



LONDON BOROUGH OF  
**BEXLEY**

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

# Annual Parking Services Performance Report

1st April 2017 – 31st March 2018



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## Introduction

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We are pleased to present our Annual Parking Report for the period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018.

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

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

Following a procurement project with the London Borough of Bromley to secure a joint enforcement contract, APCOA parking (UK) Limited was appointed as the new parking enforcement contractor for both boroughs effective from 3<sup>rd</sup> April 2017. The Shared Parking Service has worked together with APCOA to co-ordinate delivery of the services APCOA are responsible for which include parking enforcement, permits, ICT, cash collections, pay and display machine management, debt collection and several other business processing solutions.

Our award winning joint campaign with the London Borough of Bromley to protect the Blue Badge scheme for genuine users continues into 2018. 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 website information.

This year, for the second time, we also communicated with all Blue Badge holders throughout the borough directly via a bulletin to remind them of the important rules of the scheme. To seek opinion of our efforts to deter misuse, we attached a survey to the bulletin with a short quiz to gauge the level of knowledge. We were delighted with the response rate and the results show that the majority are pleased with the steps we are taking.

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

## 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; APCOA Parking (UK) 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. In April 2017, RingGo took over responsibility for the provision of the mobile phone pay to park service for the borough.

The main benefits of using this method to pay for parking are:

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

The motorist can be prompted when their parking session is due to expire which can be extended through the RingGo solution without the need to return to the vehicle.

A link to the RingGo 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.

Since RingGo took over, the mobile phone payment service has continued to be successful with an average of 24,540 users per month, which is an increase of 5,233 users per month over the previous year. The total number of users for the year was 294,482 which is a total increase from the previous year of 62,795 users. RingGo have continued the trend of increasing user base and popularity of the mobile phone pay to park service.

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, 17 of the 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 under 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; APCOA Parking (UK) 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**

Following a procurement project with the London Borough of Bromley to secure a joint enforcement contract, APCOA parking (UK) Limited was appointed as the new parking enforcement contractor for both boroughs effective from 3<sup>rd</sup> April 2017. The Shared Parking Service have worked together with APCOA to co-ordinate delivery of the services APCOA are responsible for which include parking enforcement, permits, ICT, cash collections, pay and display machine management, debt collection and several other business processing solutions.

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

Our parking enforcement contractor; APCOA Parking (UK) 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. During the period of this report, eight cases of either assault or extreme verbal abuse against a CEO were reported to the police.

During the year, APCOA 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)**

To ensure transparency in our processes, Bexley CEOs continue to use BWV devices overtly to record the details of parking contraventions. They also use the devices to gather evidence while carrying out routine Blue Badge inspections. 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 2017/87, enforcement of moving traffic contraventions through mobile CCTV units continued. Static cameras are also now well established in enforcing 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 parking enforcement. The quickest and easiest way to do this is to complete the online form available on the Council's website at: [www.bexley.gov.uk/parking](http://www.bexley.gov.uk/parking). The form is directed to our parking enforcement contractor; APCOA Parking (UK) Limited, who endeavour to respond to all enquiries as quickly as possible. The number of enforcement requests received has increased steadily over the years with an average of 297 per month and a total of 3,568 requests received during the period of this report.

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.

The shared service won a prestigious British Parking Award under the 'Parking in the Community' category at a ceremony held in central London for its work on the Blue Badge Misuse Campaign. The campaign's main aims remain to ensure that the scheme's parking concessions are used for the benefit of genuine badge holders only, that drivers and badge holders are fully aware of the scheme rules and

that those who continue to misuse Blue Badges face the very serious consequences.

The Jury commented; “Bromley and Bexley’s shared parking service has developed an approach to both enforcement and public awareness raising that engages with Blue Badge holders, offenders and the courts in a way that should be of interest to local authorities across the UK”.

As at 31<sup>st</sup> March 2018, the Council has successfully prosecuted 23 cases of Blue Badge misuse. In all cases, the driver was guilty of using a badge in the absence of the badge holder, 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 469 suspensions/dispensations during the year, which is a decrease from 520 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)	276	40*	144
Appeals (moving traffic)	78	14*	40

The number of appeals against all PCN types including moving traffic contraventions considered by the ETA (131) represents only 0.2% of the total number of all penalty charges issued in 2017/18 (58,153), which is a reduction from 0.7% in the previous year. Of the 131 cases heard, the appeal allowed (cases cancelled) was 18% and the appeals rejected (cases refused) was 82%.

The number of appeals against moving traffic contraventions considered by the ETA (54) represents 0.5% of the total number of penalty charges issued for moving traffic contraventions in 2017/18 (11,832). Of the 54 cases heard, the appeals allowed (cases cancelled) was 18% and the appeals rejected (cases refused) was 82%.

\*These figures do not 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, and are therefore not shown in the above figures.

### 3.4b Debt recovery and enforcement action

The Council use OneSource Enforcement Service to provide debt recovery services for unpaid penalty charges.

A total of 6,416 cases were referred to OneSource for the period of 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018. These were cases which for whatever reason, were not resolved by the end of the recovery process and where there remained an outstanding debt. Only when all other avenues to make contact or recover the debt through the statutory process have been exhausted is a warrant of control requested and passed to the enforcement agency.

OneSource always try to provide as much information to the Council as possible and have high levels of training for all staff in all areas, most importantly identifying vulnerability and assisting the debtor in any way they can.

OneSource provide a good quality service to the Council and collected 17.07% of the debt that was passed to them for the period of 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018.

### **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. We received 108 Stage One and 20 Stage Two formal service complaints during the period of this report. There were 5 Local Government Ombudsman referrals. 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 2017 and 31 March 2018, we received 41 requests for information, 1 internal review request and 1 Information Commissioners Office referral. There were 2 Subject Access Requests and 1 Disclosure request. All requests were processed in accordance with the relevant data protection regulations.

### **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 2017/18 (on-street only)

<b>Total Parking Account</b>	(£000s)
Parking fees	1,342
Penalty charge income	3,226
Total income	4,568
Total expenditure	1,611

<b>Net Surplus for the year</b>	2,957
Balance brought forward	0
Application of fund surplus in 2017/18	2,957
Balance carried forward	0

<b>Application of Fund Surplus towards the following schemes Capital Expenditure at 31 March 2018</b>	
Highways	577

<b>Revenue Budget</b>	
Traffic and road safety schemes contractor costs	0
Highways revenue	2,363
Road safety – Special Campaigns	0
Road Safety – Training Schemes	17
School Travel Plans	0
Total application of surplus	2,957

<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)	842
Miscellaneous income	113

## 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>

Enforcement Activity 2017-18					
Enforcing Authority	Higher Level Parking PCNs	Lower Level Parking PCNs	Total Parking PCNs	Moving Traffic PCNs	Total PCNs
Transport for London	404,800	-	404,800	154,006	558,806
Westminster	186,408	73,820	260,228	63,459	323,687
Islington	116,884	47,092	163,976	78,743	242,719
City of London	39,572	6,776	46,348	192,841	239,189
Barnet	102,095	46,046	148,141	86,578	234,719
Camden	126,795	69,004	195,799	27,099	222,898
Hammersmith & Fulham	108,903	29,041	137,944	78,489	216,433
Newham	120,525	17,784	138,309	73,911	212,220
Kensington & Chelsea	122,310	74,097	196,407	-	196,407
Haringey	113,923	25,418	139,341	44,418	183,759
Brent	91,948	20,317	112,265	66,414	178,679
Ealing	70,401	21,887	92,288	75,837	168,125
Redbridge	86,132	27,563	113,695	50,431	164,126
Waltham Forest	76,768	9,542	86,310	73,760	160,070
Harrow	74,815	24,499	99,314	59,835	159,149
Lambeth	98,004	15,954	113,958	32,680	146,638
Wandsworth	109,647	13,797	123,444	13,236	136,680
Merton	38,598	28,157	66,755	67,523	134,278
Kingston	40,027	20,570	60,597	65,634	126,231
Croydon	69,243	26,185	95,428	22,464	117,892
Tower Hamlets	75,675	17,933	93,608	22,168	115,776
Havering	61,830	19,317	81,147	32,252	113,399
Southwark	70,059	11,343	81,402	30,820	112,222
Hounslow	62,704	21,761	84,465	27,005	111,470
Hackney	64,845	15,626	80,471	24,172	104,643
Enfield	40,374	17,767	58,141	32,695	90,836
Richmond	43,722	25,683	69,405	14,666	84,071
Barking & Dagenham	43,647	6,514	50,161	31,976	82,137
Hillingdon	37,434	12,357	49,791	24,507	74,298
Lewisham	41,061	11,152	52,213	14,964	67,177
Bromley	39,966	21,265	61,231	-	61,231
Bexley	35,191	9,808	44,999	11,365	56,364
Greenwich	27,189	11,153	38,342	-	38,342
Sutton	19,840	5,164	25,004	2,691	27,695
<b>TOTAL</b>	<b>2,861,335</b>	<b>804,392</b>	<b>3,665,727</b>	<b>1,596,639</b>	<b>5,262,366</b>

The 'Total PCNs' column represents the total number of parking and moving traffic PCNS only.

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 third lowest number across London. 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
01/04/17 – 31/03/18	35,191	9,808	44,999	11,365	56,364

The table above shows how the figures for Bexley issued higher/lower level parking and moving traffic PCNs compare between 01/04/14 and 31/03/18.

'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.

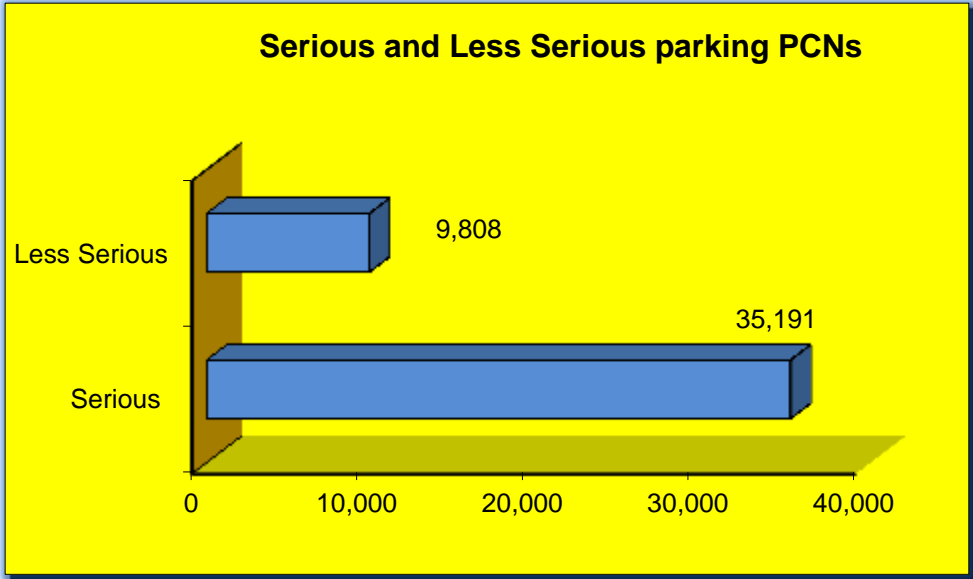
<b>Penalty charge bands</b>	<b>Higher/more serious</b>	<b>Lower/less serious</b>
Band A (penalty charges issued within Bexleyheath Town Centre Controlled Parking Zone)	£130.00 reduced to £65.00 if paid within reduced payment period	£80.00 reduced to £40.00 if paid within reduced payment period
Band B (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

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.



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 (2016/17), there were 40,054 PCNs issued for serious contraventions and 11,352 for less serious contraventions.

**5.1 Serious and less serious PCNs**



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

**5.2 Performance statistics**

<b>Performance statistics: 1 April 2017 to 31 March 2018</b>	
Number of Penalty Charge Notices (PCNs) issued for on-street contraventions	38,425
Number of PCNs issued for off-street parking contraventions	6,574
Number of moving traffic contravention PCNs	11,365

The figures in the following table are based on those identified within the issue period (01/04/17 to 31/03/18) e.g. of the number of PCNs issued between 01/04/17 to 31/03/18, a total of 6,036 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.	5,396
<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.	690
<b>Total</b>	<b>Resolved and cancelled</b>	6,036

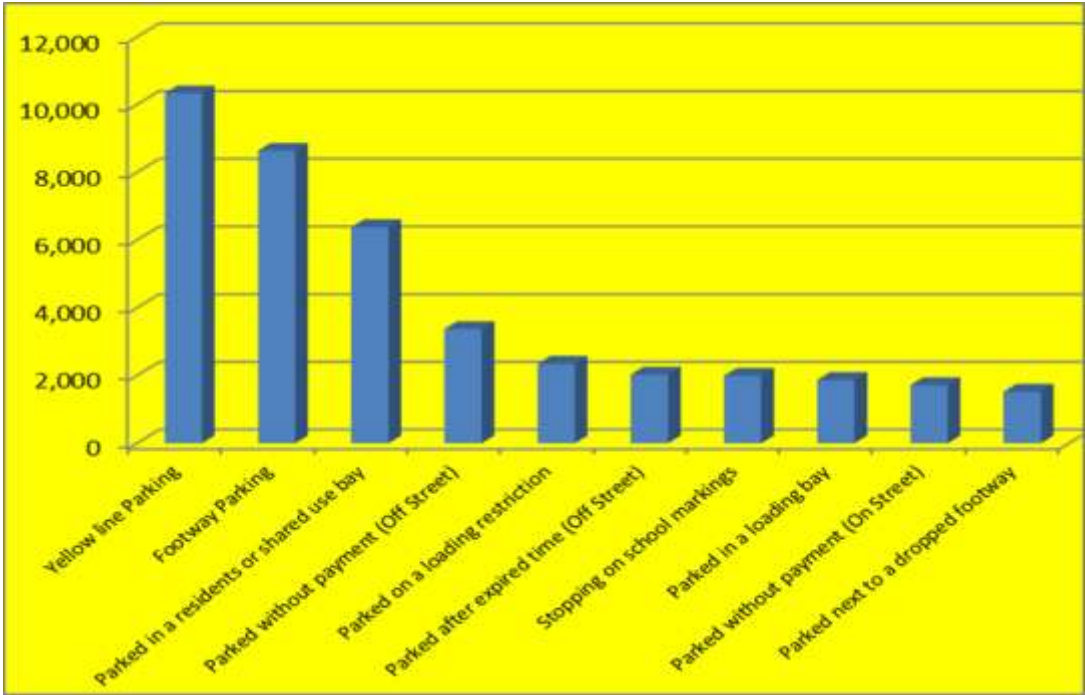
The figures in the following table are based on those identified within the issue period (01/04/17 to 31/03/18) e.g. of the number of PCNs issued for on-street contraventions between 01/04/17 to 31/03/18, a total of 36,460 were paid within the same period.

<b>PCNs paid between 1 April 2017 and 31 March 2018</b>	
Number of PCNs paid against on-street contraventions	36,460
Number of PCNs paid against off-street contraventions	4,163
Number of PCNs paid (on and off-street) within discount period	26,709

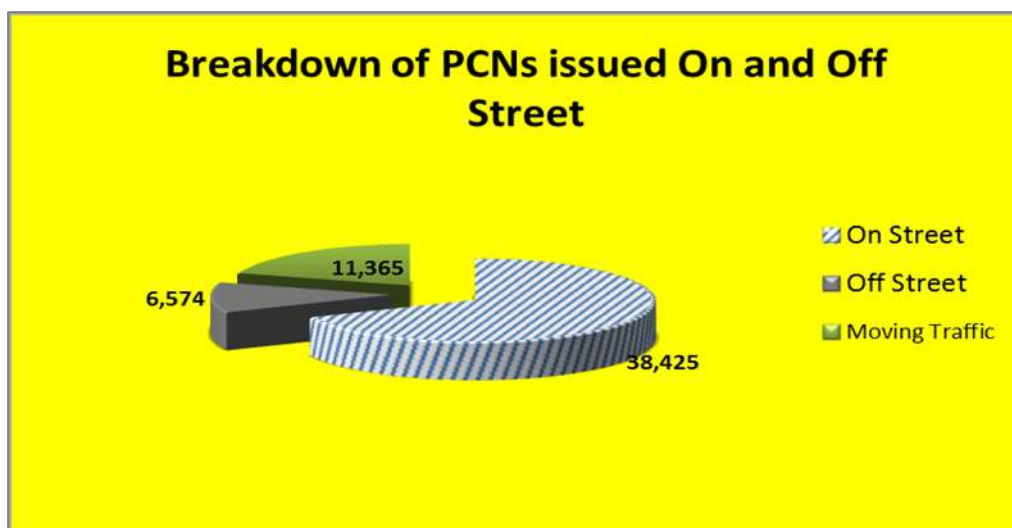
There were approximately 42 separate civil parking contravention codes in use within the London Borough of Bexley in 2017/18.

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 including moving traffic contraventions considered by the ETA (131) represents only 0.2% of the total number of all penalty charges issued in 2017/18 (58,153), which is a reduction from 0.7% in the previous year. Of the 131 cases heard, the appeals allowed (cases cancelled) was 18% and the appeals rejected (cases refused) was 82%.

The number of appeals against moving traffic contraventions considered by the ETA (54) represents 0.5% of the total number of penalty charges issued for moving traffic contraventions in 2017/18 (11,832). Of the 54 cases heard, the appeals allowed (cases cancelled) was 18% and the appeals rejected (cases refused) was 82%.

#### 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, the two tier tariff system was amended; 'local' season tickets are now only available to applicants who live and work within the borough and 'standard' season tickets are available to all other applicants. In 2017/18, 447 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 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 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 parking bays are provided for the exclusive use of Blue Badge holders. There are disabled bays in all Council pay to park car parks, in some on-street locations usually nearby to shops and in some residential streets (at the request of Blue Badge holders on approval of their application).

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 Dropped kerbs**

A dropped kerb is the sloped area of the kerb that has been lowered to allow vehicles to cross, or to make crossing the road easier for pedestrians.

There are three different types of dropped kerbs:

- shared dropped kerbs are used by two or more residents or business users to enter/exit a driveway.
- pedestrian dropped kerbs are sections of kerb which have been lowered to make crossing the road easier for pedestrians and wheelchair users.
- residential dropped kerbs are used by residents to access their driveway.

Parking adjacent to a dropped kerb can cause considerable difficulty and inconvenience for pedestrians and other road users. As such, a Penalty Charge Notice may be issued to any vehicle parked wholly or partially across a dropped kerb.

## 6.4 Number of parking places\* available in each of the Council's CPZs

Area	Controlled Parking Zone	Residents Places	Business Places	Shared Use Places	Paid For Places**	Free Places***
Bexleyheath Town Centre	A	76	1	114	25	1 motorcycle bay
Abbey Wood Station	AW	40	0	11	0	19
Sidcup Station	B	80	18	68	0	90
Welling Station	D	98	0	47	5	71
Crayford Station	E	79	2	31	0	46
Erith Town Centre	ER	21	0	24	3	7
Falconwood Station	F	37	0	14	0	24
Bexleyheath Station	G	152	2	70	0	80
Bexley Village	H	69	0	46	0	18
Albany Park	J	65	0	30	0	29
Barnehurst	K	69	0	36	0	6
New Eltham Station	N	48	0	0	0	12
Pinnacle Hill	P	41	0	0	0	6
Sidcup Town Centre	S	20	2	47	0	33
Welling Town Centre	W	15	0	27	11	1 motorcycle bay
West Sidcup	WS	17	0	13	0	13
<b>TOTAL</b>		<b>927</b>	<b>24</b>	<b>578</b>	<b>44</b>	<b>454</b>

\*A Parking Place may consist of more than one vehicle parking space

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

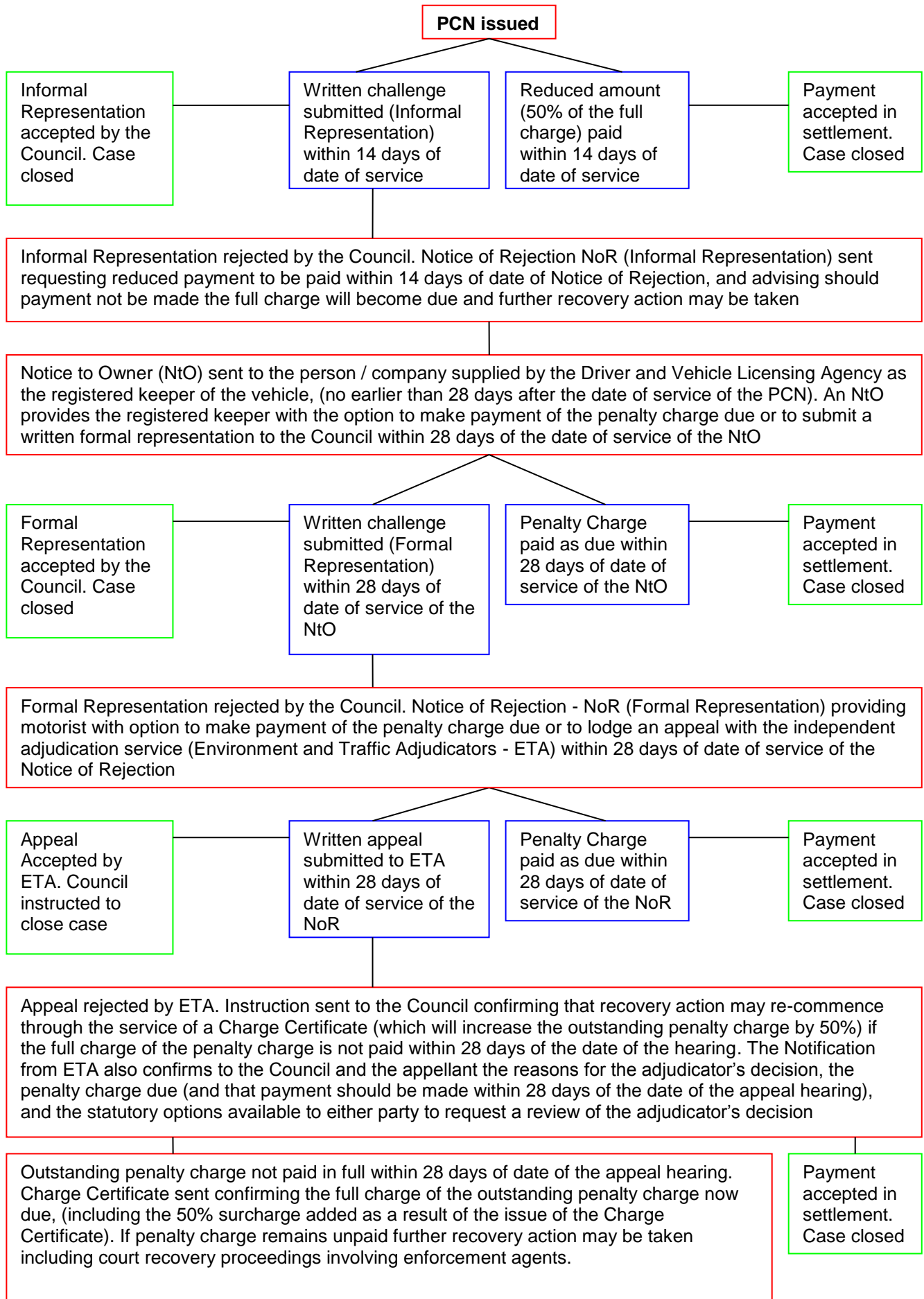
\*\*\*Free places where payment is not required to park do not include disabled spaces.

## 6.5 Number of permits issued in each CPZ

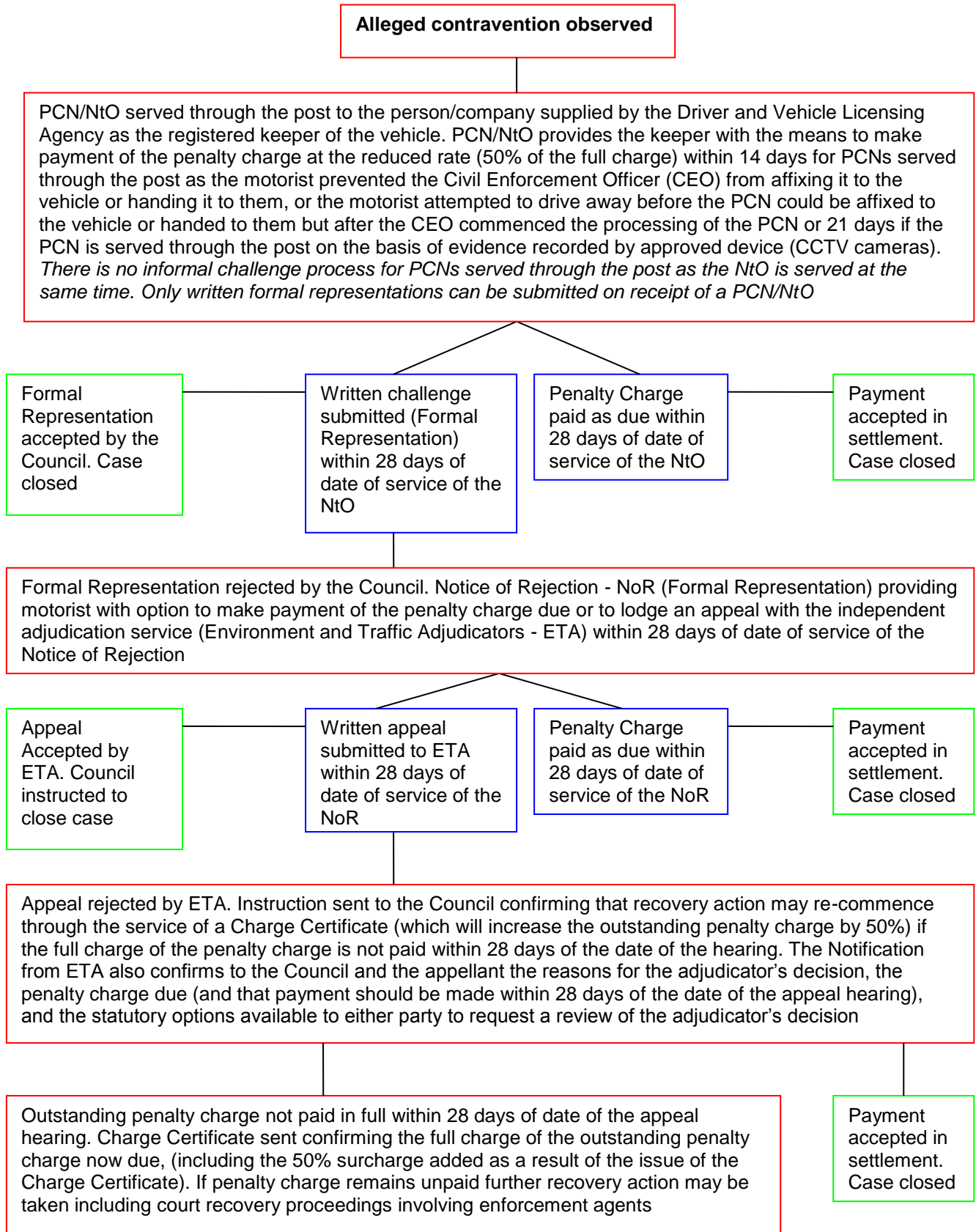
Area	Controlled Parking Zone	Residential Permits	Business Permits	Visitor Scratch Cards
Bexleyheath Town Centre	A	579	16	369
Abbey Wood Station	AW	162	0	43
Sidcup Station	B	343	58	195
Welling Station	D	124	4	131
Crayford Station	E	180	3	157
Erith Town Centre	ER	102	0	54
Falconwood Station	F	28	0	11
Bexleyheath Station	G	490	16	445
Bexley Village	H	218	19	130
Albany Park	J	78	0	69
Barnehurst	K	105	2	109
New Eltham Station	N	102	0	86
Pinnacle Hill	P	52	0	18
Sidcup Town Centre	S	148	24	126
Welling Town Centre	W	168	3	101
West Sidcup	WS	53	0	25
<b>TOTAL</b>		<b>2,932</b>	<b>145</b>	<b>2,069</b>



## 6.6 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



## 6.7 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 our Annual Parking Services Performance Report for the period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018. We hope the report demonstrates the diverse and complex variety of work that is 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 we consider to be 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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