

# Barnet Council Parking Services Annual Report 2017/18

## Foreword

## Introduction

Barnet is the largest Borough in London by population and is continuing to grow. The current population was estimated to have reached 389,400 by the end of 2017 and is projected to increase by another 19% by 2032.

Along with the residential traffic generated from a large population, Barnet is also a major route for London commuters with the M1, A1, M25 and A406 all bringing significant road traffic to the Borough. The thirteen Underground and five Railway stations attract commuter parking and these pressures create conflicting demands along the Borough's 750km of carriageways and footways.

The London Borough of Barnet's Parking Policy sets out our aims to help balance these demands while ensuring that the Borough is an attractive and safe environment for pedestrians, cyclists and other road users. Our specific aims include to:

- Keep traffic moving
- Make roads safer
- Reduce air pollution
- Ensure as much as possible that there are adequate parking places available on the High Street and
- That residents have the opportunity to park close to their homes.

This annual report looks back over the last financial year and provides an update on the activities carried out by the Parking Service in 2017/18. The report includes data and information relating to on-street enforcement with a year by year comparison where available.

The report will also highlight the work carried out to ensure that Barnet is providing a high quality, fair, transparent and value for money service and looks forward to the year ahead and the main challenges and opportunities that the Service will face.

## The Corporate Plan 2015-2020 and Parking Services

We believe that the Parking Service can make a significant contribution to making Barnet a desirable place to live and work for our residents, businesses and visitors. The London Borough of Barnet has a statutory duty to manage its road network through the provision of a parking enforcement service but we strive to ensure that our enforcement plan, policies and strategies not only satisfy this statutory duty but also contribute to the Council's wider vision and policy objectives.

The Corporate Plan 2015-2020 was published in April 2015 and identified four strategic objectives to ensure that the council, working with local, regional and national partners, will ensure that Barnet is a place:

1. Of opportunity, where people can further their quality of life
2. Where people are helped to help themselves, recognising that prevention is better than cure
3. Where responsibility is shared, fairly
4. Where services are delivered efficiently to get value for money for the taxpayer

In 2016/17 the Environment Committee issued an addendum to the plan; below are the specific targets that were included for Parking Services and the progress that we have made so far in delivering them:

- Implement a Parking Database with improved customer experience with online permit and PCN transactions

Residents can now register for MyAccount through the Council website where you can –

- Apply for and renew your resident parking permit
- Apply for a freedom pass
- Purchase visitor parking vouchers
- Request a controlled parking zone suspension
- Get the latest information on changes to parking restrictions and current traffic enforcements

Members of the public can also view our Traffic Management Orders online and easily find information about our on-street parking restrictions through our interactive map based schedules.

Motorists who have received a PCN can view the details, and any photographic evidence taken by the Civil Enforcement Officer, through our online portal. For CCTV captured contraventions, they may view the footage recorded. Once they have reviewed the evidence the portal can be used to either make payment or submit a challenge.

- Introduce CCTV enforcement in key locations outside of schools and junctions to keep traffic moving and vulnerable road users safe

We now enforce a variety of Moving Traffic contraventions across the borough including banned turns, box junctions and no entry restrictions to improve road safety and ease congestion by encouraging compliance.

CCTV cameras have been put in place in key locations to monitor school keep clear zigzag markings to ensure the safety of children traveling to and from school.

- Introduce Transparent parking information including details of the number of penalty notices issued in which locations

As part of our commitment to transparency, we have created interactive dashboards which include PCN information and provide detailed information on parking enforcement in the Borough. The information can be used by residents and the wider community and also provides answers to many frequently asked Freedom of Information (FOI) requests.

The dashboard reports and raw data can be found on [Open Barnet](#).

## **Customer Satisfaction**

One of the Council's additional priorities is to deliver transport improvements and we are pleased to report that the percentage of residents who are satisfied with parking services has risen from 24% in autumn 2016 to 31% in autumn 2017.

## **Enforcement**

The objective of Civil Parking Enforcement in Barnet is to continually improve compliance and minimise the requirement for issuing Penalty Charge Notices. To achieve this goal it is important that the enforcement regime is a high quality service that is effective and fair, but also robust and supportive of the Council's and the Mayor for London's transport strategies.

Civil Enforcement Officers (CEOs) patrol throughout the Borough, dealing with parking contraventions in relation to, but not limited to the following:

- on-street parking places
- car parks
- yellow lines
- bus stops
- taxi ranks
- commercial vehicles
- loading restrictions
- suspended parking bays
- footways and verges
- double parking
- obstruction of lowered kerbs
- school keep clear restrictions
- disabled parking bays
- pedestrian crossings and zigzag markings.

## **Schools Enforcement and Safety**

Parking outside and in the general vicinity of schools is a challenging issue at many locations across the borough which can result in tension between residents and parents. While we continually seek to find the right balance between supporting residents and parents dropping off and picking up our priority at all times remains the safety of the school children.

We use CCTV cameras to monitor school keep clear markings and will issue a PCN to any vehicle seen stopped for even a short time in these locations. Our Civil Enforcement Officers regularly patrol the streets around the boroughs schools to provide a visible deterrent to inconsiderate and illegal parking.

Alongside parking enforcement the Road Safety team undertake work with the schools directly to encourage parents to park responsibly and educate drivers about the pollution generated by idling vehicles and the impact on children's health.

## **Controlled Parking Zones (CPZs)**

A CPZ is an area wide parking scheme made up of waiting restrictions (yellow lines) and resident permit parking places (bays). We use CPZs to ensure suitable parking is available for local residents during the restricted periods and to ease congestion by deterring inconsiderate and inappropriate parking. CPZ restrictions also serve to discourage commuters from driving into residential areas.

CPZs have typically been introduced in residential areas around shopping centres and major transport hubs such as underground stations where commuter parking has developed. The timing of CPZs varies, sometimes limited to an hour a day around transport hubs to discourage commuter parking, but operating for most of the working day close to shopping areas to help ensure that residents can park close to their homes.

We haven't introduced any new CPZs in the last financial year but there have been some changes made to our existing CPZs which are outlined below.

- Change of CPZ designation (Zone code) – Manns Road/Garden City HA8 (Edgware CPZ) **December 2017**
- Change of CPZ hours – Temple Fortune TF CPZ (Hampstead Way, Asmunds Place, Leaside Crescent, Saffron Close NW11) **November 2017**
- Extension of CPZ – Totteridge & Whetstone Station TW CPZ (Ridgeview Road and Charnwood Avenue N20) **May 2017**
- Extension of CPZ – Garden Suburb GS CPZ (South Square and Heathgate NW11) **May 2017**

If you would like more information about CPZs or would like a CPZ in your area please contact the Parking Design Team on the contact details below.

Design Team (Parking) Traffic and Development Section Email: <a href="mailto:highwayscorrespondence@barnet.gov.uk">highwayscorrespondence@barnet.gov.uk</a> Tel: 020 8359 3555
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### **CPZ Permits**

We offer a range of permit products to serve the differing needs of customers across the Borough. These include Resident & Visitor permits, Business permits, essential service vouchers and carers permits. Parking permits can be obtained online, via My Account, and we are continually reviewing our products to ensure that they continue to meet the needs of our customers and that the application process is both simple and accessible to everyone.

In 2017/18, 18,250 resident permits were issued. Residents who live in a CPZ can purchase visitor vouchers, to allow guests and visitors to park in a 'resident permit holders only' or 'permit holder only' parking place during the controlled hours. Visitor vouchers can be purchased online or by contacting us. The full-day visitor vouchers cost £1.15 each.

Parking Permits Address: London Borough of Barnet Parking Permits, PO Box 49065 London N11 1UZ Tel: 020 8359 7446
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### **Air Quality and Emission Based Permits**

Currently London has the worst quality air in the UK. We are determined to ensure everyone can live in a healthy, clean and attractive environment and improving the quality of air we breathe is key to achieving this. There is a strong correlation between less affluent areas experiencing poorer air quality which reinforces the importance of meeting the Council's corporate objectives; to ensure that Barnet is an area of opportunity, where people can further their quality of life and responsibility is shared, fairly.

Air pollution is associated with a number of adverse health impacts; it is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions.

In support of the Council's Air Quality Action Plan aim to incentivise a transport mode shift to walking, cycling and ultra-low emission vehicles we operate an emission-based permit scheme. The tariffs applicable from May 2018 are shown in the table below and there is a supplementary charge of £10 for diesel vehicles which are a major source of particulate matter.

We will continue to monitor the ongoing effectiveness of the tariff pricing structure to ensure that it is helping us to achieve our goal of reducing vehicle generated pollution across the Borough.

### Permit Prices from May 2018

Parking Permit Category and Vehicle Emissions	1 <sup>st</sup> Vehicle Annual Permit Price
Green Emissions less than 110 g/km CO <sub>2</sub>	£15
Lower Band (bottom tier) Emissions 111 – 130 g/km CO <sub>2</sub>	£50.00
Lower Band (top tier) Emissions 131 – 150 g/km CO <sub>2</sub>	£55.00
Middle Band Emissions 151 - 200 g/km CO <sub>2</sub>	£65.00
Higher Band Emissions Emissions greater than 201 g/km CO <sub>2</sub>	£115.00

Additional vehicles – A surcharge of £15 is added to the permit price when purchasing a second, third and fourth resident parking permit.

### Penalty Charge Notice (PCN)

A Penalty Charge Notice (PCN) can be issued when a vehicle is observed parking in contravention of the parking restrictions that are in force for a particular location. Civil Enforcement Officers are not given targets or incentives, they only issue PCNs to vehicles parked in contravention and our Contractor is measured on the number of incorrect PCNs issued.

We also issue PCNs to vehicles seen travelling in Bus Lanes and for Moving Traffic offences.

In 2017/18 we issued 241,350 PCNs in total.

<b>Enforcement Statistics</b>		
	<b>2016/17</b>	<b>2017/18</b>
Higher differential level parking PCNs under the TMA 2004	111,898	102,095
Lower differential level parking PCNs under the TMA 2004	39,469	46,046
Total parking PCNs issued under the TMA 2004	151,367	148,141
Bus lane PCNs issued under the LLAA 1996	6,368	6,631
Moving Traffic PCNs issued under the LLA & TfL Act 2003	56,026	86,578
<b>Total PCNs</b>	<b>213,761</b>	<b>241,350</b>

## Penalty Charge

The amount payable for a PCN is set by London Councils and ratified by the Mayor of London and secretary of state. The current charges are set out below and there is a 50 per cent discount if you pay the charge within 14 days from the date of service of the penalty charge notice.

Penalty charges are:

- £110 (discount rate £55) for higher rate penalties
- £60 (discount rate £30) for lower rate penalties, and
- £130 (discount rate £65) for bus lane and moving traffic contraventions

## Challenges and Representations

There is a statutory appeals process that must be followed if the recipient of a PCN wants to challenge its issue. For on-street and Bus lane contraventions the motorist can challenge their PCN informally by submitting a challenge in writing. An appeals officer will review the case and write back to the motorist with their decision.

The motorist can also make formal representations on one or more of the statutory grounds that are set out on the Notice to Owner form issued 28 days after the PCN has been issued (or using the postal PCN in case of a Moving Traffic contravention). If these representations are rejected then the motorist has the opportunity to lodge an appeal with the Environment and Traffic Adjudicators.

The table below shows details on the number of PCNs paid and the number of informal challenges and representations received in the last financial year and the number of PCNs subsequently cancelled.

<b>Penalty Charge Notice Challenges and Payments</b>	<b>Number of PCN Cases 2016/17</b>	<b>Number of PCN Cases 2017/18</b>
Total PCNs paid	162,391	167,101
Total PCNs paid at the discount rate	117,828	140,573
Informal challenges received	49,571	49,151
PCNs cancelled following informal challenge	13,904	14,705
Formal representations received	36,613	43,323
PCNs cancelled following representations	4,275	6,027

## Environment and Traffic Adjudicators

The London Tribunals consider appeals against penalties issued for parking, bus lane and moving traffic contraventions in London. The London Tribunals comprise individually appointed independent adjudicators and a small team of administrative staff who work on their behalf.

Adjudicators consider appeals in relation to Penalty Charge Notices (PCNs) issued by Barnet Council and other councils in London for parking and road traffic contraventions.

The number of 'appeals allowed' are those cases which are heard by an adjudicator where the case was ruled against the council. For the purpose of these statistics, this category also includes cases that Barnet has not contested and not just those found in the appellant's favour by the adjudicator. The number of 'appeals refused' relates to those cases which are heard by an adjudicator where they found against the appellant.

Year	Total Appeals Lodged	Appeals Allowed	Appeals Refused	The Authority did not contest (DNC)	Percentage of PCNs Issued Challenged at Appeal
2017/18*	2,753	912 (33.6%)	1,027 (37.9%)	772 (28.5%)	1.14%
2016/17	2,355	846 (34.1%)	1,137 (45.9%)	496 (20.0%)	1.10%
2015/16	1,574	592 (39.1%)	755 (49.8%)	168 (11.1%)	1.06%
2014/15	2,011	914 (37.7%)	946 (39%)	565 (23.3%)	1.31%

\*this denotes the figures as recorded by London Borough of Barnet at the time of writing and may differ slightly from the figures released by London Councils.

## Financial Information

### Special Parking Account

The Special Parking Account provides a breakdown of income and expenditure on the council's parking account. The Special Parking Account is published each financial year on [Barnet's Open Data Portal](#).

The table below shows these figures on the authority's parking account for 2016/17. The breakdown of income includes details of revenue collected from on-street parking, off-street parking and Penalty Charge Notices. Also shown is a breakdown of how the authority has spent a surplus on its parking account.

*(Note: At present the 2017/18 Special Parking Account has not yet been published)*

<b>1. SPA Accounts</b>		<b>Actual £'000</b>	
<b>Income</b>			
Penalty Charge Notices		(10511)	11352 Special Parking Account
Residents Permits		(1989)	11352 Special Parking Account
Pay & Display		(3510)	11352 Special Parking Account
CCTV Bus lanes		(390)	11352 Special Parking Account
	<b>Total Income</b>	<b>(16400)</b>	
<b>Expenditure</b>			
11352 Special Parking Account		6991	
	<b>Operating Expenditure</b>	<b>6991</b>	11352 Special Parking Account
Net Operating Surplus		<b>(9409)</b>	
<b>Appropriation to General Fund</b>		<b>9409</b>	<i>Usage identified below</i>
<b>2.2016-2017 Identified Usage</b>		<b>Actual £'000</b>	
Roads/footways programme - qualifying spend		84	10635 - Road Structural Planned 10890- Road Structural
Highways Maintenance		1641	Responsive
Concessionary Fares		15552	10016 - Levies
SEN Transport		3619	10829 - In Borough Special School Transport
	<b>Total Qualifying Expenditure</b>	<b>20896</b>	

## Section 106 contributions

Section 106 (S106) Agreements are legal agreements between Local Authorities and developers; these are linked to planning permissions and can also be known as planning obligations. Section 106 agreements are drafted when it is considered that a development will have significant impacts on the local area that cannot be moderated by means of conditions attached to a planning decision. A planning obligation will aim to balance the pressure created by the new development with improvements to the surrounding area ensuring that where possible the development would make a positive contribution to the local area and community.

The developer provides S106 monies which we will spend on the local area and community.

In 2017/18 the S106 contribution of £16,675 of S106 was made available specifically for parking schemes in defined areas of the Borough. The money will be spent on waiting restrictions, residents parking and permit exemptions.

## **Transport and mobility support for Barnet Residents**

There are a number of facilities provided by the Council to support our residents in getting around, including Blue Badges, Taxi Cards and Freedom Passes. All of these services have eligibility criteria and information on each of these services is detailed below.

The funding for these and other transport related support services is provided from the Council's parking account. Any surplus revenue raised from enforcement is ring fenced and can only be spent on certain areas set out in the Road Traffic Regulation Act 1984 which includes the provision of public passenger transport services.

### **Freedom Passes**

The Freedom Pass is a concessionary travel scheme funded by local authorities and run by London Councils who serve as a co-ordinating body for London Boroughs. Freedom passes are available to people who are eligible for the state pension as well as individuals with disabilities that meet criteria set by London Councils and the Department for Transport (DfT). London Councils administer passes for older people across London, whilst Local Authorities administer passes for people with disabilities within their particular Borough. Freedom passes are valid for a period of five years.

Freedom passes allow free travel on most public transport in London 24 hours a day (after 9.30am on most National Rail services within the London area), including all day at weekends and on public holidays. This pass may also be used to travel on local bus services in the rest of England under the terms of the Concessionary Bus Travel Act 2007.

For more information and detail on the support available, please look at our [website](#) or contact the Assisted Travel team who can support with Blue Badges and Freedom Passes.

Assisted Travel Team Tel: 020 8359 4131 Email: <a href="mailto:Assisted.travel@barnet.gov.uk">Assisted.travel@barnet.gov.uk</a>
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### **Freedom Pass Improvements**

We are always keen to improve our services. Following feedback from some users, we have implemented improvements to our Freedom Pass issuing process including:

- Templates and guidance notes have been created which are user friendly and drafted in plain English.
- A new application form was implemented in November 2017 and both paper and online versions have been made available.
- Our internal processes have been rewritten and all staff have received retraining where required.
- Our website has been updated to provide better information for residents.

### **Blue Badge Parking Permits**

This is a national scheme whereby a Blue Badge can be used to help disabled people, who may have difficulties using public transport, park close to their destination.

The Blue Badge can be used on any vehicle in which the holder is travelling. The holder, who must be present, does not have to be the driver but the concession must be for the

benefit of the disabled person and not merely for the convenience of other people using the vehicle.

In 2017/18, 6,198 Blue Badges were issued to individuals and organisations as renewals and for new applications. The total number of badges on issue is currently 14,415 Blue Badges.

Blue Badges Issued: 01 March 2017 – 30 April 2018	
TOTAL BADGES ISSUED	6,198
Total Individual Badges Issued	6,104
Total Organisation Badges Issued	94
Total Blue Badges on issue (as of 01 May 2018)	
TOTAL BADGES ON ISSUE	14,415
Total Individual Badges On Issue	14,260
Total Organisation Badges On Issue	155

To apply for a Blue Badge please visit the [government website](#).

For more information and detail on the support available, please look at our [website](#) or contact the Assisted Travel team who can support with Blue Badges and Freedom Passes.

Assisted Travel Team Tel: 020 8359 4131 Email: <a href="mailto:Assisted.travel@barnet.gov.uk">Assisted.travel@barnet.gov.uk</a>
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### Tackling Blue Badge Fraud

We recognise how important blue badges are for their holders and that misuse by others of these takes away an opportunity for genuine badge holders to park. Disabled Blue Badges must only be used by the named badge holder, or by a person who has dropped off or is collecting the badge holder from the place where the vehicle is parked. It is a criminal offence for anyone else to use a Blue Badge in any other circumstances. The nature of fraudulent use can include using the badge when the badge holder isn't present or is deceased and using a stolen badge.

In conjunction with the Parking service and our enforcement contractor the Council's anti-fraud team have had considerable success in identifying and prosecuting members of the public found misusing badges.

In 2017/18 and alongside Barnet Police we have conducted eight intelligence led pro-active 'street' exercises across the Borough.

- The first Operation spanned a half day and was carried out on 25th May 2017 in the Golders Green area. As a result of this exercise 7 cases were identified for further investigation. Out of these 1 was a forgery, 2 were cancelled and 4 were being misused. 6 badges were also seized during the day.
- The second Operation was carried out on 28th June 2017 in the Edgware and Mill Hill areas. As a result of this operation 13 cases were identified for further investigation. Out of these 1 was a cancelled badge and 12 were being misused. 5 badges were also seized during the day.

- The third Operation was carried out on 23rd August 2017 in the Finchley Area. 10 cases were identified as possible Fraud or Misuse and referred for further investigation. Out of these 2 badges were found to be lost or stolen, the remaining 8 cases were confirmed as being misused. 8 badges were seized also during this operation.
- The fourth Operation was carried out on 28th September 2017 in the High Barnet Area. 8 cases were identified as possible fraud or misuse and referred for further
- The fifth Operation was carried out on 24th October 2017 in the Hendon Area. 14 cases were identified as possible Fraud or Misuse and referred for further investigation. 8 badges were seized during this operation. 3 of these badges were found to be lost/stolen or cancelled; the remaining 11 cases were confirmed as being misuse.

Two Blue Badge Operations during Fraud Awareness Week 14th – 18th November 2017

- Operations six and seven took place during this week and resulted in 38 fraud cases being identified and 23 badges being seized.
- The eighth Operation was carried out on 6th March 2018 in the Hendon Area. 9 cases were identified as possible Fraud or Misuse and referred for further investigation. 1 of these badges was found to be counterfeit, 1 was an expired badge & the remaining 8 cases were confirmed as being misuse. 2 badges were also seized during this operation including the counterfeit badge.

In total there were 36 successful prosecutions for Blue Badge fraud in 2017/18 and 86 formal cautions were issued.

Suspected Blue Badge fraud should be reported to the council's Corporate Anti Fraud Team (CAFT) online [using this link](#) or via the contact details below:

CAFT

Address: North London Business Park (NLBP), Oakleigh Road South, London N11 1NP

Tel: 020 8359 2007

FAX: 0870 889 6808

## London Taxicards

The London Taxicard scheme provides subsidised door to door journeys in licensed taxis and private hire vehicles for London residents who have serious mobility or visual impairments. It is funded by the London Boroughs and TfL and managed by London Councils on their behalf.

You are automatically eligible for a Taxicard if you:

- Receive the Higher Rate Mobility Component of the Disability Living Allowance
- Receive 8 points or more for the Moving Around Activity component of Personal Independence Payment
- Are registered severely sight impaired or blind (not partially sighted)
- Receive a War Pension Mobility Supplement
- Receive Higher Rate Attendance Allowance (only in Hackney, Sutton, Barnet, Redbridge, Newham, Islington and Westminster)

If you are not in one of the above categories you may still be eligible, but you may need to provide medical evidence or have a mobility assessment.

The Taxicard scheme is subsidised by the London Boroughs and the Mayor of London, which means residents pay considerably reduced fares. For most journeys residents will pay a flat fare; costs and subsidies can be found on the [London Councils website](#).

If you would like to apply for the scheme you need to request an application form from London Councils or complete the [online application form](#). If you require any further information on the scheme please contact London Councils on the details below.

London Councils  
Address: Taxicard London Councils, 59½ Southwark St, London, SE1 0AL  
Tel: 020 7934 9791  
Fax: 020 7934 9591  
Email: [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk)

## Car Parks

Within Barnet there are 24 council car parks across the Borough available for use by residents, businesses and the general public.

- 15 pay and display public car parks
- 3 permit holder only car parks
- 6 free car parks

For full details including opening times, disabled bays and current charges, [see our car parks directory](#).

## Looking Forward

Our future parking policies will be influenced by the Government's Clean Growth Strategy which, as part of an aim to accelerate a shift to low carbon transport, plans to end the sale of new conventional petrol and diesel cars and vans by 2040 and support the take-up of ultra-low emission vehicles.

In London the impact of emissions is a major concern and pan-London plans covering the next 20 years were released in March 2018 which seek to prioritise health. Three key themes are at the heart of the strategy:

### 1. Healthy Streets and healthy people

Creating streets and street networks that encourage walking, cycling and public transport use helping reduce car dependency and the health problems it creates.

### 2. A good public transport experience

Public transport is the most efficient way for people to travel over distances that are too long to walk or cycle, and a shift from private car to public transport could dramatically reduce the number of vehicles on London's streets.

### 3. New homes and jobs

More people than ever want to live and work in London. Planning the city around walking, cycling and public transport use will unlock growth in new areas and ensure that London grows in a way that benefits everyone.

### **Floating Car Clubs**

In early 2018 the Council publicly consulted on the introduction of floating car clubs in the Borough. Traditional car clubs have been successful in Barnet, offering a significant number of Barnet residents and businesses access to a car when they need one, without having to finance a personal vehicle themselves. However, one of the drawbacks of traditional car clubs is the need to return the vehicle to a specific bay which may not always be convenient or practical.

Unlike a traditional car club a floating car club allows users to hire from one point and leave the vehicle at another. The model does not rely on designated bays giving the user far more choice over where to leave the vehicle at the end of the hire period.

Feedback from the consultation revealed that almost three-quarters of respondents (71%) were in support of the introduction of floating car clubs in the Borough. The responses generally supported the outcomes proposed by floating car clubs, such as reducing car ownership, are likely to be achieved.

The Council now intend to proceed with the introduction of floating car clubs in 2018.

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### **Investing in low emission vehicles**

In November 2017 the Council added five new environmentally-friendly vehicles to its fleet as an innovative way to improve air quality across the Borough.

The vehicles will be available for business use, enabling staff to travel across the Borough to deliver council services. Residents will also be able to hire the vehicles with one available 24 hours a day and two vehicles available outside of business hours (6.30pm – 8.30am Monday to Friday and any time over the weekend).

This is currently a pilot scheme but if successful, the council will be rolling out a larger fleet of pool cars for staff as it continues to reduce its carbon footprint.

Residents interested in using the low-emission vehicles will need to sign up to [E-Car](#).

### **New Enforcement Contract**

Our current contract with NSL Services comes to an end in October 2018 and over the last six months we have been undertaking a large procurement exercise to appoint a new provider under a five year contract.

The new contract has been drafted to place a greater focus on delivering efficient services that are easily accessible for our residents, businesses and visitors and to make use of emerging technologies to help achieve our aims and improve the service.

We will be utilising real time data to identify non-compliance 'hot spots' so we can concentrate resources on those areas of the Borough where there is a greater need for regular Civil Enforcement Officer attendance.