

<b>Mayor &amp; Cabinet</b>			
<b>Report Title</b>	Parking – Annual Report for 2013/14		
<b>Key Decision</b>	Yes	Item No.	
<b>Ward</b>	All		
<b>Contributors</b>	Executive Director for Customer Services Head of Public Services		
<b>Class</b>	Part 1	Date:	3 December 2014

## 1. Summary

- 1.1. The report describes the rationale for managing parking demand across the borough. In some areas demand exceeds available kerbside parking 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.
- 1.2. The Council reviewed its parking policy in 2012/13 and as a result 37 recommendations were agreed by Mayor & Cabinet. Good progress has been made on implementing these recommendations.
- 1.3. The three year CPZ programme has started. Phase 1 is complete and Phase 2 is now underway.
- 1.4. The Council has made a commitment to provide transparency in relation to the financial position of the Council's parking account. The report sets out the parking income received and how this has been spent.

## 2. Purpose

- 2.1. To provide an update on the parking policy review recommendations and the CPZ programme, to give an overview of the parking contract performance and provide details of the parking income and expenditure.

## 3. Recommendations

The Mayor is recommended to:

- 3.1. Note progress on the implementation of the Parking Policy Review recommendations.
- 3.2. Note progress of this year's CPZ programme

- 3.3. Note the priority list for phase 2 of the CPZ programme
- 3.4. Note the annual financial performance as set out in paragraph 10 .

#### **4. Policy Context**

- 4.1. 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.
- 4.2. 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.

#### **5. Background**

- 5.1. 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
- 5.2. 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.

- 5.3. 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'*.
- 5.4. This year all parking charges have remained at their current levels. Setting appropriate charges 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. It has been agreed that a review of charges will not take place until at least 2015 and will be reviewed annually thereafter in line with inflation.
- 5.5. 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 Borough 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 London but becomes more difficult the further into London they travel as travel times increase.
- 5.6. 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.
- 5.7. In line with the policy review recommendations the Council has refreshed all parking policies and collated them into an integrated and accessible parking policy document which is now available on the Lewisham website.
- 5.8. In view of the Mayor's commitment to review pricing in support of local businesses the Council will undertake a review of the car park pricing structure in line with the Mayor's manifesto.

## **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.
- 6.2. At the last Census in 2011 there are 116,100 households within the borough. This represents an 8% increase (from 2001 census) with a total population of 275,900 living within those households.

- 6.3. In 2011, 51.5% of households (60,158) had access to 1 or more vehicles. This represents a decrease from 2001 where 57.2% of households (61,471) had access to 1 or more vehicles. The total vehicle ownership across the borough has fallen from 79,270 in 2001 to 76,507 in 2011 representing a 3.5% decrease.
- 6.4. The Council has introduced a number of policies over recent years in support of a reduction in car ownership and the use of sustainable modes of transport including the use of car clubs that provide a good substitute for car ownership and assists in managing kerbside parking spaces.

## **7. Parking in the borough**

- 7.1. There are a variety of parking places in the borough, including 1,441 parking spaces in the Council's off street public car parks and 21,500 on street parking bays designated for specific purposes, such as disabled parking, loading, short-term use and streets without parking controls.
- 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. There are 18 CPZ's located within the borough which 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.

## **8. Review of 2013/14**

- 8.1. The new parking contract was awarded to NSL and started in August 2013. The contract is based on the British Parking Association's model contract that encourages an ethos of service quality. This is done via a number of Key Performance Indicators to assist in effective contract monitoring and management.
- 8.2. The Council identified efficiency savings of £500k to be delivered as part of the new contract and a number of services changes were agreed. These were:
- Closure of the parking shop to make way for the implementation of on-line services.
  - The removal of the pay & display machines from which the cash collection and maintenance costs could be removed.
  - Changes to the Holbeach car park entry and exit barrier system.
- 8.3. A new paperless permitting system was introduced allowing customers the flexibility of purchasing permits from the comfort of their own home. Throughout the year a number of system development changes were

introduced using customer feedback to improve user navigation of this on-line service.

- 8.4. This channel shift to on-line servicing highlighted the need to consider those residents that had no, or limited access to, the on-line services. The Council reviewed this position and introduced an option to purchase permits over the telephone or by post and extended the sale of visitor permits to the Lewisham central library.
- 8.5. In 2013/14 a total of 8,115 resident and business parking permits were sold within the CPZ areas these figures include the newly introduced permit for lower emission vehicles which is charged at a concessionary rate.
- 8.6. Parking restrictions across the borough are enforced to help maintain a safe and effective road network. In 2013/14 63,464 valid Penalty Charge Notices (PCNs) were issued across the borough.
- 8.7. The change to the way Holbeach car park operates was introduced in August 2013. The staffed barrier system was removed in line with efficiency savings. A pilot study was undertaken and a cashless only parking system was introduced. This study ran for 6 months and proved difficult for some customers who did not have the option to pay via their mobile phone, together with negative feedback from local traders. In response, the Council decided to introduce a pay & display machine in the car park. It is worth noting that 67% of Holbeach customers now opt to pay for their parking using the cashless system.
- 8.8. Implementation of the recommendations as part of the policy review is now almost complete see the action plan update in **Appendix A**. Only those recommendations requiring action were included in the action plan. For ease of reference the recommendation numbers relate to the total 37 recommendations as listed in the Parking Policy Review report April 2013.
- 8.9. During 2013/14 a new team was established to design the Controlled Parking Zones (CPZs) and undertake the consultation process in relation to parking demand. This service is shared with the London Borough of Southwark.
- 8.10. Considering all the evidence available, and applying the criteria and weighting, a priority list has been established for the CPZ programme which was agreed by Mayor & Cabinet in April 2013. The priority list for the programme includes 14 proposed areas. Of these, 10 are possible new zones or extensions to 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	Mountsfield Park	Grove Park
4	Perry Vale East	Old Road and Bankwell Road

Priority Order	Possible new zones for consideration	Existing zones to be reviewed for shorter operating hours
5	Deptford South	
6	Forest Hill South	
7	Forest Hill North	
8	Honor Oak	
9	Brockley	
10	David's Road Extension	

8.11. 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 Lacey & Dalinger), Old Road and Bankwell Road and Hither Green East) are being reviewed at the same time. This is to ensure that the right parking controls are implemented across the wider area.

## 9. Looking Forward: 2014/15

9.1. During 2014, the CPZ Team plan to undertake four consultations to determine the need for a parking zone and to review three existing parking zones. The areas are identified as high priority and will be delivered in two phases:

### 9.2. Phase 1 - Consultations for Summer 2014

- Review of existing CPZs in Old Road and Bankwell (F) Hither Green East (P) Lee (L), including options to reduce operational hours
- Proposed new CPZ Lee Green West

### 9.3. Phase 2 - Consultations for Autumn 2014

- Proposed CPZ extension in Ladywell
- Proposed new CPZ in Perry Vale East
- Proposed new CPZ in Mountsfield Park

9.4. Preparation work is well underway for the proposed zones, parking occupancy and duration surveys have been commissioned, to establish an understanding of the parking demand in each of the proposed zones. Site inventory surveys are also being carried out to pick up existing street features in the proposed CPZ areas; this enables the preparation of initial design drawings.

9.5. Phase 1 Consultations are now complete and results were shared with ward councillors in October 2014.

### 9.6. Pay & Display & Cashless Parking

9.6.1. As part of the Council's overall budget savings proposals £200k was identified in removing all the boroughs' pay & display machines to be replaced with a cashless parking option.

- 9.6.2. As part of that strategy, the Council ran a pilot that offered a cashless only option in Holbeach car park. The pilot ran for 6 months and the Council realised that there were some customers that were unable to access the cashless system. The results of which identified a need to keep pay & display machines across the borough in the short term.
- 9.6.3. Alongside the existing pay and display machines, the facility to pay for parking sessions through the cashless system currently provided by 'RingGo' will be rolled out across the borough towards the end of 2014.
- 9.6.4. The roll out of the cashless parking system will give the Council the opportunity to analyse cashless parking usage. Once established, the Council will have the opportunity to rationalise the number of pay & display machines on the street.
- 9.6.5. In support of businesses in our town centres and in line with the Mayor's manifesto, the Council will undertake a review of the pricing structure of the Council's off street car parks.

#### 9.7. **On-line Services**

- 9.7.1. The introduction of the new virtual permitting system has seen 60% of customers using the online service to purchase their permits. However, this still leaves 40% of customers using the alternative options.
- 9.7.2. To enable the council to understand why customers are still purchasing their permits via these methods a study will be undertaken to :
- explore the reasons why some residents are still purchasing visitors permits from Lewisham Library rather than on-line or by telephone.
  - explore the characteristics of those residents that purchase their visitors permits at Lewisham Library.
  - better understand the barriers to these residents purchasing their visitors permits on-line or by telephone.
  - gather general feedback on this cohort's preferred methods of paying for parking and other services, including barriers and incentives to using on-line options.
  - (Channel shift) understand whether those residents purchasing their visitors permits at Lewisham Library make use of other on-line services through the Council's website.

### 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.
- 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 2013/14 and summarises the performance against budget on 2014/15 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 2013/14. 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 2013/14, the Council collected £7.5m income in respect of parking services, compared to a budget of £8.1m. The income received can be broken down as follows:

<b>Parking services income collected in 2013/14</b>		
	<b>£000s</b>	<b>%</b>
Parking fines	3,468	46
Pay and Display	2,183	29
Permits	1,780	24
Advertising and other income	118	2
<b>Total income 2013/14</b>	<b>7,549</b>	<b>100</b>

10.5.2 It can be seen from the table above that income from permits and Pay and Display accounts for 53% of the total income for parking services.

10.5.3 The Council budgeted to collect £7.4m of income in 2014/15. Current forecasts indicate that the actual total likely to be collected will be £7.7m.

10.5.4 The actual cost of running the parking service in 2013/14 was £2.3m, compared to a budget of £2.3m. The can be broken down as follows:

<b>Direct parking management expenditure</b>	
	<b>£000s</b>
Enforcement contract costs	1,755
Management and admin costs	341
Car park utilities, rates, repairs and maintenance	386
Legal fees	75
Reduction in bad debt provision	-269
<b>Total expenditure 2013/14</b>	<b>2,288</b>



10.5.5 The budget for running the parking service in 2014/15 is again £2.3m, although expenditure is currently forecast to exceed that budget by £0.1m.

10.6 Parking Control Account 2013/14

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

10.6.1.1 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.

10.6.1.2 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.

10.6.1.3 The Council's Parking Control Account for 2013/14 is summarised below:

<b>Borough Parking Control Account 2013/14</b>		
	<b>£000s</b>	<b>%</b>
<b>On-street Parking income</b>		
Pay and Display	1,420	24
Permits	1,532	25
Fines	3,075	51
	<b>6,027</b>	<b>100</b>
<b>On-Street Parking expenditure</b>		
Enforcement contract costs	1556	54
Management, admin and overheads	711	24
Running costs	509	17
Capital charges	153	5
	<b>2,928</b>	<b>100</b>

<b>Funds available for supporting highways and transportation</b>	<b>3,099</b>	
---	--------------	--

10.6.2 The available funds of £3.1m 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 £11.9m in this area during 2013/14.

## **11 Sustainable Development Select Committee**

11.1 The Sustainable Development Select Committee considered this report and the update to the 2013 policy review recommendations. The committee were pleased with the progress and following a question and answer session agreed the report could be forwarded to Mayor and Cabinet without any amendment or further comment.

## **12 Managing the parking contract**

12.1 The parking contract has been operating under the new contract terms, since 1<sup>st</sup> August 2013. The service provider NSL moved into new premises located within the centre of Lewisham. This has enabled the service provider to house the enforcement and back office functions in one central location.

12.2. The contract covers a number of areas split into 4 broad areas:

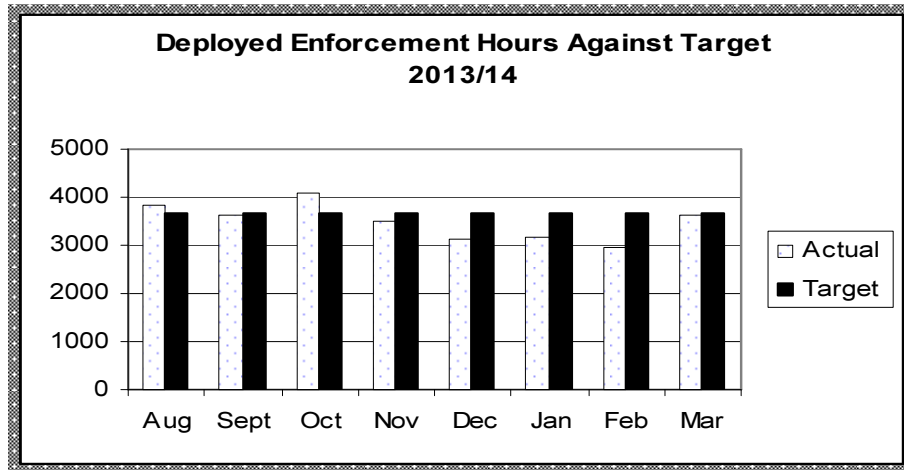
- Parking Enforcement
- Pay & Display Maintenance & Cash Collection
- Penalty Charge Notice Processing
- Permits & Suspensions

12.3. Responses to formal representations and Appeals are authorised by Council staff and the contract is managed using a number of Key Performance Indicators: In the main these are:

- Effective Parking Enforcement
- Quality Trained Staff (Staff Retention)
- Other Services (Statutory Back Office functions, IT Complaint handling)

### **12.4. Effective Parking Enforcement**

12.4.1 At contract start the on street staffing levels were at, or above target levels. This reflects a recruitment drive. The KPI target has a tolerance level of +/- 5%. The performance thus far from Aug 13 to Mar 14 is measured at -6%. There was a slight downturn over the winter period but by March deployment returned back to contractual levels.

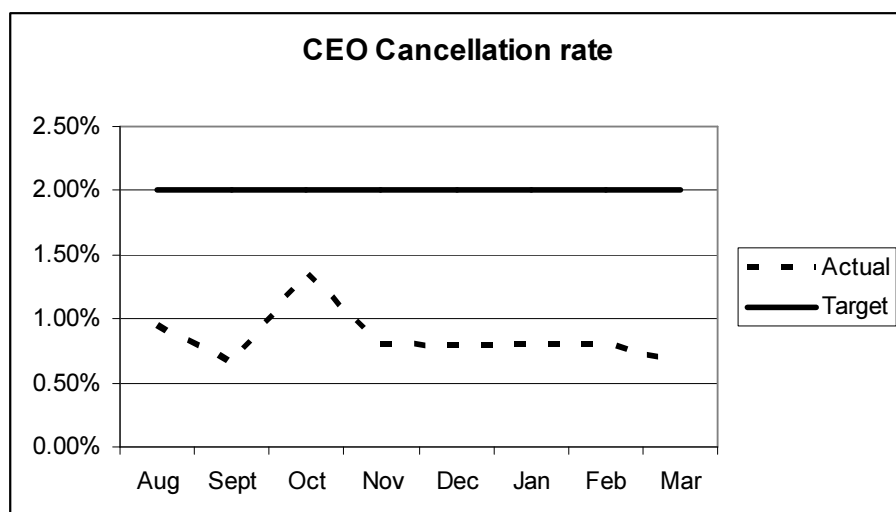


12.4.2 Penalty Charge Notices (PCNs) have remained at consistent levels for the last three years. In 12/13 there was an overall downturn in PCN issue across London. This may reflect the economic climate. This year, all 33 London boroughs have seen an increase in PCNs issued to that of the previous year. The percentage increase across London ranged from 0.11% to 11.6%. The Council had a small increase of 1.27%. This reflects the fair enforcement policy the Council operates in relation to parking enforcement.

	2011-12	2012-13	2013/14
<b>Valid PCNs Issued in Lewisham</b>	64,317	62,636	63,464

12.5 Quality Trained Staff & Staff retention

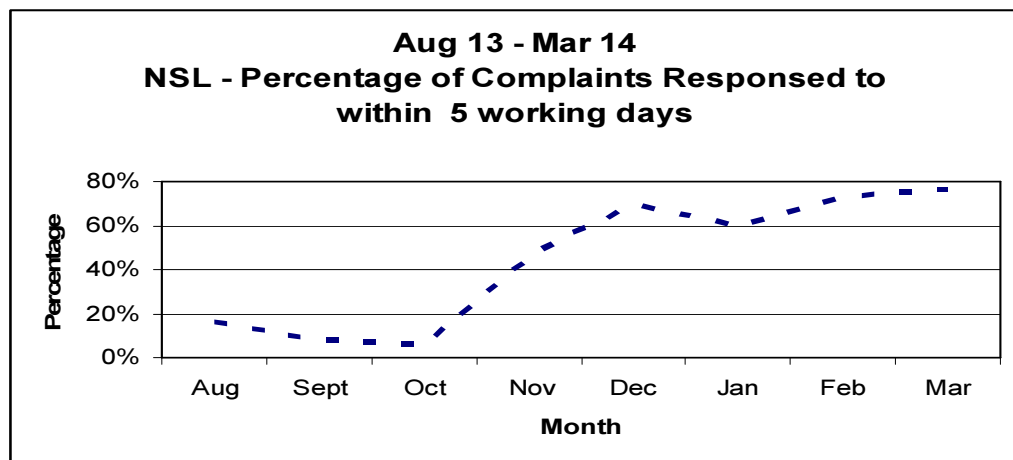
12.5.1 Adequately trained staff is vital in the provision of a good service. All enforcement staff undergoes intensive training for what can be a very difficult job. To ensure quality is maintained throughout contract delivery, the performance target is to maintain the Civil Enforcements Officer's (CEOs) error rate below 2%. Performance against this KPI has been good. See graph below.



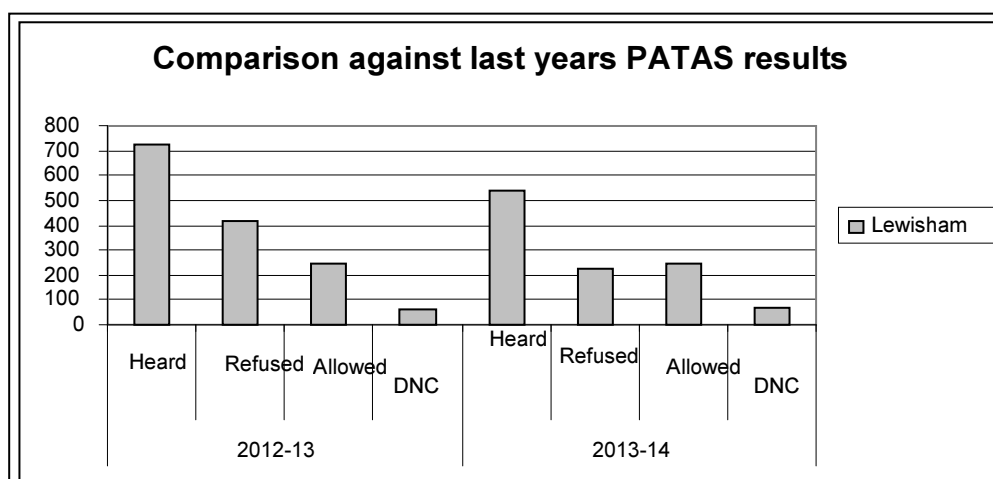
12.5.2 Staff retention is key to a stable service especially if valuable investment has been made in the training of staff. Staff turnover in the parking industry can be high due to the very nature of the work involved. The Council has ensured that the service provider has implemented strategies and processes to assist in staff retention and to ensure staff turnover remains below the industry 'norm'. The service provider is measured against an annual turnover of 20%. This is measured against leavers with a +5% tolerance level. Currently the service provider is showing an annual staff turnover of 23.53%. This level is below the industry norm of 26.1%.

12.6. Notice Processing

12.6.1. Responses to formal representations and Appeals are authorised by Council staff. NSL's back office function provides the first stage responses to correspondence received and this is measured using a number of Key Performance Indicators. In relation to first stage complaints the Key Performance Indicator is for customers to receive a response within 5 working days. The first three months of the contract show a failure of the contractor to meet this performance target. The contract did allow a 2 month 'settling in period' before the figures formed part of the contract performance measurement. Since then performance has steadily improved reaching the 80% achieved mark by the end of the financial year. The performance target is 100% and this is now being met.



12.6.2 The table below shows the yearly comparison of Appeals heard at the Parking & Traffic Appeals Service (PATAS). The total number of Appeals reduced this year but the number of appeals refused (in favour of the Council) also declined. The Council's appeal success rate was 43% in comparison to last year which was 57%. It is worth noting that the percentage of PCNs taken forward to PATAS against the total PCNs issued is 0.8%. See graph below which shows the yearly comparison. The appeals allowed column is a positive result in favour of the motorist.



(DNC = Council did not contest)

## 12.7. Permits

12.7.1 The introduction of the virtual permitting system for the issue of permits across the borough was a major transition for this service. Virtual permitting is new to the industry and one which has realised efficiency savings. In reality there were lessons learnt from a service delivery perspective. We have worked with our partners, using customer feedback to improve the virtual on line service, especially in relation to system navigation. This was vital in designing the virtual permitting system. All of the permit information is now held on the virtual system and 60% of our customers are using the on-line service to renew or purchase visitor permits. Further work will be undertaken to establish how we can assist other customers to use these on-line services.

## 13 Financial implications

13.1 The purpose of this report is to provide an update on the parking policy and CPZ programme and to give an overview of the parking contract performance. As such there are no financial implications to members agreeing the recommendations set out in section 3.

13.2 Details of the Council's financial performance in terms of the parking service are set out in section 10 and comply with both the Road Traffic Regulation Act, 1984 and the Department for Communities and Local Government Transparency Code 2014.

## 14. Legal Implications

14.1 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.

- 14.2 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.
- 14.3 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.
- 14.4 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).
- 14.5 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.

- 14.6 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 2013/14 have been applied for permitted purposes.
- 14.7 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.
- 14.8 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.
- 14.9 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.
- 14.10 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.
- 14.11 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.

- 14.12 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.
- 14.13 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.

## **15 Crime and Disorder Implications**

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

## **16 Equalities Implications**

16.1 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.

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

- continued provision of resident parking permits free of charge to Blue Badge holders;
- 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.

16.3 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.

16.4 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.



- 16.5 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.

## 17 Environmental Implications

- 17.1 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.

## 18 Conclusion

- 18.1 This report provides transparency for parking finances in accordance with legislation as well as showing progress following the agreement of the Parking Policy Review recommendations. A CPZ priority list has been developed and Phase 1 of the programme is now complete. 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.

## 19 Background Documents and report author

- 19.1 Mayoral response to the comments of the Lee Green Assembly: [Mayor and Cabinet 30 May 2012.](#)
- 19.2 Parking Policy Review: [Mayor and Cabinet 10 April 2013](#)
- 19.3 Parking Contract Award: [Mayor and Cabinet 1 May 2013](#)
- 19.4 Parking Policy: Monitoring and Update: [Sustainable Development Select Committee 11 July 2013](#)
- 19.5 Annual Parking Report – 2012 /13
- 19.6 Parking Policy Document 2014  
<http://www.lewisham.gov.uk/myservices/parking/Documents/ParkingPolicyOctober2014.pdf>

Document	Link
Mayoral response to the comments of the Lee Green Assembly:	<a href="#">Mayor and Cabinet 30 May 2012.</a>
Parking Policy Review:	<a href="#">Mayor and Cabinet 10 April 2013</a>
Parking Contract Award:	<a href="#">Mayor and Cabinet 1 May 2013</a>

Document	Link
Parking Policy: Monitoring and Update:	<a href="#">Sustainable Development Select Committee 11 July 2013</a>
Annual Parking Report – 2012 /13	<a href="#">Mayor and Cabinet 23 October 2013</a>
Parking Policy Document 2014	

19.7 If you require any further information about this report please contact Lesley Brooks Service Group Manager Travel Demand Management on 020 8314 2126.

## Appendix A

**Parking Policy Review Recommendations Action Plan: Update** (Only those recommendations requiring action were included in the action plan. For ease of reference the recommendation numbers relate to the total 37 recommendations as listed in the Parking Policy Review report April 2013).

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	Green	Complaints recorded on CRM system. Information analysed annually to inform the CPZ programme review

Rec No:	Recommendation	Objective	Required Actions	Responsibility	Completion Date	RAG Rating	Comment/Update
			2. Establish way to centrally record & Implement		Sept/Oct 13	Green	Complaints recorded on CRM system
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	Green	Low emission resident permits have been issued since introduction. At present 27 live permits.
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 – Weekly permit sales have improved.
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	Green	
			2. Formulate system to ensure one booklet per household is recorded for this year		Jan 14	Green	
			3. Establish the functionality of new parking		Mar 15	Green	Work in Progress/Requires system change

Rec No:	Recommendation	Objective	Required Actions	Responsibility	Completion Date	RAG Rating	Comment/Update
			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		Green	Complete
			2. Implement the process for the administration and delivery of the vouchers.		Jan 14	Green	Complete
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 disabled parking bays	Review the application process and criteria for the introduction disabled bays to Ensure the bays are necessary, safe and feasible	I. Ransom	Nov 13	Green	Revised in parking policy document
25	Establish an annual programme, as part	To include as part of the annual CPZ	1. Review disabled bay	I. Ransom	Nov 13	Green	Complete

Rec No:	Recommendation	Objective	Required Actions	Responsibility	Completion Date	RAG Rating	Comment/Update
	of the CPZ programme, for the provision and review of disabled parking across the borough.	Programme to ensure that costs are controlled and that an appropriate assessment can be made on disabled parking bay provision.	implementation criteria				
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 14	Green	Complete
			2 Executive Director sign off		Sept/Oct 14	Green	Complete
			3 Update web pages & implement UAT to ensure easy customer navigation		Sept/Oct 14	Green	Complete
			4. Implement process for future web updates		Sept/Oct 13	Green	Complete
30	Establish a prioritised programme for the consultation, implementation and review of CPZs.	To formalise the programme of implementation and review, with only the highest priority CPZs being implemented or reviewed each	1. Agree criteria for CPZ identification	I. Ransom	30/05/13	Green	Parking Board sign off 30/5/13
			2. Produce annual prog.		30/05/13	Green	Complete
			3. Produce Maps for potential CPZ areas		30/05/13	Green	Complete

Rec No:	Recommendation	Objective	Required Actions	Responsibility	Completion Date	RAG Rating	Comment/Update
		year. This would be informed by the standardised approach for collating public feedback	4. Project Board Sign off		30/05/13	Green	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 Ransom	23 Oct 2013	Green	Complete Annual report to Mayor and Cabinet 11 <sup>th</sup> Nov 2014
			2. Agree Annual Publication date				
33	Produce an enhanced and accessible annual report of parking related revenue	Produce annual parking report to provide updates and Transparency of parking income and how it is spent.	1. Agree Content	L Brooks/I Ransom	23 Oct 13	Green	Complete Annual report to Mayor and Cabinet 12 <sup>th</sup> Nov 2014
			2. Agree Annual Publication date				
35	Pay and Display machines to be phased out cashless roll out to be included in the parking	To achieve a future cashless parking environment through contract service	1. Identify alternatives	L Brooks	2015	Green	Work in Progress. (See paragraph 9.6 in the body of this report)
			2. Agree Timescale for Delivery				

Rec No:	Recommendation	Objective	Required Actions	Responsibility	Completion Date	RAG Rating	Comment/Update
	specificaiton	enhancements.	3. Agree implementation plan with service provider				
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	I Ransom / L Brooks	2015	Green	Work in progress alongside the CPZ review programme.
			2. Update existing signs		2015	Amber	Work in Progress. Need to await the outcome of consultations