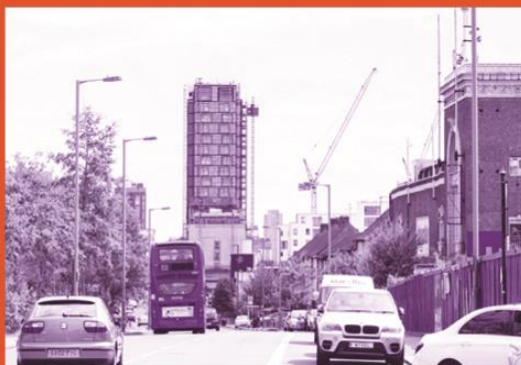


# PARKING ANNUAL REPORT



2017-2018

London Borough of Brent  
Brent Civic Centre  
Engineers Way  
Wembley HA9 0FJ



## Contents

Foreword	
Chapter 01: Overview.....	3
National and Local Context	
London Borough of Brent Context	
Parking Contract and Brent Parking Services	
Chapter 02: Parking Enforcement.....	7
What we enforce	
Chapter 03: Enforcement Activity .....	10
Civil Enforcement Officers	
CCTV Enforcement	
Vehicle Removals	
Chapter 04: Responding to Enquiries.....	14
Responding to PCN Enquiries	
Independent Appeals Service (London Tribunals)	
Chapter 05: Customer Care.....	16
Customer Satisfaction	
Contact Centre	
Chapter 06: Parking Services.....	17
Parking Provisions in the Borough	
Permit Products and Issuance Volumes	
Chapter 07: On-Street Parking.....	21
On-Street and Off Street Pay & Display	
Cashless Parking Facilities	
Chapter 08: Off-Street Parking.....	23
Council Operated Car Parks	
Wembley Event Day Parking	
Car Park Season Tickets	
Chapter 09: Financial Information.....	25
Summary of Income and Expenditure	
Allocation of Surplus	
Chapter 10: Debt Recovery.....	27
Chapter 11: Future Developments.....	28
Chapter 12: Useful Links.....	29

## Foreword

Welcome to the 2017-2018 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 draws together the year on year improvements we have made in our services, and the effect our parking policies and enforcement activity have had in achieving high levels of parking and traffic compliance.

We aim to make Brent a safer borough in which to drive, improve motoring standards, reduce traffic congestion, and contribute to reducing carbon emissions and improving air quality. An increase in parking enforcement activity during the year resulted in a higher level of protection for legal parking, in particular within Controlled Parking Zones to assist resident permit holders to park closer to their homes.

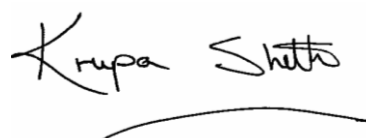
Over the past year we have seen a marked decline in the number of PCNs issued for moving traffic contraventions captured by CCTV. This demonstrates that compliance with traffic rules has greatly improved at many key locations which were previously congestion hot-spots. I am pleased to see that fewer Penalty Charges have needed to be issued at these locations and that we are working towards our aim of making Brent a safer borough to drive in.

In November 2016, the service introduced new visitor parking charges, in an effort to reduce excess demand for parking spaces and remove disincentives to use public transport. This has led to a significant reduction in excess vehicle visits, resulting in improved air quality, freeing up parking spaces for residents, local businesses and visitors who need to travel by car.

Additional developments and enhancements are also being made across the service to improve the customer experience, whether that is using online facilities to purchase permits, pay or challenge Penalty Charge Notices, or booking parking sessions in our car parks.

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.

I hope you find the report informative.

A handwritten signature in black ink, reading 'Krupa Sheth'. The signature is written in a cursive style with a long horizontal flourish underneath the name.

Councillor Krupa Sheth, Lead Member, Environment

### Introduction

Brent Council is committed to providing a high quality parking service and a fair, consistent and transparent approach to parking management and traffic enforcement. We hope that the information contained in this publication supports achievement of these objectives. The purpose of the Annual Report is to explain the aims and objectives of the Council's Parking service and the key achievements and improvements from the last financial year. The Report includes a guide on what we enforce, a statistical analysis, monitoring trends and setting out information on the number of parking and traffic related Penalty Charge Notices (PCNs) issued for the period 01 April 2017 to 31 March 2018, 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.

### National and Local Context

Excellent parking management is an important tool that can contribute 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 with a population of over 311,000, according to the 2011 census, making it the fifth most populous borough in London. The borough covers an area of almost 17 square miles across both inner and outer north-west London.

The London Borough of Brent 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 inner London Boroughs of Camden, Westminster, Hammersmith and Fulham, and Kensington and Chelsea, in the south-east.



Wembley and four other town centres in the borough are identified as growth areas. As these areas develop, they will inevitably lead to increased demand for movement to, from and within the borough. While the availability, frequency and reliability of public transport, and the existence of high quality facilities for walking and cycling will influence the way people travel, there will nevertheless be an unavoidable impact on traffic and parking.

Demand for parking in the London Borough of Brent is high, as it is across London. The Council seeks to manage this demand through the use of parking controls and traffic regulations.

These aim to:



These aims sit alongside wider Council objectives and include sustainability; the promotion of alternative modes of transport such as walking, cycling and the use of public transport; reducing carbon emissions; and improving air quality.

The Council, in consultation with residents, has introduced a number of measures to manage the high demand for kerb space. Parking in the south-eastern part of the borough, is managed through Controlled Parking Zones. Other parts of the borough also have residential 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).

A key attraction is Wembley Stadium, which has a 90,000 seating capacity. The Stadium is home to the England national football team and regularly hosts other major sporting events and music concerts. On major event days, the area receives a high number of visitors, placing intense pressure on local parking provision.

To preserve parking for local residents and businesses, the council operates the Wembley Event Day Protective Parking Scheme. Parking restrictions are in place 1.5 miles around the stadium, and operate from 8am to midnight on the main roads to the Stadium and 10am to midnight elsewhere.

## Parking Contract



The Council began its partnership with Serco, a member of the British Parking Association, for the provision of parking services in July 2013 for a period of five years with an option to extend. In December 2017 the Council agreed to award Serco a contract extension from July 2018 until March 2023.

In Brent, Serco manages: Civil Enforcement Officers (CEOs); CCTV enforcement; pay & display machine maintenance and cash collection; vehicle removal operations & the car pound; and cashless parking & electronic payments. Serco also has the responsibility for notice processing services, including the provision of parking control software, scanning, indexing, and permit administration.

### Brent Parking Service

Brent's parking team consists of 24 officers, and is committed to delivering the high-quality service Brent's residents, businesses and visitors expect. The team continually seeks to improve the service and the credibility of parking and traffic enforcement. For example, all of our Appeals Officers are being trained to NVQ Level 3 standard in Notice Processing.

The parking team is responsible for:

- Parking policy and overall management
- Management of the parking contracts including: parking enforcement, notice processing, permit administration; cashless parking; and bailiff operations
- Management of car parks and on-street parking infrastructure
- Managing the parking and traffic appeals and representations process
- Handling parking related enquiries, complaints and Freedom of Information requests.

## 2. 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 deployed 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 Controlled Parking Zones (CPZs) and local parking schemes, the Council also enforces other traffic and parking. 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. In 2017-18 over 200 enforcement hours were deployed patrolling outside schools each month during the peak drop-off and pick-up times. The Parking Service has also worked closely with the councils School Crossing Patrol service and assisted in the production of information leaflets, 'Parking Near Schools', distributed to parents in an effort to raise awareness of what the council enforces, to ensure safety and promote sustainable travel options, or where available, park and stride schemes.

#### 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. Where practicable, short-stay parking bays are also provided on these roads.

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 indicate that parking is prohibited at certain times of day. Information on when you can park is put on signs or near parking spaces. Several restrictions are in enforced covering a standard working day from 8.00 or 8.30am to 6.30pm.

Yellow lines are located on parts of the highway where there would be a safety hazard if parking was permitted, or in locations where parking is not suitable due to the narrowness of the carriageway or high traffic volumes.



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.



### Footway Enforcement

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

There are some footways where parking is permitted on residential streets which are too narrow for parking on the road. The streets where footway parking is permitted on a permanent basis either fully (with four wheels) or partially (with two wheels) on the pavement are formalised with parking bay markings and appropriate parking signs.

Details of these can be found on the Parking Service's webpage:

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

## Bus Lanes



The service enforces bus lanes and bus stop parking on Brent roads 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.

## Moving Traffic Contraventions.

The Council has adopted powers available under the Traffic Management Act 2004 to undertake civil enforcement of a number of Moving Traffic Offences (MTOs). 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 the Council. 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. 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. Motorists must also ensure the lane ahead is clear when turning left over a yellow box junction.



## Enforcement Objectives:

The Council's overall approach to parking and enforcement is to work with residents, to identify local problems and develop appropriate and proportional local solutions. These would typically include the prohibition of parking where this would compromise safety and the free flow of traffic and using parking controls to manage the demand for kerbside parking space.

#### Civil Enforcement Officers (CEOs)

Brent's parking enforcement contractor deploys CEOs to patrol across the borough. The Traffic Management Act 2004 specifies this designation because the prime function of a CEO is to enforce legislation governed by civil law.

All CEOs are fully trained and are required to follow guidance set by London Councils. They wear a uniform that is easily recognisable and display an identification number. All CEOs were issued with body worn video cameras in 2017. This will allow footage from incidents where motorists display threatening behaviour to be used as evidence to prosecute perpetrators, and give staff the confidence to carry out their duties without fear of threats or abuse. The video evidence can also be used to help settle appeals against any Penalty Charge Notices which motorists believe may be unfair.

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

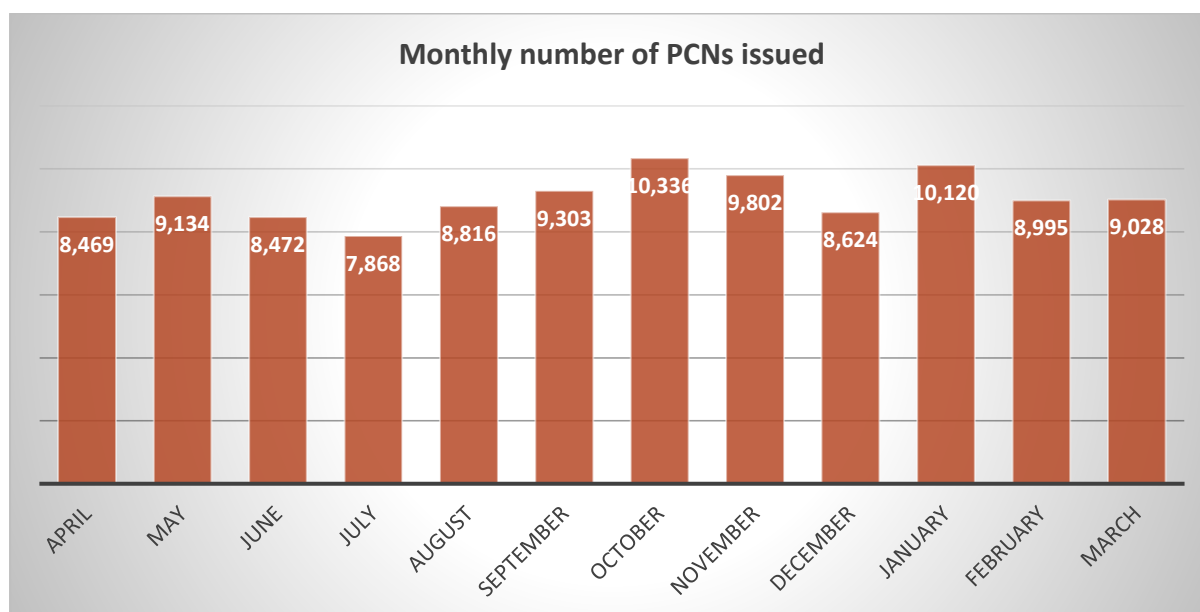
A Penalty Charge Notice, sometimes called a parking ticket, may be issued at the scene by a CEO by being fixed to the vehicle windscreen, or handed to the person appearing to be in charge of it, or issued by post in the following cases: enforcement is by camera; or the CEO was prevented by someone from 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 108,967 PCNs in 2017-18; an increase of just over 5% compared to the same period last year. This has been facilitated by an improvement in productivity, and better management of deployment to focus on areas of higher contraventions, supported by feedback and requests from local residents and businesses.

#### Penalty Charge Notices issued by CEOs for Parking Offences:

Contravention	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Parking Offences	85,101	75,460	87,146	99,145	103,424	108,967

## 2017-18 Monthly PCN Issuance by Civil Enforcement Officers:



## CCTV Enforcement

CCTV (closed-circuit television) is used to enforce bus lane and moving traffic restrictions in Brent, and some parking restrictions. Camera enforcement signs are displayed to alert motorists to active CCTV enforcement of moving traffic and bus lanes, and to encourage compliance with local restrictions.

A list of Moving Traffic Contraventions and the associated traffic signs can be viewed at: <https://www.brent.gov.uk/media/239537/Highway%20Code%20list%20of%20enforceable%20moving%20traffic%20contraventions.pdf>

## Penalty Charge Notice Volumes (CCTV)

Contravention	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Bus Lanes	3,373	5,681	11,362	8,370	10,355	12,058
Moving Traffic	25,367	24,029	27,512	73,990	72,260	66,414
CCTV Parking	28,942	37,353	36,584	991	2,160	3,298
Total	57,682	67,063	75,458	83,351	84,775	81,770

Compared to 2016-17, the issuance of PCNs for moving traffic contraventions has decreased, reflecting significantly greater compliance by motorists following the installation of unattended cameras. Most of these cameras have quickly had a major impact on motoring standards, reducing traffic congestion and improving road safety.

Additional sites for potential camera enforcement were identified following a survey. This will lead to the installation of further unattended camera systems in 2018-19 to provide consistent and reliable enforcement at key locations where traffic congestion and safety continues to be of concern.

Camera enforcement is focused on a specific restriction for the duration of operational hours. This means that the Council is now able to provide comprehensive coverage to bring about compliance with traffic restrictions on moving vehicles.

#### 2017-18 Monthly PCN Issuance by CCTV:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Bus Lane	1003	936	1067	1035	952	1090	1116	978	1227	948	830	876
Moving Traffic	5635	5966	5837	5709	6278	5379	5800	5931	5149	4772	4854	5104
CCTV Parking	268	322	273	301	225	301	307	310	226	270	221	274

Overall, issuance of Parking PCNs captured by CCTV has greatly decreased following the introduction of the Deregulation Act 2015. The Act has prevented the service of CCTV-captured PCNs for a wide range of parking contraventions enforced under the terms of the Traffic Management Act 2004. PCNs can now only be issued via CCTV to vehicles parked in bus lanes, at bus stops or on school keep clear markings. In 2017/18 the total number of PCNs issued for CCTV parking offences was 3,298, an increase compared to the 2,160 issued in 2016-17. This follows increased deployment of mobile CCTV units, and the introduction of a re-mountable CCTV camera to enforce School Keep Clear restrictions.

The ban has limited the council's ability to address a range of specific parking problems where CEOs face particular challenges in ensuring compliance. The following types of restrictions, previously enforced by the Council, are now more difficult or impossible to enforce using CCTV.





## Mobile Enforcement

Serco deployed a number of CEOs on mopeds and cars, which enabled more effective enforcement across the borough. Officers can be rapidly deployed to attend to urgent issues such as obstruction of residential driveways and dropped kerbs.

## Vehicle Removals and the Car Pound

Serco provide a removal truck to ensure the appropriate removal of vehicles parked in contravention. The service also relocates vehicles that remain parked in a section of road that has been temporarily suspended and obstructs from carrying out resurfacing or highway maintenance works. A total of 270 vehicles were relocated in 2017-18.

In 2017-18 a total of 1,932 vehicles parked in contravention were impounded. This is a decrease compared to the 2,163 impounded in 2016-17, demonstrating a reduction in the frequency and a focus on more serious parking contraventions. The service continues to target these serious contraventions, for example vehicles parked dangerously or causing an obstruction to traffic.

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

When a vehicle is removed, owners can contact the London wide TRACE service on 0845 206 8602 or call the council on 020 8290 8300 to identify where the vehicle is being stored.

If a vehicle is blocking access to your driveway you can arrange for the vehicle to be removed during operational hours by calling 020 8453 3289.

## Number of Vehicles Removed and Released

### 2017-18 Vehicle Removals:

Brent Car Pound	2014/15	2015/16	2016/17	2017/18
Vehicles Removed	1,991	1,969	2,163	1,932
Vehicles Released	1,878	1,835	1,986	1,715
Release Rate*	94%	93%	90%	89%

\*A proportion of the vehicles not released include those of interest to the police or with a cloned registration.

## 4. Responding to Enquiries

### Responding to PCN Enquiries

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 representation must be done in writing to the Council.

The Council has a dedicated and qualified specialist team who consider each case based upon its own merits. All formal correspondence is handled within the statutory time periods allowed for response.

Since its launch in 2014, the council's web based service has seen major improvements in the online customer experience. The 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 a payments.

This is a significant enhancement to the council's service and provides motorists with access to far more information than they had previously. This means that motorists are able to make an informed decision about whether or not to challenge the Notice or make representations; and should they decide to challenge, they will have a greater amount of evidence to refer to.

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

London Tribunals is the new name for the Parking and Traffic Appeals Service (PATAS) which supports the Environment and Traffic Adjudicators (ETA). Cases are heard at London Tribunals: Chancery Exchange, 10 Funnival Street, London EC4A 1AB

A significant improvement to the quality and consistency of letters to drivers has also been achieved where correspondence is provided in plain English with a consistent level of clarity, application of council policies and legal compliance.

## London Tribunals Data

The figures published by the Environment and Traffic Adjudicators (ETA) for 2017-18 represent an improvement in the council's record at independent appeal tribunals.

A smaller proportion of PCN cases are being referred to ETA, showing that more motorists have confidence in the council's own appeal decisions. Of the 190,737 PCNs issued in 2017-18, 1,170 cases were referred to ETA.

A total of 721 appeals were allowed or not contested, a decrease in the number of appeals that were upheld by ETA compared to the previous year.

Independent Appeals	2014/15	2015/16	2016/17	2017/18
Total PCNs issued by LB Brent	162,604	182,496	187,840	190,737
Total PCN appeals heard by PATAS/ETA	1,299	1,168	1,331	1,170
% of PCNs issued heard by PATAS/ETA	0.79%	0.64%	0.71%	0.61%
No. of appeals allowed or not contested	625	632	785	721
Of which, number of appeals not contested	366	296	337	462
% of appeals allowed or not contested	48%	54%	59%	61.5%
% of PCNs issued, which were heard by ETA/PATAS and allowed or not contested	0.38%	0.35%	0.41%	0.38%

During 2018-19 we intend to particularly focus on reducing the proportion of appeals which are not contested. Specialist staff have been appointed to the Parking team to address issues of quality, and to ensure that independent appeals are provided with comprehensive evidence from the council. The council is now represented at specific tribunal hearings where key appeals are being heard.

## 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>

## 5. 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 Councils website about both on-street and off-street parking provisions, products, services and general information than was previously available.

### Customer Complaints

Complaints about the Parking service have fallen for the fifth consecutive year, with 140 complaints registered in 2017-18, fewer than in the previous year. Significantly fewer complaints were received about the online permit and visitor parking system, as residents have become more familiar with using it. Over 90% of complaints were resolved at the first stage, investigated and responded to by the parking service itself.

Customers who remain dissatisfied after their complaint has been considered by the department can request a final review on behalf of the Chief Executive. Complaints escalation rate to final review was 5%, lower than the Council-wide escalation rate of 14%.

Parking Complaints	2013/14	2014/15	2015/16	2016/17	2017/18
No. of Complaints closed in year	337	205	164	146	140

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.

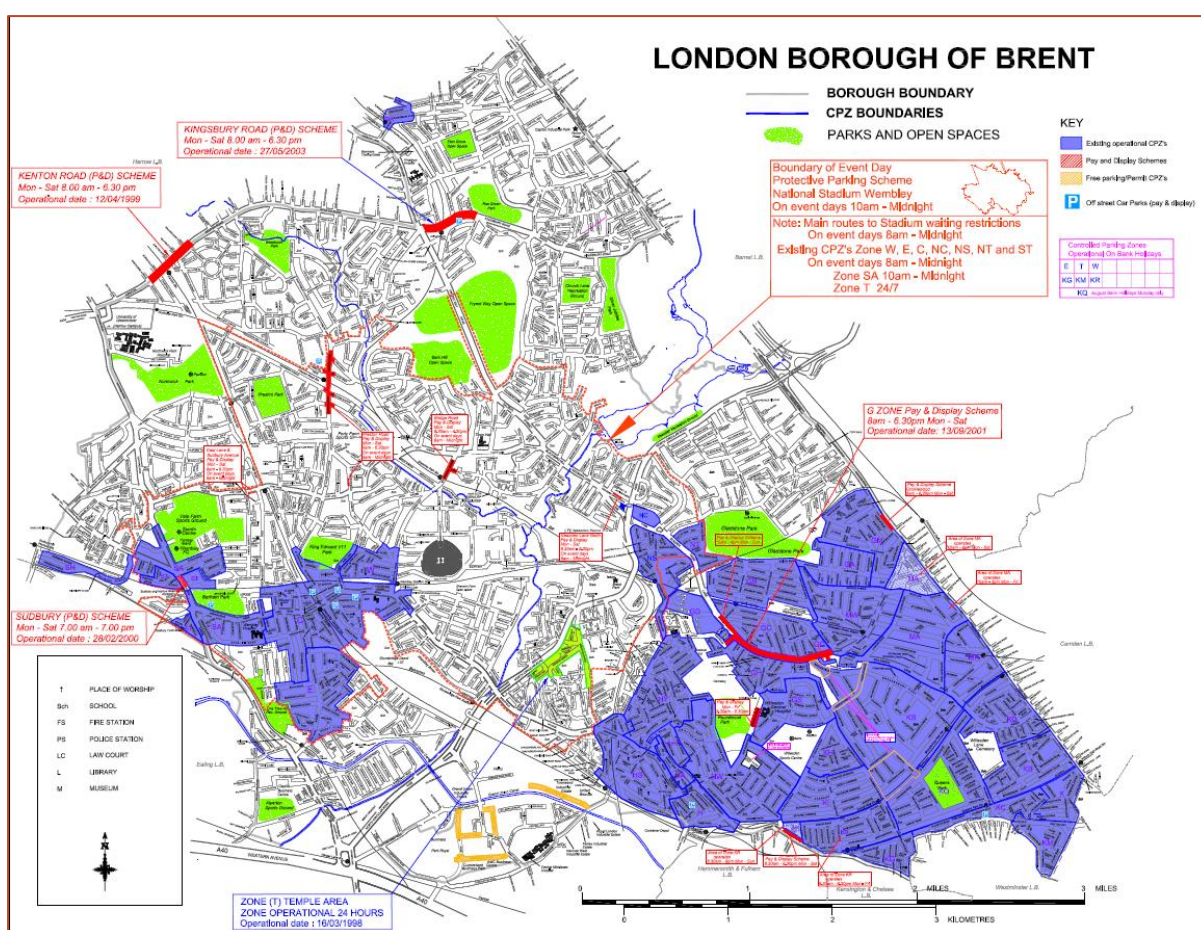
### Brent Contact Centre

Brent's main contact centre, for services such as parking bay suspensions and products, is administered through a combination of call operators and an interactive voice response (IVR) system. IVR is a technology that allows a computer to interact through the use of voice and tones input via the phone keypad allowing customers to be directed on how to proceed. IVR provides access to products such as visitor vouchers 7 days a week, 24 hours a day, and helps achieve a reduction in call waiting times

## 6. Parking Service

### Parking Provision

The Council manages 40 Controlled Parking Zones (CPZs) across the borough, serving 56,000 households with over 33,000 on-street parking spaces. 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.



Information on parking restrictions and the Wembley event day zone, a full size map of Brent's Controlled Parking Zones, and a post code search facility to determine whether or not you are located within a controlled parking zone, are all available on the council's parking pages: [www.brent.gov.uk/parking](http://www.brent.gov.uk/parking).



Parking controls typically cover areas near high street locations or around tube or rail stations, for example in the vicinity of Wembley Stadium. CPZs are designed to prevent commuters from parking in residential streets, and encourage them instead to use pay and display facilities or use alternative means of transport. We aim to introduce on-street parking controls that will benefit residents and businesses alike.

The Council is aware of an increased demand for new CPZs in the borough, as well as requests for changes to existing CPZs and parking controls. In acknowledgement of this, the Council's Highways and Infrastructure service developed a programme for introducing new CPZs, reviewing existing CPZs, and introducing parking and loading restrictions where needed.

The programme commenced in 2017 and will be on-going. The service will prioritise areas where we receive numerous requests for changes, there is evidence of on-street parking pressures and a high level of public support. Details are available online in the Parking pages on the Brent Council website, in the section entitled "Have Your Say".

## Resident Permits

Resident permits are available to all residents who live in CPZs. Resident permit options are available for 24-month, 12-month, 6-month or 3-month periods. The new twenty-four month permit option was introduced in April 2017 and offers a slight reduction compared to the cost of the annual permit. Permits are priced according to the vehicle's carbon emission levels and the number of permits issued to each household, up to a maximum of three.

In April 2017, the emission-based banding scheme for resident parking permits was simplified to just 3 categories - for *low emissions* (less than 110 gCO<sub>2</sub>/km), *standard emissions* (110-200 gCO<sub>2</sub>/km) and *high emissions* (201+ gCO<sub>2</sub>/km) vehicles.

Prior to the simplification, the resident permit scheme had 7 categories of vehicle. It was considered that the high number of categories provided a lack of clarity in steering motorists to choose vehicles which produce a lower level of carbon emissions.

Permits Issued	2014/15	2015/16	2016/17	2017/18
Resident Permits	34,427	31,132	31,098	33,450

## Visitor Parking

Residents can purchase visitor parking credits either over the telephone, by SMS, or online by logging into their parking account.

The introduction of new visitor parking charges in all Controlled Parking Zone (CPZ) areas came into effect on 29<sup>th</sup> November 2016, offering a £1.50 charge for up to 2 hours, a £3 charge for up to 4 hours, and a £4.50 charge for 'all-day' visitor parking of over 4 hours.

Permits Issued (to '000)	2014/15	2015/16	2016/17	2017/18
Visitor Parking	411,000	451,000	420,000	272,000

Following this reform, excess demand has been significantly reduced. This has released on-street parking space for residents, businesses and visitors who need to travel by car.

Households not located in a CPZ, but which fall within the Wembley Event Day Protective Parking Scheme, are able to purchase an Event Day Visitor permit. A total of 7,231 Event Day Resident, Business, Visitor and place of Worship permits were issued in 2017/18.

## Business Permits

Business and business livery 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. From April 2017, schools within CPZs were also able to purchase up to 3 business permits. Business permit volumes for 2017-18 include school staff permits and the recently introduced first Business only CPZ in the Lower Place Industrial Estate.

Permits Issued	2014/15	2015/16	2016/17	2017/18
Business Permits	627	589	691	788

## Other Permit Products

The council offers a number of other permits. These include permits for disabled persons, Doctors, Event Days, Places of Worship, temporary, courtesy, replacement and special permits. There is also an Essential Users Permit; this scheme enables staff working for accredited public sector and charitable organisations to park a vehicle in a CPZ whilst carrying out official duties.

## Suspensions and Dispensations

Parking bay suspensions and dispensations facilitate large deliveries to residential properties, and allow residents to move into or away from the borough with as little inconvenience as possible. The Council will also consider any 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 for the service.

The temporary suspension of a parking bay reserves a specific bay or bays for use on a specified day, or part of a day, by a specified vehicle. A request for suspension must be made by completing the suspensions application form that is available online and must be done at least 7 working days in advance. The charge for parking suspensions is £46 per bay, per day. If granted, the council will post notices in advance alerting motorists of when the bays will be suspended. Additional charges may also apply, details of which are available on the Councils website.

A dispensation temporarily allows parking in a location that is ordinarily not possible, for a maximum dispensation of four hours in every 24 hour period. A request for dispensation must be made by completing the dispensations application form that is available online and must be done at least 3 working days in advance. The charge for dispensations on Single Yellow lines is £28 per period (maximum of 4 hours); Double Yellow lines, £53 per period (maximum of 4 hours). An additional fee of £23 will be charged for applications received less than three working days in advance. If granted, the council will issue a permit that must be displayed in the windscreen on the authorised vehicle.

Currently, applications for both parking suspensions and dispensations require the completion of a form that is emailed to [parking.suspensions@brent.gov.uk](mailto:parking.suspensions@brent.gov.uk) and processed manually. The service has recently initiated a project that will eventually allow customers to make the application online.



## 7. 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 in the borough.

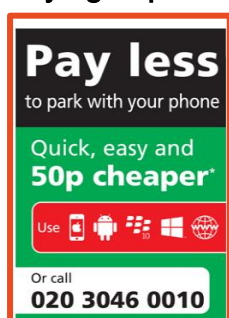
Pay and display machines are located across the borough near shops and businesses, allowing residents and visitors to park during operational hours. The general principle underpinning on-street pay and display parking is to provide a quick turn-over of spaces, allowing easy access for motorists who wish 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. Pay & Display bay charges were last set in 2013. 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, and £8 for 4 hours. By April 2017 all of our 549 operational machines had been adapted to accept the new £1 coin.

The Council has a number of pay and display locations throughout the Borough. As demand for paying by mobile phone increases, and payments by cash decrease, some areas no longer require as many pay and display machines. The service has identified a total of 136 machines as being very under-utilised. These have since been bagged, awaiting removal scheduled now during 2018.

A planned maintenance programme of the pay and display machines ensures the machines are regularly checked and cleaned. There are occasions when faults develop. In 2017-18 we responded to 98% of machine faults within our target 24hr response time.

### Paying to park by mobile phone and tablets



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.

Once a RingGo account has been created and a vehicle is registered to pay for parking sessions, the booking of sessions is automated and requires no cash or displaying of a ticket in the windscreen. On confirmation of location number and payment, the handheld devices used by CEOs are updated, indicating that parking has been paid for. The RingGo service extends beyond Brent to 18 other London boroughs, a number of District and County Councils and at various locations across the country.

Parking via RingGo in Brent is 50 pence cheaper than making a cash payment. 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. In 2017-18 total income from on-street parking was £4.4m, compared to £4.16m in 2016-17.

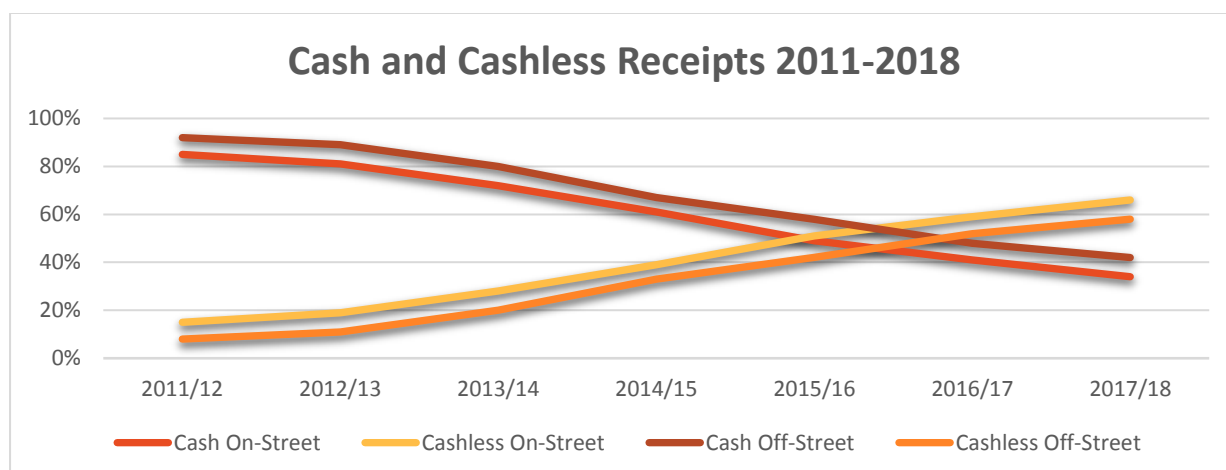
Demand for pay to park by mobile technology continues to grow strongly year on year. In 2017-18 this accounted for 66% of on-street parking space sales and 58% of our off-street sales, compared to 59% and 52% respectively in 2016-17.

#### On-Street Sales (Pay & Display Machines)

On-Street	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
% revenue in cash	81%	72%	61%	49%	41%	34%
% revenue cashless	19%	28%	39%	51%	59%	66%

#### Off-Street Sales (Car Parks)

Off-Street	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
% revenue in cash	89%	80%	67%	58%	48%	42%
% revenue cashless	11%	20%	33%	42%	52%	58%





## 8. Off-street Parking



The Council operates 11 public car parks across the borough. These car parks provide a combined total of 714 spaces.

Eight 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.



In 2017-18, income from off-street parking increased to £542,000 compared to £447,000 the previous year. This increase is a combination of motorists using the car parks as a safe and reliable place to park their vehicles following the improvements to achieve the Park Mark status; the introduction of season tickets in four car parks; and the addition of pre-booked parking sessions on Wembley Event days in three car parks. The increased use of off-street parking assists in relieving the pressure of on-street parking spaces.




### Off-street parking spaces

Car Park	Number of spaces							
	Car spaces	Disabled spaces	Business spaces	P2W spaces	Parent / child spaces	Electric Vehicle spaces	TOTAL spaces	
Barham Park	15	0	0	0	0	0	15	
Disraeli Road	74	0	0	0	0	0	74	✓
Elm Road	96	4	0	0	0	0	100	✓
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	
<b>Total Spaces</b>	<b>650</b>	<b>18</b>	<b>26</b>	<b>10</b>	<b>4</b>	<b>6</b>	<b>714</b>	

\* Planned closure of car park anticipated late 2018.

## 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. For those who wish to drive and park their vehicle, the council introduced pre-booked parking sessions on Wembley Event days in the following three car parks:

		
10 minute walk to stadium 65 spaces £20.00	10 minute walk to stadium 20 Spaces £20.00	20 minute walk to stadium 190 Spaces £10.00

*Event day parking; prices correct at time of publication (Sept. 2018)*

*Please visit <https://www.brent.gov.uk/eventdayparking>*

These car parks offer safe, secure parking for your car within a short walk of Wembley Stadium. The Wembley event day ticket can be booked in advance of the event online providing an easy and convenient option.

## Brent Car Park Season Tickets

The council offers an annual season ticket in four of its car parks, Elm Road; located off Wembley High Road and close to Wembley Central Tube Station (Bakerloo line, London Overground, National Rail), Preston Road; by Preston Road Tube Station (Metropolitan line), Northwick Park; close to South Kenton Station (Bakerloo and Overground) as well as Northwick Park Hospital and Disraeli Road.

These car parks were selected for their close proximity to hospitals, high streets and/or tube stations, offering a safe and convenient place to park whilst encouraging better use of the council's off-street parking provisions and alleviating pressure for on-street parking spaces.

## 9. Financial Information

An important purpose of the Annual Report is to meet a key requirement set out in the 2015 Statutory Guidance issued under the Traffic Management Act 2004. This is to provide financial information relating to all aspects of parking enforcement operations including the number of PCNs issued, the number of PCNs paid, the income and expenditure related to the enforcement activities recorded in the Parking Account, and how the surplus on the Account has been, or will be spent.

### Account Summary 2017-2018

Overall the Parking service fully met the expectations set out in the Council's agreed budget for 2017-18. The net surplus on the Parking account increased by over 7%, from £11,724m in 2016-17 to £12.572m in 2017-18. The service raised £0.306m more revenue in 2017-18 than was originally anticipated in budget planning.

	2015-2016		2016-2017		2017-2018	
<i>All figures rounded to the nearest £000</i>	Expenditure (£000)	Income (£000)	Expenditure (£000)	Income (£000)	Expenditure (£000)	Income (£000)
Parking Administration	1,602	-88	4,532*	-	2,576	-263
Parking Projects	255	-	329	-	260	-
On-Street Parking	376	-3,885	157	-4,174	247	-4,408
Off-Street Car Parks	75	-403	82	-447	99	-542
Parking Enforcement	5,883	-14,263	2,515*	-15,039	4,992	-15,883
London Bus Initiative	328	-	323	-	350	-
<b>Total</b>	<b>8,520</b>	<b>-18,639</b>	<b>7,937</b>	<b>-19,660</b>	<b>8,524**</b>	<b>-21,096</b>
<b>Net Surplus</b>		<b>-10,119</b>		<b>-11,724</b>		<b>-12,572</b>

\* Accounting changes in place during 2016/17 altered the balance of expenditure between 'enforcement' and 'administration'. 2017/18 accounting practice was realigned with that in place during 2015/16 and these two years are directly comparable.

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

## Surplus

The use of any surplus in the account is governed by Section 55 of the Road Traffic Regulation Act 1984. The legislation specifies that the surplus may be used for the following:

- i. making good to the General Fund any deficits incurred in the On-Street Parking Account during the previous four years;*
- ii. meeting the cost of the provision and maintenance of off-street car parking in the Borough, or in another Local Authority.*

If, however, it is considered unnecessary to provide further off-street parking in the area, the surplus may then be used to fund any of the following:

- i. Public passenger transport services;*
- ii. Highway improvement works;*
- iii. Highway maintenance, or*
- iv. The costs of anything that has the approval of the Mayor of London and which facilitates the implementation of the Mayor's transport strategy.*
- v. Environmental improvement works.*

The whole £12,572m net surplus on the parking account in 2017-18 has been allocated to assist in meeting the cost of concessionary fares, as shown below:

	2014-2015	2015-2016	2016-17	2017-18
	Transfer (£000*)	Transfer (£000*)	Transfer (£000*)	Transfer (£000*)
Transportation service	2,091	2,091	-	-
Additional pothole repairs	-	200	-	-
Concessionary Fares	6,866	7,828	11,724	12,572
Final Surplus	NIL	NIL	NIL	NIL

*\* Figures rounded to the nearest thousand.*



Concessionary fares expenditure includes a contribution from the Parking surplus to the cost of offering the Freedom Pass, which provides users free travel on most public transport in London for those that meet the disability eligibility or age criteria.

The 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 its residents in 2017-18 was £16,157m; the Parking Account surplus contributed 78% towards this cost.

## 10. Debt Recovery

Of the 190,737 PCNs issued in 2017-2018, 131,935 were paid by 31<sup>st</sup> March 2018, an overall recovery rate in-year of 70%. By October 2018, the percentage of PCNs paid that were issued in 2017/18 is expected to eventually rise to 71%.

Debt owed by motorists following the issuance of a Penalty Charge Notice can take anything up to three years, though the significant majority of debt is collected within the first 12 months following the issuance of a PCN. The timing of payments will be influenced by whether motorists have confidence that the PCN has been correctly issued, and the speed and quality of the statutory appeals processes that motorists have access to. A proportion of PCNs issued will never be collected: 25-30% is typical within the U.K. This includes all the PCN challenges which are successful, some of which are not resolved until the independent tribunal stage. Other factors which influence difficulty of collection include PCNs issued to foreign-registered vehicles, persistent non-payers, and debt which simply proves to be untraceable after all debt collection avenues have been pursued; commonly this is due to inaccurate DVLA vehicle ownership data, often the result of deliberate evasion

The average yield per PCN has increased from £51.50 in 2016-17 to £52.00 in 2017-18. The increase in average yield is a result of continued improvements in the quality of PCNs issued and in the collection of outstanding debt. This continued performance is due to a better standard of evidence collected to support PCNs, improvements in PCN processing, and a closer relationship with the council's Civil Enforcement Agents (bailiffs) following the appointment of a dedicated Debt Recovery Officer.



## 11. Future Developments

In 2018-19 the service is working with the Council's Web Team to review the content, accessibility, information, design and products available online. The review will lead to further enhancements with the aim of increasing the search parameters in order to allow customers to access the information or the service quickly.

A major project to replace the current PCN IT system (Si-Dem) with a new IT system (Taranto) has been initiated, and project work with our delivery partners is under way.

A specific £202k reserve has been created to fund the installation of additional moving traffic enforcement CCTV cameras, to encourage compliance at key locations that continue to pose a safety concern. An additional project reserve of £126k will be utilised to ensure that projects, such as the disconnection and removal of redundant pay & display machines, can be completed successfully.

### Plans for 2018-2019 include:

Replacement of old or damaged pay & display machines with new ones.

Review of the deployment plan to achieve improved efficiency in areas with increased enforcement across the borough through the deployment of more CEOs.

The introduction of a specialist CEO team to specifically focus on hotspot areas to better manage areas of high non-compliance.

Consultation with residents on proposed plans to introduce a higher diesel surcharge on the price of resident permits. The purpose of this would be to provide a stronger steer to vehicle owners to consider a switch to less polluting vehicles, given the increased health risks caused by air pollution from vehicles with diesel engines.

We will also be consulting residents regarding some proposed changes to parking charges and the management of on-street parking in Controlled Parking Zones across the borough and a proposed change to the Wembley Stadium Event Day Protective Parking Scheme.

## 12. Useful Links

### Brent Council Website

[www.brent.gov.uk](http://www.brent.gov.uk)

### Brent Councils Parking Home Page

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

### London Borough of Brent 2015 Parking Strategy

<https://www.brent.gov.uk/media/16403337/parking-strategy-2015.pdf>

### Previous Year's Parking Annual Reports

<https://www.brent.gov.uk/your-council/transparency-in-brent/performance-and-spending/council-performance/parking-service-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://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/479849/final-statutory-guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/479849/final-statutory-guidance.pdf)

