

REPORT FOR INFORMATION

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 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.
- [iv] Notes the additional general progress information.

CONTACT OFFICER

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1. PERIOD OF REPORTING

The statistical report at Appendix 1 provides information in relation to the period April 2011 to March 2012.

2. COUNCILS IN THE SCHEME

During the period 2011/12 five new councils have joined the scheme. These are: Chichester District Council, Crawley Borough Council, Darlington Borough Council, North East Lincolnshire Council and Pembrokeshire County Council.

3. RECOMMENDATIONS

It is recommended that the Joint Committee:

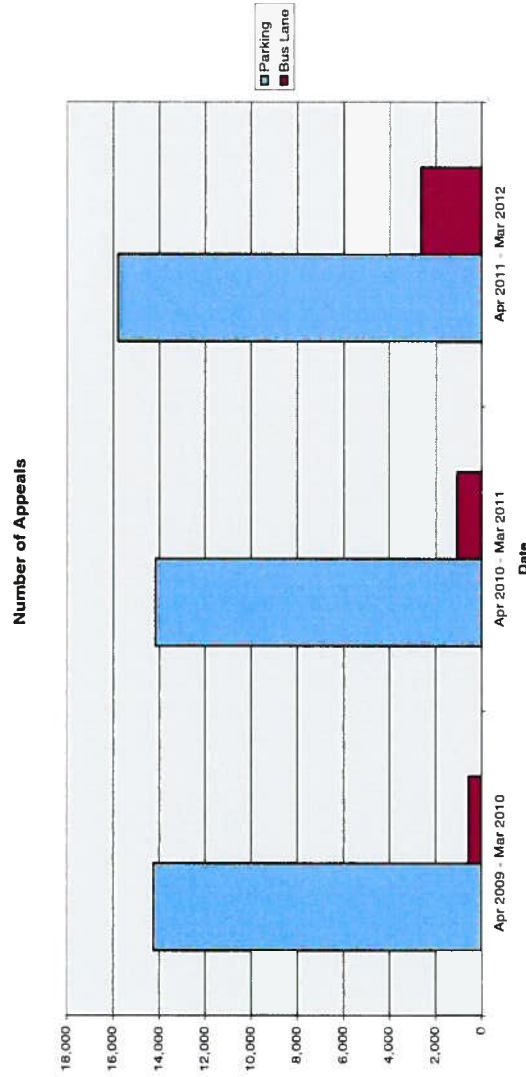
- [i] Notes the information provided in the report in respect of the current take up of civil enforcement of parking powers.
- [ii] Notes the information in relation to appeals activity.
- [iii] Notes the information in relation to service standards.
- [iv] Notes the additional general progress information.

**ITEM 8 : APPENDIX 1
STATISTICAL REPORT 2011/12**

1. Appeal Numbers

The table below shows the total number of appeals and witness statements received by the Tribunal. Parking appeals have shown an increase of 11.5% and Bus Lanes appeals have doubled.

	Parking	Bus Lane	Total
Apr 2009 - Mar 2010	14,262	562	14,824
Apr 2010 - Mar 2011	14,172	1,068	15,240
Apr 2011 - Mar 2012	15,808	2,640	18,448



73% of cases heard during 2011/12 were decided on the papers (postal cases), 11% via a personal hearing and 17% via a telephone hearing.

2. Acknowledgement of appeals within two working days

PERIOD	ACTUAL	TARGET
2009/10	97%	95%
2010/11	98%	95%
2011/12	99%	95%

3. Time taken to answer the telephone

PERIOD	ACTUAL	TARGET
2009/10	96.84	90%
2010/11	96.03	95%
2011/12	96.01	95%

4. 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 "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 2011/12 and have been decided (data is also included for the year ending 31 March 2011 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)

- The average number of weeks between registration of an appeal and the decision being issued has reduced across all hearing types.
- The percentage of postal cases being decided within 7 weeks of registration reached 90% in the final quarter.
- The percentage of personal and telephone hearing cases being decided within 8 weeks of registration reached 49% and 92% respectively in the final quarter.
- In the final quarter, the percentage of cases of all hearing types with less than 12 weeks between registration and decision was 98%, (postal cases), 91% (personal hearings), and 97% (telephone hearings)

Parking (Wales)

- The average number of weeks between registration of an appeal and the decision being issued has remained stable across all hearing types.
- The percentage of postal cases decided within 7 weeks of registration has remained stable at 88% in the final quarter.
- The percentage of personal and telephone hearings cases being decided within 8 weeks of registration has remained broadly in line with those in 2010/11 i.e. 20% (personals) and 66% (telephones)
- In the final quarter, the percentage of cases of all hearing types with less than 12 weeks between registration and decision was 97% (postal cases) 90% (personal and telephone hearings)

Bus Lanes (England)

- In the final quarter the average number of weeks between registration of an appeal and the decision being issued returned to a similar level as in 2010/11 i.e. 6 weeks. Personal hearings reduced to just under 10 weeks and telephone hearings reduced to 6 weeks.
- The percentage of postal cases decided within 7 weeks of registration in the final quarter returned to 2010/11 levels at 71%
- The percentage of personal and telephone hearing cases being decided within 8 weeks of registration reached 35% in the final quarter (personal hearings) and 84% (telephone hearings)
- In the final quarter, the percentage of cases of all hearing types with less than 12 weeks between registration and decision showed an increase on 2011/12 with 87% (postals), 85% (personal hearings) and 96% (telephone hearings).

Case Closure: Disposal of Cases – Parking (England)

Type of Hearing	Postal					Personal					Telephone				
	Apr '10 - Mar 2011	Apr - Jun 2011	Jul - Sep 2011	Oct - Dec 2011	Jan - Mar 2012	Apr - Mar 2011	Apr - Jun 2011	Jul - Sep 2011	Oct - Dec 2011	Jan - Mar 2012	Apr - Mar 2011	Apr - Jun 2011	Jul - Sep 2011	Oct - Dec 2011	Jan - Mar 2012
Average no of weeks between registration and decision issued	5.42	4.75	4.35	5.06	4.47	11.31	8.79	10.29	10.29	8.81	7.70	6.60	6.51	7.31	5.59
Cases with less than 7 weeks between registration and decision (postal target)	7499	2006	2250	1948	2283	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Percentage	79.64%		93.36%	84.84%	90.06%	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	615	134	72	73	957	323	391	385	460	
Percentage	n/a	n/a	n/a	n/a	n/a	35.71%	48.91%	28.57%	49.32%	70.63%	85.90%	81.63%	75.79%	92.93%	
Cases with less than 12 weeks between registration and decision (personal / telephone target)	9078	2254	2403	2247	2501	1153	256	214	135	1246	369	459	480	482	
Percentage	96.41%	98.56%	99.71%	97.87	98.66%	66.96%	93.43%	63.13%	91.22%	91.96%	98.14%	95.82%	94.49%	97.37%	

Case Closure Times – Parking (Wales)

Type of Hearing	Postal					Personal					Telephone				
	Apr '10 Mar 2011	Apr-Jun 2011	Jul - Sep 2011	Oct - Dec 2011	Jan - Mar 2012	Apr - Mar 2011	Jul - Sep 2011	Oct -Dec 2011	Jan - Mar 2012	Apr - Mar 2011	Jun 2011	Jul - Sep 2011	Oct-Dec 2011	Jan - Mar 2012	
Average no of weeks between registration and decision issued	4.82	4.77	4.11	4.32	4.07	12.92	7.60	-	12	11.10	8.16	7.05	6.48	7.44	6.90
Cases with less than 7 weeks between registration and decision (postal target)	251	94	117	102	111	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Percentage	82.57%	87.04%	95.12%	91.89%	88.80%	n/a	3	-	1	2	21	16	18	21	14
Cases with less than 8 weeks between registration and decision (personal / telephone target)	n/a	n/a	n/a	n/a	n/a	7	3	-	1	2	21	16	18	21	14
Percentage	n/a	n/a	n/a	n/a	n/a	26.92%	60.00	-	10%	20%	67.74%	80.00	85.71%	77.78	66.67%
Cases with less than 12 weeks between registration and decision (personal / telephone target)	274	106	122	110	122	12	4	-	6	9	29	20	18	26	19
Percentage	98.92%	98.15%	99.19%	99.10%	97.60%	75.00%	80.00	-	60.00	90.00%	93.55%	100.00	85.71%	96.30	90.48%
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Case Closure Bus Lanes (England)

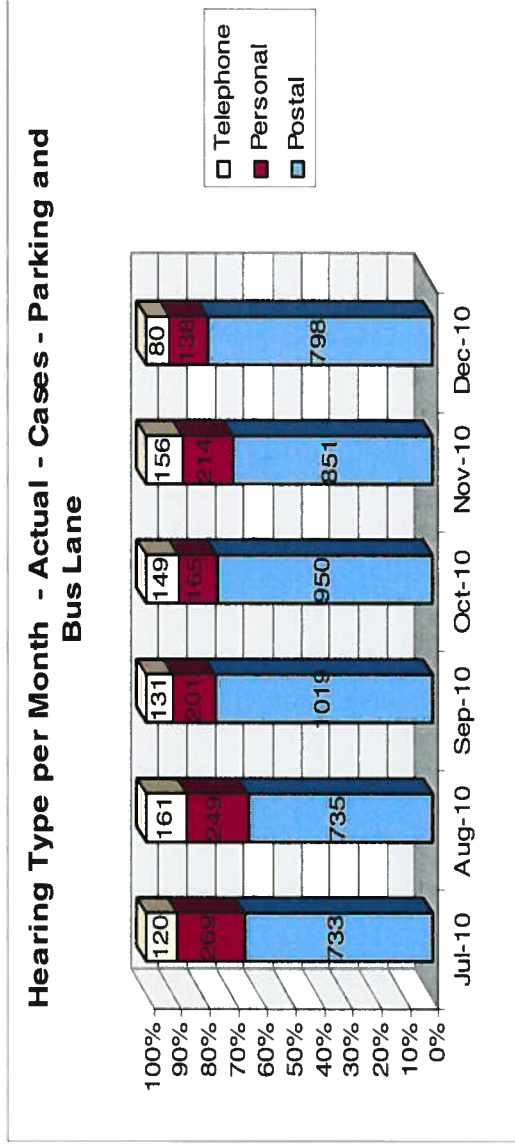
Type of Hearing	Postal					Personal					Telephone				
	Apr '10 - Mar 2011	Apr - Jun 2011	Jul - Sep 2011	Oct - Dec 2011	Jan - Mar 2012	Apr - Mar 2011	Apr - Jun 2011	Jul - Sep 2011	Oct - Dec 2011	Jan - Mar 2012	Apr - Mar 2011	Apr - Jun 2011	Jul - Sep 2011	Oct - Dec 2011	Jan - Mar 2012
Average no of weeks between registration and decision issued	6.13	3.67	3.36	4.65	6.14	11.86	8.93	11.91	11.74	9.75	8.14	6.17	6.68	8.63	6.43
Cases with less than 7 weeks between registration and decision (postal target)	563	266	370	70	390	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Percentage	68.57%	91.10%	92.27%	85.86%	71.17%	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	26	7	2	4	7	70	26	39	44	49
Percentage	n/a	n/a	n/a	n/a	n/a	30.23%	46.67%	18.18%	10.26%	35.00%	67.69%	89.66%	82.98%	62.86%	84.48%
Cases with less than 12 weeks between registration and decision (personal / telephone target)	723	291	390	484	479	51	13	5	23	17	88	29	46	60	56
Percentage	88.06%	99.66%	99.5%	97.78%	87.41%	59.30%	86.67%	45.45%	58.97%	85.00%	85.44%	100.0%	97.87%	85.71%	96.55%

5. Improving the accessibility of the tribunal

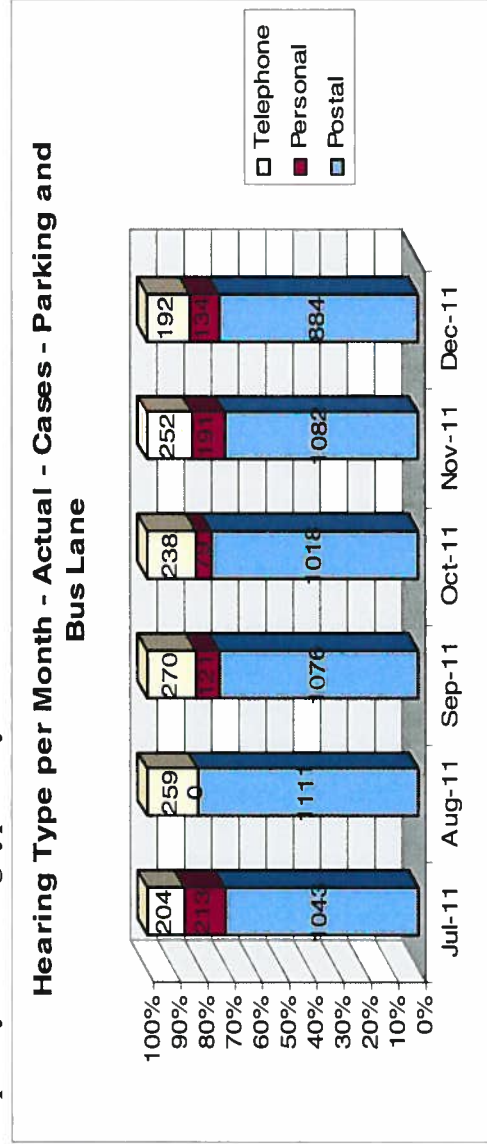
The tribunal has introduced a number of initiatives to increase the accessibility and efficiency of the Tribunal. The table below charts progress

Initiative	2009/10	2010/11	2011/12
Councils offering appeal on line	80	138	153 (prefixes)
Appeals received on line as a percentage of total appeals	6%	7%	9%
Councils engaged in electronic transfer	48	86	115
Councils engaged in TRO certification	190	201	222
Councils receiving correspondence by email	0	212	343 (prefixes)
Proportion of hearings by telephone	12%	13%	17%
Visits to Tribunal Web Site	-	5270 (April 2011)	7417 (March 2012)
Visits to PATROL Website	-	3272 (April 2011)	3782 (March 2012)

The following tables compare the proportion of hearing types during six month periods in 2010/11 and 2011/12.



Frequency of hearing types July to December 2010

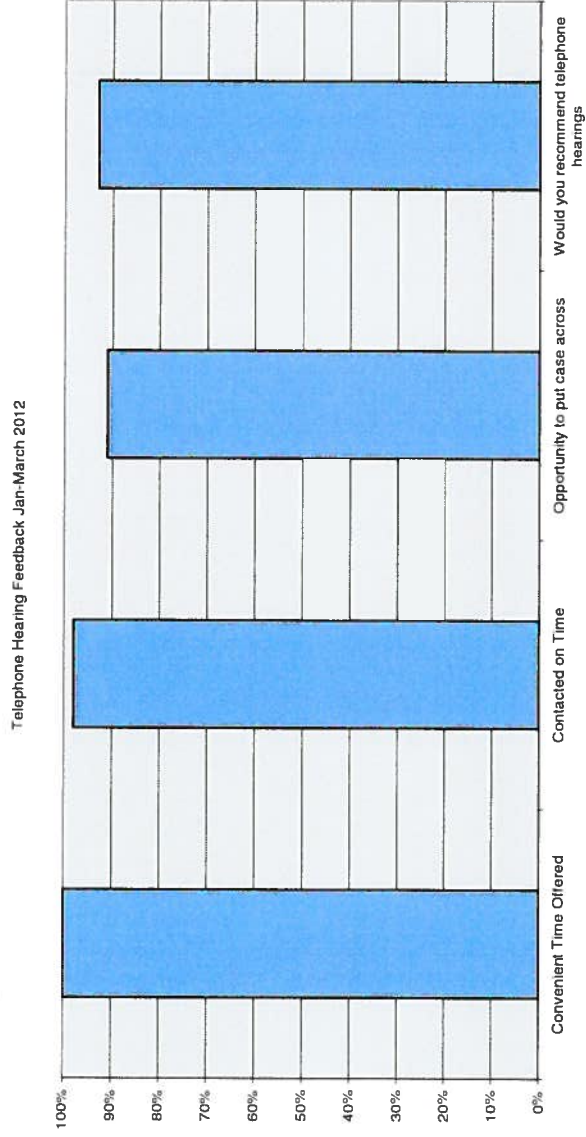


Frequency of hearing types July to December 2011

6. Appellant Feedback

a) Telephone Hearing Feedback

Taking a snapshot of feedback from a 3 month period during 2011/12, the following feedback was received from appellants:



b) **Appeal on Line Feedback**

The following feedback was received through the Appeal on Line web site:

