



**Parking Services Annual Report  
2013/14**

**Produced by Sharon Harrington  
Group Manager, Parking Services**

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## **Foreword**



Welcome to Barking and Dagenham Council's Annual Parking Report for 2013/14. This report details the developments that Parking Services has made over the previous year and what lies ahead for 2014/15.

As the new Cabinet Member for Crime and Enforcement, I aim to raise awareness around road safety and ensure the appropriate parking arrangements in the borough meet the needs of the -service users.

I am supporting a review at our Safer Stronger Select Committee for parking provisions for people with disabilities. This review should result in a longer term strategy to ensure the correct level of spaces are in the right locations and utilised.

As part of the road safety campaign that I am jointly leading on, I am to promote a welcoming, safe and resilient community. We have already introduced dedicated officers to enforce in and around school areas during term time. We aim to keep our children safe by raising awareness around schools on dangerous driving. .

Although it is recognised that the role of a Civil Enforcement Officers (CEO) isn't always well received, it is imperative that we recognise the good work the service delivers at keeping the streets free of congestion and obstruction.

The presence of the officers in many locations is now being well received; however in some areas there have still been incidents of abuse and therefore as the service strives in its commitment to improve standards for its staff. CEOs have been provided with body cameras to record the issuing of Penalty Charge Notices (PCNs) which has help to reduce the number of verbal and physical assaults.

The number of PCNs issued has increased from 80,246 in 2012/13 to 93,954 in 2013/14. This demonstrated that there was less compliance in the borough and parking restrictions not being adhered to.

The service is continually looking to improve the way it works and there are several innovative projects underway which will utilise technology to deliver services more efficiently.

I hope you find the report useful and I will continue to make sure that the report explains how parking surplus is spent on providing essential council services including highway repair and a contribution to reduced travel fares for older people and children.

We welcome all your comments and feedback on this report. Please send any questions or comments to [parking@lbbd.gov.uk](mailto:parking@lbbd.gov.uk). Thank you for reading our Annual Parking Report 2013/14.

**Councillor Laila Butt**  
**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 April 2013 to 31 March 2014.

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 2013/14. 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
- 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, loading/unloading bays as well as free parking. 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 approximately 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 higher charge for households purchasing more than one permit. 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 business use bays, shared use bays and 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; below is a table of available spaces.

Car Park	Pay and Display	Permit	Disabled	Resident	Loading	Electric Vehicles	Parent and Toddler	Other	Coaches	Total
Linton Road	51		4							55
London Road Multi-storey	438	169	13			2				632
Roycraft House	19	17	2					4		44
Althorne Way	32									32
Civic Centre	209	18	14		6			8		255
Heathway Multi-storey	255		8	57						321
Stour Road	46		5							51

## **Enforcement of parking restrictions**

The borough has a number of parking controls and restrictions which require enforcement 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 officer patrol are a number of roads and visit requirements dependant on the restrictions in place. Flexibility is built into the patrols which are regularly reviewed and adjusted to encourage compliance.

## **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 cases heard at PATAS fell 11% in 2013/14 when compared to the previous financial year. The number of cases allowed at PATAS reduced from 53% in 2012/13 to 42% in 2013/14. This demonstrates the services commitment to improving the issuance of high quality PCNs as fewer cases were lost by the Council.

## **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 2013/2014 year, we investigated 969 cases of abandoned vehicles and removed 46 vehicles.

### **CCTV Enforcement**

Closed circuit television (CCTV) cameras for enforcement are used to improve traffic flow and encourage compliance. It also helps to reduce congestion and unnecessary obstructions in parking, and also to ease 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 an improved 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 there are banned turns, and outside school areas. Enforcement activities also help to achieve compliance and road safety.

The CCTV cameras and equipment 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 NVQ Level 2 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**

Cameras used by Parking Services to monitor parking and moving traffic are used primarily by Community Safety section in conjunction with the Police. 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 are maintained by external contractors.

## **New for 2013/14**

### **On-line permit applications**

Customers are able to now renew permits on-line. The Council introduced the ability for residents and businesses to apply for permits online, this was in September 2013. Currently the up-take of the online service is low representing less than 1% of the total permits sold.

The new on-line process enables 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 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.

### **Response Master**

The Response Master application was introduced in March 2014 to improve the number appeals letters that are processed per officer with consistency and reduce secondary or follow up letters. This is done by configuring the system to conform the Council's parking policies and rules.

The Admin section needs to increase productivity so staff can respond more quickly to appeals received. The following is a list of how Response Master will improve the parking admin section;

- Consistency of letters going out
- Professional look and feel to the letters going out
- Increase the letters processed by each officer
- Reduce secondary/follow up letters
- Rules to construct the letters
- Less training required to new staff

- Management reports to highlight areas of concern
- Decrease intervention by the Admin Manager to amend letters
- Decrease PATAS appeals (and increase winning at PATAS, the arbitration body to listen to appeals)

## Aspirations for 2014/15

The Parking industry is at a time of change. New regulations which are being passed through central government will potential revolutionise the way in which parking enforcement is carried out throughout the country. Currently, no changes have been announced but the industry is expecting a new bill to be passed in the autumn of 2014.

New technology is making it possible to potentially increase parking compliance in the borough. ANPR technology is being trialled in the borough which will allow increased coverage of the borough and which will lead to greater compliance and increase traffic flow through the borough.

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, we 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 Encouraging Civic Pride and Growing the Borough.

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.

### Body Cameras (2014/15)

Parking services introduced the use of body worn cameras in April 2014 for the health and safety of on-street Civil Enforcement Officers (CEO).

There are daily instances of verbal and physical aggression against enforcement officers. 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 use of body cameras will help to gather evidence to bring a prosecution or defend any cases brought against the Council.

The current supplier was used as it is already contracted to the Council to supply body worn cameras to Community Safety who in turn supply to the local constabulary as and when required.

A pilot was carried out earlier in 2014 which demonstrated the effectiveness and ease of use and the Parking section now want their on-street officers to use the camera when on duty.

The expected benefits are:

- Reduction in levels of verbal and physical aggression, so improving safety of workers
- Production of reliable, best evidence to be used in any prosecutions
- Increased efficiency in complaint investigation, saving time and money
- Reduction in false allegations against officers
- Best practice training tool
- Reduction in sick days of officers due to improved feelings of safety and confidence

### **Cashless Parking (2014/15)**

Removing the use of cash payment for parking on-street and off-street, will be carried out in two main ways;

1. Use a pay by phone system.
2. Use cashless machines, by allowing payments by contactless credit/debit cards.

We will also explore ways of cash payment through the use of a top-up card or paying at 'Pay Points' within local shops for members of the public who claim not have a credit or debit card. The advantages of this would be:

- Reduce the cost of cash collection and reconciliation
- Enable for the use of virtual parking tickets
- Enable use of ANPR enforcement
- A reduction in vandalism of the machines as there will be no cash in the machines
- A convenient way to pay for parking
- Allow customers to extend parking time remotely without having to return to the car

## **ANPR Enforcement (2014/15)**

ANPR (automatic number plate recognition) enforcement will happen hand in hand with the introduction of virtual permits and virtual parking tickets. ANPR will check in real time which vehicles have a valid permit or have paid for parking. ANPR cameras are mounted on the existing enforcement cars and will drive a permit zone and car parks to identify illegally parked vehicles. The advantages of ANPR are:

- Support the enforcement of virtual permits and parking tickets
- Enforce a permit zone and car parks more efficiently

## **Virtual permits (2014/15)**

Virtual Permits will enable Barking and Dagenham to make further efficiency 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. We are exploring ways of customer's on-line applications to be 'auto-authorised' through the use a database having several data elements including DVLA, Experian, electoral register etc... This is expected to be delivered for 2014/15.

The benefits of transferring to virtual permits will be:

- Improved accessibility and efficiency of service
- Through the use of 'auto authorisation' make back office resource savings.
- 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.

## **H.264 video storage (2014/15)**

There is currently a large overhead in storing all the video footage that is captured. For legal purposes we need to keep raw und doctored footage as well rendered (shortened) footage to allow for on-line viewing.

Currently parking has just under 15 TB (terabytes) of storage space on the corporate network across all five servers used in Parking Services. Even this amount is under pressure because some cases are prolonged and in some instances we need to keep footage for up to six years. The introduction of H.264 compresses the video data saving up to a third of the disk storage required.

## **New Transport Schemes**

The Council has secured circa £2.2m of funding from TfL for the delivery of a range of transport improvements to benefit local communities and support the local

economy. The money will fund projects that will improve safety and accessibility for vulnerable road users, tackle issues of congestion and pollution and enhance the condition of our assets and local public realm. Projects in 2014/15 include:

- £750,000 towards a range of local road safety improvements to Renwick Road/Choats Road in advance of the opening of the Riverview Secondary School in September 2015;
- £250,000 for small scale highways/environmental improvements at various locations throughout Barking town centre, including implementation of a range of traffic management/ safety measures to address issues of localised congestion, speeding and safety concerns;
- Launch of a second 'DIY Streets' project in Marks Gate in partnership with Sustrans. This innovative area improvements scheme is aimed at tackling congestion and improving accessibility in the local neighbourhood;
- Delivery of 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;
- Undertaking a range of investigative/feasibility studies to inform future transport/public realm improvement schemes, including the potential for improvements to the A12/Whalebone Lane and Ballards Road/New Road junctions;
- Delivery of a comprehensive safer/smarter travel programme comprising provision of cycle training to cyclists of all ages, continuation of work with schools and businesses to promote safe and sustainable travel, and the implementation of initiatives/events and production of training material/publicity leaflets aimed at promoting road safety.

## Road Safety

### Loading and waiting restrictions/double yellow lines

Barking and Dagenham is managing a programme to install double yellow lines at road junctions to improve road safety. This investment will improve both pedestrian and vehicle visibility when approaching junctions and ensure vehicles parked in contravention will be penalised. This is due for completion in 2014/15.

Furthermore you will also have seen in the last year that road markings in the borough have been refreshed or repainted. This is being carried out as part of the safety inspections carried out by Network Management.

### Controlled Parking Zones (CPZ)

Barking and Dagenham prioritises reviewing any area where it is thought that controlled or restricted parking zones may benefit residents and the highway network. CPZs are introduced to an area to both relieve congestion and to improve road safety.

Although we take residents' views on the implementation of a parking zone, there are other factors surrounding congestion and road safety that have to be considered when making a decision to implement a new zone.

We aim to be able to introduce CPZs in areas to ensure enforcement can deliver a robust service that residents require and also implement exactly what is required within the area to benefit health centres, schools, places of worship, doctors surgeries etc.

### Highways maintenance

Barking and Dagenham as the local traffic authority will continue to invest in the maintenance of the boroughs roads although funding is more limited than ever before. A programme of resurfacing the worst roads in the borough will take place this year funded by the Council and through Local Implementation Plan funding. The borough will also utilise external funding from Transport for London and the Department for Transport by planning in schemes to make permanent repairs of pot holes and other highway defects. A programme of safety inspections is carried out on footways and carriageways and any dangerous defects are always rectified. This has a positive effect on road and pedestrian safety. Effective highway maintenance to preserve highway assets helps prevent accidents and prolong the life of the highway.

Footways, like carriageways, are subject to safety inspections and where they are deemed to be unsafe they are repaired.



## **Schools parking**

Road Safety will continue to liaise with the local Safer Neighbourhood Teams and Parking Services to reduce illegal and potentially dangerous parking outside schools.

The main aim is to ensure pedestrians have a safe journey to school and back home. Highways will be investing this year in a programme of road safety interventions around school sites to reduce speed, increase pedestrian access and stop unsafe parking. The emphasis on school safety is to encourage walking to school where ever possible and give alternatives to parents and carers through the Green Travel Plans and initiatives such as Park and Ride and shared space schemes like the Porters Lodge DIY streets Project.

## **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 cushions, raised tables, 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 process in place to enable to the deliver these schemes and they are prioritised according to needs. All road safety interventions are carefully considered and consultation is carried out with the Emergency services and residents before any decisions are made to change the traffic network.

# **Further Parking Developments**

## **Review of Controlled Parking Zones**

As part of its commitment to residents within Controlled Parking Zones (CPZs), the Highways department in 2013/2014 implemented a number of new CPZ areas/extensions. We aim to be able to introduce CPZs 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 in Barking have particularly taken advantage of this when they have guests staying overnight.

## Season Ticket for car parks

There was a request from 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 which is still being considerably used.

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.

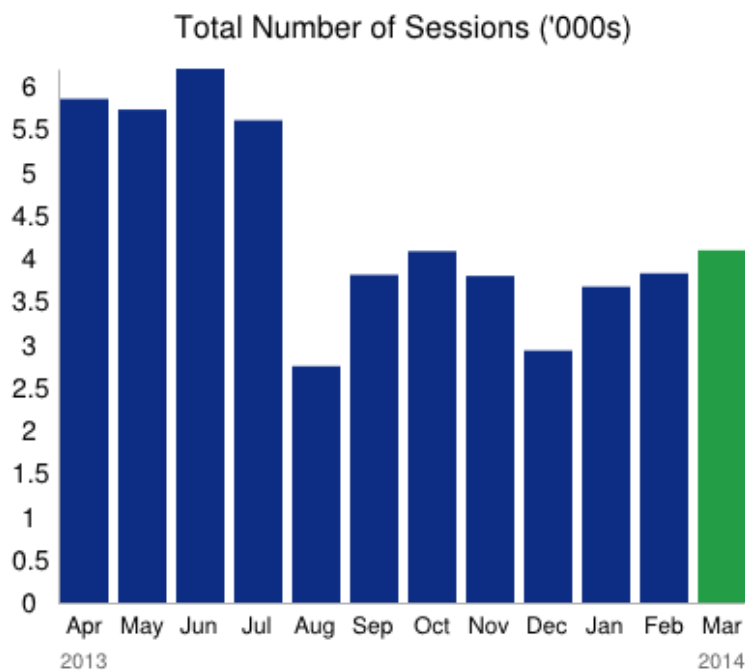
## Cashless Parking

The council signed up to a 3 year trial with RingGo to implement cashless parking option in the borough. This was introduced in May 2012. The trail has been successful with many users opting to use cashless parking to pay for their parking session and a tender is due to be released before December 2014 for a new contract.

This decision has been taken to reduce the maintenance costs which result from continuous vandalism of our Pay and Display machines as well as giving users another option to pay for their parking.

The council is now nearing the end of the trial and will be seeking to implement cashless parking as permanent feature across the borough. The council is exploring the possibility of introducing cashless only parking for new schemes, following on from trends set in other councils and the positive uptake of the RingGo trial.

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



## 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 were first issued in May 2013.

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

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

Controlled Parking Zones (CPZs) are utilised in the borough to mark out zones where particular parking restrictions apply. 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%.

The Council supports the government's directive to reduce carbon emissions by reducing car usage. The Council uses emissions based charges for price of permits and increasing costs for second and subsequent vehicles per house hold.

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 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.

### Postal Permit Application

Residents who wish to buy or are 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. Currently the turnaround time for permit applications is within 5 days from receipt of application.

Residents can also take up the option of posting the applications to: 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.

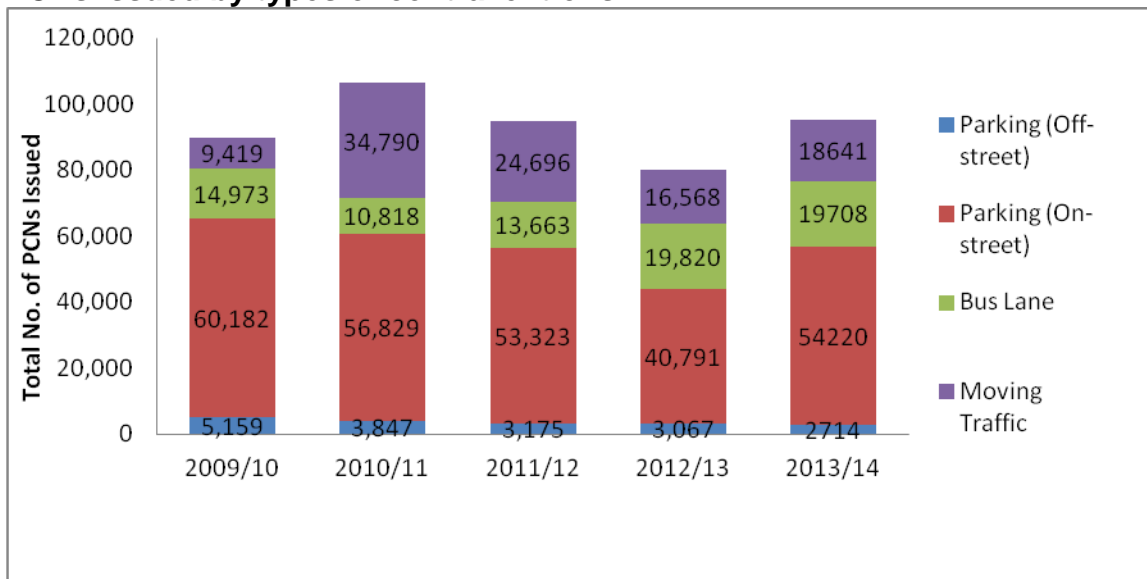
## Statistics and Financial Information

### 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>
<b>2013/14</b>	50,403	5202	2714	54,220	19,708	18,641	<b>93954</b>

### PCNs issued by types of contraventions



## Comparisons to previous years

### Mobile CCTV

Type	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
How many tickets issued	17,694	14,805	12,649	12,209	10,736	5555
How many tickets paid	13,099	11,426	8,824	8,902	8,142	4438
Income in £	895,316	771,686	577,880	639,557	572,243	310,076
How many tickets cancelled	2,180	977	1,346	342	862	267

### LaneWatch

Type	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
How many tickets issued	N/A	N/A	5,270	10,069	16,393	18,887
How many tickets paid	N/A	N/A	3,859	7,348	12,821	14292
Income in £	N/A	N/A	278,239	611,605	932,114	1,035,033
How many tickets cancelled	N/A	N/A	480	347	2,019	1005

### Moving Traffic Camera

Type	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
How many tickets issued	N/A	N/A	N/A	N/A	N/A	2,884
How many tickets paid	N/A	N/A	N/A	N/A	N/A	1,471
Income in £	N/A	N/A	N/A	N/A	N/A	
How many tickets cancelled	N/A	N/A	N/A	N/A	N/A	84

### CCTV (Control Room)

Type	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
How many tickets issued	24,354	30,196	58,782	54,695	34,864	47661
How many tickets paid	17,271	20,598	37,924	40,289	26,544	38444
Income in £	1,236,056	1,391,803	2,378,889	2,946,778	1,921,043	2,737,397
How many tickets cancelled	2,007	3,234	3,956	1,027	1,752	1,954

**On-Street**

<b>Type</b>	<b>2008/9</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
How many tickets issued	36,298	39,328	30,991	24,398	15,862	15871
How many tickets paid	19,888	21,513	16,268	13,233	8,355	10449
Income	£1,345,682	£1,395,554	£1,006,978	£921,718	£561,502.74	£476,235
How many tickets cancelled	7,086	8,024	2,895	753	2,764	3010

**Off-Street (Car parks)**

<b>Type</b>	<b>2008/9</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
How many tickets issued	4,592	5,160	3,846	3,175	3,074	2725
How many tickets paid	2,662	2,736	2,145	1,994	2,054	1,909
Income	£139,254	£136,014	£104,945	£99,560	£101,251	£104,649
How many tickets cancelled	1,015	1,558	654	182	740	525

### PCN Figures (by Contravention Code)

Contravention Code	01	02	05	06	11	12	16	19
No. of PCNs	1,520	850	134	75	1,238	7,272	473	1,134

Contravention Code	20	21	22	23	24	25	26	27
No. of PCNs	2	201	19	20,623	14	6,016	448	180

Contravention Code	28	30	31	32D	32T	32W	34	40
No. of PCNs	5	494	136	13	10	146	19,611	628

Contravention Code	45	47	48	49	50L	50R	51J	52G
No. of PCNs	93	762	593	3	455	7,086	171	5

Contravention Code	52M	53J	54J	55	61	62	73	80
No. of PCNs	3	8,559	1,958	1	102	8,631	1,503	37

Contravention Code	81	82	85	86	87	99
No. of PCNs	10	393	658	99	14	1,122

### Highest areas where contraventions occur, stats from 2013/14

Location	PCN's issued
Ripple Road	14,663
Station Parade	12,017
River Road	10,140
Heathway	8,630
High Road, Chadwell Heath	5,726

### Other PCN Processing Data for 2013/14

<b>CANCEL</b>	
No. Of Cancelled Tasks Subject To A First Stage Challenge/Rep	4009
No. Of PCNs Cancelled	2845
Total	6,854
<b>OPEN</b>	
No. of Cases Going For Adjudication	1,458
No. of CCs Registered At The Traffic Enforcement Centre	18,579
No. of Notices Subject To A First Stage Challenge/Rep	20,617
No. of PCNs at Charge Certificate	6,738
No. of PCNs at Full Charge	2,289
No. of PCNs at Notice of Registrations	17,166
No. of PCNs at Reduced Charge	50,662
No. of PCNs Issued For Parking Contraventions	93,510
No. of Cases With All Bailiffs	14,952
Total	225,971
<b>PAID</b>	
No. Of PCNs Paid After Service Of CC	6,738
No. Of PCNs Paid At Full Charge But Before Service Of CC	7,259
No. Of PCNs Paid At Reduced Charge	34,752
No. Of Post Warrant Payments	967
Total	49,716
<b>WAIVED</b>	
No. Of PCNs Waived	3940
No. Of Waived Tasks Subject To A First Stage Challenge/Rep	3778
Total	7718
<b>WRITE OFF</b>	
No. Of PCNs Written Off	27,488
No. Of Written Off Tasks Subject To A First Stage Challenge/Rep	11,795
Total	39,283

\*Figures exclusive to the current parking software system



PaTAS Appeals  
Parking and Traffic Appeals Service – Independent Adjudicator

<b>PaTAS Appeals 2013-14</b>									
<b>Hear d</b>	<b>Allow ed</b>	<b>% allow ed / heard</b>	<b>Refus ed</b>	<b>% refus ed / heard</b>	<b>DNC</b>	<b>% DN C / allo wed</b>	<b>% DNC / heard</b>	<b>No of PCNs issued 2013-14</b>	<b>% of Appeal s/PCN</b>
1391	589	41%	802	56%	160	27%	12%	93,954	1.5%

**Performance Data Analysis for Parking Permits  
from 1 April 2013 to 31 March 2014**

<b>Permit Types</b>	<b>Qty</b>	<b>Amount</b>
<b>Associate</b>	59	£9787.20
<b>Business Onstreet Only</b>	101	£25,400.00
<b>Dispensation daily</b>	42	£1,443.45
<b>Dispensation Weekly</b>	15	£0.00
<b>Doctor Permit</b>	19	£4940.00
<b>Employee Annual</b>	811	£173,095.00
<b>Employee Daily</b>	1163	£26,950.00
<b>Essential Worker Annual</b>	319	£52,152.40
<b>Faith Minister</b>	18	£255.00
<b>Operational</b>	629	£119,768.00
<b>Residents</b>	6328	£254,145.00
<b>Season Ticket</b>	283	£81,512.40
<b>Temporary Cover</b>	1362	£17,925.60
<b>Voluntary</b>	102	£1500.00
<b>Visitor vouchers</b>	25901	£361,573.40
<b>Total</b>	<b>37,152</b>	<b>£1,130,447.45</b>

### Parking Account 2013/14

	<u>On street</u> £'000	<u>Off street</u> £'000	<u>Overall</u> £'000
<b>Expenditure:-</b>			
Premises	14	209	223
Transport	67	5	71
Supplies & Services	100	736	836
Third Party Payments	73	200	273
Management/Employees/Support	746	1,747	2,493
Capital Charges	168	95	264
Recharges	0	(369)	(369)
	<b>1,168</b>	<b>2,623</b>	<b>3,791</b>
<b>Income:-</b>			
PCN Income *			(4,818)
Non Staff Permit			(706)
Staff permit			(145)
Pay & display (off street)			(326)
Pay & Display (on street)			(50)
	<b>0</b>	<b>0</b>	<b>(6,045)</b>

<b>NET (SURPLUS)/DEFICIT</b>	<b>1,168</b>	<b>2,623</b>	<b>(2,254)</b>
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<b>Surplus used to finance the following:-</b>		
Local Implementation Plan (Mayor's Transport Strategy)		
Revenue contributions highways improvements**		<b>2,254</b>
Highways Improvements capital charges		

<b>TOTAL</b>		<b>2,254</b>
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\* PCN Income includes debtor of £633,178 raised for amounts not yet collected.

\*\*Was 'Revenue Contributions to Capital Schmes (highways improvement)' previously.

### 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
2013-14	£4,818,000.00

## 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.

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.

The table below shows the incidents logged in 2013/14:

<b>Incidents</b>	
<b>2012/13</b>	<b>2013/14</b>
7 Verbal abuse	13 Verbal abuse
2 Physical Assault	4 Physical Assault
1 Driven at by car	1 Racial Abuse
7 Physical and verbal abuse	3 Physical and verbal abuse

## Monitoring Data Call Centre Figures for Parking Services

	2010/11	2011/12	2012/13	2013/14
April	1046	715	1026	1114
May	849	754	1571	1298
June	777	1034	1246	1337
July	743	903	2051	1136
August	1068	700	2036	984
September	1140	1053	1496	1242
October	881	1165	1487	1117
November	753	1427	1272	1265
December	580	1166	884	1170
January	658	1062	1180	1627
February	622	1319	929	1143
March	774	1670	1172	1648
<b>Totals</b>	<b>9891</b>	<b>12968</b>	<b>16350</b>	<b>15135</b>

When calling the Contact Centre number for Parking (020 8215 3005), 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 on-line.

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 Environment matters, including parking.

### Corporate Complaints

There were 216 complaints received between 1<sup>st</sup> April 2013 and 31<sup>st</sup> March 2014. This reflects less than 0.2% of all PCNs issued within the financial year.

### Monitoring Data

Performance to Deadline for Stage one complaints 1<sup>st</sup> April 2013 – 31<sup>st</sup> March 2014

Stage One	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Total
Within deadline	7	9	9	13	7	6	6	5	2	8	8	4	84
Outside deadline	-	-	-	-	-	-	-	-	-	-	-	-	-
% Performance to deadline	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

### Complaints Monitoring Data

Performance to Deadline for Stage two complaints 1<sup>st</sup> April 2013 – 31<sup>st</sup> March 2014

Stage Two	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Total
Within deadline	-	-	-	-	-	1	1	-	-	2	1	1	6
Outside deadline	-	-	-	-	-	-	-	-	-	-	-	-	-
% Performance to deadline	-	-	-	-	-	100%	100%	-	-	100%	100%	100%	100%

### Complaint Trend analysis: Stage One

Trend Analysis: Stage One	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Total
PCN	-	-	1	1	1	1	1	-	-	1	-	-	6
Lack of response	-	1	2	-	1	-	1	1	1	-	-	-	7
Staff conduct/attitude	-	-	3	-	-	2	-	-	-	-	1	1	7
Parking Enforcement	1	1	2	-	3	1	-	2	-	-	2	1	13
Parking permits	1	5	-	3	1	1	3	1	1	5	4	2	27
Bailiff	-	1	-	-	-	1	1	-	-	1	-	-	4
Parking Problems	-	-	-	-	-	-	-	-	-	-	1	-	1
Refund for overpayment not received	1	-	-	-	-	-	-	-	-	-	-	-	1
RingGo system	2	-	-	4	1	-	-	-	-	-	-	-	7
CPZ	2	-	-	-	-	-	-	-	-	-	-	-	2
Issue re; loading bays	-	1	-	-	-	-	-	-	-	-	-	-	1
Parking Charges	-	-	-	4	-	-	-	-	-	-	-	-	4
Parking suspension	-	-	-	1	-	-	-	-	-	-	-	-	1
Unhappy with service provided	-	-	1	-	-	-	-	-	-	-	-	-	1
Issue with Pay & Display machines	-	-	-	-	-	-	-	1	-	-	-	-	1
Lack of consultation	-	-	-	-	-	-	-	-	-	1	-	-	1

**Complaint Trend analysis: Stage Two**

<b>Trend Analysis: Stage Two</b>	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Total
Esc from S1 – RingGo System	-	-	-	-	-	1	-	-	-	-	-	-	<b>1</b>
Esc from S1 – PCN	-	-	-	-	-	-	1	-	-	-	-	-	<b>1</b>
Esc from S1 – Unhappy with response to stage one complaint	-	-	-	-	-	-	-	-	-	2	-	-	<b>2</b>
Esc from S1 – delay in receiving refund for parking permit	-	-	-	-	-	-	-	-	-	-	1	-	<b>1</b>
Esc from S1 – lack of consultation re; parking enforcement	-	-	-	-	-	-	-	-	-	-	-	1	<b>1</b>



### FOI Monitoring Data

Freedom of Information Enquires 1<sup>st</sup> April 2013 – 31<sup>st</sup> March 2014

Freedom of Information	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Total
Number received	9	4	7	6	8	6	7	10	9	7	1	4	<b>78</b>

### FOI Processing

Performance to deadline	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Total
Within deadline	8	3	5	6	8	6	6	10	9	7	1	4	<b>72</b>
Outside deadline	1	1	2	-	-	-	1	-	-	-	-	-	<b>5</b>
Awaiting response	-	-	-	-	-	-	-	-	-	-	-	-	<b>1</b>
% Performance to deadline	89%	75%	71%	100%	100%	100%	86%	100%	100%	100%	100%	100%	<b>92%</b>

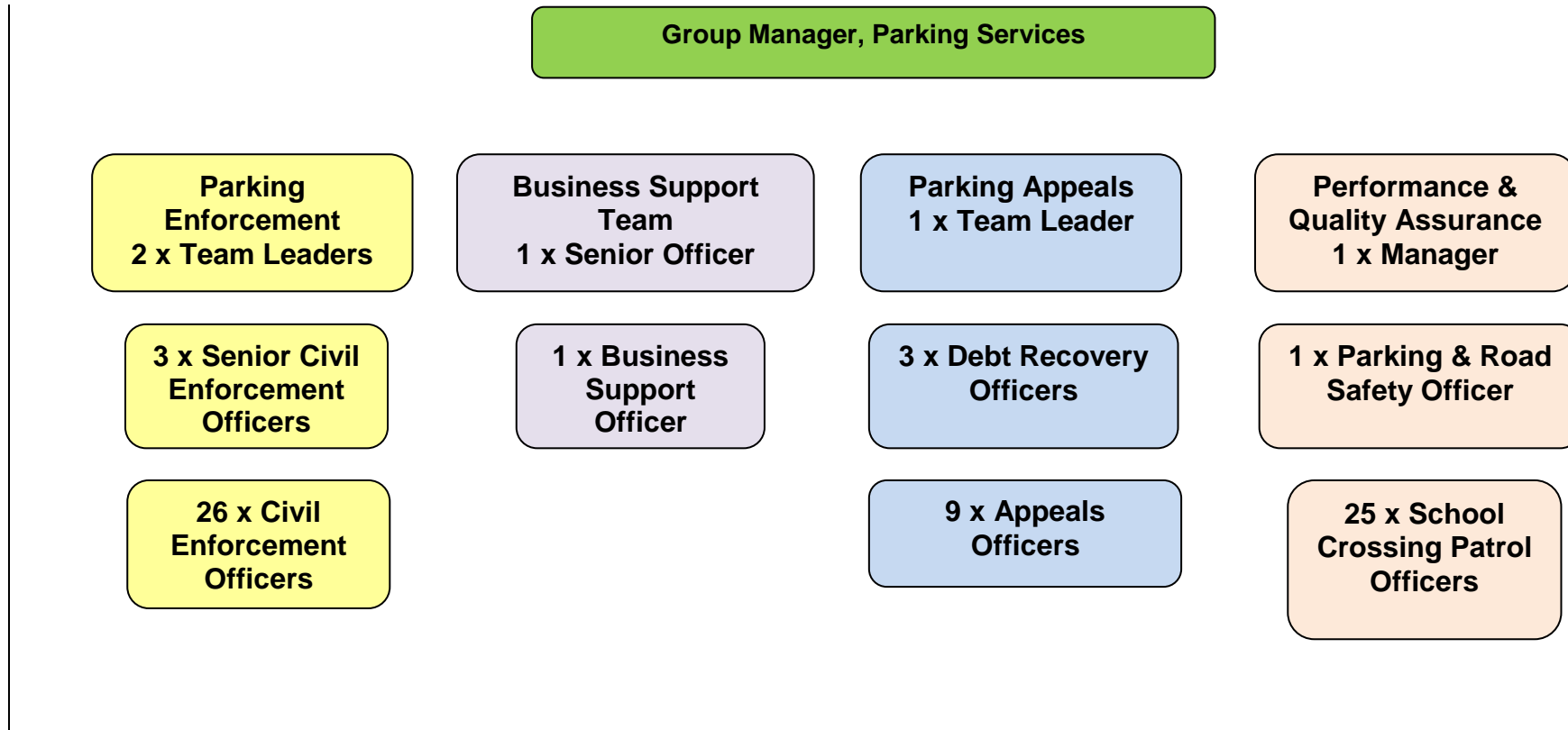
## Trend Analysis

<b>Trend Analysis:</b>	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Total
Bus Lane Enforcement	-	-	-	-	-	-	-	1	-	-	-	-	1
PCN's	2	1	2	1	-	2	-	-	-	3	-	-	11
Parking Permits	-	-	-	-	-	-	-	-	1	1	-	-	2
Car Parks	1	-	-	1	-	-	-	-	1	-	-	-	3
Parking charges	-	-	1	-	1	-	-	2	-	-	-	-	4
Traffic Management Orders	1	-	-	1	1	-	2	1	3	-	-	2	11
CCTV	-	-	-	1	4	1	-	1	1	1	-	1	10
Parking Issues	-	-	1	-	1	-	-	-	-	-	-	-	2
Camera on Station Parade, Barking	1	-	-	-	-	-	-	-	-	-	-	-	1
Location of cameras	1	-	-	-	-	-	-	-	-	-	-	-	1
Disable drivers parking in residents bays	1	-	-	1	-	-	-	-	-	-	-	-	2
CPZ	1	-	-	-	-	1	-	-	-	1	-	-	3
Electric car charging points	1	-	-	-	-	-	-	-	-	-	-	-	1
Change in traffic flows	-	1	-	-	-	-	-	-	-	-	-	-	1
Parking, speeding and bus lane fines	-	1	-	-	-	-	-	-	-	-	-	-	1
Off street parking	-	-	1	-	-	-	-	-	-	-	-	-	1
Restrictions on HGV	-	-	1	-	-	-	-	-	-	-	-	-	1
Parking Enforcement	-	-	-	1	1	1	-	-	-	-	-	-	3
Civil Enforcement Contract	-	-	-	-	-	1	-	-	-	-	-	-	1
Parking Restrictions	-	-	-	-	-	-	2	-	-	-	-	-	2

<b>Trend Analysis:</b>	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Total
Temporary traffic regulation orders	-	-	-	-	-	-	1	-	-	-	-	-	1
Parking signs	-	-	-	-	-	-	1	2	-	-	-	-	3
Review of previous request requested	-	-	-	-	-	-	-	2	1	-	-	-	3
On street/Off street parking	-	-	-	-	-	-	-	1	-	-	-	-	1
Road safety issues	-	-	-	-	-	-	-	-	2	-	-	-	2
Parking services costs	-	-	-	-	-	-	-	-	-	1	-	-	1
Restrictions in loading bay – Barking Town Centre	-	1	-	-	-	-	-	-	-	-	-	-	1
Information re: when and how action can be taken in relation to the storage of non motor vehicles on public highway	-	-	1	-	-	-	-	-	-	-	-	-	1
Council owned parking ticket machines	-	-	-	-	-	-	1	-	-	-	-	-	1
Income from car parks	-	-	-	-	-	-	-	-	-	-	1	-	1
FOI Review	-	-	-	-	-	-	-	-	-	-	-	1	1

## 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 Patrol