

PARKING

Annual Report

2021-2022



Brent Council
Brent Civic Centre
Engineers Way
Wembley HA9 0FJ



Foreword

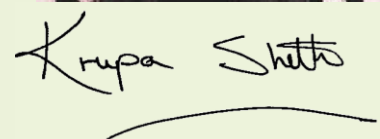
I am pleased to welcome you to the 2021-2022 edition of the London Borough of Brent's Parking Annual Report. The report provides an overview of parking management, and parking and traffic enforcement, in Brent. It recognises the improvements we have made in our services, and highlights the effect both our parking policies and enforcement activity have had in achieving high levels of parking and traffic compliance.

As we transitioned out of the impact of the global COVID-19 pandemic, we have seen traffic and parking demand begin to return to pre-pandemic levels, as many motorists continued to use their vehicles over public transport.

We strive to make Brent a safer borough in which to drive, improve motoring standards, reduce traffic congestion, and contribute to reducing carbon emissions. Promoting sustainable modes of travel and improving air quality is of high concern to our residents. We are continually evaluating ways to promote greener travel and reduce pollution as part of a wider effort across London, as well as continuing to work on the Council's new Air Quality Action Plan for 2023, to tackle the climate change emergency in a concerted effort.

As in previous years, this report explains how surplus parking revenue was allocated to meet our wider transport objectives, in particular the provision of the Freedom Pass to older residents and disabled residents.

Thank you for taking the time to read the report. I hope you find it both interesting and informative.



Councillor Krupa Sheth,
Lead Member, Environment

Overview

Introduction

Brent Council is committed to providing a high quality parking service and a fair, easy, consistent and transparent approach to parking management and traffic enforcement.

The purpose of the Annual Report is to explain the aims and objectives of the Council's Parking service. The Report includes information on what we enforce and the effects of our policies. The Report's statistical analysis includes: information on the number of parking and traffic related Penalty Charge Notices (PCNs) issued for the period 01 April 2021 to 31 March 2022; 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.

Why Manage Parking?

Excellent parking management 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.

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

The London Borough of Brent is an outer London borough, covering an area of almost 17 square miles. It 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 London Boroughs of Camden, Westminster, Hammersmith and Fulham, and Kensington and Chelsea, in the south-east.

Brent Council's Parking Service

The Brent Parking team is committed to providing a high quality service, delivering a fair, consistent and transparent approach to parking and traffic enforcement.

The team is responsible for: Parking strategy, policy and overall management; Management of the parking contract, including parking enforcement, Penalty Charge Notice (PCN) processing, permit administration, and cashless parking; Management of car parks and on-street parking infrastructure; Managing the parking appeals and representations process; Handling Member enquiries, complaints and FOI requests relating to parking and PCN debt recovery.

The Parking Contract

Serco were appointed as the council's parking management and enforcement contractor in 2013 for a period of five years. In 2018, the Council agreed to award Serco a contract extension to March 2023.

Serco manages the provision of parking services. This includes: Civil Enforcement Officers (CEOs); CCTV enforcement; Pay & Display machines; Vehicle removal operations and the car pound; Cashless parking & electronic payments; Serco also has key responsibilities for PCN processing services, including the provision of scanning, indexing, software systems and permit administration.

In 2021 the Council began the tendering process for the provision of parking and traffic enforcement services from April 2023 for a period of 5 years with the option to extend each year for a further 5 years, subject to satisfactory performance. This involved a review of the current service and new specification focussing on customer satisfaction and service improvements.

Arrangements were made for the transfer of two Serco staff positions from 1st April 2022 that deal with informal representations to the Councils Notice Processing section to improve monitoring, quality control and efficiency.

Awards

Over the years, the achievements of the Brent Parking service and Serco have been recognised by winning several awards at the British Parking Association (BPA) awards ceremony. The BPA is the largest professional association in Europe representing organisations working in the field of parking and traffic management

Accomplishments have included:

- 2021 British Parking Awards: Finalist, Back Office Team of the Year
- 2020 British Parking Awards: Winner, Parking Team of the Year
- 2019 British Parking Awards: Finalist, Parking Person of the Year
- 2018 British Parking Awards: Finalist, Parking Team of the Year
- 2016 British Parking Awards: Winner, Parking Team of the Year
- 2014 British Parking Awards: Joint Winners of the Parking Partnership Award, with LB Ealing and LB Hounslow

Parking Services

Parking Provision

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. 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).

The Council manages Controlled Parking Zones (CPZs) across the borough. 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.

Resident Permits

Resident permits are available to all residents who live in CPZs. Permit options are available for 24-month, 12-month, 6-month or 3-month periods. Permits are priced according to the vehicle's carbon emission levels with a supplement on all diesel vehicles; and the number of permits issued to each household, up to a maximum of 3.

	2017/18	2018/19	2019/20	2020/21	2021/22
Resident Permits	33,450	34,300	35,800	34,557	34,693

Visitor Parking

Residents are able to purchase a single 'Visitor Household Permit'. This type of permit is non-vehicle specific and must be displayed in a visitor's vehicle's windscreen. These permits help residents who receive regular visitors or informal care provided at home.

It is also beneficial to use when residents have trade persons such as builders, electricians and the likes.

Residents can also purchase visitor parking credits which are virtual and can be purchased either via telephone, by SMS, or online. Visitor parking charges in all CPZs are available in increments for up to 2 hrs, 4 hrs, and for 'all-day' of stays over 4 hrs.

The cost of visitor parking permits are formally linked to be equitable with the cost of bus fares. The aim is to encourage people to consider switching to more sustainable modes of transport. Any future increase in the cost of bus fares set by Transport for London (TfL) will be reflected by the same increase to the cost of daily visitor permits.

Permits Issued	2017/18	2018/19	2019/20	2020/21	2021/22
Visitor Parking Credits	272,000	257,000	240,000	219,000	291,950
Visitor Household Permits	3,481	3,474	3,034	2,586	2,672

Households not located in a CPZ, but which fall within the Wembley Event Day Protective Parking Scheme, are able to purchase Event Day Visitor permits.

Business Permits

Business 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. Schools also have the option to purchase up to three business permits.

Business permit volumes also include permits issued for the Business-only CPZ in the Lower Place Industrial Estate and those issued to Schools.

Permits Issued	2017/18	2018/19	2019/20	2020/21	2021/22
Business Permits	788	718	618	537	569

Other Permits

The council offers a number of other permits. These include permits for disabled persons, Doctors, Places of Worship, temporary, courtesy, replacement and special permits.

There is also an Essential Users Permit (EUP). This permit enables individual employees, who work for certain public sector and charitable organisations that perform a statutory service on behalf of the council, to park a vehicle in a controlled parking zone, as part of carrying out official duties. This includes the provision of residential or

community care, health care, social housing management and highway maintenance works. In 2021-22 a total of 1,099 EUP's were issued.

Revenue from all permit issuance in 2021-22 was £4.645m

Suspensions and Dispensations

Parking bay suspensions and dispensations are available for a fee. These facilitate large deliveries to residential properties, allowing residents to move home with as little inconvenience as possible. Suspensions are also arranged for a fee to allow for road or utility works to take place on the highway or during construction works.

The Council will also consider special requests made by residents, places of worship or funeral directors, regarding parking arrangements for funerals or weddings. There is a limit to the permitted number of vehicles allowed but no charge is made.

Currently, all parking bay suspension in Brent operate 24 hours a day for the duration of the suspension.

Revenue from parking suspensions and dispensations in 2021-22 was £1.088m

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.

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. 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.

Revenue from on-street parking in 2021-22 was £4.384m.

Paying to park by mobile phone and smart devices

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.

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 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. In 2021-22 this accounted for 89% of on-street parking space sales and 77% of our off-street sales

On-Street Revenue (Pay & Display)

On-Street	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
% revenue in cash	41%	34%	29%	25%	18%	11%
% revenue cashless	59%	66%	71%	75%	82%	89%

Off-Street Revenue (Car Parks)

Off-Street	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
% revenue in cash	48%	42%	36%	29%	25%	23%
% revenue cashless	52%	58%	64%	71%	75%	77%

Off-Street Parking

The Council currently operates 10 public car parks across the borough. These car parks provide a combined total of 614 spaces.

Almost all of the car parks have 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.

Revenue from off-street parking in 2021-22 was £0.392m.

Most of our car parks operate from Monday to Saturday with no charges made on Sunday. Preston Road and Disraeli Road car parks offer free parking for the first hour and Northwick Park offers free parking for the first three hours. The majority of the remaining car parks follow the same charging principles in which motorists pay a uniform set of charges across the borough; £1 for one hour, £3 for two hours, £4.50 for three hours and £7.50 all day with a 50 pence supplement for cash payments.

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.

Parking Enforcement Overview

The Council enforces parking and traffic regulations through its contractor, Serco, using a combination of Civil Enforcement Officers (CEOs) who patrol the streets and the use of CCTV camera technology. CEOs also use mopeds and cars which enable rapid deployment 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 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

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.

Yellow Line Enforcement

The majority of yellow-line waiting restrictions in Brent are on strategic and distributor roads, and have been introduced to promote safety, assist buses and aid effective movement of traffic.

Red-line waiting restrictions on the Transport for London Road Network (TLRN) are the responsibility of Transport for London (TfL), but aim to meet similar objectives on London's busiest roads.

Single yellow lines are located on parts of the highway where there would be a safety hazard if parking was permitted, especially when there is high volume of traffic. Parking is therefore prohibited at certain times of day. Several restrictions are enforced from

8.00 or 8.30am to 6.30pm, and these times are displayed on signs. 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.

28,300 PCN's were issued to vehicles parked illegally on yellow lines in 2021-22.

Footway Enforcement

CEOs take enforcement action where motorists inconsiderately park on the footway. 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 trip hazard for all pedestrians.

12,384 PCN's were issued to vehicles parked illegally on the footway in 2021-22.

There are some footways where parking is permitted on residential streets which are too narrow for parking fully on the road. In such cases, footway parking may be permitted either fully (four wheels) or partially (two wheels) on the pavement. Where parking is permitted on a permanent basis, bay markings and signage is installed on those roads that are formalised.

Bus Lanes

Bus lane and bus stop parking are enforced 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 reduce potential traffic accidents.

7,544 PCN's were issued to vehicles driving in a bus lane in 2021-22.

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. Motorists must not enter the box until the lane ahead is clear, this includes turning left over a yellow box junction. 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.

45,434 PCN's were issued to vehicles for moving traffic contraventions in 2021-22.

Tackling Blue Badge Fraud

Fraudulent use of Blue Badges prevents people in genuine need from accessing parking where and when they need it most.

CEOs have been active in carrying out Blue Badge inspections to identify: Abuse of Badges. This includes using a counterfeit Badge, using a lost or stolen Badge and using the Badge of a deceased person and Misuse of Badges - the fraudulent use of Blue Badges when the Badge-holder is not present.

CEOs have been using the Government Blue Badge database to identify misuse of Badges and reporting any suspicious usage. Joint operations have been carried out accompanied by the police around stations, shopping parades, entertainment venues, and areas where parking is in high demand and a Blue Badge is of maximum value to someone who may misuse it. Through our partnership, the Council has secured several successful convictions.

Enforcement Statistics

Civil Enforcement Officers (CEOs)

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

A PCN may be issued at the scene by being fixed to the vehicle windscreen, 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.

CEOs issued 129,049 PCNs for parking offenses in 2021-22; an increase over the 105,299 PCNs in the same period last year. This upturn was due to increased motoring activity post lockdown. Of the 129,049 issued, 108,619 were at the higher level parking PCN and 20,430 PCN's were at the lower level parking PCN.

Closed-Circuit Television (CCTV) Enforcement

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. Camera enforcement signs are displayed to alert motorists to active CCTV enforcement and to encourage compliance with local restrictions.

A total of 52,978 PCNs were issued for bus lane and MTC's in 2021-22.

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 objective of encouraging sustainable travel as set out in the Council's Long Term Transport Strategy.

Following an analysis of the survey results, additional unattended camera systems were installed 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 are a concern. Plans to deliver new CCTV cameras to enforce school locations including School Street Zones, were developed for delivery in 2022-23.

Number of Penalty Charge Notices issued for Parking Offences:



Vehicle Removals and the Car Pound

The Council can remove vehicles parked in contravention where there is a serious impact. The service also relocates vehicles that remain parked in a section of road that has been temporarily suspended and which therefore obstruct highway resurfacing or maintenance works.

In 2021-22 a total of 1,925 vehicles parked in contravention were impounded.

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

PCN Appeals and Representations

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. All representations must be made in writing.

The Council has a dedicated and qualified specialist team who consider each case based upon its own merits. All Appeals Officers undertake training to NVQ Level 3 standard in Notice Processing. Training is also provided in statutory processes, telephone skills as well as team leader and supervisor training. Continually improving the standards of the service provided is a priority towards which we constantly strive.

The council's web-based 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 payments. This provides access to sufficient information to enable motorists to make an informed decision about whether or not to appeal the PCN.

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

Environment and Traffic Adjudicators Data

The figures published by the Environment and Traffic Adjudicators (ETA) for 2021-22 represent an improvement in the council's record at independent appeal tribunals.

Independent Appeals	2017/18	2018/19	2019/20	2020/21	2021/22
Total PCNs issued by Brent	190,737	192,210	193,006	158,789	182,027
Total PCN appeals heard by PATAS/ETA	1,170	812	741	623	544
% of PCNs issued heard by PATAS/ETA	0.61%	0.42%	0.38%	0.39%	0.29%
No. of appeals allowed or not contested	721	472	333	210	180
Of which, number of appeals not contested	462	292	192	117	90
% of appeals allowed or not contested	62%	58%	45%	33%	33%

% of PCNs issued, which were heard by ETA and allowed or not contested	0.38%	0.25%	0.17%	0.13%	0.10%
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Of the total 182,619 PCNs issued, 544 cases were referred to ETA. A total of 180 appeals were allowed or not contested, a significant decrease in the number of appeals that were upheld by ETA for the fifth consecutive year.

The low proportion of appeals referred to ETA demonstrates increasing motorist confidence in the quality of appeal decisions made by the Council's own Notice Processing team and we intend to continue to focus on reducing the proportion of appeals which are not contested.

London Tribunals Reports

The previous annual reports 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>

Debt Recovery

Of the 182,619 PCNs issued in 2021-2022, 66% were paid as at 31st March 2022. The percentage of PCNs issued in 2021-2022 which will be paid by March 2023 is expected to rise to at least 71%.

Resolution of a PCN can take anything up to three years, though the great majority are either paid or appealed within the first 12 months following the issuance of the PCN. A proportion of PCNs will not be collected. This includes all successful PCN appeals, some of which are not resolved until the independent tribunal stage.

In recent years there have been improvements in the quality of PCNs issued and in the collection of outstanding debt. This is due to a better standard of evidence collected to support PCNs, improvements in PCN processing, and a closer relationship with the council's Enforcement Agents (bailiffs) led by our dedicated Debt Recovery Officer.

The Council predominately works with two enforcement agencies for parking debt collection. . These are with Marston Holdings and Newlyn Plc. In the 2021-22 financial year, almost £1m of debt was recovered. The Council also has a very small proportion of receipts from Collect Services. Although Collect's contract has expired, we still receive payments in relation to individuals on long-term instalment plans.

Both the Council and the Enforcement Agents have provisions in place to ensure those who are vulnerable and/or in financial difficulties are identified and supported based on the individuals circumstances and that fair payment plans are agreed.

Financial Information

An important purpose of the Parking Annual Report is to provide financial information relating to all aspects of parking enforcement operations, the income and expenditure related to parking activities and how the surplus revenue on the parking account has been, or will be spent.

Income and Expenditure Summary 2021-2022

Financial Summary	2019-2020		2020-2021		2021-2022	
	Expenditure (£000)	Income (£000)	Expenditure (£000)	Income (£'000)	Expenditure (£000)	Income (£000)
Parking Administration	1,798	-249	1,597	-	1,690	-
Parking Projects	450	-	98	-	25	-
On-Street Parking	216	-4,530	222	-2,884	328	-4,384
Off-Street Car Parks	77	-544	83	-239	68	-393
Parking Enforcement ¹	5,890	-15,913	6,329	14,144	6,213	-15,406
London Bus Initiative	123	-	248	-	255	-
Total	8,554	-21,236	8,577	-17,267	8,580	-20,183
Net Surplus		-12,682		-8,689		-11,603

¹Parking enforcement includes combined revenue from parking suspensions, dispensations, issuance of all permits and revenue from Penalty Charge Notice's.

Parking Account Surplus

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 whole £11,603m net surplus on the parking account in 2021-22 has been allocated to assist in meeting the cost of concessionary fares: The London 'Freedom Pass'.

The Freedom Pass scheme provides free travel to older and eligible disabled London residents on almost all London's public transport. It is the most extensive concessionary fares scheme in the country, in terms of scope, benefits offered and quality of transport provided.

Freedom Pass is managed on behalf of London boroughs by London Councils under the terms of section 244 of the Greater London Authority Act 1999 and the Transport and Environment Committee agreement. Brent Council receives an annual settlement figure that is apportioned on the basis of actual usage by residents of Brent that use the freedom pass.

The parking 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 residents of Brent in 2021-22 was £13.819m; the Parking Account surplus contributed almost 84% towards this cost.

Customer Care

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 Council's website, about on-street and off-street parking provisions, products, services and general information, than was previously available. Careful care and attention has also been taken to ensure navigation around the site is simple and intuitive.

Customer Complaints

The Parking Service registered a total 71 Stage 1 complaints in 2021-22, compared to 64 in 2020-21. Alongside the complaints, the service responded to several requests made under the Freedom of Information Act and dealt with hundreds of general enquiries received from the public, residents, Councillors and MP's.

Customers who remain dissatisfied after their complaint has been considered by the Parking service can request a final review on behalf of the Council's Chief Executive. Of the 71 complaints received, 12 complaints were escalated to final review.

Parking Complaints	2017/18	2018/19	2019/20	2020/21	2021/22
Complaints closed in year	140	193	119	64	71

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.

Useful Links

London Borough of Brent Website

www.brent.gov.uk

Brent Councils Parking Home Page

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

London Borough of Brent Parking Policies

<https://data.brent.gov.uk/dataset/ep1nz/parking-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://webcache.googleusercontent.com/search?q=cache:GhpNioar0usJ:https://www.londoncouncils.gov.uk/node/33315+%&cd=12&hl=en&ct=clnk&gl=uk&client=firefox-b-e>

List of Moving Traffic Contraventions and the associated traffic signs

<https://www.brent.gov.uk/media/239537/Highway%20Code%20list%20of%20enforceable%20moving%20traffic%20contraventions.pdf>

List of Footways where parking is permitted in Brent

<https://www.brent.gov.uk/parking-roads-and-travel/parking/where-you-can-park/footway-parking>

Updates to the London Borough of Brent website may result in some of the links not directing you to the intended page. If you receive a message to say 'page not found', please visit www.brent.gov.uk and search the related topic or area of interest.