

**LONDON BOROUGH OF BRENT  
EXECUTIVE 8<sup>TH</sup> MARCH 2004**

FROM THE DIRECTOR OF ENVIRONMENT

FOR ACTION

NAME OF WARDS  
ALL WARDS

**CONTROLLED PARKING ZONES  
DESIGN AND CONSULTATION and PARKING ENFORCEMENT  
(SCRUTINY COMMITTEE ROAD USE SPACE TASK GROUP)**

FP REF: ES-03/04-152

**1.0 SUMMARY**

- 1.1 This report considers recommendations made by the Scrutiny Roads Task Group concerning:
- (a) the design and consultation process for controlled parking zones (CPZ's) and details the investigations undertaken and recommendation made by officers with regard to reviewing procedures.
  - (b) the enforcement of Controlled Parking Zones (CPZs) with regards to exercising discretion to cancel parking tickets in certain circumstances.

**2.0 RECOMMENDATIONS**

- 2.1 That the Executive endorses the current public consultation processes used by the Transportation Service Unit and notes the improvements approved in March 2003 by the Highways Committee.
- 2.2 That the Executive welcomes the detailed assessment of the Task Group report.
- 2.3 That the Executive endorses the additional improvements to be made to the public consultation process as detailed in 8.46 (b) and (c).
- 2.4 That the Executive decides whether the recommendations at 8.46 (a) and (d) should be taken forward by officers or withdrawn.
- 2.5 That the Executive note and endorse the existing cancellation policy for PCNs set out in paragraphs 8.32 to 8.43 of this Report.
- 2.6 That the Executive note officers' concerns regarding further relaxation of the PCN cancellation policy, as proposed by the Task Group Report.

### **3.0 FINANCIAL IMPLICATIONS**

- 3.1 The task group recommendation to set up an individual steering group for each scheme to facilitate consultation would require a significant increase in annual revenue funding to employ sufficient staff to undertake and manage these forums effectively. An additional six officers in the Traffic Management Section and other material resources would be required in order to introduce this which is estimated at an additional £350,000 per annum of revenue funding.
- 3.2 A greater amount of staff time will be spent on public consultation if the additional procedures detailed in 8.46 (a), (b) and (c) in the report are approved. The additional costs of accommodating pre-consultation surveys and improved consultation material will be accommodated within the scheme budgets which are funded from both Capital and Revenue sources and are estimated to be an additional 5 - 10% of the total cost of the scheme. In respect of Capital funded schemes any future bids will be increased to include these requirements. In respect of revenue funded schemes it is likely that a smaller number of projects will be completed per year if the current level of revenue funding for CPZ schemes (£214,000) is maintained.
- 3.3 In respect of 8.46 (d) the introduction of a cross boundary permit parking scheme will increase revenue costs for consultation, review and order making. It could make the controlled parking zones generate less income because the wider use of permits in neighboring zones would cause a reduction in the use of "pay and display" machines and increase the usage of permit holder bays.
- 3.4 The relaxation of the current PCN cancellation policy would reduce the overall payment rate of PCNs issued, with the consequence of reducing income and incurring additional staff time in dealing with and responding to representations.

### **4.0 STAFFING IMPLICATIONS**

- 4.1 The Council's Transportation Service Unit will deal with all issues relating to public consultation on traffic and parking schemes.
- 4.2 The Council's StreetCare Service Unit manages the parking enforcement contract, together with the notice processing, representations, and appeals processes.

### **5.0 ENVIRONMENTAL IMPLICATIONS**

- 5.1 Public consultation is a key component in ensuring that all potential environmental issues or consequences are considered prior to schemes being implemented.

### **6.0 LEGAL IMPLICATIONS**

- 6.1 Carrying out public consultation reduces any risk of a challenge to the Council's decision to proceed with a scheme on the grounds that it failed to have regard to all relevant considerations.

## **7.0 DIVERSITY IMPLICATIONS**

- 7.1 All public consultation material includes a section written in the most common languages used in the Borough with an explanation of how more information about proposals can be obtained.
- 7.2 CPZ's take account of the requirements of the different religious organisations in the borough in respect of parking needs for community establishments during the design of projects and through the consultation process.
- 7.3 CPZ's take account of the needs of people with disabilities through parking dispensations for blue/orange badge holders in parking places which allow parking without charge or restriction on length of stay and through the provision of disabled persons parking places in order to assist the mobility impaired. The control of on street parking also allows greater access to crossing points and at road junctions by preventing obstruction at these locations in order to assist pedestrians particularly the blind or visually handicapped.

## **8.0 DETAIL**

### **Background**

- 8.1 The Council's Corporate Strategy and Environmental Services Service Development Plan (SDP) place great importance on consultation and communication in order to achieve service excellence. The way in which consultation is undertaken affects the perception of the service and impacts on service delivery. Given the high profile of CPZ schemes and the Transforming Transport agenda, which is a key theme in the Environment SDP, it is very important to ensure that public consultation is carried out to a very high standard.
- 8.2 The Transportation Service Unit has the main responsibility within Environment for undertaking design and public consultation on Controlled Parking Zones. The most important aspect of developing CPZ schemes is taking into account the views of all stakeholders because proposals have the potential to affect a very wide range of people and their travel patterns. The list of affected stakeholders is extensive and includes residents, businesses, councillors, local government organisations, the emergency services, special needs groups, schools, religious organisations, etc. A very effective consultation process is needed in order to deliver schemes successfully and a very high proportion of the time spent on scheme development by officers is currently concentrated solely on this aspect.
- 8.3 In October 2002 the Scrutiny Committee Roads Use Task Group began its own investigations on a number of road use related issues which included the design and consultation process for CPZ's. Their investigations continued until June 2003 when a report was produced (extract shown in Appendix A) which reviewed current practice

and made a number of recommendations. The report makes comparisons with the neighbouring borough of Camden which is considered to have demonstrated good practice in this regard. This report will focus on the recommendations made by the Scrutiny Committee and the subsequent investigations and findings of officers in consideration of those recommendations.

- 8.4 The Transportation Service Unit has also recently reviewed its own consultation practice for traffic and parking schemes generally. This resulted from issues raised by the Highways Committee during the consideration of reports on schemes and consultation results when contentious items arose and when points of principle needed to be resolved. The Highways Committee is the Council Committee with the responsibility for approving CPZ schemes. A report was brought by officers to the March 2003 meeting of the Highways Committee for consideration (Appendix B) and a number of proposed improvements to consultation practice were approved. Consideration was given to the findings of the Scrutiny Committee Roads Use Task Group in that report at that time.

### **Scrutiny Committee Roads Use Task Group – Findings – Design & Consultation**

- 8.5 The task group recognised that Brent currently has a consultation procedure for CPZ's but feels that this is only sufficient to generally fulfil the legal requirements for implementing schemes and is not sensitive enough for local residents. They highlighted the fact that, in their opinion, there is a common perception by the public that Brent is not completely open, honest and transparent by quoting frequently expressed statements such as "*Brent is more preoccupied with raising revenue than meeting the needs of local residents*", or "*the decision to implement the CPZ has already been made*", or "*there is a one size fits all policy*". The group feels that the design and consultation process itself has created this perception and that it does not have enough safeguards to protect it from such criticisms. The group has reviewed the process used by the neighbouring London Borough of Camden which has overcome similar problems by improving its consultation procedure and they have concluded that this is now an example of good practice which is more inclusive and is able to dispel suspicion of Council motives and able to control opposition groups more effectively by involving the community in the design of the consultation and the design of the scheme. The Task Group therefore recommend that Brent should adopt a similar process which is more sensitive, flexible and credible. The key recommendations are detailed in the following paragraphs.

### **Consultation process**

- 8.6 The task group recommendations to improve the consultation process are as follows:
- a) The first step is to undertake a detailed parking survey.
  - b) The second step is to form a steering group comprised of single representatives from each community group and local councillors and to appoint a chair. The role of the group will be to design the scheme and consultation material in conjunction with officers.
  - c) Questionnaires are sent to each householder shown on the Council Tax register.

- d) An acknowledgement card is used to confirm receipt of questionnaires.
- e) Analysis is street by street.
- f) Alternative scenarios are prepared in case of the favoured scheme not being supported.
- g) Inform residents of final decision for their area.

8.7 Detailed parking beat surveys are always undertaken prior to scheme development to provide engineers with data to assess parking trends. However, the undertaking of a survey with residents as detailed in (a) to gather initial feedback about the residents perception of current parking problems and expectations of the scheme is a valid idea. This would provide some initial information which could be discussed with ward councillors at the pre-design stage of the scheme.

8.8 With regard to (b) it is clear that Camden has a large level of resources and staff to be able to offer to residents specific forums which can be created for each individual scheme. Paragraph 7.20 in Appendix B compares the level of resource available and demonstrates that Brent's resources are insufficient to undertake the same process. Officers accept that the ability to undertake such forums would greatly improve the interaction and communication between all parties, however, it would require a greatly increased level of funding in order to achieve it which is unrealistic. Officers have successfully submitted requests for additional revenue funding to action a programme of CPZ reviews which has allowed an additional two officers to be employed, but it would require twice as many officers in the parking team as a whole to be able to follow Camden's process fully, requiring the employment of an additional six officers and bring the size of the parking team to sixteen in total. This would be required because the amount of time spent by officers on organising and managing forums, interacting continuously with a wider number of stakeholders and accommodating continuously changing ideas and proposals would be very time intensive.

8.9 The Transportation Service Unit does recognise that improvements are required to improve interaction with stakeholders and has indicated ways in which this is possible in paragraph 7.24 of Appendix B. The focus of these improvements is on a greater level of communication and involvement with ward councillors particularly at the pre-design and post-design stages of schemes and the greater use of the Council's area consultative forums to provide information and receive feedback. There is plenty of evidence available since March 2003 to demonstrate that a greater number of meetings and discussions between ward councillors and officers are now organised and that this approach is helping the development of schemes and improving interaction between officers and councillors over schemes. This has been particularly noticeable with the review of existing CPZ's which are often complex and difficult to progress.

8.10 With regard to (c) paragraph 7.15 in Appendix B explains why the Council's property database is used to create a list of addresses to be included in consultations rather than the Council Tax register.

8.11 Issues (d), (e) and (g) are already undertaken by Brent routinely with CPZ schemes. In addition officers are currently investigating the possibility of writing to residents who have not responded to a public consultation as a reminder in order to give them a further opportunity to respond.

8.12 Time and funding constraints prevent officers from preparing a range of alternatives to initial proposals in advance as detailed in (f) because this is not time or cost efficient. However, the development of alternatives is not usually necessary because the Transportation Unit is able to revise and amend proposals at short notice whenever necessary throughout the design and consultation process in order to accommodate the needs of local people. This method is more economical and expedient for Brent's level of resources.

### **Consultation document content**

8.13 The task group recommendations in respect of consultation material are as follows:

- h) Information - It is made clear that this is a consultation not a referendum, that the results will be analysed on a street by street basis, that the scheme will be altered within 12 months if it doesn't work and that schemes will be reviewed every 2 years.
- i) Seek opinions about how residents would vote if a neighbouring street became a CPZ.
- j) Residents asked if they want to join another zone or whether residents already in a zone agree with other areas being included in their zone.
- k) Seek views about the inclusion of other traffic management measures.

8.14 The resident's perception of Brent during the development and implementation of CPZ schemes as detailed in paragraph 7.5 of this report does need to be addressed, however, the extent to which people believe the types of statements described is not clear. Certainly opponents to the use of CPZ's as a method of regulating parking are quite vociferous and well represented at Committee meetings and public forums and can have a great influence on other members of the public who may not have particularly strong views for or against proposals. The experience of officers is that it is necessary to make consultations more pro-active and to make clear the key messages and intentions of the Council very early on through all forms of media, particularly the consultation material. The earlier this is done the more successful the interaction with the public will be and the less likelihood of false information derailing the process. Officers are therefore continuously seeking to improve the impact and appearance of consultation material and this is a key objective.

8.15 In issue (h) it is clear that putting across the essential pieces of information that residents want to know as clearly as possible is very important. Detailing the purpose of the consultation, the process involved, the method of evaluating results and how and when decisions are taken is vital and this is an area which needs to be improved. In addition recourse to a review of a scheme within a set period of time and a commitment to amending schemes which don't work well is a key reassurance for residents when considering whether to support a scheme. Officers would recommend reviewing the way consultation material is prepared and structured in order to put across these key messages.

- 8.16 The question shown in (i) has been included in consultation material where large groups of zones have been proposed such as in Willesden for example but not in all consultations. It may be appropriate to include this question in all consultations where new zones or extensions to zones are proposed as a matter of course. However, it would need to be made clear in the consultation material why this question is being asked and how this information will influence decision making.
- 8.17 The question shown in (j) is already included in current consultation material where existing CPZ's are being reviewed or extended. This is when the issue of zoning is most relevant.
- 8.18 In respect of (k) the inclusion of traffic management measures which are required to maximise the efficiency of the CPZ design such as one way streets for example are always considered and usually built into the scheme design at the consultation stage. However, the inclusion of more extensive traffic management measures such as traffic calming which are very expensive cannot be routinely accommodated within existing revenue budgets and this question is therefore not asked as it would raise false expectations of local residents. Where traffic management measures funded from the Capital Programme coincide with a CPZ scheme then the public consultation is organised to cover both projects as one and a wider range of questions is offered.

### **Implementation**

- 8.19 The task group recommendations regarding implementation are as follows:
- l) CPZ's implemented on a street by street basis.
  - m) Operational hours are implemented on a street by street basis.
  - n) A wide range of "pay and display" maximum stay options are available in commercial areas.
  - o) In short duration CPZ's, other parts of the day could operate "pay and display" schemes instead.
  - p) Use of buffer zones where a range of permit holders are permitted.
  - q) Vary size of zones.
  - r) Create zones within zones.
  - s) Use zones of different types and duration.
- 8.20 In respect of (l) consultation analyses are already undertaken street by street and reported to committee in this format. The zone boundaries agreed by committee for a CPZ are based on identifying an inclusive area of support which includes streets that demonstrate support individually for a common proposal.

- 8.21 In respect of (m) it is not recommended that operational hours be tailored to the needs of individual streets. Using different operational hours of operation for parking places within the same CPZ is not possible under the current traffic regulations. This is why a CPZ zone entry sign indicates the common operational hours for all the streets within the zone. For example if two neighbouring streets had different hours of operation they could not be included in the same CPZ together and would effectively have to become two separate CPZ's with different zone identifiers. This variability would be very confusing for road users, create an excess of traffic signing, limit the use of permits to that street only and make enforcement duties more complex and difficult for the parking enforcement contractor potentially leading to a higher number of PCN's issued incorrectly. It is likely that an excess of mini CPZ's would be created which would become unmanageable because residents would probably choose different times for their streets if they were permitted to make this choice. This would also lead to problems of parking displacement potentially occurring between streets where different operating hours were chosen to resolve the same basic problem. In the opinion of officers this level of choice for residents would become counter productive and would result in more problems being created than are solved. There is evidence to suggest that Camden are having these types of problems already and that they are having to regularise operating hours in certain areas of their CPZ schemes as a consequence.
- 8.22 The basic principle adopted by Brent is to identify the groups of streets which share a common problem and to provide a common solution which is accepted by a majority of the people in those streets. This is ultimately a more equitable, effective and relevant way of progressing schemes which has a good track record and is in the best interests of residents and local people. It is worth noting that during public consultations in the programme of CPZ scheme reviews undertaken during the last year residents have not requested any significant changes to existing schemes and have indicated a generally favourable degree of satisfaction with existing schemes. This would seem to suggest that the schemes developed initially have been well prepared, taken account of local opinion and been well received in general since they became operational.
- 8.23 In respect of (n) a wide range of "pay and display" options are already offered in commercial areas of existing CPZ's. Maximum duration stays of 1 hour, 2 hours and 4 hours are currently used and the location and duration of such bays are provided on the basis of local needs identified at the consultation stage.
- 8.24 In respect of (o) it is unlikely that this type of proposal would be supported by residents. In general short duration CPZ's are targeted at preventing commuter parking and are intended to minimise the operational hours of the CPZ needed to achieve this. This is because in general residents don't wish to see parking restrictions imposed when they perceive that they are not necessary. In order to introduce "pay and display" parking at other times of the day would simply extend the operational hours of the CPZ and become an additional hindrance to local people which is unlikely to be supported. It is possible that the statement "*Brent is more preoccupied with raising revenue than meeting the needs of local residents*" could be cited more frequently if this type of policy were introduced. For this reason officers would suggest that CPZ's are focussed on resolving a specific problem, that the measures proposed clearly address that problem and that public support is demonstrated.



- 8.25 In respect of (p) buffer zones or areas where permits from different areas can be used in the same street have been created in Brent in isolated areas. These are generally on individual streets which are on a common boundary between zones. For example Lydford Road which is the boundary between the “MA” zone and “MW” zone has parking places which allow permits from both zones to park. In addition main shopping streets like High Road, Willesden for example which also form a boundary between zones (“GC” zone and “GH” zone in this case) do not have any permit parking on the High Road but residents / businesses with addresses in the High Road are able to choose the zone for which they wish to purchase permits. These types of arrangements are generally determined by the specific circumstances of the zone and are only introduced to meet local requirements as required.
- 8.26 In respect of (q) the size of zones are determined by the extent of a common problem and by resident choice at the consultation stage. The size of zones varies widely as a consequence.
- 8.27 In respect of (r) the Highways Committee have previously considered extending the use of permits within groups of zones in December 2001, however, the Committee did not approve a trial of this type of operation at that time. It was felt that the programme of CPZ’s was still in its infancy and because a large number of new CPZ’s were still to be introduced the effect of these was difficult to determine and would make any decisions on this issue premature. It was decided that this issue should be considered at a future date when the extent of CPZ’s and the effect of their operation was more complete and stable. The zone identifiers for all new CPZ’s and those in the south of the borough, which has the greatest proliferation of schemes, now have a two letter reference which could permit the introduction of this type of operation in the future. The first letter could be used to specify common areas for sharing permits such as “K?” for Kilburn and Kensal, “M?” for Mapesbury, “G?” for Cricklewood and Willesden and “H?” for Harlesden. The report in Appendix C gives details of the proposals put to the Highways Committee in December 2001.
- 8.28 The view of officers is that a trial of this type of operation would be the best way to evaluate it and to see if local people would consider it of benefit and members may wish to consider whether this would be an appropriate time to consider a trial in view of the Task Group recommendations. However, Members attention is also drawn to the potential risks of parking displacement occurring between zones as a result of the wider use of permits being permitted (even on a short stay basis in another zone) which could disadvantage people living close to local amenities such as shops, stations, religious establishments, etc. This problem is already a concern in some zones, particularly with stations, which have become quite large and suffer a problem of internal commuting without any system of wider permit access operating at the moment. These types of problems would almost certainly be exacerbated as a consequence.

8.29 In respect of (s) a number of different types of zones with different operating hours are already used. In the best value review of the Transportation and Parking Service it was recommended that the standardisation of a range operating hours tailored to specific types of area problem be established to improve the consistency of the service as there was a risk of having too many variations which could become confusing and hard to manage. Consequently all new schemes within the last 12 months have now followed a consistent set of options which are offered to residents at the consultation stage. During consultations there are always requests for different sets of operating hours from residents and a wide range of variables. It is becoming increasingly difficult for officers to strike a balance between offering choices to residents and maintaining a consistent and manageable set of operating times across the borough. In addition to this officers have been requested by the Highways Committee to investigate very short duration schemes (1 or 2 hour duration per day) to tackle commuter parking and bring a report to a future meeting and this is currently being investigated.

### **Scrutiny Committee Roads Use Task Group – Findings – Parking Enforcement**

8.30 The detailed recommendations of the Task Group relating to Parking Enforcement were:

- That the Council should draw up a structured policy on exercising its discretion to cancelling Penalty Charge Notices (PCNs);
- The Council should consider, in addition to a policy for all PCNs to drivers with extenuating circumstances, exercising its discretion to cancel parking tickets according to the following test:
  - Any individual who has been given a parking ticket should be able to apply to have the PCN cancelled if he/she can show that they possessed a valid parking permit for the zone in which the vehicle was parked;  
AND either:
    - at the time of parking the vehicle, he/she had a legitimate reason for not being able to display the permit: OR
    - he/she parked the vehicle in a pay and display area not reserved for resident permit holders; OR
    - he/she was using a different vehicle to the one covered by the permit because the vehicle for which the permit was issued was out of use.

8.31 Officers provided evidence and information to the Task Group during the course of its work and agree that there needs to be a structured policy on the use of local discretion in responding to representations from motorists who receive a PCN. It is important, however, to recognise that discretion already exists and is regularly exercised.

### **Officer response to the Task Group recommendations on Parking Enforcement**

8.32 In addition to the policy for considering extenuating circumstances in case of all PCNs issued, the Task Group recommends further tests in exercising its discretion to cancel parking tickets issued to resident permit holders.

- 8.33 It is a primary condition of the parking permit for residents that it must be displayed on the vehicle to which it relates as required by the Traffic Management Orders. This is made clear on the letters sent to the residents with the permit. The permit is vehicle specific so it does not require moving from the vehicle once affixed in holders which are also provided by the Council especially for the permit.
- 8.34 Given this background, Officers believe that the Council already has a positive Policy of discretion to cancel parking tickets issued to resident permit holders who park without displaying the permit. It should be noted that the Policy has evolved over time, but has not been formally endorsed or approved.
- 8.35 The existing Policy according to the tests highlighted by the Task Group is as follows:-
- “If an individual can show that he/she had a valid resident permit for the zone at the time of parking without displaying the permit, it is already the Council's policy to let the individual off, i.e., to cancel the PCN with a warning letter on first offence. Furthermore, the warning letters can cover more than one PCN issued for the same offence over a number of days because the resident permit holder has not moved the vehicle. This policy applies when parked in both resident and dual purpose parking bays, designated for the use of resident and pay display parking”.**
- 8.36 The extent of the Council's existing considerate approach on this point is clearly demonstrated by the significant number of warning letters issued instead of enforcing PCNs that have been issued. In 2003 alone, over 1100 such letters (over 20 each week, on average) were issued (including more cases where a resident had been issued with more than one PCN).
- 8.37 However, in spite of warning letters many residents continue to park illegally and officers feel that the Task Group's more lenient approach would encourage further and deliberate flouting of the regulations and could make it more difficult and costly (loss of income and extra costs of dealing with representations from motorists) to enforce parking regulations in CPZs.
- 8.38 Other key points of the existing Policy are:
- 8.39 **“If a resident permit holder is parked in a pay and display area not reserved for resident permit holders, it is not the Council's policy (consistent with other London boroughs) to cancel the PCN”.**
- 8.40 Officers consider this to be a more serious infringement of parking regulations which results in fewer parking spaces for non-permit holders which in turn reduces available space for visitors and other non-residents. The cancellation of PCNs issued to permit holders parked in pay and display bays not reserved for residents would compound the adverse effect on meter income.
- 8.41 **“If a resident permit holder has to use a different vehicle to one covered by the permit because the vehicle for which the permit was issued is out of service,**

**the Council can issue a temporary free of charge permit to cover the different vehicle”.**

- 8.42 As an example, if a resident's vehicle is in for a service the Council has a policy to provide a temporary permit to cover the courtesy vehicle.
- 8.43 In summary, officers strongly believe that the current approach is mindful of the parking needs of the resident and, as outlined, represents a considerate policy of cancellation of PCNs issued to permit holders. Any further relaxation of policy would lead to reduction in income and an increase in expenditure in additional resources to process the extra cancellations.

### **Conclusion – Design & Consultation**

- 8.44 The findings of the task group have not highlighted much detail in respect of Brent's current practice and there is no evaluation or comparison of performance other than to indicate that some bad press is a general indication of how Brent's consultation process is perceived. A focus on the negative press surrounding consultations does not, however, give the full picture and has overlooked many of the positive aspects of Brent's performance and the considerable effort made by officers to continuously improve the consultation process through benchmarking and self assessment of performance. The report in Appendix B gives a detailed assessment of Brent's consultation process, compares practices with other local authorities, details the strengths and weaknesses of Brent and details improvements to be made which have now been put into practice during the last year with some success. The Committee are asked to note the findings and recommendations in the report in Appendix B.
- 8.45 The assessment of the Task Group report highlights the flexibility that officers have demonstrated during the development of schemes and considering variations and amendments in order to satisfy local requirements, the degree of ingenuity to adapt schemes to local circumstances and a good level of satisfaction demonstrated when schemes have been reviewed. It is also clear that many of the recommendations made by the task group are already being put into practice and are a part of the consultation process already.
- 8.46 The main areas for improvement which the Executive should consider as a result of the assessment of the Task Group report which have not been covered in previous reports are as follows:
- a) To undertake an initial survey with residents to gather initial feedback about the resident's perception of current parking problems and expectations of the scheme before design work has commenced. The questionnaire is to be endorsed by ward councillors and the results of the survey are to be discussed with ward councillors at the pre-design stage of the scheme.

- b) Improve the impact and appearance of consultation material to make clear the key messages and intentions of the Council particularly detailing the purpose of the consultation, the process involved, the method of evaluating results, how and when decisions are taken and recourse to a review of a scheme within a set period of time and a commitment to amending schemes which don't work well.
- c) Include a question in consultation documents which seeks opinions about how residents would react if a neighbouring street became a CPZ.
- d) To undertake a trial of a cross boundary permit scheme as detailed in the report in Appendix C to evaluate the merits of that mode of operation and the benefits to local people.

### **Conclusion – Parking Enforcement**

- 8.47 Officers believe that the components of the existing cancellation policy outlined in paragraphs 8.32 to 8.43 of this Report represent a balanced and considerate policy.
- 8.48 Officers do not believe that extending the discretion already available, as proposed by the Task Group, would improve the clarity, fairness, or enforceability of parking regulations. Indeed, the likely consequences would include lack of clarity and consistency, loss of income, increased expenditure, and a service that becomes more difficult to enforce.
- 8.49 The Task Group rightly sets out the stated aims of the parking enforcement regime and these explicitly do not refer to financial considerations. However, the Council's budget includes projections for parking account income and this is based, amongst other things, on existing policies and procedures. Relaxing the existing policy for using local discretion would have the effect of reducing budgeted parking account surpluses through loss of income and additional expenditure as noted above.

## **9.0 BACKGROUND INFORMATION**

### 9.1 Details of Documents:

Scrutiny Committee Roads Use Task Group report (Appendix A)  
 Environment Service Development Plan  
 Public Consultation Procedures for Traffic and Parking Schemes report – March 2003  
 Highways Committee (Appendix B)  
 Review Of Cross Boundary Permit Parking Within Local Communities report –  
 December 2001 Highways Committee (Appendix C)

- 9.2 Any person wishing to inspect the above papers should contact David Eaglesham Head of traffic Management, Transportation Service Unit, Brent House, 349-357 High Road, Wembley, Middlesex HA9 6BZ, Telephone: 020 8937 5140

**Richard Saunders**

## Director of Environment

## Controlled Parking Zones - Design And Consultation APPENDIX A

### 1. Controlled Parking Zones: Design and Consultation

Brent is carrying out a rapid expansion in the number of controlled parking schemes across the Borough. The expansion has taken place, in part, as a response to the introduction of congestion charging in central London. Transport for London offered funding to Brent to deal with the impact of congestion charging. Brent's response was to use this funding to expand the number of controlled parking zones in the Borough.

Brent currently has its own consultation procedures in place, which have developed, in the main, from its own past experience. A relatively strict timetable must be adhered to, since funding for most of these projects is dependant on a timescale set down by Transport for London,

The Task Group recognises that Brent does have an implementation policy and consultation procedures, which generally fulfil the legal requirements for implementing controlled parking zones. However, the Task Group also found that *the current consultation policy, in general, is not sensitive enough to meet the needs and to address the concerns of many of the stakeholders in the consultation process, and leads to controlled parking zones which can be clumsy and unsuited in their design to the specific needs of specific areas.*

In many areas, controlled parking zones are desirable and command public support, in principle. However, the common perception of Brent's approach to controlled parking zones is often characterised by the following types of statements:

- Brent is more preoccupied with raising revenue than meeting the needs of local residents and dealing with their legitimate concerns;
- Brent wants to speed the process through as quickly as possible;
- The decision to implement the controlled parking zone has been made before the consultation has taken place;
- Brent will continue to reconsult until residents vote, 'yes';
- There is a 'one size fits all' policy.

The Task Group also found that the current consultation process does not have enough safeguards to protect it from abuse or provide it with the legitimacy it needs to be able to fend off criticisms like those listed above.

Similar problems have been faced and overcome by other local authorities: Camden's controlled parking policy was challenged by way of judicial review. It has now implemented an improved consultation policy. The Task Group took evidence from a senior officer from the London Borough of Camden and it found its policy to be thorough and sensitive to local needs. The Task Group was particularly impressed with the flexible approach taken to the final design and the attempt to incorporate as

## Controlled Parking Zones - Design And Consultation APPENDIX A continued

many of the wishes of those consulted as possible. Camden dispels suspicion of the Council's motives and heads off opposition movements to controlled parking schemes by involving community groups in the very design of the consultation itself.

As a result of its detailed consultation process, Camden has implemented controlled parking zones, the parking restrictions of which vary enormously from one to another. The Task Group noted that there is no evidence at all to suggest that this has brought about any negative side effects.

The task group recognised that the current scale of Brent's CPZ programme was large compared to Camden. In taking evidence the task group was informed that in the last three years Camden had implemented nine CPZs compared to the fifteen that Brent dealt with during 2002/03 alone. It was also recognised that Camden had significantly higher level of resources available to it with 13 staff working within the unit that dealt with CPZs of which 6 or 7 were at any one time dedicated to working on CPZs. In hearing from the Assistant Director of Environment, the task group were informed that Brent's programme of implementing CPZs would change as funding from Transport for London reduced. As the Council gained greater control over spending decisions it presented an opportune moment to put forward recommendations for improvement.

The Task Group would like Brent to adopt a similar consultation process to that of Camden and, arising from a more sensitive consultation process, allow more flexibility in the design itself of controlled parking zones.

The Task Group therefore makes the following RECOMMENDATION:

**That the Council should amend the procedures carried out when consulting residents about the implementation of Controlled Parking Zones with the general purpose of paying greater attention to local detail and implementing controlled parking zones which are tailored to the needs of the community.**

Moreover, in particular, the Task Group makes the following detailed RECOMMENDATIONS:

**That the current consultation procedures should be amended so that:**

**(In Respect of the Consultation Process Itself)**

- A detailed parking survey is carried out as the first step
- The consultation is monitored by a steering group, which is set up as the second step
- A single representative from each community organisation within the proposed controlled parking zone area is invited to join the steering group and local councillors are invited to the meetings
- The steering group is asked to appoint a Chair who is either a council officer, a local councillor or a member of the steering group



## Controlled Parking Zones - Design And Consultation

### APPENDIX A continued

- The steering group is asked to design the consultation questionnaire in conjunction with the relevant council officer and to sketch out an outline plan for the proposed controlled parking zone
- The outline plan and questionnaire is sent to every householder on the Council tax (as opposed to the electoral) register
- A card is sent with the outline plan, on which the person submitting a completed consultation form can write his or her name and address and add a stamp, so that it can be used to acknowledge the completed consultation form

#### (In respect of the content of the consultation questionnaire and outline sketch plan)

- It is made clear that the process is a consultation not a referendum
- It is made clear that the results will be analysed and implemented on a street by street basis, not on a zone basis
- The question is asked "If you voted 'no' to the controlled parking zone, but your neighbouring street voted 'yes' to the controlled parking zone would your answer be different?"
- A promise is included that the restrictions will be altered within 12 months if they are shown not to be working
- To review all controlled parking zones every two years
- Residents may be consulted whether they want to join another zone and consult the residents of that zone to ask them if they will allow other areas to join their zone
- Residents are asked if there are any other traffic management measures residents wish to have implemented at the same time

#### (In respect of the Compilation of results)

- The results are presented on a street by street basis
- A fall back plan for alternative scenarios is drawn up

#### (In respect of Implementation)

- Controlled parking zones are implemented on a street by street basis
- The restricted parking hours are implemented on a street by street basis
- In areas in which retail shopping and commercial zones interact with a controlled parking zone, pay and display areas are designated of 1, 2 or 4 hours duration to enable commercial activity in the area
- In areas in which a controlled parking zone with only partial hours is established, the space which is free during the 'free' time can be profitably rented out through a pay and display scheme (it was

## Controlled Parking Zones - Design And Consultation APPENDIX A continued

acknowledged by the task group that such dual use provision was already provided for in some areas)

- With the purpose of creating greater flexibility in parking space usage and to reflect more subtly parking needed, the Council allow the creation of:
  - 'buffer zones' (i.e. where there is a zone A and zone B, a buffer zone is zone AB where residents holding both A and B permits are both allowed to park)
  - zones of varying size (i.e. create smaller zones near shops and larger zones in large suburban areas where residents may need to move around more within their area)
  - zones within zones
  - zones of differing types and duration including two hour zones where appropriate
- All residents initially consulted on the possible implementation of a controlled parking zone should be subsequently informed of the final decision taken for their area.

**Controlled Parking Zones - Design And Consultation**  
**APPENDIX B**

**PUBLIC CONSULTATION PROCEDURES FOR TRAFFIC AND PARKING SCHEMES**

**1.0 SUMMARY**

- 1.1 This report advises Members about how public consultations on traffic and parking schemes are undertaken, reviews current practice and recommends revised procedures to be adopted to make improvements.

**2.0 RECOMMENDATIONS**

- 2.1 That Committee notes the current public consultation processes used by the Transportation Service Unit and the improvements made in recent years.
- 2.2 That Committee endorses the key principles adopted for the main phase of consultation for schemes.
- 2.3 That Committee notes the improvements suggested by officers to improve the public consultation process.
- 2.4 That Committee agrees to adopt the standard procedure set out in Appendix E for all future schemes.

**3.0 FINANCIAL IMPLICATIONS**

- 3.1 A greater amount of staff time will be spent on public consultation if the additional procedures detailed in the report are approved. The additional costs involved will be accommodated within the scheme budgets.

**4.0 STAFFING IMPLICATIONS**

- 4.1 The Council's Transportation Service Unit will deal with all issues relating to public consultation on traffic and parking schemes.

**5.0 ENVIRONMENTAL IMPLICATIONS**

- 5.1 Public consultation is a key component in ensuring that all potential environmental issues or consequences are considered prior to schemes being implemented.

**6.0 LEGAL IMPLICATIONS**

- 6.1 Carrying out public consultation reduces any risk of a challenge to the Council's decision to proceed with a scheme on the grounds that it failed to have regard to all relevant considerations.

## 7.0 DETAIL

## Controlled Parking Zones - Design And Consultation

### APPENDIX B continued

#### Background

- 7.1 The Transportation Service Unit has the main responsibility within Environmental Services for undertaking traffic and parking scheme based public consultations.
- 7.2 Undertaking public consultation and considering the views of all stakeholders is one of the most important aspects of scheme development. Proposals have the potential to affect a very wide range of people and their travel patterns and consequently the consultation process needs to be very effective in order to deliver schemes successfully. The list of affected stakeholders is extensive and includes residents, businesses, councillors, local government organisations, the emergency services, special needs groups, schools, religious organisations, etc.
- 7.3 The Council's Corporate Strategy and Environmental Services Service Development Plan (SDP) place great importance on consultation and communication in order to achieve service excellence. Clearly the way in which consultation is undertaken will affect the perception of the service and impact on service delivery. Given the high profile of traffic schemes and the Transforming Transport agenda, which is a key theme in the SDP, it is therefore very important to ensure that public consultation is carried out to a very high standard.

#### Different types of scheme consultation

- 7.4 A very wide range of projects is progressed by the Transportation Service unit and there is no one standard consultation procedure for all. There are a number of different classes of project undertaken which can be roughly broken down into three basic types, determined by the general objectives of the scheme and the range of resident choice involved.
- 7.5 These are categorised as follows:
- **Major schemes** (area based CPZ's, traffic calming, 20mph zones or route based cycle network, bus priority schemes). These are schemes where Highways Committee approves schemes on the basis of the results of consultation. In general larger communities are affected and schemes have wider consequences reflected by a higher level of resident choice being involved. Consultation material will include a pre-paid return questionnaire with a range of key questions. Results of consultation are reported to the Highways Committee for decision-making.

## **Controlled Parking Zones - Design And Consultation**

### **APPENDIX B continued**

- **Essential schemes** (Safer routes to school, local safety schemes, pedestrian crossings, etc.) These types of schemes are generally focused on improving the safety and well being of all road users and are often statutory requirements. Committee are advised of work programmes at the start of the financial year and requested to authorise the Director of Transportation to manage the delivery of schemes. Consultation material involves the use of pre-paid reply comment forms to use feedback to refine proposals rather than decide on their format. A good example is the local safety schemes programme, which is focused towards reducing the number of road traffic accidents and is a statutory requirement for all local authorities. The choice of design is based purely on technical considerations in terms of what is the most effective way to reduce accidents with limited resident choice.
- **Minor schemes** (Pedestrian refuges, Disabled Persons Parking Places, Localised parking controls, etc.) There is an ongoing workload of numerous small schemes of a very localised nature. Consultation material is in the form of letters with accompanying information requesting comments or observations on proposals. Authority to undertake all aspects of these work programmes is delegated to the Director of Transportation. The Highways Committee approves any procedures followed in undertaking these works where they are required. A good example is the borough programme for implementing Disabled Persons Parking Places.

7.6 Typical examples of the different styles of consultation material circulated to residents and businesses can be seen in Appendices A, B & C which highlight the main differences in consultation for different types of scheme. These classifications will be referred to in the report.

#### **Current practice**

7.7 The development and progression of traffic management schemes is a complex and systematic process. Regardless of the size and nature of the scheme the various stages of the process are basically as follows:

- Feasibility
- Design
- Public consultation
- Scheme approval (major schemes)
- Statutory consultation (legal requirements)
- Implementation

7.8 The key consultation stages during the life of a project can be summarised in three main groups as follows:

#### **Pre-design consultation**

- Meetings with stakeholders (to identify any issues which are perceived as important and need to be considered during the design stage)

## **Controlled Parking Zones - Design And Consultation**

### **APPENDIX B continued**

#### **Post-design consultation**

- Traffic Liaison meeting (to discuss ideas with the emergency services and public transport bodies)
- Public consultation documents with questionnaires (to seek views about proposals the Council is putting forward to assist Council Committee's to make decisions)
- Arranged public exhibitions (to seek opinions about proposals face to face with the public)

#### **Post-approval consultation**

- Traffic Regulation Orders (the legal processes required to actually implement the restrictions in the proposals which have statutory consultation requirements)

7.9 At the pre-design stage if there are active local residents or business associations in the locality then contact is made to discuss with them proposals at an early stage in the design process. This may or may not involve ward councillors. This approach is only possible where such organisations exist and in many cases there are no local associations. However, where early contact with local associations has been made the process of developing schemes has been very successful because it encourages scheme ownership by the local community and a greater understanding of the rationale for the scheme. Also, good communications exist between Principal Officers and community representatives, which are maintained through the process and help to resolve any difficulties more easily. In general the main public consultation and statutory consultation stages become significantly easier to progress where a consensus of opinion over the scheme design exists early on in the process. This is considered to be the most essential element to developing successful schemes and officers make full use of the available opportunities.

7.10 The main stage of consultation is post design where a proposal has been formulated and views about the detail of the proposal are being sought. Brent's current technique is to prepare a consultation document comprising of two sheets, one with information to be retained about the proposals by the stakeholder and the other to be returned which is in the form of a pre paid return questionnaire and/or comment form. The information leaflet provides a summary of the main issues and proposals and includes a user-friendly plan to show the scheme. The questionnaire includes appropriate questions and/or space to make comments about the scheme depending on the nature of the proposals, which will help officers or the Highways Committee to make decisions as appropriate. The material is sent out to all properties directly affected by the proposals using addresses supplied from the Council's property database, which is regularly updated and accurate. Envelopes are marked to indicate that this is important consultation material so that it is not mistaken for junk mail. The use of hand delivery by staff or contractors is no longer undertaken because it is not cost effective in terms of staff time and deliveries are less reliable with higher instances of residents informing us that material was not delivered. Prior to sending out consultation material local ward councillor's opinions on the material are sought about 1/2 weeks beforehand.



## **Controlled Parking Zones - Design And Consultation**

### **APPENDIX B continued**

- 7.11 In the case of major schemes presented to committee an analysis of the consultation returns is carefully monitored for accuracy and analysed on a street-by-street basis for each question. This information is presented to the Committee in reports for action seeking approval. The main focus is to ensure the consultation process has been undertaken correctly and reflect the views of the local community in order to make the decision making process more effective.
- 7.12 The post approval stage is a standard statutory consultation undertaken as part of legal requirements set down in The Road Traffic Regulation Act 1984 (traffic regulation orders) or the Highways Act. The traffic order making consultation involves the statutory minimum consisting of adverts in the London Gazette and local newspapers and the erection of street notices. These notices indicate a set time period for receiving formal objections and representations regarding approved proposals. In general the previous stages of consultation mentioned are used to develop the proposal into a form that has majority support first before getting to this stage, which is really the start of the implementation process. Objections or representations made at this stage must be in writing and are generally considered on material grounds only. Only when a large number of objections are received, demonstrating a lack of confidence in the approved proposal, will objections not based on material grounds require re-consultation. The main focus of this report is therefore on the pre and post design stages because if these are undertaken well then the post approval stage is much less likely to be challenged.
- 7.13 Communication is of vital importance to the consultation process because the public need to be aware of the consequences of the consultation and how they will be affected. Following the main phase of public consultation and scheme approval at Committee the remaining stages of the process therefore focus more on effective communication and keeping stakeholders informed. Information letters or leaflets are posted to all premises in the same area as the main consultation. For major schemes such as CPZ's for example there are the following key stages:
- Informing stakeholders of the results of consultation and the Committee's decision.
  - Informing stakeholders about the traffic order making process (statutory consultation), what it is for, how long it takes and what their right to objection is.
  - Informing stakeholders of the implementation programme.
  - In the case of CPZ's providing information on how they operate and sending permit application forms in advance of the operational date.
- 7.14 The current procedure has not been formally adopted by the Committee but has been developed by officers with input from Committee over the last two years through a particular focus on CPZ schemes where consultation is very important.

## Controlled Parking Zones - Design And Consultation

### APPENDIX B continued

#### Key principles of the public consultation stage

7.15 There are particular principles that have evolved during the development of the current consultation procedure which are fundamental to ensuring that the process is consistent, fair, equal and meaningful and provides above all accurate information to facilitate decision-making. These are as follows:

- **Prior consultation with statutory bodies before wider public consultation (emergency services, transport bodies, etc.)** This is to ensure our partner authorities or bodies endorse proposals put into the public domain. There have been instances in the past where proposals had not had prior input from the emergency services and unrealistic expectations in the local community had been raised. This can be very damaging to the credibility of the local authority if changes have to be made as a consequence.
- **The circulation of consultation material to directly affected premises only.** This ensures that the stakeholders who will live or work directly with the immediate consequences of the proposals have the greatest say about influencing those proposals where those choices are available. Proposals also affect the travelling public but the majority of those may not live or work with the consequences of proposals and are therefore only indirectly effected. In the case of CPZ's the extent of the scheme boundary is largely driven by consultation results and public opinion and a wider area is generally subject to consultation than the resulting CPZ zone where one is approved.
- **Each address receives only one consultation document and is permitted one response to the consultation.** In the past consultation material was posted using personalised addresses from the electoral roll and business register and this created a number of problems. Firstly, a large number of addresses were missing due to non registration, and secondly, a tendency for results to be biased towards dwellings with a greater number of people. This gave unsatisfactory results and was criticised at the former Transportation sub Committee meetings. The one address / one response principle has now been adopted in recent years and has allowed more accurate results which reflect the mood of the local community. For consultation purposes a premises is considered to be a location which has a unique postal address which will be permitted one response to the consultation. Experience has shown that in general families, organisations and other groups based around an address tend to vote collectively. The use of the property services database for addresses has dramatically reduced the number of premises that report non receipt of consultation material and an increased response rate to consultations.

## **Controlled Parking Zones - Design And Consultation**

### **APPENDIX B continued**

- **Questionnaires must include a sufficient range of relevant and direct questions that are consistent.** The level of questions will reflect the range of resident choice available and should be a style of questioning which is universally applied across all scheme consultations (by types of scheme) in the interests of equality and fairness. The type of questions should be designed to give meaningful results that will assist effective decision-making. Market research styles of questioning where the degree of satisfaction or non-satisfaction is requested are not direct enough for this purpose and Yes / No type responses to the key questions or multiple choice are favoured. Comment forms are also provided to allow respondents the flexibility to answer points or raise issues in their own way without being constrained by the questionnaire.

7.16 These principles have proved very robust so far in providing accurate information to assist decision-making at Committee and enable a position to be justified. This is particularly the case with CPZ schemes where intense pressure for and against a scheme can be lobbied and make the responsibility for making decisions difficult. The reliability and quality of the consultation results is therefore especially important to act as a guide to the overall opinion of the community. Committee are therefore recommended to approve these key principles for the main phases of public consultation.

#### **Comparison of consultation processes**

7.17 The Transportation Service Unit is currently subject to a Best Value Review and consultation and communication has been highlighted as a key area. The need to compare and challenge the way in which we undertake our business is fundamental to the review. A meeting with our neighbouring London Borough of Harrow was undertaken as a part of the review in November / December 2002 to compare consultation techniques, examples of consultation material and consultation response rates. The main findings of that research were as follows:

- There is a four-stage consultation procedure adopted for CPZ's (1 Stakeholders meetings, 2 Main consultation, 3 Follow up consultation if results contentious, 4 traffic orders - statutory consultation).
- Consultation material is prepared in-house (typically copies of the actual engineering drawings are used with an accompanying letter).
- The response rates for CPZ's typically achieve 20% - 25%.
- Analysis of results is street-by-street
- Harrow does not consult on Local Safety Schemes at all and only provide information about proposals.

7.18 Harrow does have a consultation procedure for CPZ's but not for other types of project. The response rates being achieved were generally lower than those in Brent. Although Brent has not previously had an adopted consultation procedure currently it is considered that consultation practice is currently more consistent and effective. Appendix D gives detail of response rates to consultations by Brent for comparison.

**Controlled Parking Zones - Design And Consultation**  
**APPENDIX B continued**

7.19 At the last Scrutiny Task Group held on 26<sup>th</sup> February 2003 feedback on public consultation techniques concerning Controlled Parking Schemes employed by the London Borough of Camden were considered. Camden is considered to be a Borough that is committed to good public consultation and has adopted a comprehensive process to carry this out. Many of the relevant points highlighted as good practice by Camden are identified below.

- Invite one representative from all local groups to discuss methods and process of consultation.
- To form a steering group comprised of officers and local representatives for the project.
- Produce questionnaires of typically 14 questions.
- Questionnaires sent to addresses on Council Tax register.
- Questions include option to indicate alternative view if neighbouring street supports CPZ.
- Wider area consulted than resulting scheme approved.
- Typical response rates of 30% - 50% for CPZ's.
- Typical response rates of 15% - 20% for general traffic management schemes.
- Analysis street by street.
- No consultant's used at public meetings.
- Results presented to Member's street by street.
- Guaranteed re-consultation in streets which opt out.
- Post implementation review / consultation is undertaken.

7.20 Brent has adopted many of the good practice points above already as a result of on-going communication between officers of the two neighbouring authorities over CPZ schemes in recent years, and this authority has benefited from feedback from Camden. The main differences between the authorities, however, involve the early and latter stages of the projects. More pre-consultation work is undertaken to involve the local community and set up working parties and a more pro-active review of schemes after they are implemented. This is mainly because of the considerably greater level of resource available to Camden. The table below gives some indication of the differences. Appendix D gives detail of response rates to consultations by Brent for the purpose of comparison.

<b>Resource and output</b>	<b>Brent</b>	<b>Camden</b>
Staffing (dedicated to parking schemes)	8 staff	13 staff
Funding	Mainly TfL funds through BSP and CCS	Combination of large parking account surplus (£12,000,000) and TfL funds
Schemes (progressed in last 12 months)	Approx. 20 small/medium size zones	2/3 large sized zones

## **Controlled Parking Zones - Design And Consultation**

### **APPENDIX B continued**

7.21 During the course of 2002/2003 transportation consultants have also been used to assist with the design and distribution of consultation material at periods of high workload. Experience has shown that the quality of consultation material prepared and reliability of distributing consultation material is much better when managed in-house. The costs of undertaking consultation in-house are also lower.

#### **Evaluation**

7.22 Brent's existing practice has a number of good points, which should be endorsed and maintained. These are as follows:

- Wherever possible there is pro-active involvement with resident and business associations to foster good relations, feedback, scheme ownership and an understanding of the objectives.
- Robust consultation techniques producing accurate results, good response rates which assist effective decision-making.
- A programme of continuous improvement through self-assessment.
- Good post consultation communication developed through the delivery of CPZ schemes.
- Consistent procedures and practice.

7.23 There are some areas of weakness with Brent's current practice that have been highlighted through officers own ongoing self-assessment of public consultations and through considering practices used by other local authorities as described above. A number of issues have been identified and are summarised as follows:

- Ward councillors are not made aware of the work programmes at the beginning of the financial year and are sometimes taken by surprise by consultation on major schemes.
- There is insufficient use of the area consultative forums and some criticisms have been made about the reactive reporting of major schemes often after the main public consultation.
- There is inconsistent pro-active consultation at early stages of scheme development with ward councillors. Pro-active consultation is currently geared mainly towards high profile schemes only such as CPZ's.
- Committee decisions made are not routinely communicated to the public and again are usually done for high profile schemes only such as CPZ's.
- The public get confused about the differences between informal and formal consultation (statutory) and the timescales and process involved.
- The Council website is not used and comments from members of the public have increased with the wider use of the Internet in recent years.
- There is insufficient consultation internally with other Council departments.
- No consultation is routinely undertaken after a scheme is completed.

## **Controlled Parking Zones - Design And Consultation**

### **APPENDIX B continued**

7.24 The main improvements which need to be incorporated into the current procedure are as follows:

- Advising all stakeholders when work programmes are initiated (Ward councillors, Area Consultative Forum steering groups, other Council departments and emergency services and transport operators).
- More actively involving Ward councillors at the pre-design and post-design stages of all types of project.
- Encourage feedback on projects from other Council departments at an early stage of design.
- Using the consultative forums to provide updates on scheme designs and the outcomes of public consultation and to receive feedback.
- Keeping stakeholders well informed about where they are in the post consultation stages of projects (Consultation results, Committee decisions, and statutory consultation).
- Make greater use of the Council's website for details of consultation material and the results of consultation.
- Undertaking consultation after a scheme has been completed to assess public opinion about their effectiveness.
- Development of local performance indicators to assess response rates to public consultations and the level of objections to statutory consultations in order to monitor and maintain standards. (See Appendix D)
- That the distribution and circulation of all consultation material and communications with the public is undertaken in-house.

#### **Proposed procedure**

7.25 A public consultation procedure has been developed taking into account all the findings of this report, which is shown in Appendix E. This procedure incorporates existing good practice undertaken by Brent and the improvements highlighted in this report. The Committee is recommended to approve the new procedure, which would come into effect for schemes included in the 2003/2004 work programme.

# Controlled Parking Zones - Design And Consultation

## APPENDIX B continued

### Appendix A - Example of Major scheme consultation material



#### WEMBLEY AREA - Proposed Controlled Parking Zone Zone - WP Public Consultation January/February 2003



Typical parking problem in the area

#### BACKGROUND

Brent Council would like to find out whether local residents and businesses in your area want parking controls in their streets. The Council has received some complaints from local residents at being unable to park in their streets due to commuter and other long stay parking. It is also likely that when the Mayor's Congestion Charging Scheme (CCS) comes into operation in Central London in February 2003, the reported parking problems could get worse. In order to minimise the impact of this, Transport for London (TfL) has agreed to fund the design, consultation and, where there is support, implementation of Controlled Parking Zones (CPZs). However before the Council can proceed with a CPZ for your area, your views are requested on parking in the area and whether you would support a CPZ for your street.

A draft scheme design has been prepared for consultation for the area shown on the map overleaf. The design shows how and where parking controls would be introduced, such as the locations of parking places and yellow line restrictions, **if a CPZ was implemented**. The design will be on display at One Stop Shops, details of which are provided overleaf. Please take the time to study the proposals and then complete and return the attached questionnaire by **Thursday 27<sup>th</sup> February 2003**. Brief details of the objectives of a CPZ and how it operates are given below. If you are unable to attend the exhibition and wish to discuss the proposed scheme for your area please telephone the Traffic Management Team on 020 8937 5132.

*Please note this is only a proposal at this stage and your street will only be included in a CPZ if the majority of respondents to this consultation from your street support the scheme. Your views are therefore important - please return the questionnaire!*

#### OBJECTIVES OF A CONTROLLED PARKING ZONE (CPZ)

The objectives are to:

- Remove commuter and other long-term non-residential parking from the area
- Improve road safety by removing parking from junctions
- To reduce the level of traffic in the area by regulating parking on-street
- To attract more customers to the businesses - by allowing greater turnover of the parking spaces

#### HOW THE CPZ WILL OPERATE

- All the kerbside space will be controlled. Yellow lines will be introduced to control road junctions (double yellows) and vehicular accesses (single yellows).
- Parking will be either for permit holder or in 'pay & display' bays. Residents and businesses will need to purchase permits if they (or residents' visitors) wish to park in the designated bays during the scheme's operational hours.
- The cost of permits is £50 a year for the 1<sup>st</sup> permit, £75 for the 2<sup>nd</sup> car and, £100 for the 3<sup>rd</sup>. Each household will be restricted to a maximum of 3 permits.
- Visitors' Permits (vouchers) have to be purchased in advance and will be available in books of 10 at a cost of £5 per book (50 pence per voucher). Each voucher permits parking for a whole day. Alternatively, those residents who receive regular visitors, such as on a daily basis, may wish to purchase an Annual Visitor Permit at a cost of £75.
- Business Permits will cost £300 a year or, in the case of a liveried vehicle (a vehicle displaying the company name or logo), £180 a year. A maximum of 3 permits will be made available for each business.

## Controlled Parking Zones - Design And Consultation APPENDIX B continued

- 'Pay & Display' parking will be up to 2 hours maximum stay, and the cost of parking in these bays will be from 30 pence for 20 minutes up to £2.60 for 2 hours.
- The CPZ is intended to give the permit holders priority use of the parking spaces during the scheme operational times, but does not necessarily guarantee a parking space. Experience with CPZs introduced elsewhere in the borough has shown that residents are generally able to park close to their homes, even where there is a high density of residents.
- It is proposed that your area be designated Zone **WP** which will operate independently of the adjacent zones. This means that Zone **WP** permit holders will be entitled to park in any street within this zone, but not in any other zone.
- Similarly, permit holders from other zones will **not** be entitled to park in zone **WP**.
- The zoning helps to manage the local demand for parking, especially in the roads close to shopping areas; a larger zone may encourage permit holders to drive and park within the zone in bays near shops or rail stations, thereby inconveniencing residents close to these amenities.

### OPERATIONAL HOURS OF THE CPZ

The operational hours of the CPZ are for you to decide and, in doing so, it is suggested that you consider the cause of the parking problems in your area. For example, around the Kilburn Station area these are 10 am to 3 pm, Monday to Friday where the parking problem was mainly due to commuters; 8 am to 6.30 pm, Monday to Saturday in Willesden (commuter and shopper parking). There are also later operational hours of 10 am to 9 pm, Monday to Saturday, in Cricklewood Broadway, which local residents requested because of the late evening parking associated with the local clubs, bars and restaurants.

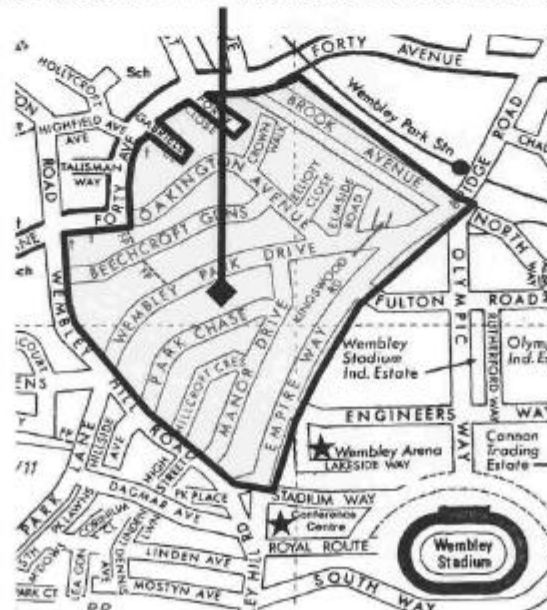
*Please consider which of the operational times are most suitable for your area and indicate your preference on the questionnaire. Should you wish to discuss this further please telephone 020 8937 5132.*

### Public Exhibition

Draft proposals will be on display at One Stop shops, Brent House, 349-357 High Road, Wembley and Town Hall, Forty Lane, Wembley from 6<sup>th</sup> -27<sup>th</sup> February 2003. Council officers will also be in attendance at the Town Hall, Forty Lane on the following days to discuss the proposals and answer any questions you may have:

Location	Date	Time
Committee Room 1	Tuesday, 18 <sup>th</sup> February 2003	10:00 am to 3:00 pm
Committee Room 3	Saturday, 22 <sup>nd</sup> February 2003	10:00 am to 1:00 pm
Committee Room 3	Tuesday, 25 <sup>th</sup> February 2003	04:00 to 07:00 pm

### PROPOSED CPZ WP - AREA OF CONSULTATION



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## Controlled Parking Zones - Design And Consultation APPENDIX B continued

### QUESTIONNAIRE (ZONE WP)

Please check the address overleaf is yours and then complete and return the questionnaire by **5:00 pm, Thursday 27<sup>th</sup> February 2003** using the prepaid postage provided on the reverse of this form (no stamp needed).

1. Are you a: Resident  Business

2. Do you experience any parking difficulties in your street? YES  NO

3. Are you in favour of a CPZ for your street? YES  NO   
If 'NO', please go to Question 8

4. Do you support the suggested operational hours of 10 am to 3 pm, Monday to Friday?  
YES  NO

5. If you do not support the suggested operational hours which of the following alternatives being used in Brent would you prefer ?

MONDAY TO FRIDAY 08.00am to 6.30pm

MONDAY TO FRIDAY 10.00am to 9.00pm

6. Are you in favour of the scheme operating on Saturday? YES  NO

7. If you do not support the operational hours above what are your preferred days/hours of operation?  
.....am to.....pm.....(day) to.....(day)

8. If you own a vehicle, where do you park it on the road?   
off street?

9. If a scheme came into operation, how many permits would you require?.....

**Do you have any comments about the proposals? Please be brief and write clearly.**

.....

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If you have difficulty understanding this in English, please contact the One-Stop Shop at the Town Hall, Forty Lane, Wembley Monday to Friday 9am to 5pm. Telephone: 020 8937 1200

اگر آپ کو اس سوالنامے کو سمجھنے میں دشواری ہو تو براہ کرم ہمیں ایک اسٹاپ شوپ پر رابطہ کریں۔ اسٹاپ شوپ ٹاؤن ہال، فورتی لین، ویمبلی، ہارٹھی ٹاؤن ہال، فورتی لین، ویمبلی، پونے 9 بجے سے 5 بجے تک، روزانہ۔

020 8937 1200

જો તમને સમજી શકાતા નથી તો અંગ્રેજીમાં સુલભતાથી સમજી શકવા માટે, કૃપા કરીને આ સંપર્ક સેન્ટર સાથે, જે મંગળવારથી શુક્રવાર સુધી દરરોજ 9:00-5:00 વાગ્યાં સુધી કાર્યરત રહેશે તે સંપર્ક કરો.

020 8937 1200

English

Urdu

Gujarati

यदि आपको इस प्रश्नपत्र में समझने में मुश्किल आती है तो कृपया इनके साथ संपर्क करने में सुकृपाएं। एक-स्टॉप शॉप 9 बजे से 5 बजे तक संचालित रहेगी -

बस-मार्गदर्शक हॉल, टाउन हॉल, फोर्टी लैन, वेम्बली टाउन हॉल

020 8937 1200

Haddi aad ahib kaha kudamo in aad nasi ku dhawnto laqaada ingiriiska, fidan la xidhiidh xafiiska One-Stop Shop ee ka yada Town Hall, Forty Lane, Wembley Isirinta iaa Jinsaha 9ka subaxnimo ilaa 5ta galabnimo. Telefoon: 020 8937 1200

જો તમને સમજી શકાતા નથી તો કૃપા કરીને આ સંપર્ક સેન્ટર સાથે, જે મંગળવારથી શુક્રવાર સુધી દરરોજ 9:00-5:00 વાગ્યાં સુધી કાર્યરત રહેશે તે સંપર્ક કરો.

020 8937 1200

Hindi

Somali

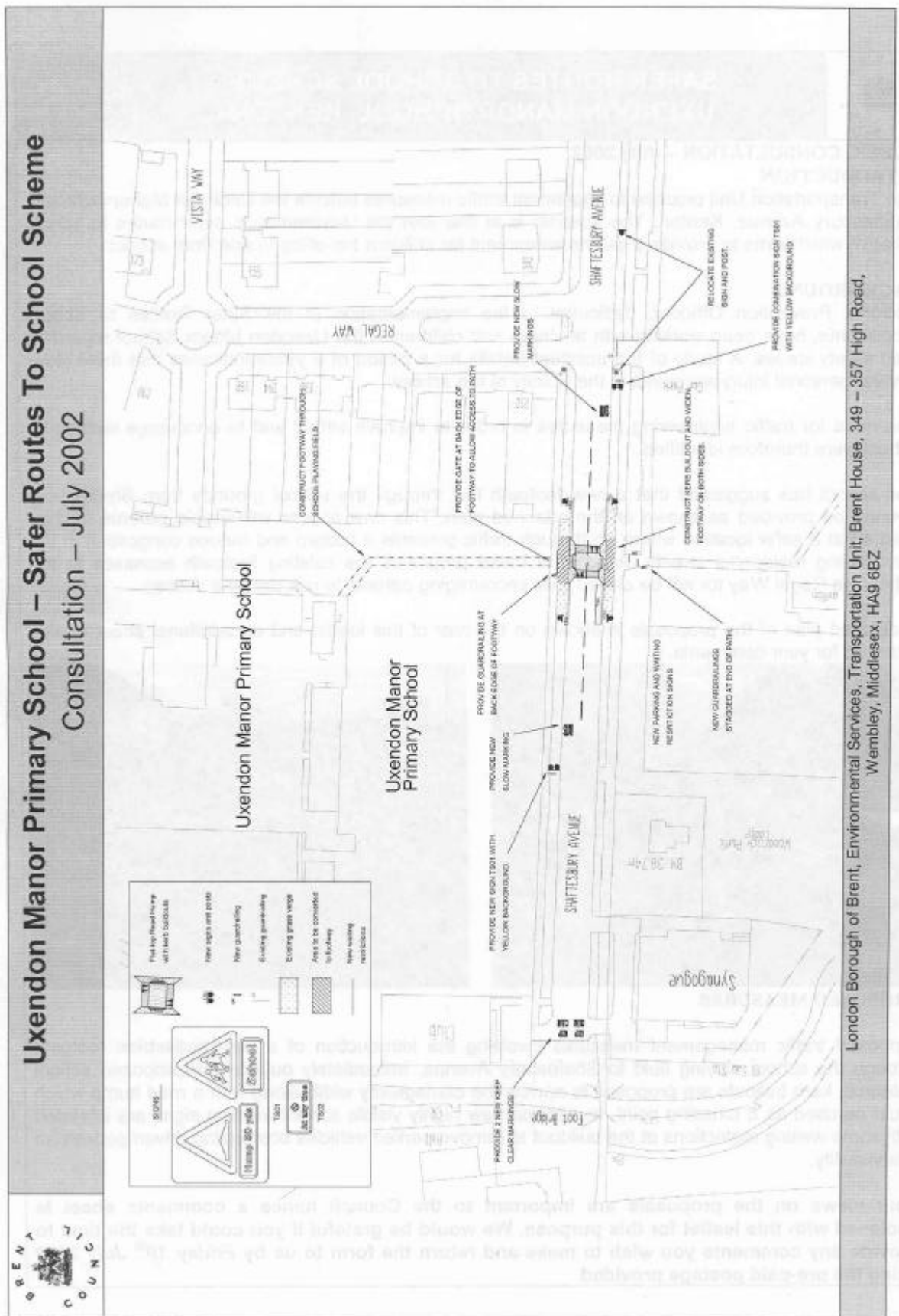
Punjabi

## Controlled Parking Zones - Design And Consultation APPENDIX B continued

### Appendix B - Example of Essential scheme consultation material

	<b>SAFER ROUTES TO SCHOOL SCHEME UXENDON MANOR SCHOOL, KENTON</b>	<b>SR</b>
<b>PUBLIC CONSULTATION – July 2002</b>		
<b>INTRODUCTION</b>		
<p>The Transportation Unit propose to implement traffic measures outside the Uxendon Manor School in Shaftesbury Avenue, Kenton. The scheme is in line with the Government's safer routes to school initiative which aims to provide a safer environment for children travelling to and from school.</p>		
<b>BACKGROUND</b>		
<p>Accident Prevention Officers, dedicated to the implementation of the Safer Routes to School programme, have been working with teachers and children at the Uxendon Manor School regarding road safety issues. A study of the accident details for a period of 3 years indicates that there were several personal injury accidents in the vicinity of the school.</p>		
<p>The need for traffic engineering measures in order to improve safety and to encourage walking to school were therefore identified.</p>		
<p>The school has suggested that a new footpath link through the school grounds from Shaftesbury Avenue be provided as shown on the attached plan. This new access will enable parents to drop children at a safer location where no through traffic presents a hazard and reduce congestion in the surrounding residential streets. As part of these proposals the existing footpath accesses to the school via Regal Way for will be closed thus encouraging parents to use the new access.</p>		
<p>A detailed plan of the proposals is shown on the rear of this leaflet and an additional sheet is also attached for your comments.</p>		
		
<b>PROPOSED MEASURES</b>		
<p>Proposed traffic management measures involving the introduction of a new pedestrian footpath through the school playing field to Shafesbury Avenue. Immediately outside the proposed school entrance, kerb buildouts are proposed to narrow the carriageway width along with a road hump which could be used as a crossing point. In addition new highly visible school warning signs are intended with some waiting restrictions at the buildout to remove parked vehicles obstructing driver/ pedestrian intervisibility.</p>		
<p><b>Your views on the proposals are important to the Council hence a comments sheet is enclosed with this leaflet for this purpose. We would be grateful if you could take the time to provide any comments you wish to make and return the form to us by Friday 19<sup>th</sup> July 2002 using the pre-paid postage provided</b></p>		

**Controlled Parking Zones - Design And Consultation  
APPENDIX B continued**



**Uxendon Manor Primary School – Safer Routes To School Scheme  
Consultation – July 2002**

London Borough of Brent, Environmental Services, Transportation Unit, Brent House, 349 – 357 High Road, Wembley, Middlesex, HA9 6BZ



**SAFER ROUTES TO SCHOOL SCHEME  
UXENDON MANOR SCHOOL AREA**

**SR**

**Check that the address on this return sheet is yours and should you wish to make any comments on the proposals, please do so in the space provided and return this form to Brent Council by 19<sup>th</sup> July 2002 using the pre-paid postage on the reverse side of this form.**

**I would like to thank you in anticipation for your co-operation**

**Do you wish to make any comments about the proposals? Please be brief and write clearly.**

Blank space for writing comments.

If you have difficulty understanding this in English, please contact the One-Stop Shop at the Town Hall, Forty Lane, Wembley Monday to Friday 9am to 5pm. Telephone 020 8937 1200

اگر آپ کو اسے انگریزی میں سمجھنے میں دشواری ہو تو براہ کرم ہیرمانی ٹاؤن ہال واقع فورٹی لین، ونبلے میں ون اسٹاپ شاپ سے پورے عرصے میں 9 بجے سے 5 بجے تک ٹیلیفون نمبر پر رابطہ کیجئے۔ 020 8937 1200

જો તમને અંગ્રેજી ભાષામાં આ સમજવાની મુશ્કેલી પડતી હોય તો, મહેરબાની કરીને વન- સ્ટોપ શોપનો સંપર્ક સ્થાપો. તે વેબસાઇટ ખાતે, ફોર્ટી લેઈનમાં, ટાઉન હોલમાં છે. સમય: સવારના ૯ થી સાંજના ૫ સુધી, સોમવારથી શુક્રવાર. ટેલિફોન: ૦૨૦૬-૮૩૭-૧૨૦૦

English

Urdu

Gujarati

यदि आपको इसे अंग्रेजी में समझने में मुश्किल आती है तो आप कृपया इनके साथ सोमवार से शुक्रवार तक सुबह 9 बजे से शाम 5 बजे तक संपर्क करें -  
वन-सटॉप शॉप, टाऊन हाल, फोर्टी लेन, वेंबली  
टेलीफोन 020 8937 1200

Haddii aad dhib kala kulanto in aad tani ku fahamto luqada ingiriisida, fadlan la xidhiidh xafiska One-Stop Shop ee ku yaala Town Hall, Forty Lane, Wembley Isniinta ilaa Jimcaha 9ka subaxnimo ilaa 5ta galabnimo. Telefoon 020 8937 1200

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਅੰਗਰੇਜ਼ੀ ਵਿਚ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕੀਲ ਆਉਂਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਹਨਾਂ ਨਾਲ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁਕਰਵਾਰ ਤਕ ਸਵੇਰੇ 9 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 5 ਵਜੇ ਤਕ ਸੰਪਰਕ ਕਰੋ:  
ਵੱਨ-ਸਟੌਪ ਸ਼ੌਪ, ਟਾਊਨ ਹਾਲ, ਫੋਰਟੀ ਲੇਨ, ਵੈਂਬਲੀ  
ਟੈਲੀਫੋਨ 020 8937 1200

Hindi

Somali

Punjabi

**Controlled Parking Zones - Design And Consultation  
APPENDIX B continued**

**Appendix C - Example of Minor scheme consultation material**

**TRANSPORTATION  
SERVICE UNIT**



**3RD FLOOR WEST  
BRENT HOUSE  
349 - 357 HIGH ROAD  
WEMBLEY  
MIDDLESEX HA9 6BZ**

Your ref :  
Our ref : TG8/WR240/03

Owner/Occupier  
54A St. Marys Road  
Harlesden  
London  
NW10 4AX

**FAX : 020 8937 5129  
PHONE : 020 8937 5152  
Email : johann.alles@brent.gov.uk  
CONTACT : Johann Alles  
DATE : 5<sup>th</sup> March 2003**

Dear Owner/Occupier

**PROPOSED WAITING / LOADING RESTRICTIONS**

The Council is proposing to introduce a number of small sections of waiting restrictions at various locations throughout the borough. In most cases local residents, businesses, the Police or the Emergency Services, have requested these measures. A plan is enclosed which shows details of the proposals in your area.

The proposed waiting restrictions are mainly remedial measures, which will:

- Prevent obstructive and dangerous parking
- Assist in the general flow of traffic
- Improve road safety for motorists, pedestrians and cyclists
- Improve visibility at junctions
- Improve access for emergency service/refuse vehicles

At this stage of the process we are asking for your initial views regarding the proposals, giving you the opportunity to comment in writing or by telephone to this office.

Details of the Traffic Management Order will also be published in local newspapers and on notice boards in the roads affected within the next 3 months. These publications will give additional details of the statutory consultation period when any formal objections can be made.

Should you require any further information regarding the proposals, please contact either Mr Alles on the above telephone number or Mr Ngonda on 02089375143.

Yours sincerely

Barry Philips  
Traffic Team Leader

**Controlled Parking Zones - Design And Consultation  
APPENDIX B continued**



**Controlled Parking Zones - Design And Consultation**  
**APPENDIX B continued**

**Appendix D - Response rates to public consultations in 2002/2003**  
**undertaken by the Transportation Service Unit**

July 2002 Highways Committee

Woodgrange Avenue closure	46%
GM zone Cricklewood CPZ	20%
KR extension zone Kensal CPZ	23%
KB zone review Kilburn CPZ	23%
KC zone review Kilburn CPZ	9%
KQ zone review Kilburn CPZ	29%
K zone review Kilburn CPZ	13%
Brondesbury Road area 20mph zone	18%
Dyne Road area 20mph zone	16%
Safer Routes to school Lyon Park scheme	21%
Rugby Avenue area traffic calming	35%
Neasden Town Centre improvements	10%

September 2002 Highways Committee

NT zone Neasden CPZ	(44%)
NS zone Neasden CPZ	(16%)
GB zone Willesden CPZ	(25%)
GC zone Willesden CPZ	(21%)
GD zone Willesden CPZ	(19%)
GH zone Willesden CPZ	(18%)
GS zone Willesden CPZ	(12%)
SH zone Sudbury CPZ	21%
ST zone Sudbury CPZ	19%
Purves Road area 20mph zone	17%
Kingsbury Town Centre improvements	29%

December 2002 Highways Committee

SH zone Sudbury re-consultation CPZ	25%
ST zone Sudbury re-consultation CPZ	23%
KS zone Sudbury re-consultation CPZ	44%
NS zone Sudbury re-consultation CPZ	17%
YK zone Kingsbury CPZ	41%
KL zone Kensal CPZ	38%
GB zone Willesden re-consultation CPZ	27%
GC zone Willesden re-consultation CPZ	19%
GD zone Willesden re-consultation CPZ	22%
GH zone Willesden re-consultation CPZ	22%
MW zone extension Mapesbury CPZ	45%
HW zone Kingsbury CPZ	29%
HS zone Kingsbury CPZ	11%

Harley Road closure 14%

### **Controlled Parking Zones - Design And Consultation APPENDIX B continued**

#### January 2003 Highways Committee

Ealing Road safety scheme 19%  
Brampton Road / Berkeley Road safety scheme re-consultation 32%

#### April 2003 Highways Committee

WO zone Wembley CPZ 40%  
WT zone Wembley CPZ 35%  
WL zone Wembley CPZ 20%  
WP zone Wembley CPZ 31%  
PN zone Northwick Park / Kenton CPZ 54%  
QA zone Queensbury re-consultation CPZ 41%  
P&D zone Old Kenton Lane CPZ 39%

(Consultations undertaken by consultants are shown in brackets)

### **Local Performance Indicators developed in the Transportation Service Unit Service Operational Plan 2003/2004**

#### Parking scheme targets:

- Monitor response rates from area wide CPZ public consultations (greater than 20% of consultation circulation list addresses).
- Monitor the number of objections raised to statutory consultations on area wide CPZ schemes (less than 1% of consultation circulation list addresses).
- Monitor speed with which CPZ reviews are undertaken and completed (within 6 months of original CPZ operational date).

#### Traffic scheme targets:

- Monitor response rates from area wide traffic schemes (20mph, traffic calming, one ways, etc.) public consultations (greater than 20% of consultation circulation list addresses).
- Monitor the number of objections raised to statutory consultations on area wide traffic schemes (20mph, traffic calming, one ways, etc.) (less than 1% of consultation circulation list addresses).
- Monitor speed with which stage 3 safety audits are undertaken on traffic schemes (within 2 months of scheme completion).
- *Monitor speed with which scheme reviews are undertaken on traffic schemes (within 2 months of scheme completion).*

(Additional suggested target shown in Italics)



**Controlled Parking Zones - Design And Consultation**  
**APPENDIX B continued**

<b>Appendix E - Consultation, Communication &amp; Decisions Proposed Procedure</b>	<b>Major Scheme</b>	<b>Essential Scheme</b>	<b>Minor Scheme</b>
<b>Start of project or programme (information)</b> <ul style="list-style-type: none"> <li>• Advise Committee of approved work programme</li> <li>• Inform ward councillors about details of work programmes in their ward</li> <li>• Inform Area Consultative Forum steering groups about details of work programmes in their area</li> <li>• Director of Transportation manages work programme(unless referred to Highways Committee)</li> </ul>	✓	✓	✓
<b>Pre-design stage (highlighting issues)</b> <ul style="list-style-type: none"> <li>• Consult statutory bodies (Traffic liaison meeting)</li> <li>• Inform local ward councillors</li> <li>• Consult local ward councillors</li> <li>• Consult local businesses / residents associations</li> <li>• Consult local Area Consultative Forum</li> <li>• Consult other Council departments</li> </ul>	✓	✓	✓
<b>Post-design stage (Commenting on scheme design)</b> <ul style="list-style-type: none"> <li>• Consult statutory bodies (Traffic liaison meeting)</li> <li>• Consult local ward councillors</li> <li>• Consult local businesses / residents associations</li> <li>• Consult local Area Consultative Forum</li> <li>• Consult other Council departments</li> </ul>	✓	✓	✓
<b>Public consultation (Methods)</b> <ul style="list-style-type: none"> <li>• Give opportunity to ward councillors to comment on consultation material</li> <li>• Manned exhibition / display</li> <li>• Information Leaflet / Combined pre-paid return Questionnaire &amp; Comment form</li> <li>• Unmanned exhibition / display</li> <li>• Information Leaflet / pre-paid return comment form</li> <li>• Letter &amp; plan inviting comments</li> <li>• Details of consultation material on Council website</li> </ul>	✓	✓	✓

**Controlled Parking Zones - Design And Consultation  
APPENDIX B continued**

<b>Communication, Consultation &amp; Decisions Proposed Procedure</b>	<b>Major Scheme</b>	<b>Essential Scheme</b>	<b>Minor Scheme</b>
<b>Post Public Consultation (Assessment)</b> <ul style="list-style-type: none"> <li>• Discuss results of consultation with ward councillors</li> <li>• Details of consultation results on Council website</li> </ul>	 ✓  ✓		
<b>Approval (Decisions)</b> <ul style="list-style-type: none"> <li>• Highways Committee decision (public access / deputations / petitions)</li> <li>• Director of Transportation decision (unless referred to Highways Committee)</li> <li>• Advise ward councillors and public of results &amp; decision &amp; traffic order making programme where appropriate</li> </ul>	 ✓  ✓	  ✓  ✓	  ✓  ✓
<b>Statutory consultation - traffic regulation orders / public notices (Methods)</b> <ul style="list-style-type: none"> <li>• Street notices</li> <li>• Adverts in London Gazette / local newspapers</li> <li>• Plans on deposit at local offices and libraries</li> </ul>	 ✓ ✓ ✓	 ✓ ✓ ✓	 ✓ ✓ ✓
<b>Implementation (information / applications)</b> <ul style="list-style-type: none"> <li>• Advise residents / businesses of implementation programme (after statutory objection period)</li> <li>• Send parking booklet / permit application forms and advise operational date (one month prior to operational date) - CPZ's only</li> <li>• High visibility street notices in affected area to highlight operational date of restrictions (one week before)</li> </ul>	 ✓  ✓  ✓	 ✓  ✓	 ✓
<b>Post implementation (review)</b> <ul style="list-style-type: none"> <li>• Invite views about operation of scheme by letter</li> <li>• Consult residents over review of scheme within 6 months - CPZ's only</li> <li>• Consult statutory bodies (Traffic liaison meeting)</li> </ul>	 ✓ ✓ ✓	 ✓  ✓	  ✓

**Controlled Parking Zones - Design And Consultation**  
**APPENDIX C**

**REVIEW OF CROSS BOUNDARY PERMIT PARKING  
WITHIN LOCAL COMMUNITIES**

**1.0 SUMMARY**

- 1.1 This report advises Members about investigations undertaken to consider the wider usage of permits within a group of sub zones in a community to allow short stay parking in a different sub zone.

**2.0 RECOMMENDATIONS**

- 2.1 That Committee notes the investigations undertaken by officers and the advantages and disadvantages of the cross boundary permit scheme.
- 2.2 That Committee notes the request from the Mapesbury Residents Association to pilot the use of a cross boundary permit scheme in the "M" zones.
- 2.3 That Committee considers the options detailed in 7.9 of the report and decides what course of action should be taken with regard to the cross boundary permit scheme.
- 2.4 That should Committee decide to proceed with the scheme that it be implemented initially using an experimental traffic regulation order on a trial basis for up to a maximum of 18 months and subject to a full public consultation prior to implementation.

**3.0 FINANCIAL IMPLICATIONS**

- 3.1 The cost of progressing the amendments would be funded through the Parking Revenue Account funds for CPZ implementation.
- 3.2 The operation of the scheme through the use of a time clock could potentially make the controlled parking zones generate less income.

**4.0 STAFFING IMPLICATIONS**

- 4.1 The Transportation Service Unit would undertake all aspects of the amendments to the permit system if a pilot scheme is introduced.

## **Controlled Parking Zones - Design And Consultation**

### **APPENDIX C continued**

#### **5.0 ENVIRONMENTAL IMPLICATIONS**

- 5.1 The implementation of the amendments to the permit system would be likely to encourage the greater use of motor vehicles locally within the "M" zones which is contrary to the principles of the parking strategy to "restrain the making of unnecessary vehicle trips made by private cars".

#### **6.0 LEGAL IMPLICATIONS**

- 6.1 The amendments to the CPZ's detailed would require the making of traffic regulation orders under the Road Traffic Regulation Act 1984. The procedures to be adopted for making the actual order are set out in the associated Statutory Traffic Regulations. The Council is empowered by the legislation to make the orders.

#### **7.0 DETAIL**

##### **Background**

- 7.1 The Committee at its last meeting held on 8<sup>th</sup> October 2001 considered and approved the Parking Strategy. At that meeting an additional recommendation was agreed that officers consider investigating a scheme which will allow residents and businesses with a valid permit for one sub zone of a Controlled Parking zone (CPZ) to short term park in another sub zone within the same CPZ. Investigations to evaluate this proposal have been undertaken and this report details the implications of such a system of operation.

##### **Current situation**

- 7.2 The current system of operation in Brent is that a permit (resident, business or visitor) is only valid in the sub zone for which it is applied for. The main aim is to secure easy access to parking in close proximity to the applicant's home or base. Currently small to medium sized sub zones are developed specifically to prevent any internal commuting of permit holders to high demand areas such as shops or stations in order to ensure easy access to parking. It should be noted that other London Borough's which have progressed larger zones have experienced difficulties with residents or businesses living in areas of high parking demand where competition from permit holders within the zone can still prevent them from parking in close proximity to their premises. The zones progressed so far in the "M" zones and "K" zones have demonstrated that the system adopted by Brent has succeeded in that it has made parking easily available to the majority of residents and businesses close to their premises.
- 7.3 Currently if residents want to make a local journey to another destination within another sub zone during the operational hours of that particular CPZ then parking would be permitted through either "pay and display" or a visitors permit provided by a resident being visited.

## **Controlled Parking Zones - Design And Consultation**

### **APPENDIX C continued**

7.4 Representations have been received on numerous occasions from community and religious groups such as the Mapesbury Residents Association during the development of the Mapesbury and Willesden Green area CPZ's for a scheme which would allow permit holders to park in neighbouring sub zones on a short stay basis. The Association considers that such a scheme would offer considerable benefits to their local community, which is currently covered by three separate controlled parking zones (MW, MK and MC). A further zone MA is scheduled to be introduced by the end of the 2001/2002 financial year. Their favoured method of operation would be to use a time clock similar to that used by disabled badge holders to indicate the time of arrival in order that the parking attendants can determine the length of stay of that parked vehicle. They consider that the system would be relatively easy and cheap to introduce and therefore that the cost of administering it should be borne within the current charges made for permits.

#### **Proposed cross boundary permit scheme**

7.5 In principle a scheme which allows short stay parking in a neighbouring sub zone can be made to operate. The main guidelines to operate such a scheme would need to be as follows:

- That the scheme applies only to applicants who have already purchased a standard resident or business permit (NOT visitor permit),
- That the duration of stay in another sub zone is a maximum of 2 hours with no return within 1 hour in order to prevent internal commuting,
- That a means of identifying the start time of the parking is placed next to the standard permit and is easily visible by the parking attendant for enforcement purposes,
- That the sub zones grouped together as a local community share a common zone prefix letter for the purpose of identifying permit holders.
- That the scheme only applies to permit holder bays

## Controlled Parking Zones - Design And Consultation

### APPENDIX C continued

- 7.6 The means of identifying the start time is the most difficult aspect of the proposal and could be undertaken by either a scratchcard (like the current visitor permit scratchcard) which would need to be specially modified to include an area for indicating the start time or through the use of a time clock to be displayed in the same way as disabled badge holders. The scratchcard system would require charges to be made to cover the cost of producing and administering them in the same way that the visitor scratchcards are used and would involve similar charges. Currently scratchcards cost 50p each and can be used for only one period of parking. The impact of charges would act as a deterrent to any unnecessary journeys being made by vehicles in line with current national policies as a cost would be involved with each journey made. The use of a time clock system would also incur costs for producing them initially but they would be a reusable item for applicants thereafter only needing to be replaced if damaged or worn out. The cost of producing the clocks had not been determined at the time of writing this report, however it is likely that a minimal cost per applicant will be involved and this could be covered by a one off charge for supplying them at the time of purchasing a permit or absorbing the costs within the income generated by permit sales. Clearly this system would not have any deterrent to widespread vehicle usage. The setting of the time clock does also rely on the driver of the vehicle not tampering with the time set in order to provide a longer stay and this is one weakness with this method of operation. However, clearly a commuter would not be able to do this and the system would still be a deterrent to this type of parking.
- 7.7 The implications on enforcement of the short stay restrictions also need to be considered. In order to enforce short stay parking restrictions effectively a more frequent passage of parking attendants would be required to cover the 2 hour maximum stay period occurring at any time within the operational hours of the zone. This would place a greater burden on current parking enforcement resources without generating income to cover the additional enforcement required. The scratchcard system would be unlikely to generate much income, as there may be only a limited interest from within the community to use the system if charges are levied. The time clock system would be more widely used because it is free but generate no income to cover enforcement costs. Therefore no additional enforcement could reasonably be provided to enforce the scheme without having an adverse effect on the level of enforcement provided borough wide. The scheme would have to rely on being self-enforcing to a great extent for short duration parking and careful monitoring of the situation would be required to see that no adverse effects resulted. The current level of enforcement, however, would still be sufficient to deter longer-term parking of 4 hours duration or more.

## Controlled Parking Zones - Design And Consultation

### APPENDIX C continued

- 7.8 In summary the consequences of the operation of the scheme in practice would be as follows:
- The time clock system would be more likely to be used than the scratchcard system,
  - The scheme would allow greater usage of vehicles locally,
  - Easier access to local amenities such as place of worship, surgeries, etc. would be possible (see CPZ report on agenda regarding a petition from doctor's surgery in MC zone),
  - No additional enforcement could be provided for the scheme,
  - No effective control over drivers fraudulently using time clocks would be possible and some longer term parking may be difficult to control as a result,
  - The enforcement of shorter stay parking offences (up to 4 hours in duration) could not be guaranteed continuously,
  - Longer term parking and prevention of internal commuting (in excess of 4 hours in duration) could still be controlled with current levels of enforcement ,
  - Permit holder bays close to stations and shops could attract a greater level of short term parking disadvantaging those particular residents / businesses,
  - Income for "pay and display" bays near stations and shops and local amenities may reduce if short term parking in nearby permit holder bays becomes used as an alternative under this scheme
- 7.9 As there are quite wide implications to the operation of this scheme the Committee have three options to consider as follows:
- a) Do not introduce the scheme,
  - b) Introduce the scheme on a trial basis within the "M" zones using a specially modified scratchcard for which the current level of charge for scratchcards would be levied, subject to public consultation.
  - c) Introduce the scheme on a trial basis within the "M" zones using a time clock at no additional charge, subject to public consultation.
- 7.10 Should the Committee choose either option b) or c) the scheme would need to be introduced using an experimental traffic regulation order. An experimental scheme can stay in operation for a maximum of 18 months and a full public consultation would be required before making the order. Currently the quantity of order making work is very heavy and it would not be possible to start progressing a scheme until the beginning of the 2002/2003 financial year. In practice this would mean that the earliest a scheme could be operational would be July / August 2002. If this order making work was brought forward it would affect the programming of other order making work such as the essential service permits which is currently ongoing. A continuous level of monitoring would be required to assess the scheme if it is implemented and Committee would need to consider all the operational issues within the first 12 months of operation so that a decision to either revoke or make permanent the scheme could

be made.