

REPORT FOR RESOLUTION

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 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 information in relation to service standards and approves the revised target for answering the telephone i.e. the target for answering calls within 15 seconds increasing from 90% to 95%.
- [iii] Note the additional general progress information.

CONTACT OFFICER

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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/type of hearings (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

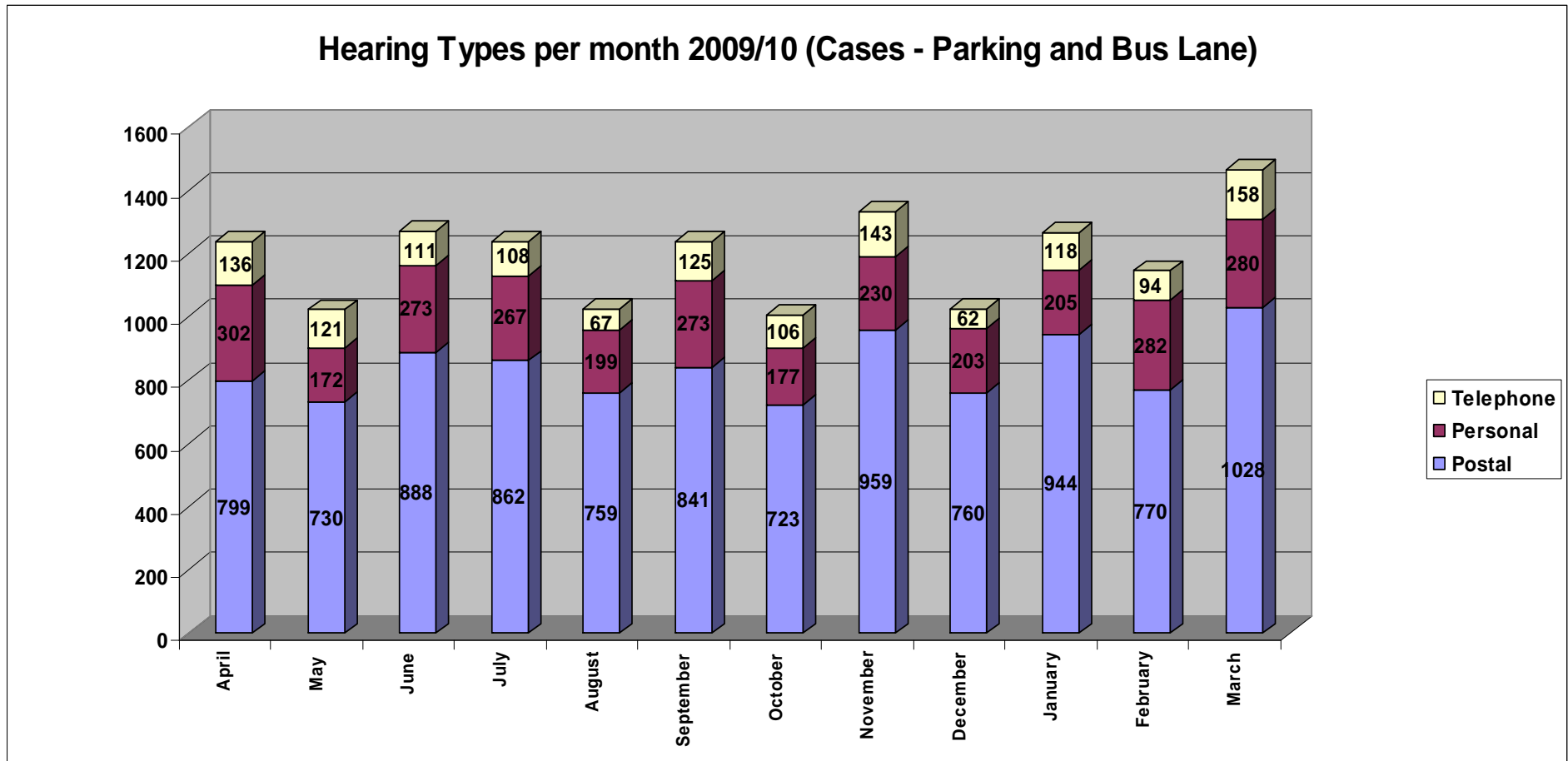
Adjudicators may require:

- 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

2.5 England and Wales

This report separates out the case closure information for English (outside London) and Welsh councils (see Tables 2a and 2b)

Breakdown of Hearing Types¹



Note 1: This reflects the actual hearings held per month.

**Table 1: England
Disposal of Cases - Parking**

a) Comparing quarters

Type of Hearing	Postal				Personal				Telephone			
	Jan to Mar 10	Oct to Dec 09	July to Sept 09	Apr to Jun 09	Jan to Mar 10	Oct to Dec 09	July to Sept 09	Apr to Jun 09	Jan to Mar 10	Oct to Dec 09	July to Sept 09	Apr to Jun 09
Average no of weeks between registration and decision issued	4.87 weeks	5.60 weeks	5.64 weeks	5.24 weeks	9.09 weeks	12.05 weeks	11.79 weeks	12.21 weeks	9.46 weeks	9.68 weeks	9.27 weeks	7.47 weeks
Cases with less than 7 weeks between registration and decision (postal target)	2,173 (89%)	1,948 (86%)	2,032 (85%)	1,957 (90%)	Target n/a	Target n/a	Target n/a	Target n/a	Target n/a	Target n/a	Target n/a	Target n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	Target n/a	Target n/a	Target n/a	Target n/a	222 (48%)	188 (31%)	204 (32%)	211 (34%)	145 (44%)	148 (46%)	176 (59%)	257 (81%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	2,397 (99%)	2,172 (96%)	2,280 (96%)	2,106 (96%)	378 (82%)	373 (61%)	426 (68%)	394 (63%)	296 (91%)	252 (78%)	245 (82%)	287 (91%)

b) Comparison – 2009/10 to 2008/09

Type of Hearing	Postal		Personal		Telephone	
	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09
Average no of weeks between registration and decision issued	5.29 weeks	6.16 weeks	11.31 weeks	12.01 weeks	8.99 weeks	11.22 weeks
Cases with less than 7 weeks between registration and decision (postal target)	8,110 (88%)	6,523 (80%)	Target n/a	Target n/a	Target n/a	Target n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	Target n/a	Target n/a	825 (37%)	850 (35%)	726 (57%)	351 (38%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	8,944 (97%)	7,742 (95%)	1,547 (68%)	1,579 (65%)	1,080 (85%)	697 (75%)

Table 1a: Analysis by Quarter

- There has been a slight reduction in the average number of weeks between registration and decision issued for postals and telephone hearings and a reduction of around 3 weeks for personal hearings.
- For postal cases, the proportion of cases decided within 7 weeks has shown an increase.
- For personal hearings the proportion decided within 8 weeks has increased. There has been a slight reduction in the number of telephone hearings with 8 weeks between registration and decision.
- The proportion of cases with less than 12 weeks between registration and decision has increased across all hearing types and most significantly for telephone hearings..

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 postal cases closed within 7 weeks has increased.
- There has been an increase in the proportion of personal hearings closed within 8 weeks and an increase of just under 20% in telephone hearings closed within 8 weeks.
- The proportion of cases closed within 12 weeks has increased across all hearing types and particularly for telephone hearings.

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 January to March 2010 that have been decided. 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.

Table 2: Wales
Disposal of Cases - Parking

a) Comparing quarters

Type of Hearing	Postal				Personal				Telephone			
	Jan to Mar 10	Oct to Dec 09	July to Sept 09	Apr to Jun 09	Jan to Mar 10	Oct to Dec 09	July to Sept 09	Apr to Jun 09	Jan to Mar 10	Oct to Dec 09	July to Sept 09	Apr to Jun 09
Average no of weeks between registration and decision issued	4.28 weeks	5.56 weeks	6.16 weeks	5.48 weeks	8.79 weeks	17.58 weeks	17.15 weeks	15.57 weeks	10 weeks	8.83 weeks	6 weeks	26 weeks
Cases with less than 7 weeks between registration and decision (postal target)	52 (90%)	32 (82%)	30 (79%)	19 (83%)	Target n/a	Target n/a	Target n/a	Target n/a	Target n/a	Target n/a	Target n/a	Target n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	Target n/a	Target n/a	Target n/a	Target n/a	7 (50%)	2 (17%)	2 (15%)	1 (14%)	1 (25%)	8 (67%)	2 (100%)	0 (0%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	58 (100%)	36 (92%)	34 (89%)	22 (96%)	12 (86%)	2 (17%)	6 (46%)	4 (57%)	3 (75%)	9 (75%)	2 (100%)	0 (0%)

b) Comparison – 2009/10 to 2008/09

Type of Hearing	Postal		Personal		Telephone	
	2009/10	2008/09	2009/10	2008/09	2009/10	2008/09
Average no of weeks between registration and decision issued	5.18 weeks	6.11 weeks	13.40 weeks	17.44 weeks	9.68 weeks	8.86 weeks
Cases with less than 7 weeks between registration and decision (postal target)	133 (85%)	91 (77%)	Target n/a	Target n/a	Target n/a	Target n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	Target n/a	Target n/a	12 (29%)	6 (24%)	11 (58%)	3 (43%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	149 (95%)	112 (95%)	24 (57%)	10 (40%)	14 (74%)	7 (100%)

Table 1a: Analysis by Quarter

- There has been a slight reduction in the average number of weeks between registration and decision issued across postal and personal hearings with a slight increase for telephone hearings. This may, in part, be due to the conversion of personal hearings into telephone hearings, for instance where it has been more difficult to list a case. This in turn will reduce the number of weeks taken for personal hearings but add the time period that the case was resting as a personal case on to the time taken to schedule the telephone hearing.
- For postal cases, the proportion of cases decided within 7 weeks has shown an increase.
- For personal hearings the proportion decided within 8 weeks has increased. However, there has been a slight reduction for telephone hearings. Again, this may in part be due to personal hearings being converted to a telephone hearing.
- The proportion of cases with less than 12 weeks between registration and decision has remained the same or increased slightly across all hearing types.

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

- The average number of weeks has reduced across postal and personal cases. Average times for telephone hearings have increased – see potential explanations above.
- The proportion of postal cases closed within 7 weeks has increased.
- 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 remained the same for postal cases, increased for personal cases and reduced for telephone hearings.

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 January to March 2010 that have been decided. 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 Future reporting of telephone hearings

Following a successful pilot, telephone hearings have been rolled out across England and Wales. The advantage of the telephone hearing is increased flexibility for all parties and the ability to set the hearing up more swiftly than setting up a personal hearing. To date telephone hearings have been reported as a homogenous group. However, there are two distinct categories with broadly differing timescales involved. In the light of the comments around telephone hearings in 2.4, the report to the next Joint Committee meeting will break down the telephone hearing information into cases which were registered as requesting a telephone hearing and those cases where there has been a conversion to a telephone hearing to try to present a more comprehensive picture.

2.7 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 2008/09	96.84%	90%	96%	95%
Year 2009/10	96.32	90%	97%	95%

At the meeting in January 2010, Members asked that the targets for the Administrative Targets be reviewed in the light of improving performance. It is proposed that with effect from 2010/11, the telephone answering target will be increased to 95%. However, it is proposed that the appeal acknowledgement target is retained as the ability to register in some cases is dependent upon obtaining information from the appellant who may not be readily available.

2.8 Councils participating in Appeal on Line and Electronic Transfer

Appeal on Line and Electronic Transfer of Evidence are key areas of development and at its meeting in January 2010, the Joint Committee recorded its expectation that councils will engage with these initiatives.

a) 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 20% of appellants appeal this way.

The frustration is that its availability is dependent upon where the motorists receives the PCN. We currently have 88 councils that offer this facility. The Chairs of the Tribunal's Council User Groups are assisting with identifying and overcoming the barriers to take up of this initiative – one emerging factor is the difficulties of engaging the councils' IT departments.

b) 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 in 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 63 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). The pilot is due to commence in July 2010 and it is anticipated that this can be rolled out to all councils later in 2010. The tribunal is keen that this development is reciprocated by councils.

c) On-Line Adjudicators' Library of Traffic Regulation Orders

Members were informed at the January meeting of the new on-line adjudicators' library of Traffic Regulation Orders (TROs). This was made live this month and contributes to the drive to reduce the amount of paperwork that councils are required to send to the tribunal whilst making the TRO accessible to the Appellant.

Councils participating in Appeal Online & Electronic Transfer of Evidence

(Councils highlighted in yellow have joined since January 2010)

LAs participating in Appeal Online	LAs participating in Electronic Transfer of Evidence
Adur	Adur
Allerdale	
Amber Valley	
Anglesey	
Ashfield	
Basildon	Basildon
Basingstoke and Dean	Basingstoke and Dean
Bassetlaw	
Bath & NE Somerset	Bath & NE Somerset
Bedford	
Birmingham	Birmingham
Broxtowe	
Brighton & Hove	Brighton & Hove
Bolsover	
Bournemouth	Bournemouth
Bradford	Bradford
Brentwood	
Bristol	Bristol
Buckinghamshire County Council	
Calderdale	
Carmarthenshire	Camarthenshire
Canterbury	Canterbury
Chesterfield	
Cornwall County Council	Copeland
Cumbria County Council	
	Dacorum
	Dartford
Denbighshire	Denbighshire (Anglesey, Gwynedd and Wrexham)
Derbyshire	
Derbyshire Dales	
Devon	
Dorset County Council	
	Dudley
	East Devon
	East Sussex
Elmbridge	Elmbridge
Erewash	
Essex County Council	
Fareham	Fareham
Gateshead	
Gedling	
Gwynedd	
Hampshire	Hampshire (Fareham)
Havant	
High Peak	
Isle of Wight	
Kent County Council	Kent County Council (Tonbridge)
	Lancaster
Liverpool	Liverpool
	Luton
Manchester	Manchester
	Medway
Mansfield	
	Mid Sussex
Middlesbrough	
Newark and Sherwood	
Newcastle	Newcastle
	North Devon
North East Derbyshire	
North Yorkshire	North Yorkshire (Scarborough)
Northamptonshire	Northamptonshire

Nottinghamshire	Nottingham
Oldham	Nottinghamshire
Oxfordshire County Council	Oxfordshire County Council
	Peterborough
	Preston
	Reading
Redcar & Cleveland	
Redditch	Reigate and Banstead
Rochford	
Rushcliffe	
Rutland	
Salisbury	
Scarborough	Scarborough
	Sheffield
Shropshire	Shropshire
	Solihull
South Derbyshire	
South Tyneside	
Southampton	Southampton
	Spelthorne
	St Albans
St Helens	
Stockton on Tees	Stockton on Tees
Surrey County Council	Surrey County (Elmbridge)
Tandridge	
Tendring	
Thanet	
Tonbridge	Three Rivers
Torbay	Tonbridge
Torridge	Torbay
Trafford	Torridge
Walsall	
Waverley	Watford
Weymouth	Waverley
West Sussex	West Berkshire
Wigan	Wigan
	Winchester
Wrexham	
Worcestershire County Council	
Wiltshire	
Worthing	Worthing
Wychavon	
Wycombe	Wycombe
	Wyre
Wyre Forest	
York	

Number of Councils	Appeal on Line	Electronic Evidence Transfer
As reported in January 2010	60	43
As reported in June 2010	88	63
Increase since January 2010	28¹	20²

Note 1: Includes 6 councils in two tier arrangements previously not shown separately

Note 2: Includes 4 councils in two tier/joint working arrangements previously not shown separately

APPENDIX 1: Councils in the Scheme at June 2010

Welsh	County	District	Unitary	MBC
Carmarthenshire County Council	Buckinghamshire County Council	West Oxfordshire Council	Bath and North East Somerset Council	Barnsley Metropolitan Borough Council
Conwy County Borough Council	Cambridgeshire County Council	Redditch Borough Council	Bedford Council	Birmingham City Council
Denbighshire County Council	Cumbria County Council	Adur District Council	Blackburn with Darwen Borough Council	Bolton MBC
Gwynedd Council	Derbyshire County Council	Allerdale Borough Council	Blackpool Borough Council	Bury MBC
Isle of Anglesey County Council	Devon County Council	Amber Valley District Council	Bournemouth Borough Council	Calderdale Borough Council
Neath Port Talbot County Borough Council	Dorset County Council	Ashfield District Council	Bracknell Forest Borough Council	City of Bradford Metropolitan Borough Council
Swansea City and County Council	East Sussex County Council	Ashford Borough Council	Brighton & Hove Council	Coventry City Council
Wrexham County Borough Council	Essex County Council	Aylesbury Vale District Council	Borough of Poole	Doncaster Metropolitan Borough Council
	Gloucestershire County Council	Barrow Borough Council	Bristol City Council	Dudley Metropolitan Borough Council
	Hampshire County Council	Basildon District Council	Central Bedfordshire Council	Gateshead Metropolitan Borough Council
	Hertfordshire County Council	Basingstoke and Deane Borough Council	Cheshire East Council	Kirklees Metropolitan Council
	Kent County Council	Bassetlaw District Council	Cheshire West and Chester Council	Leeds City Council
	Lancashire County Council	Blaby District Council	City of York Council	Liverpool City Council
	Leicestershire County Council	Bolsover District Council	Cornwall Council	Manchester City Council
	Norfolk County Council	Braintree District Council	Derby City Council	Newcastle City Council
	North Yorkshire County Council	Brentwood Borough Council	County Durham Council	North Tyneside Council
	Northamptonshire County Council	Broxbourne Borough Council	Hartlepool Borough Council	Oldham Metropolitan Borough Council
	Nottinghamshire County Council	Broxtowe Borough Council	Herefordshire District Council	Rochdale MBC
	Oxfordshire County Council	Burnley Borough Council	Isle of Wight Council	Rotherham MBC

Welsh

County	District	Unitary	MBC
Staffordshire County Council	Cambridge City Council	Kingston upon Hull City Council	Salford City Council
Suffolk County Council	Cannonk Chase District Council	Leicester City Council	Sandwell MBC
Surrey County Council	Canterbury City Council	Luton Council	Sefton Council
Warwickshire County Council	Carlisle City Council	Medway Council	Sheffield City Council
West Sussex County Council	Castle Point Borough Council	Middlesbrough Council	Slough Borough Council
Worcestershire County Council	Charnwood Council	Milton Keynes Council	Solihull Metropolitan Borough Council
	Chelmsford Borough Council	North Lincolnshire Council	South Tyneside Metropolitan Borough Council
	Cheltenham Borough Council	Nottingham City Council	St Helens Borough Council
	Chesterfield Borough Council	Peterborough City Council	Stockport MBC
	Chichester Borough Council	Plymouth City Council	Sunderland City Council
	Chiltern District Council	Portsmouth City Council	Tameside Metropolitan Borough Council
	Chorley Borough Council	Reading Borough Council	Trafford MBC
	Christchurch Borough Council	Redcar and Cleveland Borough Council	Walsall MBC
	Colchester Borough Council	Royal Borough of Windsor and Maidenhead	Wigan MBC
	Copeland Borough Council	Rutland County Council	Wirral Metropolitan Borough Council
	Cotswold District Council	Shropshire Council	Wolverhampton City Council
	Crawley Borough Council	Southend on Sea Council	
	Dacorum Borough Council	South Gloucestershire Council	
	Dartford Borough Council	Southampton City Council	
	Derbyshire Dales District Council	Stockton on Tees Borough Council	
	Dover Council	Stoke-on-Trent City Council	
	East Devon District Council	Swindon Borough Council	
	East Hertfordshire District Council	Thurrock Borough Council	

Welsh	County	District	Unitary	MBC
		East Staffordshire Borough Council	Torbay Council	
		Eastleigh Borough Council	Warrington Borough Council	
		Eden District Council	West Berkshire Council	
		Elmbridge Borough Council	Wiltshire Council	
		Epping Forest District Council		
		Epsom and Ewell Borough Council		
		Erewash Borough Council		
		Exeter City Council		
		Fareham Borough Council		
		Forest of Deane District Council		
		Fylde Borough Council		
		Gedling Borough Council		
		Gloucester City Council		
		Gravesham Borough Council		
		Guildford Borough Council		
		Harborough District Council		
		Harlow Borough Council		
		Harrogate Borough Council		
		Hart District Council		
		Hastings Borough Council		
		Havant Borough Council		
		Hertsmere Borough Council		
		High Peak Borough Council		
		Hinckley and Bosworth		
		Horsham District Council		
		Hyndburn Borough Council		
		Ipswich Borough Council		
		Lancaster City Council		
		Lewes District Council		
		Litchfield District Council		
		Maidstone Borough Council		

Welsh	County	District	Unitary	MBC
		Maldon District Council		
		Mansfield District Council		
		Melton Borough Council		
		Mid Devon District Council		
		Mid Sussex District Council		
		Mole Valley District Council		
		New Forest District Council		
		Newark and Sherwood District Council		
		Newcastle-under-Lyme Borough Council		
		North Devon District Council		
		North Dorset District Council		
		North East Derbyshire District Council		
		North Hertfordshire District Council		
		North West Leicestershire District Council		
		Northampton Borough Council		
		Norwich City Council		
		Oadby and Wigston Borough Council		
		Pendle Borough Council		
		Preston City Council		
		Purbeck District Council		
		Reigate and Banstead Borough Council		
		Ribble Valley Borough Council		
		Rochford District Council		
		Rossendale Borough Council		
		Rugby Borough Council		
		Runnymede Borough Council		
		Rushcliffe Borough Council		

Welsh	County	District	Unitary	MBC
		Rushmoor Borough Council		
		Scarborough Borough Council		
		Sevenoaks District Council		
		Shepway District Council		
		South Derbyshire District Council		
		South Hams District Council		
		South Lakeland District Council		
		South Staffordshire Council		
		South Ribble Borough Council		
		Spelthorne Borough Council		
		St Albans City and District Council		
		Stafford Borough Council		
		Staffordshire Moorlands District Council		
		Stevenage Borough Council		
		Stratford District Council		
		Stroud District Council		
		Surrey Heath Borough Council		
		Swale Borough Council		
		Tamworth Borough Council		
		Tandridge District Council		
		Taunton Deane Borough Council		
		Teignbridge District Council		
		Tendering District Council		
		Test Valley Borough Council		
		Tewkesbury Borough Council		
		Thanet District Council		
		Three Rivers District Council		
		Tonbridge & Malling Borough Council		
		Torrige District Council		
		Tunbridge Wells Borough Council		
		Uttlesford District Council		

Welsh	County	District	Unitary	MBC
		Warwick District Council		
		Watford Borough Council		
		Waverley Borough Council		
		Welwyn Hatfield Council		
		West Devon Borough Council		
		West Lancashire District Council		
		Weymouth and Portland Borough Council		
		Winchester City Council		
		Woking Borough Council		
		Worcester City Council		
		Worthing Borough Council		
		Wycombe District Council		
		Wychavon District Council		
		Wyre Borough Council		
		Wyre Forest District Council		