

# Haringey Annual Parking and Enforcement Report

April 2010 – March 2011



## **Foreword**

I am pleased to introduce Haringey Council's Annual Parking and Enforcement Report for 2010-11.

Our parking policies are a subject of great public interest. As demand for parking increases, there has never been a greater need for the prioritisation of kerb space and the targeted and effective management of parking. Parking management helps for prioritising road users in accordance to needs and encouraging a shift towards more sustainable forms of transport.

We also want to reduce CO<sub>2</sub> emissions from local transport to improve the quality of life of our residents. We were one of the first boroughs to introduce a CO<sub>2</sub> emissions based permit charging structure, promoting the use of more fuel efficient cars. We are also helping individuals make their contribution to reducing their carbon footprint by promoting greater choice. Our borough already benefits from a very good public transport system. Our car club scheme now has 4000 members and offers an effective solution for residents requiring the occasional use of a car. It is also a viable long term solution to those with needs for a second vehicle in a household, which is not used as regularly as the first vehicle. This in turn helps us reduce the number of cars competing for parking spaces on our streets.

The installation of electric charging points across the borough supports the use of a cleaner form of driving for those who need to regularly use a car. With financial support from Transport for London we are embedding the infrastructure to Haringey's streets and car parks.

Legislation is clear that parking can not be used as a means of generating revenue for the council. We expect parking to be managed in an efficient manner and any excess revenue generated is re-invested into parking projects and on-street improvements that benefit all road users.

**Cllr. Nilgun Canver**  
**Cabinet Member for the Environment**

## **Introduction**

Haringey is a busy, densely populated north London borough. It has a large amount of retail, transport, business and recreational activity and is home to Tottenham Hotspur Football Club and Alexandra Palace. As many households own more than one vehicle and commuter numbers are high, demand for parking space is always strong.

## **Policy Context**

We see parking enforcement as a valuable traffic management tool, which plays a key role in improving the borough and its road network. Its primary aims are to reduce the increase in car journeys, ensuring that traffic can move safely and efficiently through the borough, making the roads safer and street environment more pleasant for all users. We achieve this by a fair and reasonable enforcement of parking controls. Our parking policy objectives are to:

- Ease congestion and improve public transport
- Maintain the safety of all road users (including pedestrians)
- Promote the social and economic revitalization of the borough's town centres and other centres by improving accessibility for all means of travel
- Ensure the limited amount of space available for parking is available for those who need it
- Support Council initiatives to reduce carbon emissions and improve air quality

## **Our Services**

Parking Services delivers a wide range of parking and parking-related services to residents, businesses and visitors to the borough. These include parking and moving traffic enforcement and associated service areas, parking permits, management of council-owned car parks (except for those on council housing estates), concessionary travel (including the Blue Badge Scheme for disabled people), removing illegally parked and abandoned vehicles from our streets, the installation and maintenance of Pay & Display machines, and management of the council's CCTV service.

## **Parking Enforcement**

Haringey has responsibility for the control and enforcement of all on-street parking throughout the borough (except for the designated Red Routes). We also enforce a number of publicly operated car parks in the borough.

We enforce those parking and traffic regulations to improve compliance with the regulations, which has a beneficial impact on road safety and traffic flow. This enforcement also includes the removal of cars parked illegally on yellow lines or those preventing legitimate users accessing parking spaces.

Penalty Charge Notices (PCNs) may be issued by Civil Enforcement Officers (CEOs) who physically patrol the streets of Haringey or by CEOs who use CCTV to observe vehicles. We also deploy CEO on bicycles, motorcycles and in motor vehicles to ensure that they

can respond quickly to requests for enforcement and deliver an adequate level of parking enforcement throughout the borough.

Most CCTV cameras are in fixed locations, but we also use two mobile CCTV enforcement units that patrol the entire borough enforcing parking and moving traffic contraventions. Our enforcement of Moving Traffic Contraventions by fixed and mobile CCTV camera's is an important element to further improving the road safety of all users.

Community safety also has priority over traffic enforcement and therefore can override the traffic cameras at any time to help combat crime and disorder.

At present, we deliver our service through a mixture of in-house and external provision. The parking and traffic enforcement service is delivered through a directly managed in-house team enforcement team, while removals and mobile CCTV enforcement is delivered by an external provider, Ontime Parking Solutions.

Parking enforcement operates each day of the week (except Christmas day) generally between the hours of 7am and 11pm. However, those hours may vary slightly on Sundays and Bank Holidays.

You can find information about the locations of CCTV cameras used for parking or traffic enforcement and details of the enforced Moving Traffic Contraventions on our Website. [http://www.haringey.gov.uk/index/environment\\_and\\_transport/parking/cctv\\_enforcement/cctv\\_locations.htm](http://www.haringey.gov.uk/index/environment_and_transport/parking/cctv_enforcement/cctv_locations.htm)

## **Car Parks**

We manage eight surface car parks in Tottenham, West Green, Muswell Hill, and Crouch End, and a Multi Storey car park in Wood Green providing a total of 925 off-street parking spaces across the borough. We allow both short-term and all-day parking in those car parks. We also offer annual season tickets to meet the needs of commuters.

Most of our car parks have been awarded the Safer Parking 'Park Mark Awards. Meeting the scheme's requirements means that we have put in place measures that help to deter criminal activity and anti-social behaviour, and are doing everything we can to prevent crime and reduce the fear of crime in our car parks. You can find more details about the Council operated car parks on our website:

[http://www.haringey.gov.uk/index/environment\\_and\\_transport/parking/carparks.htm](http://www.haringey.gov.uk/index/environment_and_transport/parking/carparks.htm)

## **Parking Permits**

We currently issue five different types of parking permit that allow motorists to park in CPZs. This includes a variety of visitor permits (vouchers). Permits may be purchased online or by the post. The types of permits available are as follows;

- Resident's
- Visitor's
- Business
- Trader
- Essential service

## Concessionary Travel and Blue Badges

Parking Service delivers the Blue Badge, Freedom Pass and Taxi Card schemes. The Concessionary Bus Fares Scheme (Freedom Passes) offers free travel for older and disabled people on all Transport for London Services (Buses, Tube, Docklands Light Railway, Trams and London Over ground. The Taxi Card scheme offers discounted taxi fares for those who cannot use public transport. The Disabled Blue Badge Scheme provides a national arrangement of on-street parking concessions. This enables people with severe walking difficulties who travel either as drivers or passengers to park close to their destinations.

## Our performance

### Financial

Income and expenditure for on and off street parking enforcement is governed by the Road Traffic Regulation Act 1984 (Section 55) and the Traffic Management Act 2004 (Section 95).

The guidance on the Traffic Management Act 2004, gives clear direction on the setting of parking charges, which we give due regard to when reviewing our parking service fees and charges. *'Authorities should never use parking charges just to raise revenues or as a local tax. However where demand for parking is high, the delivery of transport objectives with realistic demand management prices for parking may result in surplus income.*

The table below shows the income and expenditure for the Parking Account for 2010/2011.

Description	2008/09 £000	2009/10 £000	2010/11 £000
Pay & Display Income	1,659	1,805	1,894
Permits	2,058	2,217	2,227
Removals	662	668	726
Penalty Charge Notices	7,449	7,310	7,184
Other	123	97	103
Total Income	11,951	12,097	12,134
Expenditure	9,392	9,001	8,810
Surplus	2,559	3,096	3,324

Description	2008/09 £000	2009/10 £000	2010/11 £000
Car Park Income	478	508	428
Expenditure	619	630	537
Deficit	-141	-122	-109

## Allocation of Surplus

This table shows how the parking surplus has been spent in keeping with restrictions set out in the Road Traffic Regulation Act 1984.

Description	2008/09 £000	2009/10 £000	2010/11 £000
Contribution to Off Street Parking	144	122	175
Development and maintenance of CPZs	600	600	600
Highways Improvement Works	1,815	2,374	2,549
<b>Total Application of Surplus</b>	<b>2,559</b>	<b>3,096</b>	<b>3,324</b>

## Numbers of PCNs paid

Financial year	2008/09	2009-10	2010-11
Total number of PCNs paid	120,585	112,526	110,246
Number paid at the discount rate	94,039	92,757	93,869

## Penalty Charge Notice issue and vehicle removals

The table below shows the number of PCNs issued from 2008/09 to 2010/11, broken down by the following enforcement activity categories:

- Parking PCNs:
- Bus Lane PCNs:
- Moving Traffic PCNs:
- Vehicles removed to the Pound

This information is broken down in to higher rate contraventions, that apply to prohibited parking and lower rate contraventions which apply to permitted parking ie offences within parking bays.

Parking Enforcement	Parking PCNs	Of which, Higher Level PCNs	Of which, Lower Level PCNs	Bus Lane PCNs	Moving Traffic PCNs	Total PCNs	Vehicles Removed
2008/09	170,482	144,813	25,669	7,552	13,362	191,406	4,655
2009/10	161,587	134,294	27,293	8,029	13,182	182,798	3,040
2010/11	150,818	126,802	24,016	4,882	21,464	177,164	3,096

The table shows that there has been a decrease in the number of PCN's issued, indicating that compliance levels continue to improve across the borough.

## Performance Statistics

The tables below show our performance over the last three financial years in four key areas:

- Informal and Formal Representations
- Parking and Traffic Appeals
- PCN Cancellations
- Abandoned Vehicle Removals

### Informal and Formal Representations

<b>Representations and Appeals</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Number of informal and formal representations received	56,776	76,600	71632
Percentage of informal and formal representations received (as a % of all PCNs issued)	30%	42%	40%
Number of PCNs cancelled as a result of an informal and formal representation	25,540	19,980	18,783
Percentage of PCNs cancelled as a result of an informal and formal representation (as a % of all PCNs issued)	13%	11%	10%
Percentage of informal representations responded to within 56 working days	100%	100%	99.76%
Percentage of formal representations responded to within 56 working days	100%	98%	99.69%

The Traffic Management Act suggests 56 days as a suitable period of time within which authorities should respond to formal and informal appeals. The number of PCNs challenged and cancelled has reduced. We believe that this is due to the improved quality and accuracy of enforcement action.

## Parking and Traffic Appeals

This table shows the number of appeals which have been considered by PATAS (the Parking & Traffic Appeals Service) and the outcomes.

Parking Appeals	Appeals heard	Appeals Allowed	*Of those allowed, number not contested	Appeals Refused	Of those refused, number withdrawn by Appellant	Number withdrawn by Adjudicator
2008/09	1,663	902	577	400	8	0
2009/10	2,152	1303	712	643	10	0
2010/11	2631	1329	695	1242	17	0

\* The cases not contested include situations where additional information is supplied by the motorist that supports cancellation of the penalty charge notice without the need for adjudication.

Financial year	PCNs issued	Appeals heard	% of overall PCNs appealed
2008/2009	191,406	1663	0.9%
2009/2010	182,798	2,152	1.2%
2010/2011	177,164	2661	1.50%

## Abandoned vehicles

Abandoned vehicle Removals	2008/09	2009/10	2010/2011
Percentage of abandoned vehicles removed within 72 hours	100%	100%	100%

We have maintained our excellent performance in removing and disposing of abandoned vehicles.

## Developments – New parking control schemes

Parking schemes are delivered through the parking plan which is agreed annually and endorsed by the Council through the annual Highways Works Plan. Those schemes are prioritised according to demands from residents and businesses.

Parking Plan activities completed last year included;

- The introduction of the new Woodside CPZ
- The extension of the Bounds Green and Fortis Green CPZs
- The introduction of Stop and Shop (pay & display) Schemes in Commerce Road, Reform Row, Glenwood Road, Nightingale Road.
- The review of parking arrangements in Green Lanes
- The introduction of Disabled bay facilities on request at various locations throughout the borough
- The introduction of additional Car Club bays at the locations listed
  - Bedford Road, N22,
  - Briston Grove, N8,

- Clyde Road, N22,
  - Coniston Road, N10,
  - Compton Crescent, N17,
  - Crawley Road, N22,
  - Granville Road, N4,
  - Hermiston Avenue, N8,
  - Lineley Road, N17,
  - Marden Road, N17,
  - Northwood Road, N6,
  - Denmark Street, N17,
  - Roslyn Road, N15,
  - Russell Road, N8,
  - Wargrave Avenue, N15,
  - Wolves Lane, N22,
  - Woodland Rise, N10,
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- The Introduction of additional Electric Charging points in
    - Parkland Road, N22
    - Tottenham Leisure Centre, N17
  
  - The introduction of Waiting and Loading restrictions at 45 locations throughout the borough, improving access for motorists, emergency services, waste collection services and the safety of pedestrians.
  
  - Refreshing and upgrading parking facilities in the following areas
    - Hornsey High Street
    - St. Ann's Road