



## Parking Services Annual Report 2012/13

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## Foreword



Welcome to Barking and Dagenham Council's Annual Parking Report for 2012/13. Our aim is to set out our objectives and priorities for the year ahead, and explain some of the challenges of managing parking in our borough.

I am pleased to tell you that Parking Services is continuing to develop its service in an innovative and transparent way.

The Parking Enforcement Team has increased efficiency by investing in new equipment to ensure enforcement is fair and transparent this includes new handheld equipment, new cameras and vehicles.

We have also invested in our staff by training all Civil Enforcement Officers to BTEC standard. This has resulted in the team working better together and has enabled them to multi-task between on-street duties and CCTV.

One of our main objectives is to reduce congestion and keep traffic moving. This is being helped through a range of initiatives including the introduction of more CCTV enforcement by car and camera.

The number of Parking Charge Notices (PCNs) has dropped from 94,857 in 2012 to 80,246 in 2013 – a fall of more than 15 per cent. This is good news because it demonstrates that residents and businesses are observing parking restrictions. It also demonstrates that our work to make signs and lines clearer is having an effect.

As the service transforms you will see changes to the way we work. There are several projects on the horizon including a move to on-line permit applications, changes to pay and display machines to allow credit and debit card payments instead of cash and number plate specific tickets, and an increase in CCTV / Automatic Number Plate Recognition (ANPR) enforcement on-street and in car parks.

As in previous reports we again explain how surplus income from parking is spent on essential council services including highway repair and a contribution to reduced travel fares for older people and children.

We welcome your feedback on anything you read in this report. Please send any questions or comments to [parking@lbbd.gov.uk](mailto:parking@lbbd.gov.uk)

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 1<sup>st</sup> April 2012 to the 31<sup>st</sup> March 2013.

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 2012/13. 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 – including permits, 'pay and display' and pay-by-phone
- Off Street Parking – Car Parks
- Enforcement of parking restrictions
- Enforcement of misuse of disabled badges and permits
- Administration of challenges and appeals of Penalty Charge Notices
- 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 and 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 127 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.

There are 19 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.

At present, business owners can purchase business parking permits for use in resident parking bays around the borough.

## Off-street parking

The Council has 9 car parks across the borough - 2 of these are multi-storey car parks whilst the remainder are surface car parks.

Car Park	Pay and Display	Permit	Disabled	Resident	Loading	Motorcycle	Electric Vehicles	Parent and Toddler	Other	Coaches	Total
Axe Street	72	7	6								85
Linton Road	51		4								55
London Road Multi	438	169	13			2	2				632
Roycraft House	19	17	2						4		44
Althorne Way	32										32
Becontree Heath	130		6					7		1	144
Civic Centre	209	18	14		6				8		255
Heathway Multi	255		8	57		1					321
Stour Road	46		5								51



## **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.

## **Enforcement of misuse of disabled 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.

In a joint exercise on Blue Badge misuse conducted by the Parking Enforcement supported by the Council's Corporate Anti-Fraud Team, Mobility Services and the Police, over 100 badges were checked. As a result:

- 2 Arrests were made in cases where badges of deceased persons were being used (both badges issued by other boroughs)
- 17 PCNs (of which 13 badges were issued by other boroughs) were issued for parking offences as a result of the badge holder not being present and the Badge withheld
- The police were able to identify further offences resulting in penalty fines and 4 Cars being impounded

In addition, a number of legitimate badge holders spoken to during the exercise expressed their support for what was being done. It was also noticeable that disabled bays were less crowded on Day 2 of the operation, suggesting that the exercise was having a deterrent effect.

## **Administration of challenges and appeals of Penalty Charge Notices**

Our representations team respond to informal and formal challenges or appeals in writing that arise from the issue of Penalty Charge Notices (PCNs), as well as collecting payment for PCNs. 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 helps 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/ParkingPolicies.aspx>

The team considers every case on its merits, including how the relevant statutes and regulations apply to it. The number of appeals made to the independent Parking arbitrator, PATAS, against PCNs issued in the borough fell by 46% year on year, in part due to clearer explanations of the reason for PCN issue earlier in the appeals process. The proportion of appeals allowed by adjudicators also declined, from 31% to 27%, showing the team defended its cases more effectively.

### **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.

In the 2012/2013 year, we investigated 798 cases of abandoned vehicles and removed 35 vehicles.

## **CCTV Enforcement**

Closed circuit television (CCTV) cameras for enforcement are used to improve traffic conditions in all areas especially in this borough. It also helps to reduce congestion and unnecessary obstructions in parking, and also to ease off traffic for buses, taxis, and other motorists. To achieve these, CCTV cameras are used to enforce parking, moving traffic and bus lane restrictions in areas where it is difficult or unsafe for a Civil Enforcement Officer (CEO) to be able to enforce. Ideally, enforcement activities contribute to reduce carbon emissions which lead to a healthier environment.

In addition to this, mobile CCTV vehicles are used at places where there are no static cameras to monitor both moving traffic and parking contraventions. These vehicles are normally seen at locations such as junctions where banned turns are prohibited, and outside school areas. Enforcement activities also to help to achieve compliance and road safety. The London Borough of Barking and Dagenham currently use Toyota IQ vehicles which have very low CO<sub>2</sub> emissions to provide a healthier environment.

The CCTV cameras and equipments used by the borough are approved and certified by the Department for Transport (DfT). Motorists who do not observe contravening restrictions receive Penalty Charge Notice (PCN) through the post instead of attaching them on their vehicles.

All our Civil Enforcement Officers (CEOs) are trained and qualified to monitor CCTV network, and record clips of potential contraventions. These clips are then passed on to other CCTV CEOs who review the clips to ensure that contraventions have been correctly identified. After the review process PCNs are then sent to the registered keepers of the vehicles by post.

### **Maintenance of and installation of parking equipment and CCTV cameras**

Most of the cameras in the borough are used primarily by Community Safety section in conjunction with the Police and only utilised for parking enforcement intermittently. As such, these fleets of cameras are maintained and managed by the Community Safety section.

There are a number of cameras installed by Parking Services for enforcement of bus lanes and banned turns. These cameras has maintained by external contractors who are responsible for introducing technical innovation.

## **Aspirations for 2013/14**

Barking and Dagenham Parking Services has undergone extensive changes in the last couple of years and is still developing the service. 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 continue to contribute to our corporate objectives centred on 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 has now expanded its remit to include the reporting and dealing with Nuisance / Abandoned vehicles and we hope to increase productivity on the removal of these 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 still programmed to install 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 you will also have seen in the last year that road markings in the borough are being refreshed / remarked to make it easier for road users to know what the restrictions are.

## Controlled Parking Zones

Barking and Dagenham is still visiting new areas where there is a need for controlled or restricted parking zones to be introduced. This can be for many different factors from congestion to road safety.

Although we take the residents' views on the implementation of a parking zone, there are other factors surrounding congestion and road safety that will make for a deciding factor.

## Highways maintenance

Barking and Dagenham will continue to invest into the maintenance of the boroughs roads. A programme of resurfacing the worst roads in the borough is ongoing this year. A programme of safety inspections is carried out on footways and carriageways and any dangerous defects are rectified. This has a positive effect on road and pedestrian safety as good highway maintenance helps prevent accidents and prologue the life of the road.

## Footway/carriageway resurfacing

Barking and Dagenham is continuing the programme of improving the condition of the carriageways throughout the borough by investment into resurfacing. Footways are subject to safety inspections and where they are unsafe they are repaired. Repairing and investing in the highways asset has a positive effect on road safety.

## Schools parking

Road Safety will continue to liaise with the local Safer Neighbourhood Teams and the Parking Services to reduce illegal and potentially dangerous parking outside schools. The main aim is 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 where they can reduce speed and improve road safety. Methods such as speed humps, one way schemes, school keep clear markings, pedestrian crossing points are used to improve both road and pedestrian safety in the borough. However; due to the reduced funding available there is a strict programme in place to be able to deliver these schemes and they are prioritised according to needs.

# **New Developments**

## **Review of Controlled Parking Zones**

As part of its commitment to residents within Controlled Parking Zones (CPZs), the Highways department in 2012/2013 implemented a number of 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 has two electric vehicle parking units in London Road Multi-storey Car Park which are available for use of electric vehicles free-of-charge, at all times.

## **Longer opening times for car parks**

The Council car parks are now chargeable and operational 24/7. The residents of car free developments around London Road Car Park have particularly taken advantage of this when they have guests staying overnight.

## **Season Ticket for car parks**

There was a consultation process that involved various stakeholders such as local businesses and residents of car free developments about offering of season tickets for use in London Road Multi-storey Car Park as a way for them to save on daily pay and display costs.

Based on interest shown, there are now two types of season tickets – for day time only and another for all day parking. The uptake of which have been reasonably good with sales reaching in excess of 200 permits in 2012/13.

## Online Video Evidence (Webview)

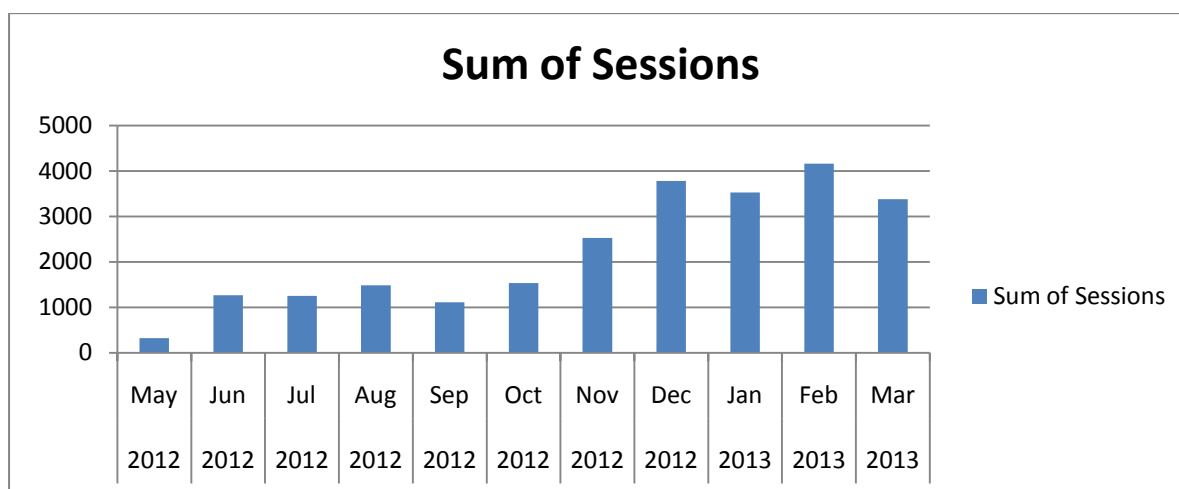
We have developed our website to enable customers to view Penalty Charge Notices issue by CCTV online. This service went live in September 2012 and helps improve compliance as customers can often see from the footage of a contravention how their action has affected other road users.

## 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.

The table below shows the uptake in RingGo usage since its implementation



## 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.



## Permits

### New visitor permits for residents in CPZs

Following requests from residents in Controlled Parking Zones for shorter-term visitor scratch cards than the full-day period initially offered, the Council agreed to introduce a second type of scratch card to run in parallel with the day vouchers.

These four-hourly permits can offer customers a more cost-effective solution to receiving visitors who do not require all-day parking, such as carers.

### Parking permit stationery

New permit stock has been introduced to cover parking dispensations and bay suspensions. This allows customers to have on clear display that they have paid for the particular parking privilege they requested.

To ensure efficient allocation of resources, parking permit holders are now supplied to customers only with new permits or on request, rather than being issued as standard. No further orders for holders have been made, and the current stock is being wound down.

## CO<sub>2</sub> emission based permits

Controlled Parking Zones (CPZs) 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 CO<sub>2</sub> 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.

It was agreed at Cabinet in February 2012 to keep 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 12/13 was £20.00 with second and subsequent vehicles increasing from £40.00 to £60.00 respectively. 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, which are classed as emissions. In the UK, 40 per cent of CO<sub>2</sub> 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 the country's 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 (CO<sub>2</sub>) pollution produced by the resident's vehicle. Residents who own vehicles which give off low amounts of CO<sub>2</sub> will pay less for their permit than residents who drive vehicles which give off more CO<sub>2</sub>.

## **Why charge for permits in this way?**

The Council has said it will fight climate change by reducing CO<sub>2</sub> 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 slightly 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.

# Permit Application

## Postal Applications

Residents who wish to buy or renewing a parking permit don't need to wait for it to be processed at the One Stop Shop as they are now able to put their completed form, copies (not originals) 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 the permits back to the residents.

Residents can also take up the option of posting the applications to us at Permits, Parking Services, Town Hall, 1 Town Square, Barking, IG11 7LU.

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

## New for 2013/14

### On-line permit applications

On-line permits are currently being implemented and will go live shortly. The new on-line process will enable residents and businesses within the Borough to apply for new parking permits or renew existing permits on-line, as well as record changes of contact details, without needing to visit a One-Stop Shop or send any paperwork through the post.

This facility delivers tangible savings and tighter processes for parking permits.

The benefits of on-line applications for parking permits will include:

- Reduction of visitor numbers at One-Stop Shops, with a consequent shortening of queue times
- Better accessibility and more efficient service
- Improved customer satisfaction, through the convenience of transacting when and where they wish
- A service deliverable 24 hours a day, 7 days a week
- Improved staff satisfaction as repetitive tasks relating to permit issue are removed
- A "greener", more environmentally friendly service, as there is less paperwork handling and storage
- Flexibility, as permits can be issued either on-line through Liberty Services or at One-Stop Shops.

## **New for 2014/15**

### **Virtual Permits**

Virtual Permits will enable Barking and Dagenham to make further efficiency and customer savings. Paper permits and visitor scratch cards will no longer be provided for display in vehicles (although customers can print out their permit themselves if they wish). Instead, Civil Enforcement Officers will have access to the up-to-date details of every vehicle issued with a valid permit electronically. This is expected to be delivered for 2014/15.

The benefits of transferring to virtual permits will be:

- Improved accessibility and efficiency of service
- A reduction in cost and process
- Improved customer satisfaction, through the convenience of transacting when and where they wish
- A service deliverable 24 hours a day, 7 days a week
- Improved staff satisfaction as repetitive tasks involved in the issue of permits are removed.

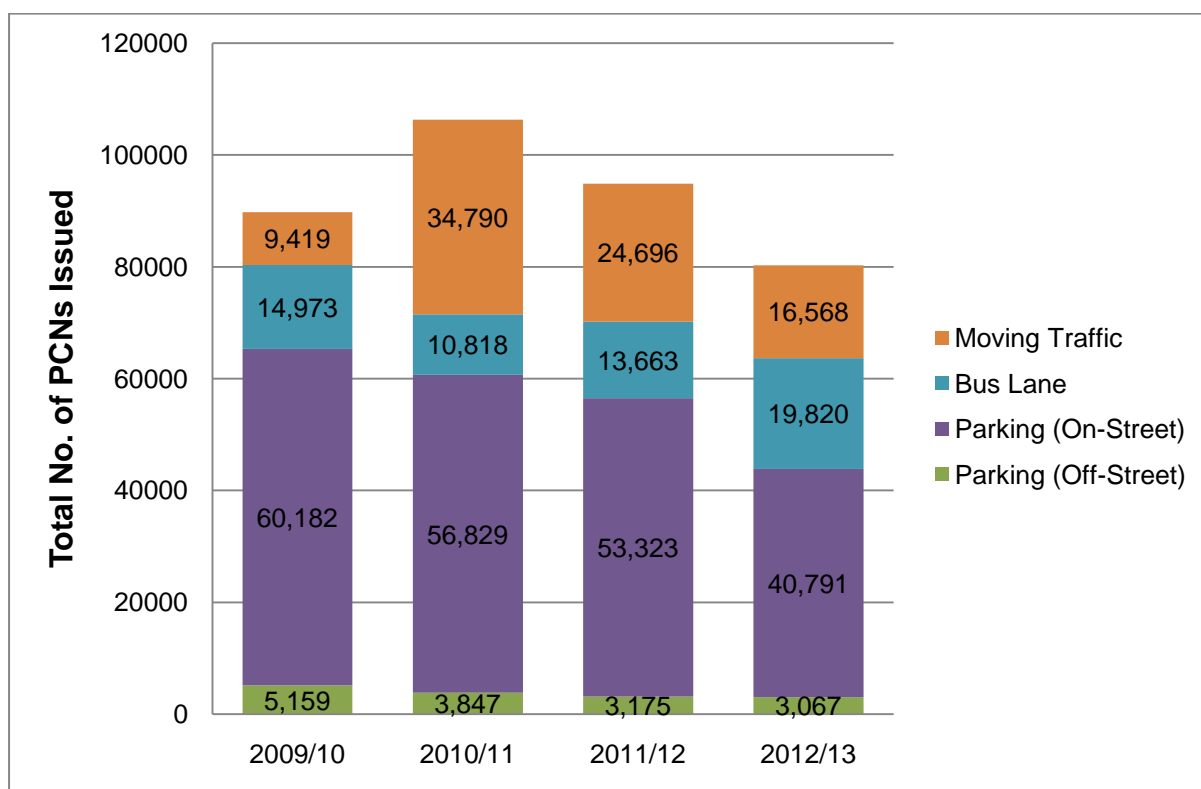
## Statistics and Financial Information

### Performance Data Analysis for Penalty Charge Notice

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

	Severity of Contravention		Types of Contraventions				Total – all PCNs
	Higher Level PCN	Lower Level PCN	Parking (Off-street)	Parking (On-street)	Bus Lane	Moving Traffic	
<b>2009/10</b>	81,160	8,573	5,159	60,182	14,973	9,419	<b>89,733</b>
<b>2010/11</b>	99,544	6,740	3,847	56,829	10,818	34,790	<b>106,284</b>
<b>2011/12</b>	89,222	5,274	3,175	53,323	13,663	24,696	<b>94,857</b>
<b>2012/13</b>	75,301	4,945	3,067	40,791	19,820	16,568	<b>80,246</b>

### PCNs issued by types of contraventions



## Comparisons to previous years

### Mobile CCTV

Type	2007/08	2008/9	2009/10	2010/11	2011/12	2012/13
How many tickets issued	2,228	17,694	14,805	12,649	12,209	10,736
How many tickets paid	1,530	13,099	11,426	8,824	8,902	8,142
Income in £	96,849	895,316	771,686	577,880	639,557	572,243
How many tickets cancelled	438	2,180	977	1,346	342	862

### LaneWatch

Type	2007/08	2008/9	2009/10	2010/11	2011/12	2012/13
How many tickets issued	N/A	N/A	N/A	5,270	10,069	16,393
How many tickets paid	N/A	N/A	N/A	3,859	7,348	12,821
Income in £	N/A	N/A	N/A	278,239	611,605	932,114
How many tickets cancelled	N/A	N/A	N/A	480	347	2,019

### CCTV (Control Room)

Type	2007/08	2008/9	2009/10	2010/11	2011/12	2012/13
How many tickets issued	32,046	24,354	30,196	58,782	54,695	34,864
How many tickets paid	23,754	17,271	20,598	37,924	40,289	26,544
Income in £	1,526,830	1,236,056	1,391,803	2,378,889	2,946,778	1,921,043
How many tickets cancelled	2,106	2,007	3,234	3,956	1,027	1,752

## On-Street

Type	2007/08	2008/9	2009/10	2010/11	2011/12	2012/13
How many tickets issued	27,577	36,298	39,328	30,991	24,398	15,862
How many tickets paid	14,014	19,888	21,513	16,268	13,233	8,355
Income	£902,085	£1,345,682	£1,395,554	£1,006,978	£921,718	£561,502.74
How many tickets cancelled	4,108	7,086	8,024	2,895	753	2,764

## Off-Street (Car parks)

Type	2007/08	2008/9	2009/10	2010/11	2011/12	2012/13
How many tickets issued	2,062	4,592	5,160	3,846	3,175	3,074
How many tickets paid	1,163	2,662	2,736	2,145	1,994	2,054
Income	£62,154	£139,254	£136,014	£104,945	£99,560	£101,251.40
How many tickets cancelled	475	1,015	1,558	654	182	740

## PCN Figures (by Contravention Code)

Description of all contravention code available online at [this link](#)

<b>Contravention Code</b>	01	02	05	06	11	12	16	19
<b>No. of PCNs</b>	1,312	2,379	80	169	28	7,763	252	1,739

<b>Contravention Code</b>	20	21	22	23	24	25	26	27
<b>No. of PCNs</b>	7	95	10	2	19	4,627	925	244

<b>Contravention Code</b>	30	31	32D	32P	32T	32W	34	38
<b>No. of PCNs</b>	478	339	231	5	163	351	19,783	3

<b>Contravention Code</b>	40	45	46	47	48	50L	50R	51J
<b>No. of PCNs</b>	813	201	1	2,710	340	99	3,310	204

<b>Contravention Code</b>	52G	52M	53	53J	54J	55	61	62
<b>No. of PCNs</b>	36	1	1	9,280	2,476	2	196	14,230

<b>Contravention Code</b>	70	73	80	81	82	83	84	85
<b>No. of PCNs</b>	7	381	65	6	575	1,464	1	344

<b>Contravention Code</b>	86	87	91	99
<b>No. of PCNs</b>	184	38	2	2,091



## Other PCN Processing Data for 2012/13

<b>CANCEL</b>	
No. Of Cancelled Tasks Subject To A First Stage Challenge/Rep	1,162
No. Of Notices Cancelled Due To A First Stage Challenge/Rep	671
No. Of PCNs Cancelled	2,635
Total	4,468
<b>OPEN</b>	
No. of Cases Going For Adjudication	1,088
No. of CCs Registered At The Traffic Enforcement Centre	14,347
No. of Notices Subject To A First Stage Challenge/Rep	12,479
No. of PCNs at Charge Certificate	149
No. of PCNs at Full Charge	16,815
No. of PCNs at Notice of Registrations	478
No. of PCNs at Reduced Charge	183
No. of PCNs Issued For Parking Contraventions	80,127
No. of Cases With All Bailiffs	8,337
Total	134,003
<b>PAID</b>	
No. Of PCNs Paid After Service Of CC	6,025
No. Of PCNs Paid At Full Charge But Before Service Of CC	3,892
No. Of PCNs Paid At Reduced Charge	49,145
No. Of Post Warrant Payments	1,365
Total	60,427
<b>WAIVED</b>	
No. Of PCNs Waived	3,756
No. Of Waived Tasks Subject To A First Stage Challenge/Rep	3,495
Total	7,251
<b>WRITE OFF</b>	
No. Of PCNs Written Off	1,619
No. Of Written Off Tasks Subject To A First Stage Challenge/Rep	215
Total	1,834

\*Figures exclusive to the current parking software system

## PaTAS Appeals

Parking and Traffic Appeals Service – Independent Adjudicator

<b>PaTAS Appeals 2012-13</b>									
Heard	Allowed	% allowed / heard	Refused	% refused / heard	DNC	% DNC / allowed	% DNC / heard	No of PCNs issued 2012-13	% of Appeals/P CN
1563	1965	52.72%	739	47.28%	261	31.67%	16.70%	80,246	1.95%

DNC

=

## Performance Data Analysis for Parking Permits

Permit Types	Qty	Amount
Associate	73	£11,142.00
Business On street Only	51	£10,851.90
Business On street/CP	4	£1,800.00
Dispensation daily	5	£165.55
Dispensation Weekly	7	£0.00
Doctor Permit	10	£2,313.80
Employee Annual	738	£163,635.00
Employee Daily	1,184	£21,910.00
Essential Worker Annual	369	£55,224.00
Faith Minister	23	£0.00
Members	14	£455.00
Operational	563	£65,506.00
Residents	6,043	£256,872.34
Season Ticket	282	£76,374.70
Temporary Cover	1,075	£13,122.00
Trade Permit (On street Only)	2	£225.00
Trade Permit On street/Car Park	3	£675.00
Voluntary	49	£0.00
Visitor vouchers	14,532	£159,085.89
<b>Total</b>	<b>25,027</b>	<b>£839,358.18</b>

## Parking Account 2012/13

	<u>On street</u> £'000	<u>Off street</u> £'000	<u>Overall</u> £'000
<b>Expenditure:-</b>			
Premises	27	137	164
Transport	70	1	71
Supplies & Services	178	843	1,021
Third Party Payments	49	74	123
Management/Employees/Support	874	1,475	2,349
Capital Charges	60	77	137
Recharges	(35)	(364)	(399)
	<b>1,223</b>	<b>2,243</b>	<b>3,467</b>
<b>Income:-</b>			
PCN Income *			(4,375)
Non Staff Permit			(576)
Staff permit			(139)
Pay & display (off street)			(337)
Pay & Display (on street)			(44)
	<b>0</b>	<b>0</b>	<b>(5,471)</b>
<b>NET (SURPLUS)/DEFICIT</b>	<b>1,223</b>	<b>2,243</b>	<b>(2,004)</b>
<b>Surplus used to finance the following:-</b>			
Local Implementation Plan (Mayor's Transport Strategy)			
Revenue contributions to capital schemes (highways improvements)			<b>2,004</b>
Highways Improvements capital charges			
<b>TOTAL</b>			<b>2,004</b>

\* PCN Income includes debtor of £596,644 raised for amounts not yet collected.

## 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
2012-13	£4,759,383.52

## Reported Incidents

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 2012/13 there were 17 incidents deemed as assaults made on Civil Enforcement Officers; all incidents are reported to the police and followed up by the Council's Security Section.

The Council does not tolerate abuse towards its staff. Any physical or verbal abuse of the CEO is recorded and if serious, will be reported immediately to the Police for investigation and action such as prosecution.

In 2012/13 there were seventeen verbal and physical threats, as well as other assaults towards the Civil Enforcement Officers; nine of these were deemed serious and were reported to the police. One person was charged and cautioned.

The table below shows the incidents logged in 2012/13.

<b>Incidents</b>
7 Verbal abuse
2 Physical Assault
1 Driven at by car
7 Physical and verbal abuse

## 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	1496
October	881	1165	1487
November	753	1427	1272
December	580	1166	884
January	658	1062	1180
February	622	1319	929
March	774	1670	1172
<b>Totals</b>	<b>9891</b>	<b>12968</b>	<b>16350</b>

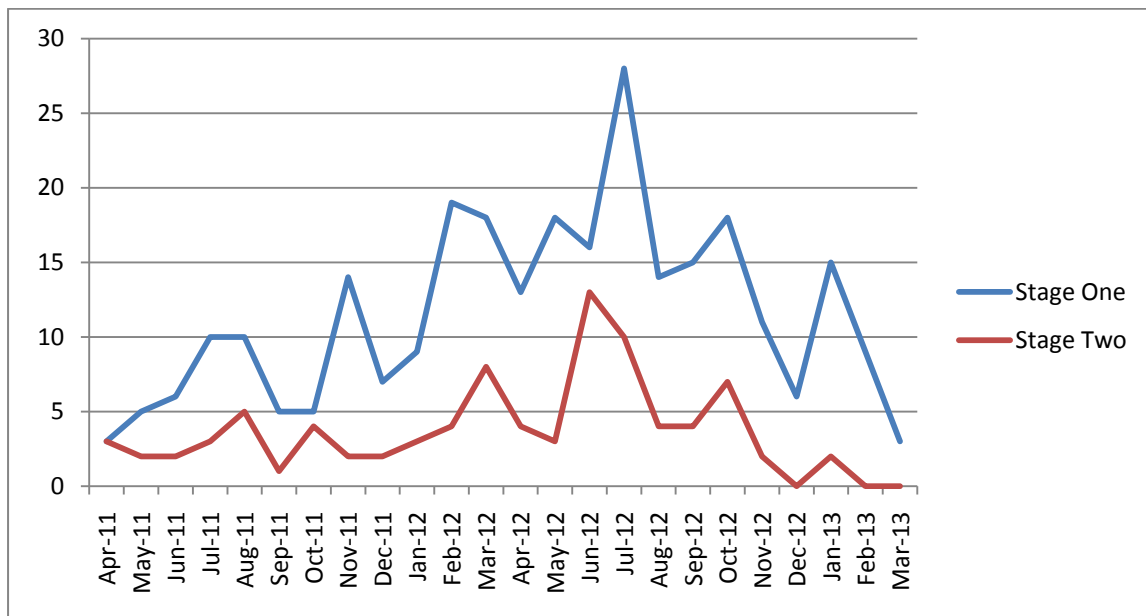
When calling the Contact Centre number for Housing and Environment matters (020 8215 3005), which includes Parking Services, customers now hear a notification that any appeal against a Penalty Charge Notice must be made in line with the statutory process. The recorded message refers customers to the Council's website, where informal challenges and formal representations can be made.

To help resolve customers' queries speedily, the automated switchboard then offers further options including making payment by phone, transfer to a named officer, or transfer to a customer service officer who can advise on Housing and Environment matters, including parking.

## Corporate Complaints

There were 216 complaints received between 1<sup>st</sup> April 2012 and 31<sup>st</sup> March 2013. This reflects less than 0.2% of all PCNs issued within the financial year.

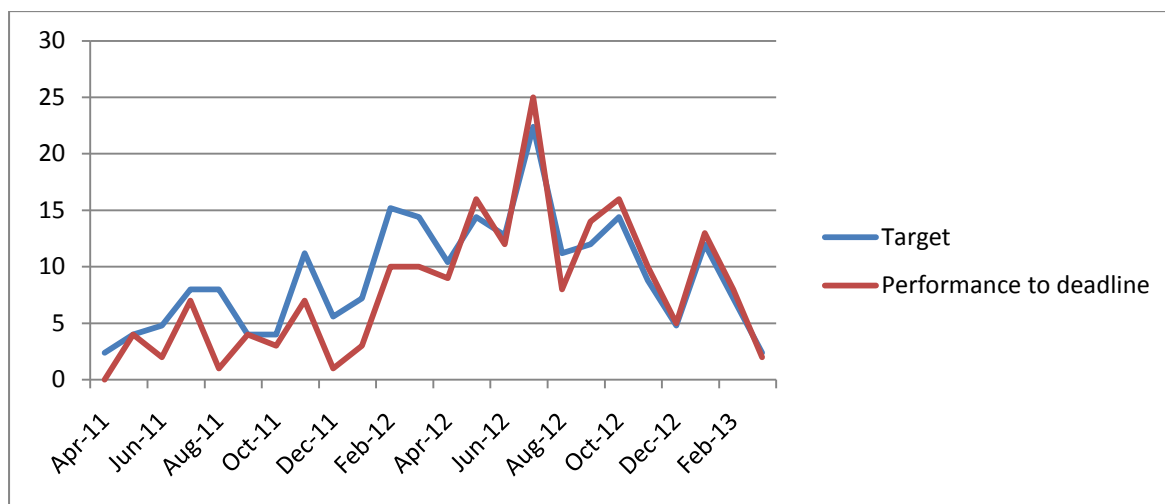
No. of complaints received	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Stage One	13	18	16	28	14	15
Stage Two	4	3	13	10	4	4
No. of complaints received	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Stage One	19	11	6	15	9	3
Stage Two	7	1	0	3	0	0



## Monitoring Data

Performance to Deadline for Stage one complaints 1<sup>st</sup> April 2012 – 31<sup>st</sup> March 2013

Performance to Deadline	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Within deadline	9	16	12	25	8	14
Outside deadline	4	2	3	3	6	1
No Response	0	0	1	0	0	0
Awaiting Response	0	0	0	0	0	0
% performance to deadline	64%	89%	75%	89%	57%	93%
Performance to Deadline	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	March 2013
Within deadline	16	10	3	12	8	2
Outside deadline	2	1	2	1	1	1
No Response	-	-	-	-	-	-
Awaiting Response	1	-	1	2	-	0
% performance to deadline	84%	91%	50%	80%	89%	67%





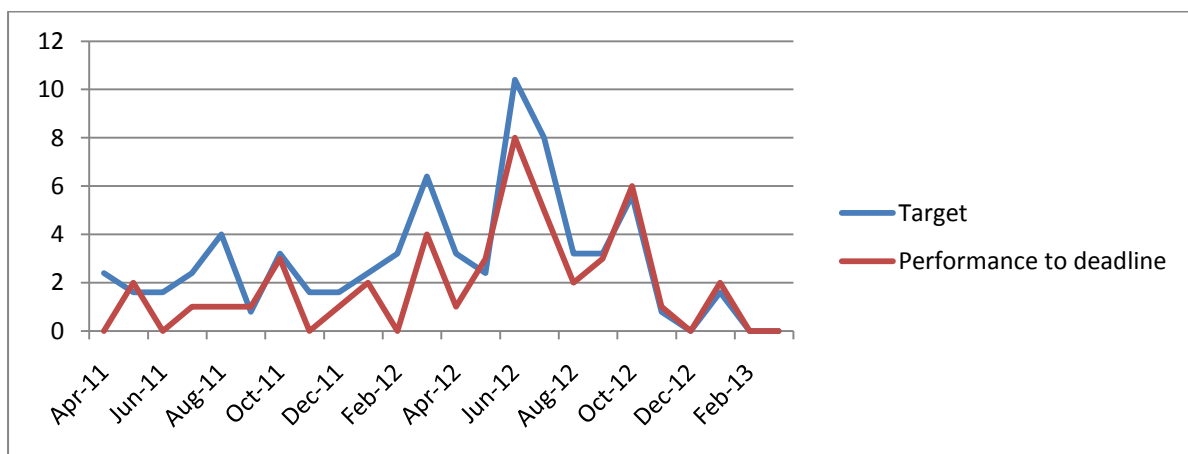
## Complaints Monitoring Data

Performance to Deadline for Stage two complaints 1<sup>st</sup> April 2011 – 31<sup>st</sup> March 2012

Performance to Deadline Stage 2 complaints	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Within deadline	1	3	8	5	2	3
Outside deadline	0	0	5	5	1	0
Awaiting Response	0	0	0	0	1	1
% performance to deadline	100%	100%	62%	50%	50%	75%

Performance to Deadline Stage Two Complaints	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Within deadline	6	1	-	2	-	-
Outside deadline	1	-	-	-	-	-
Awaiting Response	-	-	-	1	-	-
% performance to deadline	86%	100%	-	67%	-	-



	<b>Apr-12</b>	<b>May 12</b>	<b>Jun 12</b>	<b>Jul 12</b>	<b>Aug 12</b>	<b>Sept 12</b>	<b>Oct 12</b>	<b>Nov 12</b>	<b>Dec 12</b>	<b>Jan 13</b>	<b>Feb 13</b>	<b>Mar 13</b>
Escalated S1 to S2	0	5	2	3	1	0	1	0	0	0	0	0
Escalated S2 to S3	2	1	0	1	0	0	0	0	0	0	0	0

## Complaint Trend analysis: Stage One

Trend Analysis: Stage One	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Car Parking machines	-	2	2	2	1	-
Unhappy with response received	-	-	-	-	-	-
Yellow lines	-	-	1	-	-	-
Alleged harassment	-	-	-	-	-	-
CCTV Vehicle	1	-	-	1	-	-
Administration error	-	-	-	-	-	1
Practices of Bailiff	1	-	-	-	-	-
Missing parking sign	-	1	-	-	-	-
Inadequate disabled parking facilities	-	1	-	-	-	-
Unable to contact officer	-	-	-	1	-	-
Bus Lane Enforcement	-	-	-	-	2	-
Staff conduct/attitude	-	-	-	-	1	-

<b>Trend Analysis: Stage One</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>
PCN	6	2	-	4	1	-
Lack of response	1	-	2	2	3	1
Staff conduct/attitude	2	-	-	-	-	-
Parking Enforcement	3	1	-	-	1	-
Cars parked across disabled parking bay	1	-	-	-	-	-
Parking permits	3	4	1	3	4	1
Bailiff harassment	1	-	-	-	-	-
Cost of parking	1	-	-	-	-	-
Fraudulent payment taken from credit card	-	1	-	-	-	-
Car clamping	-	1	-	-	-	-
Bus lane enforcement	-	1	-	1	-	-
Pay & display	-	1	-	2	-	-
Unable to contact team via telephone	-	-	1	-	-	-
Issues with parking in Axe Street Car Park	-	-	1	-	-	-
Length of time taken to pay for parking using RingGo system	-	-	1	-	-	-
Admin errors	-	-	-	1	-	-
Parking Problems	-	-	-	1	-	-
Car Parks	-	-	-	1	-	-
Faulty parking meters in car park	-	-	-	-	-	1

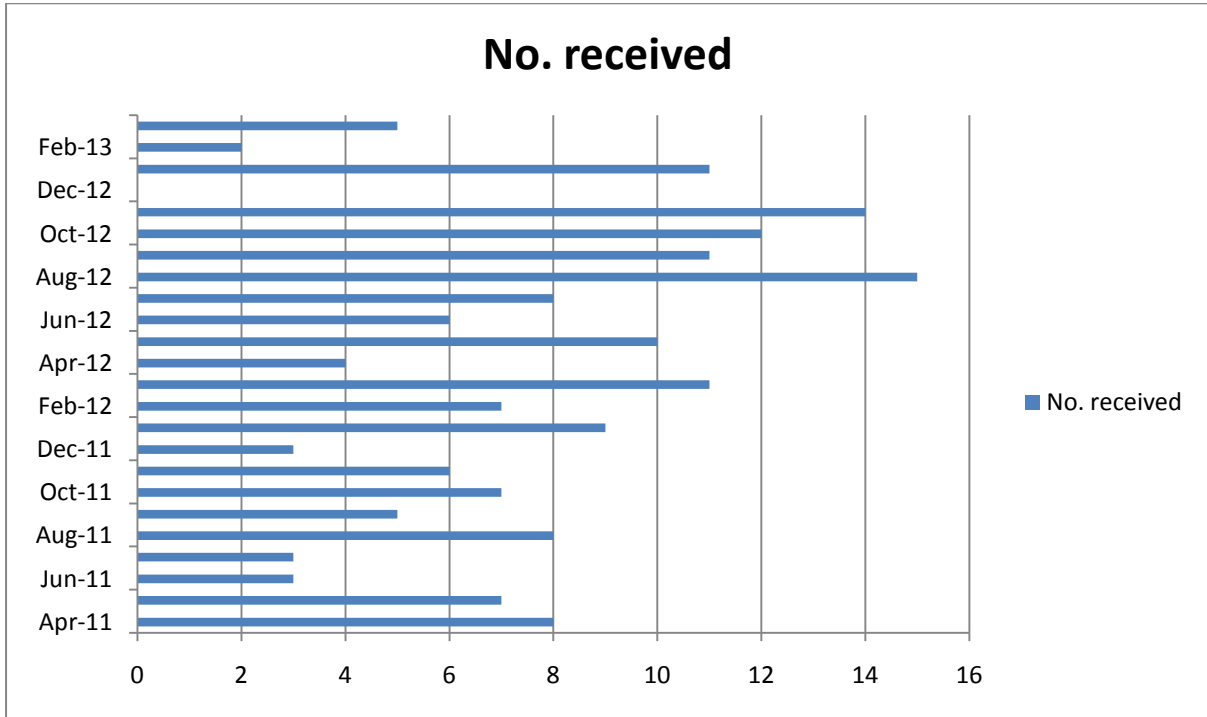
### Complaint Trend analysis: Stage Two

Trend Analysis: Stage Two	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
CPZ	-	-	-	-	-	-
Lack of response	-	-	4	3	-	-
PCN	1	3	6	3	3	2
Parking Permit	-	-	-	3	1	1
CEO	-	-	-	-	-	-
FOI	-	-	-	1	-	1
Delay in responding to S1	-	-	-	-	-	-
Breach of data protection	-	-	-	-	-	-
Unhappy with letter received	-	-	-	-	-	-
Parking Enforcement	-	-	-	-	-	-
Inadequate disabled parking facilities	-	-	1	-	-	-
Yellow Lines	-	-	-	-	-	-
Admin process	-	-	1	-	-	-

<b>Trend Analysis: Stage Two</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>
Parking Permits – esc from s1	1	-	-	-	-	-
Unhappy data was not released for FOI request	1	-	-	-	-	-
Wrong information provided to FOI request	1	-	-	-	-	-
PCN	2	1	-	-	-	-
Parking permit	1	-	-	1	-	-
Lack of response	1	-	-	1	-	-

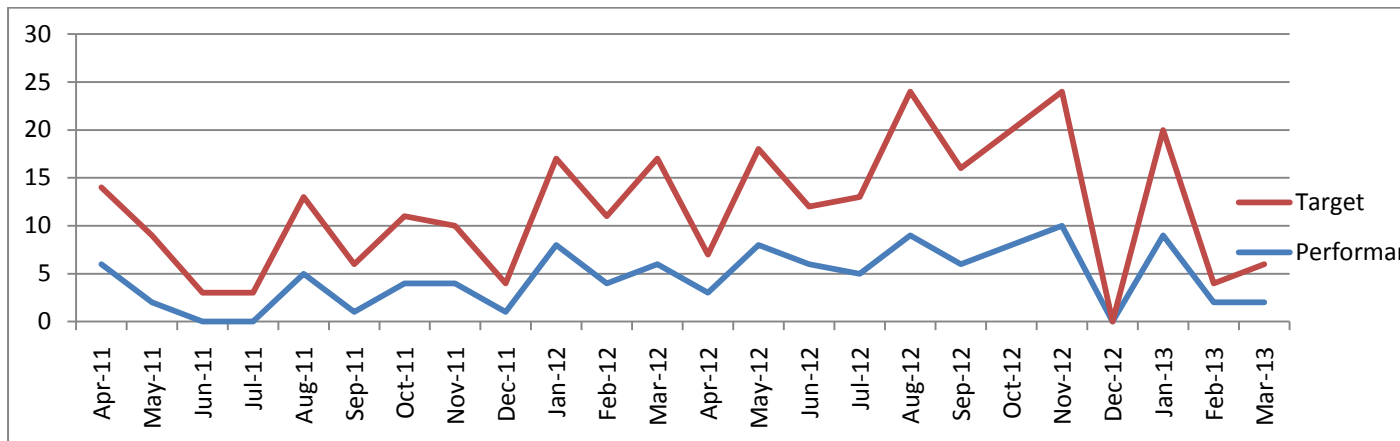
## FOI Monitoring Data

Freedom of Information Enquires 1<sup>st</sup> April 2012 – 31<sup>st</sup> March 2013



## FOI Processing

Performance to deadline	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
Within deadline	3	8	6	5	9	6
Outside deadline	1	2	0	3	6	4
% Performance to deadline	75%	80%	100%	63%	60%	60%
Performance to deadline	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Within deadline	8	10	0	9	2	2
Outside deadline	4	4	-	2	-	-
Awaiting Response	-	-	-	-	-	3
% Performance to deadline	67%	71%	-	82%	100%	40%





<b>Trend Analysis</b>	<b>Apr-12</b>	<b>May-12</b>	<b>Jun-12</b>	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sep-12</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>
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

<b>Trend Analysis FOI</b>	<b>Apr-12</b>	<b>May-12</b>	<b>Jun-12</b>	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sep-12</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>
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	-	-	-	-	-	-	-	-	-	-	-	-

# What's next for Barking & Dagenham

## London's Newest Opportunity

Barking and Dagenham is London's Newest Opportunity. A brochure setting out the regeneration achievements to date and the opportunities for the future is available at [www.lbbd.gov.uk/londonsnewestopportunity](http://www.lbbd.gov.uk/londonsnewestopportunity). In addition every year Bold magazine is published setting out further information on the regeneration agenda ([www.boldmagazine.co.uk](http://www.boldmagazine.co.uk)).

In the next 20 years, Barking and Dagenham will undergo its biggest transformation since the borough was first industrialised and urbanised. The Borough has five key development opportunities:

### Business East

Planning permission was granted in March 2012 for a major mixed use development at the former 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.

For further details see [www.business-east.co.uk](http://www.business-east.co.uk)

### Barking Riverside

Barking Riverside is one of the United Kingdom's biggest brownfield housing sites with planning permission for 10,800 homes. Around 700 are currently complete or under construction and 2013 saw the first of these secure a Housing Design Award for the high quality design and particularly for how family housing is addressed. Schools and other community infrastructures are underway and critical to further stages of development will be various transport infrastructures.

For further details see [www.barkingriverside.co.uk](http://www.barkingriverside.co.uk)

### London Sustainable Industries Park

Dagenham Dock is home to the LSIP which aims to be the future home of London's environmental technologies. Closed Loop London is already operating a flagship plastics recycling facility whilst TEG is currently constructing London's first anaerobic digestion plant.

For further details see [www.londonsip.com](http://www.londonsip.com)

### Barking Town Centre

With superb accessibility and numerous developments under construction and in the pipeline, Barking Town Centre is changing fast. Barking Station is the 27<sup>th</sup> busiest station in London and the refranchise of the East Thameside line offers scope for improvements to the station unlocking further development potential.

For further details see:

[http://www.boldanddynamic.co.uk/assets/downloads/BTC\\_Brochure\\_2013\\_Update.pdf](http://www.boldanddynamic.co.uk/assets/downloads/BTC_Brochure_2013_Update.pdf)

## **Beam Park**

Major plots of former Ford land offer a unique development opportunity in London for a mixed use scheme.

In addition the Council is carrying out a significant programme of estate renewal and new build with developments at Gascoigne estate, The Leys, Goresbrook Village, Marks Gate, Thames View, William Street Quarter, The Lawns, Woodlands and Althorne Way amongst others.

## New Transport Schemes

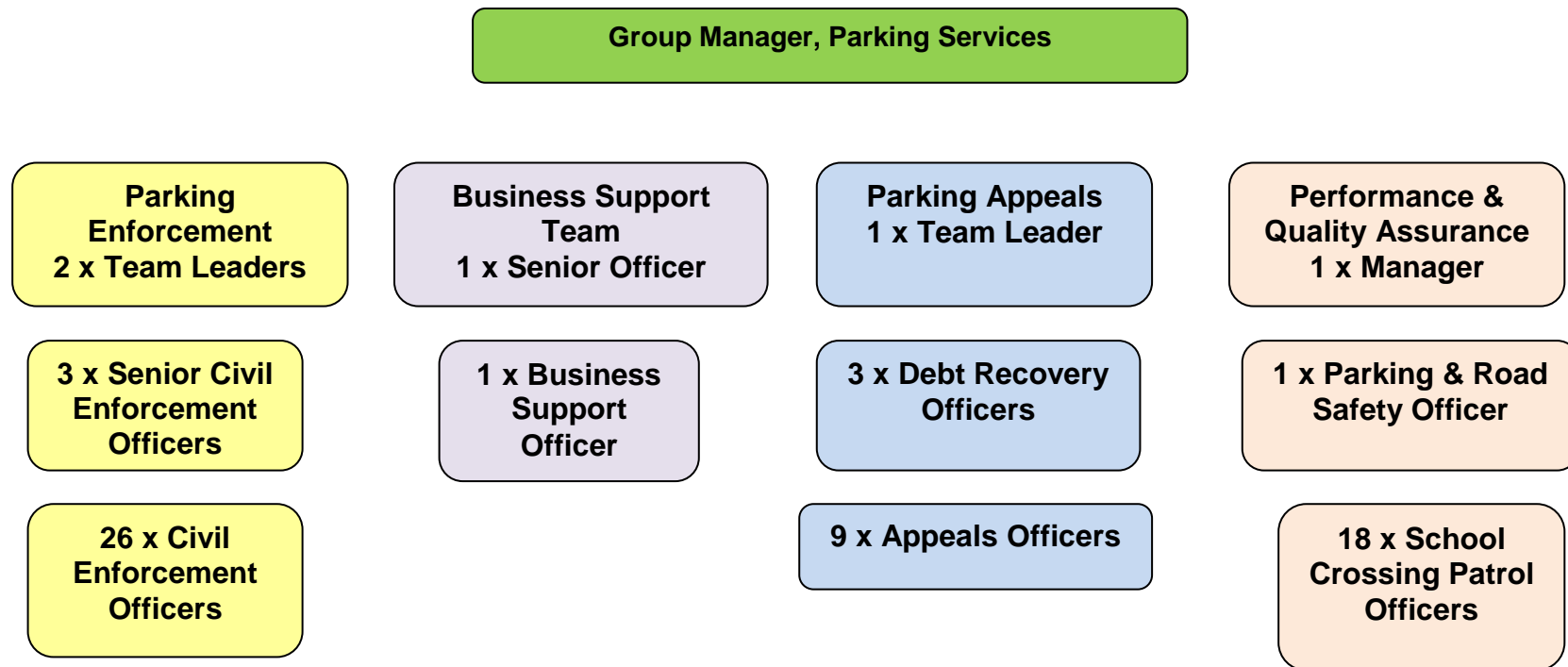
Merry Fiddlers Junction Improvements (Becontree Heath)	Large scale junction improvements scheme to support Council's 'Total Locality' initiative in Becontree Heath. Final year of 3-year scheme, to deliver a range of road safety and accessibility improvements (focusing on improving pedestrian access) and measures to tackle long standing congestion/pollution issues.
Mayesbrook Neighbourhood Area Improvements/ DIY Streets Project (Becontree)	Area improvement schemes aimed at tackling congestion and improving accessibility within local neighbourhoods. Forms part of Sustrans community lead 'DIY Streets' Initiative. Works to be undertaken tbc, but may include review of existing parking supply/controls to meet current needs; range of accessibility improvements to footways/crossings/bus stops to improve condition for mobility impaired and to provide better routes to public transport links and key facilities; and range of traffic management/safety measures to address issues of localised congestion, speeding and safety concerns.
Shopping Parade Improvements (Various Locations)	Continuation of programme to improve local shopping parades within the borough. Focus for 2013/14 is the Green Lane Shopping Parade. Work will be undertaken to improve the public realm outside the shops in order to halt the decline of this locally important parade. The proposed works will include new street furniture, improved car parking provision (particularly for disabled users); tree planting and remedial works to pavements.
Road Safety Improvement Schemes (Various Locations)	Small scale, site specific road safety improvements in support of our LIP objective to reduce the number of road casualties, and to complement our various corridor/neighbourhood initiatives. Sites are identified on a priority basis (i.e. number of casualties) and the nature of the measures implemented will be determined by the type of accident that occurs. Community engagement will be undertaken to ensure that the proposed measures are supported by residents/businesses. Priorities for 2013/14 TBC.
Station Access Improvements	Continuation of Chadwell Heath Station access improvement scheme as set out in Crossrail Urban

(Chadwell Heath)

Realm Masterplan. Measures to include improvements to pedestrian crossing facilities/footways, side road entry treatments, cycle parking, CCTV, direction signage/information and improved street lighting. Work will also be undertaken to produce a similar masterplan/set of outline designs at Becontree station, to inform future station access improvement scheme.

## Human Resources

Parking Services is part of the Environment team and following a recent review it is divided into four teams as shown in the structure chart below.



## **Enforcement Team Responsibilities**

Civil Enforcement Officers are employed primarily to enforce parking restrictions, particular on the streets and off streets. In addition, some areas that experience traffic congestions and difficulty in parking in order to maintain a free flow of traffic, CEOs help to help keep pedestrians safe and to ensure compliance of all parking requirements.

Civil enforcement officers within this Borough may only exercise their functions when wearing an authorized uniform by the Secretary of State. They normally issue Penalty Charge Notices for numerous offences, either via a hand-held device or CCTV. They may inspect and confiscate blue badges. They may interview motorists suspected of disabled badge fraud under caution.

Some penalty charge notices are issued as a result of traffic violations by drivers such as driving in bus lanes. Other violations such as, executing prohibited turns and driving in the wrong way or a one way system. With the description given, the duties of enforcement team include.

- Patrolling on and off street and making sure that parking regulations are being adhered to
- Recording and issuing penalty charge notices via CCTV or hand held computer.
- Checking parking meters and car park equipment, and reporting damage or faults
- Checking that car parks are clean and tidy
- Reporting inaccurate or missing parking signs or lines
- Identifying and reporting suspected abandoned vehicles
- Explaining regulations to motorists and advising them about parking facilities

As a uniformed presence on the streets, the enforcement team contribute towards the council's aims in terms of combating crime and the fear of crime. CEOs do not however just issue PCNs - they will give directions or advice to members of the public and will report concerns to us such as defective pavements and other environmental issues.



## **Administration Team Responsibilities**

To ensure that any enforcement regime is fairly implemented, individuals considered to be in contravention of the rules must have a way of contesting that contravention. The Parking Services 'back office' provides that facility in relation to Penalty Charge Notices. The Administration Team in the back office also ensure legitimate parking in restricted areas is available for residents, essential workers such as NHS staff and other groups who qualify.

The principal tasks carried out by the Administration Team are:

- Processing and responding to informal challenges and formal representations made against Penalty Charge Notices, as well as appeals made to the independent parking adjudicator
- Processing parking permit applications and sending permits to the applicants
- Recovering outstanding PCN payments and other fees to ensure proper compliance with the Borough's parking regulations, helping to improve local road safety and the flow of traffic
- Answering parking enquiries from members of the public when staff in the Council's Contact Centre do not have the necessary expertise to provide a full response.

## **Business Team Responsibilities**

The Business Support Team supports the full Parking Services Department and provides administrative, practical and managerial support where needed on a daily basis.

They are also responsible for investigating any Corporate Complaints, Freedom of Information requests and Members Enquiries within a set legislative period.

## **Performance and Quality Assurance Team Responsibilities**

To work as a member of the parking team and be responsible for all aspects of Traffic Management, Development Control, Road Safety and Small Schemes Management.

To ensure the quality control of the processes within Parking Services; including enforcement, the issue of permits and the administration of appeals and income.

To maintain a programme of audits; ensuring that the processes in place in Parking Services are being complied with fully and correctly.

To manage School Crossing Patrols

## The Olympics

LBBB was a host borough for the 2012 Games and as a result of this; the borough hosted five training venues and also welcomed the torch relay through streets into the Town Show.

The location of LBBB was just eight miles from the Games venue at Newham and this posed a number of challenges for the Council in terms of managing traffic management and parking capacity. A lot of preparation work was carried out in conjunction with colleagues at TFL, the police and the NHS to ensure that residents and businesses would not be affected by an increase in traffic.

Special temporary parking zones were put in place in various locations to ensure residents could still park close to their residential properties, and these permit schemes were not charged back to the residents.

We also had contingency plans in place to deal with any issues that arose from mass parking in our car parks or side roads to both warn residents and provide information on alternatives available as well as measures in place to move vehicles if they caused a blockage.

On the day of the torch relay the borough welcomed over 70,000 visitors to the borough to see the torch pass through. We had in place temporary road closures and bus diversions and we ran a communications campaign throughout the run up to the Games to ensure that residents, businesses and visitors were clear on any changes we had planned for the highway.

All in all the hosting of the Games was a complete success and an event we were proud to have played a role in.