

PARKING

Annual Report

2022-2023



Brent Council
Brent Civic Centre
Engineers Way
Wembley HA9 0FJ



Foreword

This report recognises the improvements we have made in our services for parking, and parking enforcement, and how we have achieved high levels of parking and traffic compliance.

Our borough's wider transport, economic and planning policy objectives are ambitious and we continue to strive to make Brent a safer borough, reducing congestion, improving air quality, and promoting sustainable travel.

Over the last year we have introduced enforcement cameras for our School Streets, which is when roads outside of schools are closed for motorists during opening times of the school. These are hugely popular with pupils, parents and teachers, as it makes the street safer, the air cleaner and has been shown to improve the number of pupils walking, cycling or scooting to school.

The Council procured new contracts for the provision of parking services as the contract with Serco was due to expire in July 2023 after 10 years. New contracts were awarded to NSL (Marston Holdings) for parking and traffic enforcement and to RingGo. For cashless parking and permits who are two of the largest and most experienced service providers in the UK. We look forward to working in partnership with NSL and with RingGo to continue our services and the customer experience.

As in previous years, this 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 01st April 2022 to 31st March 2023, the revenue and expenditure recorded in the Parking Account and explains how the surplus 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.



Krupa Sheth

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 2022 to 31 March 2023; 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 excellent customer focussed services and responsible for: strategy, policy and overall parking 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 June 2013 for a period of five years. In 2018, the Council agreed to award Serco a contract extension to 31st March 2023. The contract with Serco was further extended to end on 3rd July 2024.

With the Serco contract due to end in 2023, the Parking Service began the process of tendering for a new contract. With due consideration of the Departments Redefining Local Services (RLS) Programme, the service adopted an approach which set out the aims and objectives for service improvements, risks, and potential mitigations, along with the approach to the procurement of two new parking services contracts for:

- i) the Parking and Traffic Civil Enforcement Services Contract (5+5 years, extended annually); and
- ii) the Cashless Parking Contract which includes parking permits (4 years)

This procurement approach was taken following soft market engagement with both Parking Services and IT providers to provide best value for money. Bidders were provided with a tender pack, specification (the British Parking Association (BPA) model contract with some minor amendments to meet Brent requirements supplemented by special conditions), and a data pack and invited to submit tenders based on their solution for providing efficient services. A separate contract was awarded to Taranto to provide software for enforcement including managing Penalty Charge Notices and payments.

On 12 December 2022 Brent Councils Cabinet approved a report titled; Authority to Award Contracts for Parking and Traffic Civil Enforcement and Cashless Parking services, and the award of the Civil Enforcement contract to Marston Holdings Ltd (NSL).

Serco currently 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.

Arrangements were also 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.

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.

For further details on the purpose of CPZ's, locations, times of operation, reviews of existing zones and requests for new CPZ's, please click [here](#).

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.

	2018/19	2019/20	2020/21	2021/22	2022/23
Resident Permits	34,300	35,800	34,557	34,693	31,673

Of the 31,673 resident permits issued, a total of 5,482 had the diesel surcharge applied; 7,735 households had a second permit, and 1,505 households had a third permit issued.

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 friends, relatives and trade persons such as builders, electricians, plumbers visit them.

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

Permits Issued	2018/19	2019/20	2020/21	2021/22	2022/23
Visitor Parking Credits	257,000	240,000	219,000	291,950	278,232
Visitor Household Permits	3,474	3,034	2,586	2,672	2,459

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

In 2022-2023, a total of 6,008 Resident Event Day permits were issued to households located within the Event Day Zone and 1,332 Event Day Visitor Parking permits issued.

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 for their staff for which the permits are valid to use only during the school term dates.

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	2018/19	2019/20	2020/21	2021/22	2022/23
Business Permits	718	618	537	569	582

Of the 582 permits issued, 540 were Business permits and 42 were School staff permits.

Other Permits

The council offers several other permits. These include digital permits for residents with a Personalised Disabled Persons Parking Place (PDPPP), Doctors Permits for use in dedicated Doctor Parking bays, temporary permits, places of worship permits, replacement permits and special permits.

In 2022-2023, a total of 415 permits were issued between the various permit types.

The Council also offers 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 2022-2023 a total of 1,024 EUP's were issued.

Revenue from sales of all permits in 2022-23 was £4.745m

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 of 20 permits that can be issued for each event, but no charge is made.

All parking bay suspension in Brent operate 24 hours a day for the duration of the suspension. Signage is displayed prior the suspension coming into effect. There are occasions where parking needs to be suspended immediately to respond to emergency works such as attending gas leaks, burst water mains or loss of electricity to an area. In such circumstances, the council is required to suspend parking bays without advance warning to residents to ensure services to homes can be restored.

Revenue from parking suspensions and dispensations in 2022-23 was £0.752m

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.

There are currently 431 Pay and display machines located across the borough near shops and businesses, allowing residents and visitors to park during operational hours. All machines accept cash payment using coins with the alternative option to pay using smart devices on the cashless payment platform.

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 2022-23 was £4.920m.

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.

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.

Revenue from off-street parking in 2022-23 was £0.309m.

Car Park List		Number of spaces					
	Car spaces	Disabled spaces	Business spaces	P2W spaces	Parent / child	Electric Charging	TOTAL spaces
Barham Park	15	0	0	0	0	0	15
Disraeli Road	74	0	0	0	0	0	74
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	554	14	26	10	4	6	614

Paying to park by mobile phone and smart devices

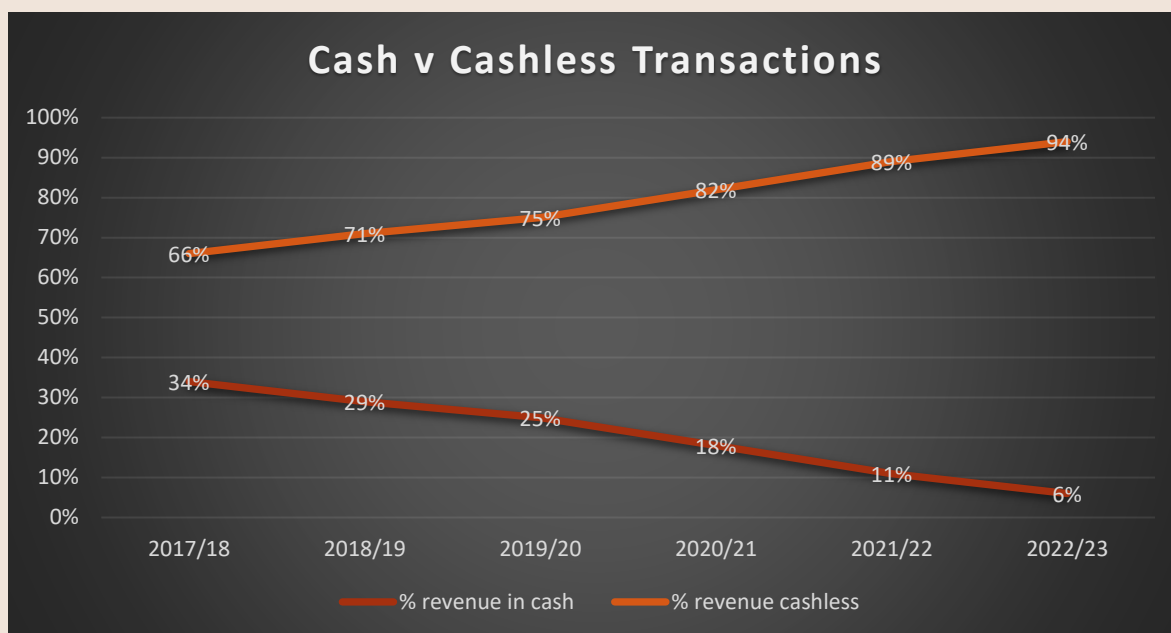
The option to pay for parking sessions using mobile technology and a debit/credit card has been available in Brent since 2009. The service is provided by a specialist company, RingGo, and is available in all of the council's car parks and on-street pay and display bays.

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.

Cash vs Cashless (RingGo) Revenue Percentage from on-street and off-street parking (Pay & Display)

On-Street	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
% revenue in cash	34%	29%	25%	18%	11%	6%
% revenue cashless	66%	71%	75%	82%	89%	94%

Motorists using the cashless (RingGo) option to pay for parking sessions has increased year or year and in the last financial year, 94% of bookings were made using the app with 6% of the revenue in cash.



A total of 1.9m (rounded) transactions were made via the RingGo Mobile Parking App in 2022-2023 compared to 320,000 (rounded) transactions using cash (coins) in the machines.

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. Over the last year there has been a focus on improving parking enforcement during Wembley Stadium events coupled with more action in tackling event day permit misuse.

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.

Parking Enforcement Overview & Enforcement Statistics

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 (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 with the aim to prioritise enforcement on the borough's busiest roads.

Red line waiting and loading 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. There is no requirement for signs to accompany double yellow restrictions.

25,853 PCN's were issued to vehicles parked illegally on yellow lines in 2022-23.

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 exempt to permit parking, then the paving is likely to crack and cause a trip hazard for all pedestrians.

10,441 PCN's were issued to vehicles parked illegally on the footway in 2022-23.

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. In general terms, footway parking is otherwise banned on all roads in London.

For a list of roads where footway parking is permitted, please follow this [link](#).

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

A combined total of 61,012 PCNs were issued for Bus Lane and Moving Traffic Contravention's in 2022-23.

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.

8,276 PCN's were issued to vehicles contravening a bus lane in 2022-23.

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. 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.

52,745 PCN's were issued to vehicles for Moving Traffic Contraventions in 2022-23.

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 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 is a concern. A programme to deliver new CCTV cameras to enforce School Street Zones was developed and delivered in 2023.

Additional locations have been identified for installation of School Streets that will be rolled out in 2023-24.

The School Streets zones are only operational during the school term time. Further details, including locations, can be found at the following [link](#).

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 119,161 PCNs for parking offenses in 2022-23; a decrease over the 129,049 PCNs issued in the same period last year, demonstrating improved compliance by motorists.

Of the 119,161 PCNs issued, 98,899 were issued at the higher-level parking PCN and 20,262 PCN's were issued at the lower-level parking PCN.

Higher level penalties apply to contraventions which are considered more serious, such as parking on yellow lines or where an obstruction is caused. Lower-level penalties apply generally where parking is permitted but the regulations are contravened, such as overstaying on a pay and display bay.

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 utility maintenance works.

In 2022-23 a total of 2,395 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.

Motorists that believe their vehicle has been removed can contact TRACE who will advise which car pound the vehicle has been taken to and provide information on the procedure for the vehicle's release. TRACE Customer Services Helpdesk can be contacted on 0300 077 0100.

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.

Making Representations for PCNs issued

The civil enforcement of traffic restrictions by a local authority, including the issuing of PCN's is provided for and regulated by various pieces of legislation. It is largely derived from the Traffic Management Act 2004. As such, there is a statutory process that is followed across all authorities that provide civil enforcement of parking contraventions in England and Wales.

A PCN is only issued to a vehicle that is believed to be parked in contravention. It is the motorist responsibility to ensure that their vehicle is legally parked before leaving the vehicle.

The information provided on the parking pages of Brent Councils website contains a clear and simplified guidance for motorists that wish to follow the appeals process.

The information provided on the actual parking PCN on how to appeal conforms to the legal requirements. Please see a link to the [website](#):

If a motorist feels that a PCN has been issued incorrectly or unfairly, by following the statutory process, stage 1 allows for an informal challenge (appeal) to be made. If a challenge is made within 14 days from the date of the notice, the PCN will be put on hold at the discounted amount until the appeals team considers the challenge and decides on whether to accept or reject the appeal based on the information or supporting evidence provided.

If the challenge is accepted, the PCN will be cancelled. If the challenge is rejected, the motorist is then advised they have a further 14 days to pay the PCN at the discounted rate or to make a formal representation (appeal) if they are not satisfied with the decision. At each stage of the appeals process, motorists are informed in writing and the letters will provide guidance and instructions on what options the motorist has to either appeal further or the pay and settle the PCN.

Motorists are advised not to pay the PCN if they intend to challenge. In most cases it is not possible to appeal a PCN after paying the penalty charge. Payment of a PCN indicates that the motorist has accepted liability and the right of appeal is lost.

London Tribunals Data

London Tribunals, formerly The Environment and Traffic Adjudicators (ETA) constitute a tribunal and are independent of the enforcement authorities. Cases are decided by independent adjudicators, all of whom are lawyers of at least 5 years standing.

London Tribunals decide appeals relating to Penalty Charge Notices issued by Transport for London and the London local authorities known as the 'enforcement authority' (EA) for parking, bus lane, moving traffic, lorry control, littering and waste receptacle contraventions.

Appeals are usually decided by a single adjudicator who will consider all the evidence, make findings of fact and apply the law.

The number of Penalty Charge Notices issued for parking, bus lane and moving traffic contraventions in 2022-23 is 180,173.

The figures published by the Environment and Traffic Adjudicators for 2022-23 represent a continued improvement in the council's record at independent appeal tribunals.

Independent Appeals	2018/19	2019/20	2020/21	2021/22	2022/23
Total PCNs issued by Brent	192,210	193,006	158,789	182,027	180,173
Total PCN appeals heard by PATAS/ETA	812	741	623	544	548
% of PCNs issued heard by PATAS/ETA	0.42%	0.38%	0.39%	0.29%	0.30%
No. of appeals allowed or not contested	472	333	210	180	134
Of which, number of appeals not contested	292	192	117	90	52
% of appeals allowed or not contested	58%	45%	33%	33%	24.4%
% of PCNs issued, which were heard by ETA and allowed or not contested	0.25%	0.17%	0.13%	0.10%	0.074%

Of the total 180,173 PCNs issued, 548 cases were referred to ETA. A total of 134 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 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 180,173 PCNs issued in 2022-2023, 67% were paid as of 31st March 2023. The percentage of PCNs issued in 2022-2023 which will be paid by March 2024 is expected to rise to at least 71%.

Revenue from PCNs paid in 2022-2023 was £10,967m.

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 2022-23 financial year, almost £1m of debt was recovered. The Council also has a very small proportion of receipts from a former Enforcement Agent, 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 individual's 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 2022-2023

Financial Year	2022-2023	
Period 1 st April 2022 to 31 st March 2023	Expenditure (£)	Income (£)
Parking Administration	1,664,703	-55,882
Parking Projects Account	35,429	0
On-Street Parking	137,679	-5,055,490
Off-Street Parking (Car Parks)	32,358	-341,487
Parking Enforcement ¹	7,063,914	-16,465,614
CCTV Infrastructure Maintenance	269,223	0
Total Income and Expenditure	9,203,306	-21,918,473
Net Surplus on Parking Account		-12,715,167

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.

Of the £12,715m net surplus on the parking account in 2022-23, £10.096m 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 2022-23.

The remaining £2.619m of the net surplus, after funding concessionary fares, has been reinvested in Highway Improvements.

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.

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>

Controlled Parking Zones in Brent

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

School Street Zones

<https://www.brent.gov.uk/schoolstreets#aboutschoollstreets>

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.