

PARKING SERVICES & CONTRACT MONITORING

Committee name	Residents' Services Select Committee
Officer reporting	Richard Webb – Director of Community Safety and Enforcement
Papers with report	Annual Parking Report – 2023/24
Ward	All

HEADLINES

The purpose of this report is to provide the Residents' Services Select Committee with an overview of the Parking Service and the Council's responsibilities for Parking Enforcement.

Parking enforcement was decriminalised and devolved from Police forces across England and Wales to Councils by way of the Road Traffic Act 1991. This was as a result of continued vehicular congestion, increased vehicle ownership coupled with pressures on Police and the Courts resources.

The powers granted by The Secretary of State for Transport to deal with parking offences include:

- The issue of a Penalty Charge Notice (PCN) - a parking penalty which can be paid or challenged by appeal.
- The immobilisation of the vehicle (normally clamping) until a release fee is paid.
- The removal of the vehicle from the street found to have been in contravention of the regulations.
- Various moving traffic contraventions such as yellow box junctions, school keep clear areas, one-way streets and banned turns.
- Bus lane enforcement.

Since the introduction of the Road Traffic Act 1991, the Traffic Management Act 2004 (part 6) has become the main piece of legislation that the Council are obliged to follow along with its additional Statutory Instruments.

When enforcing bus lanes and moving traffic contraventions the relevant legislation used in the London Boroughs are;

- London Local Authorities Act 1996
- London Local Authorities and Transport for London Act 2003

Benefits of Parking Enforcement.

- Less congestion better vehicular flow
- Ability to manage the finite kerb space (especially in residential and high commuter areas).
- Higher turnover of parking spaces on-street

- Reduced pollution and fuel use due to less circulating traffic
- Safer streets – non pavement parking
- Improved emergency service access due to less obstructed streets
- Reduced demands on police resources

It is estimated that parking enforcement contributes c£3.58** billion per year across London- for every pound spent on parking measures, London benefits tenfold. Around 9.6 million trips are made in London by vehicles every year.

** London Councils report; [Benefits of Parking Management in London - Report | London Councils](#)

RECOMMENDATIONS

That the Committee:

- 1. Notes the content of the report and the Council's obligations under the governing legislation.**

SUPPORTING INFORMATION:

The service is made up of the enforcement/operational side including Council run car parks and a back-office appeals team and a permits/suspensions and waiver team – the structure is shown in Appendix 1.

Team Duties and Responsibilities

The Representations and Appeals Manager and the Infrastructure Manager report to the Head of Service. These posts are responsible for managing and monitoring the contract with APCOA.

The Representations and Appeals Manager and the Infrastructure Manager are also responsible for managing the car parks, permits and appeals teams. They set the strategic direction and performance expectations of the teams and provide expert guidance and adherence on all aspects of the governing legislation and its associated statutory instruments. They are also responsible for attending Court hearings and Adjudications on behalf of the Council for parking related matters.

The Representations and Appeals Team leader is responsible for directly managing and training the Representations and Appeals Officers and the Administration Officer who deal with the statutory appeals process and respond to recipients of parking tickets.

The Operations Team Leader directly manages the Operations Officers, and this team is responsible for issuing permits, suspensions.

The Parking Inspector Team Leader manages the Parking Inspectors. They are responsible for all Council car parks. Their duties include cash collection from Pay and Display machines, daily car park inspections and rectification of issues related to the car parks.

Enforcement is outsourced to APCOA by way of a 5-year contract. APCOA provide deployment

of Civil Enforcement Officers (CEOs) as per the definitions and authority of the Traffic Management Act 2004. They also provide industry expertise and other ancillary services.

There are currently 44 CEOs plus 4 Senior CEOs on this contract. The core team work a 42-hour week completing 10 hour shifts on a 4 on 3 off schedule between 7.30am until 7pm.

Under the contract, APCOA are required to provide a set number of hours of CEO deployment per day. The contractual hours for CEOs across the Borough are;

- Mon-Fri: 236.5 hours
- Sat: 208.3 hours
- Sun and Bank Hols: 71 hours

Partnership working has seen CEOs attending 4 Blue Disabled Badge Fraud action days and 6 side by side initiatives with the police during 2024.

PERFORMANCE/STATISTICAL SUMMARY

The enforcement contractor is monitored and managed via contractual Key Performance Indicators and quality measures (Appendix 2) and by way of formal minuted monthly meetings which are attended by the Representations Manager and the Infrastructure Manager. There are also additional informal ad-hoc meetings held as required and on-going liaison concerning operational matters. Managers also carry out unannounced visits. A formal annual review meeting is also held with Senior Managers.

For the year 2023/24 the service;

- Issued 99,677 Penalty Charges (Appendix 3 parking report for full breakdown)
- Dealt with 24,228 challenges/appeals (99.9% within 10 working days)
- Received 5821 telephone call enquires
- Issued 10,473 parking permits
- 1,940,252 transactions were completed by car park users

The Parking Team and Service do not issue Fixed Penalty Notices (FPNs) for vehicle idling and emissions. These are dealt by the Environmental Enforcement Team (EET) under separate legislation. For information purposes however, the EET issued the following Fixed Penalty Notices for idling from April 2024 to January 2025.

April	May	June	July	August	September	October	November	December	January	Total
252	293	290	216	251	269	246	337	387	126	2667

LOOKING FORWARD

The service is looking at the potential benefits of Automatic Number Plate Recognition (ANPR) to complement, improve and create efficiencies with deployment and enforcement. A trial was carried out in 2024, and officers will be presenting their findings with options before the end of this financial year.

The service has moved away from paper-based permits to virtual permits which allows residents to manage their permit requirements 24/7 on-line virtually outside of traditional working hours and at their leisure. All virtual permit transaction are live fed straight to the Civil Enforcement Officers hand held enforcement devices.

The service is currently working with the contractor in partnership with a view to introducing postal lockers in car parks.

CEO beat patterns are being reviewed to address compliance in areas where non-compliance is higher.

RESIDENT BENEFIT

Residents benefit from managed residential permit parking to help manage the finite kerb space and safe secure parking facilities within Council car parks. They also benefit from less vehicular congestion and static pollution created by motorised vehicles across the Borough.

FINANCIAL IMPLICATIONS

For the year 2023 to 2024 the service (not including car parks) received income of £8,377,000.

Expenditure was £4,523,000 leaving a surplus of £3,854,000.

As per the ring-fenced requirements of section 55 of the Road Traffic Regulation Act 1984 the surplus was allocated as follows;

Use of Surplus	2023/24 £000
Concessionary Fares	3,315
Development of Parking Management Schemes	194
Provision of Off-Street Parking	161
Traffic Management	184
Total Use of Surplus	3,854

Council Car Parks made a total of £2,274,000. It should be noted that income generated from car parks does not fall within the ring-fencing requirements of Section 55 of the Road Traffic Regulation Act 1984 as car parks are assets owned by the Council. Any surplus generated from off- street car parks can contribute to the Council's general fund.

LEGAL IMPLICATIONS

The Council are obliged to adhere to all relevant parking legislation and their associated statutory instruments, Secretary of State for Transport Statutory Guidance and the Traffic Signs Regulations and General Directions.

BACKGROUND PAPERS

** London Councils report; [Benefits of Parking Management in London - Report | London Councils](#)

APPENDICES

Appendix 1 – Staff Structure

Appendix 2 – Contract KPIs

Appendix 3 – Annual Parking Report 2023/24