

Annual Parking Report

1st April 2017 – 31st March 2018



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Introduction

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

This report provides detailed information about our services and policies during the past financial year as well as future initiatives. I am sure it will once again prove to be an invaluable source of information and give readers a good understanding of the services we provide and why we provide them.

Our practices are in line with the Council's vision; 'Building a Better Bromley'. This is the framework that drives the council's work and how it is done through various objectives including; maintaining a quality environment, regeneration, vibrant thriving town centres, supporting children and young people, supporting independence and maintaining a safe and healthy Bromley.

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

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

Our award winning joint campaign with the London Borough of Bexley to protect the Blue Badge scheme for genuine users continues into 2018. Routine checks are carried out daily to ensure that badges are being used in accordance with the scheme rules. We also continue to raise awareness of the serious nature of misuse through on-street signs, distribution of information cards, regular news releases and website information.

Finally, to demonstrate how trends in parking have changed over the years, we have included statistics from previous years in addition to those for the last financial year.

Shared Parking Service
(Bromley and Bexley)
Civic Centre
Stockwell Close
Bromley
BR1 3UH

1. Background to Bromley and parking services

The Bromley Borough is situated in South East London - flanked by the London Boroughs of Croydon, Lewisham, Southwark, Lambeth, Greenwich and Bexley. Bromley also has borders with Tandridge (Surrey) and Sevenoaks (Kent). Geographically it is the largest of the London Boroughs and only nine miles from central London. Bromley is mainly of an urban character to the north and approximately half its area (mostly the south-east) is rural and green belt.

According to the 2011 Census of England and Wales, Bromley has a population of approximately 309,000 people living in 131,000 households. The Borough's major centres of population are Bromley, Orpington, Beckenham, Penge, West Wickham, Chislehurst, Petts Wood and Biggin Hill.

In October 1993, the London Borough of Bromley took over the control and enforcement of all on-street parking throughout the Borough from the Police. Enforcement is carried out under the Traffic Management Act 2004. Red routes marked by red lines are enforced by Transport for London and operate in urban areas, mainly on major bus and commuting routes.

The main controlled parking zone is located in Bromley town centre, spanning an area of 1.78 square miles and consisting of an inner and an outer zone. There are 257 streets that have an area within this zone. There are Restricted Parking Zones (RPZs) in Orpington High Street and Bromley North Village.

Bromley town centre is also home to The Glades Bromley; a large shopping centre that attracts thousands of visitors every day. Approximately 120,000 daily shoppers are drawn to the Borough's main shopping areas; Bromley, Orpington and Beckenham town centres with an average of approximately 58,000 shoppers visiting Bromley every day. The daily averages for Orpington (29,000) and Beckenham (33,000) are based on Saturday counts. Bromley South Station also attracts thousands of daily commuters, so demand for parking space is always high.

With so many cars and pedestrians on Bromley's roads, effective traffic and parking enforcement is vital. Penalty Charge Notices (PCNs) are issued on our behalf (as the enforcement authority) by our parking contractor; APCOA Parking (UK) Limited. In order to enforce parking regulations effectively, approximately 19 Civil Enforcement Officers (CEOs) patrol the Borough daily. The use of hand-held computer terminals and body-worn video (BWV) devices now play an important part in the parking enforcement process. The role of our CEOs is outlined in greater detail within this report.

Closed circuit television (CCTV) has been used to enforce bus lane contraventions in Bromley since 2003. There are thirteen bus lanes within the Borough where the Council uses CCTV to issue PCNs to motorists who contravene regulations. Enforcing bus lanes helps to prevent traffic hazards and delays caused by unauthorised vehicles and protect the safety of pedestrians.

1.1 Parking provision

We provide public parking facilities to support town centres and assist with traffic management. The Council is responsible for parking enforcement of both on-street facilities (typically those located by the kerbside) and off-street (within our car parks).

There are approximately 4,000 off-street spaces within our 32 surface car parks and 3 multi-storey car parks and more than 2,500 on-street paid for parking bays (pay and display/pay by phone) around the Borough. Designated bays for electric vehicle charging are available at several on and off-street locations.

Currently a total of approximately 240 pay and display machines are located in various roads and surface car parks throughout the Borough. These have been provided by the company Parkeon and are solar powered, meaning they do not need an electrical source to operate.

Payment for most on-street facilities and surface car parks can be made with coins (5p, 10p, 20p, 50p, £1 and £2) or by mobile phone (cashless parking). There are also a small number of on-street mobile phone only parking locations.

'Pay on foot' is the term given to a payment system which allows the motorist to take a ticket at the entrance to a car park, pay for parking at a pay station within the car park and then use the same ticket to exit the car park. This is the system operated in our two multi-storey car parks (MSCPs) in Bromley Town Centre; namely the Civic Centre and The Hill. The machines in these car parks have been provided by the company Parkare Limited. Payment can be made by credit/debit card or coins (5p, 10p, 20p, 50p, £1 and £2 or by £5, £10 and £20 currency notes).

Value cards which provide customers with a percentage of extra free parking time are available for use in both the Civic Centre and The Hill MSCPs. Discounts are also available through the purchase of car park season tickets which are available for a number of our car parks.

Further details about our on and off-street parking facilities are available on our website: www.bromley.gov.uk/parking.

1.2 Parking strategy

The Council's Parking Strategy aims to reduce congestion on the road and public transport networks, improve safety for road users and provide affordable parking spaces in appropriate locations to promote and enhance the local economy. The structured use of car parking controls is essential in helping to balance competing demands for road space, restraining non-essential traffic, and encouraging a shift towards more sustainable modes of travel.

Our current Parking Strategy is available on our website at: www.bromley.gov.uk/parking

1.3 On and off-street parking

On-street parking offers a high turnover of spaces generally for shorter stays, close to specific destinations. Off-street parking offers longer stays than it is usually possible to offer on-street and provides capacity which is not available at the kerbside. Further details about our on and off-street parking locations are available on our website: www.bromley.gov.uk/parking

1.4 Paying to park by mobile phone

Mobile phone technology to pay for parking time using a debit/credit card is available in all Council operated pay and display parking areas, including on-street pay and display bays and car parks (with the exception of the multi-storey car parks in Bromley Town Centre). We currently work alongside a specialist company; RingGo, to provide this service.

The main benefits; coins are no longer needed to pay for parking and motorists can extend their parking time, wherever they are, by making a simple phone call or using the RingGo app on their mobile phone or tablet.

A link to the RingGo back office allows us to make checks against specific vehicle registrations for payments made which assists us in dealing with appeals against PCNs.

Mobile phone parking usage continues to grow with an average of 77,084 users per month for 2017/18, (an increase from 53,619 per month in 2016/17). In total, the number of transactions made through the RingGo solution in 2017/18 was 925,010 which is also an increase from the figure reported in 2016/17.

Providing more convenient options to pay for parking helps us to improve our customer service standards. The service is well received and we receive very few queries or complaints.

1.5 Park Mark® Safer Parking Scheme

Park Mark® is an initiative of the Association of Chief Police Officers (ACPO) designed to reduce crime and the fear of crime within parking facilities. The Safer Parking Scheme is managed by the British Parking Association and supported by the Home Office, the Scottish Executive and the Metropolitan Police.



The primary aim of the scheme is to provide a safe environment and prevent criminal behaviour within parking facilities. Owners and operators of parking facilities are required to adopt an active management strategy to deter crime.

After assessment, Park Mark® status can be awarded to parking facilities that are properly managed and maintained. These facilities will also have achieved appropriate standards that contribute to reducing the opportunity for crime through:

- surveillance
- lighting
- signage
- cleanliness

This year, 34 of the 35 public car parks that we manage have retained their Park Mark® status. The facility which does not have this status; Churchill Way car park in Bromley, is unique in nature as a car park for coaches and disabled Blue Badge holders only, but nevertheless it is maintained to a high standard. The on-street facility at Princess Parade, Locksbottom, has also achieved Park Mark® status.

Ideas or suggestions about how we can improve our car parks are welcome:
www.bromley.gov.uk/parkingenquiries

1.6 Parking permits

There are three types of permit that allow motorists to park in areas/bays where controlled parking schemes apply; these are: residents' permits, business permits and visitors' vouchers. Please see the tables that follow for permit costs and the numbers of permits issued.

The Bromley Town Centre Controlled Parking Zone was introduced in 1999 with others being implemented over following years.

The permit areas have been introduced to ensure that there is a balance between the need for residents to be able to park near their homes and the needs of other motorists. Some of these areas have been further divided to allow greater control.

Almost all permit applications and renewals are now received online, which demonstrates that the service is very well used. Copy documentation is only required for new applications, but in order to ensure the integrity of the permit scheme, the Council may undertake sample checks at any time to verify applicants' details, including requesting copy documents as appropriate.

Residents' permits and visitors' vouchers issued between 1st April 2017 and 31st March 2018

Parking area	Zone	Times of operation	Days of operation	Year introduced	Permit Cost (£)	Total issued	Total visitors' voucher books (15 per book)
Barnmead Road	BAR	10am – 12noon	Monday – Friday	2015	40	59	10
Beckenham	BEC	8.30am – 8pm	Monday – Sunday	2012	80	88	48
Beckenham	F	8.30am – 8pm	Monday – Sunday	2006	80	52	65
Bromley Central	A*	(Conditions apply)		1998	80	257	42
Bromley North	B	12noon – 2pm	Monday – Saturday	1998	40	1,525	536
Bromley South	C	12noon – 2pm	Monday – Saturday	1998	40	2,608	851
Burnt Ash Lane	G	8am – 6.30pm	Monday – Saturday	2004	80	1	0
Burnt Ash Lane (North)	J	11am – 1pm	Monday – Friday	2004	40	48	10
Camden Grove, Chislehurst	N	8am – 8pm	Monday – Sunday	2009	80	27	18
Chatterton Village, Bromley	W	12noon – 2pm	Monday – Friday	2009	40	457	113
Chelsfield	CH	12noon – 2pm	Monday – Friday	2017	40	17	0
Clock House, Beckenham	Z1	8am – 6.30pm	Monday – Friday	2009	80	211	136
	Z2/3	10am – 12noon	Monday – Friday	2009	40	848	326
	Z4	10am – 12noon	Monday – Friday	2011	40	12	4
Copers Cope, Beckenham	R	8am – 9.30am	Monday – Friday	2009	80	113	18
	R3	8am – 2.30pm	Saturday – Sunday				
Elms Estate	ELM	1pm – 2pm	Monday – Friday	2011	40	51	15
Farnborough	FV	8.30am – 6.30pm	Monday – Saturday	2009	80	5	2
Farnborough	WR	9am – 5pm	Monday – Friday	2015	80	28	9
Ledrington Road, Anerley	D	8.30am – 6.30pm	Monday – Saturday	2003	80	9	2
Linden Grove	LIN	12noon – 2pm	Monday – Friday	2012	40	22	8
Locksbottom	E	8.30am – 6pm	Monday – Saturday	2003	80	13	0
Maple Road, Penge	MAP	8.30am – 6.30pm	Monday – Saturday	2010	80	10	0
Orpington	H	10am – 12noon	Monday – Saturday	2004	40	45	21
	I	8am – 8pm	Monday – Saturday	2004	80	34	18
	K1/2/3/4	8.30am – 6.30pm	Monday – Saturday	2006	80	30	3
	M	11am – 2pm	Monday – Friday	2016	40	24	6
Penge	PGE	12noon – 2pm	Monday – Friday	2018	40	322	120
Petts Wood	S	8.30am – 6pm	Monday – Saturday	2009	80	4	0
Pleydell Avenue	PLD	10am – 12noon	Monday – Saturday	2017	40	61	44
Walnuts Estate, Orpington	WAL	9am – 5pm	Monday – Saturday	2010	80	26	21
Westmoreland Road	WMR	8.30am – 6.30pm	Monday – Saturday	2016	80	2	0
TOTALS						7,009	2,446

**Residents in zone A can buy visitors' vouchers only for zones B and C*

Business permits issued between 1st April 2017 and 31st March 2018						
Parking area	Parking zone	Times of operation	Days of operation	Year introduced	Permit cost £	Total permits issued
Beckenham Lane	BB	12noon – 2pm	Monday – Saturday	2016	100	24
Bromley North	B	12noon – 2pm	Monday – Saturday	2001	100	94
Bromley South	C	12noon – 2pm	Monday – Saturday	2001	100	208
Chatterton Village	W	12noon – 2pm	Monday – Friday	2009	100	44
Clock House	Z5	8am – 6.30pm	Monday – Friday	2011	100	13
Copers Cope	R	8am – 9.30am 8am – 2.30pm	Monday – Friday Monday – Sunday R3 only	2009	225	0
Farnborough	WR	9am – 5pm	Monday – Friday	2015	100	8
Locksbottom	LB	24 hours	Monday – Sunday	2003	225	12
Maple Road	MAP	8.30am – 6.30pm	Monday – Saturday	2010	100	0
Penge	PGE	12noon – 2pm	Monday – Friday	2018	100	25
TOTAL						428

1.7 Customer service

We are committed to providing a consistently high level of customer service to meet the needs of a diverse and wide range of customers and stakeholders. Customer service is at the core of everything we do and we endeavour to make continuous improvements through the following:

- An established online service for those who wish to contest a PCN. This has been enhanced through the provision of an interactive self-service function which enables motorists to instantly determine whether a challenge or representation against a PCN is likely to be successful. Further details about challenges and representations received are in the table below.
- Provision of an online permit application service covering residential permits, business permits, visitors' vouchers, dispensations and suspensions.
- A range of online e-forms for specific parking enquiries available through our website.
- Development of parking web pages to offer simple ways to provide information and means of communication for customers.
- Live chat service available on key parking web pages where customers can interact with officers for guidance on finding information and services.
- Use of award-winning mobile phone technology to allow customers to pay for their parking time using a debit/credit card.
- Call recording within the department which continues to be an invaluable method of gathering information about how we communicate with our customers; motorists and the general public. We regularly listen to recorded telephone conversations to review staff training requirements and, when necessary, to resolve issues and misunderstandings, all of which helps us to improve our service.

The table below shows the total number and percentage of users of our online services between 1st April 2013 and 31st March 2018.

Year	Total PCNs issued	Informal challenges received	Informal challenges received (online)		Formal representations received	Formal representations received (online)	
2013-2014	92,919	16,219	7,743	48%	8,516	3,454	41%
2014-2015	89,927	16,133	10,904	68%	7,710	3,581	46%
2015-2016	85,543	18,075	12,913	71%	5,163	2,635	51%
2016-2017	89,185	18,224	13,263	73%	4,997	2,413	48%
2017-2018	80,495	17,852	12,758	71%	4,375	2,073	47%

An informal challenge may be made against the PCN before the Notice to Owner/Enforcement Notice is issued to the registered keeper of the vehicle and a formal representation may be made after the Notice to Owner/Enforcement Notice has been issued.

2. Parking and bus lane enforcement

2.1 Legislation

Parking enforcement is carried out under the Traffic Management Act 2004. Parking penalties are issued on our behalf by our parking contractor; APCOA Parking (UK) Limited.

Bus lane enforcement is carried out under the Road Traffic Regulation Act 1984 (as amended) and London Local Authorities Act 1996 (as amended).

2.2 Contravention charges

Charging levels for parking, bus lane and moving traffic contraventions in London Boroughs are set by London Councils' Transport and Environment Committee (TEC), subject to approval by the Mayor for London and Secretary of State. In Bromley, such charges apply to parking and bus lane contraventions. Higher penalties are imposed for bus lane contraventions and parking where it is generally not permitted, for example; yellow lines, school 'Keep Clear' markings, permit holders' bays and disabled bays without displaying the appropriate permit or badge. Lower penalties are imposed for contraventions such as; overstaying time paid for in a pay and display bay, or parking outside bay markings.

The table below summarises the charges for parking and bus lanes contraventions and how they apply in Bromley.

	More serious contraventions	Less serious contraventions
Band A (All roads within Bromley Town Centre Controlled Zone)	£130	£80
Band B (All roads outside Bromley Town Centre Controlled Zone)	£110	£60
Bus lanes	£130	N/A
Off-street (car parks) (All car parks within London Borough of Bromley are designated as Band B)	£110	£60

These charges are reduced by 50% if paid within the discount period as specified on the Penalty Charge Notice.

2.3 Parking contract

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

2.4 Civil Enforcement Officers (CEOs)



Our parking enforcement contractor; APCOA Parking UK Limited, is contracted to deploy 19 CEOs on average per day. The hours of enforcement are primarily between 8.30am and 6.30pm, when most parking restrictions apply. Up to date technology is used to issue PCNs and record photographic images of contraventions. Each CEO is checked through the Disclosure and Barring Service (DBS) and is required to pass a rigorous training schedule prior to undertaking enforcement duties. Training is based on NVQ standards and covers a range of modules to ensure that each CEO has full knowledge of parking law, health and safety issues, local knowledge to assist the general public and all other aspects of their role.

2.5 Body-worn video (BWV)



CEOs in Bromley continue to use BWV devices overtly to record the details of parking contraventions. The footage has proven to be very useful in establishing training requirements for CEOs, which in turn, has improved communication with motorists and the general public. All of our procedures are in line with the best practice guidance from the Information Commissioners Office (ICO) – the regulator of the Data Protection Act (DPA) 1998.

2.6 CCTV enforcement



In June 2016, fixed CCTV cameras were introduced in Bromley to enforce the yellow zig zag lines outside school entrances. This new technology discourages drivers from parking dangerously and compromising the safety of children and pedestrians.

The fixed cameras are deployed where high non-compliance is known to occur. They remain in situ until full compliance is reached, recording contextual images as well as close-ups showing vehicle registration marks. A qualified officer reviews each recording and where it is determined that a contravention has occurred, a PCN is issued and sent by post to the registered keeper of the vehicle.

Where non-compliance is found to be continuously high, the specific area is referred to the Council's Traffic Design team to investigate alternative solutions in consultation with local communities.

2.6a Bus lane enforcement using CCTV

CCTV has been used to enforce bus lane restrictions throughout the Bromley Borough since 2003. The bus lane enforcement scheme forms part of a wide range of measures aimed at improving reliability and punctuality of public transport, reducing congestion and pollution and allowing access for the delivery of goods.

Motorists who use bus lanes during the restricted hours of operation can cause obstruction or hazard to other motorists/road users and delay public transport.

Bus lane restrictions are enforced under the Road Traffic Regulation Act 1984 (as amended) and the London Local Authorities Act 1996 (as amended).

Further information about CCTV and recording devices, including legislation and certifications granted is available at: <https://www.gov.uk/government/publications/list-of-certifications-granted-for-approved-devices>

The following table provides information about the bus lanes within the borough and their times of operation.

Road name	Location	Times of operation
Anerley Road	Anerley	4pm – 7pm, Monday to Friday
Beckenham Lane	Bromley	7am – 7pm, Monday to Sunday
Bromley Common	Bromley	7am – 10am, Monday to Friday
High Street	Bromley	7am – 7pm, Monday to Sunday
London Road/High Street (Local)	Bromley	7am – 7pm, Monday to Sunday
Mitchell Way	Bromley	At any time
Widmore Road	Bromley	7am – 10am, Monday to Friday 10am – 4pm, Saturday
Crystal Palace Parade	Crystal Palace	At any time
Crystal Palace Park Road	Crystal Palace	7am – 10am and 4pm – 7pm, Monday to Friday
Cray Avenue	Orpington	7am – 10am and 4pm – 7pm, Monday to Friday
High Street (south west side)	Penge	7am – 10am and 4pm to 7pm, Monday to Saturday
High Street (north east side)	Penge	7am – 7pm, Monday to Saturday
Bromley Road	Shortlands	7am – 10am, Monday to Friday

2.6b Enforcement requests

Members of the public who are inconvenienced by incorrectly parked vehicles can request parking enforcement through our established online service. This service is particularly effective as the request is sent directly to our parking enforcement contractor. Using a web-based tracking system, the position of the nearest CEO is identified for redirection to the location of the enforcement request.

We endeavour to respond to all requests as quickly as possible and in circumstances where it is established that there is a continuing problem, the provision of more regular enforcement may be investigated.

Residents who are often inconvenienced by vehicles parked in front of the dropped kerb outside their property (mainly around schools) can use our well-established online service to register their address for regular enforcement.

If you would like to request enforcement in a specific area or register your address for regular enforcement of the dropped kerb outside your property, please contact us at: www.bromley.gov.uk/parkingenquiries

3. Other services we provide

We are contacted throughout the year by motorists and the general public on a wide range of subjects and concerns. The range of services we provide includes the provision of parking facilities, enforcement of parking and bus lane restrictions, dealing with challenges, representations and appeals and responding to requests for enforcement.

3.1 The Blue Badge Scheme



The Blue Badge Scheme is a national arrangement of parking concessions for people with severe mobility difficulties who travel as drivers or passengers. The scheme allows badge holders to park close to their destination, but the national scheme applies to on-street parking only.

To meet the needs of Blue Badge holders, a number of disabled bays are available on-street throughout the Borough. There are also a number of designated disabled bays in our car parks, where parking is free for badge holders.

Staff based in our Customer Service Centre are responsible for the receipt and processing of all Blue Badge applications. A dedicated occupational health professional uses Department for Transport guidelines to make decisions about eligibility to join the scheme. Further information about applying for and using a Blue Badge is available at: www.bromley.gov.uk/parking

3.2 Blue Badge fraud and misuse

A national database holds records of every Blue Badge issued in England, Scotland and Wales. These records ensure more effective monitoring of cancelled, lost or stolen badges. Local authorities can access and share electronically stored information which helps in tackling misuse.

The Government's Blue Badge Scheme reforms in 2012 have impacted on Blue Badge fraud. The badge design was changed as part of these reforms from a handwritten laminated card to a badge electronically printed on PVC. The security features which include a hologram, serial number and digital photograph, make badges much harder to copy, forge, or alter.

We have widely publicised our joint campaign with the London Borough of Bexley to tackle Blue Badge misuse. Our main aims remain to protect the integrity of the Blue Badge Scheme by ensuring that only genuine badge holders benefit from the scheme's parking concessions.

We also continue to raise awareness and encourage members of the public to report known misuse. Such reports are investigated thoroughly and appropriate action is taken. Where it is established that misuse has occurred, the case is referred for prosecution.

As at 31st March 2018, the Council has successfully prosecuted 90 cases of Blue Badge misuse. In all cases, the driver was guilty of using a badge without the badge holder being a part of the journey, or using a badge that was previously reported as lost, stolen or cancelled. The average total fine amount for these cases was between £400 - £500, including court costs and surcharges.

Our website has more information about [Blue Badge misuse](#). If you suspect that a Blue Badge is being misused or have cause for concern, please contact us: www.bromley.gov.uk/reportbluebadge or call: 020 8313 4800.

3.3 Parking dispensations and suspensions

The Council continues to issue hundreds of parking dispensations and suspensions on request to residents and businesses who require a temporary exemption from some parking controls. Often such requests are to enable commercial deliveries, house removals, road or utility works, larger construction projects, or for private contractors to park close to a property to carry out works that require continuous access to load or unload goods or materials.

When a parking dispensation is authorised by the Council, the applicant is permitted to park on a waiting restriction (yellow line) during restricted hours. Similarly when a parking suspension is authorised, it allows the applicant to park in a pay and display bay during restricted hours.

Our website has more information about [parking dispensations and suspensions](#) and how to apply.

3.4 Responding to PCN enquiries

We know that in many cases following the issue of a PCN, at any stage from the issue of the penalty to debt collection, a motorist may wish to contact the Council. We consider it our duty to explain our actions and make motorists aware of their options at all stages. To ensure we are able to deal with the number of calls received each year, our Contact Centre representatives have received ongoing focused training and guidance to ensure that the level of service provided is of the highest quality.

Our online PCN appeals service was enhanced with an interactive self-serve function in 2015. The service provides motorists with information and guidance that specifically relates to their type of PCN and reason to appeal. By entering their PCN number and contravention code, the motorist can select their reason to appeal and view the policy that relates to it. The motorist can then make an informed decision as whether or not to pursue an appeal.

3.4a The Environment and Traffic Adjudicators (ETA)

The Environment and Traffic Adjudicators (ETA), administer the independent tribunals established to hear appeals against Penalty Charge Notices in London.

A total of 346 cases were received by the ETA during the period of this report. These were cases where the registered keeper had made an unsuccessful representation against a PCN and had subsequently received a Notice of Rejection. At this stage, the keeper has the option to either pay the charge, or appeal to an independent parking adjudicator at ETA.

The table below shows the number of appeals received, the number of statutory declarations received, how many appeals were allowed; of which how many were not contested, how many appeals were refused; of which how many were withdrawn between 1st April 2013 and 31st March 2018.

Period	Appeals received	Statutory declarations/ witness statements received	Total completed	Appeals allowed	Of which not contested	Appeals refused	Of which refused with recommendation	Of which withdrawn
01/04/13 - 31/03/14	542	196	563	211	117	352	12	20
01/04/14 - 31/03/15	742	179	786	390	261	396	10	13
01/04/15 - 31/03/16	514	146	601	273	159	328	4	14
01/04/16 - 31/03/17	462	90	482	239	184	243	2	1
01/04/17 - 31/03/18	346	121	350	182	125	168	4	3

3.4b Debt recovery and enforcement agent action

Parking Services worked with three enforcement agencies between 1st April 2017 and 31st March 2018; JBW Group Limited, Phoenix Commercial Collections Limited and Newlyn PLC. These companies provide important services, particularly in helping to trace individuals who attempt to avoid paying their penalty charge. If an individual cannot be traced through these agents, a further attempt to establish contact with the debtor will be made after a six month period. The smooth running of the parking enforcement agent and debt collection service is vital for the London Borough of Bromley; each year the service helps us to collect unpaid Penalty Charge Notices of approximately £250,000 in value.

A total of 8,048 cases were referred to our enforcement agent companies between 1st April 2017 to 31st March 2018. Debts were collected for 1,401 (17%) of these cases within the same period and Parking Services received full payment of the outstanding penalty charges.

3.5 Complaints

A complaint is defined by the Council as an expression of dissatisfaction about a service received. We take complaints very seriously; feedback from our customers helps provide an insight into the real issues, problems and concerns motorists face with the service they have received. As such, we try to resolve complaints as promptly and comprehensively as possible. More information about the Council's formal complaints procedure can be found on our website: www.bromley.gov.uk

In the financial year ending 31st March 2018, we dealt with a total of 88 formal parking related complaints.

3.6 Freedom of Information requests

The Freedom of Information (FOI) Act 2000 applies to non-personal information held by a local authority. When an individual or organisation makes a formal request, we must first confirm or deny that we have the information. This is known as the duty to confirm or deny. Unless the information requested falls into one of several categories of exempt information, we must then provide it. Due to public awareness, the FOI Act has been used more in recent years to obtain information about parking related matters. We are always happy to provide information about our services, whether or not we have received a request under this Act.

During the period of this report, we received 72 requests for information under the FOI Act. We have no reason to believe this figure will not be exceeded in the coming year. We have a duty to reply within 20 working days of each request. However, a fee may be charged if a request requires work that exceeds the appropriate limit specified in regulations (set at £450 for local government). This represents the estimated cost of one person spending 2½ working days in determining whether the Council holds the information, locating, retrieving and extracting it. Under section 12 of the FOI Act, the Council is not obliged to comply with any request that is equal to or above the £450 limit. However in such circumstances, through further communication to streamline the request, we are usually able to respond.

The table below shows the number of requests we received between 1st April 2013 and 31st March 2018.

Period	Number of FOI requests
01/04/13 – 31/03/14	131
01/04/14 – 31/03/15	79
01/04/15 – 31/03/16	72
01/04/16 – 31/03/17	84
01/04/17 – 31/03/18	72

3.7 London Borough of Bromley decisions and democracy

Members of the public can let the Council know their concerns about a particular location or the Borough as a whole; and anyone who lives, works or studies within the Borough can inform Councillors of their views to help influence local decision making.

The different kinds of public meeting include Full Council, Executive, Portfolio Holder and PDS Committee. After addressing all proposals, the Committee will consider them and make recommendations to the relevant Portfolio Holder, who takes them into account and approves or disproves them.

The Council's decision making structure is divided between executive and non-executive matters. All executive matters likely to be the subject of key decisions taken by the Council over a four month period are outlined in a public document called the [Forward Plan](#), which is published every month. As a consequence, members of the public have the opportunity to consider and observe the upcoming proposals, can access the relevant documents and attend the appropriate meetings.

Parking Services put forward two reports for consideration in this financial year:

- [Parking Services – Contractor Performance Review, APCOA](#)
30th January 2018 – Environment PDS Committee, Report ES18007

A report was submitted to the Environment and Community PDS Committee which set out to update Members on the performance of the Parking Services Contract following the award of the contract on 3rd April 2017 to APCOA Parking (UK) Limited. The report specifically highlighted a number of issues that arose at the commencement of the contract which led to APCOA failing to meet the standards as set out in the specification and the subsequent management action taken. The report also set out a number of areas where APCOA has introduced innovation into the contract which has led to service improvement.

It was recommended that the Environment PDS Committee note the content of this report and in particular the issues that occurred at the commencement of the contract and the actions taken to rectify them.

- [Blue Badge misuse](#)
15th March 2018 – Environment and Community Services Policy Development and Scrutiny Committee, Report ES18025

A report was submitted to the Environment and Community PDS Committee to inform Members of the activity the Shared Parking Service has undertaken over the past two years to combat Blue Badge misuse. It also sets out current procedures and policy regarding Blue Badge misuse investigations, confiscations and prosecutions, as well as future plans including community engagement and collaborative working with other authorities and partner organisations.

It was recommended that Members note:

- Activity and success of the Blue Badge misuse campaign and successful prosecutions.
- Plans to develop working relationships, sharing of data and possible campaigns with neighbouring and like-minded Boroughs.
- Proposals to develop use of Council Simple Cautions in some cases of Blue Badge misuse.

4. Financial Information

Section 87 of the Traffic Management Act 2004 provides for guidance to be supplied by the Secretary of State in relation to civil parking enforcement and as set down in Sections 113 through to 117 of the “*Secretary of State’s guidance to Local Authorities on the Civil Enforcement of Parking Contraventions*”.

Section 55 of the Road Traffic Regulation Act 1984 sets out the Financial provisions relating to designation orders, and specifies how any surplus must be spent, e.g. in the provision or maintenance of off-street parking, highway improvements, etc. Full details of the [Road Traffic Regulation Act 1984](#) are available online.

4.1 Parking Account

The following table is an extract of the Council’s Parking Account for 2017/18.

Parking Account for 2017/18	£’000
Income	
On-street parking	3,340
Penalty Charge Notices	2,803
Permits	504
Disabled permits	52
Total income	6,699
Expenditure	
Operational costs	347
Enforcement	1,096
Admin, appeals, debt recovery	688
Central support recharges	104
Total Expenditure	2,235
Net Surplus after costs	4,464

Net Surplus is used to fund the following expenditure:-	£’000
Traffic management schemes	
Maintenance of car parks	3
Improvement schemes	263
Proportion of concessionary fares	203
	3,995
	4,464

Memorandum item for information only	
(This section does not form part of the Parking Account as off-street income is not bound by the provisions of Section 55 as above in section 4)	
Off-street parking income	3,697
Miscellaneous income	4

5. Penalty Charge Notice statistics

In Bromley, three different methods are used to issue PCNs. During the period of this report, the vast majority 60,118 (75%) were issued in person by a Civil Enforcement Officer (CEO) for a parking contravention. This is a traditional method of fixing the PCN to the windscreen or handing it to the driver. A challenge may be made against the PCN before the Notice to Owner is issued to the registered keeper and a representation may be made afterwards.

PCNs for parking contraventions are also issued using fixed CCTV cameras primarily outside schools. These PCNs are issued by post under different legislation which affects the appeal process in that the registered keeper may only appeal directly to the Local Authority once by making a representation on receipt of the PCN. The total number of parking contravention PCNs issued using CCTV during 2017/18 was 1,113 (1%).

Bus lane PCNs are issued using CCTV and served by post. The registered keeper is served with an Enforcement Notice rather than a Notice to Owner. A challenge may be made against the PCN before the Enforcement Notice is issued and a representation may be made afterwards. During the period of this report, a total of 19,264 (24%) bus lane PCNs were issued using CCTV.

The table below shows the number of PCNs issued for on-street, off-street and bus lane contraventions between 1st April 2013 and 31st March 2018.

	CEO*		CCTV (bus lanes)		CCTV (parking contraventions)		Total PCNs issued
	Total	%	Total	%	Total	%	Total
01/04/13- 31/03/14	71,720	77%	4,439	5%	16,760	18%	92,919
01/04/14- 31/03/15	69,816	78%	4,539	5%	15,572	17%	89,927
01/04/15- 31/03/16	70,994	83%	12,150	14%	2,399	3%	85,543
01/04/16- 31/03/17	69,351	78%	18,068	20%	1,766	2%	89,185
01/04/17- 31/03/18	60,118	75%	19,264	24%	1,113	1%	80,495

*The category for PCNs issued by CEO includes those that were sent by post to the registered keeper of the vehicle in circumstances where the CEO was prevented from serving the PCN and where a contravention occurred but the motorist drove away before the CEO could issue the PCN.

The following table shows the number of PCNs issued for on-street and off-street parking contraventions and bus lane contraventions between 1st April 2017 and 31st March 2018.

Number of PCNs issued for on-street contraventions	54,057
Number of PCNs issued for off-street parking contraventions	7,174
Number of bus lane PCNs	19,264

The figures in the table below are based on those identified within the issue period; 1st April 2017 to 31st March 2018, e.g. of the number of PCNs issued for this period, a total of 14,821 were resolved/cancelled within the same period.

Resolved	A PCN is resolved when we are unable to pursue the penalty and close the case without accepting payment. For example, when the DVLA has no information about the registered keeper, or after our enforcement agent companies have attempted to collect the debt without success. A PCN is also resolved when we accept a challenge or representation made on statutory grounds or mitigating circumstances. For example; a vehicle parked in a loading bay with a delivery note provided proving loading/unloading was taking place.	13,587
Cancelled	A PCN is cancelled when we consider that it has been issued in error and close the case without accepting payment.	1,234
Total	Resolved and cancelled	14,821

6. Closing statement

Thank you for taking the time to read this report. We hope it demonstrates the diverse and complex variety of work undertaken by Parking Services to meet the requirements of our customers, motorists and the general public.

Each year we strive to find ways of improving our service and aim to provide accurate and full details in this report. We hope you were able to locate any specific parking information you were looking for with ease.

We welcome your feedback; your input is vital to us as it assists us in making improvements for you and all our stakeholders.

We are genuinely interested in your comments, queries or suggestions, not just in relation to this report, but also with regard to any of the parking information available on our website at: www.bromley.gov.uk/parking

Shared Parking Service
(Bromley & Bexley)
Civic Centre
Stockwell Close
Bromley
BR1 3UH

7. Contact details for parking related matters

Enquiry reason	Contact details
Operational issues	www.bromley.gov.uk/parkingenquiries
Car park issues	
Communications	
General enquiries	
Parking enforcement requests	
Parking permit/visitors' voucher enquiries	
PCN - enquiries (including payment enquiries and cases at Charge Certificate and Warrant stage)	www.bromley.gov.uk/parking
PCN – appeals	
PCN - payments	
Parking dispensation/suspension - applications	www.bromley.gov.uk/parking
Parking permit - applications	
Report Blue Badge misuse	www.bromley.gov.uk/report
Report an abandoned vehicle	
Freedom of Information requests	www.bromley.gov.uk/freedomofinformation
Register to pay for parking using a mobile phone	www.ringgo.co.uk