

Sustainable Development Select Committee			
Title	Parking – Annual report for 2012/13	Item	5
Contributors	Executive Director for Customer Services, and Head of Public Services		
Class	Part 1 (open)	Date	31 October 2013

1. Purpose

- 1.1. To update on the implementation of the parking policy review recommendations, set out the future controlled parking zone programme and provide details of the parking income and expenditure.

2. Executive summary

- 2.1. The report describes the rationale for managing parking in the borough. In some areas of the borough demand exceeds available space and controlled zones have been implemented to protect residents, ensure safe and sustainable access, balance the needs of all road users and meet environmental objectives. Parking charges are set at an appropriate level to achieve these objectives.
- 2.2. The Council reviewed its parking policy during 2012/13 and as a result 37 recommendations were made to Mayor and Cabinet on 10 April 2013. All 37 recommendations were agreed and good progress is now being made on their implementation.
- 2.3. A key component of the review looked at how controlled parking zones were chosen, implemented and operated. A process to prioritise the review of existing controlled parking zones along with the implementation of potential new zones has been developed and the future programme is set out for information.
- 2.4. One of the parking policy review commitments was to be transparent about the parking financial position. The report sets out the costs of parking, the income and how it has been spent.

3. Recommendations

The committee is recommended to:

- 3.1. Note that this report was presented to Mayor and Cabinet on 23 October 2013
- 3.2. Note progress to date on implementing the Parking Policy Review
- 3.3. Note the priority list for the 3-year CPZ programme
- 3.4. Note the financial statement including the parking charges as set out in appendix B.

4. Background

- 4.1. The Council, like most local authorities in London, levies a charge for a permit to park in areas of the borough that have been designated Controlled Parking Zones (CPZs). These CPZs are a function of transport policy and are used to:
 - Ensure safe and sustainable access
 - Achieve effective parking management
 - Balance the needs of all road users
 - Meet environmental objectives
 - Focus on customer needs
- 4.2. The Council's parking policy has to balance the needs of those living, working, visiting and trading in the borough as well as ensuring that the cost of parking controls is met. Complicating matters further is the increase in car ownership and the insatiable demand for parking spaces along with the need to reduce the harmful effects of car use on the environment. The Council's parking charges reflect the need to not only cover the costs of delivering parking controls but also managing these issues.
- 4.3. The parking charges are fixed in accordance with the requirements of the Road Traffic Regulation Act 1984. Section 122 of the Act imposes a duty on the Council to use them to *'secure the expeditious, convenient and safe movement of vehicular and other traffic including pedestrians and the provision of suitable and adequate parking facilities on and off the highway'*.
- 4.4. Charges have been set at a level which is in line with the median level in London. Setting charges at this level ensures that the borough does not become a 'car park' for those travelling into London from the south east. It also ensures the Council continues to meet the objectives set out above and comply with the requirements of Section 122 Road Traffic Regulations Act 1984.
- 4.5. The Council's fear of becoming a 'car park' for commuters is very real. The introduction of the congestion charge in 2003 saw the number of commuters driving into central London reduce but the risk was and remains that they park in car parks in the surrounding areas. The Council has multiple transport links into central London which makes it a very real risk. This is especially the case as Lewisham is just inside zone 2 with cheaper fares and at the end of the Docklands Light Railway. Added to this is the fact that access to Lewisham and its car parks is relatively easy for commuters driving into to London but becomes more difficult the further into London they travel as travel times increase.
- 4.6. Using the power awarded to the Council under Section 122 of the Road Traffic Regulation Act 1984 we have established a range of CPZ's where resident demand was evident and where there was clear evidence to suggest a need for one existed. There are now 18 CPZ's in the borough.
- 4.7. In 2012 the Council reviewed its parking policy in response to comments from some residents. The Council conducted a detailed consultation exercise on all aspects of parking, including charges. The outcome of the review was a report to Mayor and Cabinet on 10 April 2013 with 37 recommendations. The Mayor

agreed all 37 recommendations including the following that specifically related to parking charges:

- Freeze charges until 2015/16 and review annually thereafter
- Consult on any increases after 2015/16 that exceed inflation
- Introduce a concessionary rate of £30 for low emission vehicles (tax bands A and B)
- Maintain the flat rate charging model rather than charging by the number of cars
- Reduce the weekly visitor permit from £28 to £20
- On application, provide 10 x 1 hour visitor parking permits free of charge annually to resident permit holders.
- On application, provide 10 x 1 hour visitor parking permits free of charge annually to elderly residents living in a CPZ who are not resident permit holders and are in receipt of Council Tax Benefit
- Provide carer permits free of charge
- Maintain the business permit at £500
- Maintain current pay and display charges
- Maintain 30 minute free short stay bays but with the option of up to 1 hour where appropriate
- Continue to provide Blue Badge holders with free resident permits
- Present an Annual Parking report to ensure parking arrangements remain transparent

A list of the parking charges agreed at Mayor and Cabinet on 10 April 2013 is shown at appendix B.

- 4.8. It is considered that the changes to the parking charges and concessions are in accordance with the requirements of the Road Traffic Regulation Act 1984. The full financial impact of these changes will not be evident until at least the end of the 2014/15 financial year when they have been in place a full year. However, a significant reduction in income is anticipated along with a reduction in fines issued. A further reduction in income is anticipated as a result of the introduction of cashless car park payment via mobile phone which enables drivers to extend their parking sessions remotely.
- 4.9. This report sets out the progress to date on the implementation of the 37 recommendations (Appendix A), describes the Council's Controlled Parking Zone (CPZ) priority list for the next 3 years, provides details of the parking finances for 2012/13.

5. Policy Context

- 5.1. Parking regulation is governed by the Road Traffic Regulation Act 1984. The Council's local transport and parking policy objectives comply with this legislation and are set out in the Local Implementation Plan (LIP). The goals, objectives, and outcomes for the LIP have been developed within the framework provided by the Mayor of London's Transport Strategy, but they also reflect local policies and priorities and as such are aligned with the Council's Corporate Priorities and the Sustainable Community Strategy.

5.2. The new parking policy is placed within this broader policy framework. Parking has a borough-wide impact, and has particular relevance to the many economic, environmental and social objectives of a modern transport system. To varying degrees, parking impacts on all 8 of the objectives in the Council's LIP:

- Reduce the number of road traffic collisions and improve safety and security on the public transport network;
- Enhance Lewisham's natural environment and open spaces;
- Create a low emissions transport system and a resilient transport network;
- Support and promote healthier and more physically active lifestyles;
- Improve the quality and connectivity in and around town centres;
- Reduce congestion and maximise efficiency of the transport network;
- Improve access to jobs, training and services, regardless of social background and physical and mental health;
- Improve the urban environment, including the design and condition of highways and footways.

6. The borough

6.1. The borough is made up of 412.8 miles of road of which 23 miles are red routes controlled by Transport for London and 389.8 miles are local roads maintained by the Council. As at the last Census 2011 there are 119,000 households within the borough and it is currently estimated that 281,556 people live in those households. Of those 216,990 are potential drivers i.e. over 18. Across the borough residents have access to 76,507 cars or vans. The wards with the highest concentrations of households having access to 1 car or van are Brockley, Evelyn and New Cross. Catford South, Grove Park and Whitefoot have a high number of households with 2 cars or vans. Overall the wards where residents have the greatest access to a car or van are Forest Hill, Catford South and Perry Vale.

7. Parking in the borough

7.1. There are a variety of parking places in the borough, including car parks, uncontrolled streets, and bays designated for specific purposes, such as disabled parking, loading, or short-term use.

7.2. There are also a variety of parking restrictions, including yellow lines, restricted parking zones, and controlled parking zones which rely on a permit system.

7.3. CPZs cover approximately 20% of the borough, and are designed to protect residents and businesses from commuter parking. They are therefore mainly centred around major destinations such as town centres, railway stations and the hospital.

7.4. In 2012/13, 8,765 resident and business parking permits were sold within the CPZ areas. The recent introduction of the 1-hour visitor permit has proved very popular.

7.5. Parking restrictions across the borough are enforced to help maintain a safe and effective road network. In 2012/13, 62,636 valid Penalty Charge Notices (PCNs) were issued across the borough.

8. Looking back: 2012/13

8.1. In 2012/13 the council conducted an extensive review of parking policy considering all areas of current policy including problems with parking in general, the introduction of CPZs, charges, permits, pay and display and transparency of the process and finances. The review resulted in 37 recommendations that were agreed by Mayor & Cabinet in April 2013. The Council also retendered the parking enforcement contract and the new provider was agreed by Mayor & Cabinet on 1 May 2013. Since then extensive work has been underway to deliver the recommendations, develop a new policy and look at a CPZ programme of works for the coming year. (See Appendix A for the detailed Action Plan)

9. Looking Forward: 2013/14

9.1. A CPZ priority list for the next 3 years has been developed with robust criteria to identify need and priority. As with all things there are often additional factors such as major regeneration that might influence the timing and priority of any list published now. We have developed a methodology for determining a priority list of areas to consider for CPZs. The methodology is split into 4 broad areas where evidence is considered for each area. These are:

- Formal public survey data
- Direct public representations, such as petitions, complaints, reviews of zones
- Technical data, such as parking and road safety studies
- Local changes to support the local economy or improve transport hubs

9.2. Each criterion is given a weighting to reflect local demand for a zone as well as the technical need for a zone.

9.3. Considering all the evidence currently available, and applying the criteria above and weighting, a priority list of zones for the CPZ programme has been developed. The priority list for the programme includes 14 proposed areas. Of these 10 are possible new zones or extensions of existing zones. The remaining 4 are existing zones that will be considered for shorter operating hours. The table below sets out the zones and priority order:

Priority Order	Possible new zones for consideration	Existing zones to be reviewed for shorter operating hours
1	Ladywell Extension	Lee (Home Lacey & Dalinger)
2	Lee Green West	Hither Green East
3	Perry Vale East	Grove Park
4	Deptford South	Old Road and Bankwell Road
5	Forest Hill South	
6	Forest Hill North	
7	Honor Oak	
8	Brockley	
9	David's Road Extension	
10	Mountsfield Park	

9.4. While the programme is designed to take 3 years, every effort will be made to deliver it sooner in order to address concerns raised by residents. For example Zones in the Lee Green ward (Lee (Home Lace & Dalinger), Old Road and Bankwell Road and Hither Green East) will be reviewed at the same time to ensure that the right parking controls are implemented across the area.

10. Financial Performance

10.1. This section of the report sets out information relating to parking finances. The income derives from the parking charges that were last reviewed as part of the Council's parking policy review and agreed at Mayor and Cabinet on 10 April 2013. The charges are set out in appendix B.

10.2. The parking charges are fixed in accordance with the requirements of the Road Traffic Regulation Act 1984. Charges have been set at a level which is in line with the median level in London. Setting charges at this level ensures that the borough does not become a 'car park' for those travelling into London from the south east. It also ensures the Council continues to meet the objectives set out above and comply with the requirements of Section 122 Road Traffic Regulations Act 1984.

10.3. Section 10.5 shows the final outturn for the year 2012/13 and summarises the performance against budget on 2013/14 relating to the direct management of both off-street and on street parking services.

10.4. Section 10.6 also sets out the Council's Parking Control Account for 2012/13. This account is a statutory requirement and sets out the financial position in relation to on-street parking only. The account not only includes the proportion of direct management costs and income relating to on-street parking already included in the tables shown in 10.3 and 10.6 but also a proportion of costs in respect of, for example, management and other support service overheads, an assessment of policy and planning costs, and capital charges.

10.5. Direct Parking Management

10.5.1. In 2012/13, the Council collected £7.8m income in respect of parking services, compared to a budget of £8.1m. The income recieved can be broken down as follows:

Parking services income collected in 2012/13		
	£000s	%
Parking fines	3,340	42
Pay and Display	2,403	31
Permits	1,983	25
Advertising and other income	151	2
Total income 2012/13	7,877	100

10.5.2. It can be seen from the table above that income from permits and Pay and Display accounts for 56% of the total income for parking services.

- 10.5.3. The Council budgeted to collect £8.1m of income in 2013/14. Current forecast indicate that the actual total likely to be collected will be £7.4m. The fall in income is broadly consistent with trends across London. It also reflects policy changes agreed by Mayor and Cabinet in April 2013.
- 10.5.4. The actual cost of running the parking service in 2012/13 was £2.8m, compared to a budget of £2.2m. The can be broken down as follows:

Direct parking management expenditure	
	£000s
Enforcement contract costs	1,777
Management and admin costs	609
Car park utilities, rates, repairs and maintenance	231
Legal fees	202
Total expenditure 2012/13	2,819

- 10.5.5. The budget for running the parking service in 2013/14 is again £2.2m. Re-phasing of savings expected from the new Council enforcement contract has resulted in a project overspend of £0.3m by the end of March 2014.

10.6. Parking Control Account 2012/13

- 10.6.1. Under the Road Traffic Regulation Act, 1984 the Council is required to maintain a separate account of its on-street parking business activities and to report the outcome and the use made of any surplus generated annually to the Mayor of London. The account must contain all expenditure and income in relation to the provision, management and enforcement of on-street parking in the Borough
- 10.6.2. The use of any surplus is governed by Section 55 of the Act which specifies that the surplus may be used for:-
- making good to the General Fund for any deficits incurred in the On-Street Parking Account during the previous four years; or
 - meeting the cost of the provision and maintenance of off-street car parking in the Borough, or in another Local Authority.
- 10.6.3. If, however, it is considered unnecessary or undesirable to provide further off-street parking in this area, the surplus may then be used to fund any of the following:-
- public passenger transport services;
 - highway improvement works;
 - highway maintenance; or
 - the costs of anything that has the approval of the Mayor of London and which facilitates the implementation of the Mayor's transport strategy.
- 10.6.4. The Council's Parking Control Account for 2012/13 is summarised below:

Borough Parking Control Account 2012/13		
	£000s	%
On-street Parking income		
Pay and Display	1,503	28
Permits	1,487	27
Fines	2,468	45
	5,458	100
On-Street Parking expenditure		
Enforcement contract costs	1,658	57
Management, admin and overheads	740	26
Running costs	328	11
Capital charges	178	6
	2,904	100
Funds available for supporting highways and transportation	2,554	

- 10.6.5. The available funds of £2.6m shown in the above table which are the result of the Council's parking policy were applied to expenditure on traffic management and highways maintenance and improvements. The Council spent a total £7.9m in this area during 2012/13.

11. Managing the parking contract

- 11.1. The new parking contract began on 1 August 2013 for an initial period of 6 years. Under Schedule 4 of that contract the service provider is required to report monthly on a number of key performance indicators (KPI). These include:

KPI	Tolerance	Target
Percentage of scheduled patrols met.	+/-10%	90%
Percentage of deployed/employed hours.	+/-5%	95%
Percentage of staff accredited	0%	100%
Percentage of complaints responded to within 5 working days.		

- 11.2. In the next Parking Annual Report actual performance against these KPIs will be reported.

12. Financial implications

- 12.1. The Council has a net credit budget of £5.9m for parking management in 2013/14 before taking into account capital charges and overheads.
- 12.2. Approximately 55% of the income expected to be raised in 2013/14 relates to Pay and Display and Permit charges. These charges are set in accordance with the Council's Parking Policy reported to Mayor and Cabinet in April 2013, referred to in section 5.6
- 12.3. The Council's Parking Control Account is compiled in accordance with the Road Traffic Regulation Act, 1984. It includes income raised and expenditure incurred

in relation to on-street parking. In addition to a proportion of the direct expenditure relating to managing parking services shown in 10.4 above, the costs of developing and reviewing the Council's parking policy are shown in this account.

- 12.4. As reported to Mayor and Cabinet in April 2013, the cost of the implementation of a new CPZ is estimated to be £200k. This would be met from revenues arising from the implementation. Costs of aborted schemes, estimated at £10k, are currently absorbed within the highways budget.

13. Legal implications

- 13.1. Section 45(1) Road Traffic Regulation Act 1984 (RTRA) allows Councils to designate parking places on the highway and to charge for the use of them. Section 45(2) provides for the issuing of permits for which an authority may charge. The procedure requires consultation and a designation order.
- 13.2. Section 122 RTRA imposes a general duty on authorities to exercise functions under the Act (so far as practicable having regard to the matters set out at para 13.3 below) to secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway.
- 13.3. In fulfilling the general duty imposed by Section 122 RTRA, the matters referred to above are as follows:-
- (a) the desirability of securing and maintaining reasonable access to premises;
 - (b) the effect on the amenities of any locality and the importance of regulating and restricting the use of roads by heavy commercial vehicles so as to preserve or improve the amenities of the areas through which the roads run;
 - (bb) the national air quality strategy
 - (c) the importance of facilitating the passage of public service vehicles and of securing the safety and convenience of persons using or desiring to use such vehicles; and
 - (d) any other matters appearing to the Council to be relevant.
- 13.4. It is clear from a recent court decision involving the London Borough of Barnet that the powers conferred by RTRA may only be exercised for the purposes for which they were conferred and not for any other purpose. In reviewing the charges for parking, the Council must be satisfied that they are set for the purposes set out in Section 122 and for no other purpose. The body of the report states that charges have been fixed to reflect parking policy. For example the Council's car parking charges are generally fixed at the median point in London and this effectively prevents the area becoming the "car park of south east London" (see section 5). Such purpose would be consistent with the provisions of Section 122 RTRA.

- 13.5. Section 55 RTRA provides for the establishment of a separate account into which monies raised through the operation of on street parking must be paid. The Act requires an enforcement authority, (of which Lewisham is one), to keep an account of—
- their income and expenditure in respect of designated parking places;
 - their income and expenditure as an enforcement authority in relation to parking contraventions within paragraph 2 of Schedule 7 to the 2004 Act (parking places); and
 - their income and expenditure as an enforcement authority in relation to parking contraventions within paragraph 3 of that Schedule (other parking matters).
- 13.6. It also deals with shortfalls and surpluses. Shortfalls must be made good from the General Fund, and subject to carry forward provisions, any surplus must be applied for the following purposes:-
- (a) the making good of shortfalls in the last 4 years
 - (b) the provision and maintenance of off street parking by the council or others
 - (c) if further off street parking appears unnecessary or undesirable then
 - i) meeting the cost of provision, operation or facilities for public transport services; and
 - (ii) highway or road improvement projects in the area.
- 13.7. There are also provisions for carry forward. Every London Borough also has to report to the Mayor for London at the end of every financial year on any action taken in relation to any deficit or surplus on their account. It is clear from this report that surpluses made on this special account in 2012/13 have been applied for permitted purposes.
- 13.8. The Local Authorities' Traffic Orders (Exemptions for Disabled Persons) (England) Regulations require traffic regulation orders to include an exemption from waiting prohibitions in certain circumstances, and from charges and time-limits at places where vehicles may park or wait, in respect of vehicles displaying a disabled person's badge.
- 13.9. The Equality Act 2010 (the Act) brings together all previous equality legislation in England, Scotland and Wales. The Act includes a new Public Sector Equality Duty (the duty), replacing the separate duties relating to race, disability and gender equality.
- 13.10. The duty consists of the 'general equality duty' which is the overarching requirement or substance of the duty, and the 'specific duties' which are intended to help performance of the general equality duty.
- 13.11. The duty covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

13.12. In summary, the Council must, in the exercise of its functions, have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- advance equality of opportunity between people who share a protected characteristic and those who do not.
- foster good relations between people who share a protected characteristic and those who do not.

- These are often referred to as the three aims of the general equality duty.

13.13. The duty is a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.

13.14. The Equality and Human Rights Commission (EHRC) have issued technical guidance for public authorities in England on the Public Sector Equality Duty. The guidance can be found at <http://www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice-and-technical-guidance/>. This Guidance provides practical approaches to complying with the Public Sector Equality Duty. The EHRC technical guidance is not a statutory Code, but may be used as evidence in legal proceedings to demonstrate compliance with the Public Sector Equality Duty.

14. Crime and Disorder Implications

14.1. There are no direct crime and disorder implications arising from this report.

15. Equalities Implications

15.1. Compliance with the Equality Duty, as described in the 'Legal Implications' of this report has been incorporated within a more detailed Equalities Analysis Assessment which formed part of the Review of Parking Policy report agreed by Mayor and Cabinet on 10 April 2013.

15.2. In summary the changes being proposed as part of the Parking Policy Review have a predominantly positive or neutral impact on the protected characteristics as set out in the Equality Act 2010. Of the 37 recommendations in this report, 19 (51%) have been assessed as having a positive impact on equalities, 2 (6%) have been assessed as negative, and 16 (43%) as having a neutral impact on equalities.

15.3. Although parking policy will affect all residents, businesses and visitors in the borough, the specifics of some of the recommendations being proposed, will impact on some protected characteristics more significantly than others, namely Age, Disability, and Pregnancy and Maternity. As part of the review engagement activity took place with key stakeholders that represent the interests of particular protected characteristics such as Age and Disability.

15.4. Key positive equalities impacts on Age, Disability, Pregnancy and Maternity Include:

- reduced costs for pensioners and low-income households through the provision of cheaper resident parking permits, free carer parking permits and cheaper weekly visitor parking permits;
- continued provision of resident parking permits free of charge to Blue Badge holders;
- easier accommodation of visitor parking to those that are isolated, vulnerable, pregnant or new families through the provision of cheaper weekly visitor permits, a selection of free visitor permits concessions to those who are eligible (including older residents in low-income households), and reduced hours of operation in appropriate CPZs;
- quicker resolution of parking issues, that prevent people with mobility issues or young families, parking close to their homes, and create neighbourhood tensions;
- transparent criteria and application process for new disabled parking bays, and a programme of review to manage and fund these requests.

15.5. Moving forward, the Council will also need to give greater consideration to the accessibility of its engagement processes with local areas on proposed new parking restrictions. These need to allow sufficient time for full participation by all members of the community and aim to increase voter turnout through the provision of information in alternative formats as necessary.

15.6. The Council will also need to ensure that any move away from the use of Pay and Display machines is accompanied by an appropriate communications campaign. This should clearly set out the alternative payment methods available, and reassure residents or visitors that do not have access to the Internet, a mobile phone or credit/debit card, that they still have legitimate payment options, that allow them to park safely and conveniently in Lewisham. Consideration should also be given to those who might be vulnerable from a personal safety perspective, particularly in parking locations that are poorly lit or isolated – i.e. if they are required to use their mobile phone or credit/debit cards in public view. The provision of additional payment options as technology evolves must also be considered in terms of accessibility for the user, to prevent indirect discrimination from occurring. For example, alternatives such as top-up cards, should consider the proximity and hours of operation of the nearest PayPoint location in relation to the on-street parking bays. This may be very significant for service users with mobility issues.

15.7. The Council also needs to ensure that any web-centric parking policies make alternative provision for those without access to the Internet, to ensure equitable provision of the service.

16. Environmental Implications

16.1. There are no direct implications arising from this report, but the policy review took into account the Council's broader ambitions for environmental sustainability. For instance, its Local Implementation Plan (LIP) aims to reduce

growth in road traffic through the discouragement of car usage and the promotion of facilities for cyclists and pedestrians and alternative sustainable methods of transport. The limitation of on-street parking through CPZs, especially around shopping centres and transport hubs along with appropriate charging is considered to be a deterrent to car usage.

17. Conclusion

- 17.1. This report provides transparency for parking finances as well as showing progress following the agreement of the Parking Policy Review recommendations. A CPZ priority list for the next 3 years has been developed to identify need and priority. As with all things there are often additional factors such as major regeneration that might influence the timing and priority of any list published now.

18. Background Documents

- 18.1. Mayoral response to the comments of the Lee Green Assembly: [Mayor and Cabinet 30 May 2012.](#)
- 18.2. Parking Policy Review: [Mayor and Cabinet 10 April 2013](#)
- 18.3. Parking Contract Award: [Mayor and Cabinet 1 May 2013](#)
- 18.4. Parking Policy: Monitoring and Update: [Sustainable Development Select Committee 11 July 2013](#)

Appendix A

Parking Policy Review Recommendations Action Plan:

Rec No:	Recommendation	Objective	Required Actions	Responsibility	Completion Date	RAG Rating	Comment/Update
5	Enhance the responsiveness of the CPZ review process	Review the CPZ programme to ensure solutions are implemented in any given area to address parking problems and minimise the creation/effects of overspill	1. Agree criteria for CPZ identification	Ian Ransom	30/05/13	Green	Parking Board sign off 30/5/13
			2. Produce annual prog.		30/05/13	Green	Parking Board sign off 30/5/13
			3. Produce maps for potential CPZ areas		30/05/13	Green	Complete
			4. Agree Attractors Matrix		30/05/13	Green	Parking Board sign off 30/5/13
			5. Agree Consultation & Implementation Process		30/05/13	Green	Parking Board sign off 30/5/13
7	Develop a standardised approach for the submission and collation of CPZ parking issues received by the Council	Implement a formalised system to enable the public to record parking issues, submit requests for CPZ consultation, and provide feedback on proposed or new CPZs. On-line form submission and reporting tools	1. Establish solution to record complaints of overspill/parking problems. The solution should have the functionality to produce reports for analysis to feed into the annual CPZ programme	L. Morton L. Brooks I. Ransom	Sept/Oct 13	Amber	
			2. Establish way				

			to centrally record & Implement				
12	Introduce a concessionary rate (£30) to resident permit holders with the most efficient vehicles (eg Tax Bands AB)	Encourage the use of more efficient vehicles in support of the council's environmental policies	Introduce system changes with the functionality to identify tax banded vehicles via the DVLA and implement a permit charging structure.	L Brooks	Jan 14	Amber	
15	Reduce the cost of weekly visitor permits from £28 to £20	Introduce a concessionary rate to assist resident visitors that are staying for longer periods.	Permit System Change	L Brooks	01/06/13	Green	Complete
16	On application provide a book of 10 visitor parking permits (1 hour) free to all household that have at least one resident parking permit holder	Support for those who rely on visitors	1. Implement the process for the administration and delivery of the vouchers for this year.	L Brooks	Jan 14	Amber	
			2. Formulate system to ensure one booklet per household is recorded for this year		Jan 14	Amber	
			3. Establish the functionality of		Jan 14	Amber	

			new parking system to record automatically for future years				
17	On application provide a book of 10 visitor parking permits (1 hour) free to residents with a CPZ that are over 60 in receipt of council tax support and do not have a parking permit	Support for those who rely on visitors	1. Establish entitlement per household via CTB systems.	L Brooks	30/05/13	Green	Complete
			2. Implement the process for the administration and delivery of the vouchers.		Jan 14	Amber	
18	Provide carer permits free of charge	Support for those who care for vulnerable people	1. Review the criteria and application process for carer permits to ensure it is robust enough to deter abuse.	L Brooks	01/06/13	Green	Complete
			2. System change for pricing		01/06/13	Green	Complete
24	Establish an application process for disabled bays, with set criteria to ensure that these bays are necessary, safe and feasible.	To streamline the process and produce a cohesive and consistent approach to the implementation of	Review the application process and criteria for the introduction disabled bays to Ensure the bays	I. Ransom	Nov 13	Amber	

		disabled parking bays	are necessary, safe and feasible				
25	Establish an annual programme, as part of the CPZ programme, for the provision and review of disabled parking across the borough.	To include as part of the annual CPZ Programme to ensure that costs are controlled and that an appropriate assessment can be made on disabled parking bay provision.	1. Review disabled bay implementation criteria	I. Ransom	Nov 13	Amber	
			2. Include review of disabled bays in the consultation and imp process		30/05/13	Green	Complete
			3. Include disabled bay provision in the attractor matrix		30/05/13	Green	Complete
27	Refresh all parking policies and collate into an integrated and accessible parking policy document	Collate all elements of parking policy into an integrated parking policy document ensuring that the document is both accessible and transparent.	1. Review and update policy document	L Morton L Brooks I Ransom	Sept/Oct 13	Amber	
			2 Executive Director sign off		Sept/Oct 13	Amber	
			3 Update web pages & implement UAT to ensure easy customer navigation		Sept/Oct 13	Amber	
			4. Implement process for future web updes		Sept/Oct 13	Amber	
30	Establish a prioritised programme for the	To formalise the programme of implementation	1. Agree criteria for CPZ identification	I. Ransom	30/05/13	Green	Parking Board sign off 30/5/13

	consultation, implementation and review of CPZs.	and review, with only the highest priority CPZs being implemented or reviewed each year. This would be informed by the standardised approach for collating public feedback	2. Produce annual prog. 3. Produce Maps for potential CPZ areas 4. Project Board Sign off		30/05/13 30/05/13 30/05/13	Green Green Green	Complete Complete Parking Board sign off 30/5/13
31	Establish a funding model for the proposed CPZ programme	Provide financial transparency that will feed into the annual report	1. Identify unit costs for CPZ implementation	I. Ransom	31/07/13	Green	Complete
			2. Complete revenue impact assessment for CPZ Prog.		31/07/13	Green	Complete
			3. Secure funding & Staff resources for CPZ Prog.	C Hall	31/07/13	Green	Complete: Funding model agreed
32	Report annually on the proposed CPZ programme and on the delivery of the previous year's programme	Clear and accessible policy documentation	1. Agree Content	L Brooks/I	23 Oct 2013	Green	Complete Annual report to Mayor and Cabinet 23 Oct 2013
			2. Agree Annual Publication date	Ransom			
33	Produce an enhanced and accessible annual report of parking related revenue	Produce annual parking report to provide updates and Transparency of	1. Agree Content	L Brooks/I	23 Oct 13	Green	Complete Annual report to Mayor and Cabinet 23 Oct 2013
			2. Agree Annual Publication date	Ransom			

		parking income and how it is spent.					
35	Pay and Display machines to be phased out cashless roll out to be included in the parking specificaiton	To achieve a future cashless parking environment through contract service enhancements.	1. Identify alternatives 2. Agree Timescale for Delivery 3. Agree implementation plan with service provider	L Brooks	Sept/Oct 13	Red	
37	All signs within existing CPZs to be reviewed to ensure they are consistent & clear	To provide clear and consistent signage	1. CPZ signs design guidance/policy 2. Update existing signs	I Ransom / L Brooks	Sept/Oct 13 Sept/Oct 13	Amber Amber	

Recommendations not included on the Action Plan

Rec No	Recommendation	Responsible Person	Comment
1	Maintain a minimum turnout of 10% of households within the implementation area, below which the consultation will be deemed inconclusive.	I Ransom	Include in policy and web site information
2	Introduce CPZs where over 50% of residents (that vote) in the implementation area are supportive.	I Ransom	Analysis of consultation responses
3	Remove the additional Mayor and Cabinet decision-making process for results between 50% and 55%.	R Wilkinson	Recommendation Agreed by Mayor and Cabinet
4	Ensure consultation involves residents across a given area that are considered to be affected by both existing and potentially displaced parking pressure.	I Ransom	Consultation & Implementation Process documentation
6	Maximise flexibility where feasible by offering a menu of options for the operating hours of CPZs. The options available will depend on the parking attractors in the local area.	I Ransom	Scheme Design
8	Where significant parking problems are predicted as a result of developments a presentation of evidence and specific solutions will be considered on a case by case basis, to be approved by Mayor and Cabinet. Solutions may include residents being given a chance to influence the design of the CPZ, but not vote as to whether one will be implemented.	I Ransom	Recommendation Agreed by Mayor and Cabinet
9	Introduce a new charging model that is customer-focussed, offers affordable concessions to residents and visitors, and is supported by a strong policy rationale.	R Wilkinson	Recommendation Agreed by Mayor and Cabinet
10	The new parking permit charges will be frozen at the new levels until the 2015/16 financial year and reviewed annually thereafter to take account of financial pressures.	R Wilkinson	Recommendation Agreed by Mayor and Cabinet
11	Consult the public on any future charge increases that exceed inflation.	R Wilkinson	Recommendation Agreed by Mayor and Cabinet
13	Either, maintain the current flat-rate charging model at £120, or introduce a lower rate of £110 for the first resident parking permit by charging a higher rate of £150 for additional vehicles.	R Wilkinson	Flat Rate Charging model recommendation Agreed by Mayor and Cabinet
14	Introduce new scheme rules and a refunds policy governing the new permit charges.	R Wilkinson	Review of refunds policy only required if there is a move away from a flat rate price charging model

19	Maintain the current annual charge for a business parking permit (£500).	R Wilkinson	Recommendation Agreed by Mayor and Cabinet
20	Maintain the current charges for car parking and on-street Pay and Display facilities.	R Wilkinson	Recommendation Agreed by Mayor and Cabinet
21	Maintain the implementation of free short-stay bays of 30-minutes near business hubs, but consider a longer duration of 1-hour in specific circumstances.	I Ransom	Scheme Design
22	Continue to provide Blue Badge Holders with a resident parking permit free of charge.	R Wilkinson	Recommendation Agreed by Mayor and Cabinet
23	Continue to facilitate the introduction of advisory bays in non-CPZ areas, but remove or convert advisory bays to mandatory bays in CPZ areas.	I Ransom	Scheme Design
26	Maintain the national scheme of a 20-minute period for loading or unloading items or other goods from the vehicle and maintain a 5 minute minimum observation period to ascertain whether this activity is being carried out before considering enforcement actions.	I Ransom	Scheme Design
28	Review the policy at least every three years.	I Ransom	Recommendation Agreed by Mayor and Cabinet
29	Authorise the Executive Director of Customer Services and the Executive Director of Resources and Regeneration to approve the final policy document in line with the recommendations in this report	R Wilkinson	Recommendation Agreed by Mayor and Cabinet
34	Continue to work with schools to develop School Travel Plans to encouraging safe and sustainable travel for their staff, pupils and parents	I Ransom	Recommendation Agreed by Mayor and Cabinet
36	Where funding is available, new charging points for electric vehicles will be placed in locations that seek to serve the wider community	I Ransom	Recommendation Agreed by Mayor and Cabinet

Appendix B - Parking charges

Resident Permit		
Cars in tax bands A-B	£30 per annum	
Cars in all other tax bands	£120 per annum	
Carer Permit		
	Free	
Business Permit		
	£500 per annum	
Visitor Permits		
1 hour	£1.40	
10 x 1 hour	£10.00	
Half day	£2.80	5 hours
Full day	£5.60	
Weekly	£20.00	
On-Street P&D Charges		
Up to 2 hours pro rata	35p per 15 mins	
2-3 hrs	£4.20	
3-4 hrs	£5.60	
4-5 hrs max stay	£8.40	
Car park charges		
	Note – excludes Pearcefield Avenue, Perry Vale and Girton Road where alternative arrangements are in place	
Up to 1 hour	£1.40	
Up to 2 hrs	£2.80	
Up to 3 hrs	£4.20	
Up to 4 hrs	£5.60	
6hrs max stay	£8.40	
Penalty charge notices		
	Note - set by London Councils	
Band A (higher	£130	North of the Borough – 50% discount if paid within 14 days

contravention)		
Band A (lower contravention)	£80	North of the Borough – 50% discount if paid within 14 days
Band B (higher contravention)	£110	South of the Borough – 50% discount if paid within 14 days
Band B (lower contravention)	£60	South of the Borough – 50% discount if paid within 14 days