

PARKING

Annual Report

2024-2025



Brent Council
Brent Civic Centre
Engineers Way
Wembley HA9 0FJ





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Lead Member
Environment and Enforcement

Foreword

I am pleased to present the 2024–2025 edition of the London Borough of Brent’s Parking Annual Report. This report provides a comprehensive overview of our approach to parking management and enforcement across the borough. It reflects the ongoing improvements made to our services and demonstrates the positive impact of our parking policies and enforcement activities on achieving high levels of compliance.

Effective parking and traffic enforcement plays a key role in supporting the Council’s broader transport, economic, and planning objectives. Our work continues to contribute towards making Brent a safer and more accessible borough, encouraging responsible driving behaviour, reducing congestion, improving air quality, and promoting sustainable modes of travel.

I was especially proud to see Brent and our enforcement service provider, NSL (Marston), shortlisted as finalists in the prestigious “Parking Team and Partnership of the Year” category at the British Parking Association Awards in September 2024. This recognition reflects the strength of our partnership, which has led to notable improvements, including faster response times to enforcement requests, increased customer satisfaction, and more strategic use of borough data to guide deployment. This has enabled us to prioritise areas with high levels of non-compliance, including Housing Estates where new controls have been introduced and to implement targeted measures such as additional CCTV coverage and event-specific enforcement plans for Wembley National Stadium.

As part of the Parking Services contract, we have Civil Enforcement Officer (CEO) bases in more central locations between Harlesden and Willesden. This has reduced deployment downtime and allowed for a more efficient CEO coverage strategy across the borough.

In alignment with Brent Council’s net zero emissions goals, we have introduced a new electric vehicle fleet, including e-mopeds, and e-bikes. These environmentally friendly alternatives not only support our sustainability targets but have also improved operational response times.

As with previous years, the report includes a detailed statistical analysis covering the period from 1 April 2024 to 31 March 2025. It outlines the number of Penalty Charge Notices issued, associated revenues and expenditures, and explains how surplus has been allocated to support wider transport initiatives, most notably meeting the costs for the provision of Freedom Passes for our older and disabled residents.

Thank you for taking the time to read this report. I trust you will find it both informative and insightful.

Introduction

Brent Council is dedicated to delivering a high-quality parking service through a fair, consistent, and transparent approach to parking management and traffic enforcement.

This Annual Report aims to clearly define the objectives and priorities of the Council's Parking Service. It presents an overview of enforcement activities and evaluates the impact of implemented policies. The report includes detailed statistical analysis of Penalty Charge Notices (PCNs) issued between April 1, 2024, and March 31, 2025, alongside a financial summary of income and expenditure within the Parking Account, including the allocation of any surplus funds.

Why Manage Parking?

Effective parking management is a vital component in advancing the Council's broader transport, economic, and planning policy objectives. Well-structured parking policies, combined with robust enforcement, can positively influence travel behaviour, support the local economy, balance competing demands for road space, alleviate congestion, and promote sustainable development.

Conversely, insufficient parking regulation can exacerbate traffic congestion, undermine public transport reliability, adversely affect the local economy, and compromise road safety. Given the high visibility of parking services among residents, local businesses, and visitors, enforcement must be perceived as fair, effective, and proportionate to uphold public trust and confidence.

Brent Context

The London Borough of Brent, an outer London borough, spans almost 17 square miles. It is bordered by the London Boroughs of Barnet to the northeast, Harrow to the northwest, and Ealing to the southwest. It also has short boundaries with Camden, Westminster, Hammersmith and Fulham, and Kensington and Chelsea to the southeast.

Brent Council's Parking Service

The Council's Parking team is committed to providing excellent customer-focused services and is responsible for strategy, policy, and parking management including:

- Parking strategy, policy and overall management
- Management of the parking contract, including parking enforcement, Penalty Charge Notice (PCN) processing, permit administration, and cashless parking
- Debt recovery and managing the Enforcement Agents
- Management of car parks and on-street parking infrastructure
- Managing the parking appeals and representations process
- Handling enquiries, complaints and FOI requests relating to parking.

The Parking Contract

Since 4th July 2023, Marston Holdings (NSL) has been delivering parking and traffic enforcement services for Brent Council, with RingGo contracted to provide cashless permit solutions and cashless payment options for pay and display parking bays.

The new contract has enabled effective parking enforcement through the implementation of a revised deployment plan, ensuring consistent allocation of Civil Enforcement Officers (CEOs) across the borough. This approach focuses particularly on key locations with low parking compliance and extends enforcement into late evening hours along busy high streets.

Additionally, NSL has introduced an electric fleet comprising enforcement vehicles, e-mopeds, and e-cycles. These environmentally friendly alternatives align with the Council's sustainability objectives while also contributing to improved operational response times.

Marston Holdings (NSL) manages:

- Deployment of Civil Enforcement Officers (CEOs)
- Closed Circuit Television (CCTV) enforcement
- Pay & Display machine maintenance and cash collection services.
- Vehicle removal operations and the car pound
- IT Administration & Management (Taranto system)
- Parking bay suspensions and dispensations

NSL also have key responsibilities for Penalty Charge Notice (PCN) processing services, including the provision of scanning, indexing, and permit administration.

Parking Services

Over time, the Council has implemented a range of measures to address the high demand for kerbside parking. Controlled Parking Zones (CPZs) regulate parking in most of the south-eastern areas of the borough, as well as Wembley town centre. Additional residential parking controls are in place in other parts of the borough, particularly in areas adjacent to high streets and transport hubs, where commuter parking demand is significant.

The Council oversees the operation of CPZs across the borough, with varying hours of enforcement. Most CPZs are active throughout the day from Monday to either Friday or Saturday. Given the current patterns of shopping and business activity, certain areas experience similar or higher parking demand on Sundays and Bank Holidays compared to typical weekdays or Saturdays. As a result, parking controls are enforced on Sundays in selected locations. For further information on CPZs, please click [here](#).

Parking Products and Services

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 three.

Visitor Parking

Residents have the option to purchase a single 'Visitor Household Permit,' which is non-vehicle specific and must be displayed in the windscreen of the visitor's vehicle. These permits are designed to support residents who regularly receive visitors or informal care at home and are also useful when accommodating friends, relatives, or tradespeople.

In addition, residents can purchase visitor parking sessions through telephone, SMS, or online platforms. Visitor parking charges within all Controlled Parking Zones (CPZs) are available in increments of up to 2 hours, 4 hours, or for an 'all-day' duration exceeding 4 hours.

The pricing of visitor parking permits is formally aligned with Greater London bus fares to promote equitable and sustainable transport choices. Any future increases in London bus fares will be mirrored by corresponding adjustments to the cost of daily visitor permits, encouraging residents and visitors to consider more environmentally friendly travel options.

Business Permits

Business permits are available to companies located within CPZs and are offered at a flat rate. Each business is eligible to purchase up to 3 permits, with options for annual, six-month, or three-month durations. Schools may also acquire up to 3 business permits for staff use, valid only during school term dates, with a pricing structure adjusted to reflect this limited period.

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, as well as an Essential Users Permit (EUP) that enables those who work for certain public sector and charitable organisations that perform a statutory service on behalf of the council, to park in a CPZ 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.

Summary of all Permits issued in 2024-2025:

Brent Permits	Total
Residential	27,483
Visitor Household	2,912
Event Day Resident	4,796
Event Day Visitor	1,730
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
Visitor parking booking sessions	283,535
Essential User Permits	1,080
Disabled Bay Permits	135
Doctor	0

Revenue from sales of all permit categories in 2024-25 was £5.119m

Suspensions and Dispensations

Parking bay suspensions and dispensations are available for a fee. Dispensations enable large deliveries to residential properties, helping residents to move with minimal disruption. Suspensions are arranged to facilitate roadworks, utility maintenance, or construction activities on the highway. Additionally, the Council considers special requests from residents, places of worship, or funeral directors for parking arrangements related to funerals or weddings.

All parking bay suspensions in Brent operate 24 hours a day for the duration of the suspension, unless otherwise indicated on signage. Signage is displayed in advance of the suspension taking effect. However, there are instances where immediate suspensions are necessary to address emergency works, such as gas leaks, burst water mains, or power outages. In such cases, the Council may suspend parking bays without prior notice to residents to ensure timely restoration of essential services.

Parking suspensions and dispensations revenue in 2024-25 was £3.501m

On-Street Parking

The Council provides on-street pay and display parking bays to accommodate visitors to town centres and other key destinations, thereby supporting local economic activity.

Currently, there are 320 pay and display machines distributed across the borough in proximity to shops and businesses, allowing residents and visitors to park during operational hours. All machines accept cash payments via coins, with the additional option to pay digitally through the cashless payment platform operated by RingGo.

The core principle of on-street pay and display parking is to encourage a high turnover of spaces, ensuring convenient access for motorists making short visits for shopping or business purposes, thereby facilitating parking close to their destination.

The pricing policy is designed to promote regular turnover of parking bays by applying uniform charges across the borough: 20p for up to 15 minutes; £1 for 30 minutes; £2 for one hour; £4 for two hours; £6 for three hours; and £8 for four hours. A 50p surcharge is applied to motorists who pay by cash.

On-street parking revenue in 2024-25 was £4.501m

Off-Street Parking

The Council currently manages 10 public car parks across the borough, providing a total of 614 parking spaces. Nearly all of these car parks have been awarded the Park Mark accreditation, which recognises facilities that meet high standards in lighting, signage, cleanliness, and surveillance to reduce crime and the fear of crime.

Most car parks operate Monday to Saturday, with no charges applied on Sundays. Preston Road and Disraeli Road car parks offer free parking for the first hour, while Northwick Park provides free parking for the first three hours. Most car parks apply a consistent tariff across the borough: £1 for one hour, £3 for two hours, £4.50 for three hours, and £7.50 for all-day parking, with an additional 50p surcharge for cash payments.

Gross Revenue from off-street parking in 2024-25 was £0.498m

Brent Council Car Parks

Car Park List		Number of spaces					
	Car spaces	Disabled spaces	Business spaces	P2W spaces	Parent / child spaces	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
Salusbury 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

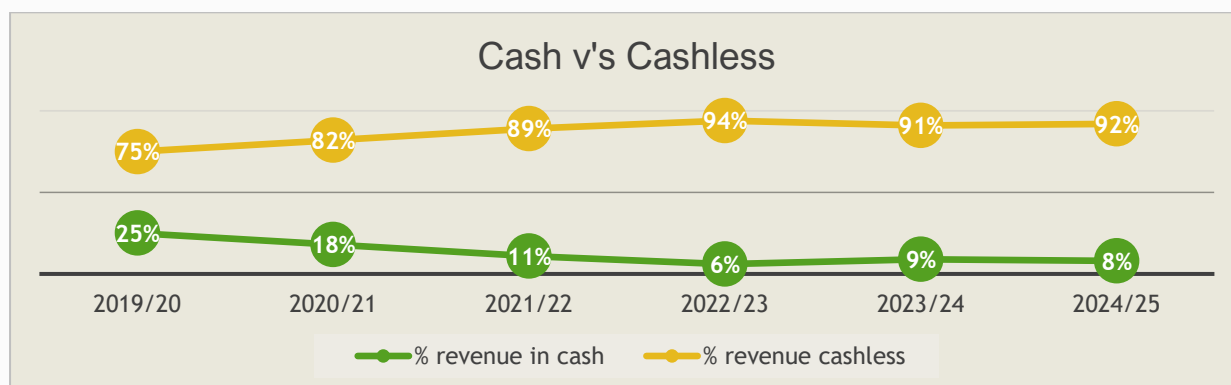
Paying to park by mobile phone and smart devices

Since 2009, Brent has offered the option to pay for parking sessions using mobile technology. This service is provided by RingGo and is available across all Council-operated car parks and on-street pay and display bays.

Parking payments made via RingGo in Brent are 50p cheaper than cash payments, reflecting cost savings passed on to motorists through reduced expenses related to cash collection, ticket printing, and machine maintenance. Additionally, the service offers optional text reminders when parking sessions are nearing expiration, allowing motorists to conveniently extend their parking time, within the maximum stay limits.

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

Motorists using the cashless (RingGo) option to pay for parking sessions has generally increased year.



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. 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 when the Badge-holder is not present.

To reduce the risk of theft of Blue Badges we introduced the [Residents Blue Badge](#) permit. This digital permit provided free of charge to eligible residents the allows Blue Badge holders to park outside their homes in resident or permit-only bays, or general disabled parking bays, without displaying their badge.

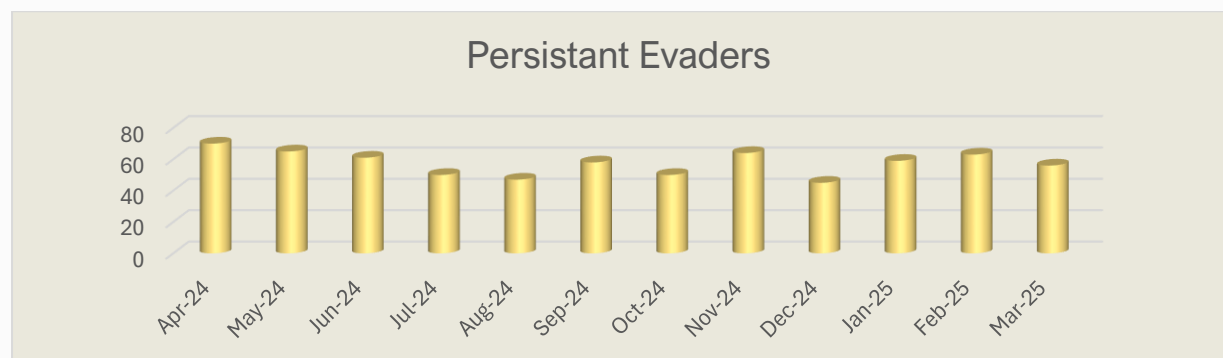
A successful national Blue Badge Day of Action was conducted at Wembley Controlled Parking Zone (C-CPZ) and Kingsbury Road, areas where parking is in high demand and a Blue Badge is of maximum value to someone who may misuse it.

Regular joint operations and targeted enforcement days are carried out in collaboration with key stakeholders, including the police and neighbourhood volunteers. These coordinated efforts are driven by intelligence aimed at addressing non-compliance at various areas of the borough.

66 joint operations were conducted, with 135 badges confiscated in 2024-25

Tackling Persistent Evaders

To promote safe and fair parking within the local community, NSL has actively supported a targeted initiative addressing drivers who repeatedly violate parking regulations and avoid paying PCNs. Vehicles with three or more unpaid PCNs at the Charge Certificate stage are classified as priorities for removal.



668 persistent offenders' vehicles impounded over the past year.

Parking Enforcement Overview

The Council administers parking and traffic enforcement through its contractor and enforcement is carried out by Civil Enforcement Officers (CEOs) utilising a combination of on-foot patrols and mobile units, including mopeds, e-bikes, and cars. This multi-modal approach ensures swift and effective response to enforcement needs across the borough.

Illegally parked vehicles and moving traffic violations continue to present significant challenges, adversely affecting congestion levels, road safety, and accessibility for all users.

The Council issues Penalty Charge Notices (PCNs) as a primary mechanism to promote compliance with regulations. This enforcement strategy plays a vital role in enhancing the overall safety and efficiency of the borough's transport network.

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.

What we enforce

In addition to managing and enforcing Controlled Parking Zones (CPZs), local parking schemes, and pay-and-display bays, the Council is also responsible for enforcing a range of other parking and traffic contraventions. These include:

School Keep Clear Enforcement

To enhance road safety around schools, the Council enforces School Keep Clear markings (zig-zag lines outside school entrances) through a combination of Civil Enforcement Officers (CEOs), mobile CCTV enforcement vehicles, and re-mountable CCTV cameras. The primary objective is to ensure clear access and visibility around school entrances, creating a safer environment for children, parents, and staff.

Yellow Line Enforcement

Most yellow line restrictions within Brent are implemented to enhance road safety, promote efficient traffic flow, and maintain accessibility for public transport services. Enforcement efforts are focused primarily on these high-traffic routes to alleviate congestion and mitigate potential hazards.

Single yellow lines signify time-limited parking restrictions, typically enforced during peak periods when parked vehicles may obstruct traffic or compromise safety. These restrictions commonly apply from 8:00 or 8:30 am until 6:30 pm, with precise hours clearly indicated on adjacent signage.

Double yellow lines indicate a continuous, 24-hour parking prohibition in effect every day of the week, including bank holidays. Unlike single yellow lines, double yellow lines do not require accompanying signage.

Footway Enforcement

CEOs take enforcement action against motorists who park inconsiderately on footways, as this poses significant challenges for visually impaired individuals, wheelchair users, and people with prams or buggies. In addition to accessibility concerns, unauthorised footway parking can damage paving, leading to cracks and trip hazards that affect all pedestrians.

In certain residential streets where the carriageway is too narrow to safely accommodate on-street parking without impeding traffic flow, [footway parking](#) may be permitted. In these locations, vehicles are allowed to park either partially (two wheels) or fully (four wheels) on the pavement, depending on the specific road layout and local conditions. Where footway parking is formally authorised on a permanent basis, designated parking bays and appropriate signage are installed to clearly delineate the permissible parking areas.

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

Bus Lanes

Bus lane and bus stop parking are enforced using 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 to secure faster journey times for bus users and reduce potential traffic accidents.

Moving Traffic Contraventions.

Blocking yellow box junctions, entering pedestrian zones when restrictions are in place, 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.

School Streets Schemes

Restricting traffic in roads outside a school for a short period at pick-up and drop-off times helps make the route safer for pupils, promotes walking and cycling, and reduces the number of polluting cars contributing to local air pollution. It also helps the school community with promoting active travel.

Residents and Blue Badge holders living within the zone, as well as carers and emergency vehicles, are exempt from these restrictions. The School Streets zones are only operational during the school term time. A list of current locations is included at the end of the report.

Parking Enforcement Statistics

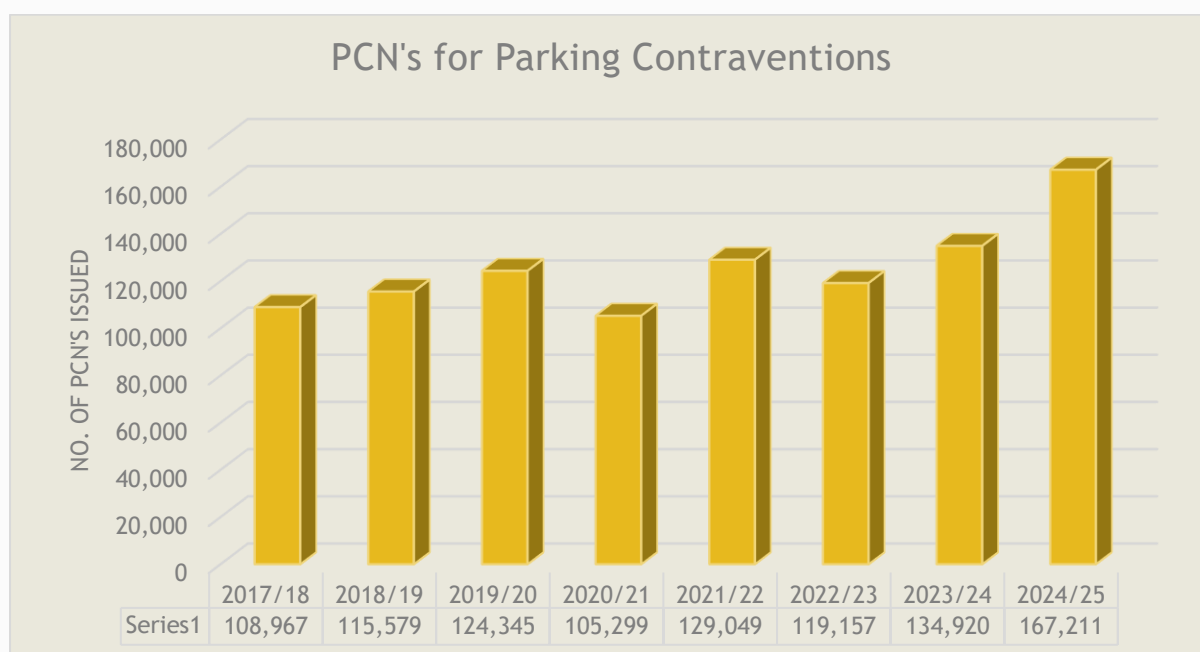
Parking Penalty Charge Notices:

In 2024-25, CEOs issued 167,211 PCNs for parking contraventions

Of the total parking PCNs issued, 146,424 were issued at the higher-level and 20,788 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.

Trend: Number of Penalty Charge Notices issued for Parking Offences:



Key Contraventions:

34,897 PCNs issued to vehicles parked illegally on yellow lines

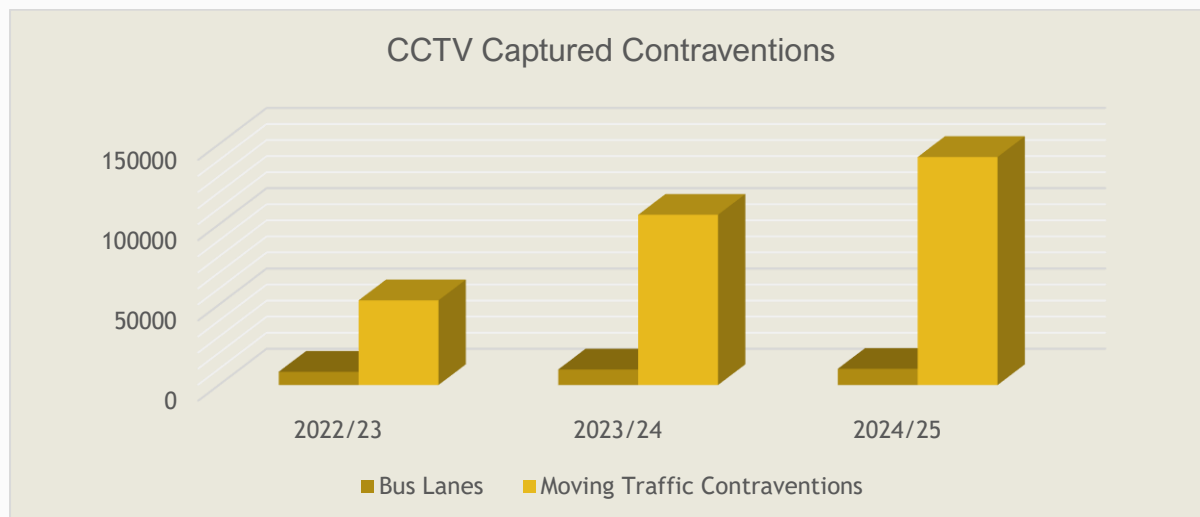
12,688 PCNs issued to vehicles parked illegally on footway

2,910 PCNs issued to vehicles parked illegally in disabled bays

CCTV Penalty Charge Notices:

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.

In 2024-25, a total of 152,154 PCNs were issued using CCTV.



10,130 PCNs issued for Bus Lane contraventions
142,024 PCNs issued for Moving Traffic Contraventions

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 suspended, and which therefore obstruct highway resurfacing or utility maintenance works.

2,768 vehicles were removed and impounded in 2024-25

A total of 145 impounded vehicles were disposed of, and 477 vehicles were relocated. Vehicles may be relocated to an adjacent road if they are causing an obstruction or access to undertake works on the road.

All vehicles that have been removed within Brent are taken to the Brent Car Pound located at: EAST LANE BUSINESS PARK, 10 Lumen Road, Wembley, HA9 7RE.

Motorists that believe their vehicle has been removed can contact TRACE Customer Services Helpdesk on 0300 077 0100.

In 2024-25, total revenue from payments of all PCN's was £15.119m.

PCN Appeals and Representations

The Council is committed to delivering a transparent and fair parking enforcement service. Motorists who believe they have been wrongly issued a Penalty Charge Notice (PCN) are encouraged to submit a formal challenge. All representations must be made in writing.

A dedicated team of qualified specialists carefully reviews each case on its individual merits. Appeals Officers undergo comprehensive training to NVQ Level 3 standard in Notice Processing, alongside instruction in statutory procedures. Continuous improvement of service standards remains a key priority.

The Council's online platform enables customers to access detailed information about their PCNs, submit challenges or representations, track the progress of their case, view photographic evidence, and make payments. This transparency ensures motorists have the information needed to make informed decisions about whether to appeal.

If a motorist is dissatisfied with the Council's final decision, they may escalate their case to the independent Environment and Traffic Adjudicators, who provide an impartial review based on the merits of the case.

Making Representations for PCNs issued

The civil enforcement of traffic restrictions by local authorities, including the issuing of Penalty Charge Notices (PCNs), is governed by various legislation, primarily stemming from the Traffic Management Act 2004. This legislation establishes a statutory process that is consistently followed by all authorities responsible for civil parking enforcement across England and Wales.

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

Brent Council provides clear and straightforward guidance on its website to assist motorists wishing to navigate the appeals process.

Motorists are advised not to pay the PCN if they intend to challenge it. In most cases, payment of the penalty charge signifies acceptance of liability and forfeits the right to appeal.

The table below provides an overview of informal challenges and formal representations received and processed by appeals officers from April 2024 to March 2025.

2024/2025	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Challenge Received	3555	3852	3830	3927	3661	3650	3257	3162	2749	3200	3446	3839
Challenge Accepted	1062	872	1125	1126	1057	1102	919	706	517	790	922	759
Challenge Rejected	2341	2062	2572	2469	2559	2301	2175	1696	1316	1830	2055	2077
Representations Received	4284	5571	5353	5774	3925	3885	4446	3894	6349	7044	9978	9301
Rep accepted (TOL and cancellation)	2479	2684	2583	2154	1974	2404	2283	1687	1162	2222	2007	1992
Rep rejected	1232	1382	1342	1101	1298	1856	1883	1248	929	1818	1496	2211
Rep closed	457	494	508	363	298	403	431	335	257	396	228	398

London Tribunals Data

The Environment and Traffic Appeal service (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 figures published by the Environment and Traffic Appeal service for 2024-25 represent a continued improvement in the council's record at independent appeal tribunals.

Independent Appeals	2020/21	2021/22	2022/23	2023/24	2024/25
Total PCNs issued by Brent	158,789	182,027	180,173	250,678	319,365
Total PCN appeals heard by PATAS/ETA	623	544	548	371	1225
% of PCNs issued heard by PATAS/ETA	0.39%	0.29%	0.30%	0.14%	0.38%
No. of appeals allowed or not contested	210	180	134	82	437
Of which, number of appeals not contested	117	90	52	34	219
% of appeals allowed or not contested	33%	33%	24.4%	22.1%	35.6%
% of PCNs issued, which were heard by ETA and allowed or not contested	0.13%	0.10%	0.074%	0.032%	0.13%

Of the total 319,365 PCNs issued, 1225 cases were referred to ETA where ETA decided on 987 cases of which 550 appeals were refused. A total of 437 appeals were allowed or not contested.

Debt Recovery

Of the 319,365 PCNs issued in 2024-2025, 68% were paid as of 31st March 2025. The percentage of PCNs issued in 2024-2025 which will be paid by March 2026 is expected to rise to at least 73%.

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 worked with four enforcement agencies through 2024-2025 for parking debt collection. These are with Marston Holdings, Newlyn Plc, CDER and One Source.

In 2024-25, a total of £1.448m of parking debt was recovered.

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

A key objective of the Parking Annual Report is to present financial information concerning all facets of parking enforcement operations, including the income and expenditures associated with parking activities, as well as the allocation and utilisation of any surplus revenue within the parking account.

Income and Expenditure Summary 2024-2025

Financial Year	2024-2025	
Period 1 st April 2024 to 31 st March 2025	Expenditure (£'000)	Income (£'000)
Parking Administration	2,928	-
Parking Projects Account	1,409	-
On-Street Parking	474.5	4,501
Off-Street Parking (Car Parks)	93.5	498
Parking Enforcement ¹	13,682	34,660
CCTV Infrastructure Maintenance	1,293	-
Total Income and Expenditure	19,880	39,659
Net Surplus on Parking Account		-19,778

¹Parking enforcement includes combined revenue from parking suspensions, dispensations, issuance of all permits and revenue from all Penalty Charge Notice's, debt collections, accruals and debt provisions. Please refer to earlier pages of this report for the breakdown of the individual revenue. Income and expenditure figures have been rounded. The final actual net surplus on the account has been provided below.

Parking Account Surplus

The use of any surplus in the parking account is governed by Section 55 of the Road Traffic Regulation Act 1984 (as amended). 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 Road Traffic Regulation Act 1984 (as amended).

Of the £19,778,462 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.

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.

Customer Care

In 2024-25, the Parking Service received 144 complaints. A large portion of these were related to the online visitor parking system and permit renewals as residents continue to adapt to the new RingGo platform. Other frequent issues included penalty charge notices, permit access in car-free developments, and concerns regarding the behaviour of civil enforcement officers. Over 90% of complaints were resolved at the first stage, with investigations and responses managed directly by the Parking Service. For customers who remained dissatisfied after their complaint was reviewed by the department, there was an option to request a final review on behalf of the Chief Executive.

In addition, the service handled 1,106 enquiries from residents and member services, along with 77 requests for information under the Freedom of Information (FOI) and Environmental Information Regulations (EIR).

NSL agents, who assist residents with RingGo permit accounts, managed a total of 50,172 calls during the year, achieving an 89% answer rate. They also responded to 20,136 resident email enquiries throughout the year.

Locations of active school street cameras: Current as at report date:

School	Camera Location	Install date
Harlesden	Minet Avenue / Acton Lane	23/07/2019
Wykeham	Annesley Close / Aboyne Road	23/07/2019
Elsley	Tokynton Avenue / Gaddesden Ave	09/11/2022
Elsley	Berkhamsted Avenue	19/12/2019
St Claudine's and John Keeble Primary	St Johns Ave / Ashdon Rd	23/05/2025
St Claudine's and John Keeble Primary	Crownhill Road / Sellons Ave	12/05/2025
St Claudine's and John Keeble Primary	Crownhill Road / Manor Park Road	14/05/2025
St Claudine's and John Keeble Primary	Burns Road / Ashdon Rd	21/05/2025
St Josephs RC	Brownlow Road / Goodson Rd	06/10/2022
Preston Park	College Road / Glendale Gardens	06/10/2022
Mora	Mora Road / Temple Road	19/05/2025
Mora	Mora Road / St Michael's Road	14/05/2025
St Mary's CoE	Mayo Road / Garnet Road	09/11/2022
Christchurch	Clarence Road / Willesden Lane	26/06/2023
Christchurch	Clarence Road / Torbay Road	13/09/2023
Stonebridge and Our Lady of Lourdes	Wesley Road / Hillside	13/10/2022
Our Lady of Grace	Dollis Hill Ave / Edgware Road	20/06/2025
Our Lady of Grace	Dollis Hill Ave / Mount Drive	20/06/2025
St Joseph's infants and juniors	Chatsworth Avenue / Harrow Road	30/04/2025
St Joseph's infants and juniors	Waverley Avenue / Harrow Road	23/05/2025
Convent of Jesus & Mary Infant	Park Avenue	13/10/2022
Northview Primary	Southview Ave / Dudden Hill Lane	24/04/2025
Princess Frederica	Purves Road / Langer Road	20/06/2025
Princess Frederica	Purves Road / College Road	20/06/2025
Ark Franklin	Kempe Road / Peplow Road	21/05/2025
Ark Franklin	Kempe Road / Chamberlayne Road	12/05/2025
Kingsbury Green & St Robert Southwell RC	Slough Lane / Lewgars Avenue	02/0/2025
Kingsbury Green & St Robert Southwell RC	Old Kenton Lane / Larkspurs Close	12/05/2025
Kingsbury Green & St Robert Southwell RC	Slough Lane / Kingsbury Road	19/05/2025
Mount Stewart Infant & Junior	Mount Stewart Ave / Manning Gardens	12/10/2022
Mount Stewart Infant & Junior	Mount Stewart Ave / Abercorn Gardens	05/01/2024
Claremont	Greenway / Oakdale Ave	02/09/2021
Claremont	Falcon way / Lindsay Drive	02/09/2021
Claremont	Cranleigh Gardens / Hillview	02/09/2021
Sudbury Primary	Perrin Road / Watford Road	20/06/2025
Sudbury Primary	Perrin Road / Dyson Court	20/06/2025
Oakington Manor	Oakington Manor Drive / Wylde Way	01/02/2017
Oakington Manor	Chippenham Ave / Monks Park	16/04/2021
Oakington Manor	Chalfont Avenue / Brent Way	13/10/2022
Gladstone Park	Waterford Way/Burnley Rd	15/04/2021
Wembley Primary	Blenheim Gardens / East Lane	12/10/2022
Oliver Goldsmith	Coniston Gardens / Kingsbury Road	05/11/2024
Oliver Goldsmith	Coniston Gardens / Mardale Drive	05/11/2024
Preston	Carlton Avenue East / Forty Avenue	04/11/2024
Preston	Elmstead Avenue / Forty Avenue	04/11/2024
Preston	Carlton Avenue East / Preston Road	04/11/2024
Preston	Elmstead Avenue / Preston Road	04/11/2024
Manor	Okehampton Road / Hanover Road	05/11/2024
Manor	Okehampton Road / Chamberlayne Road	05/11/2024
Leopold Primary	Hawkshead Road / Roundwood Road	19/10/2022

St Joseph's RC	Northcote Rd / Leopold Rd	20/06/2025
Brentfield Primary	Meadow Garth / Homefield Close	19/07/2023

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>

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.