

## **PATROL ADJUDICATION JOINT COMMITTEE**

### **REPORT FOR INFORMATION**

**DATE:** 30<sup>th</sup> June 2009

**AGENDA ITEM** Number 10

**SUBJECT** General Progress and Service Standards

**JOINT 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.
- [iii] Note the additional general progress information.

#### **CONTACT OFFICER**

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## 1. COUNCILS IN THE SCHEME

The latest information regarding councils who are party to the PATROL Joint Committee agreement is shown 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 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. 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 closed during the period i.e. data is included for cases which were subject to delay for the following reasons:

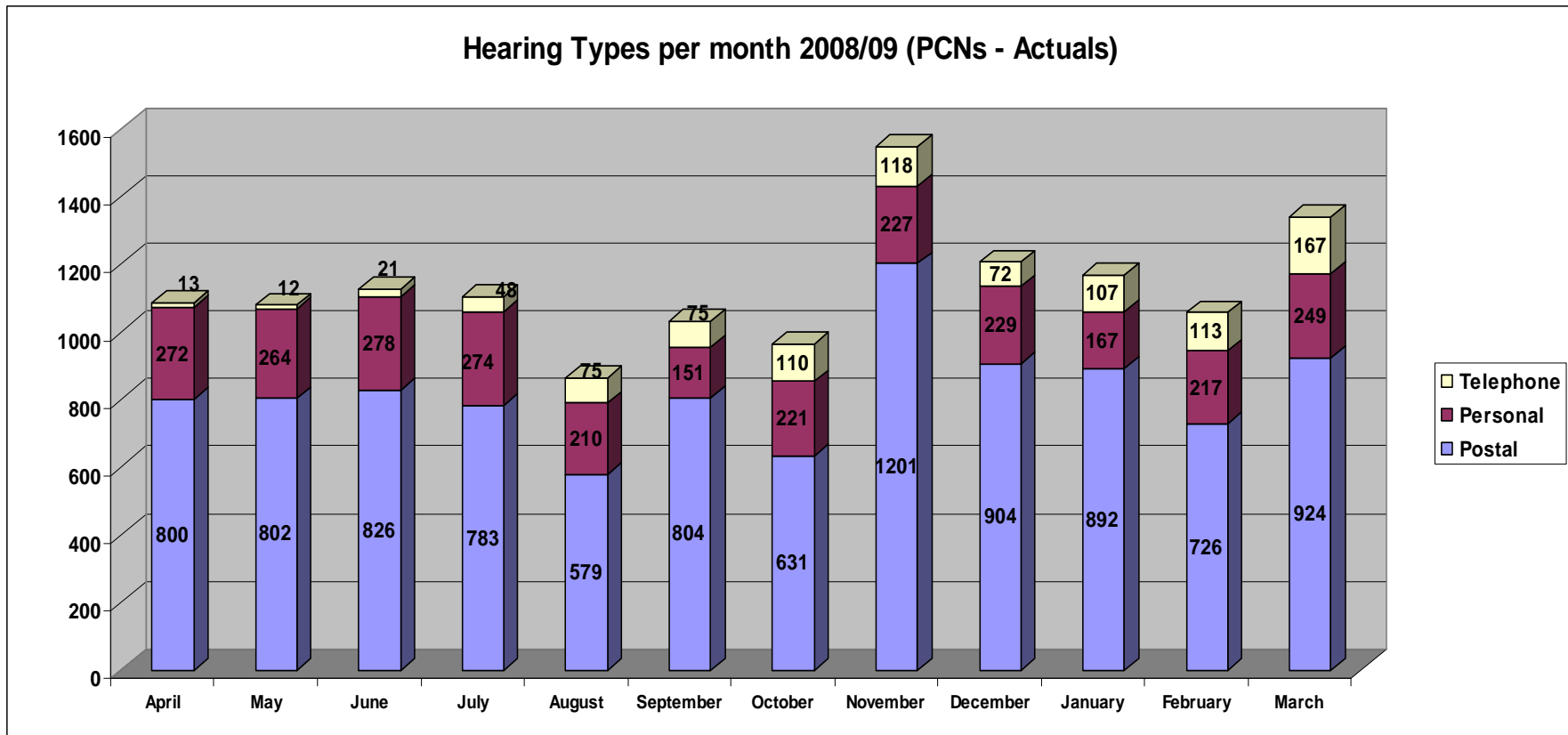
### **Requests from parties to the appeal:**

- 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

Figure 1: BREAKDOWN OF HEARING TYPES 2008/09



**TABLE 1a : DISPOSAL OF CASES (PARKING) – COMPARING QUARTERS APRIL 2008 TO MARCH 2009**

Type of Hearing	Postal				Personal				Telephone			
	Jan to Mar 09	Oct to Dec 08	July to Sept 08	April to June 08	Jan to Mar 09	Oct to Dec 08	July to Sept 08	April to June 08	Jan to Mar 09	Oct to Dec 08	July to Sept 08	April to June 08
Average no of weeks between registration and decision issued	4.89 Weeks	5.53 weeks	7.01 weeks	6.81 weeks	9.40 Weeks	11.55 weeks	12.03 weeks	11.07 weeks	8.28 weeks	10.63 weeks	11.09 weeks	14.44 weeks
Cases with less than 7 weeks between registration and decision (postal target)	1,977 (88%)	1,839 (87%)	1,449 (72%)	1,349 (74%)	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	242 (44%)	194 (33%)	176 (32%)	246 (42%)	180 (62%)	80 (31%)	67 (30%)	25 (19%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	2,220 (98%)	2,039 (97%)	1,882 (93%)	1,710 (93%)	445 (82%)	379 (65%)	340 (62%)	424 (72%)	266 (91%)	207 (79%)	165 (75%)	64 (50%)

**TABLE 1B: DISPOSAL OF CASES (PARKING) – 12 MONTHS ANALYSIS IN JUNE 2009**

	April 08 to March 09 12 months		
Type of Hearing	Postal	Personal	Telephone
Average no of weeks between registration and decision issued	6.01 weeks	11.04 weeks	10.53 weeks
Cases with less than 7 weeks between registration and decision (postal target)	6,614 (80%)	n/a	n/a
Cases with less than 8 weeks between registration and decision (personal/ telephone target)	n/a	857 (38%)	352 (39%)
Cases with less than 12 weeks between registration and decision (personal/telephone target)	7,851 (95%)	1,587 (70%)	702 (78%)

## 2.5 Performance Summary

Table 1a: Analysis by Quarter

- The average number of weeks for cases to be decided (based on cases closed during the period) has reduced for each type of hearing (postal, personal and telephone).
- For postal cases, the number and proportion of cases decided within 7 weeks has continued to increase throughout the year- in the second half of the year exceeding the target of 80% approved by the Joint Committee.
- For personal and telephone hearings the proportion decided within 8 weeks has continued to increase throughout the year.
- For personal and telephone hearings, the proportion decided within 12 weeks has continued to increase with telephone cases exceeding the 90% target approved by the Joint Committee for first hearings to be offered and personal hearings showing 82% in the final quarter.

Table 1b Annual Analysis

- The number of cases reported on increases when performance is reported at the end of the year. This is because the calculations are based on cases closed and by the end of the year, it is expected that increasing numbers of cases (at least from the first three quarters would be closed)
- Taking this full year analysis, the average number of weeks ranges from 6.01 weeks to 11.04 weeks for cases to be closed across all hearing types.
- 80% of postal cases were decided within 7 weeks (against the Joint Committee's target of 80%.) 95% of postal cases were decided within 12 weeks.
- 38% of personal hearings and 39% of telephone hearings were closed within the 8 weeks (the Joint Committee currently has a target of 60% of personal hearings being offered a hearing within 8 weeks– this measure goes one step further and focuses on case closure).
- 70% of personal hearings and 78% of telephone hearings were decided within 12 weeks (the Joint Committee currently has a target of 90% of personal hearings being offered a hearing – this measure goes one step further and focuses on case closure).

## 2.6 Future Reporting

This template will be adopted for future reporting which will assist members to monitor quarter by quarter and annual progress and make comparisons across years.

## 2.7 Administrative Standards

Table 2 demonstrates that call answering has remained relatively constant. Despite the increasing number of appeals, the acknowledgement of appeals has remained steady.

**TABLE 2: ADMINISTRATIVE TARGETS**

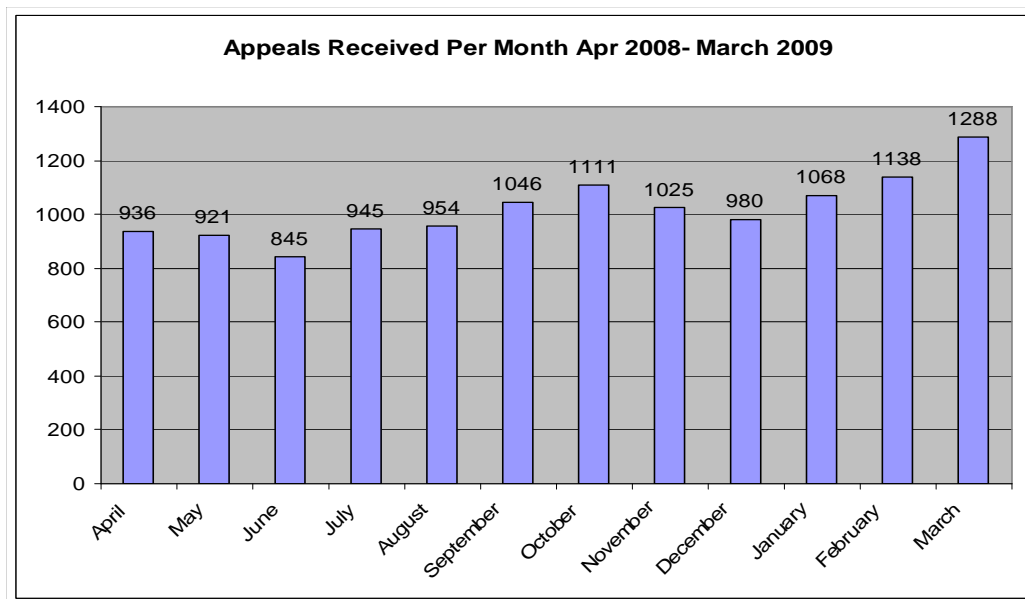
<b>PERIOD</b>	<b>% Phone calls answered within 15 seconds</b>	<b>Target</b>	<b>% Appeals acknowledged within 2 working days</b>	<b>Target</b>
<b>2002/03</b>	<b>96%</b>	<b>80%</b>	<b>99%</b>	<b>80%</b>
<b>Year 2003</b>	<b>96%</b>	<b>80%</b>	<b>99%</b>	<b>80%</b>
<b>Year 2004</b>	<b>97%</b>	<b>80%</b>	<b>99%</b>	<b>80%</b>
<b>Year 2005</b>	<b>97%</b>	<b>90%</b>	<b>99%</b>	<b>95%</b>
<b>Year 2006</b>	<b>98%</b>	<b>90%</b>	<b>92%</b>	<b>95%</b>
<b>Year 2007</b>	<b>98%</b>	<b>90%</b>	<b>92%</b>	<b>95%</b>
<b>April 2008 to Mar 2009</b>	<b>97%</b>	<b>90%</b>	<b>91%</b>	<b>95%</b>

### 3. General Progress - Additional Information

Additional information is set out below to provide the Joint Committee with an overview of tribunal activity and progress against current initiatives. There are now over 200 councils undertaking civil enforcement in England and Wales. The tribunal operates from 93 hearing venues and in 2008/09 315 personal hearing lists took place at these venues.

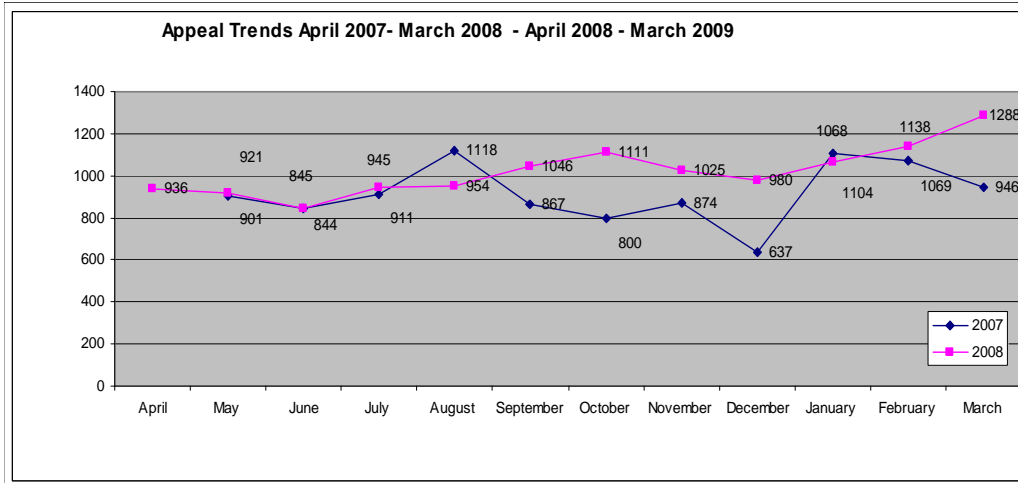
#### a) Cases received from April 08 – March 09

The number of appeals received has shown a steady rise since January 2009. Over the year, the lowest number of appeals received was 845 in June and the highest was 1288 received in March 2009.



**b. Historical comparison of cases received**

The graph below highlights the steady increase in appeals during April 2008 to March 2009 culminating in an overall high of 1288 received in March. This compares with a more undulating trend in April 2007 to March 2008.





### c) Councils participating in Appeal on Line and Electronic Transfer

Appeal on Line and Electronic Transfer of Evidence is a vital area of development for the tribunal with advantages for appellants and councils alike. Appellants are increasingly questioning why their issuing council is not part of the Appeal on Line initiative. This initiative requires a low level of development work on the part of the council and all IT suppliers can currently offer this facility.

Although a number of councils are using a variety of methods of electronic transfer, the Tribunal is actively promoting evidence being transferred through a URL based system, similar to webmail. The councils using this facility are listed in the table below. This initiative has considerable benefits for the tribunal and councils with savings on variable costs associated with staff time, scanning, stationery etc.

Take up of these initiatives has been extremely slow and for 2009/10 a vigorous marketing campaign is taking place. Cost effectiveness is becoming increasingly paramount and alternative measures will need to be considered if the marketing does not achieve greater take-up.

Councils participating in Appeal Online	Councils participating in Electronic Transfer of Evidence
<b>Adur</b>	<b>Adur</b>
Allerdale	
Anglesey	
Basildon	
Bath & NE Somerset	
Bedford	
Birmingham	
<b>Brighton &amp; Hove</b>	<b>Brighton &amp; Hove</b>
Bournemouth	
Brentwood	
Bristol	
<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	
Fareham	
Gateshead	
Gwynedd	
Hampshire	
Havant	
Kent County Council	
Liverpool	
<b>Manchester</b>	<b>Manchester</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	
Thanet	
Tonbridge	
Tandridge	
Walsall	
Weymouth	
Wrexham	Wigan
<b>Worthing</b>	<b>Worthing</b>

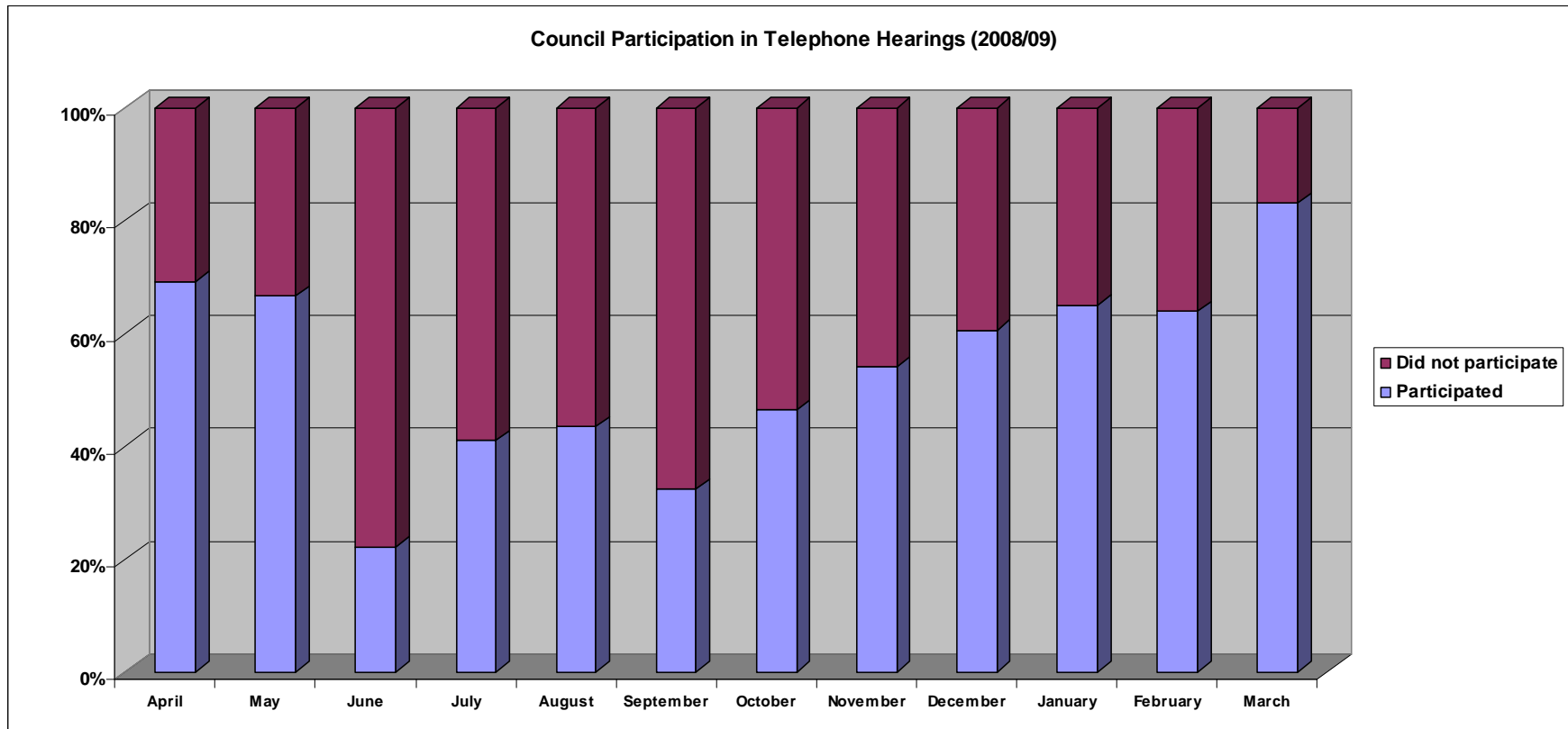
**d) Telephone Hearings - Frequency**

Telephone hearings were rolled out as an alternative type of hearing with effect from 1<sup>st</sup> April 2008. The take up of telephone hearings has increased considerably as demonstrated in the table below.

<b>Month</b>	<b>Telephone hearings that took place</b>
April	13
May	12
June	21
July	48
August	75
September	75
October	110
November	118
December	72
January	107
February	113
March	167

**e) Telephone Hearings – Council Participation**

There has been a rising trend in council participation in Telephone Hearings between September and March 2009. This is extremely encouraging.



**f) Telephone Hearings – Summary of Evaluation Findings**

Extremely positive feedback has been received from both appellants and councils in relation to telephone hearings. Feedback during the final quarter of 2008/09 (i.e. January to March) indicated that:

98% of appellants and 99% of councils thought the time offered to them was convenient  
97% of appellants and 99% of councils said they were contacted on time  
93% of appellants and 98% of councils said they had sufficient time to put their case across to the Adjudicator.  
86% of appellants and 100% of councils said they would opt for a telephone hearing again/recommend it to a friend.

It is anticipated that this will be an increasing area of activity for the tribunal and evaluation with parties will continue.

## Appendix 1

### Membership of the PATROL Joint Committee 30<sup>TH</sup> June 2009

Allerdale Borough Council	Cumbria County Council
Ashford Borough Council	Dacorum Borough Council
Aylesbury Vale District Council	Dartford Borough Council
Barnsley Metropolitan Borough Council	Denbighshire County 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	Gwynedd 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
Carmarthenshire County 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
Conwy County Borough Council	Ipswich Borough Council
Copeland Borough Council	Isle of Anglesey County 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
Neath Port Talbot Borough 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	Tameside Metropolitan Borough Council
Tendring District Council	Weymouth and Portland Borough Council
Test Valley Borough Council	Wigan Council
Tewkesbury Borough Council	Winchester City 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  
Carrick District Council  
Chester City Council  
Chesterfield Borough Council  
City and County of Swansea  
City of Bradford Metropolitan District Council  
Cornwall County Council  
Derbyshire County Council  
Derbyshire Dales District Council  
Devon County Council  
Dudley District Council  
Durham County  
East Devon District Council  
Ellesmere Port and Neston Borough Council  
Erewash Borough Council  
Exeter City Council  
Forest of Dean District Council  
Gedling Borough Council  
High Peak Borough Council  
Lichfield District Council  
Macclesfield Borough Council

Wirral Metropolitan Borough Council  
Woking Borough Council  
Wolverhampton City Council  
Worcester City Council  
Worcestershire County Council  
Worthing Borough Council  
Wrexham County Borough Council  
Wychavon District Council  
Wycombe 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

Mansfield District Council  
Mid Devon District Council  
Newark and Sherwood District Council  
Newcastle City Council  
North Devon District Council  
North East Derbyshire District Council  
Nottinghamshire County Council  
Redditch Borough Council  
Restormel 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  
West Wiltshire District Council  
Wycombe District Council