

**PATROL ADJUDICATION JOINT COMMITTEE**  
**Executive Sub Committee**

**REPORT FOR INFORMATION**

**DATE:** 22<sup>nd</sup> September 2009  
**AGENDA ITEM** Number 7  
**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 Committee:

- [i] Note the information provided in the report in respect of the current take up of civil enforcement of parking powers.
- [ii] Note the performance reported.

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## 1. COUNCILS IN THE SCHEME

- 1.1 There are 257 councils who party to the PATROL Adjudication Joint Committee agreement (Appendix 1).

## 2. SERVICE STANDARDS - PERFORMANCE INDICATORS

- 2.1 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".
- 2.2 The Joint Committee at its meeting on 30<sup>th</sup> 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.
- 2.3 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, the measure approved in the revised service standards.
- 2.4 To provide some context to this reporting, table 1 sets out the number of PCNs appealed during the period April to June 2009 and also compares this with the same period last year.

Table 1 Summary of Appeal Information

Period	Appeals Received (PCNs appealed)	PCNs Issued	Rate of Appeal per PCN
April to June 2009	3,425	1,062,226	0.32%
April to June 2008	2,794	951,250	0.29%

- 2.5 Table 2a includes all tribunal cases closed during the rolling 12 month period ending 30<sup>th</sup> June 2009 i.e. data is included for cases which were subject to delay 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 table also includes a comparison with the reported information for the three month period April to June in 2008.

**TABLE 2a : DISPOSAL OF CASES (PARKING) – COMPARING QUARTERS  
July 2008 to June 2009 (cases closed during the period)**

Type of Hearing	Postal				Personal			
	Apr to Jun 09	Jan to Mar 09	Oct to Dec 08	July to Sept 08	Apr to Jun 09	Jan to Mar 09	Oct to Dec 08	July to Sept 08
Average no of weeks between registration and decision issued	<b>4.71 weeks</b>	4.89 weeks	5.53 weeks	7.01 weeks	<b>8.90 weeks</b>	9.40 weeks	11.55 weeks	13.06 weeks
Cases with less than 7 weeks between registration and decision (postal target)	<b>1,976 (93%)</b>	1,977 (88%)	1,839 (87%)	1,449 (72%)	<b>n/a</b>	n/a	n/a	n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	<b>n/a</b>	n/a	n/a	n/a	<b>221 (50%)</b>	242 (44%)	194 (33%)	137 (22%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	<b>2,114 (99%)</b>	2,220 (98%)	2,039 (97%)	1,882 (93%)	<b>380 (86%)</b>	445 (82%)	379 (65%)	283 (49%)

**TABLE 2b DISPOSAL OF CASES (PARKING) – COMPARING QUARTERS  
April to June 2008 and 2009 (cases closed during the period)**

Type of Hearing	Postal		Personal		Telephone	
	Apr to Jun 09	Apr to Jun 08	Apr to Jun 09	Apr to Jun 08	Apr to Jun 09	Apr to Jun 08
Average no of weeks between registration and decision issued	<b>4.71 weeks</b>	6.84 weeks	<b>8.90 weeks</b>	11.07 weeks	<b>6.05 weeks</b>	14.44 weeks
Cases with less than 7 weeks between registration and decision (postal target)	<b>1,976 (93%)</b>	1,349 (74%)	<b>n/a</b>	n/a	<b>n/a</b>	n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	<b>n/a</b>	n/a	<b>221 (50%)</b>	245 (42%)	<b>248 (91%)</b>	25 (19%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	<b>2,114 (99%)</b>	1,710 (93%)	<b>380 (86%)</b>	423 (72%)	<b>270 (99%)</b>	64 (50%)

## 2.6 Summary

**Table 2a: Analysis by Quarter**

- The average number of weeks for cases to be decided (based on cases closed during the period) has continued to reduce across each type of hearing – with telephone hearings showing a significant reduction in line with the increasing flexibility that this type of hearing provides.
- For postal cases, the number and proportion of cases decided within 7 weeks has continued to increase and exceed the target of 80%.
- For personal and telephone hearings the proportion decided within 8 weeks has continued to increase throughout the year with 91% of telephone hearing cases being closed within 8 weeks..
- Continuous improvement can also be seen for the proportion of cases decided within 12 weeks, with both postal and telephone hearings reaching 99% and personals at 86%.

**Table 2b Comparing of the current period April to June 2009 with the same period in 2008**

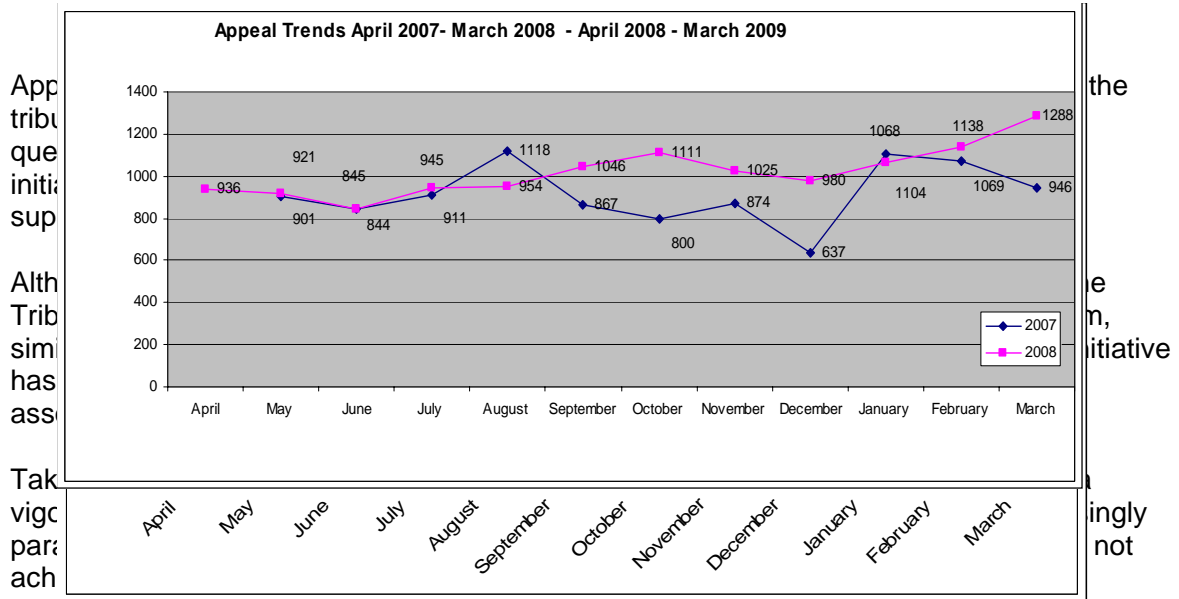
- The table demonstrates the improvement in each area when comparing the same period in 2008 and 2009.
- Of particular note is the increase in the number and proportion of telephone hearing cases being closed within 12 weeks

## 2.7 Administrative Standards

Table 3 demonstrates that call answering has remained relatively constant. Despite the increasing number of appeals, the acknowledgement of appeals is on target. Reporting of acknowledgement rates for the current period is based on the correct measure of working days. Performance figures for previous years will be reviewed in the light of this variance.

**TABLE 3: ADMINISTRATIVE TARGETS**

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%	92%	95%
April 2008 to Mar 2009	97%	90%	91%	95%
April 2009 to June 2009	97%	90%	95%	95%



**It is strongly recommended that councils consider adopting these initiatives.**

Councils participating in Appeal Online	Councils participating in Electronic Transfer of Evidence
<b>Adur</b>	<b>Adur</b>
Allerdale	
Anglesey	
Basildon	
<b>Bath &amp; NE Somerset</b>	<b>Bath &amp; NE Somerset</b>
Bedford	
Birmingham	
<b>Brighton &amp; Hove</b>	<b>Brighton &amp; Hove</b>
Bournemouth	
Brentwood	
<b>Bristol</b>	<b>Bristol</b>
<b>Canterbury</b>	<b>Canterbury</b>
Cumbria County Council	
<b>Denbighshire</b>	<b>Denbighshire</b>
Dorset	
<b>Elmbridge</b>	<b>Elmbridge</b>
Essex County Council	
<b>Fareham</b>	<b>Fareham</b>
Gateshead	
Gwynedd	
Hampshire	
Havant	
<b>Isle of Wight</b>	
Kent County Council	
Liverpool	Lancaster
<b>Manchester</b>	<b>Manchester</b>
<b>Middlesbrough</b>	
Oldham	Nottingham
<b>Oxford</b>	<b>Oxford</b>
Redcar & Cleveland	Reading
Rochford	
<b>Scarborough</b>	<b>Scarborough</b>
Shropshire	Sheffield
South Tyneside	
St Helens	St Albans
Stockton on Tees	
<b>Surrey County</b>	
Thanet	
Tonbridge	
Tandridge	
Walsall	
Weymouth	
<b>West Sussex</b>	
Wrexham	Wigan
<b>Worthing</b>	<b>Worthing</b>
<b>Wycombe</b>	

## Appendix 1

### Membership of the PATROL Joint Committee 22<sup>nd</sup> September 2009

#### English Councils

Allerdale Borough Council	Cumbria County Council
Ashford Borough Council	Dacorum Borough Council
Aylesbury Vale District Council	Dartford Borough Council
Barnsley Metropolitan Borough Council	
Barrow Borough Council	Derby City Council
Basildon District Council	Doncaster Borough Council
Basingstoke and Deane Borough Council	Dorset County Council
Bath and N E Somerset Council	Dover District Council
Birmingham City Council	East Herts Council
Blaby District Council	East Staffordshire Borough Council
Blackburn with Darwen Borough Council	East Sussex County Council
Blackpool Borough Council	Eastleigh Borough Council
Bolton Metropolitan Borough Council	Eden District Council
Borough of Poole	Elmbridge Borough Council
Bournemouth Borough Council	Epping Forest District Council
Bracknell Forest Borough Council	Epsom and Ewell Borough Council
Braintree District Council	Essex County Council
Brentwood Borough Council	Fareham Borough Council
Brighton and Hove City Council	Fylde Borough Council
Bristol City Council	Gateshead Metropolitan Borough Council
Broxbourne Borough Council	Gloucester City Council
Buckinghamshire County Council	Gloucestershire County Council
Burnley Borough Council	Gravesham Borough Council
Bury Metropolitan Borough Council	Guildford Borough Council
Calderdale Metropolitan Borough Council	
Cambridge City Council	Hampshire County Council
Cambridgeshire County Council	Harborough District Council
Canterbury City Council	Harlow District Council
Carlisle City Council	Harrogate Borough Council
	Hart District Council
Castle Point Borough Council	Hartlepool Borough Council
Charnwood Council	Hastings Borough Council
Chelmsford Borough Council	Havant Borough Council
Cheltenham Borough Council	Herefordshire District Council
Chiltern District Council	Hertfordshire County Council
Chorley Borough Council	Hertsmere Borough Council
Christchurch Borough Council	Hinckley and Bosworth
City of York Council	Horsham District Council
Colchester Borough Council	Hyndburn Borough Council
	Ipswich Borough Council
Copeland Borough Council	
Cotswold District Council	Isle of Wight Council



Coventry City Council	Kent County Council
Lancaster City Council	Kingston Upon Hull City Council
Leeds City Council	Kirklees Metropolitan Council
Leicester City Council	Lancashire County Council
Leicestershire County Council	Rochdale Metropolitan Borough Council
Lewes District Council	Rochford District Council
Liverpool City Council	Rossendale Borough Council
Luton Borough Council	Rotherham Metropolitan Borough Council
Maidstone Borough Council	Royal Borough of Windsor and Maidenhead
Maldon District Council	Rugby Borough Council
Manchester City Council	Runnymede Borough Council
Medway Borough Council	Rushmoor Borough Council
Melton Borough Council	Salford City Council
Mid Sussex District Council	Sandwell Metropolitan Borough Council
Middlesbrough Council	Scarborough Borough Council
Milton Keynes Council	Sefton Metropolitan Borough Council
Mole Valley District Council	Sevenoaks District Council
New Forest District Council	Sheffield City Council
Newcastle-under-Lyme Borough Council	Shepway District Council
Norfolk County Council	Slough Borough Council
North Dorset District Council	Solihull Metropolitan Borough Council
North Hertfordshire District Council	South Gloucestershire Council
North Tyneside Council	South Lakeland District Council
North West Leicestershire District Council	South Ribble Borough Council
North Yorkshire County Council	South Tyneside Council
Northampton Borough Council	Southampton City Council
Northamptonshire County Council	Southend on Sea Borough Council
Norwich City Council	Spelthorne Borough Council
Nottingham City Council	St Albans City and District Council
Oadby and Wigston Borough Council	Stafford Borough Council
Oldham Metropolitan Borough Council	Staffordshire County Council
Oxfordshire County Council	Staffordshire Moorlands District Council
Pendle Borough Council	Stevenage Borough Council
Peterborough City Council	Stockport Metropolitan Borough Council
Plymouth City Council	Stockton-on-Tees Borough Council
Portsmouth City Council	Stoke on Trent City Council
Preston City Council	Stratford on Avon District Council
Purbeck District Council	Stroud District Council
Reading Borough Council	Suffolk County Council
Redcar & Cleveland Borough Council	Sunderland City Council
Reigate and Banstead Borough Council	Surrey County Council
Ribble Valley Borough Council	Surrey Heath Borough Council
Tandridge District Council	Swale Borough Council
Taunton Deane Borough Council	Swindon Borough Council
Tendring District Council	Tameside Metropolitan Borough Council
	Weymouth and Portland Borough Council

Test Valley Borough Council  
Tewkesbury Borough Council  
Thanet District Council  
Three Rivers District Council  
Thurrock Borough Council  
Tonbridge & Malling Borough Council  
Torbay Council  
Trafford Metropolitan Borough Council  
Tunbridge Wells Borough Council  
Uttlesford District Council  
Warrington Borough Council  
Warwick District Council  
Warwickshire County Council  
Watford Borough Council  
Waverley Borough Council  
Welwyn Hatfield Council  
West Lancashire District Council  
West Sussex County Council

#### **New Councils TMA**

Amber Valley Borough Council  
Adur District Council  
Ashfield District Council  
Bassetlaw District Council  
Bolsover District Council  
Broxtowe Borough Council  
Cannock Chase District Council  
Chesterfield Borough Council  
City of Bradford Metropolitan District Council  
Cornwall County Council  
Derbyshire County Council  
Derbyshire Dales District Council  
Devon County Council  
Dudley District Council  
East Devon District Council  
Erewash Borough Council  
Exeter City Council  
Forest of Dean District Council  
Gedling Borough Council  
High Peak Borough Council  
Lichfield District Council  
Mansfield District Council  
Mid Devon District Council  
Newark and Sherwood District Council  
Newcastle City Council  
North Devon District Council  
North East Derbyshire District Council

Wigan Council  
Winchester City Council  
Wirral Metropolitan Borough Council  
Woking Borough Council  
Wolverhampton City Council  
Worcester City Council  
Worcestershire County Council  
Worthing Borough Council

Wychavon District Council  
Wyre Borough Council  
Wyre Forest District Council

#### **New Unitary Authorities 1<sup>st</sup> April 2009**

Bedford Council  
Central Bedfordshire Council  
Cheshire East  
Cheshire West & Chester  
Cornwall Council  
County Durham  
Shropshire Council  
Wiltshire Council

#### **Welsh Councils**

Carmarthenshire County Council  
City and County of Swansea (TMA)  
Conwy County Borough Council  
Denbighshire County Council  
Gwynedd Council  
Isle of Anglesey County Council  
Neath Port Talbot Borough Council  
Wrexham County Borough Council

Nottinghamshire County Council  
Redditch Borough Council  
Rushcliffe Borough Council  
Rutland County Council  
South Derbyshire District Council  
South Hams District Council  
South Staffordshire District Council  
St Helens Borough Council  
Tamworth Borough Council  
Teignbridge District Council  
Torridge District Council  
Walsall Council  
West Berkshire District Council  
West Devon Borough Council  
Wycombe District Council