

<b>Sustainable Development Select Committee</b>		
Title	Annual parking report for 2016/17	
Contributors	Executive Director for Customer Services Head of Public Services	Item 6
Class	Part 1 (open)	18 January 2018

## **1. Summary**

- 1.1. This report provides information on the activities of the Lewisham Parking Service during 2016/17 in accordance with the Traffic Management Act (TMA) 2004.
- 1.2. It documents the Council's achievements in the context of parking enforcement and managing parking demand across the borough and includes an update on the Controlled Parking Zone (CPZ) Programme.
- 1.3. The report also includes parking and enforcement statistics, plus financial information with comparative data from previous years.
- 1.4. The Council has made a commitment to provide transparency in relation to the financial position of the Council's parking account. This report sets out the parking income and how this has been spent.
- 1.5. The report also outlines the scope of the Parking Policy Review which is due for review in 2018/19.

## **2. Purpose**

- 2.1. To provide an update on the London Borough of Lewisham's Parking activities for 2016/17.

## **3. Recommendations**

The Committee is recommended to:

- 3.1. Note progress of this year's CPZ programme in paragraph 6.
- 3.2. Note the parking enforcement contractor's performance in paragraph 7.
- 3.3. Note the annual financial performance as set out in paragraph 8.
- 3.4. Agree the scope of the Parking Policy Review in paragraph 9.

## **4. Background and Policy Context**

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. 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.
- 4.5. The Council's fear of becoming a 'car park' for commuters remains 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.
- 4.6. Using the power awarded to the Council under Section 122 of the Road Traffic Regulation Act 1984 we have implemented a range of CPZ's where parking pressures were evident and where a clear majority from stakeholders were in favour of parking controls.
- 4.7. 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:  
<https://www.lewisham.gov.uk/myservices/parking/Documents/ParkingPolicyOctober2014.pdf>

## National Context

- 4.8. The key legal framework underpinning parking includes the Road Traffic Regulation Act 1984 and The Traffic Management Act 2004. These impose duties on local authorities to manage all on-street, off-street and their road network so as to reduce congestion and disruption and includes enforcement powers.
- 4.9. There are other London specific legislation under the various London Local Authorities Acts which are also relevant for parking.

## Local Context

- 4.10. Each London borough is required by the Greater London Authority Act to prepare a Local Implementation Plan (LIP) to implement the Mayor of London's Transport Strategy within their area.
- 4.11. The Lewisham LIP takes the Mayor of London's Transport Strategy and tailors them to the Lewisham context, shaped by the vision outlined in the borough's Sustainable Community Strategy and the spatial planning policies in the Local Development Framework.
- 4.12. Following a comprehensive review of parking policies in the Borough the London Borough of Lewisham published its first Parking Policy in 2014.

## **5. Overview of Parking in the borough**

- 5.1. There are a variety of parking places across the borough, including 1,441 parking spaces in the 13 Council's off street public car parks and estimated 20,000 parking spaces in marked on street parking bays.
- 5.2. There are various parking restrictions, including yellow lines, restricted parking zones and CPZs which rely on a permit system.
- 5.3. The total number of CPZs operating in the borough at the end of 2016/17 was 22. Which will increase to 23 in 2017/18 as part of the CPZ implementation programme.
- 5.4. The Council has introduced a number of policies in recent years to support a reduction in car ownership and the use of sustainable modes of transport including car clubs.
- 5.5. Electric Vehicle Charging Points (EVCP) are a key measure to support the Council's Air Quality Action Plan. There are currently 29 EVCPs in 10 locations, including 6 in Council managed car parks. A further EVCPs and sites have been identified and are now being considered.

## **6. Controlled Parking Zone Programme Update**

Tranche 1

- 6.1. During 2014/2015, the council carried out consultations on the first tranche of the CPZ Programme, to determine the need for three new CPZs and to review four existing parking zones:
- Review of existing CPZs in Old Road and Bankwell (F) Hither Green East (P) Lee (V), including options to reduce operational hours
  - Proposed new CPZ Lee Green West
  - Proposed CPZ extension in Ladywell (T)
  - Proposed new CPZ in Perry Vale East
  - Proposed new CPZ in Mountsfield Park
- 6.2. With the exception of Perry Vale East (Catford Stations), all Tranche 1 consultations resulted in support to implement proposals across a significant proportion of the study area. Implementation of the zones has been completed, with zones commencing operation as follows:
- Review of existing Lee Green CPZs – implementation October 2015
  - New Lee Green West CPZ – May 2016
  - CPZ extension in Ladywell – implementation December 2016
  - New CPZ in Mountsfield Park – implementation October 2016

#### Tranche 2

- 6.3. Following a review of the CPZ Programme, the council commenced consultations for the second tranche in 2015/2016 for the following areas:
- Proposed new CPZ Brockley
  - Proposed new CPZ Deptford South
  - Proposed new CPZ Forest Hill
- 6.4. All of the Tranche 2 consultations were completed during 2015/16 and the results publicised. The Deptford South consultation was the only consultation where the results were in favour of a new CPZ. This went forward for implementation in November 2017.

#### Tranche 3

- 6.5. Following a new assessment made under the criteria and methodology described in the parking policy, the CPZ programme has been revised.
- 6.6. The CPZ Programme has been scored and prioritised on the basis of policy criteria to ensure that the most urgent problems are addressed first. Each criterion is weighted to reflect the local demand for a CPZ, as well as the technical need for a CPZ.
- 6.7. The proposed CPZ Programme for Tranche 3 comprises four separate consultation schemes which have been deemed the highest priority using the above methodology. These schemes are listed in the following paragraphs. This programme is subject to annual review against the policy criteria.

#### New CPZs and review of existing CPZ

- 6.8. **Ladywell CPZ – Extension to Zone T.** There is now substantial support for CPZ controls to be extended to the west of the existing zone T mostly due to parking displacement when previously extending the Ladywell zone. This area is also in close proximity to the latest CPZ in Deptford South, which may also cause displaced parking.
- 6.9. **Leegate Area – New CPZ (East of Zone LG).** There have been a number of requests and local support for a new CPZ in this area, which may be caused by displacement from neighbouring CPZs such as Zone LG.
- 6.10. **Grove Park – Review and Extension of Zone D.** This area has been under consideration for review since the publication of the Parking Policy in 2014. Consultation is to determine if there is support for a reduction in the operational hours of the zone and establish if improvements to the zone layout, including location and type of parking bays or waiting restrictions, may be needed.
- 6.11. **Sydenham Area – New CPZ.** There is substantial support for a CPZ in this area, and recent parking stress surveys suggest that the area could benefit from CPZ controls.
- 6.12. Subject to approval by Executive Director for Resources and Regeneration preparation work will soon be underway for some of the proposed zones. Site inventory surveys will also be carried out to pick up existing street features in the proposed CPZ areas, which enables the preparation of initial design drawings. Parking occupancy and duration surveys studies for each of the proposed Ladywell and Sydenham study areas have already been completed and informed the initial assessment. Grove Park does not require such studies since consultation in this area will be focussed on reviewing the existing parking arrangements.

#### New Developments and CPZs

- 6.13. Additionally, CPZ consultations in other areas where development has/will take place will be funded by agreements under Section 106 of the Town and Country Planning Act 1990 from within each of the proposed boundary areas. These CPZs will be proposed to mitigate against the effects of additional parking associated with new developments. In some areas, the impact of developments are beginning to be realised in neighbouring areas, and in some cases the monies offered to the council to complete these works must be spent before the expiry date specified on the S106 agreement. These potential CPZs areas related to developments are therefore not assessed against the standard policy criteria, but require separate approval from Mayor and Cabinet.

## 7. Parking Enforcement Activities and Contract Performance

### Parking Enforcement Activities

- 7.1. The total number of Penalty Charge Notices (PCNs) issued by Lewisham in 2016/17 was 23% higher than last year.

- 7.2. Within Lewisham this increase is as a result of a focus on more serious contraventions, increase enforcement in new CPZs and more intelligent parking deployment to reflect changing demands. PCNs for moving traffic contraventions remain fairly consistent compared to last year.

<b>Lewisham PCNs</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
<b>Parking Contraventions</b>	47,607	42,724	36,195	47,313
<b>Moving Traffic Contraventions</b>	15,857	17,382	20,869	23,156
<b>Total PCNs issued</b>	63,464	59,482	57,064	70,469

*Data based on 1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017*

- 7.3. The total number of cases passed to enforcement agents for debt recovery in 2016/17 was 59% higher than last year.

#### Parking Permits

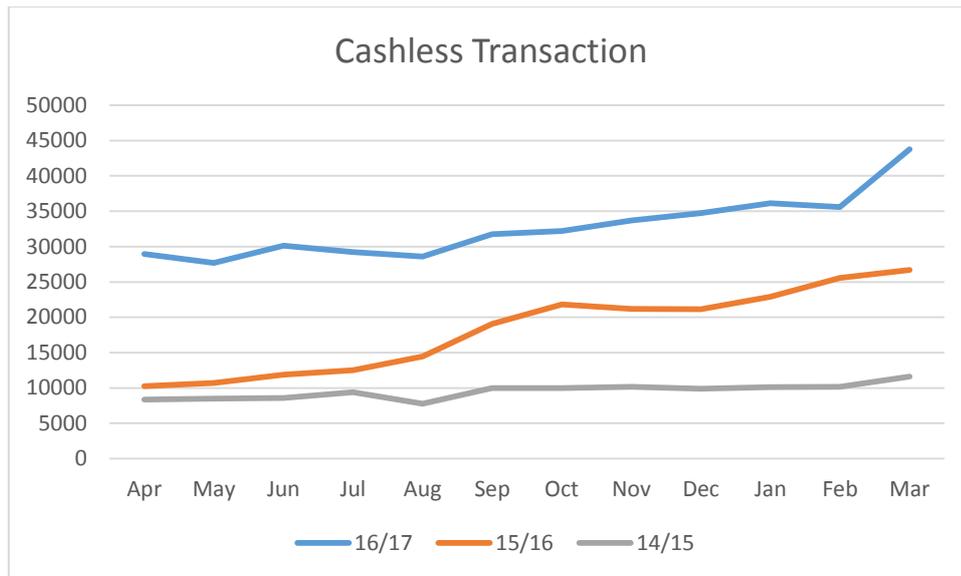
- 7.4. The total number of resident and business parking permits purchased in 2016/17 was 19% higher than last year.
- 7.5. This increase is mainly a result of the increase in visitor permits (21% increase from last year) and the growth of CPZs within the Borough (9% increase in resident permits and 4% increase in business permits from last year).

<b>Lewisham Permits</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
<b>Resident</b>	6,620	11,708	12,921	14,116
<b>Business</b>	367	505	522	544
<b>Visitor</b>	26,885	55,643	66,628	80,542
<b>Total</b>	33,872	67,856	80,071	95,202

*Data based on 1<sup>st</sup> Aug 2016 to 31<sup>st</sup> July 2017*

#### Pay & Display and Cashless

- 7.6. From August 2015 the Council introduced a cashless parking system across the Borough which allows the user to pay for their parking via their mobile phone. This system continues to operate alongside pay and display machines and as a standalone system in new CPZs.
- 7.7. The growth in cashless transactions has continued in 2016/17 and was 56% higher than last year.



7.8. The current pay and display infrastructure is ageing and the Council has begun decommissioning machines where alternative machines are available in the nearby area and cashless usage is high.

7.9. To date 71 pay and display machines (approximately a third of the fleet) have been decommissioned with few complaints. The Council plans to identify further pay and display machines for decommissioning in the future to reduce costs.

#### Parking Contract Performance

7.10. The Council's Parking Enforcement Services is contracted to NSL Ltd. The contract is now in year 4 of an initial 6 year contract following a competitive tender process.

7.11. The parking contract covers a number of services split into 4 broad categories:

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

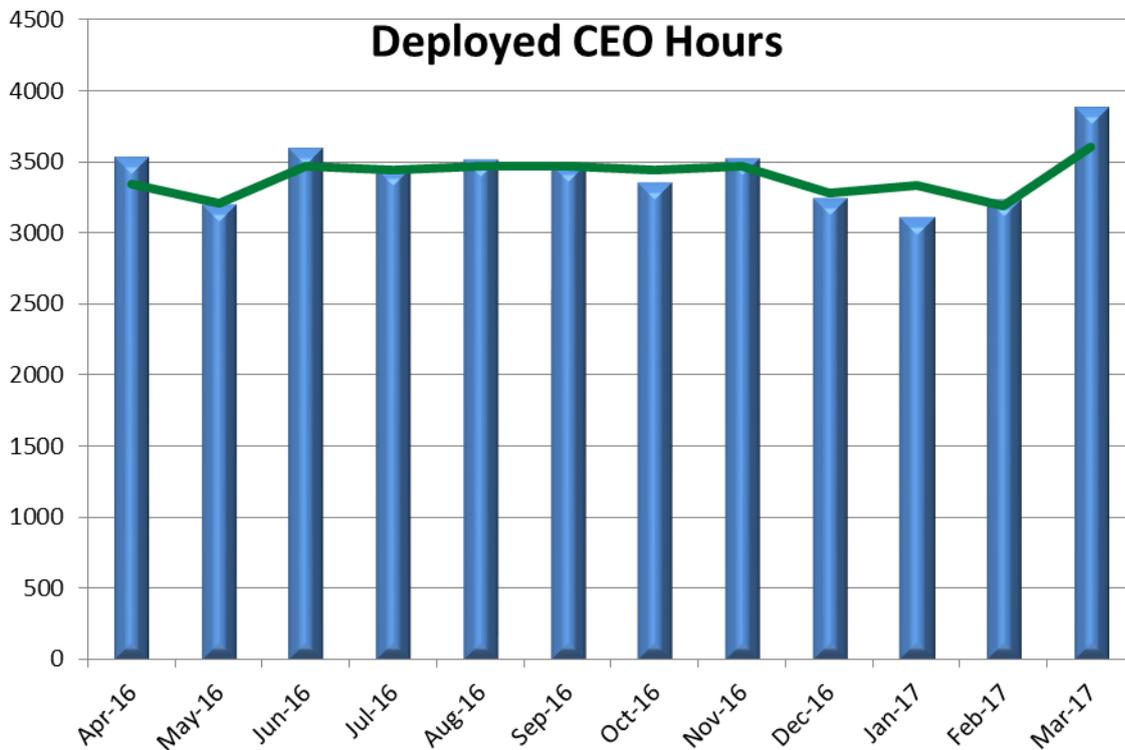
7.12. Responses to formal representations and appeals are authorised by Council staff and the contract is managed using a number of Key Performance Indicators (KPIs). There are 4 categories of KPIs:

- Effective Parking Enforcement;
- Good Quality, Motivated and Informed Civil Enforcement Officers;
- Issue of Good Quality PCNs; and
- Other Services (such as ICT, suspensions, signs and lines & complaints)

#### Effective Parking Enforcement

7.13. Civil Enforcement Officers (CEOs) deployment levels remained fairly consistent throughout the year. The shortfall in hours during October 2016 was a result of the death of a CEO which had an impact of the team. The Council agreed these hours could be made up in March 2017. From May 2016 the target hours were increased

and the target was missed slightly while the Deployment Plan was adjusted to accommodate the increase. December 2016 and January 2017 fell short of the target due to a combination of sickness and annual leave.



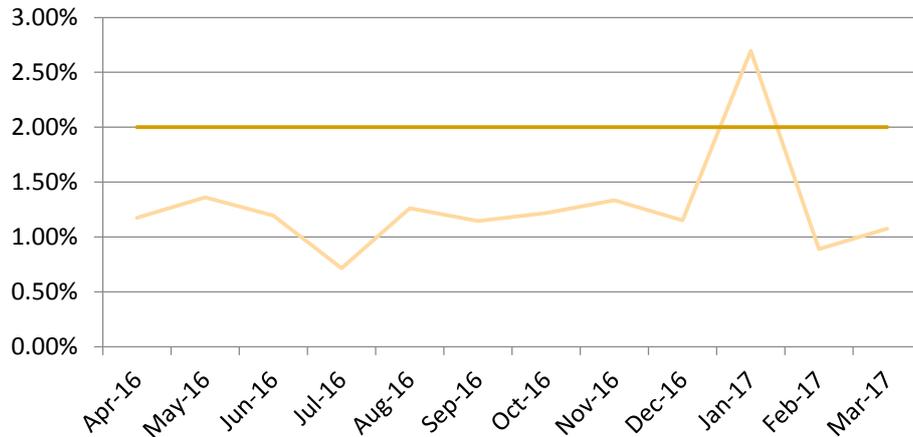
#### Good Quality, Motivated and Informed Civil Enforcement Officers

7.14. Staff retention is key to a stable service especially if 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%. In 2016/17 the service provider is showing an annual staff turnover of 8%.

#### Issue of Good Quality PCNs

7.15. To ensure quality is maintained throughout contract delivery, the performance target is to maintain the CEO error rate below 2%. Performance against this KPI generally remains excellent. However, the target was missed in January 2017 due to CCTV camera issues experienced following repairs. See graph below.

## CEO Cancellations



### Notice Processing

7.16. The issue and challenge of a PCN follows a statutory process that allows the right of appeal to the independent London Tribunals – Environment and Traffic Adjudicators.

7.17. The table below shows the annual appeal results as reported by the Parking & Traffic Appeals Service (PATAS). The performance has remained consistent and despite an increase in PCNs the actual number of appeals have fallen.

Appeals	2015/16	2016/17
<b>Total</b>	573	385
<b>Upheld</b>	135	116
<b>Rejected</b>	293	247
<b>DNC</b>	32	31
<b>Success (%)</b>	63.70%	62.69%

7.18. Complaints against service delivery (not the issue of PCNs which follows the statutory process mentioned above) are managed via the Council’s complaints procedure.

Complaints	2015/16	2016/17
<b>Total</b>	109	98
<b>Overdue</b>	5	14

### Service Development

In 2017/18 the Council is planning to introduce the following:

- New online system for appealing PCNs
- Pay and Display machine upgrade to accept £1 coins
- Collection of foreign parking debt
- Replacing current paper and plastic PCN wallets with a more cost effective alternative
- Identify further options for savings and efficiencies such as back office systems and new technology

## 8. Financial Performance

- 8.1. This section of the report sets out information relating to parking finances.
- 8.2. Parking charges are fixed in accordance with the requirements of the Road Traffic Regulation Act 1984 and there have been no changes since the last Annual Parking Report was published. In addition the cost of Parking Permits and Suspensions has also not changed since last year's report.
- 8.3. Section 8.5 shows the final outturn for the year 2016/17 and summarises the performance against budget on 2016/17 relating to the direct management of both off-street and on street parking services.
- 8.4. Section 8.9 also sets out the Council's Parking Control Account for 2016/17. 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 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.

### Direct Parking Management

- 8.5. In 2016/17, the Council collected £7.90m income in respect of parking services, compared to a budget of £7.37m. The income received can be broken down as follows:

<b>Parking services income collected in 2016/17</b>		
	<b>£000s</b>	<b>%</b>
Parking Fines	3,490	44
Pay & display Income	2,162	28
Permit Income	1,976	25
Advertising & Other income	272	3
<b>Total Income 2015/6</b>	<b>7,900</b>	<b>100</b>

<b>Direct parking management expenditure</b>	
	<b>£000s</b>
Enforcement contract costs	1,783
Management and admin costs	337
Car park utilities, rates, repairs and maintenance	232
Legal fees	140
Provision for bad debts	0
<b>Total expenditure 2016/17</b>	<b>2,492</b>

### Parking Control Account 2016/17

- 8.6. 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.

- 8.7. 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.
- 8.8. 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.
- 8.9. The Council's Parking Control Account for 2016/17 is summarised below:

<b>Borough Parking Control Account 2016/17</b>		
	<b>£000s</b>	<b>%</b>
<b>On-street Parking income</b>		
Pay and Display	1,005	20
Permits	928	18
Fines	3,141	62
<b>Total Income</b>	<b>5,074</b>	<b>100</b>
<b>On-Street Parking expenditure</b>		
Enforcement contract costs	1,605	55
Management, admin and overheads	788	27
Running costs	335	12
Capital investment	184	6
<b>Total Expenditure</b>	<b>2,912</b>	<b>100</b>
<b>Funds available for supporting highways and transportation</b>	<b>2,162</b>	

## **9. Parking Policy Review**

- 9.1. The Council's Parking Policy, published in 2014, is due for review.
- 9.2. Following a comprehensive review in 2012/13 it is proposed that the scope of the review is focused on refinement and minor amendments based on feedback collected since the publication of the policy. Therefore the scope will be limited to reviewing the following sections within the Parking Policy:

- Parking in the borough (On and off street parking)
- Controlled Parking Zones
- Permits and Concessions
- Paying for your parking (Payment arrangements)
- Disabled Parking
- Parking Restrictions
- Policy review, programmes and annual report

9.3. The review will be carried out in 2018.

## **10. Financial implications**

10.1. 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.

10.2. Details of the Council's financial performance in terms of the parking service are set out in section 15 and comply with both the Road Traffic Regulation Act, 1984 and the Department for Communities and Local Government Transparency Code 2014.

## **11. Legal Implications**

11.1. 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.

11.2. 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.

11.3. 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;

(b) 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.

- 11.4. 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).
- 11.5. 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.
- 11.6. 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.
- 11.7. 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.
- 11.8. 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.
- 11.9. 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.

11.10. 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.

11.11. 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.

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

11.13. 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.

11.14. 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.

## **12. Crime and Disorder Implications**

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

## **13. Equalities Implications**

13.1. 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.

13.2. 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; and
- transparent criteria and application process for new disabled parking bays, and a programme of review to manage and fund these requests.

- 13.3. 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.
- 13.4. 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.
- 13.5. 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.

#### **14. Environmental Implications**

- 14.1. There are no direct implications arising from this report, but the policy review will into account the Council's broader ambitions for environmental sustainability such as air quality. 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.

#### **15. Conclusion**

- 15.1. This report provides an update on the London Borough of Lewisham's Parking activities for 2016/17.
- 15.2. Overall the combination of Parking Policy, Parking Enforcement contract and CPZ Programme are performing well in meeting the challenges of parking across the Borough.