

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 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 April 2012 to June 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 first quarter of 2012/13, nine new Councils have joined the scheme. These are: Northumberland County Council, East Hampshire District Council, Somerset County Council, Mendip District Council, Sedgemoor District Council, South Somerset District Council, West Somerset Council, Ceredigion County Council and Rhondda Cynon Taf County Borough Council.

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%

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	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 June 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) Table 1

- The average number of weeks between registration and decision issued has reduced across all hearing types.
- The proportion of postal cases with less than 7 weeks between registration and decision has increased.
- The proportion of personal cases with less than 8 weeks between registration and decision has remained static but increased for telephone hearings
- The proportion of cases with less than 12 weeks between registration and decision has increased across all hearing types.

Parking (Wales) Table 2

- The average number of weeks between registration and decision issued has reduced across all hearing types.
- The proportion of postal cases with less than 7 weeks between registration and decision has increased.
- The proportion of personal and telephone cases with less than 8 weeks between registration and decision has increased
- The proportion of cases with less than 12 weeks between registration and decision has increased across all hearing types.

Table 1 Case Closure: Disposal of Cases – Parking (England)

Type of Hearing	Postal					Personal					Telephone				
	Apr 2011 – Mar 2012	Apr -Jun '12	Jul – Sep '12	Oct - Dec '12	Jan – Mar '13	Apr 2011 – Mar 2012	Apr -Jun '12	Jul – Sep '12	Oct - Dec '12	Jan – Mar '13	Apr 2011 – Mar 2012	Apr -Jun '12	Jul – Sep '12	Oct - Dec '12	Jan – Mar '13
Average number of weeks between registration and decision issued	5.09	4.46	N/A	N/A	N/A	12.07	10.51	N/A	N/A	N/A	7.13	6.51	N/A	N/A	N/A
Cases with less than 7 weeks between registration and decision (postal target)	8635	2039	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Percentage	85.39%	90.14%	N/A	N/A	N/A	N/A	N/A	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)	N/A	N/A	N/A	N/A	N/A	330	39	N/A	N/A	N/A	1614	301	N/A	N/A	N/A
Percentage	N/A	N/A	N/A	N/A	N/A	24.14%	24.84%	N/A	N/A	N/A	77.52%	82.24%	N/A	N/A	N/A
Cases with less than 12 weeks between registration and decision (personal / telephone target)	9761	2252	N/A	N/A	N/A	857	121	N/A	N/A	N/A	1905	351	N/A	N/A	N/A
Percentage	96.53%	99.56%	N/A	N/A	N/A	62.69%	77.07%	N/A	N/A	N/A	91.50%	95.90%	N/A	N/A	N/A

Table 2: Case Closure: Disposal of Cases – Parking (Wales)

Type of Hearing	Postal					Personal					Telephone				
	Apr 2011 – Mar 2012	Apr -Jun '12	Jul – Sep '12	Oct - Dec '12	Jan – Mar '13	Apr 2011 – Mar 2012	Apr -Jun '12	Jul – Sep '12	Oct - Dec '12	Jan – Mar '13	Apr 2011 – Mar 2012	Apr -Jun '12	Jul – Sep '12	Oct - Dec '12	Jan – Mar '13
Average number of weeks between registration and decision issued	5.22	3.96	N/A	N/A	N/A	13.83	9.44	N/A	N/A	N/A	7.19	6.51	N/A	N/A	N/A
Cases with less than 7 weeks between registration and decision (postal target)	429	94	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Percentage	84.45%	95.92%	N/A	N/A	N/A	N/A	N/A	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)	N/A	N/A	N/A	N/A	N/A	6	3	N/A	N/A	N/A	72	301	N/A	N/A	N/A
Percentage	N/A	N/A	N/A	N/A	N/A	12.50%	33.33%	N/A	N/A	N/A	75.00%	82.24%	N/A	N/A	N/A
Cases with less than 12 weeks between registration and decision (personal / telephone target)	475	98	N/A	N/A	N/A	22	9	N/A	N/A	N/A	88	351	N/A	N/A	N/A
Percentage	93.50%	100%	N/A	N/A	N/A	45.83%	100%	N/A	N/A	N/A	91.67%	95.90%	N/A	N/A	N/A

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	April to June 2012
Councils offering appeal online	80	138	153 (prefixes)	157 (prefixes)
Appeals received online as a percentage of total appeals	6%	7%	9%	10%
Councils engaged in electronic transfer	48	86	115	129
Councils engaged in TRO certification	190	201	222	222
Councils receiving correspondence by email	0	212	343 (prefixes)	350 (prefixes)
Proportion of hearings by telephone	12%	13%	17%	18%

Website Statistics

	Apr-June 2010	Apr-June 2011	Apr-June 2012
Visits to the Tribunals Website	16293	18091	21394
Visits to PATROL Website	9155	10709	11422