Telephone Cases (Telephone Hearing)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	7.19weeks	7.32 weeks
Cases with less than 8 weeks between registration and decision (personal target)	75%	70.45%
Cases with less than 12 weeks between registration and decision (personal target)	91.67%	93.18%

## 6. Improving the accessibility of the Tribunal

The Tribunal has introduced a number of initiatives to increase the accessibility and efficiency of the Tribunal. The table below charts progress:

Initiative	2009 / 10	2010 / 11	2011 / 12	30 Sept 2012
Councils offering appeal online	80	138	153 (prefixes)	158 (prefixes)
Appeals received online as a percentage of total appeals	6%	7%	9%	10%
Councils engaged in electronic transfer	48	86	115	137
Councils engaged in TRO certification	190	201	222	231
Councils receiving correspondence by email	0	212	343 (prefixes)	358
Proportion of hearings by telephone	12%	13%	17%	15%

### Website Statistics

	Apr-Mar 2011	Apr-Mar 2012	Apr- Sept 2012
Visits to the Tribunal Website	TBC	TBC	TBC
Visits to PATROL Website	39,108	44,259	24,190