

	Resources and Public Realm Scrutiny Committee 2 September 2026
	Report from the Corporate Director Neighbourhoods & Regeneration
	Lead Member – Cabinet Member for Cleaner Streets, Transport & Public Realm (Councillor Promise Knight)
Parking Provision & Policy Review	

Wards Affected:	All
Key or Non-Key Decision:	Not Applicable
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
List of Appendices:	None
Background Papers:	None
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1.0 Executive Summary

- 1.1 This report provides an overview of parking provision, management and policy across the borough, including the effectiveness of current arrangements, the impact on residents and local areas, and the key challenges affecting parking availability and access.
- 1.2 It explains the role of Brent's parking policies and operations and approach to delivery and servicing in helping to create safer, more equitable, and better-managed streets, and explores how these policies could better support climate goals, community needs, and financial sustainability in the longer-term.
- 1.3 It contains information on current council policies, operations and practices around parking and deliveries/servicing and highlights examples of recent

improvements and initiatives delivered in the borough, highlighting challenges and considerations for the new Parking Policy.

- 1.4 The report should be considered alongside the need for the development of any new Parking Policy, including any associated parking charges, permit fees and pricing mechanisms, to be undertaken with due regard to the Council's statutory powers and duties and in accordance with current legislation and relevant guidance. Any proposed policy measures and charging structures will therefore need to be lawful, transparent, proportionate and supported by appropriate evidence, while balancing the needs of residents, businesses and visitors with the Council's wider transport, environmental, equality and financial objectives. The new policy will provide a framework for designing and implementing future parking and pricing mechanisms that remain compliant with the legislative framework while allowing sufficient flexibility to respond to changing travel patterns, community needs and wider borough priorities.

2.0 Recommendation(s)

- 2.1 That the Resources and Public Realm Scrutiny Committee note:

- (i) The wide range of council parking and delivery/servicing policies, operations, and practices already in place and the significant role these play in helping to create safer, more equitable, and better-managed streets in Brent.
- (ii) Examples of recent parking and delivery/servicing initiatives delivered in the borough.
- (iii) Operational and performance data, emerging parking pressures and future considerations in providing efficient and effective parking services in the borough.
- (iv) The various policy opportunities that exist for optimising parking and delivery/servicing policies and practices to better support climate goals, community needs, and financial sustainability in the longer-term - including examples of innovation and best practice from elsewhere.

3.0 Detail

Contribution to Borough Plan Priorities & Strategic Context

- 3.1 A well-planned and managed kerbside plays a pivotal role in the delivery of the Council's various transport, placemaking and environmental aims. Table 3.1 below details the parking and delivery/servicing policies, operations and practices already in place and highlights the important role these are playing in helping to create safer, more equitable, and better-managed streets.

Table 3.1: Brent parking and delivery/servicing policies, operations and practices for creating safer, more equitable, and better-managed streets.

Policies/ Operations	Priorities/Commitments
Borough Plan 2023–27	The Borough Plan sets out the longer-term vision for Brent and how it will build on the borough’s position as a focus for growth and ensure this change benefits its resident. Among the issues identified in the Plan is the need for a more joined-up, sustainable transport network if the borough’s growth, environmental and health and well-being ambitions are to be met.
Local Plan 2019–2041	The Local Plan is the key strategic planning document used to shape growth in the borough. It sets out the Council’s requirements for new homes, jobs, transport and other supporting infrastructure to be delivered in the borough over the next 15-years. The Plan is predicated on achieving good growth concentrated in accessible areas that better delivers shared prosperity. Detailed policies and guidance on parking is contained within the plan.
Growth Area Masterplans and Supplementary Planning Documents (SPDs)	Growth Area Masterplans set out detailed strategies as to how regeneration and development can manage and improve transport, including managing parking and deliveries/servicing, including through the use of s106 and CIL contributions. Relevant documents include: • The Staples Corner Growth Area Masterplan and Design Code Supplementary Planning Document (SPD), includes street-focused design codes that establish specific principles for all existing and planned streets within the Growth Area. • Neasden Stations Growth Area Masterplan Supplementary Planning Document • Church End Growth Area Masterplan Supplementary Planning Document • South Kilburn Supplementary Planning Document • Sustainable Environment and Development Supplementary Planning Document
Neighbourhood Plans	There are currently three designated neighbourhood forums in Brent. These are Harlesden, Kilburn and Sudbury. Harlesden and Sudbury have neighbourhood plans adopted by Brent Council. These plans form part of the Brent Local Plan, and the policies contained within them are then used in the determination of planning applications.
Climate & Ecological Emergency Strategy 2021-2030	The strategy responds to the climate and ecological emergency declared by the Council in 2019 and proposes prioritising five main areas to cut Brent’s carbon emissions by 2030 – Consumption, resources

	and waste; Transport; Homes and buildings; Nature and green spaces; and Supporting communities. The Plan highlights that improving the sustainability of our transport and infrastructure is key to helping resolve the climate emergency. It will also make Brent a healthier and safer borough, both in the short and long term. Key priorities include: • Supporting and encouraging active travel – in particular, increased uptake of cycling and walking; • Moving away from petrol and diesel vehicles – in particular promoting the use of zero emission vehicles; • Encouraging public transport – including accelerating delivery of planned public transport improvements within the borough. • Major developments required to deliver green spaces and infrastructure. • Protecting nature, biodiversity and enhancing green spaces
Long Term Transport Strategy Review 2022	The strategy outlines the shared priorities for delivering significant improvements to the transport system in Brent to 2041, including tackling long-standing issues around congestion and poor air quality; and to address wider issues around growing health and social inequalities and climate change. Key aims of the plan include to reduce significantly the number of journeys made by private vehicles, particularly for shorter journeys, and to bring about greater use of more active, efficient and greener modes of transport, and to make our streets and neighbourhoods safer, greener and more equitable.
Active Travel Implementation Plan 2024-2029	The Plan outlines the measures and interventions that the Council and its partners are committed to delivering over the next five years with the overarching aim of improving conditions for active travel in the borough and to enable more people to walk, wheel or cycle. The plan aims to address the barriers to active travel by making our streets safer and more inclusive for walking, wheeling and cycling; improving the quality and visibility of our pedestrian and cycle infrastructure; and equipping our communities with the confidence and means to walk, wheel and cycle. This, in turn, will enable us to create more sustainable, healthier and better-connected places where people aspire to live and work.
Parking Policy 2020	The Parking Policy 2020 provides the strategic foundation for the council's parking policies and

	operational practice. It draws together existing policy with the aim of establishing a firm foundation for future policy development. The strategy also provides a framework to guide Brent's parking management activities in a way that builds on and improves existing arrangements and addresses longer term challenges. Among the key priorities include: • To improve the safety of all road users. • To provide affordable parking spaces in appropriate locations to promote and serve the needs of the local economy. • To assist in providing a choice of travel mode and enable motorists to switch from unnecessary car journeys, to reduce traffic congestion, carbon emissions and pollution. • To promote carbon reduction and improve air quality by encouraging the use of vehicles with lower emissions. • To support local businesses by facilitating effective loading and unloading provisions. • To achieve a regular turnover of available parking space in shopping and commercial areas, to maximise business activity and promote economic growth. • To assist the flow of traffic and reduce congestion. • To enable residents to park near their homes. • To facilitate visitor parking, especially by those visiting residents with personal care needs. • To assist disabled people with their parking needs and enhance their access to shops and key amenities. • To prioritise parking controls to support the needs of residents and businesses over event traffic.
Air Quality Action Plan 2023-2027	The plan sets out what the Council will do to improve air quality in Brent up to 2027 and describes how it will act to reduce pollution from a range of sources, acknowledging the impact of poor air quality on health. Recognising that road transport is the main source of air pollution in London, the Plan identifies a range of priority actions, including: • Providing infrastructure to support walking and cycling; • Installing Ultra-Low Emission Vehicle infrastructure; • Discouraging unnecessary engine idling; and • Reducing emissions from deliveries to local businesses and residents and from council fleets.
Electric Vehicle Charging Infrastructure Plan	The Electric Vehicle Charging Infrastructure Plan (EVCIP) sets out a strategy for deployment of Electric Vehicle Charge Points (EVCPs) in the borough out to 2041. It identifies the charging demand from Brent residents out to 2041, calculates the number of

	chargers required to service this demand and provides guidance on suitable areas for deployment of three categories of public EVCP: Residential, Opportunity and En-route charge points.  Brent Council EVCIP_Final Report_O
Inclusive Growth Strategy 2019–2040	The strategy outlines the range of actions needed to meet the challenges and seize the opportunities of growth in Brent, with the aim of ensuring that everyone has the ability to participate and share in the benefits it brings. The strategy highlights that to accommodate growth, meet environmental requirements, and align with national and local policies in London, Brent must consider current capacity of existing transport, digital, water, energy and green infrastructure, projected future demands, and the likely impacts of future policy changes. Key interventions include: • Supporting a modal shift to more active forms of travel by taking steps to enhance road safety and decrease road congestion and pollution; • Utilising and developing the use of green space to deliver environmental benefits and meet targets; • Supporting places where residents are spending time to ensure they are designed and run in a way which promotes good health outcomes; • Making high streets a gathering place for social interaction and cultural exchange.
Parking Annual Report	The annual parking report summarises the Council's parking and traffic enforcement activities for the past year. Parking Service Annual Report Brent Council

- 3.2 The Council's parking policies also sit within the context of the Council's overall transport policies. These are set out in the Council's 2015-2035 Long Term Transport Strategy (LTTS).
- 3.3 An effective parking management strategy is an important tool that contributes 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.
- 3.4 Brent now has the highest sustainable mode share of any Outer London borough at 68.7%, and also the highest proportion of households without a car, at 51.7%. Source – [Brent – Healthy Streets Scorecard](#)

- 3.5 The parking strategy aims to achieve a balance between the needs of residents to park, access local employment and local retail and service providers, and the need to reduce trips by cars throughout the borough.
- 3.6 Work will commence from Autumn 2026 in reviewing the current Parking Policy, [parking-policy-2020-v5.pdf](#). This will also take a forward view on how vehicles will be used in the future, considering autonomous vehicles for both passengers and goods deliveries as an example.
- 3.7 The effective management of our kerbside space is key to creating healthier, more resilient, and more inclusive streets and neighbourhoods. However, space at the kerbside is often dominated by parked vehicles, despite around half of Brent households not owning a private vehicle (Census 2021). The Parking Policy recognises the importance of effective kerbside management and how this can support the Council's objectives. Prioritising parking does not align with the Council's sustainable transport, placemaking and environmental aims and a more balanced approach that recognises a greater diversity of uses is needed.
- 3.8 This report details the Council parking and delivery/servicing policies, operations, and practices already in place and highlights the important role these are playing in helping to create safer, more equitable, and better-managed streets in the borough. It outlines the opportunities that exist for optimising these policies and practices to better support our climate goals, community needs, and financial sustainability in the longer-term.

4.0 Background

- 4.1 Following a competitive tender process on 4 July 2023, RingGo were awarded the pay by phone and cashless permit solutions provider contract (for 4 years) and Marston Holdings (NSL) Ltd were awarded the contract to deliver the parking enforcement services to Brent Council (for 5 years, with an option to extend annually for a further 5 years).
- 4.2 The new contract facilitated increasingly effective parking enforcement with a new deployment plan to ensure consistent deployment of Civil Enforcement Officers (CEO) across the borough, particularly at key locations where parking compliance is low and working into the late evening along busy high streets.
- 4.3 NSL introduced a provision of accommodation with a centralised CEO base and a base at the car pound in the borough driving effective and efficient deployment to maximise coverage and improve attendance to locations following reports of illegally parked vehicles through the enforcement call centre. NSL also introduced an electric fleet of enforcement vehicles, e-mopeds, and e-cycles as well as new CEO equipment.
- 4.4 NSL Contracted Parking Services include on-street parking enforcement by Civil Enforcement Officers (CEOs); administration of parking permits, CCTV camera enforcement; Pay & Display machine maintenance and cash collections, cashless parking & electronic payments, removals, and car pound.

- 4.5 The Council's Healthy Streets and Parking Service is responsible for the contract management and notice processing functions associated with the delivery of the parking service. The Parking Team oversees a range of operational and contractual services, including parking and traffic enforcement undertaken by NSL/Marston, cashless parking and payment services provided through RingGo, and the installation and maintenance of CCTV enforcement infrastructure by DSSL. Penalty Charge Notice (PCN) processing is supported by Taranto Systems, while the Council's internal Notice Processing Team is responsible for the consideration of PCN challenges and representations, appeals to the adjudicator, and debt recovery processes.
- 4.6 The contract for Cashless On-street Parking, Parking Permits and Parking and Traffic Enforcement Systems are currently being procured with new contracts to commence on 4 July 2027.

Parking Management

- 4.7 Over the years, the Council has introduced a number of measures to manage the high demand for kerbside parking space. Parking in most of the south-eastern part of the borough, and Wembley town centre, is managed through **Controlled Parking Zones (CPZ)**. Some other parts of the borough also have residential parking 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). CPZs reserve on street parking for residents, businesses and their visitors.
- 4.8 The Council manages 43 Controlled Parking Zones across the borough, serving 56,000 households which cover approximately 35% of the borough, with the Wembley Stadium Protective Parking Scheme (WSPPS) covering a further 35%. Approximately 30% of the borough does not have area wide parking controls and approximately another 25% of the borough is in the WPPS but not in a CPZ. CPZ operational days and times vary between zones to meet local demands. The borough has approximately 504 kilometres of road network. The existing zones have various operational hours and days, although around half operate Mon-Fri and half Monday- to Sat. [Controlled Parking Zones | Brent Council](#)
- 4.9 The council consults on new CPZ's when there is evidence of on-street parking pressures and community support through petitions. This is to enable the most effective use of our resources before development and formally consulting on schemes: Please refer to 'Have your say' at the following link [Controlled Parking Zones | Brent Council](#)
- 4.10 There is currently an annual programme in progress to introduce new CPZ's, including in Alperton. These are introduced subject to consideration of the outcome of the public consultation and statutory consultation required for Traffic Management Orders, the legal process to enable enforcement.

- 4.11 The Council also receives over 150 requests each year for short sections of yellow lines which are also introduced subject to the outcome public and statutory consultation.
- 4.12 In areas of parking control, residents can purchase a range of **parking permits** which enable the permit holder to park on-street. The most common types of permits are for residents, residents' visitors, and businesses. Permits are priced according to vehicle emissions and the number of vehicles in a household. In 2018, the service established a simplified three band tier, (previously seven bands), increased the surcharge on second and third permits, as well introducing a diesel surcharge and formally linking the cost of the visitors permit to the London Bus fare. [Parking permit costs | Brent Council.](#)
- 4.13 At the commencement of the new financial year, parking permit charges and other parking charges are increased in line with the rate of inflation based on the January Retail Price Index (RPI) published in February by the Office for National Statistics. This is pursuant to the decisions of the Council's Executive of 19 September 2012 to approve automatic annual RPI increases for residential permit prices from April 2013.

Permit issuance figures: the table below provides details of permits issued in 2024/2025. Total revenue from the sale of all permits was approximately £4.8m which is used to cover the cost of the parking enforcement operations.

Brent Permits 2024-25	12 Month total
Residential	27483
Visitor Household	2912
Event Day Resident	4796
Event Day Visitor	1730
Event Day Business	80
Event Place of Worship	58
Business	313
Business Address	225
Business (LP Zone)	29
Housing Estate	446
Housing Estate Disabled	11
Visitor Temple	4
E W Visitor 18:30 - 21:00	103

- 4.14 **The Essential User Permit (EUP)** scheme was implemented to help charitable and public sector organisations to provide essential care and services in controlled parking zones, as well as council staff that need to visit locations in the borough. The scheme was introduced in 2003 and updated in 2019, following a review of the provision and consultation with stakeholders. In 2024-2025, 1,080 EUP's were issued.
- 4.15 **The Wembley Stadium Event Day Protective Parking Scheme** defines an event day zone where special parking restrictions are operational on all major

event days at Wembley Stadium. Restrictions operate between 8am and midnight on main roads to the stadium, and generally between 10am and midnight elsewhere.

- 4.16 Applicants for an event day resident permit will have their residential status checked in the same way as others. Maximum number of permits that can be purchased per eligible household is three, a flat rate charge is made to contribute to the administrative costs, and the permit is then valid for three years.
- 4.17 Whilst most permits issued are now digital, to support residents that receive regular visitors, particularly elderly residents who may also need informal care or for those who may not be able to access mainstream or digital services, we retained the paper based annual visitor permit. [Annual visitor household parking permit | Brent Council. This paper permit can be handed to any visiting carer, visitor, family members, friends and tradesperson on arrival and returned when they leave.](#)
- 4.18 The service has a dedicated debt recovery officer to manage and administer warrants for unpaid charges, liaison with the enforcement agents, monitoring of agent's performance and allocation of warrants. We are working with four enforcement agents; OneSource, Newlyn's, CDER and Marstons. Debt recovery has seen a year-on-year improvement and in 2024/25, £1.45m was recovered compared to £1m the previous year and recovery for 2026/27 is forecast at £2.1m.

Parking Enforcement

- 4.19 The Council enforces parking and traffic regulations through its contractor, NSL, using a combination of Civil Enforcement Officers (CEOs) who patrol the streets and the use of CCTV camera technology. CEOs also use e-mopeds, e-bikes and e-cars which enable rapid deployed to attend urgent enforcement issues.
- 4.20 As well as managing and enforcing Controlled Parking Zones (CPZs), local parking schemes and pay and display parking, the Council also enforces other traffic and parking contraventions, this includes:

School Keep Clear Enforcement (zig-zag lines outside of school entrances) which 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;

Yellow Line Enforcement, introduced to promote safety, assist buses and aid effective movement of traffic with the aim to prioritise enforcement on the borough's busiest roads. (All double yellow lines within Brent operate seven days a week, including bank holidays. There is no requirement for signs to accompany double yellow restrictions.

Footway Enforcement, this causes particular problems for visually impaired people, wheelchair users, and people with prams or buggies. If the footway is not exempt to permit parking, then the paving is likely to crack and cause a trip hazard for all pedestrians.

- 4.21 CCTV is used to enforce Bus Lane and Moving Traffic Contraventions (MTC), and parking restrictions at bus stops and on School Keep Clear zig zag markings or School Street Restricted zones. Enforcement signs are displayed to alert motorists to active CCTV enforcement and to encourage compliance with local restrictions.
- 4.22 **Bus Lane and bus stop** parking are enforced 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 and reduce potential traffic accidents. **Moving Traffic Contraventions**. 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 CCTV. 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. As the markings are clearly visible on the road, there is no requirement for warning signs to be installed.
- 4.23 Additional sites for camera enforcement were identified following a survey of priority bus lane locations across the borough. This was done to understand non-compliance and the impact on bus reliability and speed, which has a significant bearing on bus route efficiency. It is important to prioritise the fast and reliable movement of buses. This supports the aim of encouraging sustainable travel as set out in the Council's Long Term Transport Strategy.
- 4.24 Following an analysis of the survey results, additional unattended camera systems were installed in 2024-25 to provide consistent and reliable enforcement at key locations. A similar survey was also undertaken at school locations and the results of the survey used to identify Schools where safety of children is a concern. The School Streets zones are only operational during the school term time. Further details, including locations, can be found at the following link. [School Streets programme | Brent Council](#)

Performance

- 4.25 In 2024-2025, 319,361 PCNs were issued, with the breakdown listed below:

Year	Bus Lane (CCTV)	Moving (CCTV)	PCN (CEO)
2024-2025	10,130	142,020	167,211

In 2025-2026, 324,697 PCNs were issued, with the breakdown listed below:

Year	Bus Lane (CCTV)	Moving (CCTV)	PCN (CEO)
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2025-2026	10,757	133,855	180,085
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- 4.26 To support residents of the borough, the parking service offers residents the ability to directly report vehicles that are parked unlawfully or obstructing access to driveway, a disabled parking bay or on the footway. A PCN cannot be issued retrospectively and must be observed by a CEO before a PCN is issued. Residents can therefore make an enforcement request between the hours of 8am to 9:30pm on any day where a CEO will be despatched to the location. Average response times from calls made to a CEO at location is approximately 20mins.

The service received around 20,000 requests from residents in 2024-25.

- 4.27 Initiatives such as joint operations with the Police, Neighbourhood managers and parking enforcement have taken place at key locations to tackle illegal parking on footways by food delivery motorcycles, detection of fraudulent Blue Badges and challenging enforcement locations including town centres.
- 4.28 There are issues with residents selling off street parking spaces during Wembley Stadium events online, and sometimes permits, causing parking and traffic congestion. The enforcement team patrols areas where this is reported and will issue PCNs where there is evidence of permit misuse and consider further action such as restricting permit sales.
- 4.29 There have been significant improvements in recent years with an enforcement plan developed for each Wembley Stadium, an increase in enforcement officers and a minimum of three tow trucks available for removals.

5.0 Data and insights

Parking Revenue:

- 5.1 The service has 5 revenue streams, generating income for the FY 2024-2025
- on-street parking (pay and display) £4.9m,
 - off-street (car parks) £0.420m,
 - all permits £5.2m,
 - suspensions £2.9m.
 - PCNs are only issued to vehicles believed to contravene parking or moving traffic contraventions.
- 5.2 The Council owns and operates 10 car parks across the borough with a combined total of 614 parking spaces. There are currently around 342 Pay and display machines located across the borough near shops and businesses. 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. [Car parks | Brent Council](#)

- 5.3 Pricing policy seeks to ensure that there is a regular turnover of parking spaces. 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, £8 for 4 hours. For motorists that pay for parking by cash, there is a 50 pence supplement.
- 5.4 PCN charges are set by London Councils who also provide guidance on enforcement practices and the statutory framework for considering parking challenges and appeals. [Parking and traffic charges in London | London Councils – Home](#)
- 5.5 In 2024-25, the service generated a net surplus of £19,778m.
- 5.6 The use of any surplus in the parking account is governed by Section 55 of the Road Traffic Regulation Act 1984. The legislation specifies how the surplus may be used. The Council has designated the surplus to meet the cost of public passenger transport. This complies with Section 55(4).

Of the £19,778m net surplus on the parking account, £13,591,684 has been allocated to meet the cost of concessionary fares: The London 'Freedom Pass'. This represents the total apportionment cost to the council for offering this service to residents of Brent in 2024-25.

The remaining £6,186,778 of the net surplus, after funding concessionary fares, has been reinvested in Highway Improvements.

Customer Satisfaction:

- 5.7 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 process. More information is now available online with simple and intuitive navigation.
- 5.8 Whilst we do not undertake customer satisfaction surveys, the last borough wide parking consultation engaged with residents in 2018, collecting both qualitative and quantitative responses to proposals, where over 3,330 responses were received, which helped shape the Parking Policy 2020.
- 5.9 All proposed changes to parking are subject to both public and statutory consultation from yellow lines to CPZ's. When the service reviews the current Parking Policy, residents and stakeholders will once again be consulted on proposed changes.

Current Parking and Traffic Enforcement Operations and recent improvements.

- 5.10 The contracts continue to perform well with a partnership approach focussing on improving efficiencies and the customer experience. A list of service

improvements delivered over the past year, or in the process of being completed, are listed below:

- New enforcement plan introduced targeting areas where contraventions are frequently taking place (reviewed monthly). We also target persistent evaders and blue badge misuse, town centres and late enforcement.
- Wembley Event Day enforcement plans tailored to specific events.
- Another 6 e-bikes to improve coverage and response times have been delivered to improve coverage and response times, we now have a fleet of 8 e-bikes which has improved response times and performance. Arrangements can now be made for Civil Enforcement officers to attend locations where illegal parking is reported within around 20 minutes of receiving a request.
- Postal PCNs have been introduced to enable PCNs to be issued where vehicles drive away before the PCN can be served or motorists prevent the enforcement officer from serving. This will be used at 'difficult to enforce' locations, including town centres and near schools to improve compliance.
- We continue to focus on improvements to CCTV enforcement with new and replacement CCTV cameras and systems to improve efficiency and effectiveness.
- A new chatbot has recently been introduced on the councils parking webpages which will help support residents with their parking enquiries and with statutory process.
- New virtual residents Blue Badge introduced to help reduce theft and misuse in CPZ residents' bays. There has been a low uptake and further publicity is planned.
- New School Streets Digital Permit introduced via RingGo to make it easier for residents to apply for the [no charge] exemption.
- On going improvements and the expansion of CCTV camera enforcement for moving traffic contraventions, including new hardware and software and modernisation of the CCTV control room at the Civic Centre.
- Map based digital Traffic Management Orders (TMOs) will be introduced in the autumn 2026. This will help streamline the legal process for introducing restrictions, improving efficiency and providing a public interface where restrictions can be viewed on a map. As part of this digitisation project, a borough wide survey was completed to capture information on road markings, parking spaces, signage, and restrictions etc. for improved asset management.

- A pilot scheme is being progressed using technology and Automated Number Plate recognition to improve the efficiency in enforcing CPZs.
 - A study into the introduction of introducing Red Routes on main borough roads that are challenging to enforce is under consideration.
- 5.11 In 2025, Brent Parking Services, in partnership with NSL, won an award following a submission to the British Parking Association (BPA) Parking in Action Awards in recognition of the work undertaken by frontline parking enforcement teams across the borough. The submission provided an opportunity to showcase the collaborative work undertaken by Brent and NSL to support effective parking enforcement and contribute to safer and better-managed streets across the borough. It also demonstrated the Council's commitment to working with its enforcement partner to address persistent and problematic parking behaviour while supporting the wider objectives of the Council's parking service.
- 5.12 The focus on efficiencies and improving customer satisfaction with has resulted in significant year on year growth and increased revenue in recent years.

6.0 Future opportunities

- 6.1 Motorcycles are considered efficient users of road and parking space and, in general, produce less carbon and pollutant emissions than most other motor vehicles as well as being a cheap and convenient means of personal transport. Motorcycles currently can park for free as it was not practical previously to introduce paper-based permits as they could not safely be affixed. With a move to digital permits, opportunities exist to introduce resident motorcycle permits and paid for on-street parking for motorcycles.
- 6.2 Opportunities exist to review the parking tariffs for on-street (pay and display) and off-street (car parks), which was last conducted 2018. With approximately 93% of parking sessions booked through RingGo, opportunities exist to introduce an emissions-based parking tariff, similar to that used for resident permits. Some local authorities are even introducing or considering differentiated on-street parking charges for electric vehicles to ensure a fair contribution to the costs of maintaining parking infrastructure.
- 6.3 Underutilised Car Parks. Opportunities exist to collaborate with private companies providing locations of car parking spaces to direct motorist to off-street council owned parking spaces to help reduce traffic congestion, particularly in Wembley on event days, and increase revenue.
- 6.4 Pay and Display Machine rationalisation. 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 RingGo and is available in all of the council's car parks and on-street pay and display bays. Parking via RingGo in Brent is 50p cheaper than making a cash payment, reflecting savings passed to motorists from the reduced cost of cash collections, ticket printing and machine maintenance. In 2018, 71% of transactions were cashless with 29%

paying by cash. In 2024, this had reached 93% cashless payments. This provides an opportunity to reduce the number of pay and display machines that will result in significant savings from both machine maintenance and the collection / banking of cash, reducing the risk of theft from machines and the risk associated with the collection and movement of cash.

- 6.5 Freight and servicing – investigate the use of pre-booked loading/unloading facilities to improve efficiency, reduce emissions and pollution in town centres.

7.0 Parking Policy Review

- 7.1 The Parking Policy review planned for the autumn of 2026 will provide an opportunity to apply best practice and will include the following:

- Review of the emissions-based permit charge banding to further encourage the uptake of greener vehicles.
- Review permit types and the numbers made available including business, school, and essential user permits.
- Consider differential charges for electric vehicles based on size or weight (recently introduced by Westminster City Council)
- Introduce permits for moped and motorcycles
- Review of the charges applied for other parking products and services such as suspensions.
- Review the criteria and process for the provision of standard and personalised disabled parking bays in the borough.
- Consider the impact of car free developments and the process for introducing developer funded parking controls to mitigate their impact.
- Parking controls on Housing Estates, changes to current arrangements and the process for future schemes.
- Consider changes to the current resident led approach to introducing new CPZs or reviewing existing CPZs, or the Wembley Protective Parking scheme.

- 7.2 While cars will remain a part of London's transportation landscape, their role is expected to diminish with the future of cars being shaped by a combination of technological advancements, environmental policies, urban planning initiatives with more sustainable and efficient mobility solutions. This wider approach will need to see increased investment in Public Transport and cycling infrastructure, to provide viable alternatives to car use. Integration of smart traffic management systems, using data and AI to optimise traffic flow and promotion of shared mobility solutions such as car-sharing and ride-hailing services to reduce the number of private vehicles on the road.

8.0 Stakeholder and ward member consultation and engagement

- 8.1 Stakeholders and ward members will be engaged as part of the development of the proposals arising from the Parking Policy Review. Appropriate consultation and engagement will be undertaken with relevant statutory and non-statutory stakeholders, alongside engagement with ward members where relevant.
- 8.2 The nature and extent of consultation will be proportionate to the proposals being developed and will provide an opportunity for stakeholders and ward members to contribute views and raise matters for consideration before any proposals are finalised.
- 8.3 Any proposed changes to parking products, permit arrangements, parking charges or pricing mechanisms will be subject to appropriate consideration of the Council's governance and consultation requirements. Depending on the nature and scale of the proposed changes, this may include an informal borough-wide consultation with residents and other relevant stakeholders and, where required, consideration and approval by Cabinet.
- 8.4 In addition, any changes requiring amendments to the Council's Traffic Management Orders or other statutory provisions will be subject to the applicable statutory consultation and legal processes. This may include the preparation and publication of statutory notices, consideration of representations received, and the making or amendment of the relevant legal orders. All proposals will therefore be developed and implemented in accordance with the Council's constitutional requirements and the relevant statutory and legal framework.

9.0 Financial Considerations

- 9.1 The service is in the process of finalising the 2025-2026 Annual Parking Report. This is a yearly report produced by the service to provide information about how its parking service has operated during the previous financial year.

The provisional figures for 2025-26, show the parking account recorded a net surplus of circa £23m.

- 9.2 The focus on efficiencies and improving customer satisfaction with has resulted in significant year on year growth and increased revenue in recent years: In 2021/22 we issued 182,600 PCNs, resulting in an £11.6m net surplus, by 2024/25 we issued 319,365 PCNs resulting in an £19.778m net surplus.
- 9.3 The use of any surplus in the parking account is governed by Section 55 of the Road Traffic Regulation Act 1984. The legislation specifies how the surplus may be used. The Council has designated the surplus to meet the cost of public passenger transport services, The Freedom Pass scheme, which provides free travel to older and eligible disabled residents on almost all London's public transport.

- 9.4 The cost of concessionary fares for 2024/25 was £13.591m, with the remaining balance reinvested in highway improvements and other permitted uses.

The cost of concessionary fares for 2025-2026 increased to £15.203m

Between 2015 and 2022, the net surplus on the parking accounting was wholly used to contribute towards the total cost of the freedom pass. In 2023, the net surplus on the account covered the whole cost of concessionary fares and resulted in an additional balance that contributed to Highways improvements.

- 9.5 There are no financial implications arising from this report.

10.0 Legal Considerations

- 10.1 The Council's parking policies must comply with the law (particularly the Traffic Management Act 2004); and must have regard to the Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions.

[Traffic Management Act 2004](#)

[Road Traffic Regulation Act 1984](#)

[Statutory guidance for local authorities in England on civil enforcement of parking contraventions - GOV.UK](#)

- 10.2 There are no legal implications arising from this report.

11.0 Equity, Diversity & Inclusion (EDI) Considerations

- 11.1 There are no EDI implications as a result of this report.
- 11.2 The new Parking Policy will be subject to EDI considerations.

12.0 Climate Change and Environmental Considerations

- 12.1 Effective parking and traffic management improves road safety, reduces congestion and supports sustainable travel such as the use of public transport along with walking and cycling, therefore reducing transport related emissions and contributing to the objectives of the councils Climate & Ecological Emergency Strategy.

Related document(s) for reference

Parking Policy 2020 and Annual Parking Reports 2022-2025

Report sign off:

Jehan Weerasinghe

Corporate Director Neighbourhoods
& Regeneration