



Parking Services Annual Report
2011/12

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Foreword



Welcome to Barking and Dagenham's Annual Report for 2011/12. This report presents an overview of our parking performance and key objectives that have been achieved over the year and what is on the horizon for the next year.

2011/12 proved to be a challenging year for local government and the council has had to face some of the toughest budgetary decisions in years. Parking Services is a cost neutral service and any income generated goes back into the local community to help with services that Residents, Business and Local Councillors and MP's have told us are the most important to you.

This report outlines the services delivered by the parking service throughout 2011/12, and also provides comprehensive financial and statistical information. I am pleased that a transparent record of performance is being published regularly and the investment in new parking technology will eventually result in easier ways for our customers to pay for Penalty Charge Notices (PCNs) and permits and also the way in which you will be able to purchase permits is also highlighted in this report.

Thank you for taking the time to read our Parking Annual Report.

Councillor J Alexander
Cabinet Member for Crime, Justice and Communities

Introduction

Under the Traffic Management Act 2004 (TMA) the Council is required to publish its annual accounts at the end of the financial year. This document covers all parking enforcement activity from 1st April 2011 to the 31st March 2012.

The TMA was introduced to bring London and non-London enforcement authorities into line in order to provide for greater consistency across the country while allowing for parking policies to suit local circumstances.

Previously, London authorities had been given additional powers of enforcement which did not exist outside London. For example, it was only London authorities that were given powers to enforce moving traffic offences and footway parking. The TMA supersedes the Road Traffic Act 1991 and allows civil parking enforcement to be carried out by authorities England-wide. It also seeks to ensure that the system is fair to the motorist as well as effective in enforcing parking contraventions when they occur.

This annual report provides information on the activities of the Parking Service in 2011/12. It details the service's achievements as an integral part of the Council's effort to keep traffic moving and to improve road safety. It also includes parking and enforcement statistics, as well as financial information with comparative data from last financial year.

As streets in the borough are getting busier, the Council has increasingly had to make decisions on where people can and cannot park while balancing the needs of its residents, visitors, businesses and shoppers. The report highlights how the increasing parking demands are being managed.

Our Parking and Traffic Enforcement Policy has more detailed information and can be found on our website:

<http://www.lbbd.gov.uk/TransportAndStreets/Parking/Pages/ParkingPolicies.aspx>

The service area is committed to promoting best practice and continual quality improvement in its undertakings across the board.

Overview

Principles of parking and enforcement provision

The council's reasons for providing and managing residents parking areas and enforcement of parking restrictions has remained unchanged over the past 12 months and include the need for:

- Improving the local environment
- Supporting traffic management to ensure smooth flow of traffic movement and reduce traffic congestion
- Improving the quality and accessibility of public transport
- Meeting the needs of disabled people, some of whom will be unable to use public transport systems and depend entirely on the use of a car and
- Managing and reconciling the competing demands for kerb space

These also run alongside the council's priorities in keeping people safe, getting the borough moving whilst reducing our carbon footprint.

Barking and Dagenham Council manages in-house all of its parking enforcement and appeals processing.

The ranges of services we provide include:

- On Street Parking
- Off Street Parking – City Council car parks
- Residents/business/visitors and other parking permits
- Enforcement of parking restrictions
- Dealing with challenges/appeals to the issue of Penalty Charge Notices
- Misuse of disabled badges and permits
- Removal of Abandoned Vehicles
- Maintenance of and installation of parking equipment and CCTV cameras

On Street Parking

There is a mix of parking facilities provided on-street. Pay & Display bays, limited waiting bays, residents parking bays/spaces, disabled parking bays and loading/unloading bays. These are provided to meet the specific needs of the area, such as to deter long stay commuter parking from residential areas, to encourage turnover of spaces in short term areas, near to shops for example and to meet equality commitments by providing disabled bays in residential areas and in car parks.

There are currently 83 Pay and Display parking bays with stay times to match the demands of the residents, visitors and businesses and are available from 20 minute stays up to 2 hours.

Off Street parking

We provide 6 surface car parks mainly across the borough. The majority of these are designated as Pay & Display car parks.

Residential/business/visitors and other parking permits

There are 18 residential parking zones currently in operation. The criteria for resident's permits are consistent from zone to zone, and there is no limit on the amount of resident's permits that can be purchase in a household; however there is a restriction of 10 booklets of visitor's permits that can be purchased each month.

Enforcement of parking restrictions

We have a diverse range of parking controls and restrictions to enforce such as yellow lines, residents parking bays, bus stops and clearways, disabled parking bays, limited waiting bays, taxi ranks, council car parks, pedestrian crossings and zigzags. In addition to these we also seek to provide balanced enforcement to support schools and special events.

Resources are deployed across the borough to ensure we deliver a robust service. Within each beat are a number of roads and visit requirements dependant on the restrictions in place. Flexibility is built into the 'beats' and are regularly reviewed and adjusted to encourage compliance.

Dealing with challenges/appeals to the issue of Penalty Charge Notices

Our representations team take informal and formal challenges or appeals from the issue of Penalty Charge Notices (PCNs) as well as collecting payment for PCN's. A challenge is generally an informal appeal received before a Notice to Owner (NtO) is issued to the registered keeper of a vehicle, whereas an appeal relates to a formal challenge/appeal received after an NtO.

The team have produced a cancellation policy, which is to ensure fairness and discretion is maintained in dealing with each case received. The policy is available to view at our website;

<http://www.lbbd.gov.uk/TransportAndStreets/Parking/Pages/Home.aspx>

Misuse of blue badges and permits

Blue badge and permit misuse has a financial and social impact on the borough. We have a dedicated officer to investigate and if necessary with support from our colleagues in Trading Standards and Legal Services to prosecute offenders.

Removal of Abandoned vehicles

Abandoned vehicles are anti-social and attract crime. We as a council have a duty to remove abandoned vehicles on any open land or on any road to which the public have access and can charge for its removal, storage (if appropriate) and disposal.

Not every vehicle reported to the council is abandoned, some are nuisance vehicles, and some are untaxed vehicles. A council officer examines all the circumstances in each case to reach a decision. If a vehicle is identified as being abandoned we arrange for our contractor to remove the vehicle. An emergency removal within four hours is available should it be deemed hazardous or dangerous.

Maintenance of and installation of parking equipment and CCTV cameras

We have external contractors who are responsible for introducing technical innovation whilst maintaining our existing parking equipment and CCTV network.

Aspirations for 2012/13

Barking and Dagenham Parking Services has undergone extensive changes in the last year and is at an interesting point in its development, and while the next few years will be extremely challenging, they will also see exciting opportunities opening up for us.

In addition to our aspirations, we also need to contribute to our corporate objectives centred around the delivery and implementation of our parking business plan by, delivering effective, sustainable and customer focused services by helping to keep the borough moving.

The Enforcement side of the service is set to expand its remit to include the reporting and dealing with Nuisance / Abandoned vehicles.

Investment in technology, for example, Automatic number Plate Recognition (ANPR) will provide a higher quality of service to its users, increase efficiency and effectiveness of service delivery and eventually lead to paperless permits.

Enforcement by camera/CCTV will continue to develop and increase throughout the borough to help manage the flow of traffic and congestion which in turn will support the council's priorities to combat the environmental issues such as climate change.

Road Safety

Loading and Waiting Restrictions/Double yellow lines

Barking and Dagenham is currently installing double yellow lines at road junctions to improve road safety. This scheme is expected to continue and will improve both pedestrian and vehicle visibility when approaching junctions. Furthermore as part of the reactive maintenance program existing road markings in the borough are being remarked.

Controlled Parking Zones

Barking and Dagenham is currently installing new CPZ to discourage commuters using residential streets to park their vehicles. This will help to ease residents parking difficulties in residential roads and improve road safety.

Footway/Carriageway Resurfacing

Barking and Dagenham is continuing the programme of improving the condition of the existing footways and carriageways in the borough. This will have a positive effect on road and pedestrian safety as this will help to improve the skid resistant's of vehicles using borough roads.

Schools Parking

Road safety has been and will continue to liaise with the local safer neighbourhood teams and parking department to reduce illegal and potentially dangerous parking outside schools. The main aim has been to ensure pedestrians have a safe journey during the school opening and closing times.

Traffic Calming

Barking and Dagenham is continuing to implement new traffic calming schemes such as speed humps, one way schemes, school keep clear markings, pedestrian crossing points to improve both road and pedestrian safety in the borough.

New Developments

Review of Controlled Parking Zones

As part of its commitment to residents within Controlled Parking Zones (CPZs), the Highways department in 2011/12 implemented several new CPZ areas / extensions.

As part of this implementation it has been noted that the way in which these schemes have previously been rolled out needs to be changed to ensure a better standard of service is delivered. Therefore a programme is currently being developed to carry out new consultation in other areas of the borough. We also intend to review all existing CPZ's to ensure we are giving the right level of service to the residents which may lead to times being extended or free bay times being reduced.

The new process being introduced will focus on helping residents to understand why a CPZ should be introduced and the effects on individual roads should they opt out of the scheme.

We aim to be able to introduce CPZ's in areas to ensure enforcement can deliver a robust service that residents require and also implement exactly what is required within the area should there be health centres, schools, doctors surgeries etc.

Off-Street Electric Vehicle Charging Bays

The Council installed two electric vehicle parking bays in London Road Multi-storey Car Park. There is an additional one in Axe Street Shoppers' Car Park; however this car park will be reducing the amount of public use parking bays from September 2012. These parking places are available for use of electric vehicles free-of-charge, during the opening hours of the car parks.

New Changes in 2011/12

Parking Permit Stationery Overhaul

Single-colour stationery has been rolled out for all residential areas and has proved to be a more cost efficient way of producing permits. Stock control has become easier to manage with no wastage.

Visitor's permits

Visitors permit scratch cards have now been introduced; they have been received extremely well by residents with less mistakes being made when filling them out resulting in fewer Penalty Charge Notifications. In addition, we have listened to customer feedback resulting from scratch cards being limited to two per household per month and have now increased this to a maximum of 10 books per month.

Cashless Parking

The Council has signed up to a three year trial scheme of a cashless payment system with RingGo; which allows payment by mobile phone. This has been introduced and received well by the public.

Traffic Management Orders have also been created to allow cashless parking to be introduced in on-street locations also. This decision has been taken to reduce the maintenance costs which result from continuous vandalism of our Pay and Display machines.

Longer Opening Times for Car Parks

London Road Car Park has now been opened 24/7; this has been well received by residents of car free developments and businesses who have limited parking.

Season Ticket Parking

Consultation with various users of the car park and local businesses and car free developments has taken place and we are now able to offer season tickets for drivers who need to be able to park on a daily basis without incurring the daily Pay and Display costs.

Introduction of CO2 emission based permits

Controlled Parking Zones (CPZ) are an important tool that is available to the Council to prioritise parking for residents and local businesses. They can also be used to support modal shift and encourage more sustainable methods of travel. Research has shown that the expansion of CPZ areas can result in a reduction in the number of people commuting to an area using a car by 21%.

Further carbon reduction gains can be obtained by introducing CO2 emission-based parking permits that provide for lower emitting vehicles to be charged at a lower rate and for an increase in cost for second and subsequent vehicles.

The proposal to keep the carbon emissions-based fee structure classifies vehicles according to their vehicle tax bands and therefore their predicted carbon dioxide emissions per kilometre. Bands are listed as A to H, with A banded vehicles representing electric cars and band H as vehicles over 3,001 cc capacity. The cost of an annual CPZ permit in 11/12 was £25.30 with second and subsequent vehicles increasing from £33.70 to £67.30. The new structure continues to provide a disincentive for second and subsequent vehicles and will increase the cost of permits for less carbon efficient vehicles, particularly where there is multiple car ownership in one property.

What are Emissions?

There is very strong evidence that people are changing the climate with actions that create greenhouse gases like carbon dioxide and methane, these are classed as emissions. In the UK, 40 per cent of CO2 emissions are caused by the way we live, mostly from energy used in the home, driving and air travel. Transport is currently estimated to contribute more than 20 per cent of greenhouse gas emissions. Further information is available from Direct Gov Environment and Greener Living.

What are Emissions Based Residents Parking Permit Charges?

From 13 June 2012, the cost of a resident's parking permit in Barking and Dagenham was based on the amount of carbon dioxide (CO2) pollution produced by the resident's vehicle. Residents who own vehicles which give off low amounts of CO2 will pay less for their permit than residents who drive vehicles which give off more CO2.

Why charge for permits in this way?

The Council has said it will fight climate change by reducing CO2 emissions in Barking and Dagenham. The Council believes that the new charging structure will encourage residents to consider the contribution their vehicle makes to climate change, in particular when changing or buying a new vehicle. The charges reward environmentally responsible behaviour. Residents choosing to drive a low polluting car will in some cases pay slight less than they presently do, for their permit.

Are there any other reasons for changing the cost of parking permits?

The Council believes the new charges reflect the benefits received. We also want to bring permit charges in Barking and Dagenham more in line with those in neighbouring boroughs.

Proposed Changes in 2012/13

Postal Applications

From October 2012 if you are buying or renewing a parking permit you don't need to wait for it to be processed at the One Stop Shop. Just put your completed form, copies of relevant documents, and a cheque or postal order into an envelope and drop it into the box which is next to reception. We will then post your permit back to you.

Alternatively you can post it to us at: PO Box 500, Town Hall, 1 Town Square, Barking IG11 7LU.

Applications **MUST** be received by the 20th of the Month prior to expiry or we cannot guarantee delivery of your permit in time and you may receive a PCN.

On-Line permits

On-line permits are being scoped currently and we expect this to be live February / March 2013. It will enable residents and businesses within the authority to apply for new parking permits, renew permits on-line or via Interactive Voice Recording (IVR) and record changes of circumstances (i.e. address details and contact details) on-line. It delivers tangible savings and tighter processes for parking permits.

The benefits of transferring to virtual permits will be:

- Reduction of visitors to One-Stop Shops thus reducing queue times.
- Improve accessibility and efficiency of services.
- Improved customer satisfaction, by the convenience of transacting when and where they wish.
- The service can be delivered 24 hours a day, 7 days a week.
- Improved staff satisfaction as resources see repetitive tasks removed.
- The service is "greener" and more environmentally friendly as there is less paperwork handling and storage.
- Allow permits to be printed On-Line and in the back office.

Virtual Permits

Virtual Permits will enable Barking and Dagenham to make further efficiency and customer savings. Paper permits or visitor vouchers will no longer be provided and displayed in vehicles. Civil Enforcement Officers will have access to these up to date details electronically. This is expected to be delivered for 13/14.

The benefits of transferring to virtual permits will be:

- Improve accessibility and efficiency of services.
- Reduction in cost and process.
- Improved customer satisfaction, by the convenience of transacting when and where they wish.
- The service can be delivered 24 hours a day, 7 days a week.
- Improved staff satisfaction as resources see repetitive tasks removed.

Webview

We have developed our website to enable customers to view their moving traffic contraventions on line this has gone live in September 2012.

Vehicle Removal

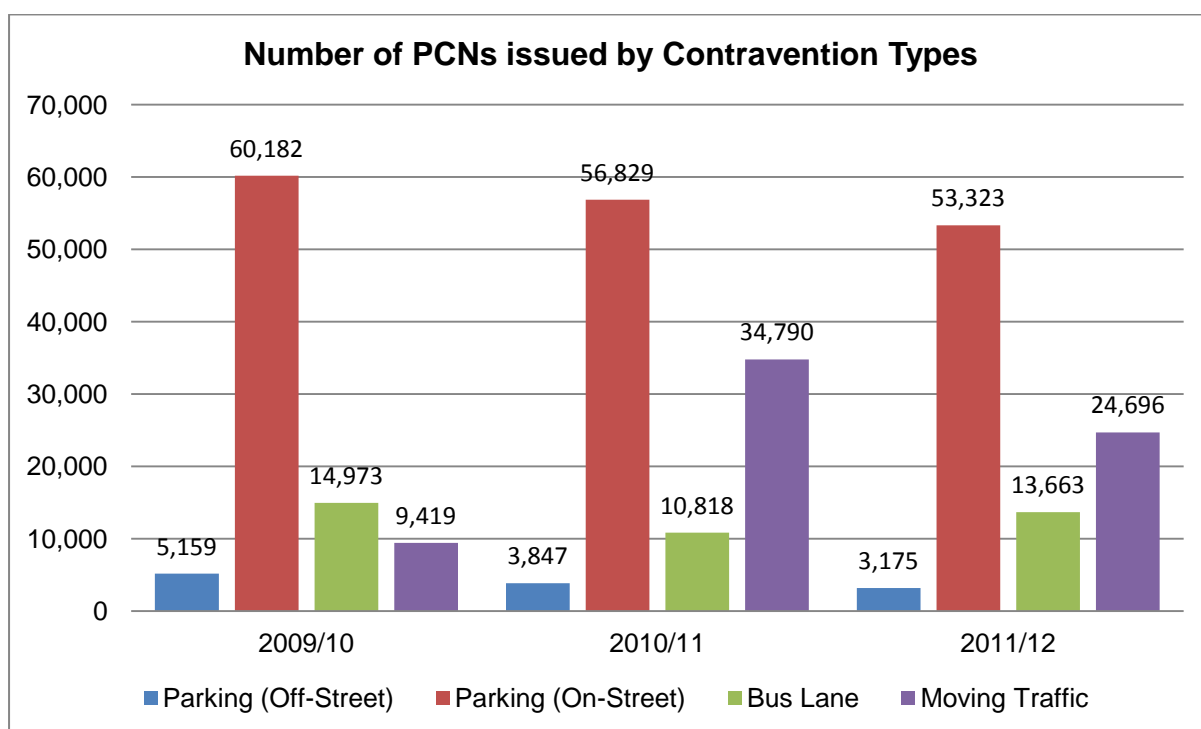
In March 2012 a new policy was agreed at cabinet for parking services to remove vehicles belonging to persistent evaders. A persistent evader is defined as a vehicle that has three or more PCN's outstanding; none of which are either subject to an appeal or at a stage where an appeal can be made.

Statistics and Financial Information

Number of PCNs Issued by Contravention Types

The table below gives the details of the number of PCNs issued, categorised by types of contravention. The increase in the number of moving traffic contravention is due to the enforcement of the Pedestrian Zone in Barking Town Centre which was completed after the last annual report.

	Financial Year		
	2009/10	2010/11	2011/12
Parking (Off-Street)	5,159	3,847	3,175
Parking (On-Street)	60,182	56,829	53,323
Bus Lane	14,973	10,818	13,663
Moving Traffic	9,419	34,790	24,696
Total – all PCNs	89,733	106,284	94,857



2011/12 PCN Performance Data Analysis

Introduction

The figures used in the data below are exclusive to PCNs issued in 2011/12 financial year and payment made in the same period broken down into the enforcement streams.

The is slightly different from the income figures published in the Annual Reports which would include payments made for PCNs issued in previous years.

	No. of PCNs issued	No. of PCN Paid	PCN Income	Average Payment	% of PCN Paid (Payment Rate)
Issued by CEO	27,616	14,352	£897,582.85	£62.54	51.97%
Issued by CCTV Control Room	44,534	30588	£2,099,463.72	£68.64	68.68%
Issued by CCTV Lane Watch	10,113	7227	£503,384.51	£69.65	71.46%
Issued by CCTV Mobile Team	12,196	8369	£564,626.12	£67.47	68.62%
TOTAL	94,459	60,536	£4,065,057.20		64.09%

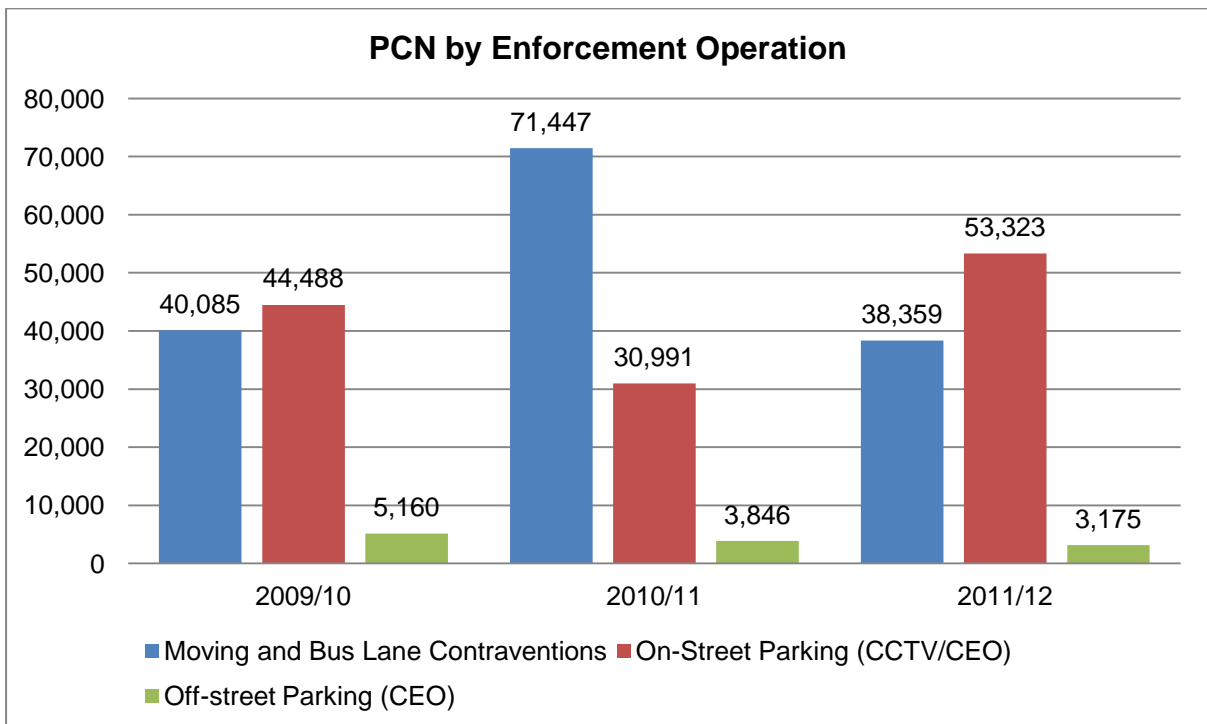
Number of PCNs Issued by Severity of Contravention

The table below gives the details of the number of PCNs issued, categorised by severity of contravention.

	Financial Year		
	2009/10	2010/11	2011/12
Higher Level PCN	81,160	99,544	TO FOLLOW
Lower Level PCN	8,573	6,740	TO FOLLOW
Total – all PCNs	89,733	106,284	TO FOLLOW

PCN by Enforcement Operation

	Financial Year		
	2009/10	2010/11	2011/12
Moving and Bus Lane Contraventions	40,085	71,447	38,359
On-Street Parking (CCTV/CEO)	44,488	30,991	53,323
Off-street Parking (CEO)	5,160	3,846	3,175
Total – all PCNs	89,733	106,284	94,857



Other PCN Processing Data for 2011/12

CANCEL	
No. Of Notices Cancelled Due To A First Stage Challenge/Rep	1,350
OPEN	
No. Of CCs Registered At The Traffic Enforcement Centre	20,315
No. Of Notices Subject To A First Stage Challenge/Rep	13,833
PAID	
No. Of PCNs Paid After Service Of CC	8,655
No. Of PCNs Paid At Full Charge But Before Service Of CC	4,256
No. Of PCNs Paid At Reduced Charge	58,056
No. Of Post Warrant Payments	2,686
VOID	
No. Of PCNs Voided	161
WAIVED	
No. Of Waived Tasks Subject To A First Stage Challenge/Rep	1,917
WRITE OFF	
No. Of Written Off Tasks Subject To A First Stage Challenge/Rep	524

*Figures exclusive to the current parking software system

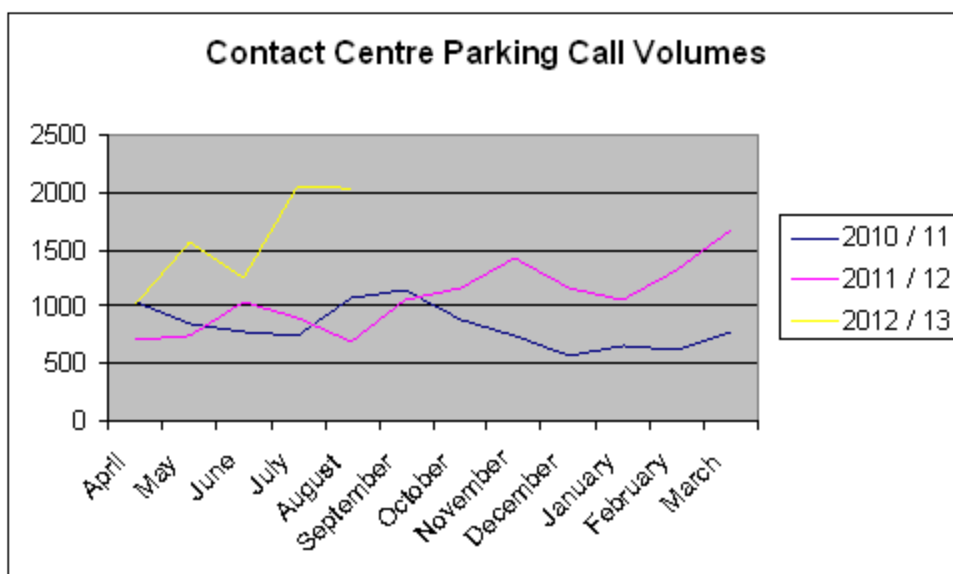
Parking Account 2011/12

	<u>On street</u> £'000	<u>Off street</u> £'000	<u>Overall</u> £'000
Expenditure:-			
Premises	20	196	216
Transport	66	8	74
Supplies & Services	199	445	644
Third Party Payments	9	62	71
Management/Employees/Support	1,579	715	2,294
Capital Charges	10	97	107
Recharges	-39	0	-39
	1,845	1,522	3,366
Income:-			
PCN Income			4,195,260
Non Staff Permit			496,799
Staff permit			66,186
Pay & display (off street)			254,548
Pay & Display (on street)			65,975
Total			5,078,768
End Of Year PCN Debtor - 11/12			831,919
Closing Position			5,078,768
<u>Surplus used to finance the following:-</u>			
Local Implementation Plan (Mayor's Transport Strategy)			
Revenue contributions to capital schemes (highways improvements)			2,016
Highways Improvements capital charges			
TOTAL			2,016

Monitoring Data

Call Centre Figures for Parking Services

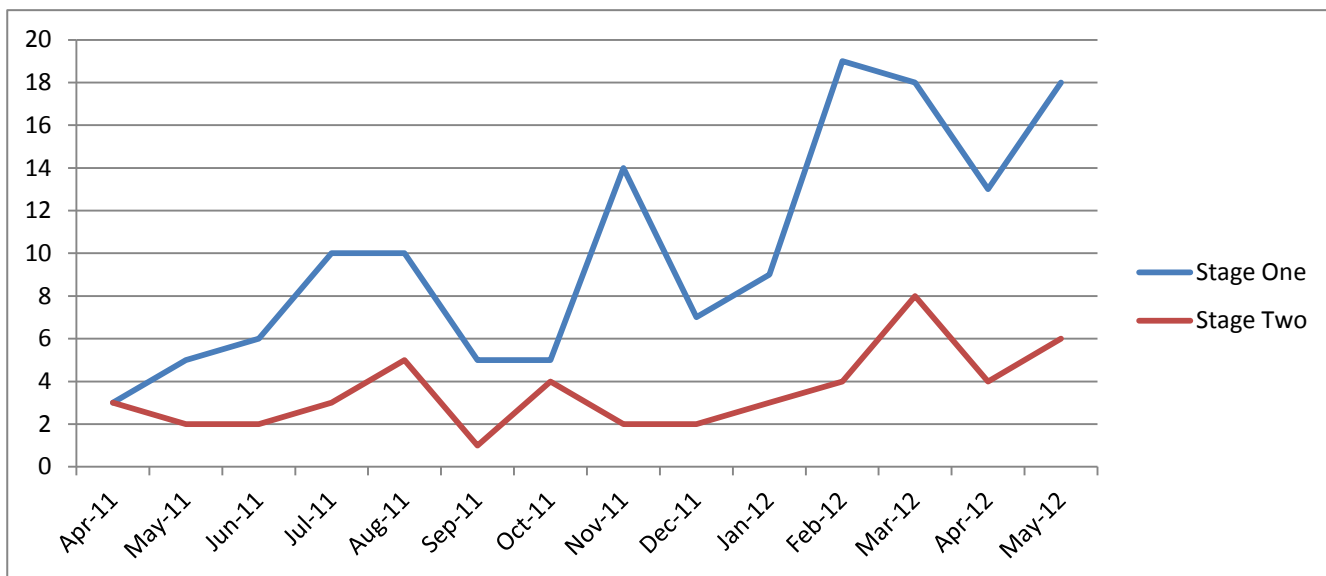
	2010/11	2011/12	2012/13
April	1046	715	1026
May	849	754	1571
June	777	1034	1246
July	743	903	2051
August	1068	700	2036
September	1140	1053	
October	881	1165	
November	753	1427	
December	580	1166	
January	658	1062	
February	622	1319	
March	774	1670	
Totals	9891	12968	7930



Corporate Complaints

There were 191 complaints received between 1st April 2011 and 31st March 2012. This reflects less than 0.2% of all PCNs issued within the financial year.

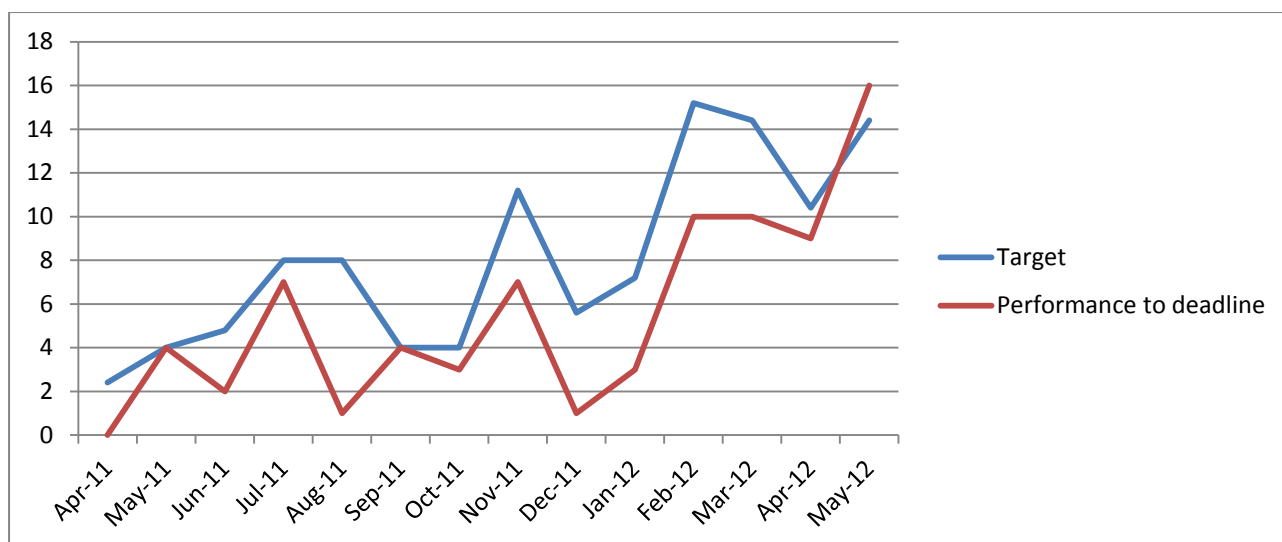
Complaints received	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12
Stage One Complaints	3	5	6	10	10	5	5	14	7	9	19	18	13	18
Stage Two Complaints	3	2	2	3	5	1	4	2	2	3	4	8	4	6



Monitoring Data

Performance to Deadline for Stage one complaints 1st April 2011 – 31st March 2012

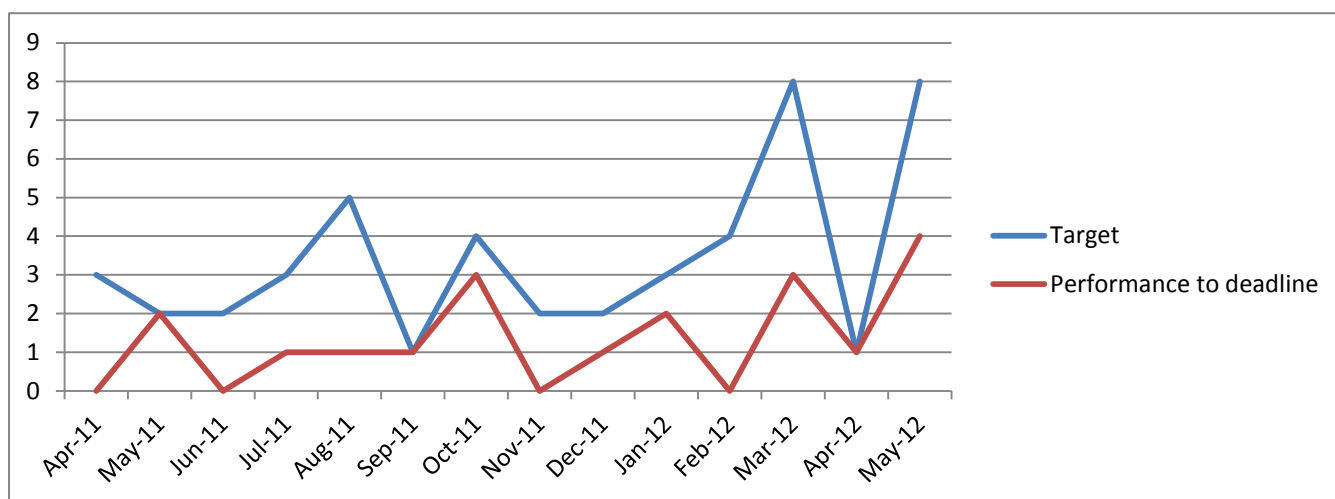
	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Within deadline	0	4	2	7	1	4	3	7	1	3	10	10
Outside deadline	3	1	4	3	8	1	2	7	6	6	9	8
No Response	0	0	0	0	1	0	0	0	0	0	0	0
% performance to deadline	0%	80%	33%	70%	10%	80%	60%	50%	14%	33%	53%	55%



Complaints Monitoring Data

Performance to Deadline for Stage two complaints 1st April 2011 – 31st March 2012

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Within deadline	0	2	0	1	1	1	3	0	1	2	0	4
Outside deadline	3	0	2	2	4	0	1	2	1	1	4	4
Awaiting Response	0	0	0	0	0	0	0	0	0	0	0	0
% performance to deadline	0%	100%	0%	33%	20%	100%	75%	0%	50%	67%	0%	50%



	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Escalated S1 to S2	-	-	-	1	2	-	1	1	-	2	-	1
Escalated S2 to S3	-	-	-	-	-	-	1	-	-	-	-	1

Complaint Trend analysis: Stage One

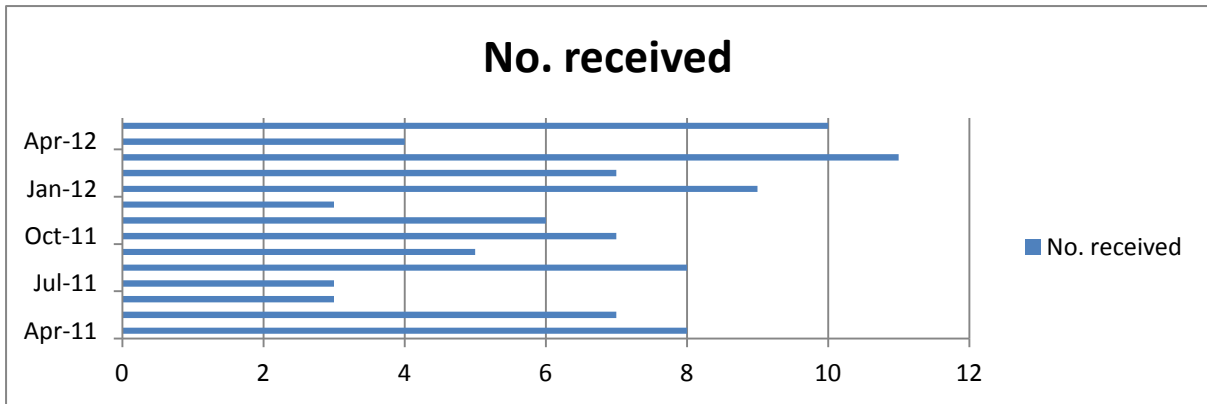
	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
CEO	2	2	2	3	2	1	-	1	1	4	-	1
CPZ	1	-	1	-	1	-	-	-	-	1	-	-
PCN	-	1	-	3	2	-	2	2	2	1	4	6
Lack of response	-	2	-	2	4	1	3	1	2	1	8	6
Redesign of parking bays	-	-	1	-	-	-	-	-	-	-	-	-
Payment line	-	-	2	-	-	-	-	-	-	-	-	-
Damage caused to car in car park	-	-	-	1	-	-	-	-	-	-	-	-
Parking Enforcement	-	-	-	1	1	1	-	2	-	-	5	3
Refund issue	-	-	-	-	-	1	-	-	-	-	-	-
Parking permits	-	-	-	-	-	1	-	4	1	1	1	1
Dropped kerb	-	-	-	-	-	-	-	1	-	-	-	-
Ticket machine out of order	-	-	-	-	-	-	-	1	-	-	-	-
Unhappy with response received	-	-	-	-	-	-	-	1	-	-	-	-
Yellow lines not installed	-	-	-	-	-	-	-	1	-	-	-	-
Alleged harassment	-	-	-	-	-	-	-	-	1	-	-	1
CCTV Vehicle	-	-	-	-	-	-	-	-	-	1	-	-
Administration error	-	-	-	-	-	-	-	-	-	-	1	-
Practices of Bailiff	-	-	-	-	-	-	-	-	-	-	-	-
Missing parking sign	-	-	-	-	-	-	-	-	-	-	-	-
Inadequate disabled parking facilities	-	-	-	-	-	-	-	-	-	-	-	-

Complaint Trend analysis: Stage Two

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
CPZ	1	-	-	-	-	-	-	1	-	-	-	-
Lack of response	2	-	-	-	2	-	1	-	-	1	1	1
PCN	-	1	1	-	1	1	2	-	-	-	2	4
Parking Permit	-	1	-	1	-	-	1	-	-	-	-	-
CEO	-	-	1	1	1	-	-	-	-	-	-	1
FOI	-	-	-	1	1	-	-	1	2	1	-	-
Delay in responding to S1	-	-	-	-	-	-	-	-	-	1	-	-
Breach of data protection	-	-	-	-	-	-	-	-	-	-	1	1
Unhappy with letter received	-	-	-	-	-	-	-	-	-	-	-	1
Parking Enforcement	-	-	-	-	-	-	-	-	-	-	-	-
Inadequate disabled parking facilities	-	-	-	-	-	-	-	-	-	-	-	-

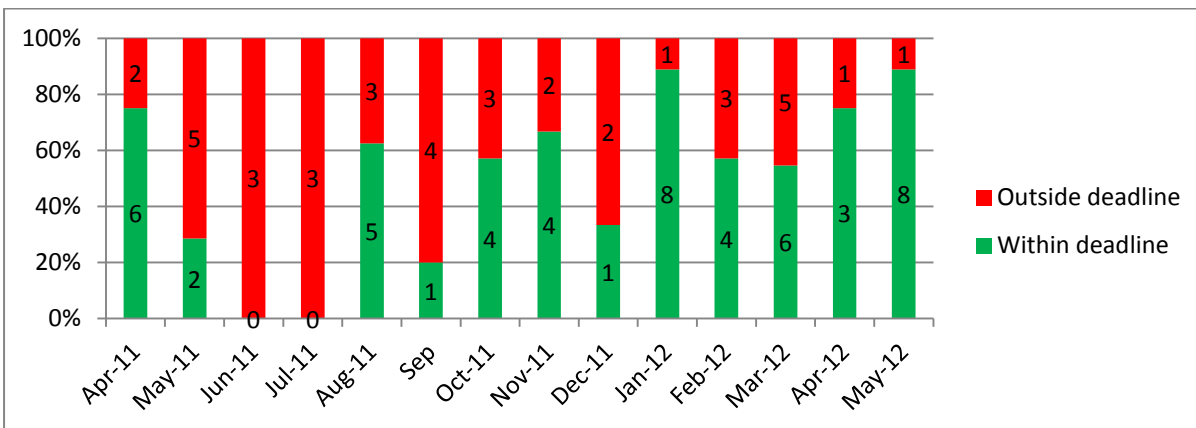
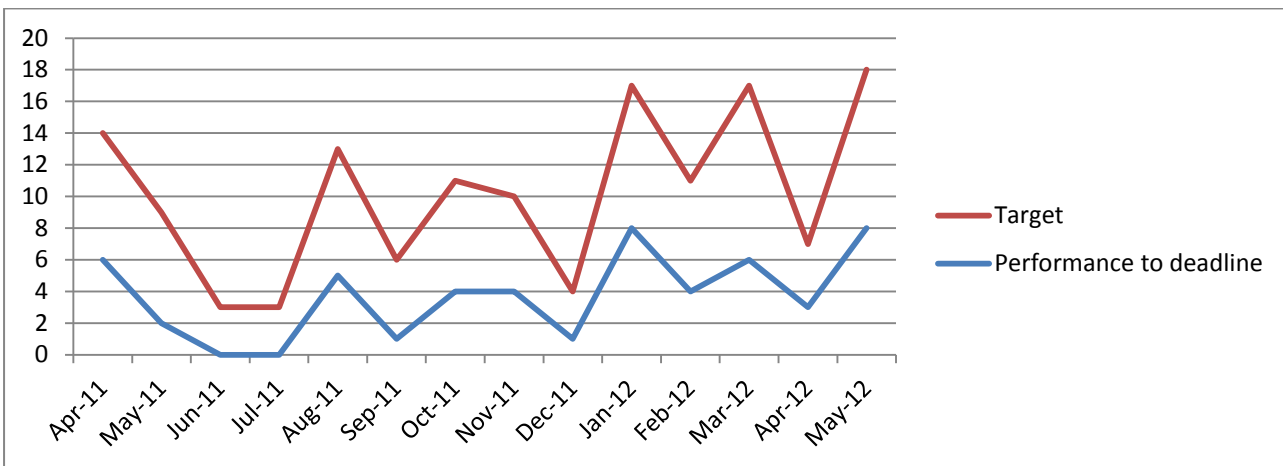
FOI Monitoring Data

Freedom of Information Enquires 1st April 2011 – 31st March 2012



FOI Processing

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Within deadline	6	2	0	0	5	1	4	4	1	8	4	6
Outside deadline	2	5	3	3	3	4	3	2	2	1	3	5
Awaiting Response	0	0	0	0	0	0	0	0	0	0	0	0
% Performance to deadline	75%	29%	0%	0%	62%	20%	57%	67%	33%	89%	57%	54%



Trend Analysis	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Unpaid PCN's	1	-	-	-	-	-	-	-	-	-	-	-
Parking spaces for council staff	1	-	-	-	-	-	-	-	-	-	-	1
No of PCN's issued	1	-	1	-	1	-	-	-	-	-	-	-
Legislation used by CEO's	1	-	-	-	-	-	-	-	-	-	-	-
Information on contravention 62 – one or more wheels parked on any part of the road	1	-	-	-	-	-	-	-	-	-	-	-
CPZ	1	-	1	2	-	-	2	-	-	-	-	-
PCN's	1	3	-	1	-	-	2	3	3	3	3	3
Overpayments at pay and display machines	1	-	-	-	-	-	-	-	-	-	-	-
CCTV	-	1	-	-	3	-	1	-	-	-	-	-
Information re; loading	-	1	-	-	-	-	-	-	-	-	-	-
CEO's	-	1	-	-	-	-	-	-	-	1	-	-
Copy of all Traffic Management orders currently in force	-	1	-	-	-	-	-	-	-	-	-	-
Annual parking report	-	-	1	-	-	1	-	-	-	-	-	-
Obstruction caused by parked cars	-	-	-	-	1	-	-	-	-	-	-	-
Parking charges/Income generated	-	-	-	-	2	-	-	1	-	-	-	1

Trend Analysis FOI	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Permit charges	-	-	-	-	1	-	-	-	-	-	-	-
Bus Lane order regulations	-	-	-	-	-	1	-	-	-	-	-	-
Residential parking	-	-	-	-	-	1	-	-	-	-	-	-
Income generated by car parks	-	-	-	-	-	1	-	-	-	-	-	-
Guidance used when issuing PCN's	-	-	-	-	-	-	1	-	-	-	-	-
Parking, bus lanes and moving traffic offence contract end dates	-	-	-	-	-	-	1	-	-	-	-	-
Speed cameras	-	-	-	-	-	-	-	1	-	-	-	-
Traffic Management Order	-	-	-	-	-	-	-	1	-	-	-	-
Parking spaces	-	-	-	-	-	-	-	-	-	1	-	-
Tender documentation for cashless parking procurement	-	-	-	-	-	-	-	-	-	1	-	-
Pay and display parking	-	-	-	-	-	-	-	-	-	1	-	-
Parking restrictions	-	-	-	-	-	-	-	-	-	1	-	1
Car parks/disabled bays	-	-	-	-	-	-	-	-	-	1	1	1
Copies of letters	-	-	-	-	-	-	-	-	-	-	1	-
Automatic number plate recognition	-	-	-	-	-	-	-	-	-	-	1	-
Traffic count data	-	-	-	-	-	-	-	-	-	-	1	-
Ambulances and use of bus lanes	-	-	-	-	-	-	-	-	-	-	-	1
Dispensation certificate issued to mobile enforcement vehicles	-	-	-	-	-	-	-	-	-	-	-	1
Traffic Orders for certain roads	-	-	-	-	-	-	-	-	-	-	-	1
PATAS case results	-	-	-	-	-	-	-	-	-	-	-	1
Enforcement of bus lanes	-	-	-	-	-	-	-	-	-	-	-	-
Parking permits/zones/CEO's	-	-	-	-	-	-	-	-	-	-	-	-

Reported Incidents and Civil Enforcement Officers' Safety

With the nature of duties carried out by CEOs, they are subjected to high levels of abuse and assault, verbally and also physically. In line with its duty of care for all employees, the Council provide personal telecommunication devices through which CEOs are able to send an alarm signal to a control room, within the community safety unit.

When a code yellow signal is sent by a CEO, it indicates that the officer is being subjected to intense verbal assault that could become physical. CEOs are encouraged to distance themselves from the person who is abusing them at this point.

When a code red signal is sent by a CEO, it indicates that either the officer has been subjected to a physical assault or feels that it is imminent. In this type of situation, an officer within community safety section notifies the duty supervisor and the police of the situation, provide the exact location of the CEO based on the GPS information signal from the telecommunication device.

In 2011/12 there were 29 verbal / physical threats and assaults made on Civil Enforcement Officers; 18 of which were deemed serious and were reported to the police.

Comparisons to previous years

Mobile CCTV

Type	2007/08	2008/9	2009/10	2010/11	2011/12
How many tickets issued	2,228	17,694	14,805	12,649	12,209
How many tickets paid	1,530	13,099	11,426	8,824	8,902
Income	£96,849	£895,316	£771,686	£577,880	£639,557
How many tickets cancelled	438	2,180	977	1,346	342

CCTV (Control Room)

Type	2007/08	2008/9	2009/10	2010/11	2011/12
How many tickets issued	32,046	24,354	30,196	58,782	54,695
How many tickets paid	23,754	17,271	20,598	37,924	40,289
Income	£1,526,830	£1,236,056	£1,391,803	£2,378,889	£2,946,778
How many tickets cancelled	2,106	2,007	3,234	3,956	1,027

On-Street

Type	2007/08	2008/9	2009/10	2010/11	2011/12
How many tickets issued	27,577	36,298	39,328	30,991	24,398
How many tickets paid	14,014	19,888	21,513	16,268	13,233
Income	£902,085	£1,345,682	£1,395,554	£1,006,978	£921,718
How many tickets cancelled	4,108	7,086	8,024	2,895	753

Off-Street (Car parks)

Type	2007/08	2008/9	2009/10	2010/11	2011/12
How many tickets issued	2,062	4,592	5,160	3,846	3,175
How many tickets paid	1,163	2,662	2,736	2,145	1,994
Income	£62,154	£139,254	£136,014	£104,945	£99,560
How many tickets cancelled	475	1,015	1,558	654	182

PCN Income

PCN Income by date of payment for each financial year	
Date	Income
2004-5	£1,314,276.83
2005-6	£1,485,828.22
2006-7	£1,657,598.84
2007-8	£2,378,713.72
2008-9	£3,377,527.04
2009-10	£3,684,426.27
2010-11	£4,557,375.90
2011-12	£4,703,247.77

What's next for Barking & Dagenham

London's Newest Opportunity

During 2012 the Borough produced a brochure entitled London's Newest Opportunity setting out the regeneration achievements to date and the opportunities for the future. The brochure is available at www.lbbd.gov.uk/londonsnewestopportunity. In addition just prior to the Olympic Games the first edition of Bold magazine was published setting out further information on the regeneration agenda (www.boldmagazine.co.uk)

We have set three key priorities for achieving our 2020 Vision for Barking and Dagenham:

- Increasing prosperity for all by encouraging the development of a well-educated and skilled workforce, increasing access to jobs, supporting existing businesses to grow and attract new investment
- Working in partnership to develop genuinely sustainable communities in Barking and Dagenham
- Working in partnership to regenerate Barking Town Centre as the gateway for new investment and opportunity in Barking and Dagenham.

London Riverside

In the next 20 years, Barking and Dagenham will undergo its biggest transformation since the borough was first industrialised and urbanised.

The Thames Gateway, of which we form the heart, is the largest regeneration area in Europe. It is crucial to the governments' plans to develop sustainable communities in the south-east and to the London Mayor's ambition to ensure prosperity is more evenly shared between east and west in London. The southern part of the Borough stretching into Newham and Havering is known as the London Riverside Opportunity area.

It contains the United Kingdom's biggest brownfield regeneration site at Barking Riverside and the future home of London's environmental technologies at Dagenham Dock.

Employment and leisure opportunities are being pursued at major plots of former Ford land whilst Barking Town Centre will be revitalised to become the town centre of choice for the new communities.

Barking Station

The area in front of Barking Station has been improved to make it more pleasant for pedestrians and station users. The improvement works involved enlarging and re-paving the pedestrian area in front of the station with granite paving, plus new bus stops and taxi pick-up points, improved lighting, better signage and new cycle parking, seating and, for the first time in many years, a station clock.

A formal completion ceremony took place on the 25 July.

The next key priority is the station itself and the Council will be seeking to ensure Barking station is improved through the retendering of the Essex Thameside franchise by DfT.

Business East

Planning permission was granted in March 2012 for a major mixed use development at the Sanofi site at Dagenham East. The proposal involves reutilising the existing labs and science facilities for a multi occupation science and Technology Park, a new supermarket, a hotel, other employment development, a health facility and the retention of the sports facilities under a locally based Sports Trust.

www.business-east.co.uk