

Parking Annual Report

2016-2017



London Borough of Brent
Civic Centre, Engineers Way,
Wembley, HA9 0FJ

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Foreword

Welcome to the 2016-2017 edition of Brent Council's Annual Parking Report. The report provides an overview of parking and traffic enforcement in Brent. It draws together the year on year improvements we have made in our services, and the effect our parking policies and enforcement activity have had in achieving high levels of parking and traffic compliance.

At the start of the year we invited residents, businesses and schools to participate in a consultation about proposed changes to parking charges, and the management of on-street parking across the borough. Over 3,300 responses were received, and the feedback has helped shape the way in which we manage parking on the roads in Brent. A number of proposals were agreed by Cabinet and have been implemented throughout the year.

We aim to make Brent a safer borough in which to drive, improve motoring standards and reduce traffic congestion. Particular focus continues to be on improving our enforcement of moving traffic offences. Compliance with traffic rules has greatly improved at many key locations which were previously congestion hot-spots. I am pleased to see that fewer Penalty Charges have needed to be issued at these locations as a result.

Our experienced team continually strives to improve access to services largely as there is now an increased number of residents using our on-line services. This year we introduced virtual permits and 24 month permits. The council's emissions-based resident permit scheme was also simplified, providing greater clarity in steering motorists to choose vehicles which produce a lower level of carbon emissions. Further developments and enhancements are being made to ensure greater consistency is achieved across the service.

As in previous years, this report explains how surplus parking revenue was allocated to meet our wider transport objectives.

I hope you find the report informative.

signature



Cllr Eleanor Southwood
Lead Member, Environment

Introduction

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 and improvements from the last financial year. The Report includes a guide on what we enforce, a statistical analysis, monitoring trends and setting out information on the number of parking and traffic related Penalty Charge Notices (PCNs) issued for the period 2016/2017, the income and expenditure recorded in our Parking Account, and how the surplus on this account has been spent.

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.

National and Local Context

Good parking management is an important tool that can contribute towards achieving the Council's wider transport, economic and planning policy objectives. Well thought-out parking policies and effective enforcement can influence travel patterns, sustain the local economy, balance competing demands for road space, relieve congestion and contribute to sustainable outcomes.

Conversely, parking which is not properly regulated can exacerbate congestion on the road network, reduce the reliability of public transport, impact adversely on the local economy and create road safety problems. Parking services are highly visible to residents, local businesses and visitors. In particular, enforcement needs to be seen as fair, effective and proportionate in order to retain public confidence.

Brent Context

Brent is an outer London borough with a population of over 311,000, according to the 2011 census, making it the fifth most populous borough in London. The borough covers an area of almost 17 square miles across both inner and outer north-west London.

Brent is bordered by the London Boroughs of Barnet to the north-east, Harrow to the north-west and Ealing to the south-west. It has short boundaries with the inner London boroughs of Camden, Westminster, Hammersmith and Fulham, and Kensington and Chelsea, in the south-east.



Wembley and four other town centres in the borough are identified as growth areas. As these areas develop, they will inevitably lead to increased demand for movement to, from and within the borough. While the availability, frequency and reliability of public transport, and the existence of high quality facilities for walking and cycling will influence the way people travel, there will nevertheless be an unavoidable impact on traffic and parking.

Brent's largest town centre, Wembley, is one of the largest regeneration programmes in the country. According to the GLA it can accommodate approximately 11,500 new homes and 10,000 new jobs through the development of sites along Wembley High Road and the land around Wembley Stadium.

Demand for parking in Brent is high, as in other London boroughs. The Council seeks to manage this demand through the use of parking controls and traffic regulations. These aim to:



These aims sit alongside wider Council objectives and include sustainability; the promotion of alternative modes of transport such as walking, cycling and the use of public transport; reducing carbon emissions; and improving air quality.

The Council, in consultation with residents, has introduced a number of measures to manage the high demand for kerb space. Parking in the south-eastern part of the borough, is managed through Controlled Parking Zones. Other parts of the borough also have residential controls; these typically cover areas near high street locations and/or tube and railway stations (where there may be a demand for parking from commuters).

A key attraction is Wembley Stadium, which has a 90,000 seating capacity. The Stadium is home to the England national football team and regularly hosts other major sporting events and music concerts. On major event days, the area receives a high number of visitors, placing intense pressure on local parking provision.

To preserve parking for local residents and businesses, the council operates the Wembley Event Day Protective Parking Scheme. Parking restrictions are in place 1.5 miles around the stadium, and operate from 8am to midnight on the main roads to the Stadium and 10am to midnight elsewhere.

Parking Contract



The Council began its partnership with Serco for the provision of parking services in July 2013. Serco, a member of the British Parking Association, has strong expertise in delivering a wide range of services for both public and private sector organisations and provides a number of essential services to local government.

The contract, which runs to 2018 with an option for Brent to extend up to 2023, provides a range of parking services for the west London boroughs of Ealing, Hounslow and Brent.

In Brent, Serco manages: Civil Enforcement Officers (CEOs); CCTV enforcement; pay & display machine maintenance and cash collection; vehicle removal operations & the car pound; and cashless parking & electronic payments. Serco also has the responsibility for notice processing services, including the provision of parking control software, scanning, indexing, and permit administration.

Brent Parking Service

Brent's parking team consists of 24 officers, and is committed to delivering the high-quality service Brent's residents, businesses and visitors expect. The team continually seeks to improve the service and the credibility of parking and traffic enforcement. For example, all of our Appeals Officers have been trained to NVQ Level 3 standard in Notice Processing.

The parking team is responsible for:

- Parking policy and overall management
- Management of the parking contracts including: parking enforcement, notice processing, permit administration; cashless parking; and bailiff operations
- Management of car parks and on-street parking infrastructure
- Managing the parking and traffic appeals and representations process
- Handling parking related enquiries, complaints and Freedom of Information requests.

2. Parking Enforcement

Overview

The Council enforces parking and traffic regulations through its contractor, Serco, using a combination of Civil Enforcement Officers who patrol the streets and the use of CCTV camera technology. CEOs also use mopeds and cars which enable rapid deployed to attend to urgent enforcement issues.

Illegally parked vehicles and moving traffic contraventions create problems for all road users. We enforce regulations by issuing Penalty Charge Notices (PCNs) with the aim of improving motorists' compliance.

What we enforce

As well as managing Controlled Parking Zones (CPZs) and local parking schemes, the Council also enforces other traffic and parking. This includes:

School Keep Clear Enforcement



School Keep Clear markings (yellow zig-zag lines outside of school entrances) are monitored by the Council using a combination of CEOs, mobile CCTV enforcement vehicles and re-mountable CCTV cameras. Our aim is to maintain and improve road safety outside schools. In 2016/17 an average of 240 enforcement hours were deployed patrolling outside schools each month during the peak drop-off and pick-up times.

Yellow Line Enforcement

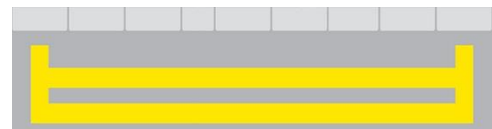
The majority of yellow-line waiting restrictions in Brent are on strategic and distributor roads and have been introduced largely to promote safety, assist buses, enable servicing and aid efficient movement of traffic. Where practicable, short-stay parking bays are also provided on these roads. Red-line waiting restrictions on the Transport for London Road Network (TLRN) are the responsibility of TfL, but aim to meet similar objectives on London's busiest roads.

Single yellow lines indicate that parking is prohibited at certain times of day. Information on when you can park is put on signs or near parking spaces. Numerous restrictions were introduced several years ago covering a standard working day from 8.00 or 8.30am to 6.30pm. Over the last 20 years the borough has seen increased traffic flows and congestion, more flexible working arrangements and the growth of evening and Sunday trading. As a result, waiting restrictions are reviewed and amended in order to continue meeting local needs.

Yellow lines are located on parts of the highway where there would be a safety hazard if parking was permitted, or in locations where parking is not suitable due to the narrowness of the carriageway or high traffic volumes.



Double yellow lines indicate a 24-hour parking prohibition. All double yellow lines within Brent operate seven days a week, including bank holidays. It is no longer a requirement for signs to accompany double yellow restrictions.



Footway Enforcement

CEOs take enforcement action where motorists inconsiderately park on the footway (pavements). This causes particular problems for visually impaired people, wheelchair users, and people with prams or buggies. If the footway is not reinforced to permit parking, then the paving is likely to crack and cause a serious trip hazard for all pedestrians.

There are some footways where parking is permitted on residential streets which are too narrow for parking on the carriageway. The streets where footway parking is permitted on a permanent basis either fully (with four wheels) or partially (with two wheels) on the pavement are formalised with parking bay markings and appropriate parking signs.

Details of these can be found on the Parking Service's webpage:

<https://www.brent.gov.uk/services-for-residents/parking/footway-parking>

Bus Lanes



The service enforces bus lanes and bus stop parking on Brent roads through the use of CCTV cameras. As the Council encourages more sustainable forms of transport, this plays an important role in ensuring the free movement of buses along the borough's road network in order to secure faster journey times for bus users, and the prevention of potential traffic accidents.

Moving Traffic Contraventions.

The Council has adopted powers available under the Traffic Management Act 2004 to undertake civil enforcement of a number of Moving Traffic Offences (MTOs). Blocking yellow box junctions, making prohibited turns, ignoring no-entry signs, illegal U turns, and driving the wrong way in a one way road, are all examples of moving traffic violations actively enforced by the Council. Such restrictions are in place to ease congestion on the borough's roads, and improve road safety.

Yellow box junctions are highly visible to motorists and have crossed diagonal lines painted on the road. Motorists must not enter the box until the lane ahead is clear. However, you may enter the box and wait when you want to turn right, and are only stopped from doing so by oncoming traffic, or by other vehicles waiting to turn right.



Brent Council's overall approach to parking and enforcement is to work with residents, to identify local problems and develop appropriate and proportional local solutions.



These solutions include but are not limited to:

- the prohibition of parking where this would compromise safety and the free flow of traffic.
- using parking controls to manage the demand for kerbside parking space.

Civil Enforcement Officers (CEOs)

Brent's parking enforcement contractor, Serco, deploys CEOs to patrol across the borough. The Traffic Management Act 2004 specifies this designation because the prime function of a CEO is to enforce legislation governed by civil law.

CEOs have the power to issue Penalty Charge Notices (PCNs) to vehicles parked in contravention of local restrictions.

A Penalty Charge Notice, sometimes called a parking ticket, may be issued at the scene by a CEO by being fixed to the vehicle, or handed to the person appearing to be in charge of it, or issued by post in the following cases: enforcement is by camera; or the CEO was prevented by someone from serving it at the scene; or the CEO had begun to prepare a PCN but the vehicle was driven away before it was finished and issued.

All CEOs are fully trained and are required to follow guidance set by London Councils. They wear a uniform that is easily recognisable and display an identification number.

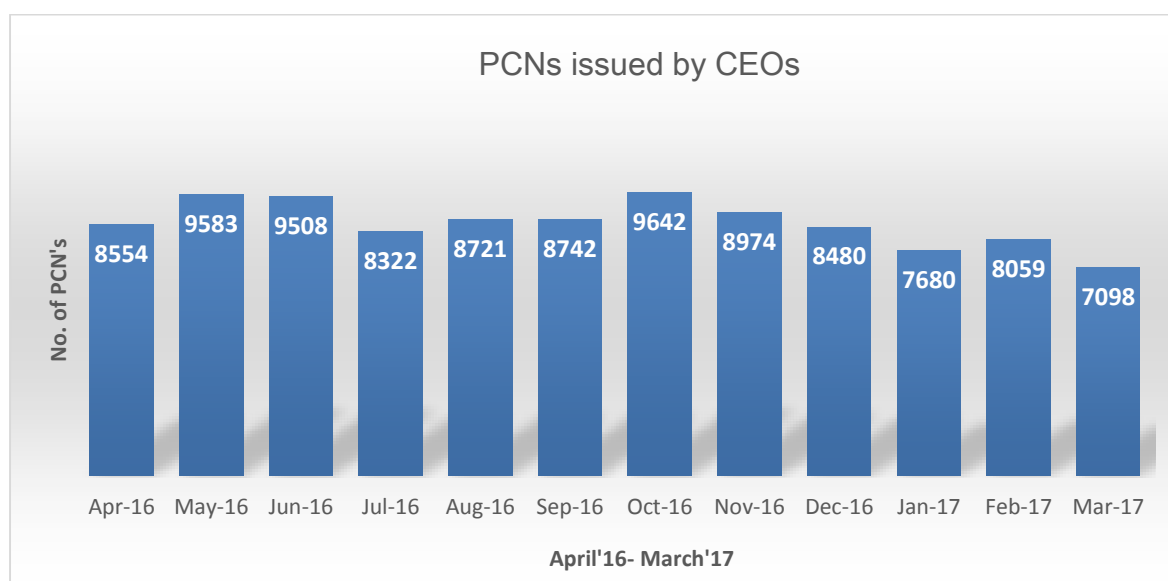
Parking enforcement officers across the borough have recently been issued with body worn video cameras. This will allow footage from incidents where motorists display threatening behaviour to be used as evidence to prosecute perpetrators, and give staff the confidence to carry out their duties without fear of threats or abuse. The video evidence can also be used to help settle appeals against any Penalty Charge Notices which motorists believe may be unfair.

CEOs issued 103,363 PCNs in 2016/17; an increase of 4% compared to the same period last year. This improvement in productivity follows better management of deployment to focus on areas of higher contraventions, influenced by feedback and requests from local residents and businesses.

Penalty Charge Notices issued by CEOs for Parking Offences:

Contravention	2012/13	2013/14	2014/15	2015/16	2016/17
Parking Offences	85,101	75,460	87,146	99,145	103,363

2016-17 Monthly PCN Issuance by Civil Enforcement Officers:



CCTV Enforcement

CCTV (closed-circuit television) is used to enforce bus lane and moving traffic restrictions in Brent, and some parking restrictions. Camera enforcement signs are displayed to alert motorists to active CCTV enforcement of moving traffic and bus lanes, and to encourage compliance with local restrictions.

A list of Moving Traffic Contraventions and the associated traffic signs can be viewed at: <https://www.brent.gov.uk/media/239537/Highway%20Code%20list%20of%20enforceable%20moving%20traffic%20contraventions.pdf>

Penalty Charge Notice Volumes (CCTV)

Contravention	2012/13	2013/14	2014/15	2015/16	2016/17
Bus Lanes	3,373	5,681	11,362	8,370	10,349
Moving Traffic	25,367	24,029	27,512	73,990	72,221
CCTV Parking	28,942	37,353	36,584	991	2,160
Total	57,682	67,063	75,458	83,351	84,730

Compared to 2015/16, the issuance of PCNs for moving traffic contraventions decreased slightly, reflecting greater compliance by motorists following the installation of unattended cameras in 2015/16. Most of these cameras have quickly had a major impact on motoring standards, reducing traffic congestion and improving road safety.

Additional unattended camera systems will be installed in 2017 to provide consistent and reliable enforcement at key locations where traffic congestion and safety continues to be of concern.

Camera enforcement is focused on a specific restriction for the duration of operational hours. This means that the Council are now able to provide comprehensive coverage to bring about compliance with traffic restrictions on moving vehicles.

2016-17 Monthly PCN Issuance by CCTV:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Bus Lane	651	711	962	827	819	567	969	622	1216	1113	1027	865
Moving Traffic	6590	6985	6370	6639	6288	6025	6276	5465	5439	5665	5088	5391
CCTV Parking	106	127	118	116	72	123	164	98	129	191	412	504

Overall, issuance of Parking PCNs captured by CCTV has greatly decreased following the introduction of the Deregulation Act 2015. The effect of the ban has been to prevent the service of CCTV-captured PCNs for a wide range of parking contraventions enforced under the terms of the Traffic Management Act 2004. PCNs can only be issued via CCTV to vehicles parked in bus lanes, at bus stops or on school keep clear markings. In 2016/17 the total number of PCNs issued for CCTV parking offences was 2,160. This represents an increase compared to the 991 issued in 2015/16, due to additional enforcement action being taken from February 2017 against parked vehicles blocking bus lanes in Harlesden.

The ban has limited the council's ability to address a range of specific parking problems where CEOs face particular challenges in ensuring compliance. The following is a list of the types of restrictions previously enforced by the council which are now more difficult or impossible to enforce.



Mobile Enforcement

Serco deployed a number of CEOs on mopeds and cars, which enabled more effective enforcement across the borough. Officers can be rapidly deployed to attend to urgent issues such as obstruction of residential driveways and dropped kerbs.

Vehicle Removals and the Car Pound

Serco provide a removal truck to ensure the appropriate removal of vehicles parked in contravention. The service also relocates vehicles that remain parked in a section of road that has been temporarily suspended and obstructs form carrying out resurfacing or highway maintenance works. In 2016/17 a total of 269 vehicles were relocated and 2,163 vehicles parked in contravention were impounded. Whilst this is an increase compared to 1,969 in 2015/16, the service targets the most serious of contraventions, for example vehicles parked dangerously or causing a serious obstruction.

All vehicles that have been removed within Brent are taken to the Brent Car Pound at:
Unit 20-22, Whitby Avenue, Park Royal, NW10 7SF

When a vehicle is removed, owners can contact the London wide TRACE service on 0845 206 8602 or call the council on 020 8290 8300 to identify where the vehicle is being stored.

Number of Vehicles Removed and Released

2016-17 Vehicle Removals:

Brent Car Pound	2014/15	2015/16	2016/17
Vehicles Removed	1,991	1,969	2,163
Vehicles Released	1,878	1,835	1,946
Release Rate*	94.3%	93.2%	89.96%

*A proportion of the vehicles not released include those of interest to the police or with a cloned registration.

If a vehicle is blocking access to your driveway you can arrange for the vehicle to be removed any day between the hours of 8am and 10pm except Christmas Day
by calling 020 8453 3289

The first visit of the day was to a garage operating on Mount Pleasant at the junction with Beresford Avenue, Wembley, selling vans parked dangerously on Double Yellow Lines, which resulted in the removal of this van:



4. Responding to Enquiries

Responding to PCN Enquiries

The Council seeks to provide a transparent and fair parking enforcement service. Motorists who feel that they have been unfairly issued with a Penalty Charge Notice may contest the charge by writing to the Council. The Council has a dedicated and qualified specialist team who consider each case based upon its own merits. All formal correspondence is handled within the statutory time periods allowed for response.

Since its launch in 2014, the council's web based service has seen major improvements in the online customer experience. The service allows customers to view specific details about PCNs they have received, submit a challenge or representation, monitor the progress of the representation, view photos of the incident, and make a payments.

This is a significant enhancement to the council's service and provides motorists with access to far more information than they had previously. This means that motorists are able to make an informed decision about whether or not to challenge the Notice or make representations; and should they decide to challenge, they will have a greater amount of evidence to refer to.

Should a motorist remain unhappy with our final decision, they may make an appeal to the independent appeals service who will make an impartial decision based upon the merits of the case in question.

London Tribunals is the new name for the Parking and Traffic Appeals Service (PATAS) which supports the Environment and Traffic Adjudicators (ETA). Cases are heard at London Tribunals:

Chancery Exchange, 10 Funnival Street, London EC4A 1AB

A significant improvement to the quality and consistency of letters to drivers has also been achieved when in December 2016, the service introduced a new software application, Response Master. This has allowed for correspondence to be provided in plain English with a consistent level of clarity, application of council policies and legal compliance.

Independent Appeals Service Data

The figures received from the Independent Appeals Service for 2015-16 represented a continuing improvement in the council's record at independent appeal tribunals.

A smaller proportion of PCN cases were referred to ETA, showing that more motorists had confidence in the council's appeal decisions; and a smaller proportion of PCN cases were ultimately overturned at ETA, showing that the council's issuance of PCNs and its assessment of appeal cases at an early stage had continued to improve in quality.

Independent Appeals	2013/14	2014/15	2015/16	2016/17
Total PCNs issued by LB Brent	142,519	162,604	182,496	
Total PCN appeals heard by PATAS/ETA	1,428	1,299	1,168	
% of PCNs issued heard by PATAS/ETA	1.0%	0.8%	0.64%	
No. of appeals allowed or not contested	716	625	632	
Of which, number of appeals not contested	520	366	296	
% of appeals allowed or not contested	50%	48%	54%	
% of PCNs issued, which were heard by ETA/PATAS and allowed or not contested	0.50%	0.38%	0.35%	

Independent Appeals Service Reports

The annual report by the Chief Parking Adjudicator: 'Parking and Traffic Adjudicators' annual report' and appeal figures for all London authorities: 'Parking and Traffic Appeal Statistics', can be found on the London Tribunals website at:

<http://www.londontribunals.gov.uk/about/annual-reports-and-appeal-statistics>

Customer Satisfaction

Customer satisfaction is key to the delivery of parking services. With a growing move to online and self-service parking account management services, we continue to make enhancements to the online booking system, and to online PCN representations. More information is now available on the Parking pages of the Councils website about both on- and off-street parking provisions, products, services and general information than was previously made available.

The most common feedback from customers was for improvements to be made to the process of navigating through the website and for the associated text to be improved. This feedback has helped improve and shape the online system, to further improve customer satisfaction, increase take up of online services and generate efficiency savings through channel shift.

Customer Complaints

Complaints about the Parking service have fallen for the fourth consecutive year, with 146 complaints registered in 2016/17 - 10% fewer than in the previous year. Significantly fewer complaints were received about the online permit and visitor parking system, as residents have become more familiar with using it. Over 90% of complaints were resolved at the first stage, investigated and responded to by the parking service itself.

Customers who remain dissatisfied after their complaint has been considered by the department can request a final review on behalf of the Chief Executive. The parking escalation rate to final review was 9%, lower than the Council-wide average.

Parking Complaints	2013/14	2014/15	2015/16	2016/17
No. of Complaints closed in year	337	205	164	146

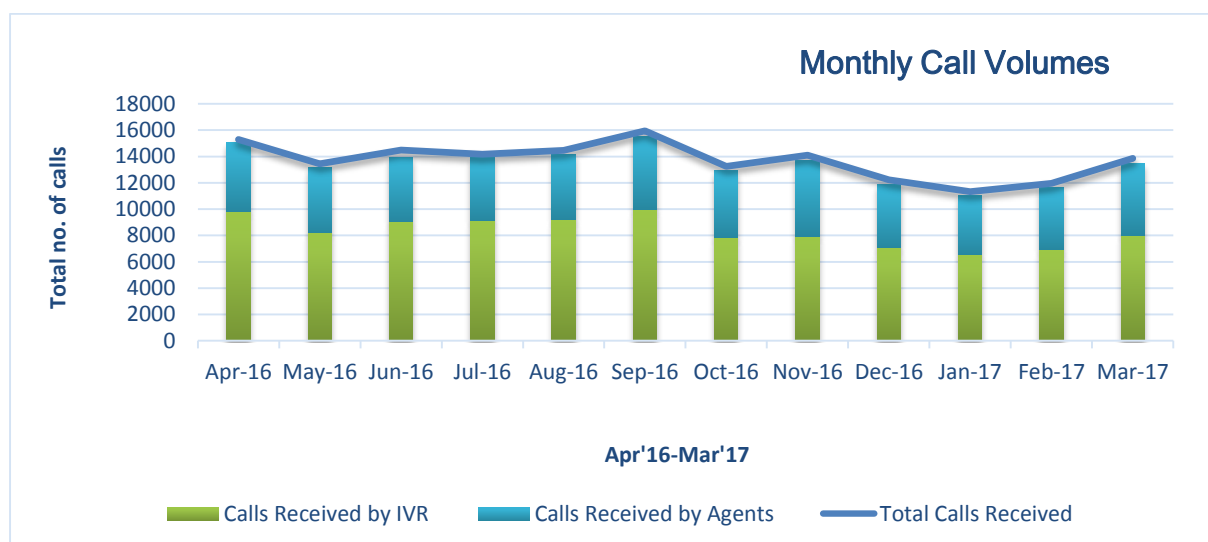
Brent Council's customer care policy includes commitments to: acknowledge written enquires within five working days; respond to written enquiries within 10 working days; respond to all stage 1 complaints within 20 working days; and respond to all stage 2 complaints within 30 working days.

Brent Contact Centre

Brent's main contact centre, for services such as parking bay suspensions and products, is administered by Serco through a combination of call operators and an interactive voice response (IVR) system. IVR is a technology that allows a computer to interact through the use of voice and tones input via the phone keypad allowing customers to be directed on how to proceed.

IVR was introduced in November 2015 to improve the customer experience, provide access to products such as visitor vouchers 7 days a week, 24 hours a day, and help reduce costs on call centre operators. In its first month, the system handled 5,000 calls.

With continued improvements and enhancements made in the system, the total number of calls resolved through IVR in 2016/17 was 99,855. IVR has also helped achieve a reduction in call waiting times and a reduction in average call durations.



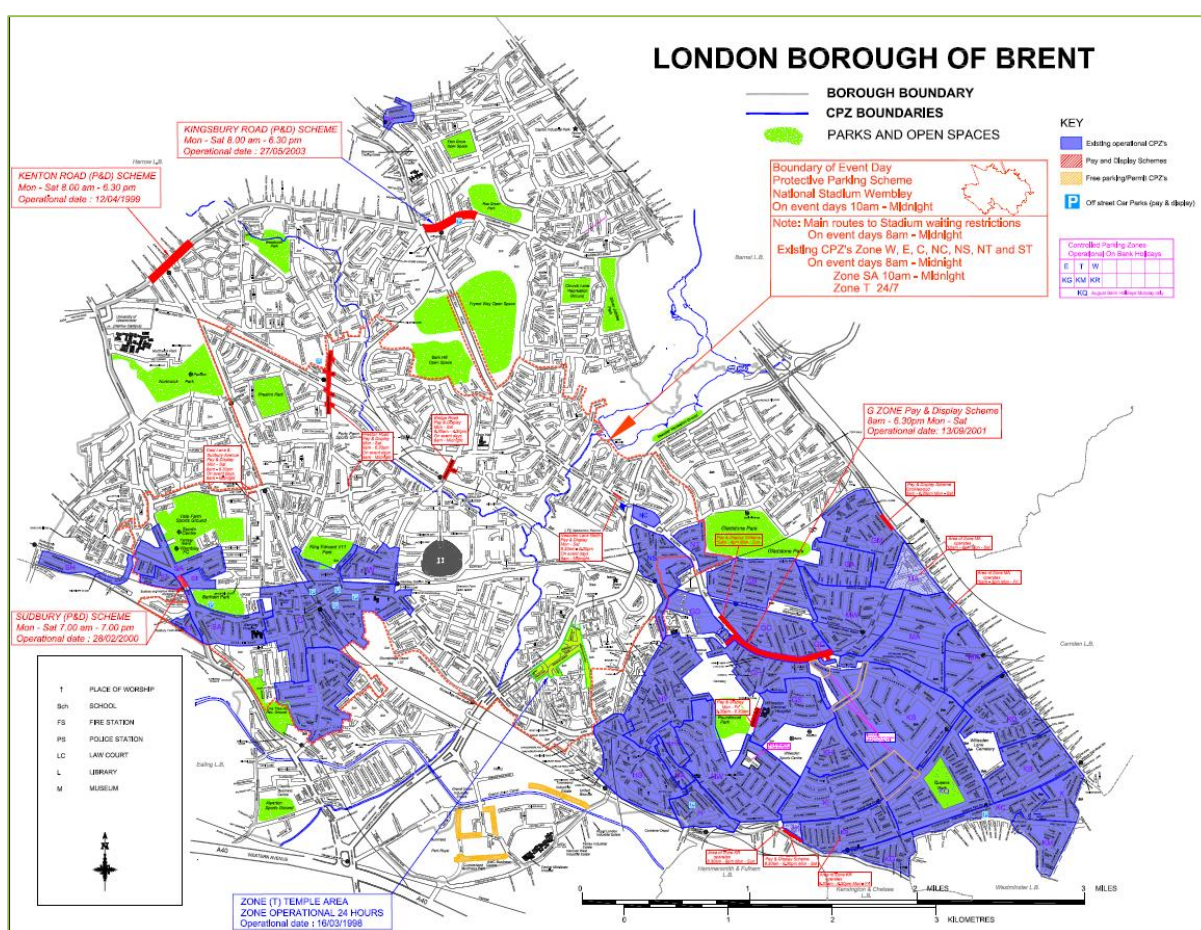
Consultation

The Parking service undertook a borough-wide consultation in April 2016, seeking the views of residents, local businesses and schools on a number of proposals to changes in the way the council manages, and charges for, on-street parking within Controlled Parking Zones (CPZs). A series of focus groups, a public meeting and attendance at the Brent Connect Forums were also arranged as part of the consultation. A total of 3,319 responses were received through our engagement with residents that helped shape and deliver changes to parking management.

6. Parking Service

Parking Provision

The Council manages 40 Controlled Parking Zones (CPZs) across the borough, serving 56,000 households with over 33,000 on-street parking spaces. Specific times of operation vary but the majority are in operation throughout the day, from Monday to either Friday or Saturday. Current shopping and business opening hours mean that in some areas there can be similar, and sometimes higher, levels of parking on Sundays and Bank Holidays than on normal weekdays or Saturdays. For this reason, parking controls apply on Sundays in a small number of locations.



Information on parking restrictions and the Wembley event day zone, a full size map of Brent's Controlled Parking Zones, and a post code search facility to determine whether or not you are located within a controlled parking zone, are all available on the council's parking pages: www.brent.gov.uk/parking.

Parking controls typically cover areas near high street locations or around tube or rail stations, for example in the vicinity of Wembley Stadium. CPZs are designed to prevent commuters from parking in residential streets, and encourage them instead to use pay and display facilities or use alternative means of transport.

Throughout the 2016 parking consultation, the service received feedback from residents expressing views on potential new CPZs in the borough, as well as requests for changes to existing CPZs and parking controls. In recognition of this, the Highways and Infrastructure service is leading on developing a programme for introducing new CPZs, reviewing existing CPZs, and introducing parking and loading restrictions where needed.

The review commenced early in 2017. The service will prioritise areas where the Council receives numerous requests for changes, there is evidence of on-street parking pressures, and there is a high level of public support. We aim to introduce on-street parking controls that will benefit residents and businesses alike. If you would like to request changes to parking controls in your area, please read the guidance notes and complete the application form that can be found on the Parking page of the Council's website or follow the link below.



<https://www.brent.gov.uk/services-for-residents/parking/brent-parking-controls-have-your-say/>

Resident Permits

Resident permits are available to all residents who live in CPZs. Resident permit options are available for twelve month, six month or three month periods. In April 2017 a new twenty-four month option was introduced. Permits are priced according to the vehicle's carbon emission levels and the number of permits issued to each household, up to a maximum of three.

From 1st April 2017, the emission-based banding scheme for resident parking permits was simplified to just 3 categories - for *low emissions* (less than 110 gCO₂/km), *standard emissions* (110-200 gCO₂/km) and *high emissions* (201+ gCO₂/km) vehicles.

Prior to the simplification, the resident permit scheme had 7 categories of vehicle. It was considered that the high number of categories provided a lack of clarity in steering motorists to choose vehicles which produce a lower level of carbon emissions.

Permits Issued	2014/15	2015/16	2016/17
Resident Permits	34,427	31,132	31,098

Visitor Parking

Residents can purchase visitor parking credits either over the telephone, by SMS, or online by logging into their parking account.

Use of electronic visitor parking has increased significantly from the inception of the service in 2013, when just over 250,000 bookings were made. In 2016/17, the service attracted an average of over 38,000 bookings per month.

The introduction of new visitor parking charges in all Controlled Parking Zone (CPZ) areas came into effect on 29th November 2016, offering a £1.50 charge for up to 2 hours, a £3 charge for up to 4 hours, and a £4.50 charge for 'all-day' visitor parking of over 4 hours.

Permits Issued (to '000)	2013/14	2014/15	2015/16	2016/17
Visitor Parking	250,000	411,000	451,000	460,000

Households not located in a CPZ, but which fall within the Wembley Event Day Protective Parking Scheme, are able to purchase an Event Day Visitor permit. A total of 1,858 Event Day Visitor permits were issued in 2016/17.

Business Permits

Business and business livery permits are available to businesses that have premises within a CPZ. Permits are priced at a flat rate. Business are permitted to purchase up to three permits, with an option to purchase an annual, 6 month or 3 month permit. From April 2017, schools within CPZs have also been able to purchase up to 3 business permits.

Working with the local business community to address a series of parking concerns in the Lower Place Industrial Estate, Stonebridge, the council successfully introduced the borough's first ever business specific CPZ in November 2016. The scheme provides business permits and a new flexible 'business visitor' permit. The increase in permits issued in 2016/17 compared to previous year includes those issued within the new Lower Place CPZ.

Permits Issued	2014/15	2015/16	2016/17
Business Permits	627	589	691

Other Permits

The council offers a number of other permits. These include permits for disabled persons, Doctors, Event Days, Places of Worship and other special permits. There is also an Essential Users Permit; this scheme enables staff working for accredited public sector and charitable organisations to park a vehicle in a CPZ whilst carrying out official duties.

Permits Issued	2014/15	2015/16	2016/17
All Other Permits	5,164	5,140	5,095

During the course of the year, and in consultation with residents and schools, the service developed a new policy framework in respect of parking for school staff. To provide an incentive for schools to actively engage in travel planning, to encourage more sustainable travel options; and to support schools in CPZs to recruit and retain key staff; a new scheme was introduced from April 2017. This allows qualifying schools to: purchase up to 3 school staff parking permits, providing the school has a bronze level accredited travel plan; and purchase additional school staff permits, should they have either a silver (up to 6 school permits) or a gold (up to 9 school permits) level accredited travel plan. 114 permits were issued in 2016/17 to school staff across the borough.

Virtual Permits

Traditionally, vehicle permits were issued in paper format to be displayed in the windscreen of the vehicle. The service has been looking at ways to improve the efficiency, accuracy and reliability of its permits, in particular those that are vehicle specific. Over the summer of 2016, a pilot scheme introducing paper-less Virtual Permits across four CPZs was carried out. The pilot scheme was a success and we are now introducing vehicle-specific virtual permits across all CPZs.

7. On-street Parking

The council provides on-street pay and display parking bays to facilitate parking for visitors to town centres and other destinations, helping to support economic activity in the borough.

Pay and display machines are located across the borough near shops and businesses, allowing residents and visitors to park during operational hours. The general principle underpinning on-street pay and display parking is to provide a quick turn-over of spaces, allowing easy access for motorists who wish to make short visits to shop or conduct business; and therefore park near to their destination.

Pricing policy seeks to ensure that there is a regular turnover of parking spaces. Pay & Display bay charges were last set in 2013. Motorists pay a uniform set of charges across the borough; 20p for up to 15 minutes; and then £1 for 30 minutes, £2 for one hour, £4 for 2 hours, £6 for 3 hours, and £8 for 4 hours. By April 2017 all of our 549 operational machines had been adapted to accept the new £1 coin.

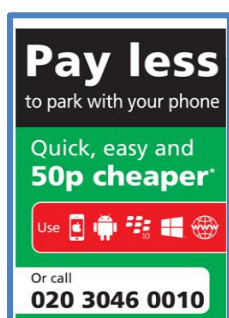
The Council has a number of pay and display locations throughout the Borough. As demand for paying by mobile phone increases, and payments by cash decrease, some areas no longer require as many pay and display machines. In 2016, an analysis of machines identified a total of 136 machines as being very under-utilised. These have since been bagged, awaiting removal scheduled now during 2017.

A planned maintenance programme of the pay and display machines ensures the machines are regularly checked and cleaned. There are occasions when faults develop. In 2016-17 we responded to over 98% of machine faults within our target response times.

A survey in 2014 indicated that there were approximately 88,000 on-street parking places, both controlled and uncontrolled, available across the whole of Brent. Over large areas of the borough, particularly in the north and west, on-street parking remains available to motorists free of charge or restriction. In these areas, there are only limited lengths of kerbside waiting and loading restrictions in place on-street, including those necessary to ensure road safety.

(2015 Parking Strategy).

Paying to park by mobile phone and tablets



The option to pay for parking sessions using mobile technology and a debit/credit card has been available in Brent since 2009. The service is provided by a specialist company, RingGo, and is available in all of the council's car parks and on-street pay and display bays.

Once a RingGo account has been created and a vehicle is registered to pay for parking sessions, the booking of sessions is automated and requires no cash or displaying of a ticket in the windscreen. On confirmation of location number and payment, the handheld devices used by CEOs are updated, indicating that parking has been paid for. The RingGo service extends beyond Brent to 18 other London boroughs, a number of District and County Councils and at various locations across the country.

Parking via RingGo in Brent is 50 pence cheaper than making a cash payment. In addition, the option for text reminders when parking sessions are due to expire enables the motorist to extend parking time, wherever they are, by making a simple phone call or using the RingGo application on their device.

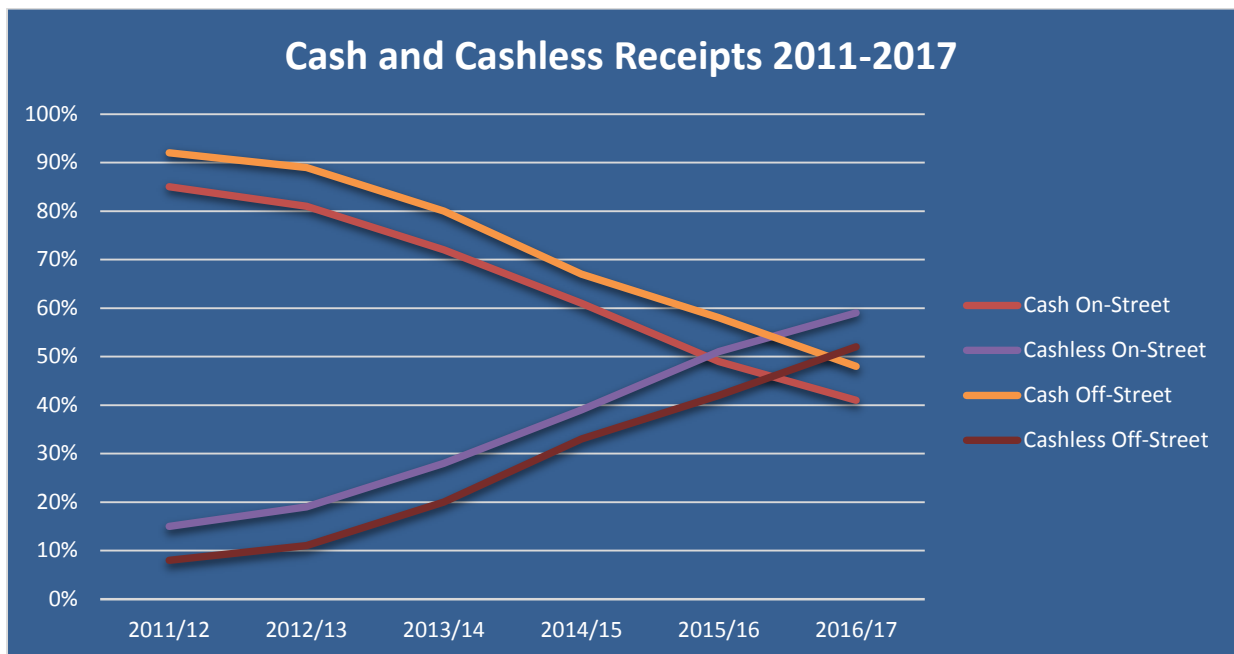
Demand for pay to park by mobile technology continues to grow strongly year on year. In 2016/17 this accounted for 59% of on-street parking space sales and 52% of our off-street sales, compared to 51% and 42% respectively in 2015/16.

On-Street Sales (Pay & Display Machines)

On-Street	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
% revenue in cash	85%	81%	72%	61%	49%	41%
% revenue cashless	15%	19%	28%	39%	51%	59%

Off-Street Sales (Car Parks)

Off-Street	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
% revenue in cash	92%	89%	80%	67%	58%	48%
% revenue cashless	8%	11%	20%	33%	42%	52%



Suspensions and Dispensations

Parking bay suspensions and dispensations facilitate large deliveries to residential properties, and allow residents to move into or away from the borough with as little inconvenience as possible.

The temporary suspension of a parking bay reserves a specific bay or bays for use on a specified day, or part of a specified day, by a specified vehicle. A request for suspension must be made by completing the suspensions application form that is available online and must be done 21 days in advance. There is a charge of £44 per bay, per day. If granted, the council will post notices in advance alerting motorists of when the bays will be suspended.

A dispensation temporarily allows parking in a location that is ordinarily not possible, for a maximum dispensation of four hours in every 24 hour period. A request for dispensation must be made by completing the dispensations application form that is available online and must be done at least three days in advance. The charge for dispensations on Single Yellow Lines is £27 per period (maximum of 4 hours); Double Yellow Lines, £53 per period (maximum of 4 hours).

8. Off-street Parking



The Council operates 12 public car parks across the borough, including the Brent Civic Centre car park which is managed by Bilfinger Europa on behalf of the council.

These car parks provide a combined total of 893 spaces.

Prior to April 2016 two of our car parks (Elm Road and St John's Road) had secured the *Park Mark* Award. *Park Mark* aims to reduce crime and the fear of crime within parking facilities through the achievement of high standards in lighting, signage, cleanliness and surveillance. In 2016/17, six more car parks gained accreditation, bringing the number of *Park Mark* accredited car parks to eight.



Off-street parking spaces

Car Park	Number of spaces							
	Car spaces	Disabled spaces	Business spaces	P2W spaces	Parent / child spaces	Electric Vehicle spaces	TOTAL spaces	
Barham Park	15	0	0	0	0	0	15	
Brent Civic Centre*	146	9	0	21	3	(47)**	179	B.E.
Disraeli Road	74	0	0	0	0	0	74	✓
Elm Road	96	4	0	0	0	0	100	✓
Kingsbury Road	25	4	15	4	0	0	48	✓
Lonsdale Avenue	33	0	0	0	0	0	33	✓
Neasden Town Centre	38	0	0	0	0	0	38	✓
Northwick Park	93	3	0	0	0	0	96	✓
Preston Road	155	3	0	0	4	2	164	✓
Salisbury Road ***	29	1	11	0	0	0	41	
St. Johns Road	67	3	0	6	0	2	78	✓
Wendover Road	25	0	0	0	0	2	27	
Total Spaces	796	27	26	31	7	6 (53)	893	

* Not all spaces in the Civic Centre car park are available for public parking

** Available as general parking when not in use

*** Planned closure of car park anticipated late 2017.

Wembley Event Day Parking

Between 8am and midnight, parking restrictions operate on Event days within the Wembley Stadium Event Day Protective Parking Scheme area. The best way to visit Wembley Stadium is to plan your journey by public transport. For those who wish to drive and park their vehicle, the council introduced pre-booked parking sessions on Wembley Event days in the following three car parks:

		
10 minute walk to stadium 65 spaces £20.00	10 minute walk to stadium 20 Spaces £20.00	20 minute walk to stadium 190 Spaces £5.00

Event day parking; prices correct at time of publication 06.2017.

Please visit <https://www.brent.gov.uk/eventdayparking>

These car parks offer safe, secure parking for your car within a short walk of Wembley Stadium. The Wembley event day ticket can be booked in advance of the event online providing an easy and convenient option.

Brent Car Park Season Tickets

At the end of 2015 the council introduced a new annual season ticket in two of its car parks, Elm Road, located off Wembley High Road and close to Wembley Central Tube Station (Bakerloo line, London Overground, National Rail) and Preston Road, by Preston Road Tube Station (Metropolitan line)

In 2016 the annual season ticket was extended to a further two car parks, Preston Road and Disraeli Road.

These car parks were selected for their close proximity to hospitals, high streets and/or tube stations, offering a safe and convenient place to park whilst encouraging better use of the council's off-street parking provisions and alleviating pressure for on-street parking spaces.

9. Financial Information

An important purpose of the Annual Report is to meet a key requirement set out in the 2015 Statutory Guidance issued under the Traffic Management Act 2004. This is to provide financial information relating to all aspects of parking 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 the surplus on the Account has been or will be spent.

Account Summary 2016/2017

Overall the Parking service fully met the expectations set out in the Council's agreed budget for 2016/17. The net surplus on the Parking account increased by almost 16%, from £10.119m in 2015/16 to £11.724m in 2016/17. The service raised £0.406m more revenue in 2016/17 than was originally anticipated in budget planning.

	2014-2015		2015-2016		2016-2017	
	Expenditure (£000)*	Income (£000)*	Expenditure (£000)*	Income (£000)*	Expenditure (£000)*	Income (£000)*
Parking Administration	1,241	-	1,602	-88	4,532**	-
Parking Projects	63	-	255	-	329	-
On-Street Parking	350	-3,515	376	-3,885	157	-4,174
Off-Street Car Parks	224	-398	75	-403	82	-447
Parking Enforcement	4,898	-10,892	5,883	-14,263	2,515**	-15,039
London Bus Initiative	412	-1,340	328	-	323	-
Total	7,188	-16,145	8,520	-18,639	7,937	-19,660
Net Surplus		-8,957		-10,119		-11,724

* Figures rounded to the nearest thousand.

** Accounting changes have reallocated parking expenditure from 'enforcement' to 'parking administration'.

Surplus

The use of any surplus in the account is governed by Section 55 of the Road Traffic Regulation Act 1984. The legislation specifies that the surplus may be used for the following:

- i. making good to the General Fund any deficits incurred in the On-Street Parking Account during the previous four years;*
- ii. meeting the cost of the provision and maintenance of off-street car parking in the Borough, or in another Local Authority.*

If, however, it is considered unnecessary to provide further off-street parking in the area, the surplus may then be used to fund any of the following:

- i. Public passenger transport services;*
- ii. Highway improvement works;*
- iii. Highway maintenance, or*
- iv. The costs of anything that has the approval of the Mayor of London and which facilitates the implementation of the Mayor's transport strategy.*
- v. Environmental improvement works.*

From 2016/17 the whole £11.724m net surplus on the parking account in 2016-17 has been allocated to assist in meeting the cost of concessionary fares, as shown below:

	2014-2015	2015-2016	2016-17
	Transfer (£000*)	Transfer (£000*)	Transfer (£000*)
Transportation service	2,091	2,091	-
Additional pothole repairs	-	200	-
Concessionary Fares	6,866	7,828	11,724
Final Surplus	NIL	NIL	NIL

**Figures rounded to the nearest thousand.*



Concessionary fares expenditure includes a contribution from the Parking surplus to the cost of offering the Freedom Pass, which provides users free travel on most public transport in London for those that meet the disability eligibility or age criteria.

The surplus generated does not cover the full expenditure that the Council incurred on concessionary fares. The total cost to the council for offering this service to its residents in 2016/17 was £16,284m; the Parking Account surplus contributed 72% towards this cost.

Debt Recovery

Of the 188,093 PCNs issued in 2016/2017, 129,433 were paid by 31st March 2017, an overall recovery rate in-year of 69%. By October 2017, the recovery rate of PCNs issued in 2016/17 is expected to eventually rise to at least 71%.

The average yield per PCN has remained at £51.50. Both the average value and recovery rate on PCNs remained steady throughout the past two years as we continue to make improvements in the quality of those issued and in the collection of outstanding debt. This continued performance is due to a better standard of evidence collected to support PCNs, improvements in PCN processing, and a closer relationship with the council's Civil Enforcement Agents (bailiffs) following the appointment of a dedicated Debt Recovery Officer.

10. Future Developments

In 2017/18 the service will be continue to work on introducing new products and options to the permit system, and improving enforcement activity to achieve better compliance.

A specific £200k reserve has been brought forward to fund the installation of additional moving traffic enforcement CCTV cameras, to encourage compliance.

Below is a snap shot of other proposed projects for 2017-18. An additional project reserve of £186k has been brought forward to ensure that these projects can be completed successfully.

- Development of IT systems, allowing for online applications for suspensions and dispensations.
- Removal of under-used pay & display machines
- Replacement of old pay & display machines in busy locations
- Introduction of a pilot re-mountable CCTV camera enforcement to improve parking compliance outside schools during peak hours.
- The extension of virtual resident and business permits borough-wide
- Introduction of recurring payments for permits
- Introduction of a new 3.5 tonnes weight limit on vehicles allowed to obtain a resident parking permit
- Development of a new parking policy specific to places of Religious Worship and Faith, Cultural or Religious Festivals in Brent
- Review of the permitting system to identify and reduce fraud

11. Useful Links

Brent Council Website

www.brent.gov.uk

Brent Councils Parking Home Page

<https://www.brent.gov.uk/services-for-residents/parking/>

LB Brent 2015 Parking Strategy

<https://www.brent.gov.uk/media/16403337/parking-strategy-2015.pdf>

Previous Parking Annual Reports

<https://www.brent.gov.uk/your-council/transparency-in-brent/performance-and-spending/council-performance/parking-service-annual-report/>

London Councils Parking Services

<http://www.londoncouncils.gov.uk/services/parking-services>

The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/479849/final-statutory-guidance.pdf



Brent Civic Centre, Engineers Way,
Wembley, Middlesex, HA9 0JF.
Parking Service 020 8290 8300