



**Cabinet**  
21 September 2015

## **Report from the Chief Operating Officer**

For Action

Wards Affected: ALL

### **Parking Annual Report 2014/2015**

#### **1.0 SUMMARY**

- 1.1 Brent Council is committed to providing a high quality parking service and a fair, consistent and transparent approach to parking and traffic enforcement. We hope that the publication of statistical and financial information will support achievement of these objectives. The purpose of the Annual Report is to explain the aims and objectives of the Council's Parking service and the key achievements of the last financial year. The Report includes a statistical analysis setting out information on the number of parking and traffic related Penalty Charge Notices (PCNs) issued for the period 2014/2015, the income and expenditure recorded in our Parking Account, and how the surplus on this account has been spent or allocated.
- 1.2 The Report also meets a key requirement set out in the 2015 Statutory Guidance issued under the Traffic Management Act 2004. This requires local authorities to produce and publish an annual report on parking enforcement activities.

#### **2.0 RECOMMENDATION**

- 2.1 It is recommended that the Cabinet approves for publication the Parking Service's Annual Report 2014/15, as set out in the Appendix to this report.

#### **3.0 BACKGROUND**

- 3.1 The purpose of the Annual Report is to provide statistical and financial information relating to all aspects of parking and traffic enforcement operations, including the number of PCNs issued, the number of PCNs paid, the income and expenditure related to the enforcement activities recorded in the Parking Account and how any surplus on the account has been spent.

- 3.2 Publication of the report allows residents, motorists, local businesses, and other interested parties easy access to information regarding last year's parking operations.
- 3.3 The report will be published on the Council's website.
- 3.4 **Executive Summary**

The table below summarises the Key Performance Indicators agreed for the Parking service in 2014/15, as well as the previous year's performance for comparison.

<b>Key Performance Indicator</b>	<b>2013/14</b>	<b>2014/15</b>
PCNs issued by Civil Enforcement Officers	75,460	87,146
PCNs issued by CCTV for parking contraventions	37,353	36,584
PCNs issued by CCTV for bus lane contraventions	5,681	11,362
PCNs issued by CCTV for moving traffic offences	24,029	27,512
Parking net revenue	£7.914m	£8.957m

- 3.5 PCNs issued by Civil Enforcement Officers increased by 15%. This improvement in productivity follows the settling in of the new SERCO contract following the handover and mobilisation period in 2013/14. PCNs issued for bus lane contraventions doubled in 2014/15; and moving traffic contraventions increased by 14%. This in part reflects the overcoming of initial teething issues caused by moving to a new CCTV enforcement suite in Brent Civic Centre in July 2013; and the introduction of unattended camera systems which enable a more consistent and reliable approach to enforcement during the cameras' operational hours.
- 3.6 Vehicle removals declined from 3,085 in 2013/14 to 1,991 in 2014/15. This reflects the successful impact of the previous Cabinet decision to improve the efficiency and effectiveness of removal operations by focusing on those vehicles causing significant disruption.
- 3.7 PCNs issued by CCTV for parking contraventions remained broadly unchanged. However, for 2015/16 issuance has dropped by over 95% following the introduction of the Deregulation Act 2015. From 1<sup>st</sup> April 2015 local authorities have only been able to enforce parking restrictions by CCTV in the following instances: school keep clear markings; bus stops; red routes; and bus lanes. The legislation only applies to parking restrictions; the enforcement of moving traffic offences has not been affected.
- 3.8 The uptake of online visitor parking by residents increased significantly following the introduction of the service in 2013. Visitor parking bookings increased by 64% in 2014/15, to just over 411,000 bookings. This demonstrates residents' increased confidence in using the online system, as well as the running down of previously issued stocks of scratch cards. The service now attracts an average of over 34,000 transactions per month.
- 3.9 Complaints about the Parking Service dealt with in 2014/15 fell by 39% to 205, compared to 337 in 2013/14. Significantly fewer complaints were received about the online permit and visitor parking system, as residents have become more familiar with using it. In addition, all correspondence concerning disputed PCNs is now being dealt with correctly through the statutory appeals process.
- 3.10 Paying for parking using mobile technology continues to grow strongly. In 2014/15, 39% of total on-street parking revenue was through payments made using the Council's cashless parking provider RingGo. This compares with 28% in 2013/14 and 19% in 2012/13.
- 3.11 The report also includes information on the Council's record at the London-wide independent appeals service:

- The proportion of PCNs referred to the independent appeals service by motorists declined from 1.00% in 2013/14 to 0.80% in 2014/15. This demonstrates increasing confidence in the quality of the Council's local decisions on appeals, as fewer drivers chose to exercise their right to an independent appeal. The Council also performed significantly better than the London average of 1.01%.
- The proportion of appeals where the independent appeals service ruled in the Council's favour improved from 50% to 52%. This demonstrates an improvement in the quality of the Council's appeal decisions, as fewer motorists who lodged independent appeals were successful. However, the Council performed below the London average of 55%.

#### 4.0 FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications as the report simply provides a summary of the previous financial year's activity by the Parking service.

4.2 The report discusses the activities and finances of parking operations during the last financial year. A summary of the headline figures is set out below.

#### 4.3 Parking Account 2014/2015

	Expenditure (£000)*	Income (£000)*
Parking Administration	1,241	-
Parking Projects	63	-
On-Street Pay and Display	350	-3,515
Off-Street Pay and Display	224	-398
Parking Enforcement and Permits	4,898	-10,892
Traffic Enforcement	412	-1,340
Total	7,188	-16,145
Surplus		-8,957

#### 4.4 Surplus

	Transfer (£000)
Transportation service	2,091
Concessionary fares	6,866
Balance	Nil

4.5 The surplus on the parking account covered less than half of the total expenditure incurred by the Council on concessionary fares (£15.913m in 2014/15). The surplus was also not sufficient to be able to make a contribution towards the Council's capital expenditure on Brent's road network (£3.55m in 2014/15).

#### 5.0 LEGAL IMPLICATIONS

5.1 Part 6 of the Traffic Management Act 2004 (TMA) provides for the civil enforcement of parking contraventions. The Statutory Guidance from the Department of Transport entitled "The Secretary of State's Statutory Guidance to local authorities for the civil enforcement of parking contraventions",

issued in March 2015, pursuant to Part 6 of the TMA, confirms enforcement authorities should produce and publish an annual report about their enforcement activities within 6 months of each financial year-end, and as a minimum, include the financial, statistical and other data as set out in Annex A of the said Statutory Guidance.

- 5.2 Under section 55 of the Road Traffic Regulation Act 1984 (as amended and hereafter referred to as “the 1984 Act”), enforcement authorities must keep account of their income and expenditure in respect of on-street parking places. The 1984 Act requires that any surplus must be applied towards specific purposes as set out under Section 55(4).

## **6.0 DIVERSITY IMPLICATIONS**

- 6.1 None

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

- 7.1 None

## **BACKGROUND PAPERS**

**Parking Annual Report 2014/15**

## **CONTACT OFFICERS**

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