

**PATROL ADJUDICATION JOINT COMMITTEE
Executive Sub Committee**

REPORT FOR RESOLUTION

DATE 26th January 2010

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 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 service standards
- [iii] Notes the additional general progress information.
- [iv] Records its expectation that Member Authorities will engage in the Appeal on Line and Electronic Evidence Transfer initiatives

CONTACT OFFICER

Louise Hutchinson, Joint Committee Services, PATROL, Barlow House, Minshull Street,
Manchester Tel: 0161 242 5270

1. COUNCILS IN THE SCHEME

The latest information regarding councils in the scheme is set out at 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 30th 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. To put this into context, Figure 1 provides a breakdown of the volume of hearings i.e. postal, personal or telephone.

2.4 Tables 1a and 1b includes all cases registered and decided during the period i.e. data is included for cases which were subject to delay for the following reasons:

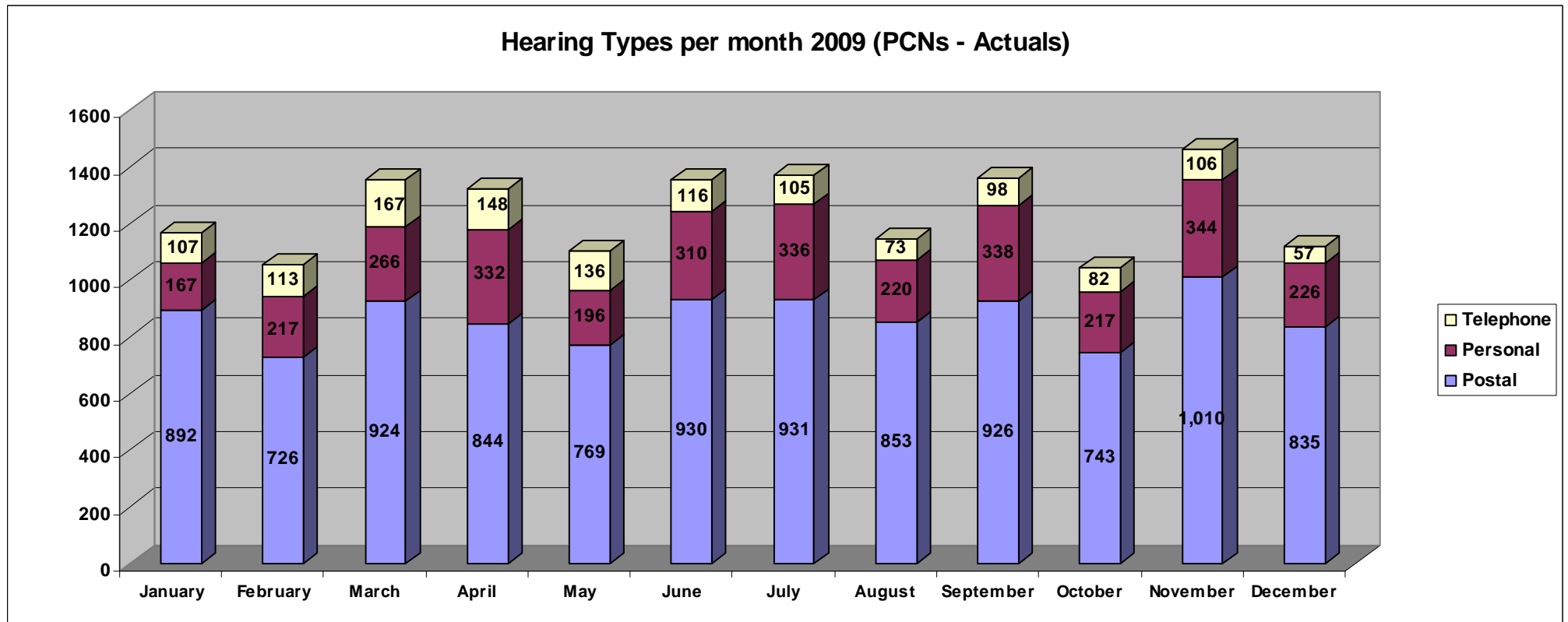
Requests from parties to the appeal:

- 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

Breakdown of Hearing Types



2.5 Performance Summary
Disposal of Cases - Parking

Table 1a) Comparing quarters

Type of Hearing	Postal				Personal				Telephone			
	Oct to Dec 09	July to Sept 09	Apr to Jun 09	Jan to Mar 09	Oct to Dec 09	July to Sept 09	Apr to Jun 09	Jan to Mar 09	Oct to Dec 09	July to Sept 09	Apr to Jun 09	Jan to Mar 09
Average no of weeks between registration and decision issued	4.48 weeks	5.04 weeks	4.71 weeks	4.89 weeks	7.04 weeks	8.35 weeks	8.90 weeks	9.40 weeks	5.59 weeks	7.82 weeks	6.05 weeks	8.28 weeks
Cases with less than 7 weeks between registration and decision (postal target)	1,480 (93%)	2,024 (90%)	1,976 (93%)	1,977 (88%)	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	133 (75%)	244 (58%)	221 (50%)	242 (44%)	83 (92%)	113 (68%)	248 (91%)	180 (62%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	1,592 (100%)	2,218 (99%)	2,114 (99%)	2,220 (98%)	176 (99%)	379 (90%)	380 (86%)	445 (82%)	88 (98%)	154 (93%)	270 (99%)	266 (91%)

Table 1b) Comparison – Oct to Dec 09 to Oct to Dec 08

Type of Hearing	Postal		Personal		Telephone	
	Oct to Dec 09	Oct to Dec 08	Oct to Dec 09	Oct to Dec 08	Oct to Dec 09	Oct to Dec 08
Average no of weeks between registration and decision issued	4.48 weeks	5.53 weeks	7.04 weeks	11.55 weeks	5.59 weeks	10.63 weeks
Cases with less than 7 weeks between registration and decision (postal target)	1,480 (93%)	1,839 (87%)	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	133 (75%)	194 (33%)	83 (92%)	80 (31%)
Cases with less than 12 weeks between registration and decision	1,592 (100%)	2,039 (97%)	176 (99%)	379 (65%)	88 (98%)	207 (79%)

(personal/telephone target)						
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Table 1a: Analysis by Quarter

- There has been a reduction in the average number of weeks between registration and decision issued across all hearing types.
- For postal cases, the proportion of cases decided within 7 weeks has shown an increase.
- For personal and telephone hearings the proportion decided within 8 weeks has increased.
- The proportion of cases with less than 12 weeks between registration and decision has remained constant.

Table 1b Annual Analysis (comparing the same period across two years)

- The average number of weeks has reduced across all hearing types.
- The proportion of cases closed within 7 weeks has shown an increase in postal cases.
- There has been an increase in the proportion of personal and telephone hearings closed within 8 weeks.
- The proportion of cases closed within 12 weeks has increased across all hearing types.

It should be noted that the report shows those cases that have been registered during the particular date range that have been decided upon. The cases shown for the final quarter were those registered between October and December 2009 that have been decided. The reason for the apparent reduction in case numbers is because the report has been collated only two weeks after the period end. Consequently, many cases registered during that period are not yet due for decision. and, being undecided, are not recorded in this report. As reported previously, a more comprehensive picture emerges when reporting on the full year to March 2010 in the report to the Joint Committee in June as the time available for cases to have been decided increases.

2.6 Administrative Standards

TABLE 2: 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%	96%	95%
Year 2008	TBC	90%	96%	95%
Year 2009	96%	90%	96%	95%

c) Councils participating in Appeal on Line and Electronic Transfer

Appeal on Line and Electronic Transfer of Evidence are key areas of development for the tribunal for the reasons set out below:

Appeal on Line

This allows the appellant to lodge their appeal on line rather than using a paper form. For the tribunal, this means that the case information is automatically transferred from the online appeal into the case management system, thus saving administrative time i.e. post opening, data entry, scanning and filing. All IT suppliers have undertaken the development work for this facility to be available to all councils. Feedback from appellants using this system has been very positive. Where this system is available some 25% of appellants appeal this way. The frustration is that its availability is dependent upon where the motorist receives the PCN. We currently have 60 councils that offer this facility.

To achieve universal appeal on line for all motorists, the intention is to work with councils who have installed appeal on line and IT suppliers to widen the coverage. The tribunal will also shortly be piloting new methods of issuing the Notice of Appeal to the motorists direct from the tribunal rather than via the councils. This will have a number of benefits: reduced wastage of appeal forms, the opportunity to clarify to the motorists that the Traffic Penalty Tribunal represents a different and independent stage of appeal and finally the means of promoting appeal on line as a swift appeals process with contingency arrangements for motorists without access to the internet. This pilot will be the subject of evaluation.

Electronic Evidence Transfer

Council evidence packs to the Traffic Penalty Tribunal can be extremely bulky, taking time to complete by parking department staff with significant costs in administration, paper and postage. The tribunal is therefore urging councils to attract savings in these areas and reducing administrative time at the tribunal by sending evidence packs electronically. The councils using this facility are listed in the table below. Whilst the number of councils increased during the postal strikes, take up of this option has generally been extremely slow. There are currently 40 councils that have the facility to submit their evidence packs electronically, although in some cases, this facility is not always utilised by councils. Again, we are proposing to work with councils who already have this option to identify and address the barriers to take up.

The tribunal is also currently testing a development it has made to its case management system that enables it to send all its communication to councils by way of e-mail (following a successful pilot of this practice with a number of councils). It is anticipated that this will become operational in the early part of this year. The tribunal is keen that this development is reciprocated by councils.

Recommendation

It is recommended that the Joint Committee records its expectation that Member authorities will engage in the Appeal on Line and Electronic Evidence Transfer initiatives

Councils participating in Appeal Online & Electronic Transfer of

LAs participating in Appeal Online	LAs participating in Electronic Transfer of Evidence
Adur	Adur
Allerdale	
Anglesey	
Basildon	
Bath & NE Somerset	Bath & NE Somerset
Bedford	
Birmingham	Birmingham
	Bradford
Brighton & Hove	Brighton & Hove
Bournemouth	
Bradford	Bradford
Brentwood	
Bristol	Bristol
Calderdale	
Cam arthenshire	Cam arthenshire
Canterbury	Canterbury
	Copeland
Cornwall County Council	
Cum bria County Council	
	Dartford
Denbighshire	Denbighshire
Dorset	
	Dudley
	East Devon
	East Sussex
Elm bridge	Elm bridge
Essex County Council	
Fareham	Fareham
Gateshead	
Gwynedd	
Hampshire	
Havant	
Isle of W ight	
Kent County Council	
	Lan caster
Liverpool	Liverpool
	Luton
Manchester	Manchester
Middlesbrough	
Newcastle	Newcastle
	North Devon
Northamptonshire	
	Nottingham
Oldham	
Oxford	Oxford
	Reading
Red car & Cleveland	
	Reigate and Banstead
Rochford	
Salisbury	
Scarborough	Scarborough
	Sheffield
Shropshire	Shropshire
	Solihull
South Tyneside	
Southampton	Southampton
	Spelthorne
	St Albans
St Helens	
Stockton on Tees	Stockton on Tees
Surrey County	
Tandridge	
Tendring	
Thanet	
Tonbridge	Tonbridge
Torbay	Torbay
Torridge	Torridge
W alsall	
Waverley	Waverley
W eym outh	
	W est Berkshire
W est Sussex	
Wigan	Wigan
W rexham	
Worthing	Worthing
Wycombe	Wycombe
	W yre
York	

EvEvidence

Appendix 1

Councils in the Scheme 26 January 2010

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

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

Taunton Deane Borough Council
Tendring District 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
Wareham Town 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
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

Tameside Metropolitan Borough Council
Weymouth and Portland Borough Council
West Oxfordshire 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 1st 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

Newark and Sherwood District Council
Newcastle City Council
North Devon District Council
North East Derbyshire District 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
Torrige District Council
Walsall Council
West Berkshire District Council
West Devon Borough Council
Wycombe District Council