

Road User Charging Adjudicators' Tribunal

Annual report 2017-18



Road User Charging Adjudicators' Tribunal

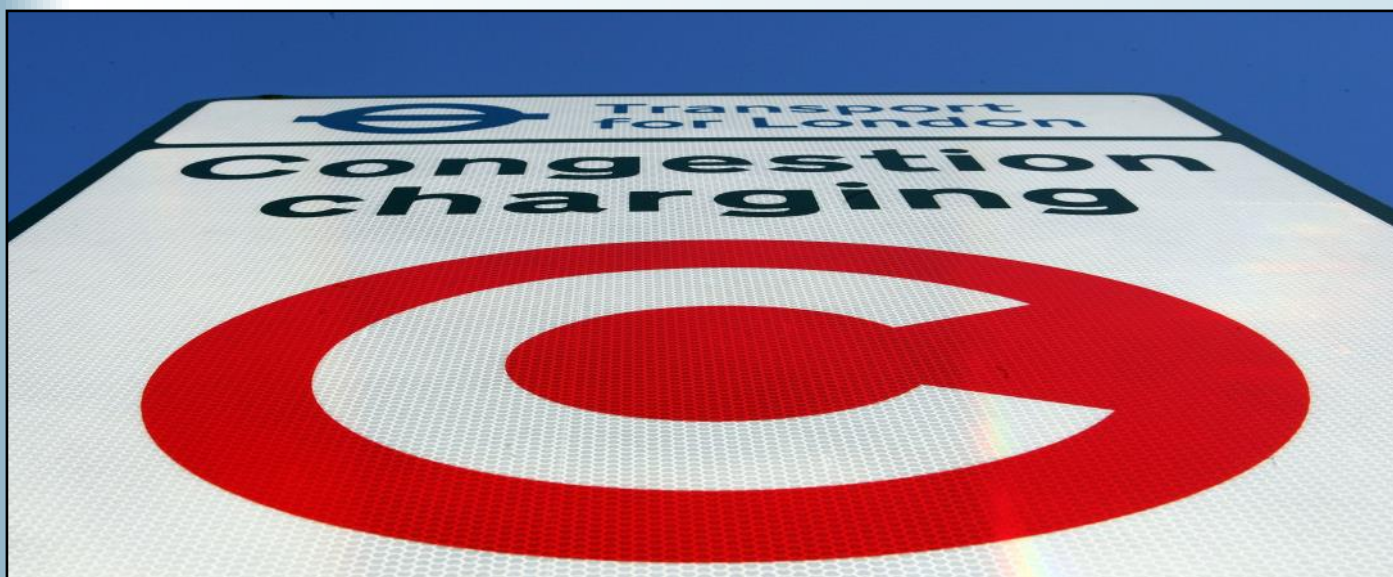
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T-Charge in London



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1. Aims and objectives of the Road User Charging Adjudicators

- ♦ To provide all parties to road user charging appeals with independent, impartial and well-considered decisions based on clear findings of fact and the proper application of law.
- ♦ To have the appropriate knowledge, skills and integrity to make those decisions.
- ♦ To ensure that all parties to road user charging appeals are treated equally and fairly regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief or sex.
- ♦ To enhance the quality and integrity of the road user charging appeals process.



2. The role of the Road User Charging Adjudicators

- ♦ Adjudicators are appointed in accordance with Regulation 3 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001, as amended.
- ♦ Their role is set out by Regulations 11(2) and 16(2) of the same Regulations which state that an Adjudicator “shall consider the representations in question and any additional representations which are made by the appellant on any of the grounds mentioned in Regulation 10(3) or Regulation 13(3).
- ♦ The Court of Appeal has made it clear, in the case of *R (on the application of Joan Margaret Walmsley) v Transport for London* [2005] EWCA Civ 1540 (17th November 2005), that it is not part of the Adjudicator’s role to consider factors which fall outside of the grounds mentioned in Regulations 10(3) or 13(3) and accordingly what might be described as ‘mitigating factors’ are matters for the Enforcing Authority to consider and are not matters for Road User Charging Adjudicators.



3. “Statement of Requirements”

- as defined by the Greater London Authority (‘GLA’) and setting out the roles of the Chief Adjudicator and Adjudicators. In this Statement any reference to the “Service Provider” is a reference to London Councils which currently operates the Road User Charging Appeals (RUCA) Service under contract with the GLA .

1. Introduction

1.1 The Appeal Service is an independent judicial body providing decisions for Appeals made against Transport for London (TfL) decisions to reject Representations made against Penalty Charge Notices issued under the Road User Charging Scheme(s) operated by TfL.

1.2 Currently these schemes are the central London Congestion Charging Scheme and the London Low Emission Zone. Both Schemes fall under the adjudication provisions set out in the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 as amended, the “Enforcement Regulations” and the relevant “Schedule” to it.

1.3 Adjudicators are appointed by the Lord Chancellor.

1.4 Adjudicators are supported by administrative staff and have facilities provided for them to enable them to sit and determine appeals. The GLA, as the authority, are required to make provision for these services and undertake this through appropriate outsourcing.

1.5 The Adjudicators are guided and managed by a Chief Adjudicator; subject to the provisions of the Schedule, an adjudicator may regulate his own procedure and this is primarily derived through the Chief Adjudicator.

2. Chief Adjudicator Role

2.1 The Chief Adjudicator is a judicially appointed role and is the representative head of the “Tribunal” which encompasses the Adjudicators. The Chief Adjudicator is accountable to the Lord Chancellor by way of appointment but also to the GLA. The Chief Adjudicator is not an employee of either GLA or the Service Provider, albeit that payroll and other such services shall be provided for the Chief Adjudicator and Adjudicators by the Service provider.

2.2 The role of the Chief Adjudicator means they work very closely with and in conjunction with the Service Provider and the role aims to ensure a smooth and cost efficient delivery of the Decision making aspects of the Adjudication role. The role extends through to “managing” the Adjudicators in terms of administration and setting and determining policy and procedural guidelines, training and development and dealing with complaints. This also extends to a range of other functions including the consideration and distribution of cases to the Adjudicators for them to hear.

2.3 The Chief Adjudicator has a wide role to play within the operation of the Tribunal with duties covering and not limited to:

- Appointing Adjudicators with leave of the Lord Chancellor
- Determining the terms and conditions of such appointments and extending appointments;
- Defending legal proceedings brought against Adjudicators;
- Acting as the point of contact for media relations and promoting the work of the Tribunal.

2.4 The role of the Chief Adjudicator also extends into dealing with complaints made against Adjudicators under the Appeal Service's complaints policy and includes an advisory role in relation to the Proper Officer and the Tribunal's Support Staff.

2.5 In addition the Chief Adjudicator has an advisory and informative role as they are required to produce an Annual Report.



3. Adjudicator Role

3.1 Adjudicators are appointed in accordance with Regulation 3 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001, as amended.

3.2 Their role is set out by Regulations 11(2) and 16(2) of the same Regulations which state that an Adjudicator "shall consider the representations in question and any additional representations which are made by the appellant or any of the grounds mentioned in Regulation 10(3) or Regulation 13(3).

3.3 An Adjudicator's role does not allow them to consider factors which fall outside of the Grounds mentioned in Regulations 10(3) or 13(3), and accordingly what might be described as "mitigating factors". These are matters for TfL.

3.4 Adjudicators act and determine Appeals independently. They are not employees of either GLA or the Service Provider.

3.5 Adjudicators provide all parties in the Appeals process with independent, impartial and well-considered Decisions based on clear findings of fact and proper application of law.

3.6 Adjudicators have and maintain the appropriate knowledge, skills and integrity to make those decisions.

3.7 Adjudicators ensure that all parties to Road User Charging Appeals are treated equally and fairly regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief or sex.

3.8 Adjudicators aim to enhance the quality and integrity of the Road User Charging Appeal process.



4. Support Staff Role

4.1 The Support Staff provide administrative support to the Adjudicators including and not limited to:

- Customer Service support;
- Processing of Appeals and resolving queries over Appeals;
- Scheduling Hearings.



4. Chief Adjudicator's foreword

I am pleased to present to the Secretary of State this joint report of the Road User (Congestion) Charging Adjudicators for the year 2017 – 2018.

This joint report is required by Regulation 8 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 (as amended).

We have now been in our new premises of Furnival Street near Chancery Lane for three years. The hearing centre has proved convenient for its users with the good transport links nearby.

Similarly we have now been with a new service provider (Northgate Public Services) for three years. I would like to thank the staff of Northgate Public Services for their constructive partnership in developing the systems over this time.

The tribunal enjoys a constructive relationship with the GLA although of course we are a completely independent body. I would like to record the continuing support they have provided.

I would like to thank the team of Adjudicators who have regularly given their time and experience to this Tribunal. A list of the Adjudicators is given at page 9 of this report.

The Tribunal has now determined more than [174,000] appeals since 2002, and in the last year achieved an average time of [22.47] minutes to determine a personal appeal and [11.71] minutes for a postal appeal.

There have been no major initiatives or developments in the Congestion Charging Scheme itself over the past year. The Emissions surcharge (the “T” charge) came into effect in October 2017 but so far has not resulted in any appeals coming before the tribunal. In March 2015 the Mayor of London announced that after a consultation he had decided to introduce the Ultra-Low Emission Zone (ULEZ) in the charging zone of Central London from the 7th September 2019. This will require vehicles travelling in that zone to meet new emission standards 24 hours a day, 7 days a week. The Emissions surcharge scheme is an interim measure pending the introduction of the ULEZ.

This Tribunal continues to offer the opportunity for appellants to argue their appeals before an adjudicator face to face. The success of this Tribunal will always be measured by the fairness of the hearing afforded to appellants, whether they win or lose their appeals.

Developments over the coming years will mean a very busy time for the tribunal, with the potential for a substantial increase in the number of appeals, and the need to appoint further adjudicators.

Ingrid Persadsingh

Chief Road User Charging Adjudicator

5. Adjudicators who currently hear appeals

Mercy Akman

Jane Anderson

Ian Coutts

Gordon Cropper

Leslie Cuthbert

Fiona Dickie

Anthony Edie

Fiona Henderson

Maggie Kennedy

John Lane

Maura Lynch

Isaac Maka

Ian Mohabir

Michael Nathan

Belinda Pearce

Ingrid Persadsingh

Luthfur Rahman

Christopher Rayner

Anita Reece

Timothy Smith

Alison Spicer

Christopher Woolley



6. Hire agreements

A prominent feature of this year was the consideration given to hire agreements, particularly over the question whether a company was a “vehicle hire firm” or not. The phrase “vehicle hire firm” is defined broadly in the Regulations, as meaning “any person engaged in hiring vehicles in the course of a business”. This gives much scope for argument, particularly in large schemes where a company may have “hired” many vehicles.

An example arose in January this year when an adjudicator had to decide whether a company was entitled to transfer liability for a contravention.

The decision in this appeal is reproduced below, as it shows how adjudicators are likely to interpret the provisions in future on similar facts.

Adjudicator's Reasons

i) The adjourned hearing of this appeal was attended by Mr Garrett on behalf of Transport for London; no-one appeared on behalf of the appellant company, Mercedes-Benz Financial Services. I am satisfied that the company has been served with notice of the adjournment. I was told that Transport for London's additional evidence and submissions were sent to the appellant company by fax on 16th January. That was short notice, so I have deferred reaching any decision until the company has had a reasonable time to respond.

ii) The evidence in this case is that on 1st August 2017 a Smart motor vehicle was used within the congestion charging area during the charging hours. No charge for its use on that day was paid. The registered keeper of the vehicle was the appellant company. None of that evidence has been challenged. It is the company's case that the vehicle was on hire and that liability for the penalty charge should be transferred to the customer.

iii) The general rule is that the registered keeper of a vehicle, whether or not its actual user, is liable for a penalty charge under the congestion charging scheme. That liability may, however, be transferred if the registered keeper of the vehicle is a vehicle-hire firm and the person hiring has signed a statement acknowledging liability in respect of any penalty charge notice imposed in relation to the vehicle during the currency of the hiring agreement [regulation 6(6) of the Road User Charging (Charges and Penalty Charges) (London) Regulations 2001, as amended]. The hire agreement must be for a fixed period of less than six months (section 66(7) Road Traffic Offenders Act 1988). The Road Traffic (Owner Liability) Regulations 2000 specify in Schedule 2 the particulars required to be included in a hiring agreement to enable liability to be transferred. Those particulars are detailed, but are clearly spelled out. For the appellant to transfer liability, the company must comply strictly with those requirements.

iv) For the company, a document in the form of a hire agreement for the vehicle has been adduced. The document is not compliant with Schedule 2 in that it records the make of vehicle as Mercedes, whereas in fact it is a Smart vehicle. The correct designation of the make and model of the vehicle is a requirement of the Schedule. That would be sufficient to dispose of this appeal adversely to the appellant, but Transport for London has raised a more fundamental objection to the appellant's case.

v) The point taken by Transport for London in this and associated cases is that the appellant company is not a "vehicle-hire firm" for the purposes of the legislation. Regulation 2 of the Road User Charging (Charges and Penalty Charges) (London) Regulations 2001, as amended, refers to section 66(8) of the Road Traffic Offenders Act 1988 to define that term. That provides that the term means "any person engaged in hiring vehicles in the course of a business".

vi) Transport for London has obtained evidence from a range of sources - from details held at Companies House, from the company's own website and through contact by telephone and e-mail with representatives of the company. It has also referred to background information on the company's activities contained in unrelated legal proceedings.

vii) The company's registered address is in Milton Keynes, although the hire document, headed "Mercedes Benz Financial Services", shows a "care-of" address in Peterborough. The company states that it provides four products for business, namely Agility, Hire purchase, Operating lease and Contract hire. Agility is said to be a flexible method of financing a vehicle over a fixed term. Hire purchase is a means of purchasing a vehicle, and is specifically excluded from the definition of hiring by section 66(8) of the Road Traffic Offenders Act 1988. Operating lease and contract hire are both forms of leasing (and the company says it does not lease for periods of less than 12 months). All of these products point to activity in finance rather than the hire of motor vehicles.

viii) The appellant company acts through a trading name, Daimler Fleet Management. A specimen document, described as a contract purchase agreement, provides a vehicle to Global Self Drive Ltd as a preliminary to its purchase by that company. That document is not relied upon by the company in this appeal, but its relevance is that it appears to demonstrate a relationship between the appellant company and a third party, Global Self Drive Ltd, a subsidiary of the company whose name and address are used in the registration of the vehicle and in the hire document. A representative of the appellant company has confirmed that the hire document in this case has not been generated by the appellant company and indeed that it never creates any such documents. It appears, too, that the VAT number in the document is not that of the appellant company, and the contact details are those of the third party.

Apart from its name in the heading, the document contains none of the appellant company's details.

ix) Daimler Fleet Management allows customers to register vehicles in the name of Mercedes Benz Financial Services, but care of the customer's address. The use of a care-of address to register the vehicle suggests that many aspects of the role of registered keeper may by-pass the appellant company altogether, and it is unclear whether there will be any awareness on its part of penalty charge notices and the processes associated with them. That confirms other evidence that indicates that the appellant company is not directly concerned in the hiring of vehicles.

x) In the course of discussions with Transport for London, company representatives had the opportunity to assert that the company's business includes the hire of vehicles, but they did not do so. The company, through its trading name Daimler Fleet Management, is described by its representatives as experts in funding and fleet management solutions. In Court of Appeal proceedings - unrelated to this appeal - which have been referred to the European Court of Justice (Commissioners for Her Majesty's Revenue and Customs -v- Mercedes-Benz Financial Services UK Ltd: Case C-164/16) it is recorded in the Advocate-General's Opinion as a finding of fact that the company "offers financial products related to the use and acquisition of vehicles", and three types of vehicle-use agreements are identified: leasing, hire purchase and a mixed agreement called 'Agility'.

xi) None of this evidence concerning the company has been contradicted. No single item of evidence is determinative, but cumulatively it leaves me in no doubt that the business of the appellant company is that of finance, and not in the hire of vehicles. It is not engaged in the hiring of vehicles in the course of business, and I therefore find as a fact that the company is not a vehicle-hire firm within the meaning of section 66(8) of the Road Traffic Offenders Act 1988.

7. Recommendation

The Chief Adjudicator makes only one recommendation to Transport for London.

The Ultra-Low Emission Zone Charging Scheme should be advertised widely not only in the capital but also nationally.

There will be many users outside London who will be caught by the new scheme.

As warning letters will not be issued on first contravention many users will feel justly aggrieved by any lack of publicity.



9. Useful Information

The structure of the Road User Charging Adjudicators' Tribunal

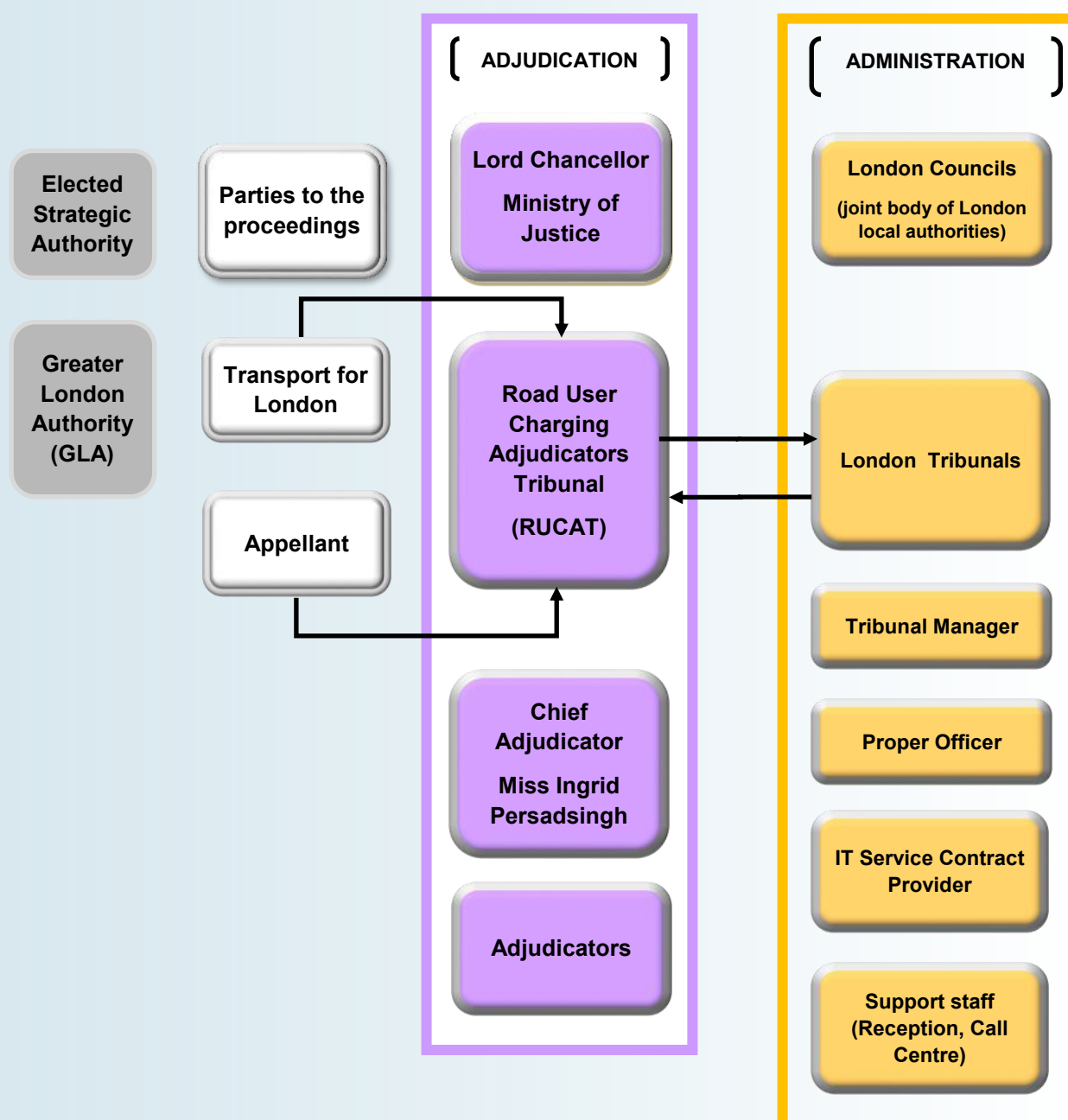
What is 'RUCAT'?

RUCAT is the 'Road User Charging Adjudicators Tribunal. It is an independent tribunal which decides appeals against Congestion Charge and Low Emission Zone penalties in London.

Who are London Tribunals?

London Tribunals provides administrative support to the Road User Charging Adjudicators. Under the Road Traffic Act 1991 and the Traffic Management Act 2004, London Councils is required to provide this service to the Parking and Traffic Adjudicators and provides the same service for the Road User Charging Adjudicators under contract to the GLA.

The following diagram explains the structure of RUCAT and London Tribunals:



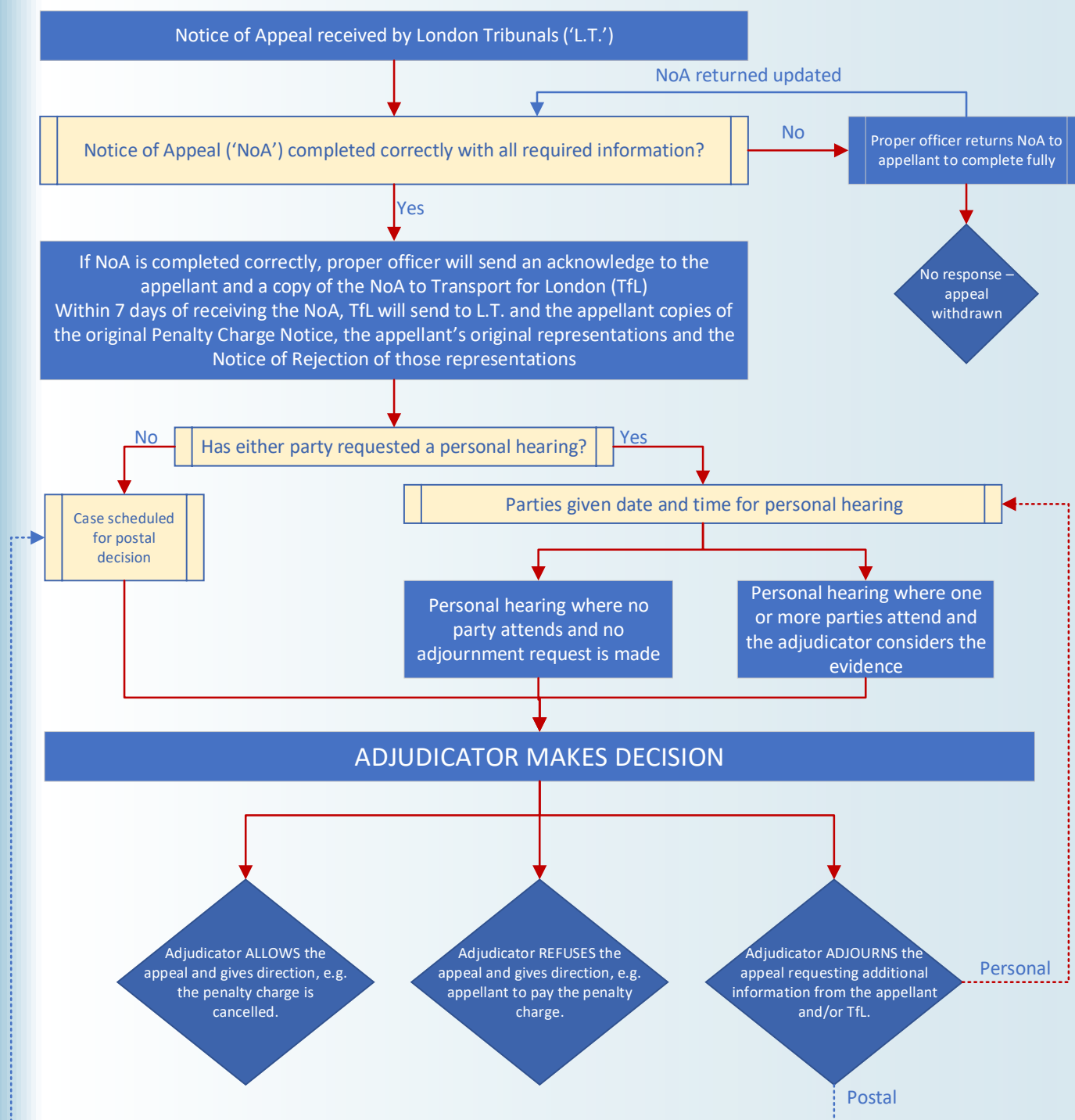
The appeal process

If Transport for London ('TfL') serves a Penalty Charge Notice arising from an alleged Congestion Charge or Low Emission Zone contravention, the registered keeper of the vehicle is entitled to contest the penalty charge by making written representations to TfL.

If TfL accepts those representations, then the PCN will be cancelled.

If TfL rejects the representations, the registered keeper of the vehicle may APPEAL to the Road User Charging Adjudicator. The APPEAL is an appeal against TfL's decision to reject the written representations.

The following diagram explains the process of an appeal once it is received by London Tribunals ('L.T.').



Grounds of appeal

Initially the responsibility is on Transport for London ('TfL') to demonstrate that a contravention has occurred.

This means that TfL must produce evidence to the Adjudicator to prove that:

- 1) A relevant vehicle;
- 2) was used or kept within the congestion charge area or low emission zone;
- 3) during the designated hours of a particular date; and
- 4) that the appellant is the registered keeper of the vehicle; and
- 5) that the correct payment for that vehicle for that date has not been received by TfL or that the vehicle was not subject to an exemption.

If TfL produces this evidence, the onus will shift to the appellant to satisfy the Adjudicator that, on the balance of probabilities, one or more of the six statutory grounds of appeal applies.

These grounds are:

- (a) that the recipient -
 - (i) never was the registered keeper in relation to the vehicle in question; or
 - (ii) had ceased to be the person liable before the date on which the vehicle was used or kept on a road in a charging area; or
 - (iii) became the person liable after that date.
- (b) that the charge payable for the use or keeping of the vehicle on a road on the occasion in question was paid at the time and in the manner required by the charging scheme.
- (c) that no penalty charge is payable under the charging scheme.
- (d) that the vehicle had been used or kept, or permitted to be used or kept on a road by a person who was in control of the vehicle without the consent of the registered keeper.
- (e) that the penalty charge exceeded the amount applicable in the circumstances of the case.
- (f) that the recipient is a vehicle hire-firm and;
 - (i) the vehicle in question was at the material time hired from that firm under a hiring agreement; and
 - (ii) the person hiring it had signed a statement of liability acknowledging his liability in respect of any penalty charge notice imposed in relation to the vehicle during the currency of the hiring agreement.

These grounds apply to both alleged congestion charge and low emission zone contraventions.

The Adjudicator CANNOT consider mitigating factors. This has been upheld by the High Court.

London Tribunal's website

London Tribunals maintains a website (www.londontribunals.gov.uk) with the aim of providing information, guidance and assistance to anyone intending to appeal to the tribunal.

The daily lists of each day's cases before the tribunal can be viewed, as well as maps and travel advice on getting to the hearing centre.

The website offers a useful guide to each stage of the enforcement process, explaining the options available to the appellant at each stage.

The Statutory Register (see page 17) can also be accessed through this website.

The screenshot shows the London Tribunals website homepage. At the top, there is a navigation bar with the title 'London Tribunals' and three dropdown menus: 'Environment and Traffic Adjudicators', 'Road User Charging Adjudicators', and 'General Information'. Below the navigation bar is a large banner area with the heading 'Welcome to London Tribunals'. The banner text states: 'London Tribunals supports the Environment and Traffic Adjudicators and the Road User Charging Adjudicators, which are the independent tribunals which consider appeals against Penalty Charge Notices issued by the London Local Authorities and Transport for London.' Below the banner is a button that says 'Learn more and watch our video to find out what happens when you make an appeal'. The main content area is divided into four sections, each with a title bar and a right-pointing arrow:

- Environment & Traffic Adjudicators** (green header): Information about Penalty Charge Notices for parking, bus lane, moving traffic, London Lorry Control Scheme, littering or waste receptacles. Accompanied by a green car icon.
- Road User Charging Adjudicators** (red header): Information about Penalty Charge Notices relating to the London congestion charge or low emission zone. Accompanied by a red 'A' icon.
- Online appeals** (grey header): You may now submit your appeal against a PCN online. Accompanied by a computer monitor icon.
- Register of appeals** (grey header): View the Environment and Traffic Adjudicators and Road User Charging Adjudicators official statutory registers of appeal cases. Accompanied by a folder icon.

At the bottom of the page, there is a search bar with the text 'Search' and a 'Search' button. Below the search bar are four social media icons: a printer, an email, Facebook, and Twitter.

Statutory register

This is the official register of cases at the Road User Charging Tribunal, kept under Section 21 of the Schedule to the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 (as amended).

It is a register of all appeals and the decisions made on them.

The Register can be viewed online at <https://www.londontribunals.gov.uk/> and can be browsed for one day of appeals at a time, or a more specific search (looking, for instance, at the appellant's name) can be made.

The Register can also be examined at the hearing centre.

Environment and Traffic Adjudicators (ETA)

The **Browse** link allows you to browse backwards and forwards through the **Environment & Traffic Adjudicators** register day by day.

[Browse](#)

The **Search** link allows you to search the register by:

- Case reference
- Appellant last name
- Appellant first name(s) (Must supply at least one more search value)
- Appellant company
- Enforcing authority (Must supply at least one more search value)
- PCN
- Date of decision (Must supply a date range)
- Decision (Must supply at least one more search value)

Note that a maximum of the first 500 cases are returned for any search.

[Search](#)

Road User Charging Adjudicators (RUCA)

The **Browse** link allows you to browse backwards and forwards through the **Road User Charging Adjudicators** register day by day.

[Browse](#)

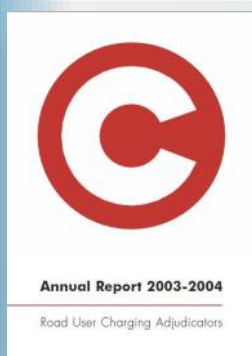
The **Search** link allows you to search the register by:

- Case reference
- Appellant last name
- Appellant first name(s) (Must supply at least one more search value)
- Appellant company
- Enforcing authority (Must supply at least one more search value)
- PCN
- Date of decision (Must supply a date range)
- PCN location (Must supply at least one more search value)
- Decision (Must supply at least one more search value)

Note that a maximum of the first 500 cases are returned for any search.

[Search](#)

Previous annual reports (click on year button to view report)

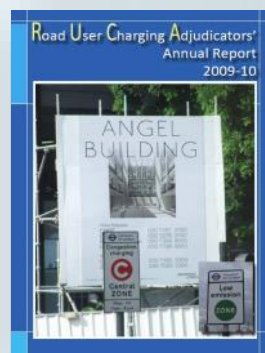

[2003-04](#)

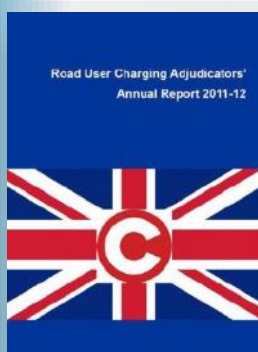
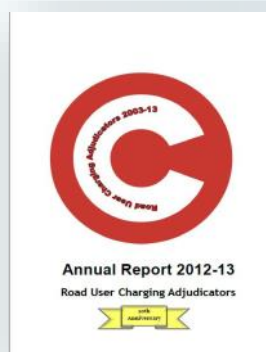
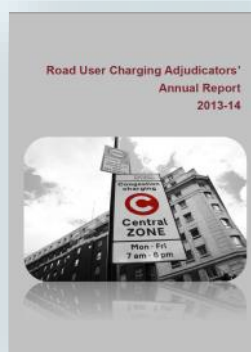
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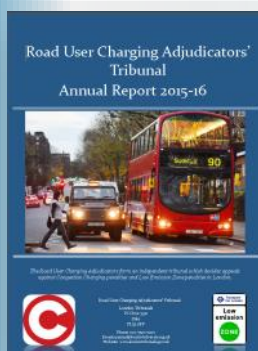
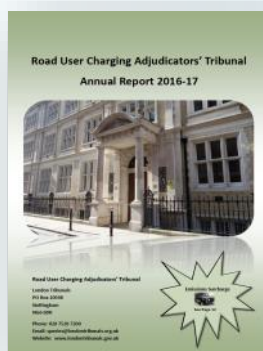
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[2006-07](#)

[2007-08](#)

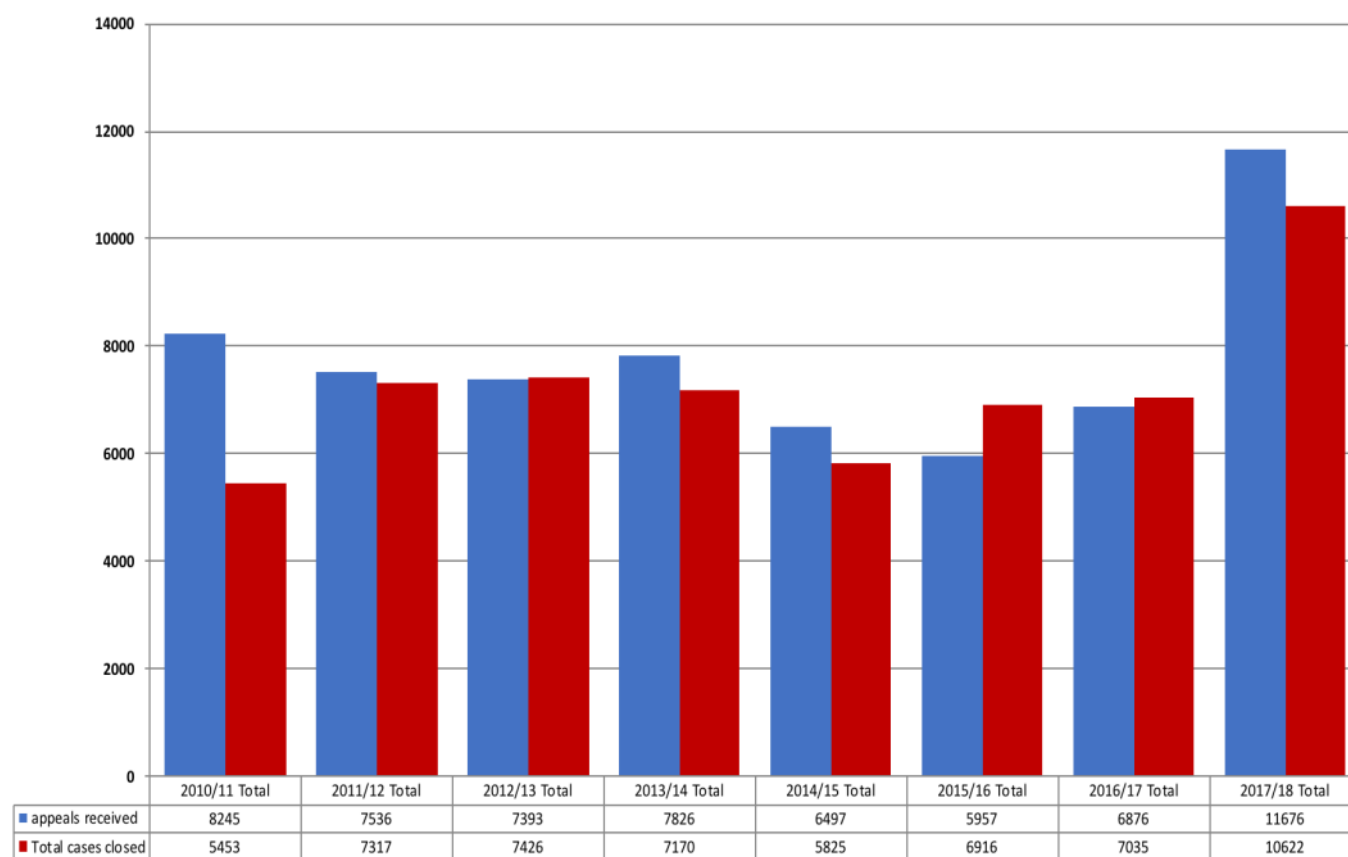
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[2010-11](#)

[2011-12](#)

[2012-13](#)

[2013-14](#)

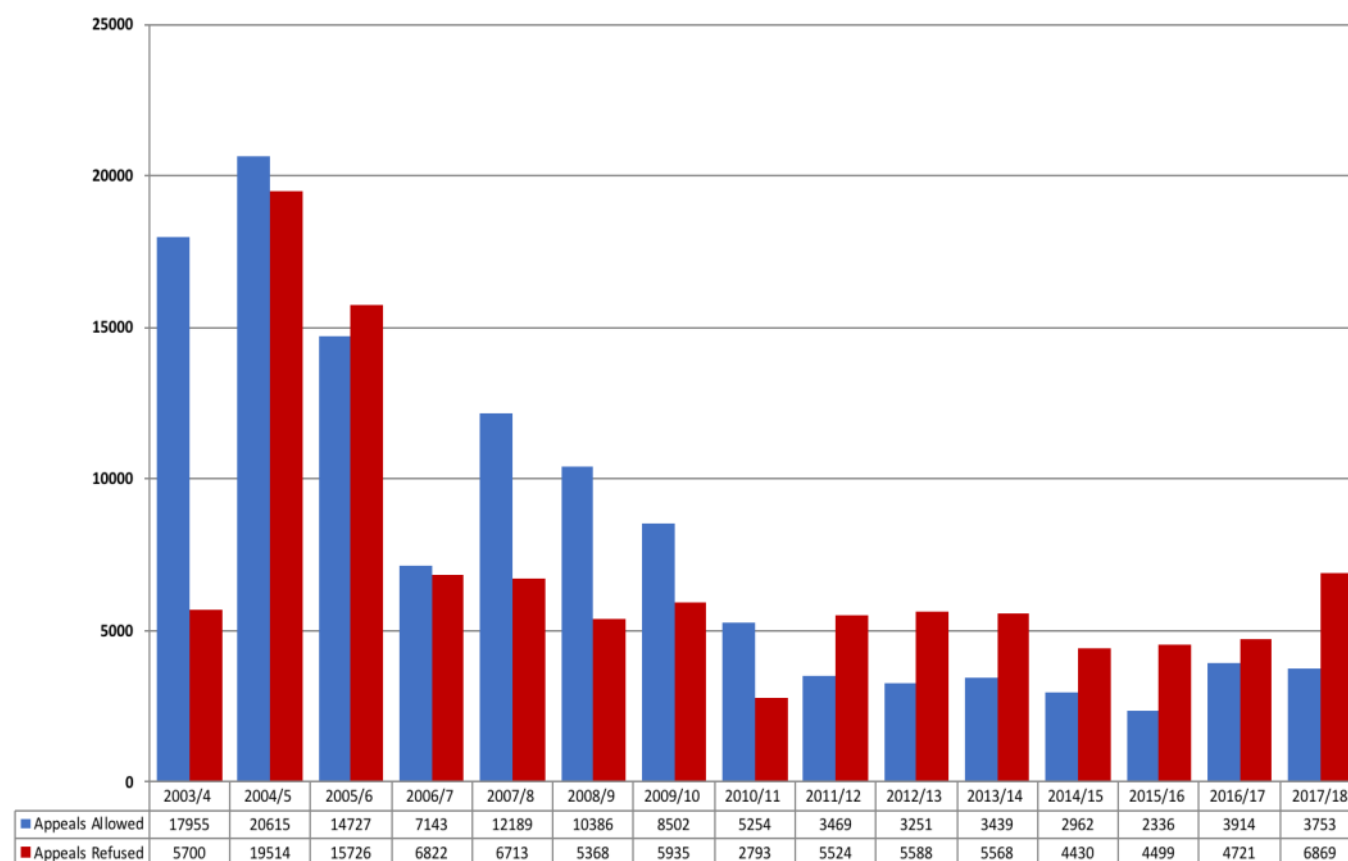
[2014-15](#)

[2015-16](#)

[2016-17](#)

Appendix 1 — Appeals 2003—2018

Appeals received and cases closed 2003-2018

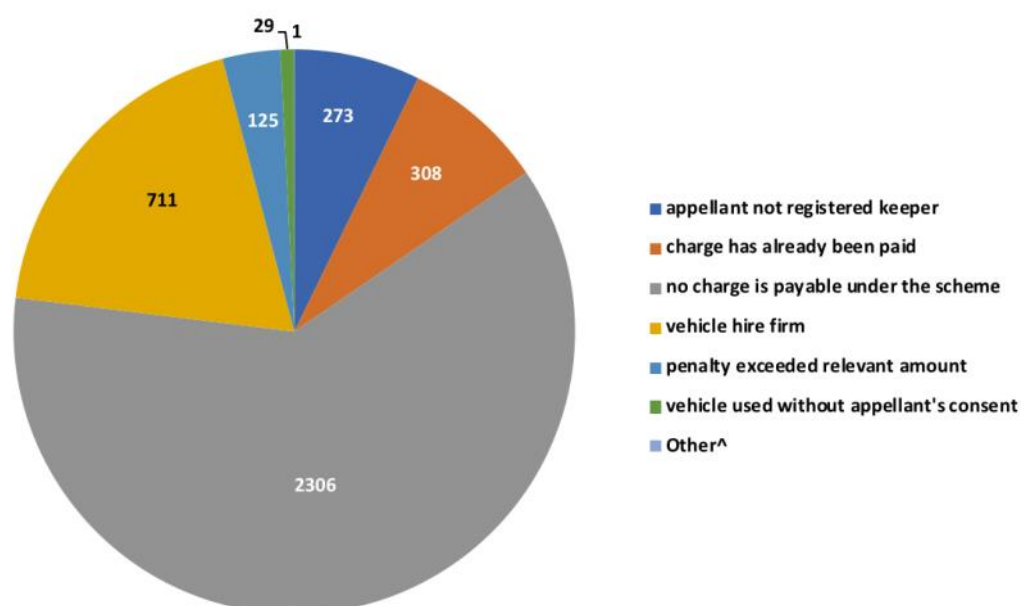


Appeals allowed and refused 2003-2018

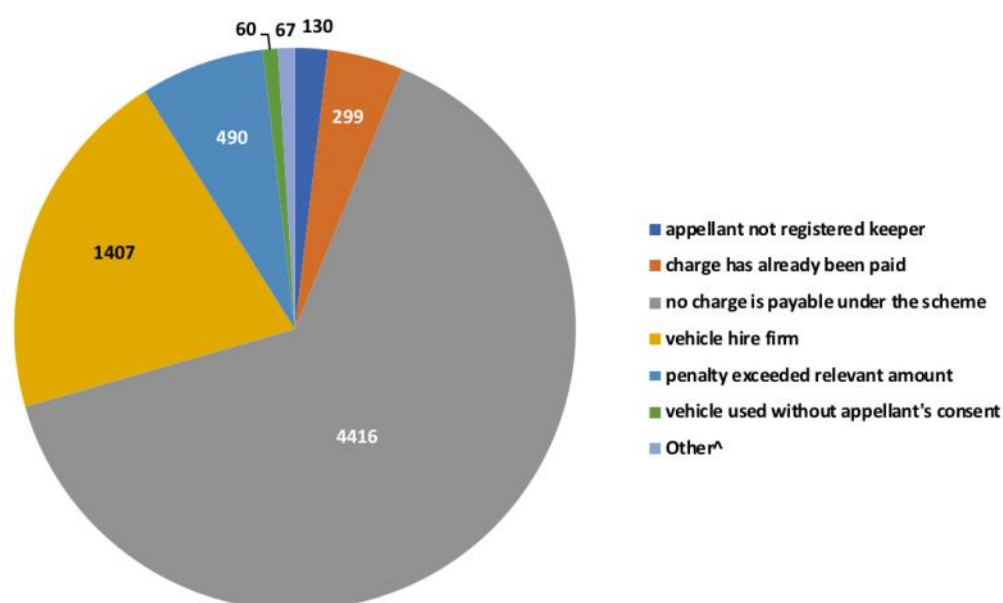


Appendix 2 - Appeal decisions (by ground) 2017-18

Summary of decisions by ground of appeal (allowed) 2017-18



Summary of decisions by ground of appeal (refused) 2017-18



Appendix 3 - Congestion charging statistics 2010-18

(see previous reports for figures prior to 2010)

	2010/11 Total	2011/12 Total	2012/13 Total	2013/14 Total	2014/15 Total	2015/16 Total	2016/17 Total	2017/18 Total
appeals received	8245	7536	7393	7826	6497	5957	6876	11676
Total cases closed	5453	7317	7426	7170	5825	6916	7035	10622
appeals withdrawn by appellants	113	108	103	248	188	205	174	132
appeals not contested by TfL	2481	1568	1313	1589	1382	1066	1496	2738
appeals refused postal	2236	4869	4311	3873	3255	3560	3258	4572
appeals allowed postal*	1936	1321	1141	1195	1117	1199	1797	3152
appeals refused personal	444	547	1174	1447	987	734	1289	2297
appeals allowed personal*	837	580	797	655	463	71	621	601
closed administratively	0	0	3	0	3	81	70	0
appeals adjourned	225	407	299	92	129	146	139	326
review decisions	49	83	64	93	114	74	64	269
costs decisions	18	4	10	33	73	24	4	9
postal cases ready for adjudication at end of year	889	568	229	351	591	956	824	791
personal hearings scheduled	895	871	1170	1133	922	508	705	629

	2010/11 Total	2011/12 Total	2012/13 Total	2013/14 Total	2014/15 Total	2015/16 Total	2016/17 Total	2017/18 Total
% withdrawn by appellants	2.07%	1.48%	1.39%	3.46%	3.23%	2.96%	2.47%	1.24%
%not contested by TfL	45.50%	21.43%	17.68%	22.16%	23.73%	15.41%	21.27%	25.78%
% refused postal	41.00%	66.54%	58.05%	54.02%	55.88%	51.47%	46.31%	43.04%
%allowed postal*	35.50%	18.05%	15.36%	16.67%	19.18%	17.34%	25.54%	29.67%
%refused personal	8.14%	7.48%	15.81%	20.18%	16.94%	10.61%	18.32%	21.62%
%allowed personal*	15.35%	7.93%	10.73%	9.14%	7.95%	1.03%	8.83%	5.66%
% closed administratively	0.00%	0.00%	0.04%	0.00%	0.05%	1.17%	1.00%	0.00%
% of cases allowed	50.85%	25.98%	26.10%	25.80%	27.12%	33.78%	34.37%	35.33%

	2010/11 Total	2011/12 Total	2012/13 Total	2013/14 Total	2014/15 Total	2015/16 Total	2016/17 Total	2017/18 Total
average postal hearing (mins) ^^	33.79	35.18	27.22	24.67	25.84	19.16	11.71	11
average personal hearing (mins) ^^	49.98	49.95	43.98	34.08	30.70	26.68	22.47	14.25
% of cases 1st considered within 56 days	58.91%	26.78%	34.32%	41.92%	36.10%	n/a	n/a	n/a
average days delay	n/a	n/a	n/a	n/a	n/a	54	55	53
% hearings within 15 mins	72.00%	71.83%	83.08%	80.97%	79.08%	78.75%	84%	85%

	2010/11 Total	2011/12 Total	2012/13 Total	2013/14 Total	2014/15 Total	2015/16 Total	2016/17 Total	2017/18 Total
summary of decisions by ground of appeal (allowed)								
appellant not registered keeper	30	65	23	40	59	326	352	273
charge has already been paid	43	44	147	25	7	52	106	308
no charge is payable under the scheme	163	162	378	245	133	535	1408	2306
vehicle hire firm	24	29	37	11	15	283	418	711
penalty exceeded relevant amount	33	40	36	29	10	47	93	125
vehicle used without appellant's consent	11	20	4	15	13	23	33	29
Other^						4	8	1

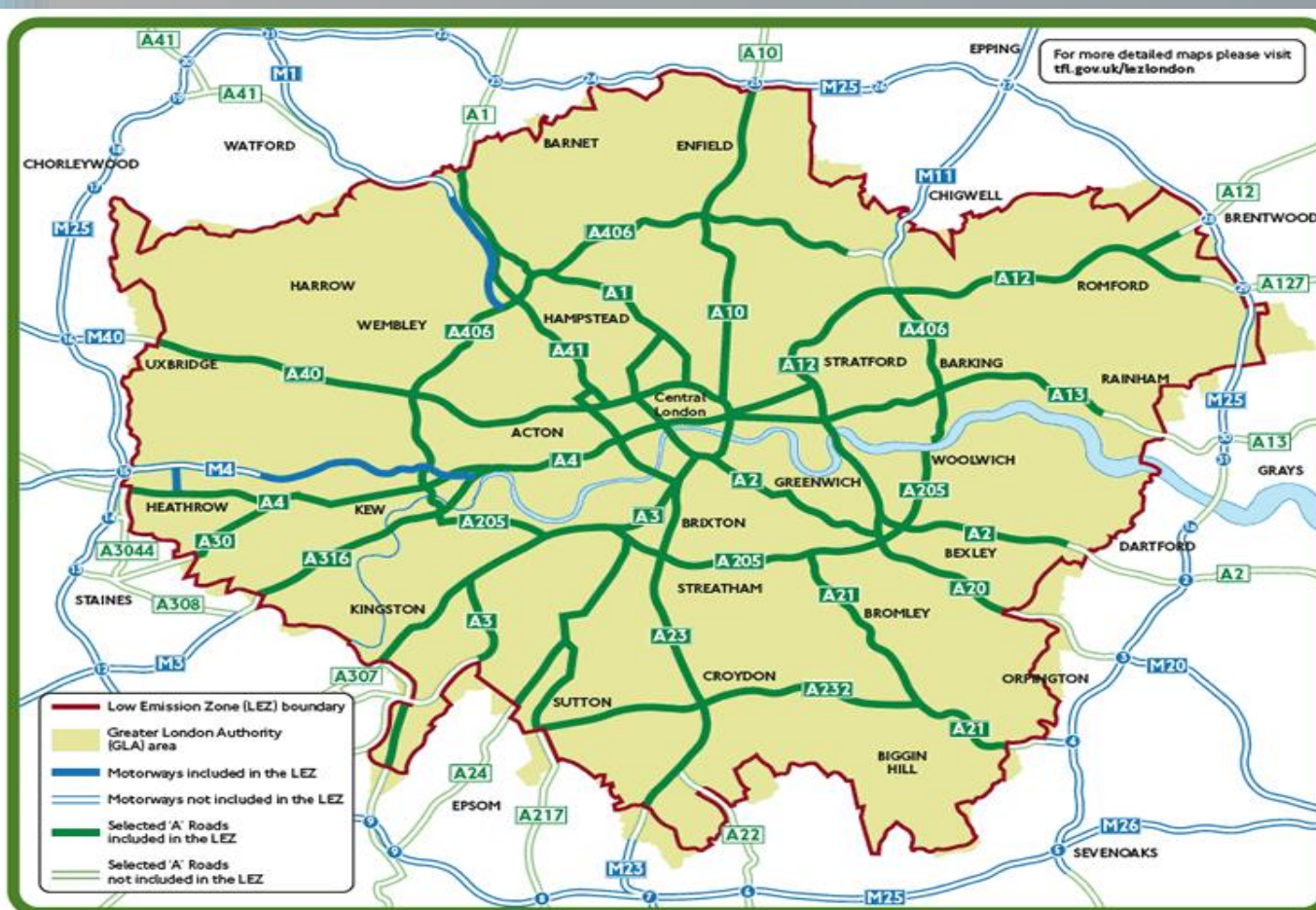
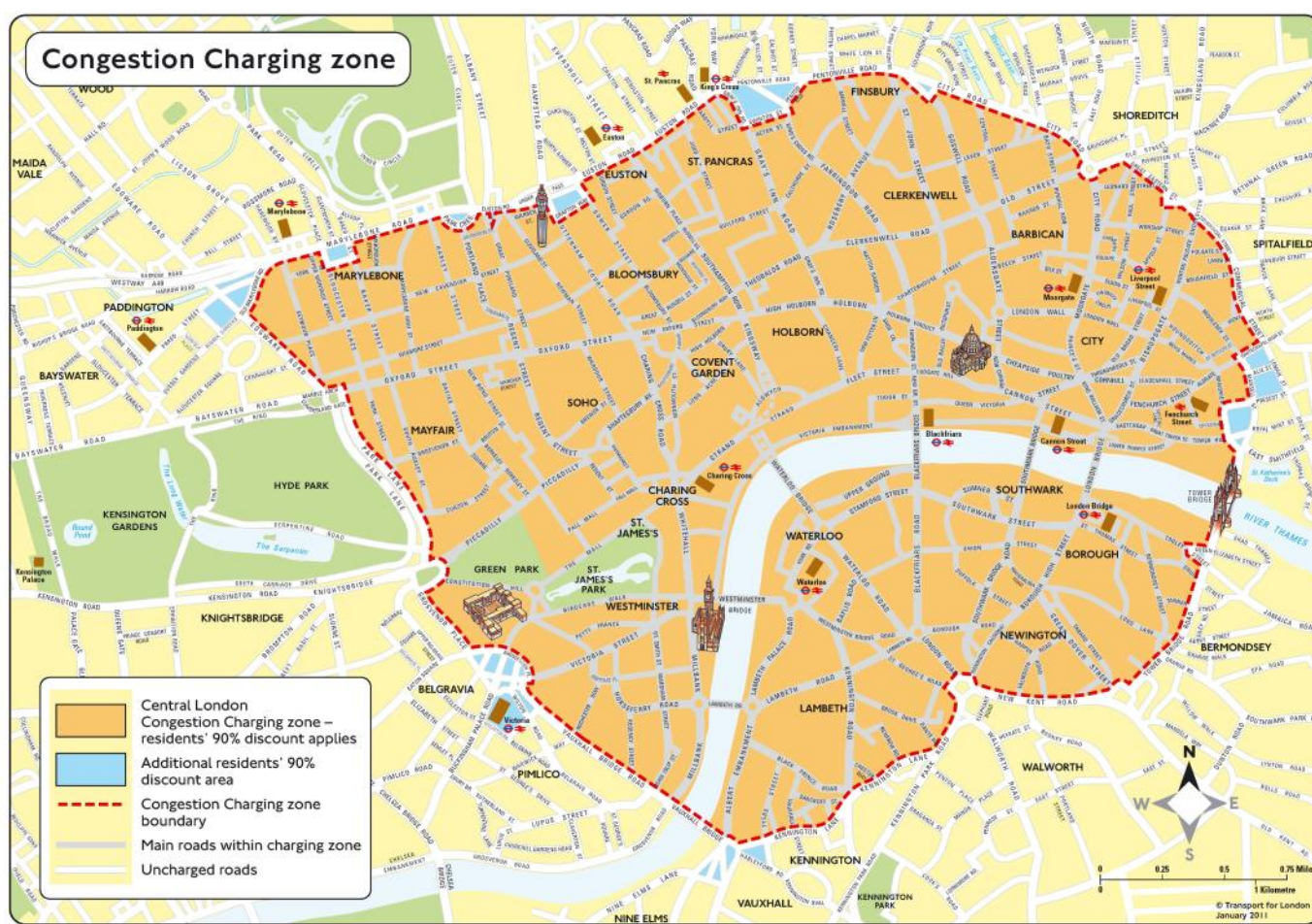
	2010/11 Total	2011/12 Total	2012/13 Total	2013/14 Total	2014/15 Total	2015/16 Total	2016/17 Total	2017/18 Total
summary of decisions by ground of appeal (refused)								
appellant not registered keeper	140	243	196	206	240	208	183	130
charge has already been paid	295	660	585	548	319	291	201	299
no charge is payable under the scheme	1051	2844	3030	2956	2009	2364	2949	4416
vehicle hire firm	621	830	859	642	656	792	827	1407
penalty exceeded relevant amount	444	793	753	645	688	590	316	490
vehicle used without appellant's consent	54	80	81	62	42	36	44	60
Other^						13	27	67

* 2015/16 figures exclude DNCs. 2010/11 - 2014/15 and 2016/17 - 2017/18 figures include DNCs

^ Cases where the ground of appeal is not recorded

^^ The way in which this time is recorded changed in 2015/16.

Appendix 4 - Congestion charge and Low emission zone maps





Useful addresses

Office for Judicial Complaints

10th Floor Tower 10.52

102 Petty France

London

SW1H 9AJ

Telephone: +44-(0) 203 334 2555

Fax: +44-(0) 203 334 2541

E-mail: customer@ojc.gsi.gov.uk

Website: <http://judicialcomplaints.judiciary.gov.uk/>

Office of the Judicial Appointments and Conduct Ombudsman

9.53, 9th Floor Tower

102 Petty France

London

SW1H 9AJ

Website: <http://www.justice.gov.uk/about/jaco.htm>



**Road User Charging Adjudicators (RUCA)
London Tribunals
PO Box 10598
Nottingham
NG6 6DR**

**Telephone: +44-(0) 207 520 7200
(Monday to Thursday 8.00 am to 6.30 pm, Friday 8.00 am to 6.00 pm and Saturday
8.30 am to 2 pm, excluding bank holidays)**

**e-mail: queries@londontribunals.org.uk
Website: <http://londontribunals.gov.uk/>**

**Hearing Centre at:
Chancery Exchange (Ground Floor)
10 Funnival Street,
London
EC4A 1YH**