



PARKING ANNUAL REPORT

2018-2019

London Borough of Brent

Brent Civic Centre, Engineers Way, Wembley HA90FJ

Foreword

It is my pleasure to welcome you to the 2018-2019 edition of the London Borough of Brent's Parking Annual Report. The report provides an overview of parking management, and parking and traffic enforcement, in Brent. It recognises the improvements we have made in our services, and highlights the effect both our parking policies and enforcement activity have had in achieving high levels of parking and traffic compliance.

We aim to make Brent a safer borough in which to drive, improve motoring standards, reduce traffic congestion, and contribute to reducing carbon emissions and improving air quality. Over the past year we continue to see a decline in the number of PCNs issued for moving traffic contraventions. This demonstrates that compliance with traffic rules has greatly improved at many key locations, and that we are working towards our aim of making Brent a safer borough to drive in.

Promoting sustainable modes of travel and improving air quality is of high concern to our residents. We will be introducing new measures in the coming years to tackle pollution as part of a wider effort across London, as well as continuing to work across the Council to tackle the climate change emergency in a concerted effort.

Polluting vehicles contribute to around half of the air pollution in London. In the summer of 2018, we consulted residents on the introduction of a diesel surcharge. A surcharge of £50 was introduced on all diesel vehicle permits in June 2019.

Additional developments and enhancements are also being made across the service to improve the customer experience. In November 2018, the parking pages on the Council's website were reviewed, resulting in an improvement in the quality of information available and the way in which customers can access our products and services.

As in previous years, this report explains how surplus parking revenue was allocated to meet our wider transport objectives, in particular the provision of the Freedom Pass to older residents and disabled residents.

Thank you for taking the time to read the report. I hope you find it both interesting and informative.



Councillor Krupa Sheth,
Lead Member, Environment

Overview

Introduction

Brent Council is committed to providing a high quality parking service and a fair, easy, consistent and transparent approach to parking management and traffic enforcement.

The purpose of the Annual Report is to explain the aims and objectives of the Council's Parking service. The Report includes information on what we enforce and the effects of our policies. The Report's statistical analysis includes: information on the number of parking and traffic related Penalty Charge Notices (PCNs) issued for the period 01 April 2018 to 31 March 2019; the income and expenditure recorded in our Parking Account; and how the surplus on this account has been spent.

The Report also meets a key requirement set out in the 2015 Statutory Guidance, issued under the Traffic Management Act 2004. This requires local authorities to produce and publish an annual report on parking enforcement activities.

Why Manage Parking?

Excellent parking management is an important tool that contributes towards achieving the Council's wider transport, economic and planning policy objectives. Well thought-out parking policies and effective enforcement can influence travel patterns, sustain the local economy, balance competing demands for road space, relieve congestion and contribute to sustainable outcomes.

Conversely, parking which is not properly regulated can exacerbate congestion on the road network, reduce the reliability of public transport, impact adversely on the local economy and create road safety problems. Parking services are highly visible to residents, local businesses and visitors. In particular, enforcement needs to be seen as fair, effective and proportionate in order to retain public confidence.

Brent Context

The London Borough of Brent is an outer London borough, covering an area of almost 17 square miles. It is bordered by the London Boroughs of Barnet to the north-east, Harrow to the north-west and Ealing to the south-west. It has short boundaries with the central London Boroughs of Camden, Westminster, Hammersmith and Fulham, and Kensington and Chelsea, in the south-east.

In recent years, the Borough has seen several major town centre developments. In particular, the area around Wembley Stadium has been transformed, with the building of new homes, leisure facilities, retail space and restaurants.

As these areas continue to grow and attract new residents, they will inevitably lead to increased demand for movement to, from and within the borough. While the availability, frequency and reliability of public transport - and the existence of high quality facilities for walking and cycling - will influence the way people travel, there will nevertheless be an unavoidable impact on traffic and parking.

Demand for parking in the London Borough of Brent is high, as it is across London. The Council seeks to manage this demand through the use of parking controls and traffic regulations. These aim to: improve road safety, the local environment and the quality and accessibility of public transport; ensure that traffic is able to flow through the borough freely; ensure parking in town centres is convenient, safe and secure, including appropriate provision for motorcycles and deliveries; meet the needs of people with disabilities, ensuring that the public highway can be used by all; and ensure that available parking space is shared fairly through regulation and pricing

These aims sit alongside wider Council objectives which include sustainability; the promotion of alternative modes of transport such as walking, cycling and the use of public transport; reducing carbon emissions; and improving air quality.

Brent Council's Parking Service

Brent's parking team consists of 24 officers, and is committed to delivering the high-quality service Brent's residents, businesses and visitors expect. The team continually seeks to improve the service and the credibility of parking and traffic enforcement.

The parking team is responsible for:

- Parking policy and overall management
- Management of the parking contracts including: parking enforcement, notice processing, permit administration, cashless parking and bailiff operations
- Management of car parks and on-street parking infrastructure
- Managing the parking and traffic appeals and representations process
- Handling parking-related enquiries, complaints and Freedom of Information requests.

In October 2018 the service created two new posts: a Quality Assurance Officer to improve the quality of decisions on appeals and representations; and an Environment and Traffic Adjudicators (ETA) Liaison Officer to improve the Council's input to ETA appeal tribunals.

During the past year the team has continued to display a positive commitment to implementing changes that have improved the service. This was recognised in January when Brent's Parking service was the only London borough shortlisted as a finalist for Parking Team of the Year at the British Parking Association's prestigious 2019 Awards.

The Parking Contract

In Brent, Serco manages the provision of parking services. This includes: Civil Enforcement Officers (CEOs); CCTV enforcement; Pay & Display machine maintenance; vehicle removal operations and the car pound; and cashless parking & electronic payments. Serco also has the responsibility for notice processing services, including the provision of scanning, indexing, software systems and permit administration.

Serco was appointed as the council's parking management and enforcement contractor in July 2013 for a period of five years with an option to extend. The Council agreed to award Serco a contract extension from July 2018 until March 2023.

The extended contract has facilitated the provision of new vehicles and equipment, new computer hardware and software systems, more efficient working methods, and enhancements to the customer experience.

Most notably, the contract extension was agreed with a commitment from the Council and Serco to increase the salaries of all staff employed on the contract to at least the level of the London Living Wage. This commitment has already had an impact, supporting recruitment & retention, and providing better and more rewarding jobs for local people.

Policy Impacts

Climate Emergency

In April 2017 the service successfully implemented a change to simplify the emissions based banding scheme for resident permits. The council's emissions-based resident permit scheme previously had 7 categories of vehicle, linked to official data on engine carbon emissions. It was considered that the high number of categories provided insufficient clarity in guiding motorists to choose vehicles which emit a lower level of carbon. Following consultation with parking account holders, the 7 bands were reduced to 3: Low (110 gCO₂/km or less); Standard (111-200 gCO₂/km); and High (>200 gCO₂/km).

From 2017/18 to 2018/19 there was a 16% reduction in the number of High emission permits sold, from 3,144 down to 2,629. The clear policy decision has made an impact, and has resulted in 500 less high carbon emission vehicles on the streets in our CPZs.

Air Quality

The Council is committed to supporting the Mayor of London's Environmental Strategy, which aims for London to have the best air quality of any major world city by 2050. We are seeking to play our part in reducing pollution levels. The Council has an agreed Air Quality Action Plan to reduce air pollution from all sources, including transport. In this context, the Service is looking to put policies in place that incentivise more sustainable transport options and the use of less polluting vehicles.

The parking service launched a borough-wide consultation on this, and other proposed changes during the summer of 2018. Over 30,000 parking account holders and various stakeholders were directly consulted with supporting communication to receive borough-wide coverage of the proposals. In January 2019 the Council's Cabinet considered the issue of a proposed diesel surcharge in depth, reviewing the evidence on the environmental and health impacts of pollutants emitted by diesel vehicles. Cabinet agreed that a surcharge scheme should be introduced, to persuade vehicle owners in Controlled Parking Zones to consider a switch to less-polluting vehicles; informed by the Council's agreed Air Quality Action Plan.

Parking Enforcement Overview

The Council enforces parking and traffic regulations through its contractor, Serco, using a combination of Civil Enforcement Officers (CEOs) who patrol the streets and the use of CCTV camera technology. CEOs also use mopeds and cars which enable rapid deployed to attend to urgent enforcement issues.

Illegally parked vehicles and moving traffic contraventions create problems for all road users. We enforce regulations by issuing Penalty Charge Notices (PCNs) with the aim of improving motorists' compliance.

What we enforce

As well as managing and enforcing Controlled Parking Zones (CPZs), local parking schemes and pay and display parking, the Council also enforces other traffic and parking. This includes:

School Keep Clear Enforcement

School Keep Clear markings (yellow zig-zag lines outside of school entrances) are monitored by the Council using a combination of CEOs, mobile CCTV enforcement vehicles and re-mountable CCTV cameras. Our aim is to maintain and improve road safety outside schools. In 2018-19 over 200 enforcement hours were deployed patrolling outside schools each month during the peak drop-off and pick-up times.

Yellow Line Enforcement

The majority of yellow-line waiting restrictions in Brent are on strategic and distributor roads, and have been introduced to promote safety, assist buses and aid effective movement of traffic.

Red-line waiting restrictions on the Transport for London Road Network (TLRN) are the responsibility of Transport for London (TfL), but aim to meet similar objectives on London's busiest roads.

Single yellow lines are located on parts of the highway where there would be a safety hazard if parking was permitted, especially when there is high volume of traffic. Parking is therefore prohibited at certain times of day. Several restrictions are enforced from 8.00 or 8.30am to 6.30pm, and these times are displayed on signs.

Double yellow lines indicate a 24-hour parking prohibition. All double yellow lines within Brent operate seven days a week, including bank holidays. It is no longer a requirement for signs to accompany double yellow restrictions.

27,211 PCN's were issued to vehicles parked illegally on yellow lines in 2018-19.

Footway Enforcement

CEOs take enforcement action where motorists inconsiderately park on the footway. This causes particular problems for visually impaired people, wheelchair users, and people with prams or buggies. If the footway is not reinforced to permit parking, then the paving is likely to crack and cause a trip hazard for all pedestrians.

9,845 PCN's were issued to vehicles parked illegally on the footway in 2018-19.

There are some footways where parking is permitted on residential streets which are too narrow for parking fully on the road. In such cases, footway parking may be permitted either fully (four wheels) or partially (two wheels) on the pavement. Where parking is permitted on a permanent basis, bay markings and signage is installed.

Bus Lanes

Bus lane and bus stop parking are enforced through the use of CCTV cameras. As the Council encourages more sustainable forms of transport, this plays an important role in ensuring the free movement of buses along the borough's road network in order to secure faster journey times for bus users, and reduce potential traffic accidents.

Moving Traffic Contraventions.

Blocking yellow box junctions, making prohibited turns, ignoring no-entry signs, illegal U turns, and driving the wrong way in a one-way road, are all examples of moving traffic violations actively enforced by CCTV. Such restrictions are in place to ease congestion on the borough's roads, and improve road safety.

Yellow box junctions are highly visible to motorists and have crossed diagonal lines painted on the road. Motorists must not enter the box until the lane ahead is clear, this includes turning left over a yellow box junction. However, you may enter the box and wait when you want to turn right, and are only stopped from doing so by oncoming traffic, or by other vehicles waiting to turn right.

Enforcement Statistics

Civil Enforcement Officers (CEOs)

CEOs have the power to issue Penalty Charge Notices (PCNs) to vehicles parked in contravention of restrictions. Penalties are set between £30 and £130, depending on the severity of the alleged contravention.

A PCN may be issued at the scene by being fixed to the vehicle windscreen, or handed to the person appearing to be in charge of it, or issued by post in the following cases: enforcement is by camera; or the CEO was prevented by someone from serving it at the scene; or the CEO had begun to prepare a PCN but the vehicle was driven away before it was finished and issued.

CEOs issued 115,579 PCNs in 2018-19; an increase of 5.7% compared to the same period last year. This has been facilitated by recruitment and retention of skilled staff, supported by payment of the London Living Wage, and better management of deployment to focus on areas of higher contraventions, supported by feedback and requests from local residents and businesses.

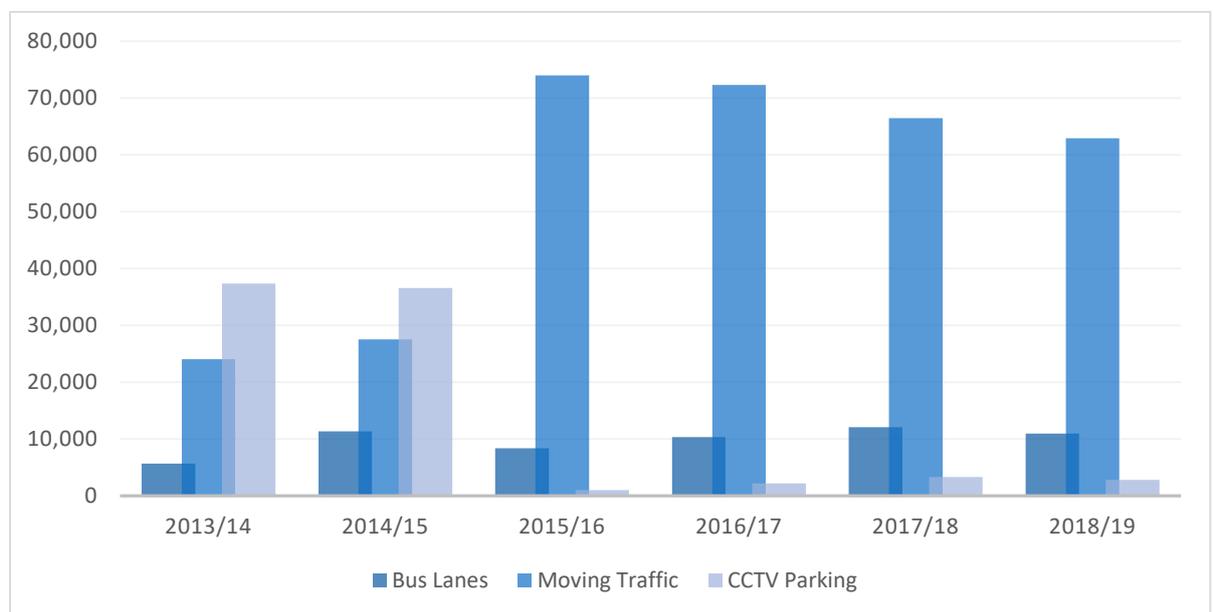
Closed-Circuit Television (CCTV) Enforcement

CCTV is used to enforce bus lane and moving traffic restrictions, and parking restrictions at bus stops and on School Keep Clear zig zag markings. Camera enforcement signs are displayed to alert motorists to active CCTV enforcement and to encourage compliance with local restrictions.

Number of Penalty Charge Notices issued by CEOs for Parking Offences:



Number of Penalty Charge Notices issued by CCTV



PCN Issuance by Contravention		2018/2019
Bus Lane		10,968
CCTV Parking		2,773
Moving Traffic		62,890

The issuance of PCNs for moving traffic contraventions continues to decrease with 62,890 PCNs issued in 2018-19. This reflects continuing improvements in compliance by motorists. The majority of cameras installed have quickly had a major impact on motoring standards, reducing traffic congestion and improving road safety.

Additional sites for potential camera enforcement were identified following a survey. This will lead to the installation of further unattended camera systems in 2019 to provide consistent and reliable enforcement at key locations where traffic congestion and safety continues to be of concern.

The Deregulation Act 2015 has prevented CCTV-captured PCNs for a wide range of parking contraventions. The ban has limited the council's ability to address a range of specific parking problems where CEOs face particular challenges in ensuring compliance. The following types of restrictions are now impossible to enforce using CCTV: Yellow Lines; loading bays, double parking and footway parking.

Mobile Enforcement

Serco deploys a number of CEOs on mopeds and cars, which enables more effective enforcement across the borough. Officers can be rapidly deployed to attend to urgent issues such as obstruction of residential driveways.

Vehicle Removals and the Car Pound

The Council's contractor, Serco, can remove vehicles parked in contravention. The service also relocates vehicles that remain parked in a section of road that has been temporarily suspended and which therefore obstruct highway resurfacing or maintenance works. A total of 336 vehicles were relocated in 2018-19.

In 2018-19 a total of 1,955 vehicles parked in contravention were impounded. This is comparable to the 1,932 impounded in 2017-18, demonstrating a continued focus on the removal of vehicles for serious parking contraventions.

All vehicles that have been removed within Brent are taken to the Brent Car Pound which is located at: Unit 20-22, Whitby Avenue, Park Royal, NW10 7SF.

2018-19 Vehicle Removals:

Brent Car Pound	2014/15	2015/16	2016/17	2017/18	2018/19
Vehicles Removed	1,991	1,969	2,163	1,932	1,955
Vehicles Released	1,878	1,835	1,986	1,715	1,800
Average Release Rate*	94%	93%	90%	89%	95%

**A proportion of the vehicles not released include those of interest to the police or with a cloned registration. A total of 149 vehicles were disposed of.*

PCN Appeals and Representations

The Council seeks to provide a transparent and fair parking enforcement service. Motorists who feel that they have been unfairly issued with a Penalty Charge Notice may contest the charge. All representations must be made in writing.

The Council has a dedicated and qualified specialist team who consider each case based upon its own merits. All formal correspondence is handled within the statutory time periods allowed for response.

The council's web-based service allows customers to view specific details about PCNs they have received, submit a challenge or representation, monitor the progress of the representation, view photos of the incident, and make payments. This provides access to sufficient information to enable motorists to make an informed decision about whether or not to appeal the PCN.

Should a motorist remain unhappy with our final decision, they may make an appeal to the independent appeals service, the Environment and Traffic Adjudicators, who will make an impartial decision based upon the merits of the case in question.

Environment and Traffic Adjudicators Data

The figures published by the Environment and Traffic Adjudicators (ETA) for 2018-19 represent an improvement in the council's record at independent appeal tribunals.

Independent Appeals	2015/16	2016/17	2017/18	2018/19
Total PCNs issued by LB Brent	182,496	187,840	190,737	192,210
Total PCN appeals heard by PATAS/ETA	1,168	1,331	1,170	812
% of PCNs issued heard by PATAS/ETA	0.64%	0.71%	0.61%	0.42%
No. of appeals allowed or not contested	632	785	721	472
Of which, number of appeals not contested	296	337	462	292
% of appeals allowed or not contested	54%	59%	62%	58%
% of PCNs issued, which were heard by ETA/PATAS and either allowed or not contested	0.35%	0.41%	0.38%	0.25%

Of the 192,210 PCNs issued, 812 cases were referred to ETA. A total of 472 appeals were allowed or not contested, a significant decrease in the number of appeals that were upheld by ETA compared to the previous year.

The reduction in the number of appeals referred to ETA demonstrates increasing motorist confidence in the quality of appeal decisions made by the Council's own Notice Processing team. In addition, the reduction in the number of appeals upheld by ETA demonstrates the impact that our new post of ETA Liaison Officer is having.

During 2019-20 we intend to continue to focus on reducing the proportion of appeals which are not contested. The Parking team is seeking to address issues of quality, and to ensure that independent appeals are provided with comprehensive evidence from the council. The council is now represented at specific tribunal hearings where key appeals are being heard.

London Tribunals Reports

The previous annual reports by the Chief Parking Adjudicator: 'Parking and Traffic Adjudicators' annual report' and appeal figures for all London Authorities: 'Parking and Traffic Appeal Statistics'; can be found on the London Tribunals website at:

<http://www.londontribunals.gov.uk/about/annual-reports-and-appeal-statistics>

Debt recovery

Of the 192,210 PCNs issued in 2018-2019, 66% have now been paid. The percentage of PCNs issued in 2018/19 which will be paid by March 2020 is expected to rise to at least 71%.

Resolution of a PCN can take anything up to three years, though the great majority are either paid or appealed within the first 12 months following the issuance of the PCN. A proportion of PCNs will not be collected. This includes all successful PCN appeals, some of which are not resolved until the independent tribunal stage.

In recent years there have been improvements in the quality of PCNs issued and in the collection of outstanding debt. This is due to a better standard of evidence collected to support PCNs, improvements in PCN processing, and a closer relationship with the council's Civil Enforcement Agents (bailiffs) following the appointment of a dedicated Debt Recovery Officer.

Parking Services

Parking Provision

Over the years, the Council has introduced a number of measures to manage the high demand for kerbside parking space. Parking in most of the south-eastern part of the borough, and Wembley town centre, is managed through Controlled Parking Zones. Some other parts of the borough also have residential parking controls; these typically cover areas near high street locations and/or tube and railway stations (where there may be a demand for parking from commuters).

The Council manages 40 Controlled Parking Zones (CPZs) across the borough, serving 56,000 households with over 33,000 on-street parking spaces. Specific times of operation vary but the majority are in operation throughout the day, from Monday to either Friday or Saturday. Current shopping and business opening hours mean that in some areas there can be similar, and sometimes higher levels of parking on Sundays and Bank Holidays than on normal weekdays or Saturdays. For this reason, parking controls apply on Sundays in a small number of locations.

Information on parking restrictions, the Wembley event day zone, a full size map of Brent's Controlled Parking Zones, and a post code search facility to determine whether or not you are located within a controlled parking zone, are all available on the council's parking pages: www.brent.gov.uk/parking.

Resident Permits

Resident permits are available to all residents who live in CPZs. Resident permit options are available for 24-month, 12-month, 6-month or 3-month periods. Permits are priced according to the vehicle's carbon emission levels and the number of permits issued to each household, up to a maximum of three. All resident permits now issued in CPZs are virtual.

Permits Issued	2015/16	2016/17	2017/18	2018/19
Resident Permits	31,132	31,098	33,450	34,300

Visitor Parking

Residents are able to purchase a single visitor household parking permit, which is non-vehicle specific, to be displayed in a visitor's vehicle's windscreen. Residents can also purchase visitor parking credits which are virtual and can be purchased either via telephone, by SMS, or online.

Visitor parking charges in all Controlled Parking Zones (CPZs) are available in three increments of: a £1.50 charge for up to 2 hours, a £3 charge for up to 4 hours, and a £4.50 charge for 'all-day' of stays over 4 hours.

Permits Issued	2015/16	2016/17	2017/18	2018/19
Visitor Parking Credits	451,000	420,000	272,000	257,000
Visitor Household Permits	3,921	3,845	3,481	3,474

Households not located in a CPZ, but which fall within the Wembley Event Day Protective Parking Scheme, are able to purchase Event Day Visitor permits. A total of 8,546 Event Day Resident, Business, Visitor and Place of Worship permits were issued in 2018/19.

Business Permits

Business permits are available to businesses that have premises within a CPZ. Permits are priced at a flat rate. Business are permitted to purchase up to three permits, with an option to purchase an annual, 6 month or 3-month permit. Schools also have the option to purchase up to three business permits.

Business permit volumes for 2018-19 include school staff permits and permits issued for the Business-only CPZ in the Lower Place Industrial Estate.

Permits Issued	2015/16	2016/17	2017/18	2018/19
Business Permits	589	691	788	718

Other Permits

The council offers a number of other permits. These include permits for disabled persons, Doctors, Places of Worship, temporary, courtesy, replacement and special permits, with 600 issued in 2018-19. There is also an Essential Users Permit; this scheme enables staff working for accredited public sector and charitable organisations to park a vehicle in a CPZ whilst carrying out official duties.

2018-19 total revenue from all permit issuance was £4.03m.

Suspensions and Dispensations

Parking bay suspensions and dispensations are available for a fee. These facilitate large deliveries to residential properties, allowing residents to move home with as little inconvenience as possible. Suspensions are also arranged for a fee to allow for road or utility works to take place on the highway or during construction works.

The Council will also consider special requests made by residents, places of worship or funeral directors, regarding parking arrangements for funerals or weddings. There is a limit to the permitted number of vehicles allowed but no charge is made.

The temporary suspension of a parking bay reserves a specific bay or bays for use on a specified day, or part of a day, by a specified vehicle. If granted, the council will post notices in advance alerting motorists of when the bays will be suspended.

A dispensation temporarily allows parking in a location that is ordinarily not possible, for a maximum dispensation of four hours in every 24-hour period. These include dispensations on Single or Double Yellow lines for a maximum period of 4 hours. If granted, the council will issue a permit that must be displayed in the windscreen on the authorised vehicle.

Details of the fees and how to apply for a parking suspension or dispensation are available online.

Revenue from parking suspensions and dispensations in 2018-19 was £1.33m



On-Street Parking

The council provides on-street pay and display parking bays to facilitate parking for visitors to town centres and other destinations, helping to support economic activity in the borough.

Pay and display machines are located across the borough near shops and businesses, allowing residents and visitors to park during operational hours. The general principle underpinning on-street pay and display parking is to provide a quick turn-over of spaces, allowing easy access for motorists who wish to make short visits to shop or conduct business; and therefore park near to their destination.

Pricing policy seeks to ensure that there is a regular turnover of parking spaces. Pay and Display bay charges were set in 2013. Motorists pay a uniform set of charges across the borough; 20p for up to 15 minutes; and then £1 for 30 minutes, £2 for one hour, £4 for 2 hours, £6 for 3 hours, and £8 for 4 hours.

2018-19 revenue from on-street parking was £4.5m, compared to £4.4m in 2017-18.

The Council has a number of pay and display locations throughout the Borough. As demand for paying by mobile phone increases, and payments by cash decrease, some areas no longer require as many pay and display machines.

The service identified and removed a total of 136 under-used machines in 2018/19. 550 machines remain in use with some older machines being replaced in 2019.

A planned maintenance programme of the pay and display machines ensures the machines are regularly checked and cleaned. There are occasions when faults develop. In 2018-19 we responded to 99.31% of machine faults within our 24hr response time, measured under the KPI Fault Response Score.

Paying to park by mobile phone and smart devices



The option to pay for parking sessions using mobile technology and a debit/credit card has been available in Brent since 2009. The service is provided by a specialist company, RingGo, and is available in all of the council's car parks and on-street pay and display bays.

Parking via RingGo in Brent is 50p cheaper than making a cash payment, reflecting savings passed to motorists from the reduced cost of cash collections, ticket printing and machine maintenance. In addition, the option for text reminders when parking sessions are due to expire enables the motorist to extend parking time, wherever they are, by making a simple phone call or using the RingGo application on their device.

Demand for pay to park by mobile technology continues to grow strongly year on year. In 2018-19 this accounted for 71% of on-street parking space sales and 64% of our off-street sales, compared to 66% and 58% respectively in 2017-18.

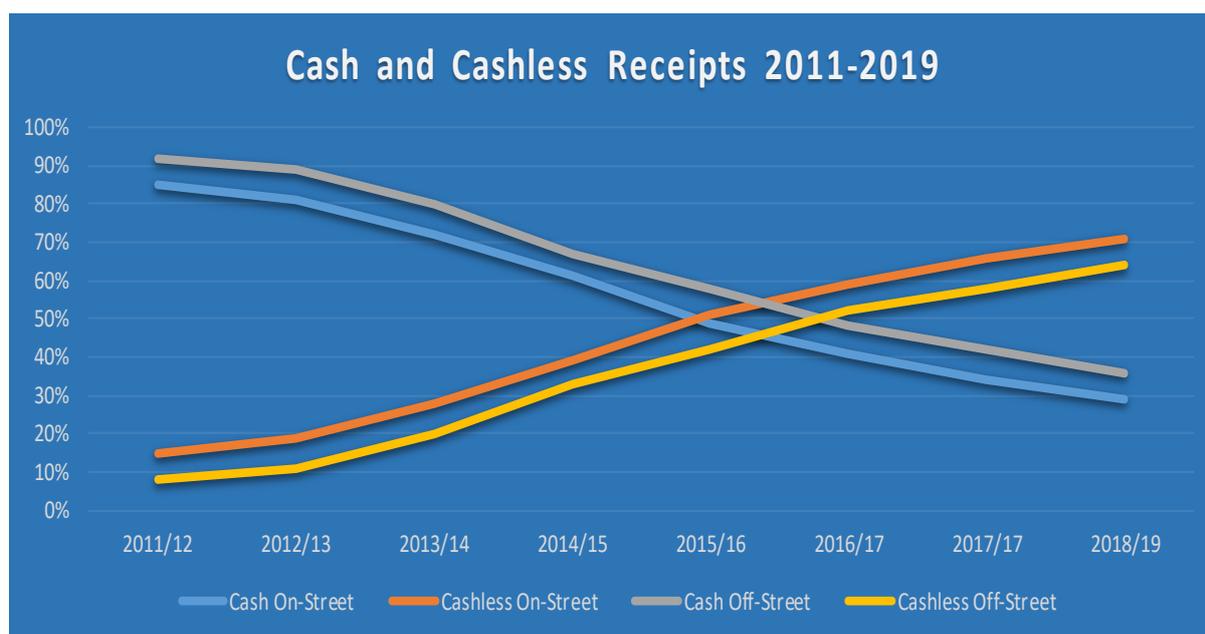
On-Street Sales (Pay & Display Machines)

On-Street	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
% revenue in cash	72%	61%	49%	41%	34%	29%
% revenue cashless	28%	39%	51%	59%	66%	71%

Off-Street Sales (Car Parks)

Off-Street	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
% revenue in cash	80%	67%	58%	48%	42%	36%
% revenue cashless	20%	33%	42%	52%	58%	64%

Chart showing the growth of cashless parking since 2011.



Off-Street Parking

The Council operates 10 public car parks across the borough. These car parks provide a combined total of 714 spaces. In March 2019, the Elm Road car park closed following the expiration of the lease. The Brent Civic Centre car park is operated independently.

The majority of car parks managed by the Parking service have secured the *Park Mark* Award. *Park Mark* aims to reduce crime and the fear of crime within parking facilities through the achievement of high standards in lighting, signage, cleanliness and surveillance.

In 2018-19, revenue from off-street parking was £544,000, compared to £542,000 the previous year.

Most of our car parks operate from Monday to Saturday with no charges made on Sunday. Preston Road and Disraeli Road car parks offer free parking for the first hour and Northwick Park offers free parking for the first three hours. The majority of the remaining car parks follow the same charging principles in which motorists pay a uniform set of charges across the borough; £1 for one hour, £3 for two hours, £4.50 for three hours and £7.50 all day.

Our car parks continue to offer a safe and reliable place to park. The introduction of season tickets; and the addition of pre-booked parking sessions on Wembley Event

days; encourages better use of the council's off-street parking provisions and assists in alleviating pressure for on-street parking spaces.

Off-street parking spaces

Car Park	Number of spaces							
	Car spaces	Disabled spaces	Business spaces	P2W spaces	Parent / child	Electric Charging	TOTAL spaces	
Barham Park	15	0	0	0	0	0	15	
Disraeli Road	74	0	0	0	0	0	74	✓
Kingsbury Road	25	4	15	4	0	0	48	✓
Lonsdale Avenue	33	0	0	0	0	0	33	✓
Neasden Town Centre	38	0	0	0	0	0	38	✓
Northwick Park	93	3	0	0	0	0	96	✓
Preston Road	155	3	0	0	4	2	164	✓
Salisbury Road	29	1	11	0	0	0	41	
St. Johns Road	67	3	0	6	0	2	78	✓
Wendover Road	25	0	0	0	0	2	27	
Total Spaces	554	14	26	10	4	6	614	

Wembley Event Day Parking

Between 8am and midnight, parking restrictions operate on Event days within the Wembley Stadium Event Day Protective Parking Scheme area. The best way to visit Wembley Stadium is to plan your journey by public transport. For those who wish to drive and park their vehicle, the council introduced pre-booked parking sessions on Wembley Event days in Lonsdale Road, Preston Road and Elm Road car parks.

Brent Car Park Season Tickets

Annual season tickets are available in three of our car parks: Preston Road, by Preston Road Tube Station (Metropolitan line); Northwick Park, close to South Kenton Station (Bakerloo and Overground) and Northwick Park Hospital; and Disraeli Road.

These car parks were selected for their close proximity to hospitals, businesses and/or tube stations, offering a safe and convenient place to park.

Financial Information

An important purpose of the Annual Report is to meet a key requirement set out in the 2015 Statutory Guidance issued under the Traffic Management Act 2004. This is to provide financial information relating to all aspects of parking enforcement operations including the number of PCNs issued, the number of PCNs paid, the income and expenditure related to the enforcement activities recorded in the Parking Account, and how the surplus on the Account has been, or will be spent.

Income and Expenditure Summary 2018-2019

	2016-2017		2017-2018		2018-2019	
	Expenditure (£000)	Income (£000)	Expenditure (£000)	Income (£000)	Expenditure (£000)	Income (£000)
Parking Administration	4,532*	-	2,576	-263	1,798	-249
Parking Projects	329	-	260	-	450	-
On-Street Parking	157	-4,174	247	-4,408	216	-4,530
Off-Street Car Parks	82	-447	99	-542	77	-544
Parking Enforcement ¹	2,515*	-15,039	4,992	-15,883	5,890	-15,913
London Bus Initiative	323	-	350	-	123	-
Total	7,937	-19,660	8,524	-21,096	8,554	-21,236
Net Surplus		-11,724		-12,572		-12,682

* Accounting changes took place in 2017/18 which altered the balance of expenditure between 'enforcement' and 'administration'. 2018/19 data is consistent with 2017/18.

¹Parking enforcement includes combined revenue from suspensions, dispensations, permits and PCNs.

Parking Account Surplus

The use of any surplus in the parking account is governed by Section 55 of the Road Traffic Regulation Act 1984. The legislation specifies how the surplus may be used. The Council has designated the surplus to meet the cost of public passenger transport services.

The whole £12,682m net surplus on the parking account in 2018-19 has been allocated to assist in meeting the cost of concessionary fares: The London 'Freedom Pass'.

	2016-17	2017-18	2018-19
<i>*Rounded to the nearest thousand.</i>	Transfer (£000*)	Transfer (£000*)	Transfer (£000*)
Concessionary Fares	11,724	12,572	12,682
Final Surplus	NIL	NIL	NIL

The surplus generated does not cover the full expenditure that the Council incurred on concessionary fares. The total cost to the council for offering this service to its residents in 2018-19 was £16,019m; the Parking Account surplus contributed over 79% towards this cost.

Customer care

Customer Satisfaction

Customer satisfaction is key to the delivery of parking services. With a growing move to online and self-service parking account management services, we continue to make enhancements to the online booking system and to online PCN representations. More information is now available on the Parking pages of the Council's website, about on-street and off-street parking provisions, products, services and general information, than was previously available. Careful care and attention has also been taken to ensure navigation around the site is simple and intuitive.

Customer Complaints

Complaints about Parking rose in 2018-19 with 193 stage 1 complaints registered, compared to 140 in 2017-18. This followed a decline in complaints over each of the previous four years. This increase was mainly to technical issues arising from the change in the enforcement software system during the summer of 2018. One issue resulted in duplicate letters being sent to motorists, prompting an increase in complaints during the period. These issues have now all been resolved.

Significantly, fewer complaints were received about the online permit and visitor parking system. Of the 193 complaints received, 189 were responded to within the Council's customer care deadline. 94% of complaints were also resolved at the first stage, investigated and resolved by the Parking service itself.

Customers who remain dissatisfied after their complaint has been considered by the Parking service can request a final review on behalf of the Council's Chief Executive. Complaints escalation rate to final review was 6%, lower than the Council-wide escalation rate.

Parking Complaints	2014/15	2015/16	2016/17	2017/18	2018/19
Complaints closed in year	205	164	146	140	193

Brent Council's customer care policy includes commitments to: acknowledge written enquires within five working days; respond to written enquiries within 10 working days; respond to all stage 1 complaints within 20 working days; and respond to all stage 2 complaints within 30 working days.

Customer Contact Centre

Brent's main contact centre, for services such as permits and parking suspensions, is administered through a combination of call operators and an interactive voice response (IVR) system. IVR is a technology that allows a computer to interact through the use of voice and tones input via the phone keypad allowing customers to be directed to the service they require. IVR provides access to products such as visitor vouchers 7 days a week, 24 hours a day, and helps achieve a reduction in call waiting times.

Call Handling (rounded monthly average)	2018/19
Average number of monthly calls for all services	11,000
Number of calls resolved using IVR	6,800
Number of calls resolved by agents	4,000
Number of call back requests or voice messages	60
Number of calls hung-up	80
Number of calls abandoned due to waits over 60 seconds	20

Call Centre Performance	2018/19
Average call wait time	00:34 seconds
Average call duration	04:48 minutes

The above information is provided as a guide to the average monthly volume of calls received to the contact centre, and gives an indication of the average performance measures.

Helpful Links

London Borough of Brent Website

www.brent.gov.uk

Brent Councils Parking Home Page

<https://www.brent.gov.uk/services-for-residents/parking/>

London Borough of Brent 2015 Parking Strategy

<https://www.brent.gov.uk/media/16403337/parking-strategy-2015.pdf>

London Borough of Brent Previous Year's Parking Annual Reports

<https://www.brent.gov.uk/your-council/transparency-in-brent/performance-and-spending/council-performance/parking-service-annual-report/>

London Councils Parking Services

<http://www.londoncouncils.gov.uk/services/parking-services>

The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/479849/final-statutory-guidance.pdf

List of Moving Traffic Contraventions and the associated traffic signs

<https://www.brent.gov.uk/media/239537/Highway%20Code%20list%20of%20enforceable%20moving%20traffic%20contraventions.pdf>

List of Footways where parking is permitted in Brent

<https://www.brent.gov.uk/services-for-residents/parking/footway-parking>

Updates to the London Borough of Brent website may result in some of the above links not directing you to the intended page. If you receive a message to say 'page not found', please visit www.brent.gov.uk and search the related topic or area of interest.



Brent