



Cabinet
12 September 2018

**Report from the Strategic Director
Regeneration & Environment**

Parking Annual Report 2017-2018

| | |
|---|---|
| Wards Affected: | All |
| Key or Non-Key Decision: | Non-Key |
| Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small> | Open |
| No. of Appendices: | One: • Parking Annual Report 2017-2018 |
| Background Papers: | N/A |
| Contact Officer(s): <small>(Name, Title, Contact Details)</small> | Gavin F Moore Head of Parking & Lighting Email: gavin.f.moore@brent.gov.uk Tel: 020 8937 2979 Anthony Vartanian Policy Manager, Parking & Lighting; Email: anthony.vartanian@brent.gov.uk Tel: 020 8937 2985 |

1.0 Purpose of the Report

- 1.1 The Council is committed to providing a high quality parking service and a fair, consistent and transparent approach to parking and traffic enforcement. The purpose of the Parking Annual Report is to explain the aims and objectives of the Council's Parking service and the key achievements of the 2017-2018 financial year. The Report includes a statistical analysis setting out information on the number of parking and traffic related Penalty Charge Notices (PCNs) issued during the financial year 01 April 2017 to 31 March 2018, the revenue and expenditure recorded in the Parking Account, and how the surplus on this account has been allocated.
- 1.2 The Report also meets a key requirement set out in the Statutory Guidance issued under the Traffic Management Act 2004. This requires local authorities to produce and publish an annual report on parking enforcement activities within six months of the end of the financial year.

2.0 Recommendation

- 2.1 Approve and publish online by 01st October 2018 the Parking Annual Report 2017-2018, attached as the Appendix to this report.

3.0 Detail

- 3.1 The purpose of the Parking Annual Report is to provide statistical and financial information relating to all aspects of parking, and traffic enforcement operations. This includes the number of PCNs issued, the number of PCNs paid, the revenue and expenditure related to the enforcement activities recorded in the Parking Account, and how the surplus on the account has been spent or allocated.
- 3.2 Publication of the report allows residents, motorists, local businesses, and other interested parties easy access to information regarding last year's parking and traffic enforcement operations. The report will be published on the Council's website.
- 3.3 The table below summarises Key Performance Indicators agreed for the Parking service in 2017-18, as well as performance in previous three years for comparison.

| Key Performance Indicators | 2014-15 | 2015-16 | 2016-17 | 2017-18 |
|--|-------------|--------------|--------------|--------------|
| PCNs issued by Civil Enforcement Officers for parking contraventions | 87,347 | 99,145 | 103,363 | 108,967 |
| PCNs issued by CCTV for parking contraventions | 36,584 | 991 | 2,160 | 3,298 |
| PCNs issued by CCTV for bus lane contraventions under LLAA 1996 | 11,362 | 8,370 | 10,349 | 12,058 |
| PCNs issued by CCTV for moving traffic offences | 27,512 | 73,990 | 72,221 | 66,414 |
| Parking account: net revenue | £8.957 m | £10.119 m | £11.724 m | £12.572 m |

- 3.4 From 1 April 2015 local authorities have only been able to enforce **parking restrictions through CCTV** in the following areas: school Keep Clear zig-zag markings; bus stops; red routes; and bus lanes. The restrictions on CCTV use have had a particularly detrimental impact on authorities' ability to enforce parking restrictions if drivers are present and able to avoid a PCN being issued by driving away. Typically these are drivers waiting for children in the locality of schools, or vehicles parked illegally in commercial areas with the driver nearby. Since 2016/17, the service has increased the number of mobile CCTV units as well as introducing a re-mountable CCTV camera to improve motorist's compliance with school Keep Clear restrictions. Since then the number of parking PCNs issued by CCTV has increased steadily following the initial drop of 95% when the Deregulation Act took effect.
- 3.5 Additional Civil Enforcement Officers (CEOs) have been deployed on-street since April 2015, and improvements have been made to the efficiency and effectiveness of CEOs during their deployed hours. **Parking PCNs issued by**

CEOs have continued to increase and a total of 108,967 PCNs were issued in 2017-18, up by almost 6% on the previous year.

- 3.6 **PCNs issued for bus lane contraventions** increased to 3,298. This reflects a higher level of enforcement activity during 2017-18, rather than a decrease in compliance by motorists.
- 3.7 **PCNs issued for moving traffic contraventions** decreased by just over 5,800. This has resulted from significantly improved compliance by motorists with traffic restrictions, following the deployment of unattended camera systems during the last three years. These cameras provide consistent and reliable enforcement at key locations where traffic congestion and safety has caused concern in the past. The cameras have had a major impact on improving motoring standards, reducing traffic congestion and enhancing road safety. By April 2017, compliance at most locations had significantly improved. The programme of new enforcement camera installations is continuing to cover more locations where traffic congestion is being caused by moving traffic contraventions.
- 3.8 **Complaints** about the service in 2017-18 fell for a fifth consecutive year to 140, compared with 146 in 2016-17. In 2017-18 the council received over 60% less parking complaints than were received in 2013-14. Generally, Parking services have become more reliable and responsive. In addition, the increased familiarity of residents with the online permit and visitor parking booking system has reduced complaints. Correspondence concerning disputed PCNs and associated debt recovery is dealt with through the statutory appeals process as required by law.
- 3.9 **Payment for parking** using mobile phones and tablets continues to show strong growth. In 2017-18, 66% of on-street parking payments were made using the Council's cashless parking provider RingGo compared to 59% the previous year. In overall comparative terms, cashless payments in 2012-2013 represented just 19%. Similarly, in Brent's car parks, 58% of parking sessions last year were cashless; compared to 52% the previous year.
- 3.10 Recovery of Penalty Charge Notice debt has continued to improve. The payment rate for PCNs has increased to 71% (note that all successful appeals are counted within the 29% 'non-payment' category, as are untraceable vehicles). This improved performance is attributed to a better standard of evidence collected to support PCNs, improvements in Notice processing, and more effective joint work with the council's two Civil Enforcement Agent (bailiff) contractors. A target has been set to improve the collection rate to 73% in 2018/19. This level of performance would put Brent in the top rank of performance nationally, in line with industry benchmarked standards. Strong debt recovery performance is a significant factor in making enforcement an effective deterrent.
- 3.11 The Parking service operates 11 public car parks across the borough (this excludes 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 714 spaces. The Metropolitan Police 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. Prior to April 2016 just two of our car parks (Elm Road and St John's Road) had secured the **Park Mark Award**. By 2017-18, a total of eight car parks had gained the accreditation.

3.12 Information on the Council's 2017/18 record at the London-wide independent appeals service, Environment and Traffic Adjudicators (ETA), is not yet available. This data will be published in September, and will be added to the published Annual Report as soon as it becomes available

4.0 Financial Implications

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

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

4.3 Parking Account 2017-2018

| 2017-2018 | | |
|------------------------|---------------------|----------------|
| | Expenditure (£000)* | Income (£000)* |
| Parking Administration | 2,576 | -263 |
| Parking Projects | 260 | - |
| On-Street Parking | 247 | -4,408 |
| Off-Street Car Parks | 99 | -542 |
| Parking Enforcement | 4,992 | -15,883 |
| London Bus Initiative | 350 | - |
| Totals | 8,524* | -21,096 |
| Net Surplus | | -12,572 |

**Total expenditure of £8.524m in 2017-18 includes a movement of £330,000 to a reserve account. The Reserve will facilitate conclusion of projects and installation of enforcement cameras that the service was unable to complete before financial year end.*

4.4 Application of Net Revenue

| Transfer (£,000) | |
|-------------------------|--------|
| Concessionary Fares | 12,572 |
| Surplus | Nil |

4.5 Overall the Parking service met the expectations set out in the Council's agreed budget for 2017-18. Net revenue on the Parking account increased by over 7%, from £11.724m in 2016-17 to £12.572m in 2017/18. The service raised £0.306m more revenue than was originally anticipated in budget planning, despite the reduction in full year sales of visitor permits following the increase in visitor permit charges that came into effect November 2016.

4.6 The whole of the net surplus on the parking account covered 78% of the total expenditure incurred by the Council on Concessionary Fares (the 'Freedom Pass'). This is an increase on the 72% contribution made in 2016/17.

5.0 Legal Implications

- 5.1 The civil parking enforcement powers of local authorities are set out in the Traffic Management Act 2004. The Secretary of State for Transport has given statutory guidance under section 87 of the Traffic Management Act 2004 to which local authorities must give due regard when exercising their parking management functions.
- 5.2 Part 6 of the Traffic Management Act 2004 (TMA) provides for the civil enforcement of parking contraventions. The Statutory Guidance from the Department of Transport entitled “The Secretary of State’s Statutory Guidance to local authorities for the civil enforcement of parking contraventions”, issued in March 2015, pursuant to Part 6 of the TMA, confirms enforcement authorities should produce and publish an annual report about their enforcement activities within 6 months of each financial year-end, and as a minimum, include the financial, statistical and other data as set out in Annex A of the said Statutory Guidance.
- 5.3 Under section 55 of the Road Traffic Regulation Act 1984 (as amended and hereafter referred to as “the 1984 Act”), parking enforcement authorities must keep account of their income and expenditure in respect of on-street parking places. This ring fenced account is known as the Special Parking Account. The 1984 Act requires that any surplus in income that is generated and appropriated into the Council’s General Fund at year end must be applied towards specific purposes as set out under Section 55(4) of the 1984 Act which are related to on and off street parking, transport, environmental improvement and highways matters and those specific purposes are listed on page 26 in the Appendix to this report.

6.0 Equality Implications

- 6.1 There are no Equality implications as the report provides a summary of the previous financial year’s activity by the Parking service

7.0 Consultation with Ward Members and Stakeholders

- 7.1 None.

8.0 Human Resources/Property Implications (if appropriate)

- 8.1 None.

Report sign off:

AMAR DAVE

Strategic Director of Regeneration and Environment