



**Cabinet  
25 July 2016**

**Report of the Strategic Director,  
Regeneration and Environment**

For Decision

Wards Affected:  
Whole Borough

**Parking Annual Report 2015-16**

## **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 2015/2016, the revenue 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 online an annual report on parking enforcement activities.

## **2.0 RECOMMENDATIONS**

That Cabinet:

- 2.1 Approves for publication the Parking Service's draft Annual Report 2015/16, set out as the Appendix to this report;
- 2.2 Delegates to the Highways Committee responsibility for approval of Parking Annual Reports from 2016/17 onwards; and
- 2.3 Notes that additional information on the outcome of appeals to the independent appeal service, Environment and Traffic Adjudicators (ETA), will be added to the published Annual Report in September 2016.

### 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 revenue and expenditure related to the enforcement activities recorded in the Parking Account, and how the surplus on the account has been spent or allocated.
- 3.2 Publication of the report allows residents, motorists, local businesses, and other interested parties easy access to information regarding last year's parking and traffic enforcement operations. The report will be published on the Council's website.
- 3.3 A highlight of the year for the service was the British Parking Association's decision to recognise Brent's Parking service as **'Team of the Year'** at the BPA's national awards ceremony in March 2016. The BPA said:

*"A comprehensive submission focussed on their service delivery and supported by empirical data. This team is clearly delivering, developing and improving the services they provide and, importantly, are forward looking."*

### 3.4 Executive Summary

The table below summarises the Key Performance Indicators agreed for the Parking service in 2015/16, as well as performance in previous years for comparison.

Key Performance Indicator	2013/14	2014/15	2015/16
PCNs issued by Civil Enforcement Officers	75,458	87,347	99,145
PCNs issued by CCTV for parking contraventions	37,353	36,584	991
PCNs issued by CCTV for bus lane contraventions	5,681	11,362	8,370
PCNs issued by CCTV for moving traffic offences	24,029	27,512	73,990
Parking and traffic enforcement: net revenue	£7.914m	£8.957m	£10.119m

- 3.5 In 2015/16 the number of **parking PCNs issued by CCTV** contraventions dropped by over 97%, 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 through CCTV in the following areas: school Keep Clear zig-zag markings; bus stops; red routes; and bus lanes. Enforcement of moving traffic contraventions is not affected. The restrictions on CCTV use have had a particularly detrimental impact on authorities' ability to enforce parking restrictions if drivers are present and able to avoid enforcement action taken by a Civil Enforcement Officer (CEO) by driving away. Typically these are drivers waiting for children in the locality of schools, or vehicles parked illegally in commercial areas with the driver

nearby. There has been a substantial impact on parking enforcement in the vicinity of schools, where congestion and safety problems have a high profile.

- 3.6 To address the parking enforcement gap caused by the 2015 Deregulation Act, additional CEOs were deployed on-street from 1<sup>st</sup> April 2015, and improvements were made to the efficiency and effectiveness of CEOs during their deployed hours. As a result **parking PCNs issued by Civil Enforcement Officers** increased by over 13%. The additional deployment had been planned in detail by the council's parking team and Serco in response to the Deregulation Act. This advance planning facilitated the successful introduction of additional CEO deployment immediately the CCTV restrictions took effect – although less than one week's advance warning had been provided by central Government. Taking CEO and CCTV PCNs together, we have seen a reduction in the **total number of parking PCNs issued** from almost 124,000 in 2014/15 to just over 100,000 in 2015/16. This represents a substantial reduction in parking enforcement activity as a direct result of the constraints imposed by the Deregulation Act.
- 3.7 **PCNs issued for bus lane contraventions** decreased by just over one quarter. In the case of bus lane enforcement this reflects increased compliance by motorists.
- 3.8 **PCNs issued for moving traffic contraventions** increased from less than 28,000 to almost 74,000. This followed the deployment of 13 new unattended camera systems, to provide consistent and reliable enforcement at key locations where traffic congestion and safety has caused concern in the past. Most of these new cameras have already had a major impact on improving motoring standards, reducing traffic congestion and enhancing road safety. Shortly after the cameras became operational, in October 2015, the number of PCNs issued for moving traffic offences peaked at 5,447 in that month. By March 2016 compliance at most locations had significantly improved; the number of PCNs issued that month had declined to 3,778, an improvement in compliance borough-wide of over 30%. PCN issuance does vary from month to month; nonetheless, at key locations compliance has improved markedly and the number of PCNs issued has correspondingly declined:
- Glacier Way – PCNs reduced from 1,855 (September 2015) to 598 (March 2016)
  - Chamberlayne Road/Bolton Gardens – PCNs reduced from 1,377 (October 2015) to 528 (March 2016)
  - Craven Park Road – PCNs reduced from 1,866 (October 2015) to 1,047 (March 2016)
- 3.9 **Complaints** about the service in 2015/16 fell by one fifth to 164, compared to 205 in 2014/15. In 2015/16 the council received fewer than half the Parking complaints it received in 2013/14. A contributory factor was the increased familiarity of residents with the online permit and visitor parking booking system. The improved provision of Interactive Voice Recognition technology for the parking call centre has also led to a reduction in complaints about telephone service standards (see 3.11 below). Finally, all correspondence concerning disputed PCNs and associated debt recovery is now being dealt with correctly through the statutory appeals process.
- 3.10 **Payment for parking** using mobile phones and tablets continues to show strong growth. In 2015/16, 51% of total on-street parking payments were made using the Council's cashless parking provider RingGo. This compares with 39% in 2014/15, 28% in 2013/14 and just 19% in 2012/13. In our car parks, 42% of bookings last year were cashless; compared to 33% in 2014/15 and 20% in 2013/14.

- 3.11 The development of Interactive Voice Recognition (IVR) technology in late 2015 has improved the **performance of the Serco parking call centre**. During the period from November 2015 to February 2016, there was a reduction of 49% in the proportion of customers who needed to speak to a call centre operator. Due to this reduction in excess demand for operator time, the proportion of calls abandoned reduced by 89% over the same period.
- 3.12 Information on the Council's record at the London-wide **independent appeals** service, Environment and Traffic Adjudicators (ETA), is not yet available. This data will be published in September, and will be added to the published Annual Report as soon as it becomes available.
- 3.13 **Recovery of Penalty Charge Notice debt** improved significantly last year. In 2015/16 the payment rate for PCNs increased by 6% compared to the previous year. This improved performance is attributed to a better standard of evidence collected to support PCNs, improvements in Notice processing, and more effective joint work with the council's Civil Enforcement Agent (bailiff) contractors. At the end of the year, of the 182,496 PCNs issued in 2015/2016, 129,045 had been paid - an overall recovery rate of 71%. We anticipate that over the next 6 months the recovery rate of PCNs issued in 2015/16 will ultimately rise to 73%. This performance would put Brent in the top rank of performance nationally, in line with industry benchmarked standards. Strong debt recovery performance is a significant factor in making enforcement an effective deterrent.

#### 4 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 2015/2016**

	<b>Expenditure (£000)</b>	<b>Revenue (£000)</b>
<b>Parking Administration</b>	1,602	(88)
<b>Parking Projects</b>	255	
<b>On-Street Pay and Display</b>	376	(3,885)
<b>Off-Street Pay and Display</b>	75	(403)
<b>Parking and Traffic Enforcement, and Permit Sales</b>	5,883	(14,263)
<b>Traffic Enforcement Costs</b>	328	
<b>Total</b>	8,520	<b>(18,639)</b>
<b>Net Revenue</b>		<b>(10,119)</b>

#### 4.4 Application of Net Revenue

	Transfer (£,000)
<b>Transportation service</b>	2,091
<b>Additional pothole repairs</b>	200
<b>Concessionary Fares*</b>	7,828
<b>Surplus</b>	Nil

The surplus on the parking account covered 48% of the total expenditure incurred by the Council on Concessionary Fares (£16.091m in 2015/16).

- 4.5 Overall the Parking service fully met the expectations set out in the Council's agreed budget for 2015/16. The net revenue on the Parking account increased by 13%, from £8.957m in 2014/15 to £10.119m in 2015/16. The service raised £0.950m more revenue than was originally anticipated in budget planning; £200k of this was subsequently used to carry out additional pothole repairs. The increased revenue also enabled a greater contribution to be made to the cost of Concessionary Fares of £7.828m, up from £6.866m in 2014/15. As a result, the council was able to reduce by £750k the contribution to the cost of Concessionary Fares which would otherwise have been made from the General Fund.

## 5 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 DIVERSITY IMPLICATIONS

6.1 None

## 7 STAFFING/ACCOMMODATION IMPLICATIONS

7.1 None

## BACKGROUND PAPERS

Parking Annual Report 2014/15  
Parking Annual Report 2015/16 (see Appendix)

## **CONTACT OFFICERS**

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