



LONDON BOROUGH OF  
**BEXLEY**

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

# Annual Parking Services Performance Report

1st April 2016 – 31st March 2017



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## Introduction

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I am pleased to present our Annual Parking Report for the period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017.

This report provides detailed information about our services and policies during the past financial year as well as future initiatives. I am sure it will once again prove to be an invaluable source of information and give readers a good understanding of the services we provide and why we provide them.

The Council remains steadfast in the commitments outlined in its Corporate Plan 'Investing in Bexley' 2016 to 2019; the three key priorities being:

- Growing a thriving economy
- Living fulfilled and independent lives
- Investing every pound wisely

Four years on, the Bexley and Bromley Shared Parking Service continues to work well demonstrating a fair, transparent and consistent approach to all customer services.


The enhancement to our online appeals service known as Response Master Self-Serve introduced in 2015 continues to benefit motorists and the Council. With the policy information and guidance now available, motorists can make an informed decision about whether to pursue an appeal without having to make verbal or written contact with the Council.

The procurement project with the London Borough of Bromley to secure a joint enforcement contract was completed during the period of this report. Tender returns have now been evaluated and the contract awarded to commence in early April 2017. The services to be provided by the new contractor include parking enforcement, permits, ICT, cash collections, pay and display machine management, debt collection and several other business processing solutions.

Our joint campaign with the London Borough of Bromley to protect the Blue Badge scheme for genuine users continues into 2017. Routine checks are carried out daily to ensure that badges are being used in accordance with the scheme rules. We also continue to raise awareness of the serious nature of misuse through on-street signs, distribution of information cards, regular news releases and information on our website.

Finally, to demonstrate how trends in parking have changed over the years, we have included statistics from previous years in addition to those for the last financial year.

Shared Parking Service  
(Bexley and Bromley)  
Civic Centre  
Stockwell Close  
Bromley  
BR1 3UH



Ben Stephens  
Head of Service

## 1. Background to parking in Bexley and services provided

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Bexley is an outer London borough with a population of approximately 232,000 people living in 93,000 households (statistics in accordance with the 2011 Census of England and Wales). Situated in the south-east of the Greater London area where it borders rural Kent, the borough covers an area of 23 square miles. It has a five mile frontage onto the River Thames in the north and spreads southward for up to 7 miles where it adjoins the London Borough of Bromley.

The main, London – Dover Road (A2) runs west-east throughout the middle of the borough, splitting it in geographical terms into north and south. The borough is well served with railway services from North Kent to London. The borough is also close to the Channel Tunnel Rail Link Station at Ebbsfleet. The London – Folkestone Trunk Road (A20) also runs west-east and forms in the main the southern boundary of the borough and the rail head at Abbey Wood as part of the Cross rail development is currently being constructed.

In Bexley there are approximately 1,800 roads measuring approximately 500km of public highway in the borough. This includes 17km of the Priority Route Network – PRN, (the second largest PRN in London) and 54.4 km of principal roads (such as the A207), which includes 16km of designated roads and 1,000km of public footway.

The London Borough of Bexley (referred to from this point as the Council) is responsible for traffic and parking matters relating to all public roads in the borough with the exception of the A2 and A20 Trunk Roads as Transport for London are responsible for these.

Some main traffic routes pass through town centres, residential and conservation areas, where problems can arise in respect of congestion and environmental damage, in particular, in the Bexley Village and Crayford Town Centre areas.

There are approximately 2,600 parking spaces available across the borough provided through a mixture of on and off-street paid for parking. According to the London Travel Demand Survey conducted by Transport for London, between 2005/06-2015/16, Bexley was among the highest percentages of households in London owning one car (50%). 24% of the borough's households owned 2 or more cars and only 25% did not own a car.

## 1.1 Parking provision

The Council has several main policy aims with respect to the provision of parking services:

- To ensure that the public highway can be used by all and that available parking space is shared between competing demands, such as residents, businesses and visitors through regulation and pricing.
- To maintain public safety on the public highway and within the borough's off-street parking areas (public car parks).
- To ensure that traffic is able to flow through the borough freely.
- To provide accessible parking for the disabled and elderly.
- To monitor parking demand from residents, businesses, visitors, etc., and provide adequate parking facilities for all.
- To maintain public, statutory and commercial access to services and amenities.
- To provide a fair, and consistent civil parking enforcement service.

Parking Services is responsible for the daily operation of:

- Sixteen Controlled Parking Zones (CPZs), categorised as follows:
- Station CPZs – one or two hour controls, Monday to Friday, (these form the vast majority of the CPZs within the borough).
- Town Centre CPZs – these have longer restricted periods daily and operate Monday to Saturday.
- Two Restricted Parking Zones (RPZs) in Bexleyheath town centre and Sidcup town centre.
- On-street, short stay free parking is available across the borough and on-street pay to park areas can be found at various locations, including within three of the four town centre CPZs.

Parking Services is also responsible for:

- Monitoring the use of all on street parking bays, including; resident permit holders, business permit holders, loading bays and footway parking exemption bays, etc.
- Taking enforcement action (through its current civil parking enforcement contractor; NSL Limited) against motorists who do not comply with parking controls within the borough. This is in accordance with the regulations as set down in the Traffic Management Act 2004 and other regulations.

## 1.2 Parking strategy

The Council's Parking Strategy and Action Plan was adopted in October 2014. It sets out an overarching strategic aim for parking, supported by objectives and detailed policies with an associated three year action plan. The strategy will now set the direction of the future development of parking in the borough whilst the Council will seek to deliver relevant aspects of the action plan within the specified timescales as resources allow.

### 1.3 Off-street parking

The Council operates 19 off-street car parks; 18 of which are operated by pay and display equipment and the phone payment solution, and 1 is restricted for disabled Blue Badge holder use only. In all town centre areas, the Council provides at least 1 public car park, as well as on-street paid for parking locations and in some cases, free short term parking bays. The Council also provides at least 1 car park in the vicinity of 11 of the rail stations that are located within CPZs.

### 1.4 Paying to park by mobile phone

Mobile phone technology to pay for parking time using a debit/credit card is accessible in all Council owned pay and display parking areas, including on-street pay and display bays and car parks. We currently have a contract with Bemrose Mobile to provide this service.

The main benefits are:

Coins are no longer required to pay for parking meaning the motorist does not need to worry about having the correct change or having any change at all.

The motorist can be prompted that their time is due to expire and can extend their session by using the Phone and Pay solution without the hassle of returning to the vehicle.

A link to the Bemrose Mobile back office enables us to check a vehicle registration for transactions/payments made, which assists us in dealing with appeals against PCNs.

Motorists also have full online access to their account with the means to print off VAT receipts.

Mobile phone parking has proved to be a success with an average of 19,307 users per month for 2016/17, (an increase from 14,408 as shown in the 2015/16 report). In total the number of transactions made through the phone payment solution in 2016/17 was 231,687 which is also an increase from 172,899 as reported in 2015/16.

Providing more convenient options to pay for parking is a measure aimed at improving our customer service. The service remains well received with very few queries or complaints.

### 1.5 Park Mark® Safer Parking Scheme

Park Mark® is an initiative of the Association of Chief Police Officers (ACPO) designed to reduce crime and the fear of crime within parking facilities. The Safer Parking Scheme is managed by the British Parking Association and supported by the Home Office, the Scottish Executive and the Metropolitan Police.





The primary aim of the scheme is to provide a safe environment and prevent criminal behaviour within parking facilities. Owners and operators of parking facilities are required to adopt an active management strategy to deter crime.

After assessment, Park Mark® status can be awarded to parking facilities that are properly managed and maintained. These facilities will also have achieved appropriate standards that contribute to reducing the opportunity for crime through:

- surveillance
- lighting
- signage
- cleanliness

This year, all 19 public car parks owned and maintained by the Council have retained Park Mark® status.

If you have any ideas or suggestions about how we can further improve our car parks, please do not hesitate to contact us at: [www.bexley.gov.uk/parking](http://www.bexley.gov.uk/parking)

## **1.6 Permits**

There are 16 Controlled Parking Zones (CPZs) in the borough; most are restricted for one or two hours per day, between Monday and Friday. These CPZs can be found mostly around rail stations and are designed in general to prevent commuters from parking in residential streets and encourage them to use pay to park facilities or find alternative means of transport to the station.

There are also several town centre CPZs that are restricted for longer periods during the day, between Monday to Saturday. These CPZs are designed to prevent shoppers (primarily) from parking in residential streets and to encourage them to use pay to park facilities or use public transport etc. See section 6 for details of Controlled Parking Zones.

## **1.7 Parking Services**

The Shared Parking Service (London Boroughs of Bexley and Bromley) is responsible for a wide range of functions and ensures that the parking operation for both boroughs runs efficiently and effectively.

The team are responsible for a wide variety of parking operations including:

- Service of all statutory notices in respect of PCNs.
- Processing, investigating and responding to informal and formal representations. Motorists wishing to contest the issue of a PCN may do so through the robust statutory process provided by the Traffic Management Act 2004. The legislation is specific as to the process and time limits that must be followed by both the motorist (vehicle owner) and the Enforcement Authority (the London Borough of Bexley).

## **2. Parking enforcement**

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### **2.1 Legislation**

Parking enforcement is carried out under the Traffic Management Act 2004. Parking penalties are issued on our behalf by our parking contractor; NSL Limited.

### **2.2 Contravention charges**

Charging levels for parking, bus lane and moving traffic contraventions in London Boroughs are set by London Councils' Transport and Environment Committee (TEC), subject to approval by the Mayor for London and Secretary of State. In Bexley, such charges apply to parking and moving traffic contraventions; higher penalties are imposed for moving traffic contraventions and parking where it is generally not permitted, for example; yellow lines, school 'Keep Clear' markings, etc. Lower penalties are imposed for contraventions such as; overstaying in a paid for parking bay, or parking outside bay markings.

### **2.3 Parking contract**

The Council contracted out the provision of civil parking enforcement services to NSL Limited in April 2010. A simplification of performance indicators and methods of evaluation followed to enable specially trained Council Officers to monitor the performance of the contract more effectively and with better value for money.

The procurement project with the London Borough of Bromley to secure a joint enforcement contract was completed during the period of this report. Tender returns have been evaluated and the contract awarded with a commencement date of early April 2017. The services to be provided by the new contractor include parking enforcement, permits, ICT, cash collections, pay and display machine management, debt collection and a number of other business processing solutions.

### **2.4 Civil Enforcement Officers (CEOs)**

Our parking enforcement contractor; NSL Limited, is contractually required to deploy its CEOs for a minimum number of hours per year.

A CEO's role involves more than just issuing PCNs; they represent the Local Authority in reporting anti-social behaviour and faults both on and off-street, including fly tipping, graffiti and damaged, dangerous and missing street furniture.

Unfortunately, CEOs are subject to abuse and assaults. Since last year, NSL has amended its procedure for reporting abuse/assault cases. During the period of this report, 11 cases of either assault or extreme verbal abuse against a CEO were reported to the police.

NSL continue to maintain a strong relationship with the police by holding face to face meetings to express concerns and exchange ideas and best practise. This has also led to NSL and the police having a direct contact within their respective organisations, which has been invaluable in the sharing of intelligence, monitoring results and arranging joint operations.



During the year, NSL has continued to work in partnership with the Council on events such as local league football matches and other special events. Partnership working has also continued in respect of operations outside schools and train stations.

## **2.5 Body Worn Video (BWV)**

CEOs in Bexley continue to use BWV devices overtly to record the details of parking contraventions. The footage has proven to be very useful in establishing training requirements for CEOs, which in turn, has improved communication with motorists and the general public. All of our procedures are in line with the best practice guidance from the Information Commissioners Office (ICO) – the regulator of the Data Protection Act (DPA) 1998.

## **2.6 CCTV enforcement**

Mobile CCTV units (vehicles fitted with recording equipment) have been used in Bexley to enforce parking restrictions for a number of years. During the period of this report, three of these vehicles were used to patrol Bexley's streets. The vehicles are distinctive, displaying enforcement signs and our logo. They play a vital role in enforcing school parking restrictions and moving traffic contraventions.

As approved by Committee in 2015, the London Borough of Bexley adopted the necessary provisions as set out in the London Local Authorities and Transport for London Act 2003 to enforce moving traffic contraventions. The contraventions include; banned right, left and U turns, no vehicle entry, yellow no stopping box junctions, vehicle type access restrictions, etc.

During 2016/17, enforcement of moving traffic contraventions through mobile CCTV units continued and static cameras were also introduced to enforce these contraventions at a number of key locations.

### **2.6b Enforcement requests**

Residents are often inconvenienced by inconsiderate and anti-social parking behaviour and need to request civil parking enforcement. The quickest and easiest way to do this is to complete the online form available on our website at: [www.bexley.gov.uk/parking](http://www.bexley.gov.uk/parking). The form is directed to our parking enforcement contractor; NSL Limited, who endeavour to respond to all enquiries as quickly as possible. If there are continuing problems at a specific location, then the provision of more regular enforcement may be considered.

### 3. Other services we provide

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We are contacted throughout the year by motorists and the general public on a wide range of subjects and concerns. The range of services we provide includes the provision of parking facilities, enforcing parking restrictions, dealing with challenges, representations and appeals and responding to enforcement requests.

#### A qualified workforce

The Department for Transport 'Operational Guidance to Local Authorities: Parking Policy and Enforcement' states; "The process of considering challenges, representations and defence of appeals is a legal process that requires officers dealing with these aspects to be trained in the relevant legislation and how to apply it". Accordingly, all members of our Processing Team have achieved City and Guilds NVQ, Levels 2 and 3 in Notice Processing.

#### 3.1 The Blue Badge Scheme

This is a national arrangement of parking concessions for people with severe walking/mobility difficulties who travel as drivers or passengers. The scheme allows badge holders to park close to their destination, but the national concessions apply to on-street parking only.



#### 3.2 Blue Badge fraud and misuse

A national database holds records of every Blue Badge issued in England, Scotland and Wales. These records ensure more effective monitoring of cancelled, lost or stolen badges. Local authorities can access and share electronically stored information which helps in tackling misuse.

The Government's Blue Badge Scheme reforms in 2012 have impacted on Blue Badge fraud. The badge design was changed as part of these reforms from a handwritten laminated card to a badge electronically printed on PVC. The security features which include a hologram, serial number and digital photograph, make badges much harder to copy, forge, or alter.

We have widely publicised our joint campaign with the London Borough of Bromley to tackle Blue Badge misuse. Our main aims remain to protect the integrity of the Blue Badge Scheme by ensuring that only genuine badge holders benefit from the scheme's parking concessions.

We also continue to raise awareness and encourage members of the public to report known misuse. Such reports are thoroughly investigated and appropriate action is taken. Where the Council is satisfied that misuse has occurred, the case is referred for prosecution.

As at 31<sup>st</sup> March 2017, the Council has successfully prosecuted 16 cases of Blue Badge misuse. In all cases, the driver was guilty of using a badge without the badge holder being a part of the journey, or using a badge that was previously reported as lost, stolen or cancelled. The average total fine amount for these cases was between £400 - £500, including court costs and surcharges.

More information about [Blue Badge misuse](#) is available on our website.

You can report blue badge misuse online at: [www.bexley.gov.uk/reportbluebadge](http://www.bexley.gov.uk/reportbluebadge) or by phone on: 020 8313 4800

### **3.3 Parking suspensions and dispensations**

The Council provides a suspension/dispensation service for residents/ businesses, who request a temporary exemption from some parking controls. Often such requests are to enable commercial deliveries, or house removals or for private contractors to park close to the property where they are working, etc.

There are strict controls in place for assessment of such applications and often Parking Services will visit a location to identify whether or not the request if granted would obstruct or inconvenience other residents or road users. The Council will provide alternative solutions if it is not be possible to grant the request in its original format. However, some applications have been refused in the interest of public safety, or on the basis that traffic flow must be maintained.

In total, the Council granted 520 suspensions/dispensations during the year, which is an increase from 444 the year before.

### **3.4 Responding to PCN enquiries**

We know that in many cases following the issue of a PCN, at any stage from the issue of the penalty to debt collection, a motorist may wish to contact the Council. We consider it our duty to explain our actions and make motorists aware of their options at all stages. To ensure we are able to deal with the number of calls received each year, Contact Centre representatives have received ongoing focussed training and guidance from Parking Services to ensure that the level of service provided is of the highest quality.

Response Master Self-Serve was set up on the Parking section of the Council's website in 2015. The service is an enhancement to the online PCN appeals service; it provides motorists with information and guidance that specifically relates to their type of PCN and reason to appeal. By entering their PCN number and contravention code, the motorist can select their reason to appeal and view the policy that relates to it in an interactive way. The motorist then has an idea of the likely outcome of an appeal and can make an informed decision as whether or not to pursue an appeal.

#### **3.4a Environment and Traffic Adjudicators (ETA)**

The Environment and Traffic Adjudicators (ETA) administers the independent tribunals established to hear appeals against Penalty Charge Notices in London. In cases where the registered keeper made an unsuccessful representation against a PCN and has subsequently received a Notice of Rejection, the keeper has the option to either pay the charge, or appeal to an independent parking adjudicator at ETA.

<b>Number of appeals heard by the ETA</b>			
	Appeals considered	Appeals allowed	Appeals rejected
Appeals (all)	452	233*	219
Appeals (moving traffic)	88	43*	45

The number of appeals against all PCN types considered by the ETA (452) represents only 0.7% of the total number of all penalty charges issued in 2016/17 (64,048), which is a reduction from 1% in the previous year. The number of appeals against moving traffic contraventions considered by the ETA (88) also represents only 0.7% of the total number of penalty charges issued for moving traffic contraventions in 2016/17 (12,642).

\*These figures include appeals not contested by the Authority, usually as a result of evidence submitted late or for the first time by the appellant. Such appeals are not considered by an adjudicator, but are shown as allowed.

### **3.4b Debt recovery and enforcement action**

The Council has retained JBW Services Limited to provide debt recovery services for unpaid penalty charges. It is unfortunate that a small minority of people elect, for whatever reason, not to pay their outstanding debt. Only when all other avenues to make contact or recover the debt through the statutory process have been exhausted are warrants executed by certificated enforcement agents.

JBW who provide a high quality service to the Council are an innovative company, always seeking to provide as much information to the client as possible and assist the debtor in any way they can. As part of this approach, JBW continue to release web-based software to all of their clients, enabling Council officers to monitor debt recovery against known offenders or evaders, or in relation to enquiries from the public or Council Members.

This improved level of access to information ensures that Council officers can maintain the integrity of enforcement agent services remotely and can interact directly with the agents when necessary.

JBW have invested heavily in their web-based software as they believe their resources are used most efficiently in keeping clients informed and making data as readily available as possible. JBW endeavour to continuously improve client interaction enabling greater access to information with regard to action taken in individual cases.

### **3.5 Complaints**

A complaint is defined as an expression of dissatisfaction about a service received which requires a response. At Bexley, we pride ourselves in delivering high quality, value for money services. We are committed to providing what the customer needs, in the way the customer wants, to the standard they expect. We believe that dealing effectively with complaints is essential to providing good services. We treat all complaints seriously with an honest and open mind and do everything we can to deal with them efficiently and effectively. More information about the Bexley complaints procedure can be found on our website: [www.bexley.gov.uk](http://www.bexley.gov.uk)

### **3.6 Freedom of Information requests**

The Freedom of Information (FOI) Act 2000 applies to non-personal information held by a local authority. When an individual or organisation makes a request for information, we must confirm or deny whether we have the information. This is known as the duty to confirm or deny. Unless the information requested falls into one of several categories of exempt information, or the request exceeds the permitted thresholds within the regulations, we must provide it. Due to public awareness, the FOI Act has been used more in recent years to obtain information about parking related matters. We are always happy to provide information about our services, whether or not we have received a request under this Act. Between 1 April 2016 and 31 March 2017, we received 75 requests for information which were processed under the FOI Act 2000.

### **3.7 London Borough of Bexley decisions and democracy**

Members of the public can let the Council know their concerns about a particular location or the Borough as a whole. Anyone who lives, works or studies within the Borough can inform Councillors of their views to help influence local decision making. The Council will respond to comments and petitions as part of its ongoing commitment to listening to and acting on the views of the public. For more information about Councillors, elections and democracy, visit: <http://www.bexley.gov.uk/democracy>

## 4. Financial Information

Section 87 of the Traffic Management Act 2004 provides for guidance to be supplied by the Secretary of State in relation to civil parking enforcement and as set down in Sections 113 through to 117 of the “*Secretary of State’s guidance to Local Authorities on the Civil Enforcement of Parking Contraventions*”.

Section 55 of the Road Traffic Regulation Act 1984 sets out the Financial provisions relating to designation orders, and specifies how any surplus must be spent, e.g. in the provision or maintenance of off-street parking, highway improvements, etc. Further details can be found at:

<http://www.legislation.gov.uk/ukpga/1984/27/section/55>.

### 4.1 Parking Account

The following table is an extract of the Council's Parking Account for 2016/17 (on-street only)

<b>Total Parking Account</b>	(£000s)
Parking fees	442
Penalty charge income	3,083
Total income	3,525
Total expenditure	1,890

<b>Net Surplus for the year</b>	1,635
Balance brought forward	88
Application of fund surplus in 2016/17	1,723
Balance carried forward	0

<b>Application of Fund Surplus towards the following schemes Capital Expenditure at 31 March 2017</b>	
Highways	1,548

<b>Revenue Budget</b>	
Traffic and road safety schemes contractor costs	139
Road safety – Special Campaigns	15
Road Safety – Training Schemes	0
School Travel Plans	21
Total application of surplus	1,723

<b>Memorandum item for information only</b> (this section does not form part of the Parking Account as off street income is not bound by the provisions of Section 55 as above)	
Off Street Parking Fees (does not include deduction of expenditure)	1,870
Miscellaneous income	245

## 5. Performance

The table below is a reformatted version of the original table produced by London Councils published at: <http://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-information-professionals/information>

Enforcing Authority	Higher Level Parking PCNs	Lower Level Parking PCNs	Total Parking PCNs	Moving Traffic PCNs	Total PCNs
Transport for London	371,969		371,969	129,521	501,490
Westminster	190,560	80,973	271,533	50,921	322,454
Kensington & Chelsea	127,039	77,783	204,822		204,822
Camden	124,682	75,371	200,053	30,804	230,857
Barnet	110,341	38,502	148,843	56,026	204,869
Islington	113,361	33,945	147,306	75,657	222,963
Wandsworth	108,154	25,024	133,178	5,851	139,029
Hammersmith & Fulham	99,302	32,579	131,881	82,946	214,827
Haringey	104,622	23,955	128,577	42,814	171,391
Newham	107,548	12,704	120,252	28,794	149,046
Lambeth	90,336	16,731	107,067	34,228	141,295
Brent	88,045	17,539	105,584	72,260	177,844
Tower Hamlets	79,424	18,969	98,393	12,472	110,865
Harrow	70,966	27,260	98,226	57,466	155,692
Redbridge	68,978	23,683	92,661	38,761	131,422
Croydon	63,585	27,053	90,638	23,397	114,035
Hounslow	54,382	26,899	81,281	31,798	113,079
Southwark	65,202	12,626	77,828	32,436	110,264
Hackney	61,535	15,233	76,768	20,060	96,828
Bromley	45,378	25,739	71,117		71,117
Ealing	52,581	18,027	70,608	65,300	135,908
Hillingdon	49,914	17,551	67,465	15,386	82,851
Richmond	39,624	27,094	66,718	8,252	74,970
Merton	41,319	25,170	66,489	56,220	122,709
Waltham Forest	59,583	6,564	66,147	79,170	145,317
Kingston	40,396	22,021	62,417	84,072	146,489
Enfield	44,271	15,064	59,335	29,999	89,334
Havering	46,989	10,990	57,979	4,798	62,777
City of London	45,685	7,234	52,919	10,939	63,858
Bexley	40,054	11,352	51,406	12,642	64,048
Barking & Dagenham	40,996	6,912	47,908	31,063	78,971
Lewisham	36,640	10,673	47,313	11,626	58,939
Greenwich	26,719	12,166	38,885		38,885
Sutton	19,113	6,753	25,866		25,866
<b>TOTAL</b>	<b>2,729,293</b>	<b>810,139</b>	<b>3,539,432</b>	<b>1,235,679</b>	<b>4,775,111</b>



The previous table shows the performance across all London boroughs in relation to traffic and parking enforcement. It shows that in terms of the total number of parking penalty charges issued, Bexley Council issued the fifth lowest number across London (based on total parking PCNs issued). This demonstrates the Council's continued firm but fair approach and a balance between effective enforcement of parking controls together with a reasonable and considerate approach to motorists' requirements.

<b>Bexley</b>	<b>Higher Level Parking PCNs</b>	<b>Lower Level Parking PCNs</b>	<b>Total Parking PCNs</b>	<b>Moving Traffic PCNs</b>	<b>Total PCNs</b>
01/04/14 – 31/03/15	38,820	8,800	47,620	N/A	47,620
01/04/15 – 31/03/16	36,750	10,325	47,075	1,372	48,447
01/04/16 – 31/03/17	40,054	11,352	51,406	12,642	64,048

The table above shows how the figures for Bexley issued higher/lower level parking and moving traffic PCNs compare between 01/04/14 and 31/03/17.

'Differential parking penalties' have applied across London since July 2007. There are two categories for civil parking contraventions; 'Serious' (higher level) which attract a higher rate penalty charge and 'Less Serious' (lower level) which attract a lower rate penalty charge.

Serious – stopping where prohibited, parking on the footway, waiting on single or double yellow lines. In general, these contraventions could result in obstruction or danger to other road users.

Less serious – overstaying the time purchased, not displaying a valid pay and display ticket, not parking correctly within a parking bay or space, etc. In general, these contraventions would not result in obstruction or danger and may be the result of a motorist's oversight, forgetting to correctly display a valid pay and display ticket, or not returning to their vehicle before their ticket expires.

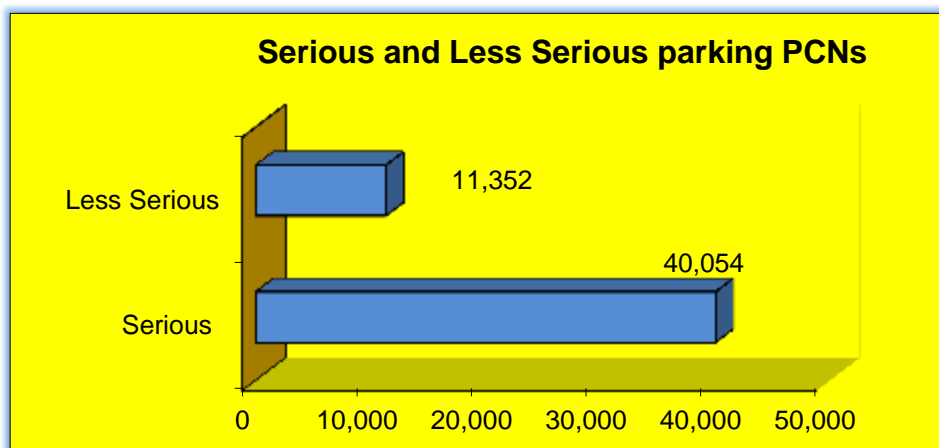
The higher and lower categories were considered fairer to motorists as they served to ensure that those motorists who committed less serious contraventions were not charged at the same rate as those who caused obstruction or danger to others by committing the more serious contraventions.

<b>Penalty charge bands</b>	<b>Higher/more serious</b>	<b>Lower/less serious</b>
Band A (penalty charges issued within Bexleyheath Town Centre Controlled Parking Zone)	£130.00 reduced to £65.00 if paid within reduced payment period	£80.00 reduced to £40.00 if paid within reduced payment period
Band B (penalty charges issued outside of the Bexleyheath Town Centre Controlled Parking Zone)	£110.00 reduced to £55.00 if paid within reduced payment period	£60.00 reduced to £30.00 if paid within reduced payment period
Moving Traffic Contraventions	£130.00 reduced to £65.00 if paid within reduced payment period	N/A
Off Street / Car Park penalty charges	£110.00 reduced to £55.00 if paid within reduced payment period	£60.00 reduced to £30.00 if paid within reduced payment period

Since the introduction of differential penalties, the Council has focussed its resources on addressing the serious contraventions. This is due to the nature of these contraventions and the impact they have on the local environment and the borough as a whole. In the last Annual Report (2015/16), there were 36,750 PCNs issued for serious contraventions and 10,325 for less serious contraventions.

There has been a slight increase from 47,075 parking PCNs issued in 2015/2016 to 51,406 in 2016/17, which demonstrates a consistent approach to parking enforcement.

### 5.1 Serious and less serious PCNs



(Moving traffic contraventions are not included in the above table).

### 5.2 Performance statistics

Performance statistics: 1 April 2016 to 31 March 2017	
Number of Penalty Charge Notices (PCNs) issued for on-street contraventions	44,790
Number of PCNs issued for off-street parking contraventions	6,616
Number of moving traffic contravention PCNs	12,642

The figures in the following table are based on those identified within the issue period (01/04/16 to 31/03/17) e.g. of the number of PCNs issued in 01/04/16 to 31/03/17, a total of 7,800 were resolved/cancelled within the same period.

<b>Resolved</b>	A PCN is <b>resolved</b> when we are unable to pursue the penalty and close the case without accepting payment. For example, when the DVLA has no information about the registered keeper, or even after our enforcement agent companies have attempted to collect the debt without success. A PCN is also <b>resolved</b> when we accept a challenge or representation made on statutory grounds or mitigating circumstances. For example a vehicle parked in a loading bay and a delivery note provided proving loading/unloading was taking place.	6,864
<b>Cancelled</b>	A PCN is <b>cancelled</b> when we consider that it has been issued in error and close the case without accepting payment.	936
<b>Total</b>	<b>Resolved and cancelled</b>	<b>7,800</b>

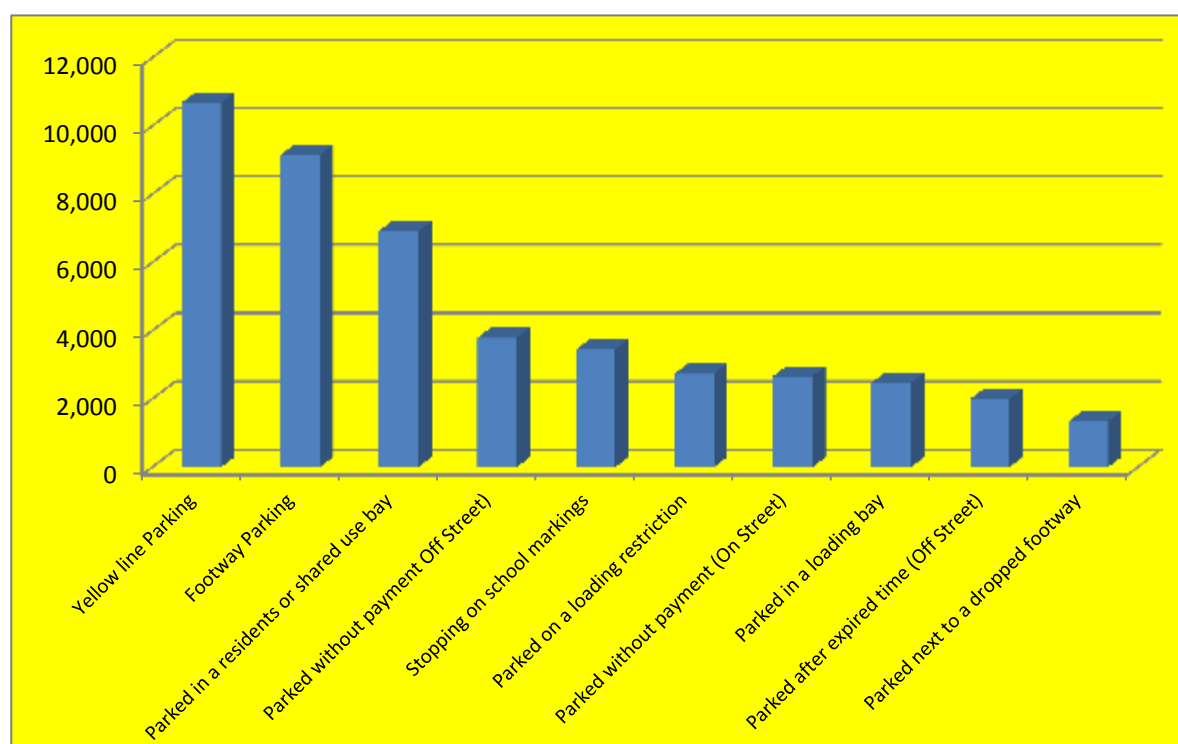
<b>PCNs paid between 1 April 2016 and 31 March 2017</b>	
Number of PCNs paid against on-street contraventions	40,513
Number of PCNs paid against off-street contraventions	4,553
Number of PCNs paid (on and off-street) within discount period	27,379

The number of penalty charges issued has increased from 2015/16. Whilst the number of payments made within the discount period has decreased slightly this year, the figures remain consistent.

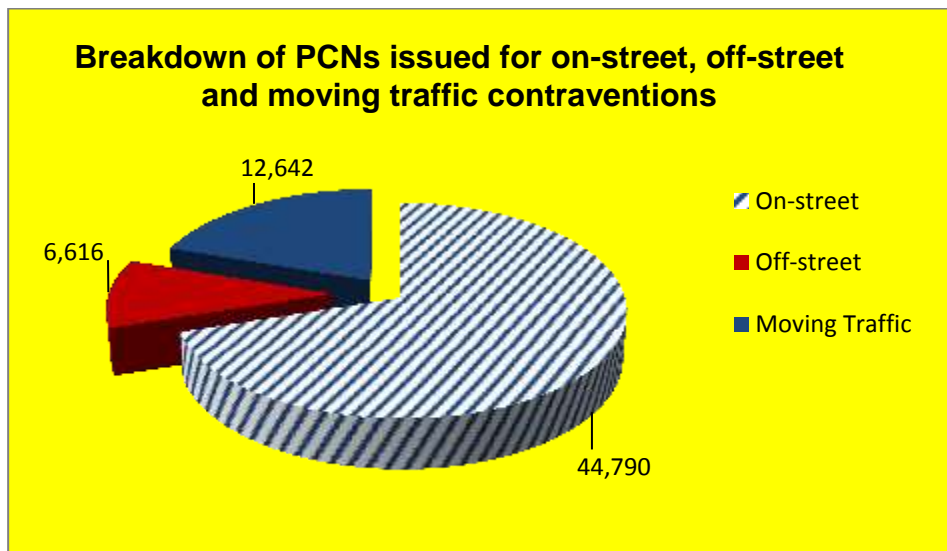
There were approximately 42 separate civil parking contravention codes in use within the London Borough of Bexley in 2016/17.

The chart below highlights the top 10 most contravened parking controls (excluding moving traffic contraventions).

### 5.3 Top 10 parking contraventions



The chart below shows the number of PCNs issued for on-street, off-street and moving traffic contraventions. This demonstrates that the main focus of Council resources for enforcement purposes is to improve motorist compliance with on-street parking controls, as anti-social parking and driving behaviour causes problems for all road users and impacts on the community.



#### 5.4 Parking appeals

The number of appeals against all PCN types considered by the ETA (452) represents only 0.7% of the total number of all penalty charges issued in 2016/17 (64,048), which is a reduction from 1% in the previous year. Of the 452 cases heard, the appeals allowed (cases cancelled) was 52% and the appeals rejected (cases refused) was 48%.

The number of appeals against moving traffic contraventions considered by the ETA (88) also represents only 0.7% of the total number of penalty charges issued for moving traffic contraventions in 2016/17 (12,642). Of the 88 cases heard, the appeals allowed (cases cancelled) was 49% and the appeals rejected (cases refused) was 51%.

#### 5.5 Season tickets

Season tickets are available in the majority of the 18 pay to park car parks at a cheaper rate than if a payment was made at the 24 hour tariff. Season tickets are charged at a cheaper rate to encourage upfront payment for regular users by improving the end user experience and removing the need for them to purchase either a pay and display ticket or use the phone and pay system each day. This year a two tier tariff system was introduced; 'local' season tickets for applicants who are employed locally within the borough and 'standard' season tickets for all other applicants. In 2016/17, 483 season tickets were issued by the Council.

#### 5.6 Parking controls

##### Waiting Restrictions (yellow lines)

Single and Double yellow lines are called waiting restrictions and during restricted periods it is not permitted for motorists to wait for any period, unless such a period is permitted, such as for dropping off or picking up passengers or loading/unloading luggage, etc.

The majority of waiting restrictions in Bexley are on strategic and distributor roads and have largely been introduced to promote safety, assist buses, enable servicing and aid efficient movement of traffic. Where practicable, short-stay parking bays are also provided on these roads. Elsewhere, waiting restrictions have been introduced to remove obstructive or unsafe parking at locations such as close to junctions, on bends, outside schools and where visibility of other motorists is obstructed. In addition, restrictions are often placed in narrow streets where parking would otherwise take place on both sides, to assist the emergency services in obtaining access.

Pressure on available on-street parking space has led to increasing abuse of the Highway Code's basic principles regarding parking in obstructive or dangerous places. More restrictions, in conjunction with targeted enforcement are, therefore, likely to be required to increase compliance with the Code and improve road safety.

Waiting restrictions across the Borough apply over many different time bands, although many restrictions were introduced several years ago covering a standard working day from 8.00am to 6.30pm. In the last 10-15 years, with increasing traffic flows and congestion, more flexible working arrangements and evening and Sunday trading, peak traffic periods have spread. In the wake of this process, the peak times for parking demand have also changed.

A considerable number of concerns regarding road safety and access are raised by members of the public across the borough. Therefore, sites are investigated for the need for additional waiting restrictions or amendments to existing restrictions in place. Where an Engineer feels it is appropriate to make such changes, the sites are put forward to the Cabinet Member for the Environment and Public Realm for a decision on whether they are promoted and implemented.

### Parking Control bays

In the smaller town centres and other controlled parking areas, mixed parking controls, such as those shown below, have been introduced to meet particular local needs and circumstances.

- Short stay free parking bays.
- Pay to park parking bays – phone and pay, (mobile phone parking solution) and pay and display.
- Permit parking bays - Resident, Business.

Circumstances where the Council needs to introduce parking controls to assist the business community and the residents are where it has been established that there is need to:

- control all day commuter parking to protect kerbside space for local usage;
- reduce long term parking around railway stations;
- protect kerbside space for short term parkers/shoppers near to shopping centres and the measures used include:
- introduce time-limited waiting restrictions, generally to deter all-day parking by commuters and to encourage a turnover of space to support local businesses.

## 6. Controlled Parking Zones and Restricted Parking Zones

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Controlled Parking Zones (CPZs) are areas, often around town centres or rail stations, where the Council has implemented various measures to control and manage the parking demands of residents, shoppers, businesses, visitors and commuters. These measures include waiting restrictions and designated parking bays, such as residents, business and pay to park bays.

Bexley has taken the approach of introducing uniform controls where kerbside parking for residents and business users is at a premium. The principle aim of this approach is to control parking in order to maintain a safe and unobtrusive environment that meets local parking needs. It also ensures unhindered access to premises whilst assisting in the economic viability of the area. The Council installs controlled parking where there is a defined problem and there is support within the local community.

Within a CPZ, the hours of control that apply to single yellow lines and permit parking bays are usually the same. The distinguishing feature of a formal CPZ as opposed to an area where some controlled parking operates is that the hours when restrictions apply are displayed on signs at the entrances to the zone. It is not necessary to provide signs at each separate length of yellow line unless the restrictions in a road within the zone differ to the rest of the zone. The main exceptions to the uniform time restriction within a CPZ are double yellow lines, which prohibit parking “at any time” (i.e. 24 hours a day, every day) and do not require signs in addition to the lines themselves. Any other exceptions have to be specifically signed as having different hours of control to the general hours of the scheme in question.

In a Restricted Parking Zone (RPZ), waiting and loading restrictions are uniform throughout the zone. The restrictions are indicated by zone entry signs and there may also be additional time plates within the zone, but there will be no yellow lines or yellow kerb marks. Provision may be made for parking and loading within a zone and such bays will have individual signs and will be delineated either by white road markings, or physical features, e.g. block paving.

### 6.1 Disabled person parking bays

Disabled Person Parking Bays (DPPBs) are provided for the exclusive use of Blue Badge holders. All Council pay to park car parks have DPPBs within them and there are also a number available on-street nearby to shops and in some residential streets (at the request of Blue Badge holders provided their application is approved).

There is a national scheme for issuing ‘Blue Badges’ to disabled people, who meet national criteria. Eligibility for a Blue Badge is either facilitated by the receipt of one of a range of benefits, or is determined locally by local authorities who assess the applicant’s level of mobility. The scheme (which does not apply fully in central London) allows badge holders a range of parking concessions to improve their accessibility. These concessions include dispensations from paid on-street parking, and also allow parking in restricted areas (on yellow lines) for

up to three hours. The badge is issued to the individual, not to the vehicle and can be used in any vehicle as long as the holder is travelling in it.

Legislation allows the introduction of marked on-street disabled parking bays, in which Blue Badge holders are entitled to park if their permit is displayed in the windscreen of the vehicle which they are using. Non-holders of a Blue Badge who park in one of these bays are liable for enforcement action through the issue of a PCN.

Within CPZs, in addition to the provision of dedicated disabled parking bays, the scheme allows Blue Badge holders to park in any shared use parking bay or pay to park bay, at no charge and without time limit, unless specified by signs. Bexley also permits Blue Badge holders to park using their badge in designated parking bays, such as Resident or Business permit bays.

The use of disabled badges and the above concessions are only permitted if the disabled person, to whom the badge has been issued, is a driver or passenger in a vehicle at the time when parking takes place. Any misuse of badges is an offence, and the concessionary badge may be withdrawn from the disabled person.

## **6.2 Footway parking**

The Greater London Council (General Powers) Act 1974 introduced a ban on parking on the footway, or on footway verges, in all roads in London. The ban was decriminalised under the Road Traffic Act 1991 and remains enforceable through the Traffic Management Act 2004.

Within the context of the London wide ban, local Councils can introduce exemptions to prevent obstruction of the carriageway, as long as the Council's criteria regarding carriageway widths and prevention of obstruction of the footway are met. These exemptions aim to assist in reducing traffic congestion and improve community safety by reducing obstruction of emergency vehicles in residential areas.

Roads where footway parking is permitted are signed and marked on the footway with bays. These are either fully or partially on the footway.



### 6.3 Number of parking bays available in each of the Council's CPZs

Area	Controlled Parking Zone	Residents Bays	Business Bays	Shared Use Bays	Paid For Bays*	Free Bays**
Bexleyheath Town Centre	A	324	3	197	102	2
Abbey Wood Station	AW	217	0	85	0	98
Sidcup Station	B	343	46	21	0	312
Welling Station	D	431	0	9	55	185
Crayford Station	E	276	7	12	0	209
Erith Town Centre	ER	47	0	38	45	23
Falconwood Station	F	73	0	5	0	67
Bexleyheath Station	G	676	14	21	0	230
Bexley Village	H	210	0	31	0	70
Albany Park	J	194	0	9	0	74
Barnehurst	K	184	0	7	0	30
New Eltham Station	N	221	0	0	0	36
Pinnacle Hill	P	84	0	0	0	21
Sidcup Town Centre	S	110	4	40	0	119
Welling Town Centre	W	109	0	41	46	0
West Sidcup	WS	99	0	5	0	85
<b>TOTAL</b>		<b>3,598</b>	<b>74</b>	<b>521</b>	<b>248</b>	<b>1,561</b>

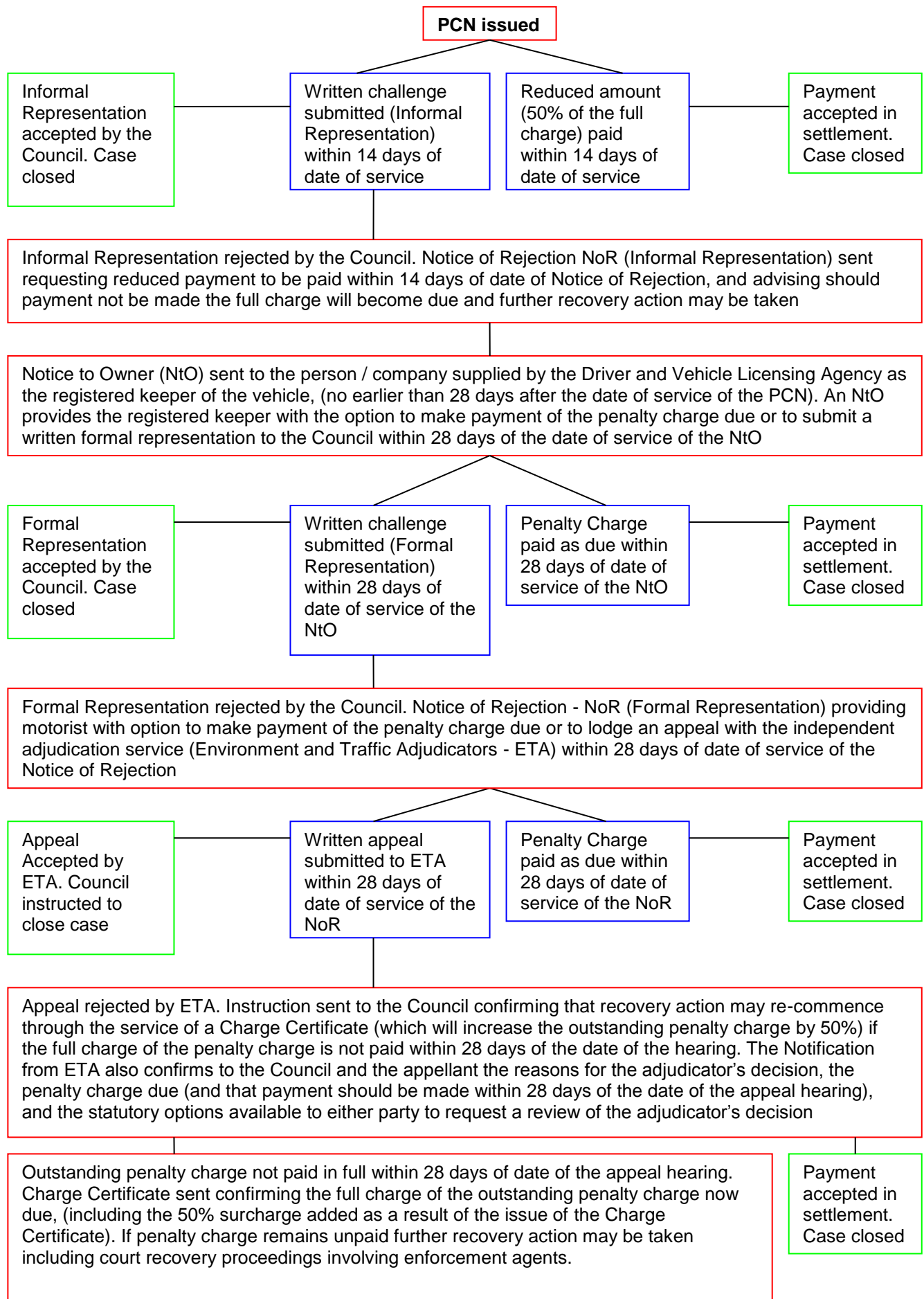
\***Shared use bays** are designated for resident/business, resident/short stay (free) and resident/short stay (paid for).

\*\***Free bays** where payment is not required to park do not include disabled bays.

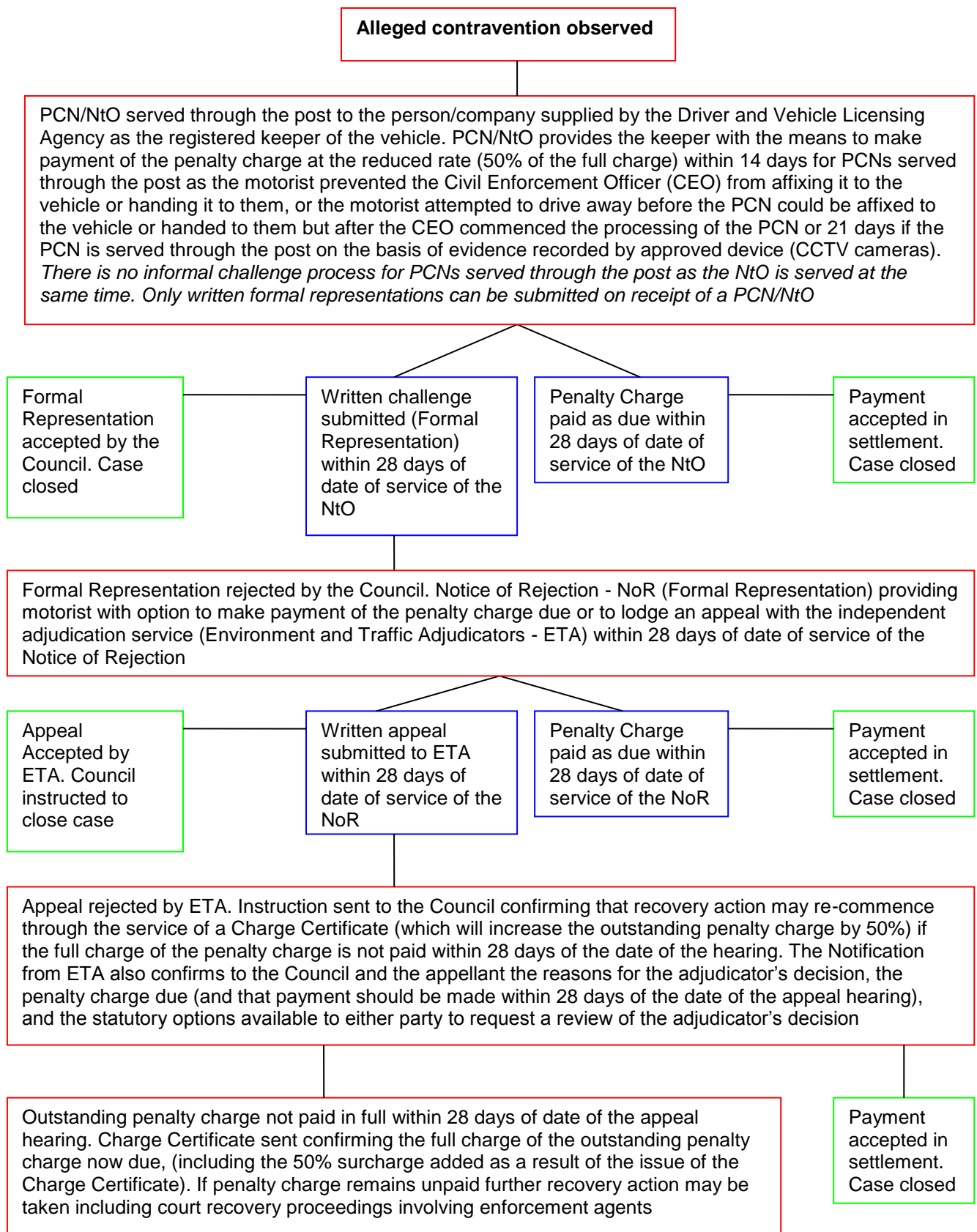
## 6.4 Number of permits issued in each CPZ

Area	Controlled Parking Zone	Residential Permits	Business Permits	Visitor Scratch Cards
Bexleyheath Town Centre	A	667	21	474
Abbey Wood Station	AW	199	1	52
Sidcup Station	B	348	61	230
Welling Station	D	146	7	155
Crayford Station	E	196	5	128
Erith Town Centre	ER	21	6	5
Falconwood Station	F	26	0	16
Bexleyheath Station	G	543	28	503
Bexley Village	H	229	23	139
Albany Park	J	73	0	79
Barnehurst	K	101	5	150
New Eltham Station	N	123	0	94
Pinnacle Hill	P	56	0	32
Sidcup Town Centre	S	171	42	112
Welling Town Centre	W	207	0	101
West Sidcup	WS	59	1	37
<b>TOTAL</b>		<b>3,165</b>	<b>200</b>	<b>2,307</b>

## 6.5 Life cycle of a Penalty Charge Notice (PCN) – Traffic Management Act 2004 PCN served by affixing it to a vehicle or handing it to the motorist



## 6.6 Life cycle of a Penalty Charge Notice (PCN) – Traffic Management Act 2004 PCN served through the post



## 7. Closing Statement

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Thank you for taking the time to read this report. We hope it demonstrates the diverse and complex variety of work undertaken by the Shared Parking Service to meet the requirements of our customers, motorists and the general public.

Each year we look for new ways to improve our service and aim to provide accurate and full details in this report. We hope you were able to locate any specific parking information you were searching for with ease and welcome any ideas or suggestions you may have.

We are genuinely interested in your feedback which is vital, as it assists us in making improvements for you and all our stakeholders. If you have any comments or suggestions in relation to this report, our website or any other communication released by the Shared Parking Service, please contact us at: [www.bexley.gov.uk/parking](http://www.bexley.gov.uk/parking)

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