

MEETING**BUSINESS MANAGEMENT OVERVIEW AND SCRUTINY COMMITTEE****DATE AND TIME****TUESDAY 11TH MARCH, 2014****AT 7.00 PM****VENUE****HENDON TOWN HALL, THE BURROUGHS, NW4 4BG**

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
11.	Parking Policy (Cash Meters) Task and Finish Group	1 - 42
12.	20 MPH Zones Task and Finish Group	43 - 72

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Meeting Business Management Overview and Scrutiny Committee

Date 11 March 2013

Subject **Parking Policy (Cash Meters) Task and Finish Group – Final Report**

Report of **Scrutiny Office**

Summary of Report

This report encloses at Appendix 1 the final report of the Parking Policy (Cash Meters) Task and Finish Group following their review of the costs and benefits of the reintroduction of cash meters within Barnet. The Committee are requested to consider the findings and recommendations of the Task and Finish Group as set out in the report

Officer Contributors Anita Vukomanovic Overview and Scrutiny Officer

Status (public or exempt) Public

Wards Affected All

Key Decision N/A

Reason for urgency / exemption from call-in N/A

Function of Business Management Overview and Scrutiny Committee

Enclosures Appendix 1 – Report of the Parking Policy (Cash Meters) Task and Finish Group

Annexe 1 – Written Submissions to Parking Policy (Cash Meters) Task and Finish Group

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1. RECOMMENDATION

- 1.1 **The Committee to consider the findings and recommendations of the Parking Policy (Cash Meters) Task and Finish Group, as set out in the report attached at Appendix 1.**
- 1.2 **The Committee endorse the report for onward referral to the next Cabinet meeting with any recommendations (if appropriate).**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 Business Management Overview and Scrutiny Committee, 7 October 2013, [Members Item – Parking Policy](#) – the Committee received a Member's Item in the name of Cllr. Schneiderman calling for a review into the benefits of reintroducing cash metres into Barnet High Streets.
- 2.2 Business Management Overview and Scrutiny Committee, 6 January 2014: [Parking Policy Task and Finish Group](#) – the Committee reviewed the decision to undertake a review of Parking Policy (Cash Meters) as set out in the Members' Item in the name of Cllr. Schneiderman in light of the on-going internal parking review and resolved that the Task and Finish Group on Parking Policy (Cash Meters) proceed as agreed in October 2013.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Overview and Scrutiny Committees must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three priority outcomes set out in the 2013 – 2016 Corporate Plan are: –
 - Promote responsible growth, development and success across the borough.
 - Support families and individuals that need it – promoting independence, learning and well-being.
 - Improve the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study.
- 3.3 In relation to the **Parking Policy (Cash Meters) Task and Finish Group**, the following strategic objectives, outcomes and targets are relevant to the work of the Group:

“Improve the satisfaction of residents and businesses within the London Borough of Barnet as a place to live, work and study”

“To maintain the right environment for a strong and diverse local economy”

“Increase usage of paid for parking bays and car parks in town centres”

4. RISK MANAGEMENT ISSUES

- 4.1 The Overview and Scrutiny Procedure Rules allow Members to refer issues (relevant to the functions of a committee) to a committee for consideration. In this case, Councillor Schneiderman proposed the establishment of this Task

and Finish Group at a meeting of the Business Management Overview and Scrutiny Committee on 7 October 2013 and the request was duly agreed. Following an update on an internal parking review, received at the Business Management Overview and Scrutiny Committee on 6 January 2014, the Committee reaffirmed their intention to commission the review. In accordance with this request, the review has now been completed.

- 4.2 Failure to address issues of local interest or public concern through the overview and scrutiny process may result in reputational damage to the Council.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 Pursuant to the Equality Act 2010 (“the Act”), the council, in the exercise of its functions, has to have ‘due regard’ to: (i) eliminating unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; (ii) advancing equality of opportunity between those with a relevant protected characteristic and those without; and (iii) fostering good relations between those with a relevant protected characteristics and those without. The relevant protected characteristics are age, race, disability, gender reassignment, pregnancy, and maternity, religion or belief, sex and sexual orientation. The ‘protected characteristics’ also include marriage. The duty also covers civil partnership, but to a limited extent.
- 5.2 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the role of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council’s leadership role in relation to diversity and inclusiveness; and
 - The fulfilment of the Council’s duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.
- 5.3 Task and Finish Groups take into account equalities considerations throughout the lifecycle of the review. In addition, Overview and Scrutiny Committees should give due regard to equalities considerations when undertaking the on-going monitoring of recommendations made by Task and Finish Groups which have been accepted by Cabinet and are being implemented.
- 5.4 As noted in the Final Report of the Parking Policy (Cash Meters) Task and Finish Group, in August 2011, a decision was made by Delegated Powers Report, 1375: *Re-Provision of Parking Services* about the removal of pay and display parking machines and implementation of a policy of ‘cashless’ parking across the borough. To support that decision making process an Equalities Impact Assessment on the removal of pay and display parking machines was undertaken. This Equalities Impact Assessment considered the pSotential impacts and considered possible ways to mitigate these.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 Task and Finish Group reviews have the ability to undertake investigations into specific issues to explore how well the Council is managing and using its resources to deliver value for money and better and more sustainable outcomes for local people.
- 6.2 In undertaking their investigations, Task and Finish Groups must take into account the costs and potential benefits (both financial and non-financial) associated with any recommendations they are making.
- 6.3 In the case of the Parking Policy (Cash Meters) Task and Finish Group review, a detailed breakdown of the financial implications arising from the recommendations are set out in Sections 3.19 – 3.21 of the Task and Finish Group report. In summary, the following costs are associated with implementing the Labour Group’s recommendation 1 (*That Cabinet be recommended to bring back cash parking with immediate effect by converting the recently introduced credit/debit card pay and display meters (59 machines in total borough-wide) to accept cash payment.*)
- Cost of modifying 59 pay and display machines to accept cash payments: approximately £20,000
 - Additional annual costs (approximate) of Converting 59 Pay and Display Machines to Accept Cash:

Figure 1: Cost of Converting 59 Pay and Display Machines to Accept Cash (x2 Weekly Collections)

Credit / Debit Card and Coin Machine	Cost
Additional Annual Maintenance Cost (£229 x 59)	£13,511
Annual machine replacement allowance	£8,300
Coin collection costs	£92,040
Signage Cost – 1 st Year Capital	£6,000
Signs maintenance	£600
Ticket Rolls, including replacement	£32,000
Total Cost	£143,551 per annum

Figure 2: Cost of Converting 59 Pay and Display Machines to Accept Cash (x5 Weekly Collections)

Credit / Debit Card and Coin Machine	Cost
Additional Annual Maintenance Cost (£229 x 59)	£13,511
Annual machine replacement allowance	£8,300
Coin collection costs	£199,420
Signage Cost – 1 st Year Capital	£6,000
Signs maintenance	£600
Ticket Rolls, including replacement	£32,000
Total Cost	£189,571 per annum

Assumptions:

Additional Annual Maintenance Cost

Annual maintenance cost for existing credit/debit card machines = £382

Annual maintenance cost for credit/debit card and cash machines = £611

Additional annual maintenance cost as a result of enabling existing credit/debit card machines to accept cash payments = £229

X2 Weekly Collections

Assumes a transaction ratio of 20% cash and 80% Pay By Phone. Therefore the cost of Pay By Phone would reduce from current cost (£360,000) to £288,000.

X2 weekly collection regime would result in a higher 'per collection' unit cost. Coin collection costs are calculated on the following basis: £15 per collection x 59 machines x 2 weekly x 52 weeks = £92,040

X5 Weekly Collections

Assumes a transaction ratio of 50% cash and 50% Pay By Phone. Cost of Pay By Phone would reduce from current cost (£360,000) to £180,000.

X5 weekly collection regime would result in the following unit cost. Coin collection costs are calculated on the following basis: £13 per collection x 59 machines x 5 weekly x 52 weeks = £199,420

6.5 It is assumed that Pay By Phone would be retained in any circumstance as this currently the primary payment method for parking in the Borough. It is recognised that the re-introduction of cash as a payment method will have an impact on income from Pay By Phone transactions. Accordingly, estimates have been made on the reduction on income from this source as follows:

- Under Figure 1, the estimated reduction in Pay By Phone costs would be £72,000.
- Under Figure 2, the estimated reduction on Pay By Phone costs would be £180,000.

It is not possible to make assumptions around the take-up of cash payments and the subsequent level of income from this payment type. It should be acknowledged that there is a risk that the Council could incur costs from re-introducing cash as a payment method, but with a low take-up following reintroduction.

6.6 The costs associated with administering the Task and Finish Group review have been met from existing resources within the Governance Service budget. Lead Commissioners and Delivery Units have provided officer support for the review process.

6.7 The implementation of recommendations being made by the Task and Finish Group will need to be met from existing delivery unit budgets.

7. LEGAL ISSUES

7.1 Under Section 21 of the Local Government Act 2000, the Council's executive arrangements are required to include provision for appointment of an Overview and Scrutiny Committee with specified powers, including the power to make reports or recommendations to the authority or the executive with respect to the discharge of any functions which are the responsibility of the executive.

8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

- 8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution.
- 8.2 The Terms of Reference of the Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution). The Business Management Overview and Scrutiny Committee has within its terms of reference responsibility:
- i) To have overall responsibility for monitoring and coordinating overview and scrutiny work across the authority.
 - ii) To appoint scrutiny panels and task and finish groups needed to facilitate the overview and scrutiny function.
 - iii) To coordinate and monitor the work of scrutiny panels and task and finish groups, including considering reports and recommendations and referring to the relevant decision-making body

9. BACKGROUND INFORMATION

- 9.1 At a meeting of the Business Management Overview and Scrutiny Committee on 7 October 2013, a Member's Item was received from Cllr. Schneiderman calling for a review into the benefits of reintroducing cash metres into High Streets in the Borough. The Members item explicitly stated that the review should take evidence from residents, traders and local businesses, and other Councils where cash meters have been maintained and removed.
- 9.2 At their meeting on 6 January 2014, the Business Management Overview and Scrutiny Committee considered a report which sought a decision regarding whether the Parking Policy (Cash Meters) Task and Finish Group review should proceed, taking into account the current projected timetable for the internal Parking Improvement Project which included the development of a borough-wide parking policy.
- 9.3 At this meeting, the Housing & Environment Lead Commissioner outlined the scope and timetable for the internal Parking Improvement Project and clarified that payment methods were not currently in scope for the Project.
- 9.4 Following consideration of the report, the Committee instructed that the proposed Parking Policy (Cash Meters) Task and Finish Group review should proceed (as per the decision of the committee on 7 October 2013) and would be focused on the costs and benefits of reintroducing cash meters in high streets and car parks, not the wider parking policy of the Council. The Committee resolved that the Task and Finish Group should proceed with the following scope:

"To review the costs and benefits of reintroducing cash meters in Barnet high streets and car parks, with the review to take evidence from residents, traders and local businesses, and other Councils where cash meters have been maintained and removed."

9.5 The Members appointed to this Task and Finish Group were:

Councillor Brian Gordon
Councillor Joan Scannell
Councillor Hugh Rayner
Councillor Ross Houston
Councillor Alan Schneiderman

The substitute Members were:

Councillor Maureen Braun
Councillor Pauline Coakley Webb
Councillor Claire Farrier

9.6 A Final meeting of the Task and Finish Group took place on 13 February at which the Group concluded their findings and agreed the recommendations as set out in the report at **Appendix 1**.

10. LIST OF BACKGROUND PAPERS

10.1 None.

Cleared by Finance (Officer's initials)	JH/AD
Cleared by Legal (Officer's initials)	PM

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Task and Finish Group Review:

Parking Policy (Cash Meters)

Final Report

February 2014

Executive Summary

The Parking Policy (Cash Meters) Task and Finish Group was set up to explore the cost and potential benefits of reintroducing pay and display parking meters which accept cash payments within the London Borough of Barnet.

This report provides details the reviews findings, including the public consultation and research that was undertaken in order to inform recommendations. As part of the review, the Group undertook to consult with residents, traders and businesses in order to obtain an insight into local views on parking policy in relation to cash meters. Additionally, the Group reviewed national trends and policies in other London Boroughs. The Group also considered evidence from the Cabinet Member for Environment and senior officers from the Council.

The Council's Business Management Overview and Scrutiny Committee will be requested to consider and scrutinise this report, before its recommendations being formally received by the Cabinet at their meeting on 2 April 2014.

The Cabinet will be requested to provide a formal response to the recommendations when the report of the Group is presented to them. In order to track approved recommendations, the relevant thematic committee in the new governance structure (post Annual Council 2014) will monitor the implementation the above recommendations (if accepted).

The Recommendations made of the Task and Finish Group are as follows:

Recommendation One:

Reintroduction of Cash Pay and Display Machines

Conservative Group Recommendation –

That the Environment Committee re-consider the possible reintroduction of cash pay and display meters early in the 2014/15 municipal year.

Labour Group Recommendation –

That Cabinet be recommended to bring back cash parking with immediate effect by converting the recently introduced credit/debit card pay and display meters (59 machines in total borough-wide) to accept cash payment.

Recommendation Two:

Publicity – *the Group recommends that a Communications Plan be developed to publicise borough-wide parking arrangements following the recent town centre reviews. It is recommended that this includes a front page article on Barnet First which includes details of the following schemes: 20 minutes free parking in loading bays; restrictions being amended to allow free parking in some locations; the introduction of some limited free parking at specific on-street locations and at Moxon Street Car Park; the locations of the credit/debit card payment machines; the locations where payment can be made by PayPoint and where scratch cards can be purchased.*

Recommendation Three:

Signage – *Officers be instructed to undertake a review of all parking signage in town centre locations to ensure that all regulations are clearly detailed.*

Recommendation Four:

Enforcement – *the Cabinet Member be requested to undertake a review of the enforcement approach undertaken by NSL to ensure that it is fair and appropriate and meets the parking objectives of the Council.*

1. Background

- 1.1 At a meeting of the Business Management Overview and Scrutiny Committee on 7 October 2013, a Member's Item was received from Cllr. Schneiderman calling for a review into the benefits of reintroducing cash metres into High Streets in the Borough. The Members item explicitly stated that the review should take evidence from residents, traders and local businesses, and other Councils where cash meters have been maintained and removed.
- 1.2 At their meeting on 6 January 2014, the Business Management Overview and Scrutiny Committee considered a report which sought a decision regarding whether the Parking Policy (Cash Meters) Task and Finish Group review should proceed, taking into account the current projected timetable for the internal Parking Improvement Project which included the development of a borough-wide parking policy.
- 1.3 At this meeting, the Housing & Environment Lead Commissioner outlined the scope and timetable for the internal Parking Improvement Project and clarified that payment methods were not currently in scope for the Project.
- 1.4 Following consideration of the report, the Committee instructed that the proposed Parking Policy (Cash Meters) Task and Finish Group review should proceed (as per the decision of the committee on 7 October 2013) and would be focused on the costs and benefits of reintroducing cash meters in high streets and car parks, not the wider parking policy of the Council. The Committee resolved that the Task and Finish Group should proceed with the following scope:

“To review the costs and benefits of reintroducing cash meters in Barnet high streets and car parks, with the review to take evidence from residents, traders and local businesses, and other Councils where cash meters have been maintained and removed.”

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2. Context

2.1 Implementation of Cashless Parking in Barnet

- 2.1.1 In February 2009, the Acting Director of Environment and Transport took a decision in consultation with the Cabinet Member for Environment to review a trial of cashless parking in off street car parks and authorised the implementation of a borough-wide cashless parking scheme with effect from 22 March 2009. The decision also appointed Verrus (UK) Ltd to provide cashless parking services borough wide for a two year period.
- 2.1.2 In March 2011, the Interim Director of Environment and Operations and the Director of Commercial Services authorised the acceptance of a quote from a single supplier (Verrus UK Ltd) in order to continue the cashless parking service on existing terms, and to purchase the cashless parking service until new arrangements for delivery of the entire parking service were in place.
- 2.1.3 In August 2011, the Cabinet Member for Environment took a decision under delegated powers to remove pay and display parking machines in the borough and implement a policy of 'cashless' parking across the borough. The report (Delegated Powers Report, 1375: *Re-Provision of Parking Services*) noted that the then existing pay and display machine infrastructure was not operating efficiently due to an aging stock and a lack of maintenance contracts with the suppliers. The report also detailed the high maintenance and running costs of the pre-existing pay and display stock and highlighted the impact of this on income. The report detailed that new payment options would include Pay by Phone and PayPoint.
- 2.1.4 In November 2011, the Interim Director of Environment, Planning and Regeneration used their delegated powers to implement scratch cards as a cash method of paying for parking which acted as an alternative for people who wished to park in the borough who did not have a mobile telephone and/or a credit/debit card.

2.2 Parking Policy Reviews in Barnet

- 2.2.1 In July 2012, the Leader of the Council approved via delegated powers changes to fees and charges and new parking initiatives including: introducing a reduced rate for visitors voucher; proposals to increase the number of retail outlets stocking scratch cards; a reduction in off-street parking charges; and the introduction of credit card meters in council managed car parks. This decision was called-in by the Business Management Overview and Scrutiny Committee. However, the Committee resolved not to refer this decision back to Cabinet for reconsideration.
- 2.2.2 The Council undertook a review of parking in North Finchley and findings were reported in November 2012 via Delegated Powers Report 1847 in the name of Cabinet Member for Environment. As a result of the review, the following parking changes were introduced on an experimental basis:

- A reduction of parking charges;
- Encouraging medium and long stay parking in off-street car parks;
- Introduction of dedicated business parking bays within off street car parks;
- Standardised hours of operation within on street bays;
- Introduction of a 15 minute 'paid for' period at specific locations;
- Allow free parking for 15 minutes in loading bays;
- Introduced new 'Pay by Phone' short-stay parking bays at specific locations on the High Street to provide additional parking spaces.

2.2.3 In December 2012, the Interim Director of Environment, Planning and Regeneration approved via delegated powers the acceptance of a quotation from Parkeon Ltd to supply and install credit and debit card machines in council managed car parks and on a trial basis on-street in North Finchley Town Centre.

2.2.4 As part of the Borough Wide Town Centre and Shopping Parades Review, the Council undertook a review of parking in Edgware Town Centre and the findings were reported in January 2013. As a result of the review, the Cabinet Member for Environment authorised the following changes in Edgware Town Centre on an experimental basis:

- Reduced parking tariffs;
- Convert existing double yellow lines area into a 20 minute free bay;
- Limit blue badge holder parking to national standard of three hours;
- Review provision of disabled bays;
- Introduce credit/debit card machines to introduce alternative payment options;
- Promote scratch cards as an alternative payment method.

2.2.5 As part of the Borough Wide Town Centre and Shopping Parades Review, the Council undertook a review of parking in Chipping Barnet Centre and the findings were reported in January 2013. As a result of the review, the Cabinet Member for Environment authorised the following changes in parking changes on an experimental basis:

- Convert some long stay parking bays on the High Street to short stay parking bays with reduced tariffs;
- Enable some residents to purchase town centre CPZ permits;
- Introduce restrictions to business permit holder parking in the High Street, Moxon Street and Stapylton Road car parks;
- Convert a long stay parking bay in Fitzjohn Avenue to a short stay parking bay with a reduced tariff;
- Convert a long stay parking bay in Union Street to a short stay parking bay with a reduced tariff;
- Changes to areas where business permit holder can park on the High Street;
- Changes to charges and the maximum stay duration in the Moxon Street and Stapylton Road car parks;

- Adapt loading bays to all 15 minutes free parking;
- Reduced tariffs in certain locations (High Street, Park Road, Moxon Street, Hadley Green, Stapylton Road and Bruce Road);
- Consult with business permit holders on changes to parking arrangements and charging policy.

2.2.6 In April 2013, the Cabinet Member for Environment undertook a decision which saw a change in priority of the roll out of credit/debit card machines from council managed off street car parks to on-street locations following the Town Centre reviews and discussions held with traders.

2.2.7 In July 2013, the Cabinet Member for Environment authorised the procurement and installation of up to 40 credit and debit card machines at locations set out in the report, in addition to the 19 already procured and being placed at designated on-street locations, resulting in a total number of 59 credit and debit cards being located throughout the borough.

2.3 Analysis of Current Position in Barnet

2.3.1 Whilst this Task and Finish Group review has a narrowly defined remit to look at the costs and benefits of reintroducing pay and display machines which accept cash payments, Barnet's position on cashless parking cannot be disaggregated from changes in parking policy locally, trends in local authority management of parking regionally and the economic situation.

2.3.2 The decision to remove pay and display machines and make Barnet predominately a 'cashless' borough (with PayPoint and scratch cards retained as cash payment options) was implemented around the time that there were also significant increases in parking charges across the board.

2.3.3 Since the introduction of cashless parking and parking charges increases in 2011, the current Cabinet Member for Environment has been reviewing town centre parking arrangements. As outlined in section 2.2 above, changes were initially implemented in North Finchley and were then rolled out in other town centres and shopping areas. North Finchley was the first of all of the Town Centres that were reviewed as part of a Borough wide Town Centres and Shopping Parades Review.

2.3.4 In addition, the number of cashless parking transactions has been steadily increasing and residents / visitors are gradually becoming familiar with pay by phone as a payment method for parking in high streets and car parks. This is illustrated in Figure 2, section 3.2.2.

2.3.5 As detailed in section 2.4 below, other London boroughs have introduced pay by phone and credit / debit card machines to complement existing payment methods and some have been considering moving towards a cashless system due to the costs associated with collecting cash, vandalism, and the general cost of maintaining pay and display machines. Most of these boroughs have retained cash as a payment option.

2.3.6 Nationally, high streets have faced challenging circumstances with the increase in online retail and the economic situation which has impacted on trade. A number of national studies have considered issues which impact on high streets and parking which will be explored in section 2.5 below.

2.4 Review of Other London Boroughs

2.4.1 In order to obtain an understanding of trends in London, the Task and Finish considered the parking arrangements in other Boroughs with specific reference to payment methods.

London Borough of Brent

2.4.2 The London Borough of Brent provides a choice of methods by which motorists can pay for parking which includes pay and display by machines that accept cash, and pay by phone (which is supported by a smart phone application). Brent has a total of 722 pay and display machines which all accept cash. 13 pay and display by machines that accept cash are situated in nine council managed car parks.

2.4.3 At the time of the last tariff change in October 2013, the existing 27 pay and display machines which accepted credit/debit card payments in addition to cash had been disabled. Brent only accepted cash or pay by phone as payment methods. Officers from Brent reported that there was an expectation that they would move towards a cashless-based payment system over time.

London Borough of Croydon

2.4.4 The London Borough of Croydon has a total of 871 pay and display machines all of which accept cash payments and none of which accept credit/debit card payments. Croydon provides both cash and pay by phone as payment methods. In certain areas, Croydon provides areas of free parking for 30 minutes in one and two hour bays.

City of Westminster

2.4.5 The Group considered the City of Westminster Council as an example of a borough that has a relatively similar policy to Barnet in respect of parking payment methods. The City of Westminster is a predominantly a 'cashless' borough where pay by phone is the predominant method of paying for parking. By the end of 2012/13, pay by phone transactions accounted for 90% of all income, compared to the card only pay and display machines which accounted for 9.7% of income. Like Barnet, Westminster also has scratch cards which made up the remaining 0.3% of parking income that year.

London Borough of Lambeth

- 2.4.6 There are 16 Controlled Parking Zones in Lambeth which are mainly located in the North of the borough. Lambeth introduced pay by phone approximately one year ago to supplement existing cash pay and display machines. Some cash pay and display machines in Lambeth have been subject to high levels of vandalism and/or theft and in these locations, Lambeth have temporarily decommissioning the cash pay and display machines (via temporary covers) and are introducing PayPoint as an alternative cash payment method.
- 2.4.7 Lambeth will be monitoring the impact of decommissioning pay and display machines and roll-out will be on an incremental basis. Lambeth do not have a policy on the removal of pay and display machines. The number locations where PayPoint is an accepted payment method varies across the borough. Some are areas having a higher usage of pay by phone than others. For example, in Waterloo approximately 60% of transactions are pay by phone, whilst in Brixton the majority are cash transactions.
- 2.4.8 Lambeth have previously considered the replacement of coin operated parking meters upon the following basis: *“Replacement of coin operated parking meter machines with pay by phone linked parking. This will reduce the potential for theft and out of operation meters and lower maintenance and cash collection costs. This is planned for introduction in November 2011.”* This decision was subsequently abandoned.

Royal Borough of Kingston upon Thames

- 2.4.9 The Royal Borough of Kingston upon Thames have approximately 400 parking machines across the borough. Off street parking payments can be made by cash and credit/debit card and for on street parking payments are made by primarily by cash.
- 2.4.10 Kingston have a wide range of parking payment methods. They have introduced pay by phone on a borough-wide basis. Additionally, motorists have the option of purchasing season tickets which can be used in six out of the 15 borough car parks. The cost of season tickets range from approximately £1,000 – £1,800 per year. Council managed car parks also have pay by foot as a payment method (where motorists take a ticket as they enter the car park and pay on the way out). The pay by foot machines are cash and credit/debit card except for one, which is cash only.
- 2.4.11 Officers at Kingston have advised that the borough will be getting 15 new machines that will be cash and credit/debit card. Kingston expects to be in a position to be in position where motorists can pay by cash, credit/debit card, phone and via a permit.

London Borough of Southwark

- 2.4.12 Controlled parking zones cover approximately 50% of Southwark. Zones operate predominately to give priority to local residents and short-stay visitors to shops and local businesses. Around 30% of bays in parking zones can be

used by visitors. Payment can be made via pay by phone or at pay and display machines.

2.4.13 Southwark have approximately 360 pay and display machines which accept cash payments Pay and display machines are clustered around major centres such as Southwark, Borough, Stoke Newington, Camberwell, Bermondsey, Peckham and Herne Hill.

2.4.14 Southwark have a number of old style 'lollipop' pay and display machines which are gradually being phased out. These old style machines accept fewer denominations of coins than the new style pay and display machines. Southwark Officers have been unable to ascertain the number of the lollipop machines in operation vs. the number of new style pay and display machines.

Analysis of Case Studies

2.4.15 While the case study examples only provide a limited sample from the 32 London Boroughs, they do provide an indication of the current mix of payment methods in these boroughs and the general policy direction. Most boroughs provide pay and display machines which accept cash payments and this is complemented by one or more alternative payments methods. All boroughs considered as part of this review have implemented pay by phone. Officers from the case study areas have reported that they are looking at ways to reduce the number of pay and display machines, although none have a formal policy in this regard.

2.5 National Context

Department for Transport Guidance

2.5.1 The Department for Transport, Operational Guidance to Local Authorities: Parking Policy and Enforcement, Traffic Management Act 2004 sets out the operational framework for the management of parking controls. Whilst there is no specific reference to payment methods, the Guidance states that "...local authorities need to develop a parking strategy covering on- and off-street parking that is linked to local objectives and circumstances..." and that this strategy should "...consider the needs of the many and various road users in the area, the appropriate scale and type of provision, the balance between short and long term provision and the level of charges."

2.5.2 The Guidance highlights that "...parking policies and their enforcement are complex. They can confuse the public if they are not explained clearly..." and "...Consultation and communication are the foundation of a fair and effective parking policy. They help to ensure that the public understands and respects the need for enforcement. Consultation should be an on-going process that takes place whenever an authority proposes major changes and at regular intervals after that."

The Portas Review

2.5.3 In 2011, Mary Portas was commissioned by the Government to undertake an independent review into the future of the high street. Portas identified a number of issues affecting the high street including:

- a decline in the retail spending on the high street and an increase in out-of-town and online / mobile spending;
- the global recession impacting on households disposable income;
- increased competition from supermarkets;
- the rise in the number of out of town retail units;
- increased numbers of chain stores;
- a high retail unit vacancy rate on high streets;
- high rents and business rates;
- regulatory barriers; and
- parking arrangements

2.5.4 In relation to parking, Portas identifies that local authority parking policies can place the high street at a competitive disadvantage to out of town retail centres which offer free parking. She adds that parking charges can limit the "...appeal of that location to the shopping consumer and therefore the longer term economic viability and wellbeing of the area."

2.5.5 The Portas reviews recommends that local areas should "...implement free controlled parking schemes that work for their town centres" to increase the appeal of the high street.

Spaced Out: Perspective on Parking Policy (RAC Foundation)

2.5.6 In 2012, the RAC Foundation published 'Spaced Out: Perspective on Parking Policy' which considered a wide range of issues in relation to parking including supply, demand, the management of parking, public attitudes towards parking, other parking issues, and parking and car ownership. Issues relating to high street parking, charges and payment methods are detailed below.

2.5.7 Pay by phone was introduced in 2004 and has now become a widespread payment method. Referring to the advantages of pay by phone, the report recognises that payment by phone avoids the need for small change, provides a reminder when time is up and generally allows for parking to be extended up to the time limit on the parking place. For the council it is generally cheaper and safer than cash, although some local authorities feel that the charges by the commercial companies are too high and offset many of the benefits, which include the elimination of the problems of machine maintenance, vandalism and theft. Smartphone apps and VAT receipts are further enhancements. The report recognises that there remains, however, the issue of how those without credit cards or mobile phones can pay.

- 2.5.8 The report acknowledges that paying for parking is a nuisance, involving either finding small change for machines or paying by credit card over the phone. It is highlighted that there is a "...general inconvenience associated with most current parking arrangements (such as poorly functioning machinery, restricted payment opportunities, machines not delivering change...)" and highlights the importance of a clear pricing structure.
- 2.5.9 It goes on to say that a "...properly conducted parking policy should be able to reduce the stress of searching for parking, provide capacity where it is needed, and – within limits – act as a sensible constraint on demand. Concomitant with this should go appropriate information systems, indicating charges and available capacity (in real time)."

Analysis of National Research

2.5.10 Research undertaken into the national context in relation to high street parking and payment methods highlights the following:

- High street retail has been impacted by a number of factors over recent years which includes managing parking. In order to support high streets, local authorities need to develop parking policies which support local retailers.
- There has been a significant increase in the number of pay by phone users – this increases convenience for some people and can reduce costs for local authorities. However, there needs to be a way for people without credit/debit cards and/or mobile phones, or those who struggle with the pay by phone concept to pay.
- Local authorities should have a clearly articulated parking policy and pricing policy

3 Review Format

3.1 The Task and Finish Group met three times in February 2014. The first meeting took place on 4 February 2014 where the Group considered a Feasibility Assessment and agreed their approach to public consultation. A further meeting took place on 11 February to consider verbal and written submissions from the residents, traders and businesses. A final meeting took place on 13 February to enable the Group to consider the evidence received and develop their conclusions and recommendations.

First Meeting (Review Scope), 4 February 2014

3.2 At their first meeting on 4 February, the Group considered a Feasibility Assessment which detailed relevant previous decisions, the progress of the Internal Parking Improvement Project, issues with cash pay and display meters, details of the Borough Wide Town Centre and Shopping Parade Parking Review, and the scope of the Task and Finish Group Review.

- 3.3 The Group determined they would hold their future meetings in public. It was agreed the meeting on 11 February 2014 would be to receive evidence from residents, businesses and traders, and officers issued a press release inviting written submissions and verbal representations at this meeting and promoted the meeting on social media channels. Members agreed to hold another meeting on 13 February 2014 in order to evaluate all of the evidence received, and draw conclusions with a view to determining their recommendations.
- 3.4 On 4 February, the Group received a presentation from the Housing & Environment Lead Commissioner and the Infrastructure and Parking Manager. The Group were informed that in 2011, the then Cabinet Member for Environment had taken a decision under delegated powers to remove all pay and display meters in the borough. Officers advised the Group that at the time of the decision, the existing pay and display machines were reaching the end of their life and there were significant financial implications associated with replacing them. Members were aware that the decision to remove the meters had been partly motivated by the number of pay and display machines that were out of order at any one time, as well as the cost of collecting money from the machines. The Group agreed that the review should consider both the financial implications of implementing different policy options, alongside the issue of fairness to residents wishing to park in high streets. The Group also instructed that the current Cabinet Member for Environment be invited to the next meeting of the Task and Finish Group.
- 3.5 In considering the costs and benefits of the return to pay and display meters which accepted cash payments, the Group questioned the number of people using the various methods of payment available. The Group were advised that based on the current financial year (2013/14) from week 1 to week 43, 93% of people used Pay by Phone, 4.9% used a credit/debit card, 1.35% used scratch card and 0.8% used Pay Point.

Second Meeting (Evidence Session), 11 February 2014

- 3.6 Following the issue of the press release referred to at 3.3 above, details of the evidence gathering session had been publicised in the Barnet & Whetstone Press and the Hendon & Finchley Times. A total of 26 written submissions (**Appendix A**) and five requests to speak at the meeting were received.

Public Comments

- 3.7 The following members of the public spoke at the meeting: Ms Barbara Jacobson; Mr Bob Jacobson; Ms Helen Michael; Mr Paul Shea; Mr Spyros Spirou and Ms Gail Laser. Their comments covered the following points:
- Traders and residents had witnessed people seeing pay by phone signs who had driven away;
 - Cash was considered quick and easy payment method;
 - Not everyone owns a mobile phone;
 - That pay by phone provided no proof of payment;

- Scratch cards were not always convenient and drivers could get a Penalty Charge Notice whilst waiting to buy one;
- Visitors to the borough might not be familiar with the parking arrangements;
- Members of the public considered that cash meters were essential for the survival of the high street;
- Finchley High Road had been damaged by the removal of cash meters
- A trader in North Finchley attributed a reduction in turnover due to the council's parking policy;
- The re-introduction of cash meters would increase turnover for businesses;
- There was opportunity to advertise on ticket rolls to raise revenue;
- Consumers were shopping online and therefore staying away from the high street.
- The owner of a garage in North Finchley advised that the changes in parking arrangements had had a devastating effect on his business;
- Motorists were incorrectly receiving parking tickets related to the enforcement of parking measures.
- The parking policy in North Finchley and High Barnet was not working;
- Others areas of the Borough had a period of free parking;
- One option could be to allow half an hour free parking, and then charge £1 for the full hour, and then increase it further for more time.
- Motorists were unclear as to the parking policy of a given area.

Written Submissions

- 3.8 Members of the Group considered the written submissions that had been received and circulated in advance of the meeting. The following **themes** arose throughout the written submissions:
- 3.9 A large number of submissions reported that people were having **difficulty using pay by phone**. Many of the written submissions from the public linked the implementation of pay by phone and the removal of cash meters with a reduction in the number of people parking, and therefore using the high streets, with some submissions reporting that they would not shop in areas where cash meters were not in place. In considering this information, some Members of the Group questioned whether this was down to the fact that it was a relatively new system that people would get used to. It was reported in some submissions that instead of paying to park by phone, or by any available card meters, members of the public were choosing to use shopping centres such as Brent Cross, which have free parking, at the detriment to the high street. It should be noted that many of the submissions from traders made a direct link between the removal of cash meters and a reduction in turnover in their business.
- 3.10 A number of the submissions cited **concerns over safety** as an issue that warranted the return of cash meters. Several submissions expressed feeling vulnerable when having to have both a mobile phone and credit/debit card out

when paying for parking. The use of mobile phones and credit and debit cards in the dark was highlighted as a particular issue.

- 3.11 It was reported **that older people who were less comfortable with technology** were finding the existing parking payment methods difficult. It was also highlighted that a number of people, which included both younger and older people, did not have mobile phones and debit cards, meaning that that cash would be the only feasible way for certain people to pay for parking.
- 3.12 The submissions revealed a general theme that the public felt **that high streets and town centres** would be directly benefitted by the reintroduction of cash meters.
- 3.13 Submissions also requested that motorists were provided with a choice of how parking can be paid for, beyond that of PaybyPhone, scratch cards and PayPoint, with the majority requesting to be able to pay for parking by a cash meter.
- 3.14 A number of members of the public contributing to the evidence of the review advised that motorists felt unclear as to the parking policy of the area, which in turn, could lead to motorists receiving parking tickets.

Third Meeting (Members Conclusions), 13 February

- 3.15 In considering the responses that had been collated following the call for evidence, a Member noted that that one possible problem of the pay by phone system was that people were not yet familiar with the system.
- 3.16 It was highlighted that in the written submissions to the Group only one response had not been in favour of a return of pay and display meters which accepted cash. In addition, there were some people who do not have a credit or debit card, and some people who may not wish to use it to pay for their parking.
- 3.17 A Member advised that in order to help the high street, the public felt that they should be given a choice as to how they can pay for parking. Some Members of the Group referred to the costs associated with the reintroduction of pay and display meters which accepted cash as set out in the submission by officers at the first meeting of the Group on 4 February.
- 3.18 The Group highlighted that the evidence received showed that there needed to be a better understanding of current parking controls and pricing policy. It was suggested that there needed to be clearer signage, which would increase awareness and reduce the number of penalty charge notices issued. Members considered that if a motorist received a parking ticket, then they would be less likely to return to an area which would impact on that high street.

- 3.19 The Group noted that the capital cost to modify the machines would be approximately **£20,000**. There would be additional associated costs, details of which are set out in Figure 1 and Figure 2 below:

Figure 1: Cost of Converting 59 Pay and Display Machines to Accept Cash (x2 Weekly Collections)

Credit / Debit Card and Coin Machine	Cost
Additional Annual Maintenance Cost (£229 x 59)	£13,511
Annual machine replacement allowance	£8,300
Coin collection costs	£92,040
Signage Cost – 1 st Year Capital	£6,000
Signs maintenance	£600
Ticket Rolls, including replacement	£32,000
Total Cost	£143,551 per annum

Figure 2: Cost of Converting 59 Pay and Display Machines to Accept Cash (x5 Weekly Collections)

Credit / Debit Card and Coin Machine	Cost
Additional Annual Maintenance Cost (£229 x 59)	£13,511
Annual machine replacement allowance	£8,300
Coin collection costs	£199,420
Signage Cost – 1 st Year Capital	£6,000
Signs maintenance	£600
Ticket Rolls, including replacement	£32,000
Total Cost	£189,571 per annum

Assumptions:

Additional Annual Maintenance Cost

Annual maintenance cost for existing credit/debit card machines = £382

Annual maintenance cost for credit/debit card and cash machines = £611

Additional annual maintenance cost as a result of enabling existing credit/debit card machines to accept cash payments = £229

X2 Weekly Collections

Assumes a transaction ratio of 20% cash and 80% Pay By Phone. Therefore the cost of Pay By Phone would reduce from current cost (£360,000) to £288,000.

X2 weekly collection regime would result in a higher 'per collection' unit cost. Coin collection costs are calculated on the following basis: £15 per collection x 59 machines x 2 weekly x 52 weeks = £92,040

X5 Weekly Collections

Assumes a transaction ratio of 50% cash and 50% Pay By Phone. Cost of Pay By Phone would reduce from current cost (£360,000) to £180,000.

X5 weekly collection regime would result in the following unit cost. Coin collection costs are calculated on the following basis: £13 per collection x 59 machines x 5 weekly x 52 weeks = £199,420

3.20 It is assumed that Pay By Phone would be retained in any circumstance as this currently the primary payment method for parking in the Borough. It is recognised that the re-introduction of cash as a payment method will have an impact on income from Pay By Phone transactions. Accordingly, estimates have been made on the reduction on income from this source as follows:

- Under Figure 1, the estimated reduction in Pay By Phone costs would be £72,000.
- Under Figure 2, the estimated reduction on Pay By Phone costs would be £180,000.

It is not possible to make assumptions around the take-up of cash payments and the subsequent level of income from this payment type. It should be acknowledged that there is a risk that the Council could incur costs from re-introducing cash as a payment method, but with a low take-up following reintroduction.

Pay by Phone Usage

3.21 Throughout the review period, members of the public and some Members of the Task and Finish Group expressed concern that large numbers of people were struggling to use, or simply did not wish to use pay by phone, instead stating a preference for cash meters as an alternative method of payment.

3.22 The Group were advised that this was not reflected in the data provided by the pay by phone providers and that statistics show an increasing number of people registering to use pay by phone for both on and off street parking. Whilst some Members of the Group interpreted this as positive uptake, other Members questioned if this was because motorists had little choice but to use pay by phone as the predominant payment method. The proportion on first time pay by phone users 2012/13 (on street) is highlighted in Figure Two. The proportion of first time pay by phone users 2012/13 (off street) is highlighted in Figure Three.

Figure Two: Proportion of First Time PaybyPhone Users (On Street) 2012/13

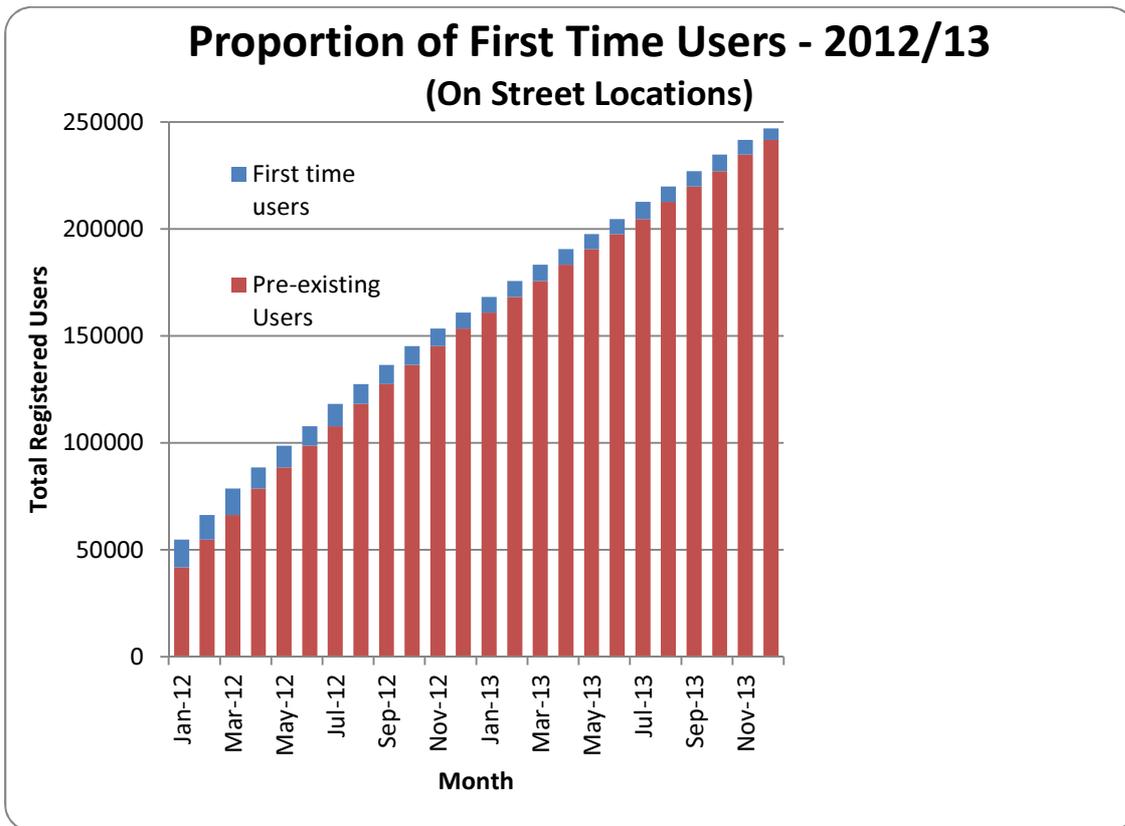
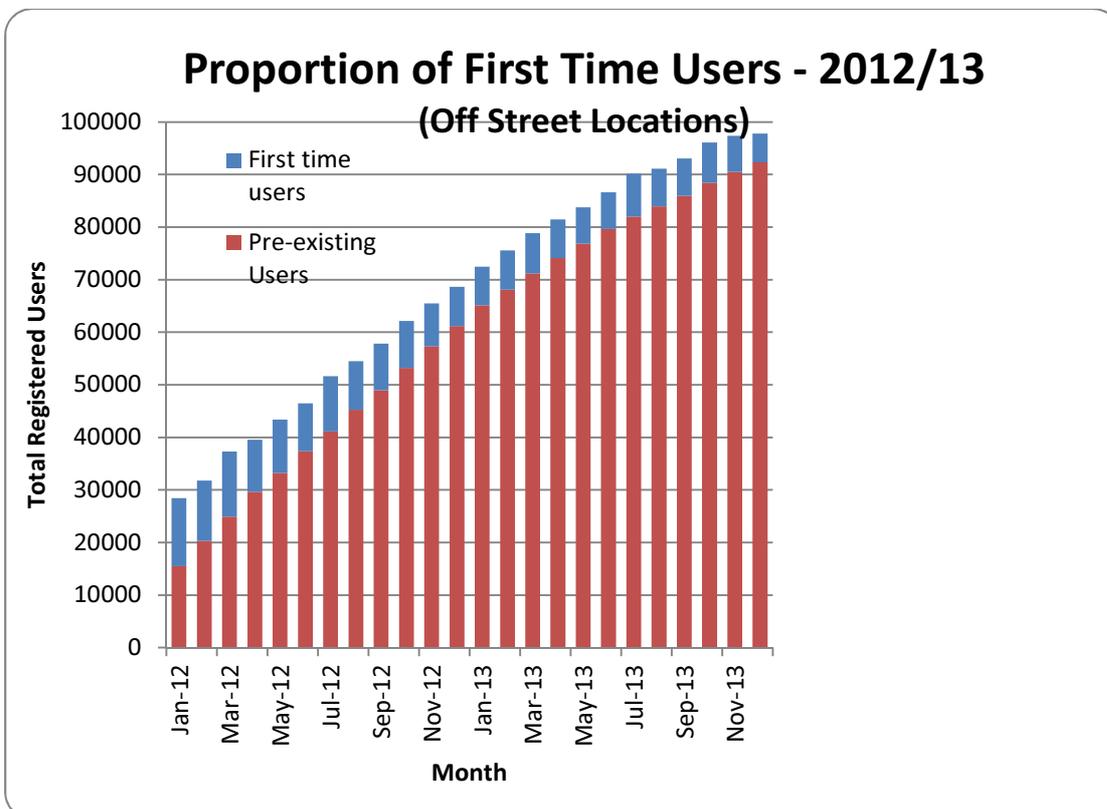


Figure Three: Proportion of First Time PaybyPhone Users (Off Street) 2012/13



Member Analysis: Credit and Debit Card Machines

- 3.33 As detailed in section 2.2.3 the Council accepted a quotation from Parkeon Ltd in December 2012 to supply and install credit and debit card pay and display machines in car parks and on a trial basis on-street in North Finchley Town Centre, resulting in the 59 credit and debit card machines that are currently in existence in town centres and shopping parades in the borough. During the review, Members questioned if data was available to indicate whether this alternative method of payment had proved successful. The Group were advised by officers that the roll-out of the credit and debit card machines had only taken place in December 2013, and that Officers felt that it was therefore too early to conclude upon their success. The Group were informed by officers that whilst they did not have the results, early indications pointed towards an increasing number of transactions on these machines.
- 3.34 The Conservative Members on the Group considered that there was no substantial data available at the time of the review on the success or otherwise of the new credit and debit card pay and display machines. As such, it would be inappropriate for them to recommend the conversion of the existing parking meters to enable cash when:
- a) the success of the recently implemented card meters was unknown; and
 - b) there was no guarantee that cash meters would lead to an increase in parking churn and revenue.
- 3.35 The Labour Members on the Group considered that the written and verbal submissions to the Task and Finish Group highlighted that residents and traders supported the re-introduction of pay and display machines which accepted cash payments. In addition, they highlighted that the evidence from other London boroughs contacted showed that most have retained cash as a payment option. Labour Members also noted the report of 16 September 2013 (Parking Pilot Schemes - Review of the Experimental North Finchley Town Centre Parking Measures) to the Budget & Performance Overview and Scrutiny Committee from the Strategic Director for Growth and Environment stated that "It has been noted that the introduction of the credit/debit card pay and display machines have had a significant impact on patronage levels". Labour members, therefore, wished to recommend to Cabinet that the 59 credit and debit card pay and display which had recently been introduced be converted to accept cash payments with immediate effect.

4. Witness Evidence: Cabinet Member for Environment

- 4.1 At the public consultation meeting, the Group invited the Cabinet Member for Environment to attend and requested his contribution to the discussion as the relevant portfolio holder.
- 4.2 The Group noted that the Cabinet Member had consulted with traders throughout the tenure of his portfolio in order to ascertain their views on how to improve the parking situation in the borough. The Group acknowledged that a

great deal of consultation had taken place in North Finchley Town Centre with the resultant changes outlined in **Appendix B**.

- 4.3 The Cabinet Member for Environment noted that the submissions made to the Group as part of the call for evidence had highlighted concerns regarding using credit and debit cards to pay for parking, particularly at night, and that many people felt that the idea of paying for parking by cash was a safer option. He informed the Group that a statistic had been released which showed that 90,000 cash parking meters had been vandalised in London in 2010 and that he did not want that element of crime being brought into the Borough.
- 4.4 The Cabinet Member for Environment advised that whilst the Council did not have the figures for the number of transactions that took place when cash machines were in operation, an increasing number of people were registering for pay by phone each week as highlighted in section 3.22.
- 4.5 The Group noted the importance of increasing the turnover of people parking in high streets and car parks and some Members questioned if the reintroduction of cash meters would improve this. The Cabinet Member for Environment advised the Group that it was his opinion that better turnover could be achieved by other methods such as improved advertising of the council's parking policy and charges. Officers advised the Group that there was no guarantee that an investment in pay and display machines which accepted cash payments would increase churn and deliver economic benefits. Labour Members however advised that they believe that cash payments will increase churn and deliver economic benefits but noted the difficulty in quantifying this.

5. Key Findings and Recommendations of the Task and Finish Group

- 5.1 In considering their conclusions and recommendations, the Group acknowledged that it was difficult to consider the issue of cash payments for parking without considering wider elements of parking policy such as charges, the availability of spaces and the balance between long term and short term parking space provision. It was also acknowledged that there were significant external factors (such as the economic downturn and changes in consumers shopping habits) that were affecting high streets. Whilst these were outside of the direct control of the council, it was acknowledged that parking policy should be designed to encourage visitors to high street locations.
- 5.2 Having considered both the written and verbal evidence submitted by the public, the evidence provided by the Cabinet Member for Environment, and the costings and evidence provided by the Housing and Environment Lead Commissioner and the Street Scene team, the Group agreed a series of recommendations:

Recommendation One:

Reintroduction of Cash Pay and Display Machines

Conservative Group Recommendation:-

That the Environment Committee re-consider the possible reintroduction of cash pay and display meters early in the 2014/15 municipal year

Labour Group Recommendation:-

That Cabinet be recommended to bring back cash parking with immediate effect by converting the recently introduced credit/debit card pay and display meters (59 machines in total borough-wide) to accept cash payment.

- 5.3 There was a party split when it came to the agreement of this recommendation. The Conservative Members on the Group considered that there was no substantial data available at the time of the review on the success or otherwise of the new credit and debit card pay and display machines. As such, it would be inappropriate for them to recommend the conversion of the existing parking meters to enable cash when:
- a) the success of the recently implemented card meters was unknown; and
 - b) there was no guarantee that cash meters would lead to an increase in parking churn and revenue
- 5.4 The Conservative Members requested that this investigation be reopened early into the new municipal year, advising that at that point, data on the usage of the recently introduced credit and debit card machines would be available. The Conservative Members explicitly stated that they required the data from the 50 credit and debit card machines in order to make an informed decision into the economic viability of the cash meters.
- 5.5 The Labour Group Members considered that the written and verbal submissions to the Task and Finish Group highlighted that residents and traders supported the re-introduction of pay and display machines which accepted cash payments and indicated that they wished to recommend to Cabinet that the 59 credit and debit card pay and display which had recently been introduced by converted to accept cash payments with immediate effect. Labour Members also wish to note that more substantial changes, including the introduction of a minimum of 30 minutes free parking across the borough are required. In addition, Labour Members highlighted the evidence from the other London Boroughs contacted showed that have most have retained cash as a payment option. As such, their Minority Group recommendation is detailed above.
- 5.6 Cabinet will be requested to consider these recommendations separately and indicate whether they are willing to accept or reject.

Recommendation Two:

Publicity – *the Group recommend that a Communications Plan be developed to publicise borough-wide parking arrangements following the recent town centre reviews. It is recommended that this includes a front page article on Barnet First which includes details of the following schemes: 20 minutes free parking in loading bays; restrictions being amended to allow free parking in some locations; the introduction of some limited free parking at specific on-street locations and at Moxon Street Car Park; the locations of the credit/debit card payment machines; the locations where payment can be made by PayPoint and where scratch cards can be purchased.*

- 5.7 The Group were encouraged by the parking measures that had been introduced to improve the parking situation following the borough's Town Centres and Shopping Parades review as outlined in section 2.2. The Group felt that these changes would have been well received by those who knew about them, but considered that there was scope to improve the public's awareness so that these measures were utilised fully, therefore increasing the churn of parking in high streets. Members considered that this would be a best value solution and would capitalise on improvements that had already been made by ensuring that the maximum number of people were aware of the council's parking policy.
- 5.8 During the evidence gathering session, the Group noted that the Cabinet Member for Environment shared the Group's view on the importance of encouraging more people to visit Barnet high streets and car parks. The Group and Cabinet Member alike were in agreement that encouraging an increased number of people to park, and increasing the churn of motorists parking was a priority.

Recommendation Three:

Signage – *Officers be instructed to undertake a review of all parking signage in town centre locations to ensure that all regulations are clearly detailed.*

- 5.9 Following review of the submissions made by the public as a result of the public consultation, the Task and Finish Group expressed concern that the signage of parking regulations was not clear enough. The Task and Finish Group considered that this could lead to confusion for motorists, and result in motorists receiving parking tickets, despite not intending to commit parking contraventions. Members were conscious that if a motorist received a parking ticket in a town centre, then there was a risk that they would be less likely to shop in the area which would in turn, lead to further detriment to the local economy.

Recommendation Four:

Enforcement – *the Cabinet Member be requested to undertake a review of the enforcement approach undertaken by NSL to ensure that it is fair and appropriate and meets the parking objectives of the Council.*

- 5.10 Both Members of the Task and Finish Group and members of the public who contributed to the consultation process expressed concern about what was considered a “zero tolerance” approach by Civil Enforcement Officers. The Task and Finish Group considered that motorists were not being given sufficient levels of grace, and that high levels of ticketing were putting people off returning to their town centres, and therefore reducing the spend in the local economy.

6 Acknowledgements

- 6.1 The Group would like to put on record their thanks to the Members of the public who participated to the review through submitted written or verbal submissions, or through attending public meetings. The Group would also like to thank council officers and the Cabinet Member for Environment for their contributions to this review.

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Parking Policy: (Cash Meters) Task and Finish Group**Public Comments for Consideration**

In today's East Barnet Press & Advertiser the public were asked to send you their comments on the cashless parking system in place in the borough. So here are mine:

Parking meters situated at the sides of roads - I never park using these so do not mind how these are paid for.

Parking in car parks such as Stapyleton Road in High Barnet and Lodge Lane in Finchley - I am deliberately avoiding shopping in these places as I do not wish to avail myself of cashless parking. I take my custom to Enfield instead, which has a much more vibrant town centre with more choice too. Dean Cohen mentioned in the paper that there would be a significant financial implication to reintroducing parking meters with coins. That may be the case with individual parking spaces but surely the larger car parks would only have 3 or 4 meters?

Last time went to Stapyleton Road I did not at first realise that one could not pay with cash. I was one of 3 people in those 5 minutes that chose to leave the car park rather than register for cashless parking. This cannot be helping the regeneration of Barnet as a shopping centre.

I trust that the council will reintroduce cash parking, at least in all car parks where it has been removed, and that this will help encourage local people such as myself to spend our money in our own locality.

yours sincerely
Elizabeth Burling

Barnet council review of cash parking provision

These comments are based on observations and from our active involvement with the council over parking provision in High Barnet

Major changes to pricing in the council-run town centre parking spaces has significantly increased usage, particularly so now that council parking is cheaper than the private provision. These comments are therefore made in the context that we consider pricing as a means of optimising usage of parking spaces is decidedly more important than the method of payment.

Being located at the edge of the Borough we do have a lot of visitors to the town centre who come from Hertfordshire. Traders report that some do have difficulty with the absence of a cash facility in council spaces notwithstanding the recently introduced card payment facility. Many therefore perhaps do prefer to use the two private car parks in town which offer cash facility, so the council may be losing some potential revenue. More important is the possibility that the absence of a cash facility in the council bays could put people off visiting at all, though perhaps more a problem of perception due to the extensive negative publicity of the past couple of years. 500 of the 800 or so spaces around the town are in two private car parks both of which have a cash facility so in reality there is no problem for those who wish to pay by cash. And paying a small premium in parking charges for this facility is perhaps reasonable given the additional cost of servicing the machines.

We have a phone only facility in the largest council car park which is designated for long term use. Most users here park every day and the car park routinely fills. This suggests that for regular users the phone is actually a positive and a cash option is not needed. We would therefore only need to consider the short-term parking areas to provide a cash facility for the benefit of short-term visitors. That said, the on-street provision in the town centre is very limited and in constant demand. though users may find it more convenient, a cash facility would not increase overall usage there.

Of course, we recognise that providing a cash facility does incur operational costs and the council would need to be sure that provision is cost effective. We do believe that in High Barnet the demand for a cash facility in council bays is likely to be somewhat limited. With this in mind a cautious approach might be desirable, perhaps pick one town centre to start with as an experiment. That would allow the council to evaluate demand and costs before committing to every location.

There is one further problem. The credit card machines in the car parks have been broken and on occasions and have taken some time to be repaired. An evaluation of the availability and the maintenance arrangements for the machines should perhaps be considered alongside consideration of the possibility of introducing cash payment. Having just card only constantly available would be preferable to an even more intermittent card/cash facility.

Gordon Massey
Chairman
Barnet Residents Association

I for one am very much FOR re-introducing cash meters for parking. I will NOT phone to pay to park, why should I give my credit card details for them to be on file, so I avoid anywhere if I have to phone and pay to park which means I take my business out of the borough in order to be able to pay for parking using cash. I am sure many people especially the elderly feel the same. YES PLEASE do re-introduce the cash meters and get our town centers buzzing with sales again.
best regards

I am away so will not be able to attend the meeting on 11th February. I would like you therefore to please put forward my view on the idea of re-introducing parking meters.

This enquiry should have been held before the meters were removed. The little experiment carried out by the council will have cost us the taxpayers a fortune when we would have told Barnet before the removal that the entire idea was a folly. To have a system that firstly is based in the idea that everybody has a mobile phone is more than presumptuous. It also increases the cost by the charge for the phone call and the charge made by for parking company so in fact the half hour parking is something like 15% more than the price set by Barnet. Secondly to make it compulsory to purchase a half hour parking when maybe three/five minutes are required to say purchase a loaf of bread, makes that loaf of bread almost double the price.

I vote for what I know most people would wish for and that is parking meters charged for by the minute so a driver can choose how much time they wish to pay for.

I also vote for those who decided to take the meters away in the first instance to pay for the reintroduction.

Many thanks for representing my view.
Sharon Klaff

I wish to submit the following contribution to the discussion of the task and finish group of the Business Management Overview and Scrutiny Committee on 11 February 2014:

The evidence of shop closures caused primarily by the withdrawal of cash parking meters in high streets and car parks is overwhelming, as are the views of shopkeepers and shoppers. The remedy is to bring back cash meters.

With all good wishes

Keith Martin

I am one of many residents who are very upset about the lack of parking meters. I have stopped going to the little shops in Barnet as I find the telephone parking so complicated. I am elderly and suffering with various illnesses. It is difficult enough to find a parking space and then when I have get one I have to stand outside, several times it has been in heavy rain and try to telephone a number which is often difficult to get through to.

It has given me reason to do more and more of my shopping on the internet. Taking business away from the local shops.

I know so many people who feel the same.

Please reinstate the parking meters!!!

Kind regards

Lisbet Davies

It is an utter outrage that these machines were removed by the Council in the first place and replaced with the phone parking service. The Council then backtracked and reintroduced machines which only accepted credit/debit cards. Now they are backtracking yet again to introduce cash machines.

Who pays for these stupid mistakes by the Council? The taxpayer. This is quite clearly a political move by the Conservative party with an eye on the election due in May. Had the Conservative Council not been so loose with the taxpayers' money, moving to a clearly inadequate and unworkable system of pay by phone these machines would still be in place. **THEY SHOULD NEVER HAVE BEEN REMOVED IN THE FIRST PLACE.**

If the Council do return these machines to our streets, then there is absolutely no way the taxpayer should foot the bill.

Peggy Sherwood

1) Since 'pay by phone' parking was introduced to North Finchley/Talley Ho area, I have virtually stopped shopping in that area, other than going to Waitrose or Homebase where there are car parks.

On one occasion I set up the system to use my phone for parking, but never again. Now, whenever I'm driving through the area, and think it would be nice to stop and browse the shops, I don't because it's too much hassle and too expensive to park the car.

I would be prepared to pay using a debit or credit card if enough machines could be set up - especially in the car parks - otherwise I am unlikely to frequent the area very much.

2) It's also time the Council stopped penalizing many residents in that area by removing parking restrictions at the far end of the roads, such as **Mayfield Avenue**, which is nowhere near the shops, buses or trains, but which makes life for visitors to people in that area exceedingly difficult if they cannot park near their friends houses, on an otherwise empty street, because the visitors permit charges are so exorbitant and unjust. If there must be restrictions then make them no parking between eg 2 - 3 pm etc

Otherwise this will only encourage more people to concrete over their front gardens to create more off street parking, which leads increased flooding risks.

Thank you.

Harriet Copperman OBE

My contribution to the review as follows:

I am fully in favour of the re-introduction of cash meters because they are machines that everyone can use easily and safely. People usually have some cash on them - not everyone likes to use credit/debit cards, especially on dark days in the winter when car parks and streets often have few people around, and they can be quite threatening with people more exposed to theft.

To pay by phone is often fraught - no signal, long wait for a response, if any at all. Not everyone uses a mobile or credit/debit cards.

In High Barnet, many people use The Spires car park, although now dearer than the Council parks, because they find the cash machines there, more convenient.

Yours sincerely, Diane Nightingale M.B.E.

Hello!

As a resident of north Finchley I would welcome the return of cash meters in the Borough of Barnet, not only in town centres like ours (Tally Ho, North Finchley) but across the borough in residential areas where visitors could pay for a few minutes at a time rather than waste all day parking vouchers.

Though I have a residents permit that allows me to park within my own parking zone (FN) it is not easy to drop the car off outside a shop to pick up a newspaper, drop in to the doctors surgery, pick up kids from McDonalds etc etc, without the hassle of texting for a 10 minute slot. In short, London (and other Town centres for that matter) are not allowing for the spontaneous action in our lives. You drive past a coffee and want to stop for a takeaway coffee. We can't do it because there is nowhere that takes cash!

The other element to the argument is simply one of choice. With a previous council vision of cashless parking, there was suddenly imposed upon us the lack of choice - of means to pay. No cash on you? Use the credit card. No credit card on you, or you are visitor from another borough or far away place, use cash! The choice should be available.

Incidentally, and this is a separate issue really, but the parking restrictions in this Borough are not consistent, and (forgive me for saying this) not entirely logical. There are residential areas where there is 'free parking' for folk who already have off street parking by way of carriage driveways, and restricted parking where folk are forced to buy a residents permit. In these areas particularly, the problem is compounded by residents who then apply for drop down kerbs - thus taking away vital parking space for permit holders.

Please bring the meters back, it makes for a friendlier place to live, work and welcome people. Barnet is not Westminster or Chelsea, its a friendly residential borough full of hard working folk who don't need the hassle redolent of other wealthier areas. There have been many divisive issues taking place in this Borough of late - parking not being the least. Let's get some unity back and some friendly sense of community harmony. Saving money, and making a profit doesn't make the world go round.

Many Thanks,
Kind Regards,
Martin Hurrell

I would strongly encourage the reintroduction of cash meters in Barnet.

I used to be a regular visitor to North Finchley but stopped when Pay by Phone was introduced and instead now go to other shopping areas Brent Cross etc

Regards

Ben

Ben Holroyd-Doveton

I may not be a typical car-park user, but there may be a significant number like me.

I do not use car parks that require me to use my mobile phone.
I am not in that minority that has no mobile,
but I am in the minority that does not often carry my mobile.
I am also in that minority that does not use text.

The question you might like to consider is:
"How big are these minorities?"

Thanks for your attention

Michael Franklin
A Barnet Council Tax payer

Ever since Barnet introduced cashless parking systems it has been an irritant to have to sit the car and handle the transactions on mobile. Quite apart from continuing security issues, the costs are further increased with a service charge each time. I have no problem getting out of the car and paying in cash as we've been doing off a generation. I, for one, would like to see them brought back.

Yours

David Carman

I am a local shop keeper and the removal of the cash parking system was a terrible decision. Many older people who do not use technology are unable to fathom the system. Visitors from outside the borough are clueless. The sign posting is poor. On my particular parade on Totteridge Lane The minium stay on the cash stream was only 20p. This jumped to €£1.10 with the pay by phone system. Cash meters must be brought back and also a 10 minutes free period should be introduced.

David Harvey

Totteridge & Whetstone Locksmiths Ltd

I am responding to your article in the this weeks Hendon and Finchley Press about parking. I firmly believe need to have meters that take cash. It is not just the elderly that may not have a mobile phone to us but there are times when one might have left their phone behind or that it might have lost charge. Also getting a phone and a credit card out in a public place leaves you very vulnerable to theft.

I had a terrible experience when I went for a job interview in a school that had controlled parking near by. It took me ages to find a meter and when I did find one. I was unable to use it as I had changed my credit card and car since I had used a cash less meter, therefore I was unable to pay. I had to drive to Brent Cross and run to the interview and was very nearly late.

I never use a cash less meter. I would rather drive somewhere else to shop and I know many of my friends feel the same.

Unfortunately I am able to make the public meeting but I hope that my views on this matter will be considered.

Regards
Jennifer Kuntner

The re-introduction of cash parking meters is to be welcomed for the following reasons:

1. The present card-based system puts visitors off parking in our streets and is bad for trade, because
 - a. Each Authority operates its own system, which means registering in every locality. This is a big cause of complaint to be heard from visitors. Many people have written to the Press to state that they will NEVER park in Barnet.
 - b. Not everybody has a credit card
 - c. Not everybody has a mobile phone
 - d. Some people that have mobile phones, can't either find them, are not carrying them, or have credit on their phone, at the time of trying to park
2. Chipping Barnet is particularly disadvantaged because of its proximity to Hertsmere's Potters Bar. Not only does Potters Bar provide free parking for 30 minutes, but they operate cash machines to boot.
3. Cash machines give a visual signal of time remaining. This is not the case with card operated machines. You know where you are with cash.

4. Card machines favour local residents over visitors, because visitors have to go through a steep learning curve in order to park. The effect of this is to further decrease business take from non-locals. Businesses need visitors in order to thrive. One casual stop by a visitor can lead to years of profitable patronage, from eateries to car sales, Barnet needs to be recognised as a friendly place to visit. Locals, on the other hand, should be discouraged from parking in the High Street. There are plenty of places for locals to park, should they have Zone parking permits, in addition to the various car parks.

Yours sincerely

Chris Carstairs

As I am unable to attend the meeting on 11th February, I would like to contribute in advance.

I strongly support the reintroduction of cash parking meters - this would be a real boost for local businesses. Recently, several shops have closed and not been replaced. I fear that these closures are partly due to the complicated parking setup used at present.

Kind Regards

I've lived in the borough for more than fifty years, am 82 years of age and a widow. I am unable to come to the meeting at Hendon Town Hall.

1. Most parking measures in the Borough have been decided arbitrarily without consultation with the residents so at least this is an improvement. In fact I have a blue disabled badge so these issues are not immediately relevant to me except that I need a car as I suffer breathlessness on hills so getting around independently is very important until I become too old to drive.
2. Other pensioners have been completely put off by the sudden imposition of complicated notices re change of parking meters and are not willing or able to read the long-winded wording of such notices. One family came to East Finchley from a neighbouring borough in order to go to the Phoenix Cinema and then have a celebratory meal for one of the party but were not prepared to go to such lengths as using a mobile phone or credit card to pay for parking so left our area and took their business elsewhere.
3. Another friend refuses to give details of her credit card in this manner and although she uses a mobile phone very competently it wastes her valuable time keying in details. This person is still in her sixties and still working and can't afford complicated procedures instituted by other bodies to interrupt her working day.
4. A lot of people of my age cannot stand around trying to decipher complicated information or even have hearing problems on the telephone. I also have not got into regular texting as I use a simple mobile phone just for emergencies and don't intend to spend vast sums on buying a more modern device. I already spend enough on Visitors' Permits in our CPZ area whether or not I own a car.
5. I have noticed recently that Parking Attendants are now targetting cars in our road with the use of photographs, especially outside our Doctors' Surgery where people may have to stop urgently or take an ailing relative. I realise that the Attendants have to protect themselves and I'm grateful that rogue drivers are checked but this seems to be like "Big Brother" and I'm wondering how far this will be extended. The money spent on these cameras could be used for proper old-fashioned cash parking meters plus staff to deal with them.
6. No, I'm not a grumpy old woman but a normal citizen with some common-sense and experience of employment in different fields but as one gets older we need services which are simple, easy to use and not dictated by some remote bureaucracy which doesn't have to suffer the results of their legislation.

MRS. JEANNE WRAY

After reading the item in this weeks Press dated 06 February 2014,
I am writing to inform you that I have had to stop doing a lot of my shopping in North Finchley, as well as visiting my Dentist in East Finchley as a result of parking in these areas.

In most cases I find the only parking is by telephone payment which gives me a problem as my car Registration number is never recognized to the make, model or colour of my vehicle.

As I live in Whetstone it would be nice and helpful if the car parks went back to the old cash payments in these areas, not only for my self but others who do not own mobile phones.

Yours Sincerely

Mrs Janet Dale

My thoughts:

Cash is the quickest method of payment.

It is convenient (just keep a small bag of coins in your vehicle)

It is inclusive. It doesn't discriminate against the deaf or the elderly, those without bank accounts (1 to 2 million people in UK) those without credit cards and overseas visitors.

It will lead to an uptake in usage of car parks. I currently avoid all PayByPhone locations.

The increased take-up will lead to increased visits to our town centres which councils should be taking positive steps to support.

It gives proof of payment for the windscreen which drivers find comforting as they know the traffic warden can see it and it is quick and easy for the traffic warden to check.

The parking meters can be made vandal proof in a metal cage and put under cctv surveillance in order to reduce vandalism and theft. (see the meter in Carcassonne)

It is universally available to everybody.

It will enable PayPoint to be dispensed with. A slow method of payment even if you can find the nearest shop.

It will give residents & visitors greater choice as PayByPhone can be retained alongside it.

The meters could also be used to regulate free parking periods by giving out tickets to prove how long you have been parked free for (see what Harrow are doing with 20 minutes free across the borough.)

If the mobile phone network goes down a payment method is still available.

As the Transport Select Committee says cash options should be retained where there is a clear need (which there always is for some elderly people and the unbanked).

I will attend the meeting.

Yours sincerely

Mr D R Dishman

Attachment:



I understand there is a public meeting tomorrow to gather views on the possible re-introduction of cash parking meters, unfortunately we are unable to attend and therefore are writing to you as advised on the website.

My wife and I have been Barnet residents for over 50 years and our major shopping expenditure was previously predominately in the Barnet High Street area. Since the introduction of payment by telephone which neither of us can master, we have transferred a high proportion of our shopping to on line sites (Ocado/Amazon etc) or to out of town sites where parking is free, which is bad for the local tradesmen and potentially negative for the local community in general.

The decision to do away with normal cash parking meters was in our view ill-conceived and it seems with minimal consultation.

We strongly urge the officers of the council (if there are any left?) and the elected representatives to earnestly consider reversing this poor decision if the views of the community are such. In addition, consideration should be given to a system allowing a period of free parking, such as that for example in Potters Bar.

Sincerely yours, Chris and Liz Bakhurst

My comments are:

- You can't always get a mobile signal which means you can't park

- It puts off casual shoppers who can't be bothered to spend the substantial time it takes to register
- I think it's detrimental to shopkeepers (evidenced by a growing number of empty shops on Temple Fortune parade)
- I think we should take a leaf out of Borehamwood's book by giving people 30 or so minutes free parking. I think this should be for everyone, but it would be a start to give that benefit to Barnet parking permit holders

Thanks for the opportunity to put my point of view.

Cheryl Kuczynski

Having just by chance noticed the above meeting we have actually started a petition against the parking regulations and charges in Temple a Fortune as I am a Shop Owner.

We have once again started a petition because customers have complained bitterly about the parking charges which ultimately killing our high street. We will be asking many of the shops in the high street to join in our "To save our high street" campaign as I have been very proactive in the past.

Once we have enough signatures we will be inviting the local press to once again highlight our situation.

I would very much like to attend this meeting if it would be possible for me to speak.

What a pity that shopkeepers are not made aware in advance of such meetings.

Yours sincerely

Lorretta Paterson

I regret I will be unable to attend the public meeting today due to a prior commitment. However I do have a suggestion for consideration.

I believe in the 21st Century operating parking machines that accept cash is unnecessary. Aside from the operating cost there is the issue of security. Parking attendants walking around carrying the money they have collected from the machines are a target for criminals.

However, I agree with the vast majority of Barnet residents that pay-by-phone is both tedious and inconvenient, and I welcome the introduction of credit/debit card payment as an alternative. Could this not be extended to include chip-and-pin pre-pay cards (similar to the old phonecards used by BT) which would be inserted into the same slots as a credit/debit card and debited by the appropriate amount? Cards with chip-and-pin technology are cheap and could be sold like phonecards at newsagents and other outlets in, say, £10 and £20 demoninations. With these low values they may not even need a pin number to protect them.

This should be acceptable to those who cannot manage or prefer not to use phones or credit/debit cards to pay for parking.

Yours sincerely,

Bill Foster

My name is Rupert Spencer-Smith and I own the Sound Garden Music Shop established 1994 on Barnet High Street and am also a Barnet resident.

My business has suffered considerably since the introduction of Pay by phone parking as it has made the High Street an inconvenient place to shop as confirmed by numerous of our customers. The situation has improved slightly with recent improvements but we still hear the same complaints about lack of free parking and particularly the fact that cash cannot be used even though the machines already installed are capable of accepting coins.

The High Street will benefit hugely by re-introducing cash payments.

As a resident, I myself have found the current system inconvenient, and have watched others struggle and sometimes give up, particularly the older generation.

Thanks
Rupert Spencer-Smith
Proprietor
Sound Garden LTD

HAMPSTEAD GARDEN SUBURN RESIDENTS ASSOCIATION

7 February 2014

Dear Sirs,
Cash meters

We understand that you are considering the reintroduction of cash parking meters in the borough. We should like to convey a view on this as large numbers of our members have expressed an opinion in the period since cash meters were discontinued.

The reports we have received indicate that many of our members find the alternative methods of paying parking charges by telephone, text or voucher to be awkward or inconvenient. In addition the elderly tend to find these systems confusing and not infrequently they inadvertently fall foul of parking restrictions as a result.

We would therefore strongly support the reintroduction of conventional cash parking machines in Barnet generally but specifically with an interest at our most local shopping areas of Temple Fortune and Golders Green.

In order to maximise convenience for the public might we suggest that should cash meters be reintroduced these be designed to provide change where required so that motorists are not over-charged for the amount of time they need to purchase. Machines that could accept credit or debit cards as well as coins would probably represent the optimum arrangement if the technology permits.

Yours faithfully,

Gary Shaw,

Chairman, Roads & Traffic Committee

Meeting	Business Management Overview and Scrutiny Committee
Date	11 March 2013
Subject	20 MPH Zones Task and Finish Group – Final Report
Report of	Scrutiny Office
Summary of Report	The report at Appendix A presents the findings of the 20 MPH Zones Task and Finish Group following their review of the Council's approach to 20 MPH speed limits and other approaches nationally. The Committee is requested to consider the findings and recommendations of the Task and finish Group as set out in the report and endorse the report for onward referral to Cabinet.

Officer Contributors	Ed Gilbert, Assurance Officer
Status (public or exempt)	Public
Wards Affected	All
Key Decision	N/A
Reason for urgency / exemption from call-in	N/A
Function of	Business Management Overview and Scrutiny Committee
Enclosures	Appendix A – Report of the 20 MPH Zones Task and Finish Group
Contact for Further Information:	Ed Gilbert, Assurance Officer  020 8359 3469 edward.gilbert@barnet.gov.uk

1. RECOMMENDATION

- 1.1 That the Committee note and consider the findings and recommendations of the 20 MPH Zones Task and Finish Group, as set out in the report attached at Appendix A.**
- 1.2 That the Committee endorse the findings and recommendations set out in the report for onward referral to the next Cabinet meeting.**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 Business Management Overview and Scrutiny Committee, 7 October 2013, [Item 10 - Task and Finish Group Updates](#) – the Committee resolved that a Task and Finish Group review of 20 MPH Zones be convened to complete by the end of March 2014.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Overview and Scrutiny Committees, Panels and Task and Finish Groups must ensure that the work of Scrutiny is reflective of the Council's priorities.
- 3.2 The three key priorities set out in the 2013-16 Corporate Plan are: –
 - Supporting families and individuals that need it – promoting independence, learning and wellbeing
 - Improving the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study
 - Promoting responsible growth, development and success across the borough.
- 3.3 In relation to the 20 MPH Zones Task and Finish Group, the 2013 – 2016 Corporate Plan has a strategic objective to 'Improve the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study' and an outcome 'To maintain a well-designed, attractive and accessible place, with sustainable infrastructure across the borough.'
- 3.4 The implementation of 20 MPH zones is expected to make areas around schools safer resulting in a decrease the number of parents taking their children to schools via cars and an increase in the number of children walking to school. This supports the target in the Public Health Outcomes Framework to reduce obesity in primary school age children (PHOF indicators 2.6i and 2.6ii). In addition, the Public Health Outcomes Framework has a target to reduce the number of killed or seriously injured casualties on England's roads (PHOF indicator 1.10); the implementation of 20 mph zones would support delivery of this target locally.
- 3.5 The Health and Well-Being Strategy 2011 – 2105 under the objective of 'Preparing for a Health Life', aims to reduce obesity in children and young people by working with schools, community groups and parents to promote healthy eating and increase the use of active and sustainable school travel plans and the range of organised physical activities available. Delivering 20

mph zones around schools is expected to contribute towards delivery this objective.

4. RISK MANAGEMENT ISSUES

- 4.1 Failure to address issues of public concern through the overview and scrutiny process may result in reputational damage to the Council.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 Pursuant to the Equality Act 2010 (“the Act”), the council has a legislative duty to have ‘due regard’ to the need to: eliminate unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act; advancing equality of opportunity between those with a protected characteristic and those without; and promoting good relations between those with protected characteristics and those without. The ‘protected characteristics’ are age, race, disability, gender reassignment, pregnancy, and maternity, religion or belief and sexual orientation. The ‘protected characteristics’ also include marriage and civil partnership, with regard to eliminating discrimination.
- 5.2 In addition to the Terms of Reference of the Committee, and in so far as relating to matters within its remit, the responsibility of the Committee is to perform the Overview and Scrutiny role in relation to:
- The Council’s leadership role with respect to diversity and inclusiveness; and,
 - The fulfilment of the Council’s duties as employer including recruitment and retention, personnel, pensions and payroll services, services, staff development, equalities and health and safety.
- 5.3 Task and Finish Groups will need to take into account equalities considerations throughout the lifecycle of the review and through the on-going monitoring, via the Scrutiny Office, by implementation of accepted recommendations.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 Task and Finish Group reviews have the scope to consider value for money issues which identify how well the Council is managing and using its resources to deliver value for money and better and more sustainable outcomes for local people.
- 6.2 Task and Finish Group reviews must take into consideration value for money considerations when conducting their work, including the costs and benefits (both financial and non-financial) associated with any recommendations made by the Group. The costs associated with administering the Task and Finish Group review has been met from existing resources within the Governance Service budget.
- 6.3 Highways Officers have reported that the recommendations made by the Group could be funded through the Local Implementation Plan funding allocation for 2015/16. In addition, Highways Officers have indicated that if the Council were

to adopt a policy on 20 mph zones and/or limits, that additional funding may be available from Transport for London for schemes of this nature. As such, the recommendations are proposing a reallocation of existing resources and also present an opportunity for an additional funding stream for the Council.

7. LEGAL ISSUES

- 7.1 Under Section 21 of the Local Government Act 2000, the Council's executive arrangements are required to include provision for appointment of an Overview and Scrutiny Committee with specified powers, including the power to make reports or recommendations to the authority or the executive with respect to the discharge of any functions which are the responsibility of the executive.

8. CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

- 8.1 The scope of the Overview & Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution.
- 8.2 The Terms of Reference of the Overview & Scrutiny Committees are set out in the Overview and Scrutiny Procedure Rules (Part 4 of the Constitution).
- 8.3 The Business Management Overview & Scrutiny Committees Terms of Reference states that one of their responsibilities is to:
- "To coordinate and monitor the work of scrutiny panels and task and finish groups, including considering reports and recommendations and referring to the relevant decision-making body."

9. BACKGROUND INFORMATION

- 9.1 At its meeting of 7 October 2013, the Business Management Overview and Scrutiny Committee agreed to establish a Task and Finish Group to review the 20 MPH Zones with findings being reported to the Business Management Overview & Scrutiny Committee by the end of March 2014.
- 9.2 The Members appointed to this Group were: Councillors Kate Salinger (Chairman), Geof Cooke, Geoffrey Johnson, Hugh Rayner and Stephen Sowerby. The Group held its initial meeting on 20 January 2014 to consider the scope and approach to the review. At the meeting, the Group agreed initial key lines of enquiry and a future meeting schedule. A further meeting took place on 29 January.
- 9.3 The Group undertook site visits on 5 February 2014 to the London Boroughs of Harrow, Camden and Haringey.
- 9.4 A final meeting of the Group took place on 10 February 2014 for the Group to consider the draft report and recommendations which are set out in **Appendix A**.

10. LIST OF BACKGROUND PAPERS

10.1 None.

Cleared by Finance (Officer's initials)	JH
Cleared by Legal (Officer's initials)	AK

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**Task and Finish Group Review:
20 MPH Review**

Final Report

February 2014

Executive Summary

At the Business Management Overview and Scrutiny Committee on 3rd October 2013, it was agreed to convene this Task and Finish Group to evaluate the possibility of implementing a policy on 20 mph speed restrictions in Barnet. Further, there has been considerable public demand from three 'Walksafe' campaigns in the borough (Walksafe N2, N10 and N14) pushing for the implementation of 20 mph zones in specific parts of the borough. The scope and purpose of the review was as follows:

- To review the implementation of 20 mph schemes in other London boroughs
- To evaluate the feasibility of devising a dedicated policy on 20 mph zones/limits in LB Barnet.
- Consider and take into account the needs of residents.
- To establish how a scheme would in practice be applied in LB Barnet – for instance how a policy on 20 mph zones/limits would be funded

The Group met three times during January and February 2014. In addition, the Group also undertook site visits to three London Boroughs (Harrow, Camden and Haringey) in order to understand how 20 mph speed restrictions have been implemented in other local authority areas and how LB Barnet could apply similar restrictions.

The recommendations that were made include:

1. Cabinet are recommended to introduce a dedicated policy on 20 mph limits and zones which is to allow any schools in the borough to 'opt-in' for a 20 mph limit/zone. Both primary and secondary schools would be equally entitled to apply for a 20 mph limit/zone.
2. Cabinet are recommended to review on a case by case basis other areas where a 20 mph zone could be suitable to be implemented as part of a rolling programme.
3. Cabinet are requested to update the Council's Road Safety Plan, to include a clear policy position on 20 mph zones and limits, and for this to be delivered within 12 months from the date of reporting to Cabinet.
4. Subject to Cabinet agreeing the adoption of a policy on 20 mph limits and zones, Cabinet or its successor committee are requested to ensure that an effective engagement strategy is devised and adopted which should be applied before the implementation of 20 mph zones / limits and other road safety measures. It is also requested that an effective application process is designed which specifies how residents, schools or any other community groups can request a 20 mph zone/limit to be introduced.

This report provides an overview of the research undertaken and the findings of the Group.

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1. BACKGROUND INFORMATION

1.1 At the Business Management Overview and Scrutiny Committee on 3rd October 2013, it was agreed to convene this Task and Finish Group to evaluate the possibility of implementing a policy on 20 mph speed restrictions in LB Barnet.

1.2 Members appointed to this Task and Finish Group (TFG) were:

- Councillor Kate Salinger (Chairman)
- Councillor Geof Cooke
- Councillor Geoffrey Johnson
- Councillor Hugh Rayner
- Councillor Stephen Sowerby

The substitute members were:

- Councillor Andreas Tambourides
- Councillor Arjun Mittra
- Councillor Jim Tierney

1.3 Members of this Group have reviewed the Council's position on 20 mph zones/limits in the borough and have been determining whether a dedicated policy should be adopted.

1.4 20 mph zones and limits have been introduced in other London Boroughs and in other towns and cities nationally as a road safety measure.

1.5 The group has convened on three occasions: on 20th January; 29th January; and 10th February 2014.

1.6 The Group also visited the London Boroughs of Harrow, Camden and Haringey on 5th February in order to learn more about these boroughs' 20 mph policy position. The findings of these site visits are detailed later in this report.

1.7 For the purpose of this report, it is necessary to distinguish between 20 mph zones and 20 mph limits:

1.7.1 **20 mph zones** require traffic calming measures (e.g. speed humps, chicanes or other physical features) or repeater speed limit signing and/or roundel road markings at regular intervals, so that no point within a zone is more than 50 metres from such a feature. In addition, the beginning and end of a zone is indicated by a terminal sign. Zones usually cover a number of roads.

1.7.2 **20 mph limits** are signed with terminal and at least one repeater sign, and do not require traffic calming features. 20 mph limits are similar to other local speed limits and normally apply to individual or small numbers of roads but are increasingly being applied to larger areas.

2. NATIONAL CONTEXT

2.1 20 mph zones and limits are now relatively wide-spread, with more than 2,000 schemes in operation in England, the majority of which are 20 mph zones¹.

2.2 There is clear evidence of the effect of reducing traffic speeds on the reduction of collisions and casualties, as collision frequency is lower at lower speeds; and where collisions do occur, there is a lower risk of fatal injury at lower speeds. Research shows that on urban roads with low average traffic speeds any 1 mph reduction in average speed can reduce the collision frequency by around 6% (Taylor, Lynam and Baruya, 2000²). There is also clear evidence confirming the greater chance of survival of pedestrians in collisions at lower speeds³.

2.3 Important advantages of 20 mph schemes include quality of life and encouragement of healthier and more sustainable transport modes such as walking and cycling (Kirkby, 2002⁴). The Department for Transport (DfT) state that slower road speeds can create better environments for businesses to succeed which could have community benefits. There may also be environmental benefits as, generally, driving more slowly at a steady pace will save fuel and reduce pollution, unless an unnecessarily low gear is used. Walking and cycling can make a very positive contribution to improving health and tackling obesity, improving accessibility and tackling congestion, and reducing carbon emissions and improving the local environment⁵.

2.4 Local authorities are able to use their power to introduce 20 mph speed limits or zones on: Major streets where there are – or could be - significant numbers of journeys on foot, and/or where pedal cycle movements are an important consideration, and this outweighs the disadvantage of longer journey times for motorised traffic.

2.5 Successful 20 mph zones and 20 mph speed limits are generally self-enforcing, i.e. the existing conditions of the road together with measures such

¹ Department for Transport, January 2013, Setting Local Speed Limits. 20 mph Speed Limits and Zones

² *Ibid*

³ *Ibid*

⁴ *Ibid*

⁵ *Ibid*

as traffic calming or signing, publicity and information as part of the scheme, result in traffic speed complying with the speed limit without the need for additional enforcement. To achieve compliance there should be no expectation on the police to provide additional enforcement beyond their routine activity, unless this has been explicitly agreed⁶.

- 2.6 A comprehensive and early consultation of all those who may be affected by the introduction of a 20 mph scheme is an essential part of the implementation process. This needs to include local residents, the police and emergency services, public transport providers and any other relevant local groups.
- 2.7 The Department for Transport has recently made significant changes to facilitate and reduce the cost of introducing 20 mph zones in England. They have made it cheaper to install the following: A) a repeater speed sign; B) a speed roundel road marking; C) or a combination of both of these signs; D) additional traffic calming measures⁷.
- 2.8 According to the Department for Transport (DfT) improving road safety in itself contributes to economic growth, a key priority of the current government. For example, improved road safety will assist in reducing some of the lost economic output, valued at around £16 billion per year, caused by accidents and casualties on Britain's roads. This lost output takes various forms, the costs to the emergency and health service, the damage to property and vehicles and lost economic output from deaths and injuries. On top of this, congestion and potentially long delays are caused by accidents which impacts on the wider population⁸.

3. ZONES AND LIMITS- RESEARCH EVIDENCE

- 3.1 20 mph zones are very effective at reducing collisions and injuries. Research in 1996 showed that overall average annual collision frequency could fall by around 60%, and the number of collisions involving injury to children could be reduced by up to two-thirds⁹.
- 3.2 Zones may also bring further benefits, such as a modal shift towards more walking and cycling and overall reductions in traffic flow, where research has shown a reduction by over a quarter (Webster and Mackie, 1996).

⁶ *Ibid*

⁷ *Ibid*

⁸ Strategic Framework for Road Safety, Department for Transport, May 2011

⁹ Department for Transport, January 2013, Setting Local Speed Limits. 20 mph Speed Limits and Zones

- 3.3 There is no evidence of migration of collisions and casualties to streets outside the zone. (Grundy et al, 2008; Grundy et al, 2009).
- 3.4 20 mph zones are predominantly used in urban areas, both town centres and residential areas, and in the vicinity of schools. They can also be used around shops, markets, playgrounds and other areas with high pedestrian or cyclist traffic, though they should not include roads where motor vehicle movement is the primary function. It is generally recommended that they are imposed over an area consisting of several roads.
- 3.5 A large number of evaluation studies have demonstrated a link between the introduction of 20 mph zones and a subsequent reduction in casualties. The size of the reductions and the consistency of results over a wide number of areas are further evidence for this link¹⁰.
- 3.6 Research into signed-only 20 mph speed limits shows that they generally lead to only small reductions in traffic speeds. Signed-only 20 mph speed limits are therefore most appropriate for areas where vehicle speeds are already low. This may, for example, be on roads that are very narrow, through engineering or on-road car parking. If the mean speed is already at or below 24 mph on a road, introducing a 20 mph speed limit through signing alone is likely to lead to general compliance with the new speed limit¹¹.
- 3.7 20 mph limits covering most streets in Portsmouth have demonstrated that it is possible to introduce large-scale 20 mph limits in some built-up environments. Traffic speeds in most of the streets treated were relatively low (less than 20 mph) to start with. The early evidence suggests that it is likely that some speed and casualty reductions have taken place and this is consistent with previous research that has indicated that 20 mph limits without traffic calming reduce mean speeds by about 1 mph on average. A minority of streets in Portsmouth had average speeds of 25 mph or higher before the 20 mph speed limits were introduced and here the reductions in average speed tended to be greater, but insufficient to make the resulting speeds generally compliant with the new 20 mph limits. City-wide schemes may also contribute to changing travel and driving behaviour positively in the longer run, and the objectives of the Portsmouth speed limits spread well beyond improving road safety. Schemes need to aim for compliance with the new speed limit¹².
- 3.8 Traffic authorities have powers to introduce 20 mph speed limits that apply only at certain times of day. These variable limits may be particularly relevant

¹⁰ The Royal Society for the Prevention of Accidents, 20 mph zones and speed limits, 2012

¹¹ Department for Transport, January 2013, Setting Local Speed Limits. 20 mph Speed Limits and Zones

¹² *Ibid*

where for example a school is located on a road that is not suitable for a full-time 20 mph zone or limit, such as a major through road. To indicate these limits, variable message signs are available (TSRGD, Regulation 58). To reduce costs and sign clutter, the Department will consider authorising the placing of a single variable message sign on the approaching traffic lane (rather than signs on both sides of the road) on a case by case basis.

3.9 Traffic calming involves the installation of specific physical measures to encourage lower traffic speeds. There are many measures available to traffic authorities to help reduce vehicle speeds and ensure compliance with the speed limit in force. These are required at regular intervals in 20 mph zones and may be used in 20 mph limits. As set out above, speed limit traffic signs and/or speed roundel markings can now also be used by traffic authorities in England.

3.9.1 The Highways (Road Humps) Regulations 1999, The Highways (Traffic Calming) Regulations 1999, and Direction 16 of TSRGD 2002 (as amended) give details of the traffic calming measures that meet the requirements for a 20 mph zone¹³.

3.9.2 These calming measures range from more substantive engineering measures to lighter touch road surface treatments and include, for example:

- road humps
- road narrowing measures, including e.g. chicanes, pinch-points or overrun areas
- gateways
- road markings
- rumble devices

3.9.3 A recent review of 20 mph zone and limit implementation (Atkins, 2009) shows that the vast majority of traffic calming measures in use are speed humps, tables, cushions or rumble devices, so called vertical deflections, but traffic authorities will want to consider the full set of available measures to tailor to individual locations.

¹³ Department for Transport, *Strategic Framework for Road Safety*, 2011

4. LOCAL CONTEXT: LONDON BOROUGHS AND LB BARNET

4.1 Mayor of London's Transport Strategy:

The Mayor's Transport Strategy sets out his transport vision for London and details how Transport for London and partners will deliver the plan. Individual boroughs deliver the Mayor's Transport Strategy via borough Local Implementation Plans (LIP). Individual boroughs apply to Transport for London (TfL) for LIP funding which should be utilised to support road safety measures that the Mayor has prioritised which are currently: cycling; bus lanes; and the introduction of more 20 mph zones/limits¹⁴.)

During June 2013, TfL issued a new action plan for road safety in London to meet the Mayor's vision for liveability in London. In line with new Department of Transport (DfT) guidance, TfL have stated that they will work with boroughs to support the installation of 20mph zones and limits on borough roads where appropriate, and in keeping with the wider functions of the local road network. TfL will work with boroughs to monitor the roads where 20mph limits and zones are introduced to ensure safety benefits are realised¹⁵.

4.2 London-Wide Policy:

A study of 23 20 mph zones¹⁶ which have been implemented in London has shown them to have delivered:

- A 42% reduction in all casualties
- A 53% reduction in Killed or Seriously Injured (KSI) accidents and the greatest reductions amongst child and car occupant KSIs

There are over 400 20 mph zones in London, covering 11% of the road network. These have primarily been implemented on local, lightly trafficked roads which demonstrated higher casualty rates thereby warranting such solutions.

As such, speed reduction measures, such as 20 mph zones and limits remain an important and effective measure for reducing speeds on local and residential roads. Accordingly, TfL will work with the boroughs to support the installation of 20 mph zones and speed limits on borough roads where

¹⁴ Mayor of London's Transport Strategy, p. 53

¹⁵ Setting Local Speed Limits, Department of Transport Circular 01/2013

¹⁶ London Road Safety Action Plan, Consultation Document - *Towards a Road Safety Action Plan for London: 2020, July 2012*

appropriate, and in keeping with the wider functions of the local road network¹⁷.

4.3 Other London Boroughs:

Islington has introduced a 20 mph speed limit on all side roads, and will soon include the borough's principal road network as well. This is in addition to the 20 mph zones with physical measures that have already been delivered between 2002 and 2009. At this stage the roll out of 20 mph speed limit across all roads in Islington, including the Transport for London Road Network (TLRN), is not supported by Transport for London (TfL) as it requires more evidence that the casualty reduction can be achieved. In addition the Metropolitan Police has raised concerns about limited resources to enforce the speed limit.

Southwark's core approach to reducing road danger is to reduce vehicle speeds, with the aim of becoming a 20 mph borough. In practice, this is very difficult to achieve on roads with existing high vehicular volumes and speeds. The borough has been lobbying TfL for the introduction of intelligent speed adaptation devices and average speed cameras as tools to reduce vehicular speeds.

Haringey have implemented a large number of 20 mph zones across the borough and have just finished the consultation period over the proposition to implement a 20 mph borough wide limit. *Note, this was one of the locations that the group visited on 5th February, more information is available at point 5.*

Harrow have introduced a number of 20 mph zones and limits over the last few years, especially around primary schools. *Note, this was one of the locations that the group visited on 5th February, more information is available at point 5.*

Camden have implemented a borough wide 20 mph limit, with 20 mph zones within it. *Note, this was one of the locations that the group visited on 5th February, more information is available at point 5.*

4.4 LB Barnet

The Council have received a number of requests, usually via petitions, for 20 mph zones to be implemented in certain parts of the borough. This is the channel which residents currently use to request the implementation of a 20 mph zone/limit in a specific area. These requests tend to come from areas in

¹⁷ London Road Safety Action Plan, Consultation Document, Towards a Road Safety Action Plan for London: 2020, 2012

close proximity to schools, or other locations where residents consider that traffic speeds cause a risk to other road users and/or pedestrians. The Council's Road Safety Policy is set out in the Local Implementation Plan (LIP) 2005/06 – 2010/11¹⁸. The LIP outlines how Barnet will implement the Mayor of London's Transport Strategy, laid out 4.1, locally. LB Barnet's current approach is to implement on a case-by case, ad-hoc basis. 20 mph zones/limits in LB Barnet usually come in response to local concerns that are raised in petitions, such as Walksafe N2, N10 and N14, which are all locally launched petitions in favour of 20 mph zones in their respective areas. Together the petitions have received thousands of signatures. *Also see Appendix 1 for the Lead Commissioner's paper on 20 mph zones/limits in LB Barnet for more local context. Also see Appendix 5 for a list of current locations that are 20 mph in Barnet.*

5. FINDINGS FROM SITE VISITS

5.1 **Harrow:** Around a third of LB Harrow's road systems falls within a 20 mph zone. The majority of these zones have been implemented in the last 5-6 years, and the borough is now coming towards the end of its programme. The programme has been generally well supported by public and has delivered a safer environment.

5.1.1 The speed limit in these zones is not supported by the police due to a lack of capacity to enforce, therefore meaning that enforcement of the speed restriction is dependent on the traffic calming measures installed by the local authority. All 20 mph zones are self-enforcing.

5.1.2 LB Harrow have 20 mph zones around all primary schools, but not around secondary schools as there has not been the demand from residents. However, Harrow are considering implementing road safety measures around certain secondary schools where there are high traffic volumes and large numbers of people movements.

5.1.3 In total, there are 25 zones in the borough which operate 24 hours a day.

5.1.4 Harrow have received objections from emergency services in relation to some of their 20 mph zones. To mitigate against the risk of emergency services objecting to proposals, there are usually discussed with the emergency services first during regular liaison meetings. This provides scope for them to contribute to design before public consultation commences. The local authority reserves the right to

¹⁸ http://www.barnet.gov.uk/downloads/download/242/local_implementation_plan

implement 20 mph zones even when the emergency services object if they consider the benefits outweigh the objections.

- 5.1.5 20 mph zones in Harrow are generally funded from LIP (Local Implementation Project) funding. Total LIP funding in Harrow is £1.2 million per annum, which is low compared to some other boroughs which have major roads running through. LB Harrow's 20 mph policy is detailed in their Road Safety Plan which is part of their Local Implementation Plan. Harrow have one of the best accident records in London – there were approximately 400 collisions in 2012/13, with no fatalities. Within a 3 year period there have only 80 Killed or Seriously Injured (KSI) accidents. It should be noted that this may be attributable to Harrow being a predominantly residential borough.
- 5.1.6 Decision making on road safety schemes is made by Cabinet Member. However, the Cabinet Member consults with cross party group of Members (Traffic Road Safety Panel). The Cabinet Member considers officers' recommendations and views of the Panel, but ultimately has executive authority.
- 5.1.7 After 6 months of a zone has been implemented, Harrow will review traffic speeds to measure the impact of the scheme.
- 5.1.8 The Task and Finish Group visited three different 20 mph zones on their site visit:

Area	Details
Elmgrove Primary School 20 MPH Zone	In this zone speed cushions, entry treatment and raised platforms have been used as physical features. Double yellow lines in the whole area have been used to encourage walking and cycling. The school was supportive and was consulted on proposals (they also assisted in the scheme design).
Priestmead School 20 MPH Zone	This zone is larger than Elmgrove Zone. Speed cushions have been used to slow cars and vans, but larger wheelbase vehicles (such as ambulances) can pass over with minimal impact. Large platforms have been installed directly outside school entrances to create a shared space for pedestrians and vehicles as well. A zebra crossing just outside of the zone has been installed to complement travel safety in the area. In this area, a 20 mph zone was implemented at the

	same time as a controlled parking zone in order to stop commuter parking). The 20 mph zone helped to counterbalance the potential increase in vehicle speeds as a result of the CPZ implementation (which resulted in a reduction in the number of parked cars).
Camrose Avenue 20 MPH Zone	Introduced around the new Krishna Avanti School. CPZ has delivered a 10 mph reduction in vehicle speeds (from 33-34 mph to 22-23 mph).

5.1.9 Appendix A details where 20 mph zones have been applied in LB Harrow.

5.2 **Camden:** Camden have recently introduced a borough-wide 20 mph speed limit. Before December 2013, when this blanket limit was introduced, the majority of the borough was covered by 20 mph zones. These zones still exist, but have been complemented by the borough-wide limit.

5.2.1 The existing zones were supported by a range of physical road safety features such as speed cushions, speed tables and raised junctions.

5.2.2 Public consultation showed that residents wanted lower speeds but, generally, no more physical features. This led LB Camden to introduce a borough wide limit and not zone.

5.2.3 Police enforcement: due to lack of capacity, the police tend to object to 20 mph limits and zones as they do not have the resources to enforce them. Instead, the Council were advised to create an environment that would be self-enforcing. The police will, however, continue to tackle high end offending.

5.2.4 When implementing individual 20 mph zones, Camden would have consulted individual properties within the proposed zone. In relation to the borough-wide 20 mph limit, consulting took place via an online consultation and engagement with existing resident groups and other interested parties. Consultation with each property in the borough on the proposed zone would have been unfeasible.

5.2.5 The Camden 20 mph zone was led by their Cabinet Member.

5.2.6 Since installing 20 mph zones (from the mid 1990s onwards), the KSI rate in Camden has significantly dropped.

5.2.7 Speed surveys are always been conducted before implementation of any 20 mph zone or limit.

- 5.2.8 Camden have also utilised vehicle activated speed signs in order to alert drivers when they are going too quickly.
- 5.2.9 Conservation areas were an obstacle for Camden when 20 mph zones were being implemented. A tailored approach was required for each conservation area as existing street furniture could often not be used.
- 5.2.10 It is relatively easy to change (i.e. alter road layout) a 20 mph zone/limit once the proposal has been approved by the Cabinet member.
- 5.2.11 Camden's approach has favoured applying zones within a limit area as this gives them flexibility of where to put physical road features.
- 5.2.13 They funded their project(s) through the LIP and also had a lot of liaison with DfT.
- 5.2.14 Camden stressed that 20 mph limits/zones have good cultural impacts as they remove the dominance of vehicles; people find the borough a friendlier environment as a result.
- 5.2.15 As laid out in Appendix B, Camden laid out their plans for 20 mph limits/zones in their 2011 Transport Strategy. They will invest £50,000 per annum for the next 3 years for the following purposes:

- Monitoring the success of 20 mph speed restrictions
- Pedestrian surveys
- Air quality monitoring
- Speed monitoring
- Screen line data (to analyse cycling and driving records)

5.3 **Haringey:** LB Haringey found that KSI rates were often higher in areas of deprivation. This was possibly certain cultures having a lack of understanding of local road culture, and that children were – relatively – given more freedom and therefore were at more danger around roads.

- 5.3.1 Around 60% of roads in LB Haringey fall within a 20 mph zone, as seen in Appendix 3.
- 5.3.2 LB Haringey spend around £500,000 per annum on 20 mph and road safety schemes.
- 5.3.3 Haringey have attempted to avoid road humps where possible. They have instead used raised platforms and likewise measures to provide an environment of a more shared space. In the entry to specific 20 mph zones, trees are used on either side of the road in order to mark the beginning of the zone. This links to road calming measures and the

borough's green policy. It also provides a nicer environment to live and work in.

5.3.4 LB Haringey work with communities around the implementation of zones. The borough's first stage is to identify where a specific zone may be needed to then hold events in that area to help engage that community.

5.3.5 Decisions are ultimately made by the Executive.

5.3.6 LB Haringey have found that there has been an increase of slight accidents since the introduction of zones, but a decrease in the number of KSIs.

5.3.7 Earlier schemes featured the sinusoidal approach (which relied predominantly on using road humps). Whilst this created a friendlier environment for cyclists, it often led to objections and displeasure from residents as road humps can cause vibrations in the road and therefore affect surrounding properties.

5.3.8 The entry to 20 mph zones around schools featured children's pictures/writing in order to enforce the presence of children in the area.

5.3.9 LB Haringey also used oversized roundabouts

6. POSITION OF CABINET MEMBER

6.1 Councillor Dean Cohen was invited to attend one of the Task and Finish Group Meetings but was unable to attend. As a result he was contacted and requested to provide a written comment on his position.

6.2 Councillor Dean Cohen has stated that his policy position on the implementation of 20 mph zones/limits in Barnet is that such demands should be reviewed on a case-by-case basis.

Councillor Cohen has highlighted that 20 mph zones around schools are appropriate examples of where a 20 mph speed restriction would be appropriate. Councillor Cohen further believes that there should be police support before applying a 20 mph restriction.

Councillor Cohen has stated that 20 mph speed limits should not be automatically applied around regeneration sites, but should each be reviewed independently of one another. Councillor Cohen does not support the application of a borough wide 20 mph speed limit.

7 RECOMMENDATIONS

After discussing detailed national statistics on the road safety implications of 20 mph speed restrictions, the group has expressed unanimous support in implementing a policy on 20 mph speed restrictions in Barnet. After visiting the London Borough of Camden, and after examining other local authorities such as Bristol and the London Borough of Islington, the group decided against recommending a borough-wide 20 mph speed limit. The group agreed that these areas had different road cultures to Barnet and that a borough-wide speed limit would not be appropriate for Barnet.

The group has found that the approach of both Harrow and Haringey would be more appropriate to apply in Barnet. Both boroughs are similar to Barnet in regard to their road culture and road system. Furthermore, both Harrow and Haringey have implemented various 20 mph zones on a case by case basis, with Haringey implementing zones around primary schools. The group reached the conclusion that 20 mph zones around primary schools are particularly beneficial for road safety.

The group is therefore recommending a policy that would incorporate the following suggestions:

1. Cabinet are recommended to introduce a dedicated policy on 20 mph limits and zones which is to allow any schools in the borough to 'opt-in' for a 20 mph limit/zone. Both primary and secondary schools would be equally entitled to apply for a 20 mph limit/zone.
2. Cabinet are recommended to review on a case by case basis other areas where a 20 mph zone could be suitable to be implemented as part of a rolling programme.
3. Cabinet are requested to update the Council's Road Safety Plan, to include a clear policy position on 20 mph zones and limits, and for this to be delivered within 12 months from the date of reporting to Cabinet.
4. Subject to Cabinet agreeing the adoption of a policy on 20 mph limits and zones, Cabinet or its successor committee are requested to ensure that an effective engagement strategy is devised and adopted which should be applied before the implementation of 20 mph zones / limits and other road safety measures. It is also requested that an effective application process is designed which specifies how residents, schools or any other community groups can request a 20 mph zone/limit to be introduced.

8 APPENDIX 1 – EVIDENCE FOR 20 MPH ZONES IN BARNET:

LONDON BOROUGH OF BARNET

LEAD COMMISSIONER’S BRIEFING PAPER

The most recent data published on road casualties in Barnet are for 2011¹⁹. 2012 data will be published shortly. The data presented is for personal injury road traffic collisions occurring on the public highway, and reported to the police, in accordance with the “Stats 19” national reporting system.

The data for Barnet are given in Table 6: “Casualties in Greater London 2011 by borough and percentage change over 2010”

Borough	Total casualties	Pedestrians	Pedal cyclists	Powered two-wheelers	Car occupants	Total vehicle occupants
Barnet	1,382 (-9%)	204 (-15%)	71 (-13%)	171 (-1%)	825 (-10%)	1,178 (-8%)

Table 6: Casualties in Greater London 2011 by borough and percentage change over 2010²⁰

What can be seen here is that as with wider London trends the numbers of reported injury accidents are reducing. However a further **42% reduction in accidents would potentially prevent 580 casualty causing accidents in Barnet.**

When we look at the breakdown of severity of accidents in Barnet in Table 7: “Casualties in Greater London 2011 by borough, severity and percentage change over 2010” we find that there would be a potential combined **reduction in the killed and seriously injured (KSI) of about 60 people.**

Borough	Fatal	Serious	Slight	Total Casualties
Barnet	8 (-11%)	133 (+8%)	1,241 (-11%)	1,382 (-9%)

Table 7: Casualties in Greater London 2011 by borough, severity and percentage change over 2010²¹

¹⁹ TfL Surface Transport (Jun 2012) Casualties in Greater London during 2011

²⁰ TfL Surface Transport (Jun 2012) Casualties in Greater London during 2011

²¹ TfL Surface Transport (Jun 2012) Casualties in Greater London during 2011

Like Camden **many of our casualty accidents occur on main roads**. Attached at appendix 1 there is a map for Barnet of “All Injury Accidents” in 2011 where the bias towards main roads can be clearly seen. It should be noted that in particularly busy locations a star may represent more than one accident.

Roughly the casualty breakdown between different Barnet roads is as follows:

Motorway (M1)	19
TLRN (A1, A41 and A406)	389
A roads	569
B roads	70
Other roads	335

In 2011 all fatalities were on borough roads (not M1 or the TLRN) – however this is atypical – other years split roughly 50/50.

Barnet has agreed targets for casualty reduction in our LIP. For KSI we have a target of a 33% reduction by 2020 against the 2004-08 average of 151.8 which would bring KSI down to about 101. For total casualties we have a target of 10% reduction by 2020 against the 2004-08 average of 1,377.4 which would bring total casualties down to about 1,239.

Savings from the Introduction of 20 mph Limits

Since 1993, the valuation of both fatal and non-fatal casualties has been undertaken by the Department for Transport (DfT)²². Their approach encompasses all aspects of the valuation of casualties, including the human costs, which reflect pain, grief, suffering; the direct economic costs of lost output and the medical costs associated with road accident injuries.

The 2011 DfT figures for accident costs are shown below.

Accident/casualty type	Cost per casualty (£)	Cost per accident (£)
Fatal	1,686,532	1,877,583
Serious	189,519	216,203
Slight	14,611	23,136

²² A valuation of road accidents and casualties in Great Britain in 2011 (DfT)
<http://assets.dft.gov.uk/statistics/releases/road-accidents-and-safety-annual-report-2011/rrcgb2011-02.pdf>

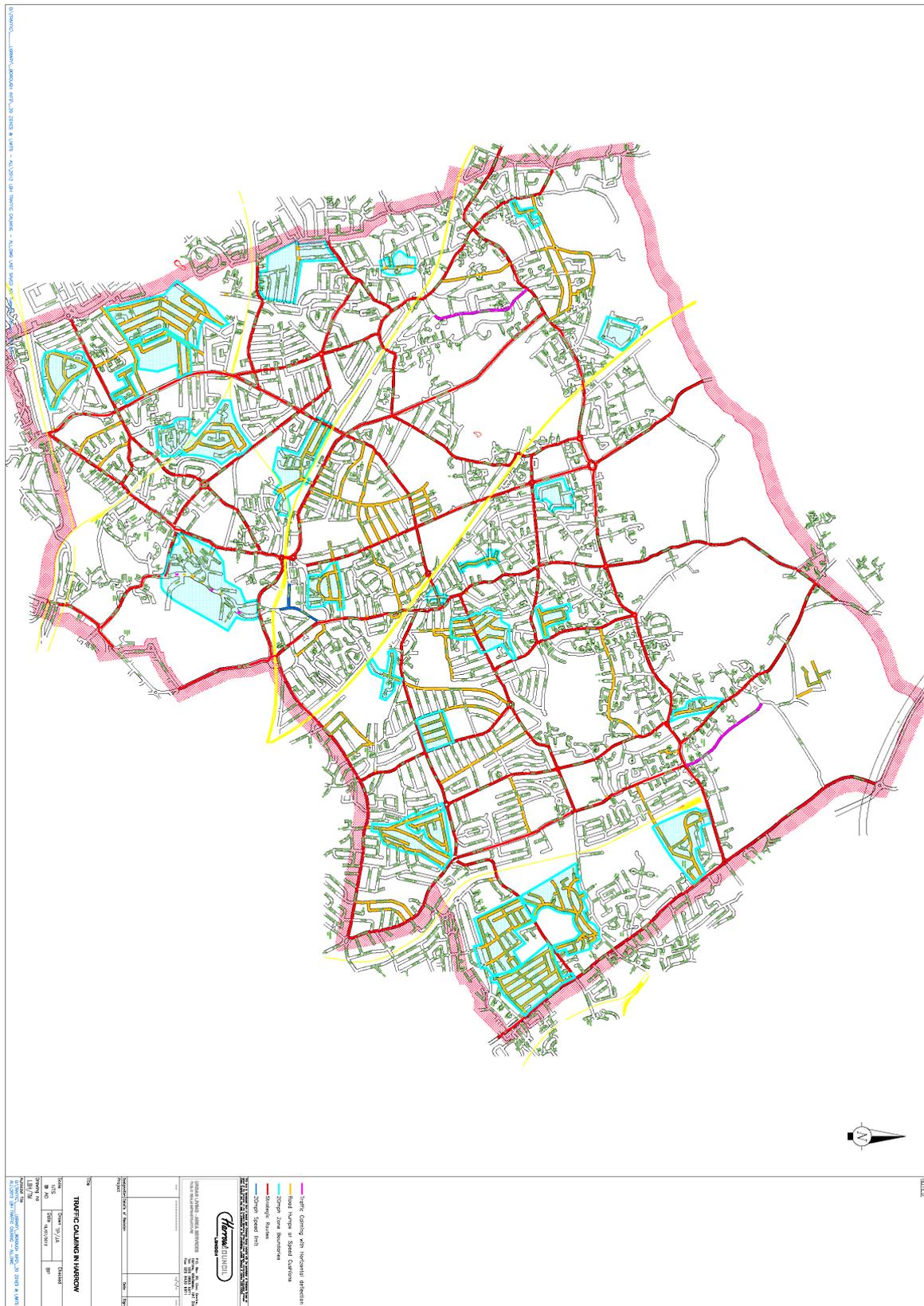
Average for all severities	50,024	71,885
Damage only	-	2,027

RAS60001: Average value of prevention per reported road accident casualty and per reported road accident: GB June 2011²³

On this basis the introduction of a 20 mph speed limit across the borough could result in considerable reductions in cost to society. For example **a 42% reduction in Barnet’s fatal accidents in 2011 from 8 to 5 has a saving of over £5 million and a reduction in serious accidents from 133 to 78 has a saving of over £10 million.**

²³ A valuation of road accidents and casualties in Great Britain in 2011 (DfT)
<http://assets.dft.gov.uk/statistics/releases/road-accidents-and-safety-annual-report-2011/rrcgb2011-02.pdf>

9 APPENDIX 2 – 20 MPH ZONES IN LB HARROW



10 APPENDIX 3 – 2011 TRANSPORT STRATEGY, LB CAMDEN

18 Speed reduction is an effective method for reducing casualties and improves both real and perceived safety for people cycling on those roads. Camden will continue its programme of rolling out 20 mph zones to areas across the borough as well as other highway engineering measures to manage traffic speeds that will help improve safety for cyclists and other modes of travel²⁴. (106)

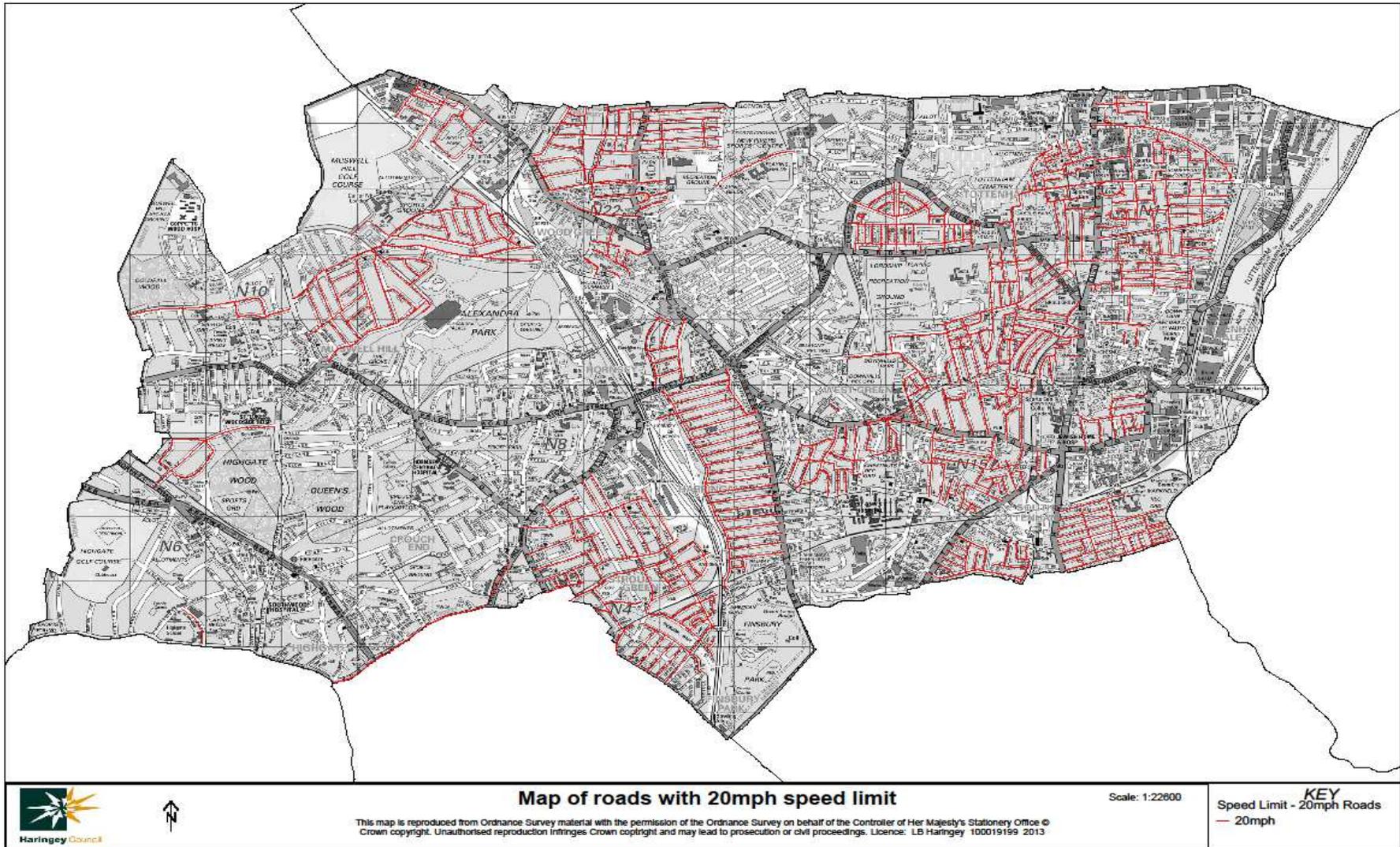
The programme of investment comprises three programmes (as required by the LIP guidance issued by TfL) which are as follows:

- Corridors, Neighbourhoods and Supporting Measures– schemes that generally involve implementation of on-street measures and infrastructure, such as bus priority measures, improved cycle and pedestrian facilities, 20 mph zones and road safety schemes. It also includes “soft” measures such as education, training and publicity to promote travel by sustainable modes and safety (Smarter Travel);
- Maintenance – schemes that involve maintenance of the road network and assessment and strengthening of bridges across the borough;
- Major Schemes – large, area-based schemes that have a minimum value of £1 million that make a transformational improvement and assist in delivering the Mayor’s Better Streets Agenda²⁵.

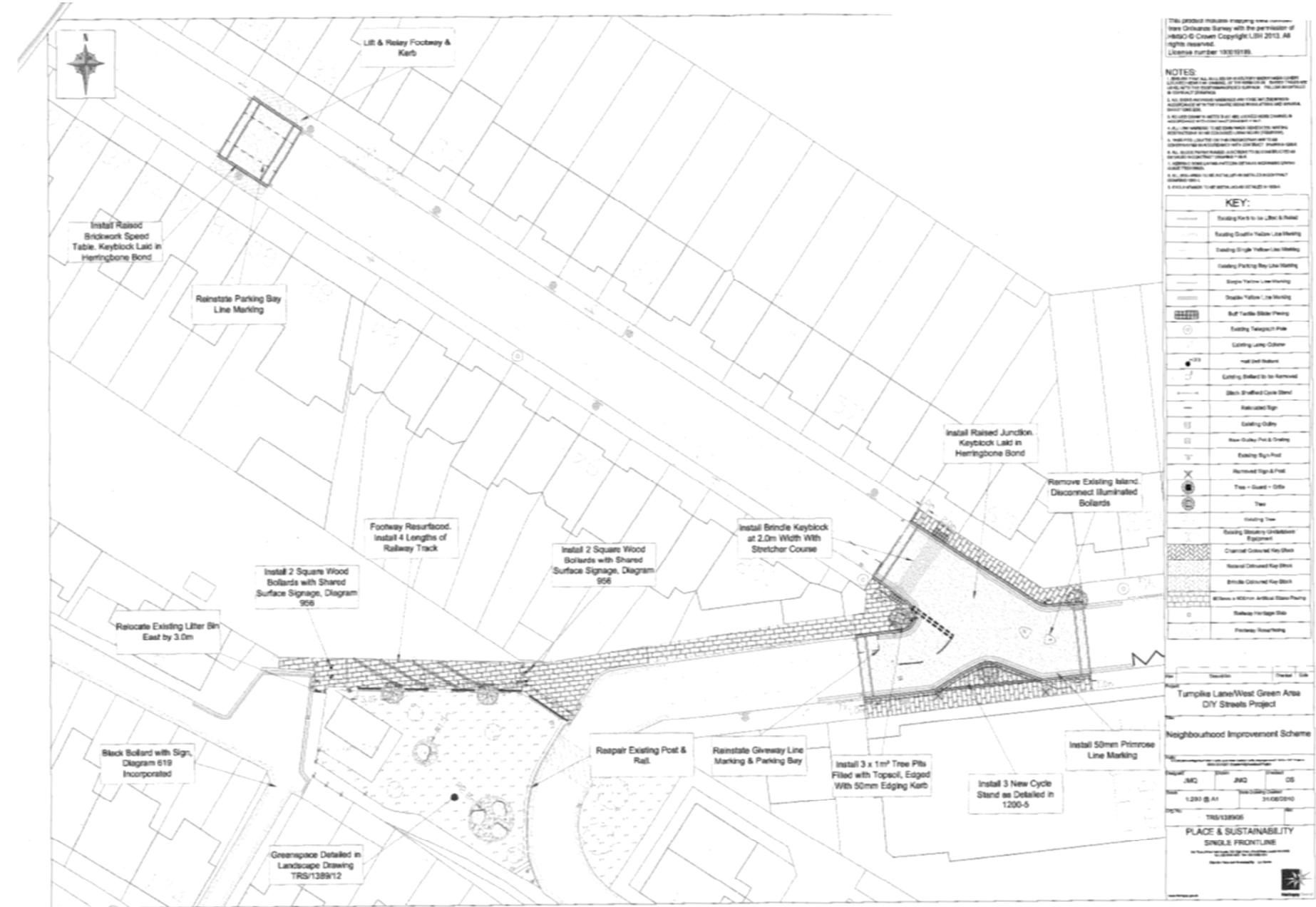
²⁴ Camden Transport Strategy, Delivering the Transport Objectives, 2011, p. 106

²⁵ Camden Transport Strategy, Delivering the Transport Objectives, 2011, p. 152

11 APPENDIX 3 – 20 MPH ZONES IN LB HARINGEY



12 APPENDIX 4 – 20 MPH ZONE IN LB HARINGEY; RAISED TABLES



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NOTES:

- All work proposed shall be in accordance with the relevant provisions of the Highways Act 1980 and the Traffic Signs Regulations and General Directions 2002.
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KEY:

[Symbol]	Existing Work to be Altered & Raised
[Symbol]	Existing Work to be Altered
[Symbol]	Existing Single Yellow Line Marking
[Symbol]	Existing Single Yellow Line Marking
[Symbol]	Existing Parking Bay Line Marking
[Symbol]	Single Yellow Line Marking
[Symbol]	Double Yellow Line Marking
[Symbol]	Buff Traffic Table Marking
[Symbol]	Existing Telegraph Pole
[Symbol]	Existing Lamp Column
[Symbol]	Not Set Below
[Symbol]	Existing Street to be Removed
[Symbol]	Black Shaded Core Street
[Symbol]	Relocated Sign
[Symbol]	Existing Utility
[Symbol]	New Utility Pole & Trailing
[Symbol]	Existing Sign Post
[Symbol]	Relocated Sign Post
[Symbol]	Tree - Guard - Offer
[Symbol]	Tree
[Symbol]	Existing Tree
[Symbol]	Existing Streetly Unobstructed Equipment
[Symbol]	Channel Coloured Key Block
[Symbol]	Neutral Coloured Key Block
[Symbol]	Brindle Coloured Key Block
[Symbol]	800mm x 400mm Artificial Stone Paving
[Symbol]	Surface for Slope Sign
[Symbol]	Footway Resurfacing

Scale: 1:200 @ A1

Project: TRS/138905

Client: PLACE & SUSTAINABILITY SINGLE FRONTLINE

Date: 12/02/2014

Author: [Name]

Check: [Name]

Drawn: [Name]

Approved: [Name]

13 APPENDIX 5 – 20 MPH ZONE IN LB BARNET; LOCATIONS

1. Byng Road / Wentworth Road, Barnet
2. NW7 area – Courtlands Avenue, Robin Close, Stockton Gardens, Hankins Lane, Norbury Grove, Bedford Road, Worcester Crescent, Ramillies Road, Glenwood Road)
3. Bushfield Crescent, Edgware area: Bushfield Crescent, Springwood Crescent, Meadfield, Burrell Close, Hamonde Close, Warrens Shawe Lane, Knightswood Close, Bushfield Close/
4. Finchley Central N3 area: Victoria Avenue, Church Crescent, Clifton Avenue, Dollis Avenue, Lyndhurst Avenue, Grass Park, Rathgar Close, Freston Park, Kingswood Park, Grenville Close, Hendon Avenue, Claremont Park, Village Road, Cyprus Gardens, St. Mary's Avenue, Cyprus Avenue, Dollis Park, Crescent Road, Queenswood Park
5. Addison Way NW11 area: Addison Way, Childs Way, Creswick Walk, Hogarth Hill, Wordsworth Walk, Coleridge Walk, Willifield Green, Asmunds Hill, Willifield Way, Erskine Hill, Woodside, Holmfield, Denman Drive, Chatham Close, Denman Drive North, Denman Drive South, Oakwood Road
6. Prayle Grove / Marble Drive NW2 area: Prayle Grove, Marble Drive, Wallcote Avenue, Jade Close, Amber Grove, Pearl Close
7. Partingdale Lane NW7
8. Mays Lane, Barnet: Chesterfield Road – Barnet Lane
9. Ranulf Road NW2 area: Ranulf Road, Lyndale, Hocroft Road, Farm Avenue, Hocroft Avenue, Harman Drive, Harman Close
10. Church Lane N2
11. Rowan Drive: private road off Aerodrome Road, also known to be signed 20mph