



**Executive**  
15 July 2013

**Report from the Strategic Director of  
Environment and Neighbourhood  
Services**

Wards Affected: ALL

**Parking Annual Report 2012/2013**

**1.0 SUMMARY**

- 1.1 One requirement of the Traffic Management Act 2004 is for local authorities to produce and publish an annual report on parking enforcement activities. The purpose of this report is to explain the aims and key objectives of delivering a parking enforcement service in Brent and the key achievements and statistical analysis of the last financial year.
- 1.2 Brent's Parking Service is committed to providing a fair, consistent and transparent enforcement operation and we hope that publishing statistical and financial information will help achieve these objectives. This report includes information about the number of civil parking enforcement related penalty charge notices issued for the period 2012/2013, the income and expenditure recorded in our 'parking account' and how subsequent parking surplus has been spent or allocated.

**2.0 RECOMMENDATIONS**

- 2.1 It is recommended that the Executive approve for publication the Parking Services Annual Report 2012/13

**3.0 DETAILS**

- 3.1 The purpose of the Annual Report is to provide statistical & financial information relating to all aspects of the enforcement operation including the number of PCNs issued, the number of PCNs paid, the income & expenditure related to the enforcement activities recorded in the "parking account" and how any surplus has/will be spent.

3.2 It will allow interested parties, including members of the public, easy access to information regarding last year's parking operations.

3.3 The report will be published on the Council's website.

#### 4.0 FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications as part of this report as it is a summary of the previous financial years' activities.

4.2 The report discusses the financial details and accounts of the last financial year and the main figures are below.

4.3 Parking account 2012/2013

<b>Income</b>	<b>'£(000)</b>
Off-Street (Car Park)	-507
On-Street (e.g. Pay & display)	-3,609
Permits	-3,331
Penalty Charge Notices	-7,571
Removals	-776
Other	-101
<b>Total</b>	<b>-15,895</b>

<b>Expenditure</b>	<b>£(000)</b>
Staff	809
Premises	119
Communications & computing	539
Supplies & services	442
External contract payments	5,096
Internal overheads	609
<b>Total expenditure</b>	<b>7,614</b>
<b>Net surplus</b>	<b>8,281</b>

<b>Transfer of surplus</b>	
Blue Badge scheme	46
Transportation schemes	2,173
Street lighting	3,297
Environmental improvement	2,765
<b>Balance</b>	<b>nil</b>

#### 5.0 LEGAL IMPLICATIONS

5.1 Part 6 of the Traffic Management Act 2004 (TMA) provides for the civil enforcement of parking contraventions. Guidance issued pursuant to Part 6 of the TMA confirms

that enforcement authorities should produce and publish an annual report about their enforcement activities within 6 months of each financial year-end and that it should, as a minimum cover financial, statistical and other data.

- 5.2 Under section 55 of the Road Traffic Regulations Act 1984 (as amended) enforcement authorities must keep account of their income and expenditure in respect of on-street parking places and any surplus must be applied towards specific purposes as set out in Section 55(4).

## **6.0 DIVERSITY IMPLICATIONS**

- 6.1 None

## **7.0 STAFFING / ACCOMMODATION IMPLICATIONS (IF APPROPRIATE)**

- 7.1 None

## **BACKGROUND PAPERS**

N/A

## **CONTACT OFFICERS**

Michael Read – Operational Director (Environment & Protection)

David Thrall - Head of Service (Safer Streets)

**Sue Harper**  
**Strategic Director**  
**Environment and Neighbourhood Services**



Annual Parking Report  
2012-2013

## Section 1 - Parking restrictions

### 1.1 Parking policy

Publication of this annual report is a requirement of the Traffic Management Act 2004.

Parking policies are an integral part of the Council's transport strategy and are aimed at tackling congestion, changing travel behaviour and ensuring minimum driving standards relating to parking and some other moving traffic matters.

In setting policy, the Council has taken account of:

- existing and projected levels of demand for parking by all classes of vehicle;
- availability and pricing of on-street and off-street parking places.

When formulating and appraising policies, the Council consults locally with individuals and businesses. It takes into account the views of the police and, where possible, works with neighbouring authorities to achieve a consistent approach.

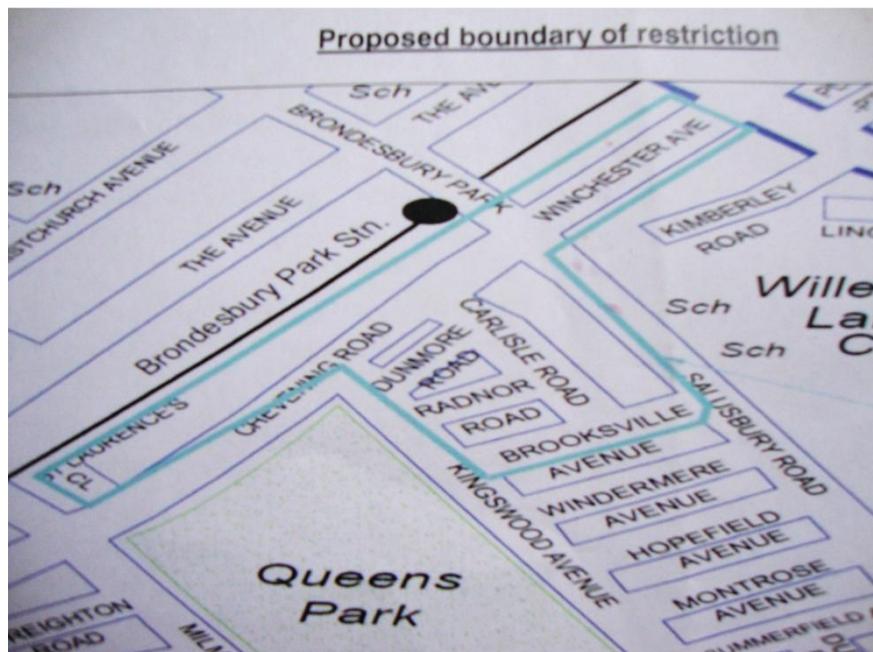


Figure 1 - transport planning

The Council's parking control policies are to:

- regulate the use of vehicles in the busiest and most congested areas;
- improve traffic flows;
- improve road safety (for vehicle users and for pedestrians);
- increase and improve pedestrian and cyclist mobility;
- encourage public transport usage;
- safeguard the needs and requirements of residents, businesses/organisations and visitors;

- regulate and control parking, both on-street and off-street;
- encourage the use of car parks;
- provide sufficient short-stay parking facilities to support shops/commercial organisations and leisure activities; and
- preserve and improve the current infrastructure and general environment.

## 1.2 Parking restrictions

Parking restrictions play an important part in helping to achieve the above policies. Whether the restrictions are prohibitions on parking, or allow parking for certain purposes or lengths of time, there will have been reasons why those restrictions have been introduced at that location, including:

- 1) prevention of congestion, thereby improving traffic flows;
- 2) improvement of road safety for all users (pedestrians and vehicular);
- 3) improvement in the quality and accessibility of public transport;
- 4) improvement to the local environment;
- 5) provision of a fair distribution of parking spaces to meet the competing demands of:
  - a) residents;
  - b) shops;
  - c) businesses;
  - d) pedestrians;
  - e) people with disabilities;
  - f) visitors;
  - g) car drivers;
  - h) delivery drivers;
  - i) public transport users;
  - j) cyclists; and
  - k) motor cyclists

There are a number of different types of restriction which can be used to achieve this aims, such as:

- stopping or waiting/loading restrictions (clearways, yellow lines, school restrictions, etc.);
- bus lanes;
- controlled parking zones;
- Wembley Stadium Protective Parking Scheme;
- pay and display parking;
- bays for time restricted parking;
- bays for specific users or for specific purposes (e.g. disabled badge holders, and



Figure 2 - event day signs

- bus stops, taxi ranks, motor cycles, loading/unloading).

Most of the above are introduced by means of a Traffic Management Order and are indicated to the public by means of signs (time plates) and road markings (signs and lines). These signs and lines will either comply with national legislation governing their size and positioning, the Traffic Signs Regulations and General Directions, 2002, or will have been specifically approved by the Department for Transport (DfT).

The introduction of a new scheme or restriction, or the need to amend or remove an existing restriction may have been suggested by an officer of the Council, a resident, local Councillors representing those residents, or by other interested parties (residents associations, local business/trade associations, transport service operators, the police or the fire service). Each submission is carefully considered against such criteria as the type of road and local accident figures and an assessment made as to its priority. The Council has only limited funds with which to introduce new schemes, and some are more expensive to implement than others. Proposed schemes are, therefore, introduced in order of priority, subject to the availability of the necessary resources.

If a decision to proceed with a new scheme is made, the proposal is consulted upon and a new or amended Traffic Management Order is made up and advertised for public comment or objection. Responses to the advertisement (both for and against the proposal) will be considered before a final decision is made on whether to implement the proposal or not.

Whilst there are many different types of parking restriction, they can split into two distinct categories. The first type prohibit vehicles from stopping, including clearways, taxi ranks, bus stops, school restrictions, and similar. The second group places restrictions on parking by vehicles. These include yellow lines, bays for specific users(disabled badge holders, permit holders, pay and display bays) or waiting for specific purposes (loading bays).

*“Stopping restrictions”* do not allow vehicle to park for any reason. Waiting restrictions usually allow vehicle to park:

- 1) For the purpose of actively picking up or setting down passengers and their luggage (but not to wait for the arrival of those passengers); or
- 2) For as long as may be necessary, up to a maximum of 40 minutes, for the vehicle to be actively (continuously) loaded or unloaded. Such loading is allowed provided that it is necessary for the vehicle to be parked there for that purpose and that, in doing so, the vehicle does not create an obstruction to other road users (including pedestrians). If the vehicle could be parked nearby, without breaching the parking restrictions and the goods needing to be loaded or unloaded are of such a nature that the driver could carry them to or from the premises without difficulty, then it would not be considered “necessary for the vehicle to be parked” in breach of the waiting restrictions nearer to the premises for the purpose of loading or unloading.

Additionally:

- Whilst parking to make a purchase from a shop would not be considered as “loading”, stopping to actively load bulky items which had previously been purchased into the vehicle would be;
- With regards to deliveries, the process of loading/unloading includes taking goods into nearby premises, getting delivery notes signed and returning to the vehicle. It would not include such activities as installing delivered goods, or preparing those goods for display;
- Similarly, the unloading to, or collection from, a premises of bulky tools would be considered as loading and unloading. However, using those tools to conduct a repair within a building would not. However, in some cases it is not possible to effect repairs or other works without the vehicle being present. The main utility companies (water, gas, electricity) are usually exempted from the waiting restrictions, where it is necessary for them to park in breach of those restrictions to conduct repairs either on the highway, or in adjacent premises, to pipes, sewers, telegraph lines, etc. Other non-utility companies can face similar problems, and the Council will, wherever possible, seek to assist them by either providing them with dispensations enabling them to park in breach of the parking restrictions for a specified period (provided the vehicle does not obstruct the flow of traffic), or by seeking to identify nearby sites where those vehicles could be parked without breaching the parking restrictions. Whilst loading/unloading is usually permitted on yellow lines where only waiting restrictions apply, it is not permitted if there is also a loading ban in force. A loading ban is indicated by yellow marks on the kerb and the times of the ban are shown on the adjacent time plates. The time plates indicating the times of the waiting restrictions have a yellow background. Those indicating the times of a loading ban have a white background.



Figure 3 - Civil Enforcement Officers in heavily parked street

Wherever parking restrictions are in force, these will be indicated to the motorist by the use of road markings and/or signage. Double yellow lines usually mean “No Waiting At Any Time”, and they therefore do not require any accompanying signage. However, single yellow lines do require signage to indicate the times of operation of the restrictions. If the single yellow lines are located within a Controlled Parking Zone, the times of operation of those yellow lines are shown on the large Zone entry plates. As a result those lines do not need additional signage, unless the operational times of those lines at a given location within the Controlled parking Zone differ from the operational times of the Controlled Parking Zone. If no days are shown on the signs, then the restrictions are in force every day of the year, including Sundays and Bank/Public Holidays. If no times are shown then the restriction applies 24 hours a day.

In the case of parking bays, these may be reserved for use by certain users only (for example resident permit holders only) or for use for certain purposes either at all times or between certain hours (for example loading bays). Whatever the restrictions, they will be shown on the nearby time plates.

Whenever parking, it is essential that motorists always consult the nearby signage to ensure that they are aware of the restrictions which are in force and when those restrictions apply. It is the responsibility of the motorist to ensure that they are parked legally at all times, and the signage will help them to do that. Where parking bays are provided, vehicles must always be parked wholly within the markings of those bays.

Information concerning parking and examples of road markings and signs can be found in the “*Highway Code*”, and in the Department for Transport’s “*Know Your Traffic Signs*” booklet. These publications and other useful information relating to parking can be found on the Depart for Transport’s website [www.dft.gov.uk](http://www.dft.gov.uk).

In many locations across the Borough on-street pay and display parking is available. The prices and instructions about how to pay are shown on a payment machine or nearby. It is important that motorists using these bays read the instructions carefully.

The Council also provide a number of off-street car parks across the Borough. Each car park will have at least one information board showing the prices and times of operation of the car park. Again it is important that motorists take the time to read those instructions.

Whenever using pay and display parking, whether on-street or off-street in the car parks, if paying by machine do not forget that you need to prominently display the ticket you have purchased to the front or front/ nearside of your vehicle so that it is clearly visible from outside the vehicle. The information that must be able to be read is the date, expiry time and the amount paid. As tickets can be easily dislodged by a gust of wind when you open or close the car door, it is always advisable to check that your ticket is correctly displayed before you leave the vehicle.

The locations of the car parks, together with the charges for parking in off-street car parks or on-street, can be found at [www.brent.gov.uk/parking](http://www.brent.gov.uk/parking).

Remember that whenever you park, whether parking restrictions are in operation or not, you must not leave your vehicle in a dangerous position or in such a position that it causing an obstruction to other road users. The offences of “Dangerous Parking” and “Obstruction” have not been decriminalised. They remain criminal offences that are dealt with by the police.

### 1.3 Parking by Blue Badge holders

The Blue Badge scheme provides a national range of parking concessions for those disabled people with mobility problems. The scheme is designed to help disabled people to travel independently, either as a driver or a passenger, by allowing them to park close to their destination.

It is important that disabled badge holders or their carers read and understand the conditions of use. Certain concessions are granted to badge holders, especially the ability to wait for up to 3 hours on yellow lines. However the scheme does not offer blanket exemption from all on-street parking restrictions. For example, you cannot park on yellow lines if there is a loading ban in operation.



Figure 4 - seized blue badges

It should also be noted that the blue badge scheme may apply to off-street car parks that are privately run. A number of car park operators provide parking for disabled badge holders, but it is up to the car park owner to decide whether to charge disabled badge holders or not. Whenever using a car park, whether privately owned or Council run, disabled badge holders should always check the car park information boards and/or the information sheets on the pay and display machines, to see whether there are any concessions in that particular car park for disabled badge holders.

Disabled Badge holders should not assume that their disabled badge entitles them to park free of charge. Disabled Badge holders are allowed to park free of charge in all of the Council-run car parks in Brent. A full list of which can be found at [www.brent.gov.uk/parking](http://www.brent.gov.uk/parking).

## SECTION 2 – Recent developments

In late 2011, the Council commenced an ambitious plan to modernise the parking service. The Council aims to dramatically reduce the cost of providing the service, collect a higher proportion of payments in respect of PCNs issued and to simplify arrangements from the customer's perspective.

During 2012/13, the service has published proposals for:

- reducing and simplifying pay and display tariffs;
- reducing a confusing range of permits;
- eliminating a number of pricing anomalies;
- dramatically reducing the scope for misuse of parking products, which have gradually allowed a range of drivers to overcome intended policy parking restrictions;
- simplifying administrative arrangements so that retendering for a new parking enforcement contract could drive savings by enabling lower processing costs through simplification, virtualisation and automation;
- move to a customer service model of website or telephone, with changes being made to incentivise the lowest cost website approach.



Figure 5 - P&D machine

Work to make these changes is well underway and is expected to reach fruition in 2013-14.

This has included closure of the remaining parking shops and introduction of a UK first – a web-based application process which automates authentication for the majority of customers. Thus the majority of customers now receive an instant decision and permit activation.

During the year, the tendering process for a new parking contract is complete and the joint procurement with London Boroughs of Hounslow and Ealing has resulted in multi-million cost reduction for all three boroughs, with Brent's share being of £3.6 million over the next five years. The new contractor Serco starts on 4 July 2013 and this date will also see the parking base and vehicle pound moving to more suitable and modern location in Whitby Avenue. It will also result in the reinvestment of computer systems for CEOs, Council staff and customers.

New and modern technology together with a move away from paper permits, to virtual permits, will enable monitoring for contraventions to better use real-time data of recent compliance and better deploy enforcement resources to the locations that have the greatest problems with non-compliance. This will help the Council to counter UK-wide suspicions that Councils issue "the easiest tickets"

Further savings are hoped for if the three boroughs can agree to harmonise some of the many aspects of services that are currently different, and if harmonised would enable the contractor to further drive down costs through a wider range of single processes for all three boroughs.

## SECTION 3 – statistical analysis

### 3.1 Financial report

The Council is required to keep detailed records of all its income and expenditure in relation to parking enforcement. The use of any surplus on the account is not for general revenue raising. Under the Road Traffic Act 1984, traffic regulations can only be introduced for:

- safety;
- maintaining an access to premises;
- reducing congestion;
- managing the amount of kerb space available for parking;
- improving the amenity of an area.

Section 55 of the Road Traffic Regulation Act 1984 states that any surplus in parking revenue accounts, after the cost of running the schemes have been covered, can only be spent on:

- providing additional parking facilities;
- public transport schemes;
- highway improvements;
- road maintenance;
- schemes supporting the Mayor of London's strategy;
- environmental improvements.

The parking surplus in Brent funds:

- street lighting (equipment, maintenance and energy costs);
- maintenance of highways, footways and cycleways;
- road safety education, training and publicity;
- supporting more sustainable transport (cycling, walking and public transport);
- traffic and parking management including schemes, Traffic Regulation Orders and consultation on transport and highway proposals.
- environmental improvements



Figure 6 - Road signs

## 3.2 2012/13 accounts

<b>Income</b>	<b>'£(000)</b>
Off-Street (Car Park)	-507
On-Street (e.g. Pay & display)	-3,609
Permits	-3,331
Penalty Charge Notices	-7,571
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<b>Expenditure</b>	<b>£(000)</b>
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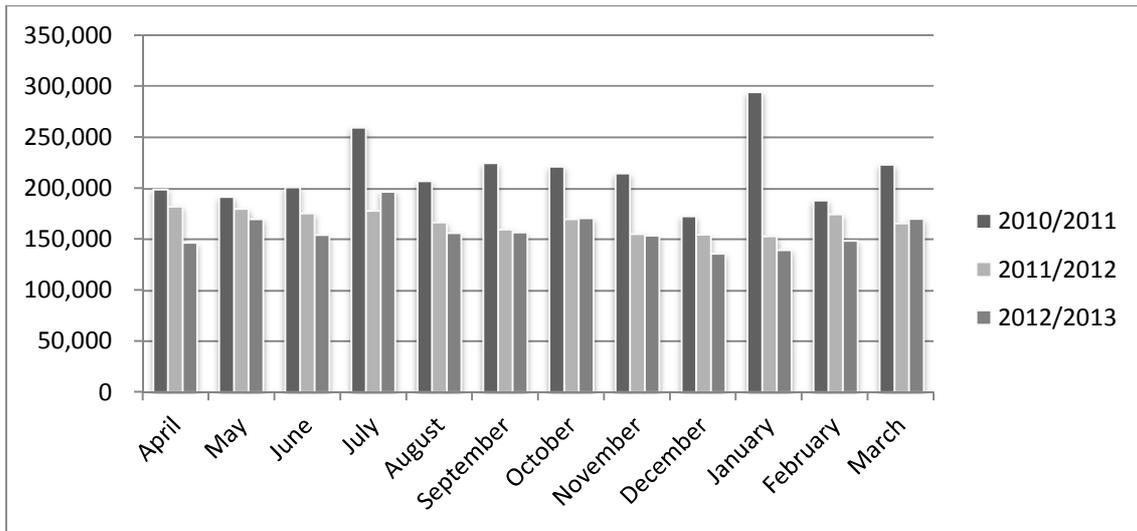
<b>Transfer of surplus</b>	
Blue Badge scheme	46
Transportation schemes	2,173
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Environmental improvement	2,765
<b>Balance</b>	<b>nil</b>

## 3.3 Discretionary sales

### 3.3.1 Short-term on-street parking

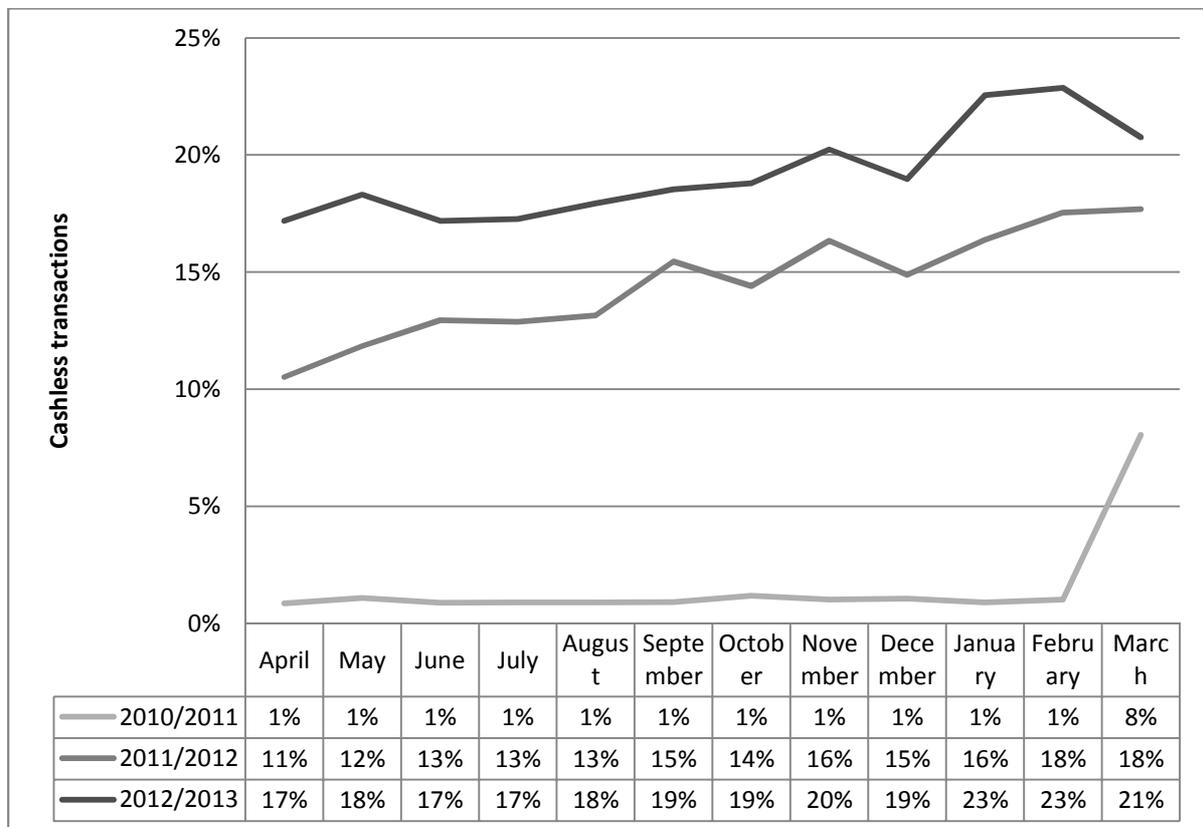
The Council maintain over 700 pay and display machines across the borough. On-street coin transactions have fallen in recent years in line with the increased use of cashless parking payments.

### Pay and display transactions



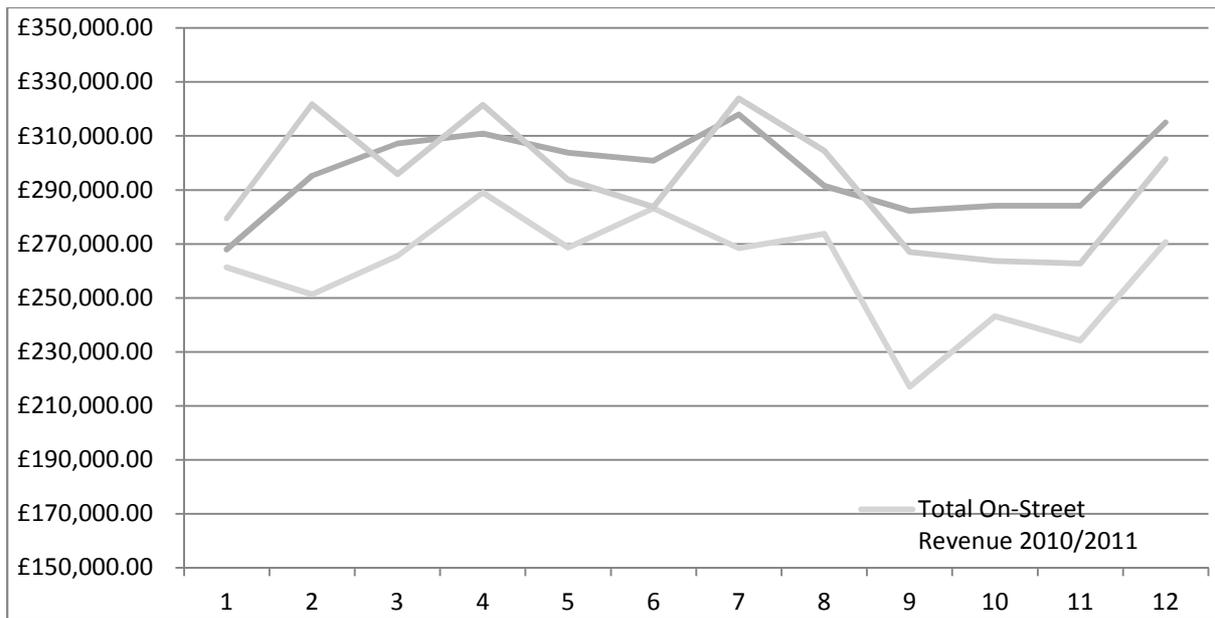
Brent Council have partnered with RingGo to provide customers with an alternative to paying for parking with coins. Customers are now able to use cashless parking services at pay and display locations, meaning that customers have the option of using their mobile phone as a payment tool.

### Cashless parking as a % of total on-street transactions



Overall, there was a slight fall in total on-street revenues in comparison with the previous year dropping by approximately £40,000 to just over £3.5m p.a.

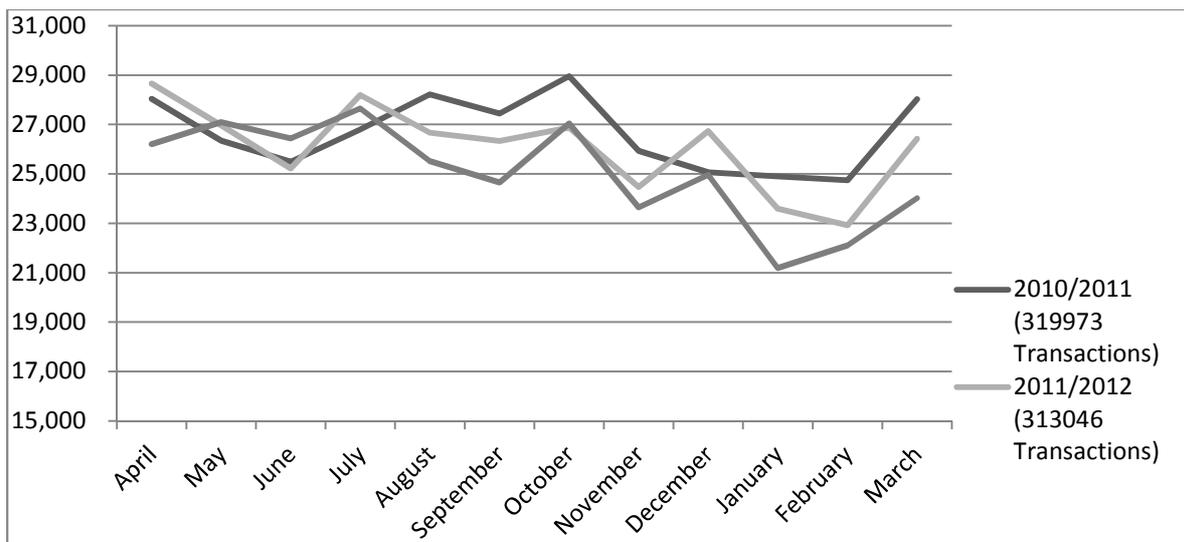
### On-street revenue by month



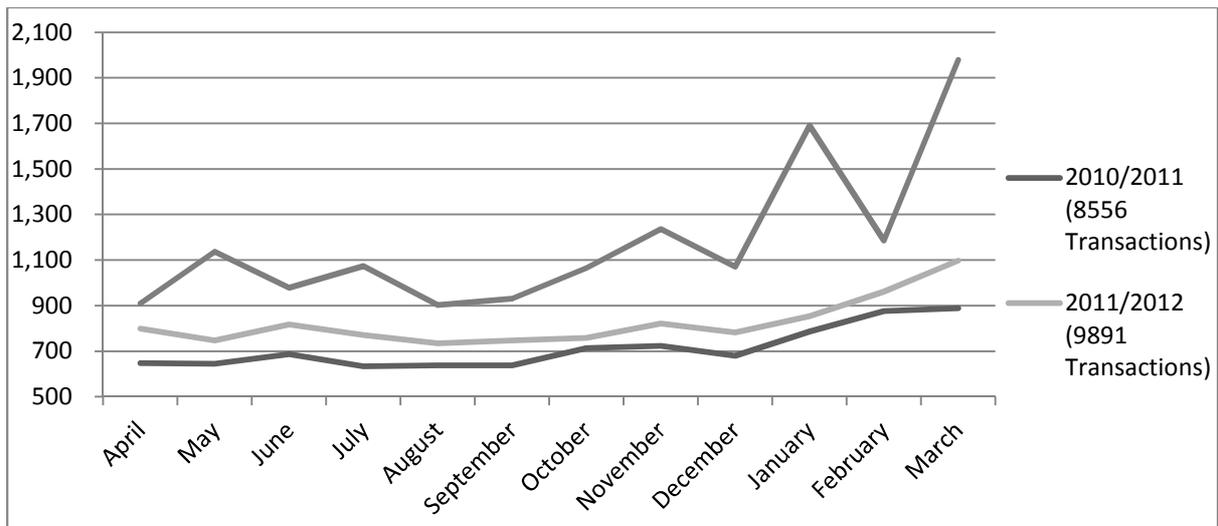
### 3.3.2 Off-street parking (car parks)

Brent Council has a small portfolio of car parks. Use of the Council’s car parks was broadly in line with use in previous financial years; the only difference coming in user preferences. The charts below demonstrate show a small increase in the use by customers of their mobile telephones to pay for parking.

### Pay and display transactions



### Cashless transactions in car parks



#### 3.4 Enforcement

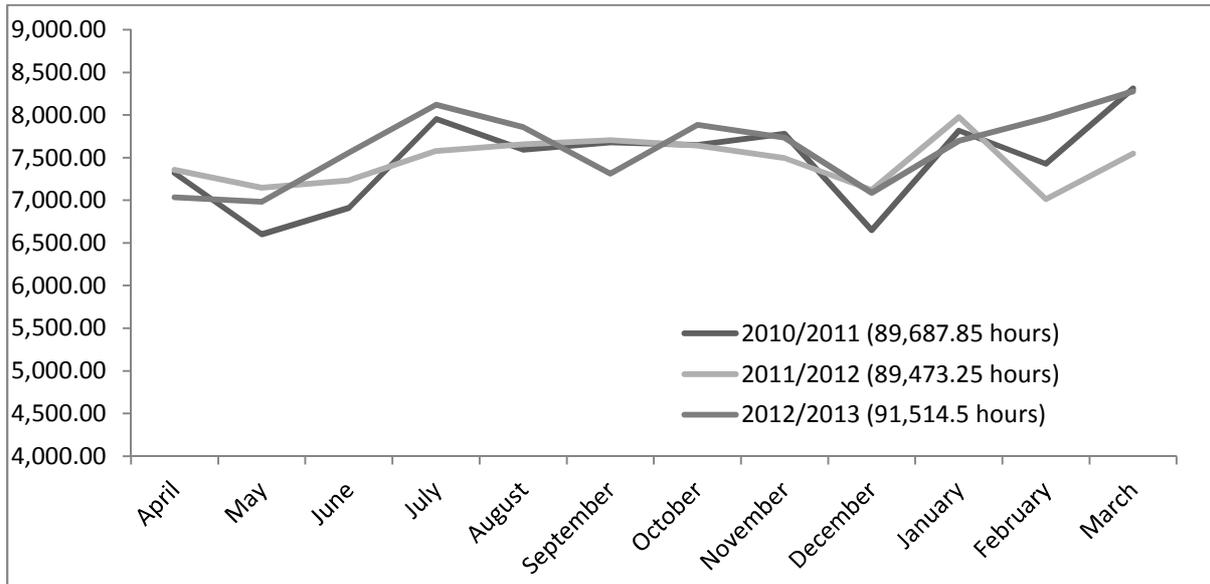
In order to provide an effective enforcement service the Council use a variety of resources and equipment; broadly speaking, enforcement resources may be broken down into Civil Enforcement Officers, removal services, CCTV parking enforcement, moving traffic enforcement, and bus lane enforcement.

##### 3.4.1 Civil Enforcement Officers

Civil Enforcement Officers continue to be the Council's primary method of enforcing parking regulations. They enforce all parking regulations in the borough, from busy high streets to residential controlled parking zones. All Brent hold a professional parking qualification and are subject to on-going training.

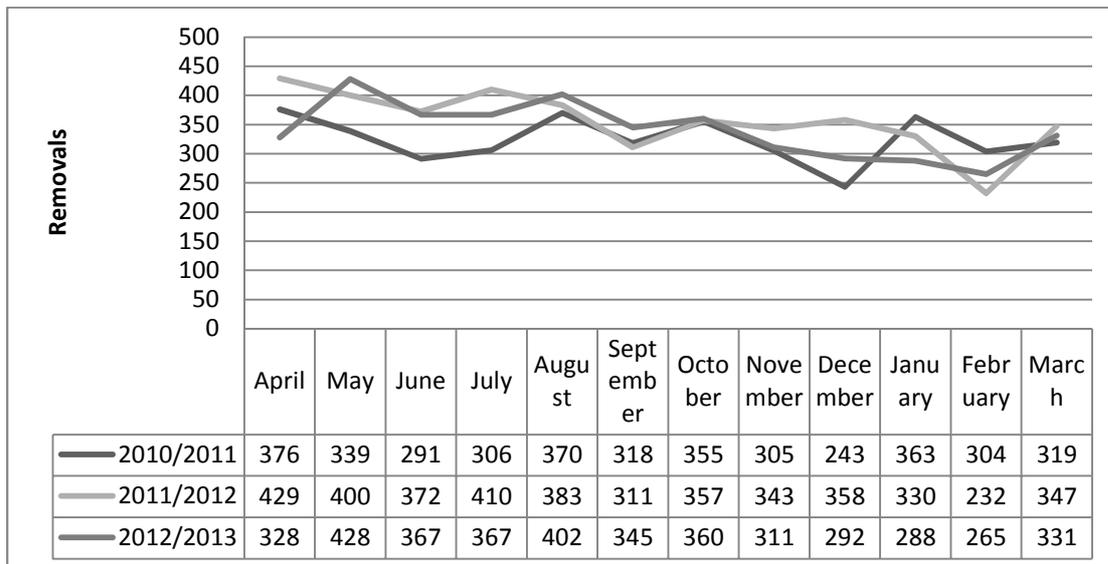
In 2012/2013 the number of hours the Council deployed Civil Enforcement Officer rose to 91,500 hours; the increase in levels of deployment coming as a direct result of Olympic Events being held at Wembley Stadium and Wembley Arena, and the compulsory high levels of enforcement presence mandated for the Olympic Route Network.

### CEO deployment



### 3.4.2 Vehicle removals

The Council continued to provide a vehicle Removal Service throughout 2012/13, impounding 4,084 vehicles found parked in contravention. The volumes and enforcement trends associated with the vehicle removal service closely followed the patterns of previous financial years, with similar volumes and activity peaks and troughs.



### 3.4.3 CCTV enforcement

CCTV is used to enforce some of the borough’s parking regulations by CCTV as a supplement to CEO enforcement. The Council also enforces the boroughs bus lane and moving traffic regulations (box junctions / banned manoeuvres) using CCTV.

CCTV cameras complement more traditional forms of enforcement and provides additional resource in ensuring that motorists using the boroughs roads do so in a compliant manner. This ensures the expeditious and safe movement of traffic on the borough’s road network, helping the council to fulfil its network management duty.

The Council has four mobile CCTV cameras in smart cars, which are very useful in situations of high non-compliance where traditional enforcement is ineffective due to a high rate of ‘drive-aways’, e.g. outside schools or for junctions with a high level of non compliance (no entry, no right or left turn, etc).

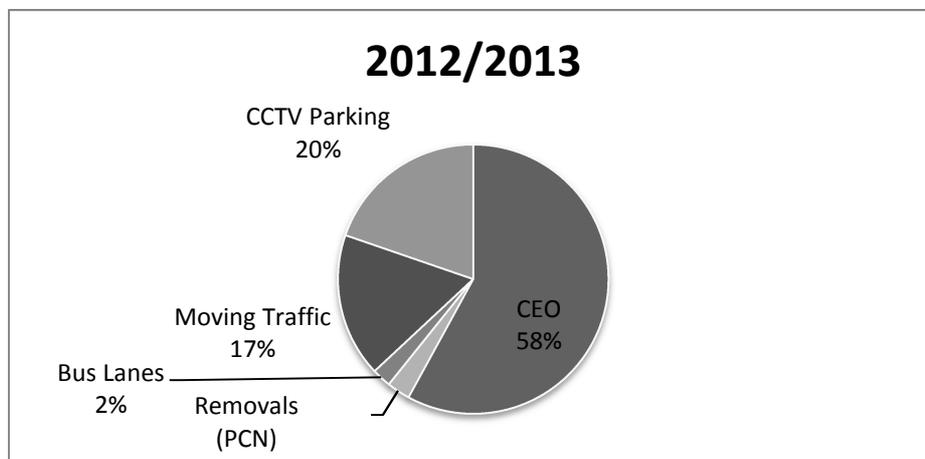
### 3.4.4 Penalty Charge Notices

Issuance was broadly in line with the previous year, with a small increase arising from CCTV enforcement.

	CEO	Removals (PCN)	Bus Lanes	Moving Traffic	CCTV Parking	Total
<b>2010/2011</b>	81,886	3,888	5,508	4,646*	1,000*	96,928
<b>2011/2012</b>	91,010	4,358	2,153	19,644	24,692	141,857
<b>2012/2013</b>	85,101	4,084	3,373	25,367	28,942	146,867

*\*part year only*

For a comparatively large and crowded borough, a comparison with other London Boroughs in terms of PCNs issued for the most recent available data, shows that 10 London Boroughs issued more PCNs than Brent, namely Westminster, Camden, Newham, Hammersmith & Fulham, Islington, Lambeth, Ealing, Haringey, Wandsworth, and Kensington & Chelsea.



## Recovery rate

(issued and closed as paid within 12 months)

	CEO	Removals (PCN)	Bus Lanes	Moving Traffic	CCTV Parking	Total
2010/2011	60.67%	94.52%	73.13%	31.96% *	6.20% *	60.80%
2011/2012	58.34%	94.56%	68.74%	70.42%	65.04%	62.45%
2012/2013	60.44%	94.39%	68.49%	81.10%	69.62%	66.95%

\*part year only

### 3.4.5 Challenges, Representation, Appeals

The service continues to provide a firm, fair and customer focussed response to correspondence and telephone calls received. The below information summarises some high level figures for the last financial year.

Total correspondence volumes handled	27,091
Bus Lane Formal Representations	22
CCTV parking representations	5,217
CEO representations	6,370
Moving Traffic representations	4,239
% declined	58%
Appeals received	1,809
Appeals not contested	482
Appeals decided by the Adjudicator	1,192
The number accepted	443
The number rejected	749
Statutory Declarations received	1,462

The most recent comparative data for London is 2011/12, and for appeals submitted per 1,000 PCNs issued to the independent tribunal (PATAS). In this regard Brent has the best performance in London. The reason for this is unknown. However it is reasonable to assume that the cause is likely to be:

- Civil Enforcement Officers using their discretion to issue PCNs in the most clear-cut circumstances; and
- Brent parking staff using their full discretion to cancel any PCN at the previous stage, if the PCN there are exceptional circumstances, or the PCN is likely to be overturned by the independent tribunal.

The annual report by the Chief Parking Adjudicator, together with full appeal figures for all London authorities, can be found at [www.patas.gov.uk](http://www.patas.gov.uk).

David Thrale  
Head of Safer Streets  
London Borough of Brent  
June 2013