

Reference: RFI 1711099

**Request:**

I would like under freedom of information act to know.

1. How many tickets were challenge the week of my alleged offence and the overall total from April to October 2017.

Information not available

2. How many were successful overall and average time taken for a decision.

Information not available

3. How many challenges there were in relation to parking bays.

Information not available

4. The training requirements for CEOs and qualifications for the officer in question (don't require his name).

There is no requirement within the legislation to provide formal training to Civil Enforcement Officers (CEOs), however all the CEOs deployed by North Tyneside Council are qualified to City & Guilds Level 2 Award for Parking Enforcement Officers or WAMITAB Level 2 Award for Parking Enforcement Officers.

5. The number of staff in parking services dealing with appeals April, May, June, July, August, September, October all 2017 and the overall total number of staff with in parking services from April 2017.

April 2017	– 5 Appeals Officers
May 2017	– 5 Appeals Officers
June 2017	– 5 Appeals Officers
July 2017	– 5 Appeals Officers
August 2017	– 5 Appeals Officers
September 2017	– 6 Appeals Officers
October 2017	– 6 Appeals Officers

The following is the total number of staff who work within the Parking Control team. The team are responsible for parking and bus lane enforcement, parking and bus appeals, parking permit management, cash collection from pay & display machines, management of car parking facilities and management of Traffic Regulation Orders.

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April 2017	– 23 staff (inclusive of 1 member of staff on maternity leave)
May 2017	– 23 staff (inclusive of 1 member of staff on maternity leave)
June 2017	– 23 staff (inclusive of 1 member of staff on maternity leave)
July 2017	– 23 staff (inclusive of 1 member of staff on maternity leave)
August 2017	– 22 staff (inclusive of 1 member of staff on maternity leave)
September 2017	– 22 staff (inclusive of 1 member of staff on maternity leave)
October 2017	– 23 staff (inclusive of 1 member of staff on maternity leave)
November 2017	– 26 staff (inclusive of 1 member of staff on maternity leave and 1 member of staff on secondment to another Local Authority)

6. Number of complaints made against Parking Services upheld.

None

7. Who makes the decision on the appeal.

Appeals Officers in the Council's Parking Control consider all appeals.

Finally can you confirm the process for making a claim for compensation for personal injury due to a fall on the adopted highway.

Guidance on of how to make claims for personal injury is available on the Council website  
<http://my.northtyneside.gov.uk/category/460/insurance-claims>