



Reference: RFI 1708042

North Tyneside Council

Request:

In accordance with the Freedom of Information Act, I would be grateful if you would supply the following information relating to Civil Enforcement Officers employed by, and/or Sub-Contracted to North Tyneside Council;

PERFORMANCE INDICATORS:

1) In relation to the issue of Penalty Charge Notices, please outline or summarise the targets which an active C.E.O. normally working outside is expected to achieve, either on a Daily, Weekly, Monthly, Quarterly or Yearly basis.

No Penalty Charge Notice targets are set. The officer's line manager will however monitor issue levels against other officers in the Enforcement Team to identify any significant differences between them to determine whether there is an underlining reason.

2) How is an individual C.E.O's performance measured ?

The Officer is evaluated against the objectives set in their Annual Appraisal. Their Line Manager will consider issues such as:

- Penalty Charge Notices cancelled due to Civil Enforcement Officer Errors, i.e. the officer has recorded the wrong location or the vehicle details incorrectly.
- Specific complaints received about the officer from a member of the public. If no immediate action is deemed appropriate at the time that the complaint is received, then these will be discussed further at the end of the calendar year as part of the officer's Annual Appraisal evaluation process.
- The quality of the officer's evidence is continuously monitored through the appeals process and any issues brought to the attention of the officer's Line Manager for further discussion.

3) If a C.E.O. fails to achieve or meet any targets expected, how would this be dealt with?

If an officer's performance is below the standard expected then appropriate disciplinary action will be considered in line with the Employers Code's of Practice.

4) If a C.E.O. exceeds or surpasses his expected targets, would he receive any additional remuneration or incentives of ANY kind?

No incentives are offered.

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