

MEETING

ENVIRONMENT COMMITTEE

DATE AND TIME

TUESDAY 18TH NOVEMBER, 2014

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4AX

TO: MEMBERS OF ENVIRONMENT COMMITTEE (Quorum 3)

Chairman: Councillor Dean Cohen
Vice Chairman: Councillor Brian Salinger

Councillors

Maureen Braun	Dr Devra Kay	Alan Schneiderman
Claire Farrier	Graham Old	Agnes Slocombe
John Hart	Joan Scannell	Laurie Williams

Substitute Members

Sury Khatri	Nagus Narenthira	Lisa Rutter
Adam Langleben	Tim Roberts	Stephen Sowerby

You are requested to attend the above meeting for which an agenda is attached.

Andrew Nathan – Head of Governance

Governance Services contact: Maria Lugangira 020 8359 2761

Media Relations contact: Sue Cocker 020 8359 7039

ASSURANCE GROUP

ORDER OF BUSINESS

Item No	Title of Report	Pages
1.	Minutes	
2.	Absence of Members	
3.	Disclosable Pecuniary Interests and Non Pecuniary Interests	
4.	Report of the Monitoring Officer (if any)	
5.	Public Questions and Comments (if any)	
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9.	Committee Forward Work Programme	265 - 272
10.	Any item(s) that the Chairman decides is urgent	

FACILITIES FOR PEOPLE WITH DISABILITIES

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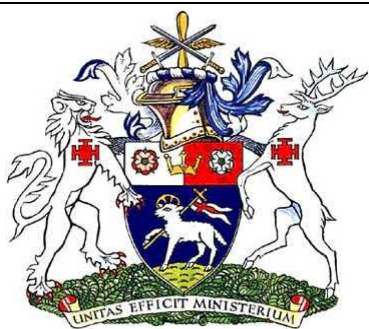
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AGENDA ITEM 6



Environment Committee

18 November 2014

Title	Member's Item – Christmas Free Parking
Report of	Head of Governance
Wards	All
Status	Public
Enclosures	None
Officer Contact Details	Maria Lugangira, Governance Officer Email: maria.lugangira@barnet.gov.uk Tel: 020 8359 2761

Summary

The report informs the Environment Committee of a Member's Item and requests instructions from the Committee.

Recommendations

1. That the Environment Committee's instructions in relation to this Member's item are requested.

1. WHY THIS REPORT IS NEEDED

- 1.1 Councillor Dean Cohen has requested that a Member's Item be considered on the following matter:
- 1.2 *"Free parking in our town centres in the 3 weekends before Christmas which would also include the small business weekend."*

2. REASONS FOR RECOMMENDATIONS

- 2.1 No recommendations have been made. The Environment Committee are therefore requested to give consideration and provide instruction.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 Not applicable.

4. POST DECISION IMPLEMENTATION

- 4.1 Post decision implementation will depend on the decision taken by the Committee.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 As and when issues raised through a Member's Item are progressed, they will need to be evaluated against the Corporate Plan and other relevant policies.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 None in the context of this report.

5.3 Legal and Constitutional References

- 5.3.1 The Council's Constitution Meeting Procedure Rules (section 6) states that a Member, including appointed substitute Members of a Committee may have one item only on an agenda that he/she serves. Members items must be within the term of reference of the decision making body which will consider the item.
- 5.3.2 There are no legal references in the context of this report.

5.4 Risk Management

- 5.4.1 None in the context of this report.

5.5 Equalities and Diversity

- 5.5.1 Member's Items allow Members of a Committee to bring a wide range of issues to the attention of a Committee in accordance with the Council's Constitution. All of these issues must be considered for their equalities and diversity implications.

5.6 Consultation and Engagement

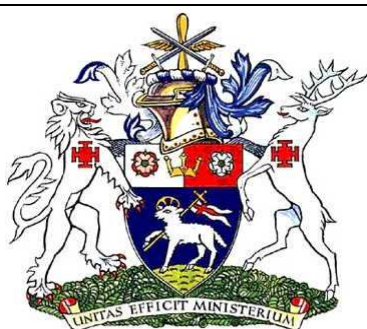
- 5.6.1 None in the context of this report.

6. BACKGROUND PAPERS

- 6.1 Email to Commercial and Services Director dated 08 October 2014.

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AGENDA ITEM 7



Environment Committee

18 November 2014

Title	Business Planning
Report of	Strategic Director for Growth and Environment
Wards	All
Status	Public
Enclosures	Appendix A – Call for Evidence Executive Summary Appendix B – Savings Targets Appendix C – Environment Committee Commissioning Plan Appendix D – The Case for an Effective Long term Highways Funding Plan
Officer Contact Details	Declan Hoare, declan.hoare@barnet.gov.uk , 020 8359 4320

Summary

The Environment Committee has agreed to develop a five-year Commissioning Plan, and indicative proposals for achieving savings of £5.9m by 2019/20. This report contains a proposed five-year Commissioning Plan for the Environment Committee as set out at Appendix A. The Commissioning Plan sets out the strategic priorities, commissioning intentions and indicative budget proposals of the Environment Committee up to 2019/20 and will inform the consideration of the Council's Medium Term Financial Strategy to be considered by Policy and Resources Committee on 2 December 2014. In addition to the priorities and commissioning intentions, the Commissioning Plan sets out the proposed revenue budgets up to 2019/20 for each of the main service areas within the remit of the Committee and the suggested outcomes by which progress will be measured. The budget projections within the Commissioning Plan contain indicative figures through to 2020. These budgets will be formally agreed each year, after appropriate consultation and equality impact assessments, as part of Council budget setting, and therefore could be subject to change.

Recommendations

That the Environment Committee:

- **Approves the 5 year Commissioning Plan (Appendix A), subject to consultation. The Commissioning Plan sets out the strategic priorities, commissioning intentions, outcome measures, revenue budgets and capital requirements for recommendation to the council's Policy and Resources Committee on 2nd December 2014.**
- **Approves the indicative savings proposals set out in Appendix B for recommendation to Policy and Resources Committee on 2nd December 2014, as the Committee's £5.9m initial contribution to the overall £72m savings challenge facing the Council by 2019/20.**
- **Agrees to public consultation on the Commissioning Plan commencing immediately following Policy and Resources Committee on 2nd December 2014, before final Commissioning Plans are agreed by Policy and Resources on 17 February 2015.**
- **Approves the capital investment proposals set out in paragraph 5.1 for recommendation to Policy and Resources Committee on 2nd December 2014.**

1. WHY THIS REPORT IS NEEDED

- 1.1 On 12 June 2014 the Environment Committee agreed to complete a Commissioning Plan and savings proposals by December 2014 and noted the savings target allocated by the Policy and Resources Committee of £5.9m. This report seeks to support the Committee in addressing this task. It:
- sets out a suggested 5 year Commissioning Plan for the Committee, including strategic priorities, commissioning intentions and indicative budget proposals of the Environment Committee up to 2019/20 which will inform the consideration of the Council's Medium Term Financial Strategy to be considered by Policy and Resources Committee on 2 December 2014.
 - identifies the major challenges for which this Committee will need to make commissioning decisions over the coming five years; and
 - summarises progress towards putting measures in place to deliver the £5.9m savings target, and suggests that the Housing and Environment Lead Commissioner be authorised to take these forward to Policy and Resources Committee.

Outcomes

- 1.2 There are a number of sources that can inform the commissioning priorities of the Committee, including: Previous consultations with residents on issues within the remit of the Committee through a variety of sources; its terms of reference; the Corporate Plan; other Council plans and strategies notably Government policy; and research and best practice. The suggested list below also draws on new highways plans and policies currently being consulted upon and the draft Parking Policy.

Priority	Key Outcomes
<p>Outsourced parking service contributing towards the £5.9m savings by 2019/20 whilst improving performance and overall quality of the service and delivering our aims to: -</p> <ul style="list-style-type: none"> • keep traffic moving, • make roads safer, • reduce air pollution, • ensure as much as possible that there are adequate parking places available on the high street and • that residents can park as near as possible to their homes. 	<p>Barnet is delivering an excellent parking service and in particular:</p> <ul style="list-style-type: none"> • <i>Parking Policy agreed by Committee</i> • <i>Has a new Parking Database with improved customer experience with online permit and PCN transactions</i> • <i>Full borough survey of all signs, lines and bays to eradicate all TMO errors and mapped into Parkmap/Traffweb GIS map system</i> • <i>Traffweb customer portal for GIS map showing all Traffic management orders online and including smart phone friendly and consultation functionality.</i> • <i>Customer service Code of Conduct review of our approach to enforcement including all non-statutory correspondence for PCN's</i> • <i>Transparent Contract Management by Publishing Contract Performance information</i> • <i>My account for parking transactions and information dashboard interfaced with the parking permit and PCN database</i>
<p>Waste and recycling service is contributing towards the £5.9m savings by 2019/20 whilst improving performance and overall quality.</p>	<p>Barnet is delivering an excellent waste and recycling service and in particular:</p> <ul style="list-style-type: none"> • <i>Develop a new waste strategy</i> • <i>Develop new waste collections offer to deliver improved recycling including garden waste recycling</i> • <i>Options analysis and delivery plan for revised Trade Waste offer</i> • <i>Review and implement (in partnership with NLWA) new transparent arrangements for re-charging the cost of disposal & treatment of recyclables and residual waste.</i> • <i>Determine and implement options for revised HWRC operations</i> • <i>Develop and implement waste minimisation and resident engagement plan</i> • <i>Develop alternative delivery model options for waste and recycling services</i>

Priority	Key Outcomes
Parks and green spaces service contributing towards the £5.9m savings by 2019/20 whilst improving performance and overall quality.	<p>Barnet is delivering an excellent Parks and green spaces service and in particular:</p> <ul style="list-style-type: none"> • <i>Develop a Parks & Open Spaces Strategy</i> • <i>Develop asset management and parks investment strategy</i> • <i>Complete relevant masterplans for identified priority parks</i> • <i>Complete sports pitches assessment</i> • <i>Draft revised Events policy for Parks</i> • <i>Develop alternative delivery model options for grounds maintenance services</i> • <i>Consider other alternative delivery models for Parks and Green Infrastructure</i>
Street cleansing service contributing towards the £5.9m savings by 2019/20 whilst improving performance and overall quality.	<p>Barnet is delivering an excellent Street cleansing service and in particular:</p> <ul style="list-style-type: none"> • <i>Develop new Borough Cleanliness Strategy (BCS)</i> • <i>Refresh enforcement policy to support delivery of the BCS</i> • <i>Develop and implement a new Target Operating Model for street cleansing services</i> • <i>Develop alternative delivery model options for street cleansing services</i>
Outsourced Cemetery and crematoria service contributing towards the £3.9m per annum savings whilst improving performance and overall quality.	<p>Barnet is delivering an excellent Cemetery and crematoria service and in particular:</p> <ul style="list-style-type: none"> • <i>Achieve the Gold Standard of the Charter for the Bereaved, which sets out standards of facilities and services</i> • <i>Achieve Green Flag status for the cemetery, which sets out standards for public open spaces</i> • <i>Establish a 'Friends of Hendon Cemetery' group to encourage community involvement with the facility.</i> • <i>Use available statutory provisions to commence the reclamation and re-use of unused graves and graves over 75 years to maximise the longevity of the cemetery beyond approximately 5 more years (2 for Muslim burial) and maintain burial space for residents wishing to be buried at Hendon.</i> • <i>Explore the options for a new cemetery and green burial site in Barnet to respond to rapidly decreasing available burial space in the borough and customer requirements for sustainable alternatives to traditional burial.</i> • <i>Explore options for bringing the disused and fire damaged 'superintendents house' back into use to provide a modern, fit for purpose office and</i>

Priority	Key Outcomes
	<p><i>reception facility and café and function facility.</i></p> <ul style="list-style-type: none"> • <i>Review the Cemetery rules and regulations to bring them up to date and to ensure that the highest standards are maintained.</i> • <i>Introduce a memorial safety policy to ensure the safety of users of the site.</i>
<p>Outsourced Highways service contributing to £3.9m per annum savings whilst improving performance and overall quality.</p>	<p>Barnet is delivering an excellent Highways service and in particular:</p> <ul style="list-style-type: none"> • <i>Annual Local Implementation Programme (LIP) with TfL</i> • <i>Annual Planned Maintenance Programme – Carriageways and Footways</i> • <i>Streetworks and London Permits Scheme (LoPS)</i> • <i>Highway Safety Inspection and Repairs Programme</i> • <i>Delivery of the strategic approach to highways by creating a documented strategic approach:</i> <ul style="list-style-type: none"> ○ <i>Traffic Management Act Network Management Plan</i> ○ <i>Network Recovery Plan</i> ○ <i>Operational Network Hierarchy</i> ○ <i>Developer's Design Guide</i>
<p>Outsourced regulatory services contributing to £3.9m per annum savings whilst improving performance and overall quality.</p>	<p>Barnet is delivering an excellent regulatory service and in particular:</p> <ul style="list-style-type: none"> • <i>Undertaking projects agreed with the Director of Public Health, that are within the remit of Environmental Health and Trading Standards that support the objectives of the Health & Wellbeing Strategy.</i> • <i>Contributing to the production of the Joint Strategic Needs Assessment.</i> • <i>Responding to service requests, carrying out investigations and taking appropriate actions where necessary to resolve issues.</i> • <i>Carrying out planned and proactive inspection and where appropriate and necessary, undertaking enforcement action to resolve issues.</i> • <i>Providing sufficient resources for Trading Standards and Licensing to enable a proportionate and appropriate response to the trading standards and licensing issues that are of a concern to residents and to protect consumers and the wider business community, particularly from rogue traders.</i>
<p>Efficiency and holding providers to account</p>	<p>Many of the services within the remit of this committee are delivered through contractual relationships. It is important to ensure that these</p>

Priority	Key Outcomes
	<p>providers are held to account to deliver what is required at the cost expected in particular:</p> <ul style="list-style-type: none"> • <i>Ensuring appropriate and effective governance processes are in place</i> • <i>Regular performance monitoring reports are provided to the Performance & Contract Monitoring Committee</i>

Challenges

- 1.3 There are a range of strategic challenges that need to be addressed in the Commissioning Plan to ensure that the Council uses the levers at its disposal to deliver outcomes such as those described above. The Committee has already begun the process of addressing these challenges and will need to take decisions in key areas over the coming months. The main challenges are summarised below.

An Increasing Population

- 1.4 With about 364,500 residents in 2014, Barnet is already the second most populous London Borough, and is set to see more growth, being projected to reach approximately 400,000 people by 2023, and 420,000 by 2033.
- 1.5 This growth is accompanied by rising expectations from residents about the quality, speed and level of tailoring of services to meet individual needs and preferences, in line with wider national trends.
- 1.6 Increased demand for Environmental services is already evident, with greater demands for highways investment and demographic growth impacting on universal services like waste collection and facilities provided in parks and open spaces.

Increasing Expectations

- 1.7 As residents expectations rise a key challenge for Barnet will be to minimise waste by encouraging residents to change their behaviour regarding waste disposal.

The impact of Growth and Regeneration

- 1.8 Capacity for 27,000 new homes to be built between 2010 and 2025/26 has been identified in Barnet, and these will be delivered through our growth and regeneration plans. The challenge will be to ensure that efficient and effective services will be available to these new residents especially waste collection and recycling.
- 1.9 Services need to be developed as part of that growth to ensure that new housing has the supporting infrastructure whether that is roads and pavements, parks or other green spaces.

Delivering savings

- 1.10 The Council has undertaken detailed modelling – factoring future demand for services from demographic change and continued reductions in funding from Government – which shows further savings of £72m will be required over the period 2016/17 to 2019/20. This means that significant reductions in expenditure will be required, with services provided in a more cost effective way to maintain quality and customer satisfaction.
- 1.11 Policy and Resources Committee on 12 June 2014 established a savings target of £5.9 million for Environment Committee to as a contribution to the overall £72m savings requirement.

2. REASONS FOR RECOMMENDATIONS

- 2.1 This report proposes a 5 year Commissioning Plan (appendix C) for the Environment Committee. It sets out how the Committee can deliver revenue savings to deliver the target savings set by the Council's Policy and Resources Committee on 10 June 2014. It also sets out the capital requirements of the Committee. Subject to agreement by Environment Committee the Commissioning Plan and the proposals contained within the plan, will be considered by the Policy and Resources Committee on 2 December 2014 to develop the council's medium term financial strategy.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 This report sets out a range of options across the Committee's remit to meet the budget challenge. This includes proposals for workforce savings, as well as generating greater income from new business. Alternatives to this could include cuts to services the Council provides, but these are not included in this report.

4. POST DECISION IMPLEMENTATION

- 4.1 If this report is agreed, these budget proposals will be incorporated into the Council's draft budget proposals for 2015-20, which will be considered by policy and resources committee on the 2nd December. The commissioning plan will form the basis of the Environment Committees future strategic work programme including future business cases to deliver savings.

5. IMPLICATIONS OF DECISION

- 5.1 **Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**
 - 5.1.1 In addition to continued austerity, demographic change and the resulting pressure on services poses a significant challenge to the Council. The organisation is facing significant budget reductions at the same time as the population is increasing, particularly in the young and very old population

cohorts. Given that nearly two thirds of the Council's budget is spent on Adult Social Care and Children's Services, this poses a particular challenge as these services are predominantly 'demand led'.

Revenue

- 5.1.2 The revenue budget proposals included in the commissioning plan (appendix C) will enable the committee to meet its £5.9m savings target as set out by policy and resources committee in June.
- 5.1.3 The budget projections within these commissioning plans contain indicative figures through to 2020. These budgets will be formally agreed each year, after appropriate consultation and equality impact assessments, as part of Council budget setting, and therefore could be subject to change.

Capital

- 5.1.4 Policy and Resources Committee on the 21st July 2014 agreed the process for theme Committees to review the capital programme and the development of capital programme priorities for the period 2015-20, which will come back to Policy and Resources committee in December 2014 to form the basis of a draft budget.
- 5.1.5 As part of that process, Policy and Resources Committee allocated £60 million of capital investment to be reviewed and prioritised by the Environment Committee including any amendments and additions.

Committee	Capital requirement for 2015-20	Proposed Budget Envelope (£m)
Environment	Investment in roads and pavements Replacement bins, parks equipment, vehicles	A budget envelope of up to £60m over the period 2015-20 has been set aside in the MTFS for environmental priorities. This should include a longer term approach to highways investment planning to be worked up by Re.

- 5.1.6 Highways and environmental requirements are funded mainly through capital receipts and borrowing.

Highways Capital

- 5.1.7 Highways are the council's most valuable asset with a network valuation of £1.3billion. They are vital to the economic, social and environmental wellbeing of Borough as well as general image and perceptions. They provide access for business and communities, as well as contribute to the area's local character and the electorate's quality of life. Highways really do matter to people. Public opinion surveys continually highlight dissatisfaction with the condition of local roads and the way they are managed.

5.1.8 Asset management promotes better use of limited resources and delivers efficient and effective highway maintenance. It takes a long-term view of how highways may be managed, focusing on outcomes by ensuring that funds are spent on activities that prevent expensive short-term repairs. This makes the best use of public money whilst minimising the risk involved in investing in highway maintenance.

5.1.9 The highways service has undertaken a detailed analysis of the asset management requirements of the Council's highways network (see appendix D). This forms the context for the investment plans laid out below within the capital budget envelope provided by the Policy and Resources committee.

5.1.10 To prevent ineffective public expenditure the Council's Asset Management Plan requires an annual programme of works that resurfaces carriageways every 20 years (5% of the total carriageway area) and re-slabs/resurfaces footways every 33 years (3% of the total footway area). This level of annual resurfacing treatment is required each and every year in perpetuity.

5.1.11 To achieve this level requires an annual planned maintenance programme/budget as follows :-

Category	Total Area	% Requiring treatment each year	Unit Costs	Required Budget
Roads	5 million sq m	5% (250,000 sq m)	£26/sq m	£6,500,000
Pavements	3.5 million sq m	3% (105,000 sq m)	£65/sq m	£6,825,000
Total Annual Budget Required				£13,325,000

5.1.12 Current capital funding at £3m per annum allows the resurfacing of approximately 50,000 square metres of carriageway and 25,000 square metres of footways each year; at this rate of resurfacing we can expect roads to be resurfaced every 100 years and footways every 140 years.

5.1.13 The current annual level of planned maintenance expenditure does not match the level needed to match the natural rate of deterioration so the backlog is increasing year on year. The current backlog is valued at £97.3m. In addition, the level of reactive maintenance, at £1.5-£2m/annum also remains unnecessarily high in order to be compliant with the LBB Safety Defect Policy which underpins the Section 58 Insurance Claim defence.

5.1.14 Based on the above assessments and a maximum available capital budget allocation of £50.36m engineers in Re have proposed the following profile of spend over the PSR period. The front loading of investment will prevent further deterioration and additional costly reactive revenue expenditure.

Proposal	Proposal £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	2019/20 £'000
Borough wide highways maintenance programme Inc. Borough wide signs and lines programme	50,635	15,000	13,000	8,000	8,000	6,365
TOTAL Highways and Transport £	£50,365					

Street Scene Capital

5.1.15 As part of the street scene transformation programme a review has been undertaken of capital requirements for the street scene service which identifies the following requirements for capital investment. These requirements do not assume a removal of the need for investment through outsourcing of services.

5.1.16 The 2015/2020 capital programme for Street Scene below allows for the following:

- The commencement in 2019/20 of the fleet replacement programme for refuse collection vehicles originally purchased by the authority to service the new waste collection arrangement introduced in October 2013.
- An additional capital sum for the replacement of min-buses used to transport SEN and Adult Care passengers to schools and day care centres respectively, in addition to the routine replacement of street cleansing vehicles
- The upgrade of up to 5 parks play areas and multi-sports courts per year, identified on a needs basis.

	Proposal £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	2019/20 £'000
Bin renewals	625	125	125	125	125	125
Green spaces & Streets Vehicles (street sweeping, grass cutting etc.)	3,110	1,360	100	750	100	800
Parks Infrastructure	3,900	780	780	780	780	780
Refuse collection vehicle renewals	2,000					2,000
TOTAL Street scene £	9,635					

5.1.17 The above figures do not include any identified future investment needs in parks and open spaces that result from the preparation of a new strategy for Parks & Open Spaces, due to report to Environment Committee in summer 2015.

5.1.18 The capital projections within the commissioning plan for street scene contain the indicative figures shown above through to 2020. These capital items will be formally agreed each year, subject to the business case process for street scene transformation after appropriate consultation and equality impact

assessments, as part of Council capital programme setting, and therefore may be subject to change. For example, the outsourcing of an area of service such as waste collection may reduce or remove the need for capital investment in the RCV fleet.

5.2 Legal and Constitutional References

5.2.1 All proposals emerging from the business planning process will be considered in terms of the Council's legal powers and obligations (including, specifically, the public sector equality duty under the Equality Act 2010) and, where appropriate, mechanisms will be put into place to ensure compliance with legal obligations and duties and to mitigate any other legal risks as far as possible.

5.2.2 Constitution, Part 3, Responsibility for Functions, Section 3 – sets out the terms of reference of the Environment Committee which includes:

- Street Scene including pavements and all classes of roads
- Parking provision and enforcement
- Road Safety
- Street Lighting
- Transport and traffic management including agreement of London Transport Strategy - Local Implementation Plan
- Refuse and recycling
- Street Cleaning
- Waste Minimisation
- Waterways
- Allotments
- Parks and Open Spaces
- Fleet Management
- Trees
- Cemetery and crematorium and Mortuary
- Trading Standards
- Contaminated land and all statutory nuisances.
- Flood Risk Management (scrutiny aspect)
- Council highways functions (including highways use and regulation, access to the countryside, arrangements and extinguishment of public rights of way) which are limited to
 - creating, stopping up and diverting footpaths and
bridleways
 - asserting and protecting public rights to use highways
 - removing things deposited on highways which cause
nuisance
- Gaming, entertainment, food and miscellaneous licensing in so far as not otherwise the responsibility of the Licensing Committee or the Licensing Sub-Committee, and Health and Safety regulation (otherwise than as an employer).

5.3 Risk Management

- 5.3.1 The Council has taken steps to improve its risk management processes by integrating the management of financial and other risks facing the organisation. Risk management information is reported quarterly to Performance and Contract Management Committee and is reflected, as appropriate, throughout the annual business planning process.

5.4 Equalities and Diversity

- 5.4.1 Equality and diversity issues are a mandatory consideration in the decision making of the Council. This requires elected Members to satisfy themselves that equality considerations are integrated into day to day business and that all proposals emerging from the finance and business planning process have properly taken into consideration what impact, if any, there is on any protected group and what mitigating factors can be put in train.
- 5.4.2 The projected increase in the borough's population and changes in the demographic profile will be key factors that need to be considered when determining both the corporate strategy and service responses. Both of these need to also reflect the aspirations and contributions of current residents
- 5.4.3 Similarly, all human resources implications will be managed in accordance with the Council's Managing Organisational Change policy that supports the Council's Human Resources Strategy and meets statutory equalities duties and current employment legislation.
- 5.4.4 A number of savings and income generation proposals have been included in Appendix B to this report. As set out in Appendix B, they result from a combination of greater efficiency in use of Council assets, income generated through a range of new business, reducing demand for services and service redesign. It is not considered that there will be an adverse equalities impact as a result of implementation of these proposals. These proposals will be subject to formal consultation following the publication of the draft budget, and this position will be reviewed when the budget is then set in 2015.

5.5 Consultation and Engagement

- 5.5.1 As proposals are developed in response to the challenges raised in this paper, an appropriate consultation and engagement plan will be developed and implemented. The work will be informed by the extensive consultation work that has been carried out already as part of the Priorities and Spending Review process. If approved, these proposals will form part of the draft budget report to Policy and Resources Committee in December 2014. All of the proposals in this report will then be subject to formal consultation before the budget and medium term financial strategy is agreed in February 2015 by Policy and Resources Committee, and Full Council in March 2015.
- 5.5.2 Over the last 12 months the council has been reviewing its priorities and spending. To help inform the council's future long term spending plans the council commissioned the Office for Public Management (OPM), an

independent research organisation, to run a comprehensive series of residents engagement activities to understand their priorities for the local area and look at how residents and organisations can support services going forward.

5.5.3 The engagement followed two phases:

Phase 1:

5.5.4 A series of resident workshops, service user and businesses focus groups last autumn.

5.5.5 The [findings](#)¹ provide a rich evidence base of residents' priorities, what residents value most, their ideas for generating income, and how local people can work together. As a result the council has been able to identify [broad themes](#)² based on residents' views and involvement which will be used to help focus the council's future long term spending plans.

Phase 2:

5.5.6 Between March and June 2014 OPM ran an online call for evidence to hear views of organisations, businesses and individual residents on the future of Barnet, how the council can ensure that public services best meet the needs of the borough, how the council can change and how organisations and individuals can play a part in meeting Barnet's challenges during this time.

5.5.7 OPM has analysed the responses to the call for evidence on the council's behalf. Evidence was sought on two main topic areas:

- Ideas on the future of public services in Barnet, and how organisations and individuals can play a role in providing some of these services.
- Ideas on how the council could be more entrepreneurial and generate more income.

5.5.8 A summary of the findings can be found in Appendix A and the full report is available at http://engage.barnet.gov.uk/consultation-team/call-forevidence/consult_view

6. BACKGROUND PAPERS

6.1 Relevant previous decisions are indicated in the table below.

Item	Decision	Link
Policy and Resources Committee 10 June	Decision Item 6 - Corporate Plan and Medium Term	https://barnetintranet.moderngov.co.uk/ieListDocuments.aspx?CId=692&MId=7856&Ver=4

¹ http://engage.barnet.gov.uk/consultation-team/call-for-evidence/user_uploads/phase-1--barnet-challenge-opm-summary-report.pdf

² http://engage.barnet.gov.uk/consultation-team/call-for-evidence/user_uploads/key-themes-identified-from-the-first-phase-of-consultation.pdf

Item	Decision	Link
2014	Financial Strategy 2015/2016 to 2019/2020	
Environment Committee 12 June 2014	Decision Item 5 - Business planning – corporate plan and medium term financial strategy 2015-20	https://barnetintranet.moderngov.co.uk/ieListDocuments.aspx?CId=695&MId=7878&Ver=4
Policy and Resources Committee 21 July 2014	Decision Item 6 - Finance and Business Planning – Capital programme and review of reserves	http://barnet.moderngov.co.uk/documents/s16150/Finance%20and%20Business%20Planning%20Capital%20programme%20and%20review%20of%20reserves.pdf



Barnet Challenge

Report on the findings of a Call for Evidence for the London Borough of Barnet

July 2014

Executive Summary

During 2014 Barnet Council will review its priorities and spending across all services. The council commissioned the independent research organisation and consultancy OPM to run an online call for evidence to hear views of organisations, businesses and individual residents on the future of Barnet, how the council can ensure that public services best meet the needs of the borough, how the council can change and how organisations and individuals can play a part in meeting Barnet's challenges during this time. OPM has analysed the responses to the call for evidence on the council's behalf. This report presents the findings.

Evidence was sought on two main topic areas:

- ideas on the future of public services in Barnet, and how organisations and individuals can play a role in providing some of these services
- ideas on how the council could be more entrepreneurial and generate more income.

Twenty individual residents and seven organisations responded to the survey between March and June 2014.

Summary of responses

Throughout the survey quite a few individual respondents indicated they would appreciate getting more **involved with council decision-making** and services, e.g. through scrutiny groups, or other consultation activities. Some respondents, however, voiced some scepticism about whether the council would actually listen.

Both organisations and individual residents indicated that the council could do more to **tap into their knowledge and experience**, to help inform council decisions and models of service provision.

Overall, the organisations that responded seem to have **an appetite to work more closely with the council**, and indicated a variety of ways in which this could happen, including in an advisory role, organising working groups, and piloting and testing new models of services and other initiatives.

Some **individual respondents made suggestions about how the council could save money, or how they could help out**. The majority of these

suggestions were relatively abstract, but there were also a few clear cut proposals.

There were several suggestions for where individuals and organisations would envisage **support from the council in making this happen**, of note the provision of financial support, venues and meeting spaces, and support in outreach and advertising.

Both individual respondents and organisations provided a wide range of ideas for supporting income generation. Suggestions included, for example, the council better **utilising its facilities**, to **increase their enforcement role** and the collection of fines, **increasing council tax**, and **making more use of the voluntary sector** to provide support.

Both individual respondents and organisations provided **a wide range of ideas for how the council could generate income**, as well as some suggestions for the council to utilise their skills and assets more. Some would appreciate **more information from the council** on what this might look like. Others felt the council should be undertaking this work themselves.

A majority of those who responded as an **individual resident strongly disagreed with the council's approach to work as a commissioning council**. They didn't believe that outsourcing would save money in the long run, and were worried that it would impact on resident's ability to hold service providers to account. Another common criticism was that it's the council's responsibility to carry out these services, not that of residents. The **organisational responses to Barnet as a commissioning council were slightly more mixed**, with some agreeing, and some disagreeing with the council's approach.

For organisations, a common issue that came up across their responses was around how the procurement and commissioning policies of the 'commissioning council' could **support and enable community and voluntary organisations to bid for, and provide services**.

Next steps

The findings from the call for evidence will go to the new council committees to help inform their decisions.

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Line Ref	Service area	Description of saving	Savings type	Consultation (How are we consulting on this proposal)	Impact on Service Delivery	Impact on Customer Satisfaction	Equalities Impact	Budget 2014/15 £000	Savings per annum 2015/16 £000	FTE
EFFICIENCY - WORKFORCE										
E1	Streetscene	<u>Savings through a revision of the charging process to the HRA</u> A review of the work undertaken and charged to Barnet Homes for grounds maintenance is due to be completed. This is to be alongside a review of the shared use of amenities charge for utilising HRA facilities. The outcome of the review will provide a robust charging mechanism to the HRA, resulting in an accurate and transparent general fund charge.	Efficiency	Part of General Budget Consultation	This saving is not anticipated to impact on service delivery.	This saving may have an adverse impact on customer satisfaction.	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period.	3,744	(110)	0
E2	Streetscene	<u>Savings through improved street cleansing route optimisation</u> Savings will be achieved through the improved route optimisation of the street cleansing service. Alongside E6 this will result in a reduction of repeat and duplicate cleansing and lead to the development of target cleansing for higher demand areas.	Efficiency	Changes to the street cleansing service will be consulted from late Autumn 2014 onwards	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction.	Low - Route optimisation is likely to include rescheduling of mechanical sweeping. This may impact on residents with disabilities. EIA completed, neutral impact.	4,255	(100)	0
E3	Streetscene	<u>Savings from the internalisation of fleet</u> The internalisation of the Go plant fleet will result in a number of transport savings, including improved procurement and more efficient working.	Efficiency	Part of General Budget Consultation	This saving is not anticipated to impact on service delivery.	This saving may have an adverse impact on customer satisfaction.	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period.	4,966	(167)	2
E4	Streetscene	<u>Capitalisation of fleet over 8 years not 5 years</u> The capitalisation of the streetscene fleet over an eight year period, rather than the original five year period will lead to a revenue saving within the transport service.	Efficiency	Part of General Budget Consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period.	4,966	(60)	0
E5	Streetscene	<u>Street cleansing terms and conditions</u> Changes to variable and enhanced rates of pay are expected to achieve a level of savings within the street cleansing service.	Efficiency	Part of General Budget Consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	Staff EIA required for unified pay reward project.	4,255	(100)	0
E6	Streetscene	<u>Street cleansing improved service delivery and area based teams</u> The development of a new optimised and flexible service delivery model with area based teams is expected to achieve a level of savings within the street cleansing service along with improvements such as route optimisation.	Efficiency	Changes to the street cleansing service will be consulted from late Autumn 2014 onwards	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction.	Low - The introduction of area-based cleansing may impact on the scheduling of mechanical sweeping. This may impact on residents with disabilities. Linked to savings E2. EIA completed, neutral.	4,255	(350)	20

Line Ref	Service area	Description of saving	Savings type	Consultation (How are we consulting on this proposal)	Impact Assessment			Budget 2014/15 £000	Savings per annum	
					Impact on Service Delivery	Impact on Customer Satisfaction	Equalities Impact		2015/16 £000	FTE
E7	Streetscene	<u>Reduction in tree inspections and maintenance</u> Savings will be delivered through a reduction in tree inspections for discretionary areas of the service, whilst essential inspections are maintained.	Efficiency	Part of General Budget Consultation	This is a reduction in service standards and will have a minor impact on service delivery.	This saving may have an adverse impact on customer satisfaction.	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period.	3,744	(50)	0
E8	Streetscene	<u>Waste & Recycling route optimisation</u> The development of the more efficient collection of domestic waste and recycling will result in the removal of a number of collection rounds.	Efficiency	Part of General Budget Consultation	This saving is not anticipated to impact on service delivery.	This saving may have an adverse impact on customer satisfaction.	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period..	4,966	(217)	4
E9	Commercial	<u>Savings through transforming services to reduce expenditure</u> There is planned efficiency in delivering winter gritting through the reduced deployment of winter gritting machines from nine to seven. There will be an associated reduction in lease charges and operating costs.	Efficiency		To be reviewed	To be reviewed	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period.	422	(50)	0
E10	Commercial	<u>Savings through transforming services to reduce expenditure</u> The councils sign shop will aim to generate new additional income from external commercial sources. To generate this increased level of income and new business there may be a requirement to invest in new assets.	Efficiency		To be reviewed	To be reviewed	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period.	(44)	(80)	0
TOTAL									(1,284)	26
SERVICE REDUCTIONS										
TOTAL									0	0
INCOME										
11	Streetscene	<u>Additional income through the improved utilisation of parks assets</u> The existing park assets will be used to generate higher levels of income, through improved marketing and the letting of the assets such as cafes and pavilions.	Efficiency	More detailed consultation will take place from January 2015 as part of wider consultation on the draft Parks & Open Spaces strategy	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period. This will be included in Parks & Green Spaces strategy EIA.	3,744	(100)	0
	Streetscene	<u>Income from central government</u> Income from Central Government relating to maintaining weekly refuse collection	Income	Part of General Budget Consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction.	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period.	(832)	(427)	0
12	Commercial	<u>Income through controlled parking zone enforcement</u> The council will provide residents parking permits to residents within the controlled parking zone for Saracens rugby club residential areas. This is part of the agreed parking enforcement for the local area on match days. The rugby club will pay for these permits, resulting in additional income.	Income		To be reviewed	To be reviewed	It is not considered that there is an equalities impact for this proposal. This will be kept under review during the consultation period.	(7,381)	(40)	0
TOTAL									(567)	0
OVERALL SAVINGS										
									(1,851)	26

Line ref	Opportunity Area	Description of saving	Consultation (How are we consulting on this proposal)	Impact Assessment			Budget	Savings per annum									
				Impact on Service Delivery	Impact on Customer Satisfaction	Equalities Impact		2014/15 £000	2016/17 £000	FTE	2017/18 £000	FTE	2018/19 £000	FTE	2019/20 £000	FTE	
Efficiency																	
E1	Fleet	Improving fleet efficiency: The service will continue to reduce the unit cost of maintenance by improving supply chain arrangements and the effectiveness and efficiency of the fleet workshop e.g. through increased preventative maintenance resulting in fewer unplanned repairs.	Part of general budget consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	This saving is not expected to have an adverse equality impact.	2,177	(125)									
E2	Grounds Maintenance	Community management of bowling greens: Under this proposal the management of bowling greens would transfer from the Council's responsibility to a range of locally-based community organisations.	Part of general budget consultation Detailed consultation will be undertaken with bowling clubs	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	There is a potential equalities impact on customer satisfaction as proposals develop and ahead of implementation of the savings. An Impact Assessment will come back to PRC in February 2015 for 16/17 proposals.	135	(50)									
E3	Parking	Re-procure the Parking Contract: The current contract for parking and enforcement services is due to expire in 2017. A decision to re-procure the service will allow further cost savings to be identified.	Part of general budget consultation Soft market testing will be undertaken to consult potential partners	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	This saving is not expected to have an adverse equality impact.	3,028			(150)							
E4	Street Lighting PFI	PFI further Street lighting savings: The current street lighting PFI requires the contractor to maintain quality standards relating to lighting levels. Completion of the project to implement a central management system will allow for lighting levels to be remotely controlled, for instance by reducing the brightness of some street lights, or making greater use of LED lighting for example on footpath assets.	Part of general budget consultation. Changes could be piloted as part of the introduction.	This is a reduction in service standards but is not anticipated to impact on service delivery.	This saving may have an adverse impact on customer satisfaction.	This saving is not expected to have an adverse equality impact.	6,082	(90)									
E5	Street Lighting PFI	Sharing the PFI Client function: The Street Lighting PFI contract was procured jointly with LB Enfield. Given that the specification and types of work undertaken by the contractor are similar in both boroughs it would be possible to establish a smaller, shared client to undertake contract management functions across both Boroughs.	Part of general budget consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	This saving is not expected to have an adverse equality impact.	6,082	(20)									
E6	Street Lighting PFI	Lighting specification changes within the contract: This proposal will see the Council seek to agree with the Contractor a revision to the current specification to reduce the level of night inspections, increase the period in which fault repairs need to be completed along with combining various routine maintenance activities such as cleaning, bulk lamp changing and inspection activities.	Part of general budget consultation. Changes could be piloted as part of the introduction.	This is a reduction in service standards and will have a minor impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	This saving is not expected to have an adverse equality impact.	6,082	(90)									

Line ref	Opportunity Area	Description of saving	Consultation (How are we consulting on this proposal)	Impact Assessment			Budget £000	Savings per annum							
				Impact on Service Delivery	Impact on Customer Satisfaction	Equalities Impact		2016/17		2017/18		2018/19		2019/20	
								£000	FTE	£000	FTE	£000	FTE	£000	FTE
E7	Waste	Waste minimisation: Measures to reduce the amount of waste collected will see the Council incur lower costs going forward. This proposal includes both a focus on behaviour change and changes to collection, for example by reducing the size of wheeled bins from 240l to 180l or increasing the availability of recycling bins. Experience from authorities that have implemented such measures demonstrates their positive impact on the amount of waste generated resulting from residents changing their behaviours. This item is connected with and dependent on success with saving R4.	Part of general budget consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	There is a potential equalities impact This will be reviewed as proposals develop and ahead of implementation of the savings. An outline Equalities Impact Assessment will come back to PRC in February 2015 for 16/17 proposals.	11,324							(100)	
E8	Waste	Household Waste Recycling Centre to transfer to NLWA: Under this proposal the ownership on a lease and management of the Summers Lane Recycling Centre will transfer to the North London Waste Authority who will be responsible for managing all such facilities across all of the seven member boroughs of the NLWA.	Part of general budget consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	There is a potential equalities impact This will be reviewed as proposals develop and ahead of implementation of the savings. An outline Equalities Impact Assessment will come back to PRC in February 2015 for 16/17 proposals.	826		(60)						
E9	NLWA	Working with other North London authorities to re-procure disposal facilities: The Council is working with other North London Waste Authorities to procure new facilities to treat and dispose of residual waste to replace facilities that are reaching their end of life. This will ensure less waste is sent to landfill and therefore reduce the amount of landfill tax the Council has to pay currently.	Part of general budget consultation Consultation already undertaken as part of NLWA process	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	This saving is not expected to have an adverse equality impact.	11,324		(500)						
E10	Street Scene alternative delivery models	Savings from an alternative delivery model: Potential alternative delivery models may include a social enterprise, mutual or outsourcing for Waste, Recycling, Street Cleansing services and the Grounds Maintenance services. Any decision about a future alternative model will be subject to full detailed business case and options appraisals, including the basis of comparison with the costs and quality of the in-house service.	Part of general budget consultation Soft market testing will be undertaken to consult potential partners	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	There is a potential equalities impact This will be reviewed as proposals develop and ahead of implementation of the savings. An outline Equalities Impact Assessment will come back to PRC in February 2015 for 16/17 proposals.	10,503		(250)		(450)				
E11	Mortuary shared service	Creation of a shared mortuary service: This proposal considers sharing modern facilities in a shared service arrangement with neighbouring boroughs to deliver operational efficiencies, realise the asset value of the Finchley Mortuary on disposal and continue to maintain a high standard of service.	Part of general budget consultation Soft market testing will be undertaken to consult potential partners	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	This saving is not expected to have an adverse equality impact.	141	(45)							
Total								(420)	0	(860)	0	(700)	0	(100)	0
Growth and Income															

Line ref	Opportunity Area	Description of saving	Consultation (How are we consulting on this proposal)	Impact Assessment			Budget	Savings per annum					
								2016/17		2017/18		2018/19	
				Impact on Service Delivery	Impact on Customer Satisfaction	Equalities Impact		£000	FTE	£000	FTE	£000	FTE
G1	Greenspaces	Invest in 3G Pitches (x3): This proposal will see the Council secure additional investment (in partnership with funding bodies such as The Football Foundation) in modern 3G sports pitches across the borough. The Council will benefit from a mechanism for sharing the additional income generated from new pitches with any delivery partner.	Part of general budget consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	This saving is not expected to have an adverse equality impact.	New income stream - currently £0					(100)	
G2	Waste	Income generation from Non-Statutory Waste Services: A challenging income generation target across a range of chargeable services including but not limited to: bulky waste collection, special collections, additional collections, and the identification of new services where charging the user more in order to offset the impact of wider budget reductions is appropriate. To be delivered through a fundamental review of all transactional services e.g. development of the trade and commercial waste services including recycling and review of all income streams in the service to identify new or improved income opportunities. Further work to be done with commercial waste to both obtain contracts and offer recycling etc.	Part of general budget consultation	This saving is a change to service delivery.	This saving will not have an adverse impact on customer satisfaction	This saving is not expected to have an adverse equality impact.	New income stream - currently £0	(770)	0	0	0	(100)	0
Total								(770)	0	0	0	(100)	0
Reducing demand, promoting independence													
R1	Street cleansing & Parks	Optimisation of street cleansing, parks and tree services: Including route optimising routes, removing duplication, making better use of more efficient technology. This proposal will also include: Income from enforcement; littering, dog fouling, fly-tipping, also, increasing income from wider parks assets e.g. new licensing activities, for instance commercial dog walking. Revised scheduling of highways grounds maintenance including grass cutting and annual bedding.	Part of general budget consultation	This saving is not anticipated to impact on service delivery.	This saving is not expected to have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	There is a potential equalities impact as proposals develop and ahead of implementation of the savings. An outline Equalities Impact Assessment will come back to PRC in February 2015 for 16/17 proposals.	8,756	(150)	(200)				
R2	Waste	Household Waste Recycling Centre opening hours: The Council manages a Household Waste Recycling Centre at Summers Lane where residents can dispose of over 40 different types of waste. The facility currently opens 7 days a week from 8am to 4pm Monday to Saturday and 9am to 4pm on Sunday's. Under this proposal the facility will reduce its opening hours to focus on period of peak and higher usage.	Part of general budget consultation proposals for new operating hours will be consulted upon.	This is a reduction in service standards	This saving will have an adverse impact on customer satisfaction	There is a potential equalities impact as proposals develop and ahead of implementation of the savings. An outline Equalities Impact Assessment will come back to PRC in February 2015 for 16/17 proposals.	826	(20)					
R3	NLWA	Movement to menu pricing within the North London Waste Authority from the historic levy based system: The current cost of waste disposal is based on a long-standing system where each Council pays an average price per tonne in proportion to its relative size. This payment is made two years in arrears. The introduction of menu pricing will see the Council pay a price per tonne specifically for the type and volume of waste sent for disposal within the year that the disposals occurs. This will incentivise Council's to minimise waste and will generate a saving based on Barnet sending less waste for disposal compared with other members of the North London Waste Authority.	Part of general budget consultation	This saving is not anticipated to impact on service delivery.	This saving will not have an adverse impact on customer satisfaction and it is possible that it may enhance perception that the Council provides value for money.	This saving is not expected to have an adverse equality impact.	10,194	(1,900)					

Line ref	Opportunity Area	Description of saving	Consultation (How are we consulting on this proposal)	Impact Assessment			Budget		Savings per annum						
				Impact on Service Delivery	Impact on Customer Satisfaction	Equalities Impact	2014/15 £000	2016/17 £000	FTE	2017/18 £000	FTE	2018/19 £000	FTE	2019/20 £000	FTE
R4	Street Scene Waste Offer	Revised waste offer to increase recycling: The Council collects residual waste, recyclables, and food waste from all households. The proposal is for a comprehensive and targeted communications and engagement campaign which aims to change resident behaviours and drive up recycling rates in order to reduce collection and disposal costs. This includes making it easier to recycle food waste and compulsory recycling of dry and food waste, increasing recycling in flats, and optimising waste collection routes. This scale of savings assumes a step change in resident behaviour towards recycling driven by a better understanding of the costs of waste collection and disposal.	Part of general budget consultation	This saving is anticipated to impact on service delivery.	This saving is expected to have a short term adverse impact on customer satisfaction.	This saving is not expected to have an adverse equality impact.	2,036	(300)		(350)					
Total								(2,370)	0	(550)	0	0	0	0	0
Service redesign															
Total								0	0	0	0	0	0	0	0
Overall Savings								(3,560)	0	(1,410)	0	(800)	0	(100)	0
Overall Savings								(3,560)	0	(1,410)	0	(800)	0	(100)	0

1. The Context for the development of this plan.

Public services in England during the decade 2010-2020 face an unprecedented challenge as the country deals with the impact of the financial crisis of 2008, alongside the opportunities and challenges that come from our changing and ageing population.

Despite a growing economy, the UK budget deficit is forecast to be £75bn at the 2015 General Election, with cuts set to continue to the end of the decade no matter who is in Government. At the same time, demand on local services continues to increase, driven by a growing population, particularly the number of young and older residents. We therefore must plan for the fact that austerity will affect all parts of the public sector to the end of the decade and that we will not be able to meet increasingly levels of demand from simply doing more of what we are currently doing.

The public too, does not expect simply more of the same. Expectations of local services are increasing, advances in customer services and technology provides the ability to interact with services 24/7. Local residents as a result expect better services and more prompt responses from the Council. However satisfaction with the Council and local services remains relatively high in Barnet, and over recent years resident satisfaction with a number of local services has increases, despite these challenges.

In thinking about how the Council lives within its means, the Council needs to recognise that residents are also facing wider financial pressures, from high energy bills, increasing housing costs, continued wage restraint, and benefit reforms, so the ability of many households to absorb the impact of reductions from public sector funding through increased financial contributions is constrained.

We can however expect over the duration of this plan that significant opportunities will flow from Barnet being part of a growing and arguably booming London economy. Unemployment levels have fallen by a third in the last year, the number of 16-18 year old 'NEETs' in Barnet is, at 2.3%, the fourth lowest in England and fewer Barnet residents are claiming out-of-work benefits than the London average. This plan needs to ensure that all residents of Barnet can benefit from the opportunities of growth, whether through new employment opportunities, increased investment in infrastructure such as roads and schools, or enjoying new neighbourhoods and places in which all people can live and age well.

Barnet Council's Overarching Approach to meeting the 2020 Challenge

The Council's Corporate Plan sets the framework for each of the Commissioning Committees five year commissioning plans. Whether the plans are covering services for vulnerable residents or about universal services such as the environment and waste there are a number of core and shared principles which underpin the commissioning outcomes.

The first is a focus on fairness.

Fairness for the Council is about striking the right balance between fairness towards the more frequent users of services and fairness to the wider taxpayer and making sure all residents from our diverse communities - young, old, disabled, and unemployed benefit from the opportunities of growth.

The Council must 'get the basics right' so people can get on with their lives – disposing of waste, keeping streets clean, allowing people to transact in more convenient ways, resolving issues promptly in the most cost effective way.

We must shift our approach to earlier intervention and demand management Managing the rising demand on services requires a step change in the Council's approach to early intervention and prevention. Across the public sector, we need to work with residents to prevent problems rather than treating the symptoms when they materialise.

The second is a focus on responsibility.

Continue to drive out efficiencies to deliver more with less... The Council will drive out efficiencies through a continued focus on workforce productivity; bearing down on contract and procurement costs and using assets more effectively. All parts of the system need to play their part in helping to achieve better outcomes with reduced resources.

Change its relationships with residents, with residents working with the Council to reduce the impact of funding cuts to services In certain circumstances, residents will also need to take on more personal and community responsibility for keeping Barnet a great place particularly if there is not a legal requirement for the Council to provide services. In some cases users will be required to pay more for certain services as the Council prioritises the resources it has available.

The third is a focus on opportunity.

Prioritise regeneration, growth and maximising income – Regeneration revitalises communities and provides residents and businesses with places to live and work. Growing the local tax base and generating more income through growth and other sources makes the Council less reliant on government funding; helps offsets the impact of service cuts and allows the Council to invest in the future infrastructure of the Borough.

Redesign service and deliver them differently through a range of models and providers ... The Council has no pre-determined view about how services should be designed and delivered. The Council will work with providers from across the public, private and voluntary sectors to provide services which are more integrated, through a range of models most appropriate to the service and the outcomes that we want to achieve.

Planning ahead is crucial... The Council dealt with the first wave of austerity by planning ahead and focusing in the longer-term, thus avoid short-term cuts - the Council is continuing this approach by extending its plans to 2020.

2. Committee context

The purpose of this environment commissioning plan is to protect and enhance the borough's infrastructure alongside the planned growth of homes, businesses and population over the coming years. In this context infrastructure refers to services such as waste and street cleaning as well as physical assets such as parks and highways.

The Environment Committee has specific responsibilities to commission services in the following areas:

- Street Scene including pavements and all classes of roads
- Parking provision and enforcement
- Road Safety
- Street Lighting
- Transport and traffic management including agreement of London Transport Strategy-Local Implementation Plan
- Refuse and recycling
- Street Cleaning
- Waste Minimisation
- Waterways
- Allotments
- Parks and Open Spaces
- Fleet Management
- Trees
- Cemetery and crematorium and Mortuary
- Trading Standards
- Contaminated land and all statutory nuisances.
- Flood Risk Management (scrutiny aspect)
- Council highways functions (including highways use and regulation, access to the countryside, arrangements and extinguishment of public rights of way) which are limited to
 - creating, stopping up and diverting footpaths and bridleways
 - asserting and protecting public rights to use highways
 - removing things deposited on highways which cause nuisance
- Gaming, entertainment, food and miscellaneous licensing in so far as not otherwise the responsibility of the Licensing Committee or the Licensing Sub-Committee, and Health and Safety regulation (otherwise than as an employer).

Committee narrative

This section sets out the overarching objectives of the Environment Committee. Section 1 sets out the high level vision and strategic outcomes the Committee may

focus on, and section 2 describes how the services within the Committee's remit could look from a residents' perspective 2020, should the vision be realised.

1. OBJECTIVES OF THE COMMITTEE

Based on what we know already about environmental services in Barnet, we can identify the following emerging strategic priorities for the Environment Committee:

- **Driving an increase in overall resident satisfaction** with Barnet as a place to live to amongst the highest of any Outer London borough
- **Facilitating economic growth** and the success of residents, and **removing any barriers or unnecessary costs to growth** for successful local businesses
- **Increasing recycling rates** and **minimising tonnages collected**
- Meaningful and on-going **engagement with residents** across the borough around waste minimisation activity resulting in changing resident behaviour and **high levels of satisfaction** with the service
- With the help of residents **Protecting, conserving and enhancing** green space and the leafy character of Barnet for current and future generations
- Supporting and improving the **health and wellbeing** of the population, by providing safe green spaces to play, participate in sports and physical activity, walk and cycle
- Ensuring that Highway services in the borough – including both roads and pavements – **are maintained to a high quality**, and that **improvements in quality and capacity are focused on areas where highest growth is expected**, and of highest strategic importance. **Always focusing on safety** in every aspect of service delivery
- Making Regulatory services **high quality and efficient**, whilst prioritising attention on key risks to health and safety, so that they **do not impose unnecessary costs** or burdens on businesses who want to grow or relocate to the Borough
- Delivering Cemeteries and Crematoria Services that are **high quality and efficient, and respond to changing resident preferences** in dealing with the deceased respectfully.

Taking into account these objectives, we can describe the overall vision for Environmental Services in Barnet as:

“Barnet is a place that supports growth in a way that allows both existing and future residents to succeed, and which drives satisfaction with the Borough as a place to live to amongst the highest in the country”

2. ENVIRONMENTAL SERVICES IN 2020 – PEN PORTRAIT

Barnet in 2020 has developed a reputation as a place where **growth and physical change happens** in a way that allows current and future residents to prosper in a pleasant and well managed environment. This approach has driven **resident satisfaction with Barnet to amongst the highest in the country**. The borough's environmental services are fully aligned around delivering sustainable growth efficiently, including waste management, street cleansing, parks and green spaces, highways, regulatory services including Environmental Health, and cemeteries and crematoria.

Barnet in 2020 is one of the **cleanest boroughs**, with high quality, efficient, and responsive waste collection and disposal services, and amongst the **lowest level of littering** in London. Waste services have a **well-articulated purpose** not just in a narrow operational terms but also as an **enabler of a more attractive, successful place** to live, work and invest, and as a **driver of local growth** and employment.

Barnet has remodelled the overall waste “offer”, **prioritising prevention, behaviour change, and recycling**. As a result, residents in Barnet are engaged with waste issues and have amongst the **highest recycling rates in London**, and one of the lowest levels of waste per resident of any outer-London borough.

Levels of street cleanliness have been maintained through improved approaches including increased education and prevention through targeted enforcement and the flexible use of resources applied where required.

The level of **fly tipping in the borough is at a historical low**, with residents, the Police, businesses, and community groups all actively engaged with and supporting the council to **quickly identify and remove** fly tipping, and an active process of business engagement and enforcement activity in place resulting in this being the third year in a row where the level of fly tipping in the borough has experienced a decline.

The significant issues we had in the borough of owners failing to clean up after their dogs has been significantly improved by the range of initiatives under taken by the Council. Responsible dog owners have welcomed the introduction of **dog walking areas in parks** and the **campaign to encourage owners to clean up after their animals**. Reductions of fouling have occurred following the introduction of targeted enforcement patrols in parks and town centres, combined a systematic programme of behaviour change and resident communications.

Barnet's green spaces are widely recognised as some of the **best around**, effectively combining a well-conserved **green and leafy character** with strong community links and a focus on delivery of wider health, social, and economic outcomes. We are interested in exploring the London Mayor's idea (in the 2050 infrastructure plan) for a new regional park in the heart of Barnet. This could help us preserve the green nature of Barnet for the long term. The eastern part of the borough contains a string

of medium-sized, high quality parks that serve a variety of roles; providing **recreation space, improving health and wellbeing**, and creating places where different **communities can come together** and experience “**park gate moments**” and other high quality **social interaction**. In the West, parks have been pivotal in creating **successful new communities** and balanced, high quality urban space in Colindale and Brent Cross. Green space, including Barnet’s significant and unique area of central green belt, are a compelling part of **the Barnet story**, attracting people to come here to live, work and raise a family, and driving a level of resident satisfaction that is now at an all-time high.

Whilst some of the borough’s parks and green spaces are still run directly by the council, **wider community partners play a bigger role** in their ownership, day to day operations, and in attracting and defining how capital investment is spent. In areas of high growth, particularly in and around the Borough’s successful regeneration schemes, local **residents are engaged with the ownership, design, management and operations of parks**, building on the successful approach developed in Millbrook Park.

As the borough grows and evolves this is placing new demands in existing infrastructure, **highways and pavements are being maintained to a high standard**, with complaints relating to potholes and surface condition at a three year low, and **areas of high growth and strategic importance being progressively upgraded and improved** to reflect higher levels of use – especially in areas of high growth and regeneration, greater footfall, and rising resident, business and visitor expectations about the quality of these vital assets. **Travellers and commuters are able to get around Barnet quickly, efficiently and safely** at any time of the day, with traffic flow continually optimised and capacity being upgraded.

Growth in the size of Barnet’s population and economy has resulted in **an increase in the number of small businesses in the Borough**, who are attracted by the growing size of the internal market and a highly positive business atmosphere that has been cultivated by the council and its strategic partners. The council’s regulatory services, including environmental health, licencing, and trading standards are **ensuring that this growth happens safely and in a way that protects residents and consumers, whilst also focusing relentlessly on their own efficiency**, and on minimising the amount of red tape and bureaucracy that local business are required to go through in order to succeed.

Cemeteries and crematoria in the borough are **providing an extremely high quality of service for residents, and is evolving as preferences for burial and cremation change** through greater use of green burials for example. **The quality of cemeteries is being improved by increasing engagement from community groups such as the “friends of Hendon Cemetery”**, supporting both community

engagement, resident satisfaction, and improving the efficiency of the service overall.

3. Outcomes

Within the resources available to the Committee up to 2020, achieving the following outcomes will steer strategic decision making in relation to service delivery and investment.

Priority	Key Outcomes
Parking	<i>Parking is an important service to residents. An improvement programme has created a more efficient parking database for permits and PCNs, a new Parking Policy and web-enabled new GIS parking system which displays all of our parking restrictions and parking bays.</i>
Waste and recycling	<i>Barnet has amongst the highest levels of recycling and the lowest levels of waste compared with similar councils. This results in high levels of resident satisfaction and maintains the green and clean nature of the borough</i>
Parks and green spaces	<i>Barnet is seen as a national leader in developing attractive suburban parks with its communities that promote health and wellbeing, conserve the natural character of the area, and encourage economic growth</i>
Street cleansing	<i>Barnet has amongst the lowest levels of littering compared with similar councils. This results in high levels of resident satisfaction and maintains the green and clean nature of the borough</i>
Cemetery and crematoria	<i>Barnet has a cemetery and crematoria service that delivers the highest possible standards in meeting the needs of the bereaved safely. This includes services including administration, burial, cremation, memorial management, and ground maintenance and cremation memorial options.</i>
Highways	<i>Highways and network management in Barnet delivers a high quality, responsive service that optimises travel times across the borough by both roads and pavements, is safe for users, and reflects the growing nature of the borough</i>
Regulatory services	<i>Regulatory Services in Barnet are effective, targeted, proportionate and easy to access and navigate by users. Breaches in regulatory services are effectively and efficiently enforced and costs recovered by the council. Regulatory services are directly contributing to public health and improved public safety.</i>

Priority	Key Outcomes
Efficiency and holding providers to account	<i>Many of the services within the remit of this committee are delivered through contractual relationships. It is important to ensure that these providers are held to account to deliver what is required at the cost expected.</i>

4. About this plan

This commissioning plan has been developed in sections for the following service components that make up the Environment Committee's remit:

- Parking
- Waste and recycling
- Parks and green spaces
- Street cleansing
- Cemetery and crematoria
- Highways
- Regulatory services

For each service component, the strategic direction is set out together with the commissioning intentions, proposed revenue budget up to 2020 and the outcomes to be achieved.

5. Service component: Parking

This element of the commissioning plan has been developed from the foreword from the consultation draft Parking Strategy – it needs to be reviewed in light of consultation responses to the Strategy, which is still on-going. The results of consultation will be reported to committee on the 18th November 2014.

Driving and parking in London is a highly emotive subject, with the demands of the motorist to get their destination quickly and parking easily competing with need for better air quality, pedestrian safety, traffic control and a finite supply of parking spaces.

The London Borough of Barnet's Parking Policy seeks to balance a number of these conflicting demands and priorities. In acknowledging that Barnet is a diverse borough with complex traffic and congestion matters, our Parking Policy does not offer "one-size fits all" solution.

The borough's road transport emissions are currently among the highest in London with exhaust emissions from standing traffic being a major contributor to air pollution which is damaging our health. Unusually for a London Borough we have a high number of town centres which we aim to keep vibrant and diverse and encourage people to visit. We also have a population that has on average over one car per household and who want to park easily and near their home.

Our aims are to: -

- keep traffic moving,
- making roads safer
- reduce air pollution,
- ensure as much as possible that there are adequate parking places available on the high street and
- that residents can park as near as possible to their homes.

To support these aims we need robust traffic management for our road network and effective but fair enforcement. We acknowledge that the availability and pricing of parking has an impact on attractiveness of our town centres and so plan to set different prices for on-street parking across the borough.

This builds on a review of high street car parking undertaken from late 2012 where new prices and where possible, some free short stay parking areas have meant parking numbers on the high street have increased. The Council needs to ensure there is a steady turnover of motorists to support local trade. If shoppers drive to their local town centres to discover that there is nowhere to park, they may not return.

In order to ensure a steady turnover of parking spaces in our town centres we will set pricing to ensure spaces regularly become free for new shoppers. We are proposing

that prices are set at a level that aspires to an occupancy rate of 85 per cent of parking spaces being on average occupied, meaning that on high streets parking spaces are available at all but the busiest times.

We have a number of Controlled Parking Zones and use them to not only ease congestion but also aim to ensure parking is available for residents. These will continue to be used and enforced appropriately.

We aim to increase the availability of funding to implement traffic management improvements in and around our schools. This will include taking positive action to prevent any parent parking, promote car sharing and improve cycle parking facilities and will encourage more children to walk and cycle to and from school.

Commissioning intentions:

	Commissioning intention	What needs to happen
1	Outsourced service contributing to £5.9 m per annum savings whilst improving performance and overall quality of the service and delivering our aims to: - <ul style="list-style-type: none"> • keep traffic moving, • make roads safer, • reduce air pollution, • ensure as much as possible that there are adequate parking places available on the high street and • that residents can park as near as possible to their homes. 	Parking Database with improved customer experience with online permit and PCN transactions
		Fully consulted Parking Policy agreed by Members
		Full borough survey of all signs, lines and bays to eradicate all TMO errors and mapped into Parkmap/Traffweb GIS map system
		Traffweb customer portal for GIS map showing all Traffic management orders online and including smart phone friendly and consultation functionality.
		Customer service Code of Conduct review of NSL's approach to enforcement including all non-statutory correspondence for PCN's
		Transparent Contract Management – Publish Contract Performance information
		My account for parking transactions and information dashboard interfaced with the parking permit and PCN database

Outcome measures

Measure	Baseline – 13/14	Target - 19/20
Increased parking in town centres (on street)	1,633,986 2013/14	1,715,865
Increased parking in town centres (car parks)	275,283	289,047

	2013/14	
% satisfaction (parking)	23% 2013/14	Meeting London average satisfaction
Response processing in time	99% 2013/14	99%
% concerned about traffic congestion	18% Spring 2014	Meeting London average

Financial impact

The outline budget plan to achieve the £5.9 million saving is shown below. The final column indicates the budget position achieved after implementing the MTFP and proposed Priority and Spending Review Transformation Proposals and shows the costs of inflation and demographic pressures. A summary of the change in net revenue budget for this service component is shown highlighted in the table below:

<u>Service Area</u>	<u>2014/15 budget (£'000)</u>	<u>MTFP Planned 2015/16 budget (£'000)</u>	<u>PSR Suggested 2019/20 budget (£'000)</u>
Waste Collection (Expenditure)	10,005	9,747	9,017
Waste Collection (Income)	(4,781)	(5,208)	(5,978)
NLWA Waste Levy (Disposal)	11,324	13,776	15,209
Parks (Expenditure)	6,691	6,531	5,781
Parks (Income)	(1,559)	(1,659)	(1,759)
Street Cleansing (Expenditure)	4,215	3,665	3,265
Street Cleansing (Income)	(40)	(40)	(40)
Contracts & management (expenditure)	7,316	7,039	6,634
Contracts & management (income)	-	(80)	(80)
SUB TOTAL	33,171	33,771	32,049
Inflation	-	-	2,163
Demographic pressure	-	-	360
TOTAL	33,171	33,771	34,572
Special Parking Account (SPA)	-7,381	-7,421	-7,571

6. Service component: Waste and Recycling

Waste Futures Summary

The waste sector as a whole continues to face a number of policy and cost challenges including the achievement of 50% recycling by 2020, potentially higher recycling targets for 2030 set by the EU, and the prospect of restrictions on the end disposal of certain waste types, for example landfill bans.

The focus of the approach around waste and recycling will be on enabling residents to change behaviours in relation to waste collection and disposal, to ensure food waste is minimised, recycling is maximised, and to reduce the total amount of waste produced by each household in the Borough to the lowest level possible.

The waste service continues to work in partnership with the North London Waste Authority (as the statutory waste disposal authority) to ensure that a 'whole systems' approach is delivered in order to avoid 'cost shunting' between disposal and collection.

3. WHAT IS THE WASTE AND STREET CLEANING SERVICE FOR?

Based on what we know already about Barnet's waste service, and subject to further evidence review and analysis, we can suggest the following emerging strategic priorities for delivery by 2020:

- **Increasing recycling rates and minimising tonnages collected** to the best 10% compared with our statistical neighbours in London and nationally.
- Meaningful and on-going **engagement with residents** across the borough around waste issues resulting in changing resident behaviour and **high levels of satisfaction** with the service and Barnet as a whole.
- **High quality services maintained whilst reducing unit costs** to the lowest amongst Barnet's statistical neighbours.
- Working with our partners within and outside of London, **reliance on landfill is reduced to almost zero**, and all waste is treated as close to its point of collection as possible.
- Delivering a financially sustainable trade waste service that **supports local businesses to succeed**, and is not a bottleneck to **growth**.
- The link between **economic growth and increases in the volume of waste** generated has been broken. **Products from waste treatment (e.g. metal) are recirculating in the economy**, boosting growth, and being used to generate electricity.
- **Management of the waste production chain** in the Borough to **prevent fly-tipping of waste** including as appropriate the use of **enforcement**.

Taking into account these objectives, we can describe the overall vision for waste in Barnet as:

“Barnet has amongst the highest levels of recycling and the lowest levels of waste and littering compared with similar councils. This results in high levels of resident satisfaction and maintains the green and clean nature of the borough”

Commissioning intentions:

	Commissioning intention	What needs to happen
1	Reuse, recycle or compost 50% of all household waste by 2020.	Develop new waste strategy
	Minimise the amount of municipal waste being sent to landfill	Develop new waste collections offer to deliver improved recycling including garden waste recycling
	Provide a waste collection service that is accessible and easy to use, that encourages residents to recycle their waste effectively	Options analysis and delivery plan for revised Trade Waste offer
	Provide waste services to local businesses that are cost effective and that allows them to manage their waste sustainably.	Review and implement (in partnership with NLWA) new transparent arrangements for re-charging the cost of disposal & treatment of recyclables and residual waste.
	Alternative delivery model contributing to £5.9m per annum savings by 2019/20 whilst improving performance and overall quality.	Options appraisal and delivery plan for potential transfer of CARC to NLWA
	Encourage residents to change behaviours in relation to waste	Develop and implement waste minimisation and resident engagement plan

Outcome measures

Measure	Baseline – 13/14	Target - 19/20
Waste tonnage - residual per household	639 kgs per HH	502 kgs per HH
Waste tonnage- recycling per household	365 kgs per HH	502 kgs per HH
Increase the percentage of household waste sent for reuse, recycling and composting [CPI]	36.35% 2013/14	50%

% Satisfied (refuse and recycling) [CPI]	79 % Spring 2014	85%
Recycling participation rate	First baseline survey due Autumn 2015	To be developed from the baseline survey

Financial impact

The outline budget plan to achieve the £5.9 million saving is shown below. The final column indicates the budget position achieved after implementing the MTFP and proposed Priority and Spending Review Transformation Proposals and shows the costs of inflation and demographic pressures. A summary of the change in net revenue budget for this service component is shown highlighted in the table below:

Service Area	2014/15 budget (£'000)	MTFP	PSR
		Planned 2015/16 budget (£'000)	Suggested 2019/20 budget (£'000)
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Demographic pressure	-	-	360
TOTAL	33,171	33,771	34,572
Special Parking Account	-7,381	-7,421	-7,571

Capital requirements:

Proposal	Proposal £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	2019/20 £'000
Bin renewals	625	125	125	125	125	125
Refuse collection vehicle renewals	2,000					2,000

TOTAL Street scene £	2,635
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7. Service component: Parks and Green Spaces

Parks Summary

Parks and Open Spaces have a really positive impact on the quality of life of Barnet residents. However, it is too simplistic to assume this can be achieved without regular and targeted intervention that begins with a clear vision of what we want from our parks and open spaces and includes investment and proactive management of the asset. This falls clearly within the commissioning role of Barnet Council.

With a clearly defined strategy the parks service can begin to address strategic issues such as developing a stronger asset management approach for managing the buildings and facilities provided within our parks and open spaces, and attracting much needed new investment, which together should drive increased usage, improve utilization across the parks service portfolio and thereby increase income opportunities as well as provide basic better value for money.

There are also opportunities to attract new capital and a little revenue funding particularly with regeneration match money, and the service needs to develop the capacity to work with funding partners such as the Football Foundation to invest in new high quality artificial pitches that will deliver a revenue return to the Council.

4. WHAT ARE PARKS AND GREEN SPACES FOR?

Based on what we know already about Barnet's parks and green spaces, and subject to further evidence review and analysis, we can suggest the following emerging strategic priorities:

- **Protecting, conserving and enhancing** green space and the leafy character of Barnet for current and future generations
- Keeping our air and water clean, **counteracting the damaging effects of pollution.**
- Playing a vital role in **flood risk management** in terms of drainage and run-off by providing porous surfaces and water storage areas.
- Supporting and improving the **health and wellbeing** of the population, by providing safe spaces to play, participate in sports and physical activity, walk and cycle.
- Maintaining and boosting Barnet's **reputation as a leafy borough** and as a good place to live, work, and raise a family
- Improving **resident satisfaction** with Barnet as a place to live and with the council
- **Involving communities (residents of all ages and backgrounds, businesses and community groups)** in the maintenance and development of green spaces assets, including greater use of parks as multi-functional spaces by schools for subjects like PE and science.

- Where there are new developments in the borough they will play a critical role in creating new self-maintained green spaces and (in the appropriate circumstances) contribution to the improvement of existing green spaces.
- Creating places where **small businesses and cultural activities are enabled to thrive**.
- Promoting **economic growth** that is balanced and also of direct benefit to the local community
- Protecting and conserving **biodiversity**. Parks and the Borough's area of Green Belt offer refuges for threatened species.

Taking into account these objectives, we can describe the overall vision for green spaces in Barnet as:

“Barnet is seen as a national leader in developing attractive suburban parks with its communities that promote health and wellbeing, conserve the natural character of the area, and encourage economic growth”

Commissioning intentions:

	Commissioning intention	What needs to happen
1	Create a high quality physical environment that contributes to the quality of life of residents and visitors	Develop Parks & Open Spaces Strategy
	Manage and maintain parks and open spaces that support healthy living and contribute to building a thriving local economy	Develop asset management and parks investment strategy
	Work with partners to secure investment in new public spaces	Complete relevant master plans for identified priority parks
	Implement relevant delivery models that deliver a stable and sustainable financial position	Complete sports pitches assessment
	Build stronger local communities by promoting volunteering and other forms of community engagement	Revised Events policy for Parks
	Alternative delivery model contributing to £5.9m per annum savings by 2019/20 by 2019/20 whilst improving performance and overall quality.	Develop alternative delivery model options for grounds maintenance services
		Consider alternative delivery models for Parks and Green Infrastructure

Outcome measures

Measure	Baseline – 13/14	Target - 19/20
% satisfied (parks, playgrounds and open spaces)	69% Spring 2014	75%
% satisfied (parks, playgrounds and open spaces) - users	74% Spring 2014	80%
% of Households which have used Parks, Playgrounds or open spaces in the last 12 months	84% 2013/14	90%
Measure of revenue return on parks capital value	Appropriate measures and baselines to be established as part of the parks strategy development	

Financial impact

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SUB TOTAL	33,171	33,771	32,049
Inflation	-	-	2,163
Demographic pressure	-	-	360
TOTAL	33,171	33,771	34,572

Special Parking Account	-7,381	-7,421	-7,571
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Capital requirements:

Proposal	Proposal £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	2019/20 £'000
Green spaces & Streets Vehicles (street sweeping, grass cutting etc)	3,110	1,360	100	750	100	800
Parks Infrastructure	3,900	780	780	780	780	780
TOTAL Street scene £	7,100					

8. Service component: Street Cleansing

Borough Cleanliness

Borough cleanliness remains an important priority for the council and Street Scene services given the role it plays in driving public satisfaction with the local environment.

The way streets and other public spaces are cared for has an impact on every household within the borough, the success of businesses operating in the locality and the attraction of visitors to the area. The quality of the local environment, in particular the standard of street cleansing, is one of the main barometers used by the public to judge how well an area is being managed and its suitability as a place in which to live, work or visit

There is a strong correlation between the standards of cleanliness in the local environment and the overall satisfaction with local services, the fear of crime and the perception of the Council itself.

The cleansing service needs to continue to maintain a focus on cost efficiency and this can best be achieved by developing an 'intelligence-led' approach to deploying resources to match those periods during the day where footfall and therefore litter are at their peak, and by focusing on encouraging some residents and visitors to change their behaviour in relation to littering and street cleanliness.

Our priorities include:

- Maintaining the green and pleasant nature of the borough by **reducing the amount of litter and detritus** to the lowest level in London.
- Using **encouragement, behaviour change and, where necessary, enforcement** to persuade litterers to not drop litter in the Borough, including chewing gum and dog fouling.
- **High quality services maintained whilst reducing unit costs** to the lowest amongst Barnet's statistical neighbours.

Commissioning intentions:

	Commissioning intention	What needs to happen
1	Maintenance of a clean and well-cared for local environment, and public spaces, that enhance local areas and support economic well-being.	Develop new Borough Cleanliness Strategy (BCS)
	Relevant and targeted enforcement that promotes prevention of forms of	Refresh enforcement policy to support delivery BCS

	Commissioning intention	What needs to happen
	anti-social behaviour.	
	Build stronger local communities by promoting volunteering and other forms of community engagement	Develop and implement new Target Operating Model (TOM)for street cleansing services
	Alternative delivery model contributing to £5.9m per annum savings by 2019/20 whilst improving performance and overall quality.	Develop alternative delivery model options for street cleansing services

Outcome measures

Measure	Baseline – 13/14	Target - 19/20
% satisfied (street cleansing)	56% Spring 2013/14	70%
% of unacceptable levels of litter	8% Q3 13/14	3%
% of unacceptable levels of detritus	24.5% Q3 13/14	10%
% concerned about litter/ dirt in streets (in top 3)	19% Spring 2014	10%

Financial impact

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Special Parking Account	-7,381	-7,421	-7,571

9. Service component: Cemeteries and Crematoria

Scope of the Outsourced Service

The service provider delivers the highest possible standards in meeting the needs of the bereaved in the delivery of cemetery and crematorium and related services including administration, burial, cremation, memorial management, ground maintenance and cremation memorial options in partnership with relevant council and external organisations.

The service provider shall meet all legislative, industry standards and crematoria permit requirements such as employing best available techniques for its management and operation and to prevent or where this is not practicable, to reduce emissions, whilst at the same time maintain and where possible expand the delivery of quality bereavement services for the benefit of the bereaved and council, and in doing so increase income.

The service provider shall meet all statutory Registration services as directed by the cremation regulations 2008 and the local authority cemeteries order 1977.

The service provider shall deliver all management and ancillary tasks required to ensure the service runs efficiently.

Commissioning intentions:

	Commissioning intention	What needs to happen
1	Outsourced service contributing to £3.9m per annum savings whilst improving performance and overall quality.	Achieve the Gold Standard of the Charter for the Bereaved, which sets out standards of facilities and services
		Achieve Green Flag status for the cemetery, which sets out standards for public open spaces
		Establish a 'Friends of Hendon Cemetery' group to encourage community involvement with the facility.
		Use available statutory provisions to commence the reclamation and re-use of unused graves and graves over 75 years to maximise the longevity of the cemetery beyond approximately 5 more years (2 for Muslim burial) and maintain burial space for residents wishing to be buried at Hendon.
		Explore the options for a new cemetery and green burial site in Barnet to respond to rapidly decreasing available burial space in the borough and customer requirements for sustainable

	Commissioning intention	What needs to happen
		alternatives to traditional burial.
		Explore options for bringing the disused and fire damaged ‘superintendents house’ back into use to provide a modern, fit for purpose office and reception facility and café and function facility.
		Review the Cemetery rules and regulations to bring them up to date and to ensure that the highest standards are maintained.
		Introduce a memorial safety policy to ensure the safety of users of the site.

Outcome measures

Measure	Baseline – 13/14	Target - 19/20
Meeting religious burial needs Re HCC01	100% Q1 2014/15	95%
Charter for the Bereaved Re HCC04	2012 baseline 66.8%	By end of year 3 achieve and maintain Gold standard

Financial impact

The revenue budget for these services form part of the Development and Regulatory Services contract being delivered by the joint venture with Capita Property and Infrastructure Ltd. The budget for this contract is dealt with by the Assets, Regeneration and Growth Committee. Changes in the net revenue budget for this service will be presented to Assets, Regeneration and Growth Committee for consideration and agreement.

Capital requirements:

Currently considering the funding arrangements for the major repair, renovation and development of the buildings, grounds and facilities at Hendon Cemetery & Crematorium. Also, to consider the funding arrangements for a potential new cemetery and green burial site within Barnet.

Proposals from Re were considered initially by the Partnership Operations Board. As a result Re have been tasked to develop a full business case for consideration.

10. Service component: Highways

Scope of the Outsourced Service

Traffic and Development

The Traffic and Development section is responsible for Parking Design, Traffic Schemes, Highways Planning, Development Control, Travel Planning, Road Safety Education and the Highway Maintenance programme.

Work within the section is aimed at enhancing the quality of life for all within the Borough resulting in a safer, more attractive area to live, work and visit, and providing an improved quality of service.

The main functions within the Traffic and Development Section are as follows:

Design Function

- Discharges the Borough's statutory duties and its stated priorities. Progresses all changes to existing and introduction of new parking bays and parking restrictions, in particular relating to the consideration of measures ensuring movement and safety on the borough's network including measures associated with the Council's off-street car parks.
- Responsible for all relevant statutory requirements relating to Traffic Management Orders including temporary traffic orders to facilitate special events, road closures and development works.
- Liaises with TfL re draft TMOs on TLRN. Investigates and progresses schemes to reduce congestion and improve safety by consideration of such measures as road widening, junction redesign, signal modification, bus stop location, rationalization of existing road layouts including the removal of excessive signage, the introduction of Vehicle Activated Signs and improved pedestrian facilities such as controlled crossings and footway improvements and facilitates Street scene improvements.
- It is also the main area responsible for commissioning and organizing traffic data surveys and analysis to facilitate effective traffic management. The Design Team also provide advice to various elements of the service and externally regarding parking legislation, accident data etc.

Road Safety Function

Monitors the removal of traffic calming measures following highway carriageway resurfacing.

Delivers Road Safety education, training and publicity aimed at reducing casualty figures, and delivers cycle training to primary, secondary and special schools as well as adults.

The team also provides guidance on school travel plans. It is planned that this will move to being very much an internet based completion and update with a staff

review. We also provide a support service to those schools wishing to provide their own School Crossing Patrol officer to satisfy they are fit and proper to carry out this function on the Public Highway

Planning and Development Function

- Secures funding of offsite highway infrastructure improvements through S106 agreement linked to Planning permissions.
- Provides Highway recommendations on planning applications by providing a highway assessment of the traffic impact of proposed developments.
- Discharges the statutory duties of the Highway Authority in respect of new development proposals.
- The team is responsible for securing funding of offsite highway infrastructure improvements as well as adoption of new roads within the Borough.
- The team also processes stopping up orders; Highway Projection Licences and Development enquires relating to highway matters.
- The team is also responsible for analysing highway condition data; prioritising and preparing Highway Planned Maintenance Programmes for carriageways and footways in the borough including Town Centre Schemes and also currently facilitates London Cycle Network schemes.

Travel Planning Function

Monitoring of Travel Plans (also secured by the S106 Process) and the development of the Council's own Travel Plan (this function will be carried out on the appointment of a Travel Plan Advisor).

Supports schools with the development, implementation and monitoring of School Travel Plans, assesses travel and transport needs of children and young people, audits the sustainable travel and transport infrastructure within the authority that may be used when travelling to and from, or between schools/institutions, develops strategy to develop the sustainable travel and transport infrastructure within the authority so that the travel and transport needs of children and young people are better catered for and promotes sustainable travel and transport modes on the journey to, from and between schools and other institutions.

Network Management

The Network management section is responsible for:

- Implementation of carriageway resurfacing Schemes
- Implementation of Footway Relay schemes
- Implementation of highway improvements schemes
- Signs, Lines, Street Furniture and Width Restriction Maintenance
- Weed Spray operations management
- Highway Safety Inspections
- Emergency and Reactive Response
- Insurance Claims
- Insurance claim investigation
- Health & Safety Regulations Compliance

- Temporary Road Closures
- NRSWA Management including operation of the London Permitting scheme
- Network Management
- Highway Asset Management
- Commissioning Annual Highway Condition Assessment
- Issuing of Highway Licences

Highways Strategy

The highways strategy section is responsible for:

- Developing transportation policy documents and work programmes
- Monitoring Road Traffic Accident patterns in the borough
- Private and temporary direction signs requests to premises and community events
- Public Rights of Way enquiries
- Public Transport liaison especially with London Buses
- Liaison with provider regarding street furniture agreement

Commissioning intentions:

	Commissioning intention	What needs to happen
1	Outsourced service contributing to £3.9m per annum savings whilst improving performance and overall quality.	Annual Local Implementation Programme (LIP) with TfL
		Annual Planned Maintenance Programme – Carriageways and Footways
		Streetworks and London Permits Scheme (LoPS)
		Highway Safety Inspection and Repairs Programme
		Delivery of the strategic approach to highways <ul style="list-style-type: none"> - Traffic Management Act Network Management Plan 2014 (NMP) - Network Recovery Plan (NRP) – Addendum to the existing LBB Highway Asset Management Plan (HAMP) - Operational Network Hierarchy (ONH) - Developer's Design Guide (DDG)
2	Street lighting contributing to £5.9m per annum savings by 2019/20 whilst improving performance and overall quality.	Review of street lighting delivery to maintain quality standards relating to lighting levels whilst minimising costs.

Outcome measures

Measure	Baseline	Target - 19/20
Annual Programme relating to Carriageway Resurfacing schemes	100% Q1 and Q2 2014/15	100%
Annual Programme relating to Footway relay schemes	100% Q1 and Q2 2014/15	100%
Make Safe within 48 hours all intervention level potholes reported by members of the public	95.6% Q1 2014/15 98.3% Q2 2014/15	100% (KPI target currently under review)
Implementation of the Annual programme relating to highway safety inspections	99.2% Q1 2014/15 100% Q2 2014/15	100%
% satisfied (Street Lighting)	72% Spring 2014	72%

Financial impact

The revenue budget for these services form part of the Development and Regulatory Services contract being delivered by the joint venture with Capita Property and Infrastructure Ltd. The budget for this contract is dealt with by the Assets, Regeneration and Growth Committee. Changes in the net revenue budget for the outsourced service will be presented to Assets, Regeneration and Growth Committee for consideration and agreement.

A summary of the change in net revenue budget for elements of service component not part of the Development and Regulatory Services contract (i.e. street lighting and highways DSO) is shown highlighted in the table below:

<u>Service Area</u>	<u>2014/15 budget (£'000)</u>	<u>MTFP Planned</u>	<u>PSR Suggested</u>
		<u>2015/16 budget (£'000)</u>	<u>2019/20 budget (£'000)</u>
Waste Collection (Expenditure)	10,005	9,747	9,017
Waste Collection (Income)	(4,781)	(5,208)	(5,978)
NLWA Waste Levy (Disposal)	11,324	13,776	15,209
Parks (Expenditure)	6,691	6,531	5,781
Parks (Income)	(1,559)	(1,659)	(1,759)
Street Cleansing (Expenditure)	4,215	3,665	3,265

Street Cleansing (Income)	(40)	(40)	(40)
Contracts & management (expenditure)	7,316	7,039	6,634
Contracts & management (income)	-	(80)	(80)
SUB TOTAL	33,171	33,771	32,049
Inflation	-	-	2,163
Demographic pressure	-	-	360
TOTAL	33,171	33,771	34,572
Special Parking Account	-7,381	-7,421	-7,571

Capital requirements:

Highways and Transport

Proposal	Proposal £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	2019/20 £'000
Borough wide highways maintenance programme Inc. Borough wide signs and lines programme	50,000	15,000	13,000	8,000	8,000	6,365
TOTAL Highways and Transport £	£50,365					

11. Service component: Regulatory Services

Re Development and Regulatory Services Summary

The services in scope of the Environment Committee are:

Strategic Services:

- Highways Strategy

Operational Services:

- Highways Network Management
- Highways Traffic and Development

Public Health, Consumer and Regulatory Services

- Environmental Health
- Trading Standards & Licensing
- Cemetery & Crematorium

5. WHAT ARE DEVELOPMENT AND REGULATORY SERVICES FOR?

The DRS project is part of the One Barnet programme. The project aim was to form a strategic partnership with a private sector partner to deliver the services listed above in order that the following aims can be achieved;

- meet the unprecedented financial pressures it is facing;
- invest in these services; and
- preserve and improve on existing service levels.

Detailed delivery specifications are contained in the output specifications of the Development and Regulatory Services (DRS) contract. The high level benefits from the whole service are shown below:

Priority	Benefit
Citizens get the services they need for successful lives	Build on the Council's successful development, enhancement and protection of the built environment.
Barnet is a successful place	Capture and maximise the financial, economic and social benefits of large developments and ensure that these are returned to the Council in order to further support the Borough whilst keeping Barnet a green and pleasant place.
A new relationship with citizens	To provide truly citizen-centred services that are easy to access and simple to navigate, and as a result, improve customer satisfaction.
A one public sector approach	Close and effective working links with other public sector bodies. Develop new and innovative ways to engage and involve the community in co-delivering some services.
	Build and innovate on the Council's successful record of

	community consultation and engagement.
A relentless drive for efficiency	Maximise the revenue and minimise the cost of the services and, where appropriate, to make the services more commercially aware in order to further enhance the maintenance and development of the Borough.
	Access to appropriate levels of service investment.
	Secure a reduction in service operating costs, and an increase in income, whilst acknowledging the trade-off between the two.

Commissioning intentions:

	Commissioning intention	What needs to happen
1	Outsourced service contributing to £3.9m per annum savings whilst improving performance and overall quality.	To contribute to the production of the Joint Strategic Needs Assessment.
		To undertake projects agreed with the Director of Public Health, that are within the remit of Environmental Health and Trading Standards that support the objectives of the Health & Wellbeing Strategy.
		Respond to service requests, carry out investigations and take appropriate actions where necessary to resolve issues.
		Carry out planned and proactive inspection and where appropriate and necessary, undertake enforcement action to resolve issues.
		Provide sufficient resources for Trading Standards and Licensing to enable a proportionate and appropriate response to the trading standards and licensing issues that are of a concern to residents and to protect consumers and the wider business community, particularly from rogue traders.

Outcome measures

Measure	Baseline	Target - 19/20
Customer Satisfaction (Env Health) Re KPI EH02L	New target - To be reported from Q3 FY14/15	2019/20 target is minimum 75%
Compliance with Licensing Requirements for Houses in Multiple Occupation (HMOs) - Licenced	59.7% Q1 2014/15	2018/19 onwards 90%

Measure	Baseline	Target - 19/20
HMOs meeting legal standards Re EH021	54.5% Q2 2014/15	
Food Sampling Inspections Re EH02D	125% Q1 2014/15 139.1% Q2 2014/15	100%
Appropriate response to statutory deadlines Re TSLKPI02	100% Q1 2014/15 100% Q2 2014/15	100%

Financial impact

The revenue budget for these services form part of the Development and Regulatory Services contract being delivered by the joint venture with Capita Property and Infrastructure Ltd. The budget for this contract is dealt with by the Assets, Regeneration and Growth Committee. Changes in the net revenue budget for this service will be presented to Assets, Regeneration and Growth Committee for consideration and agreement.



The Case for an Effective Long Term Funding Plan

for the LBB Highway Infrastructure Network

Why Invest in Highway Maintenance ?

Draft July 2014

Why invest in highway maintenance?

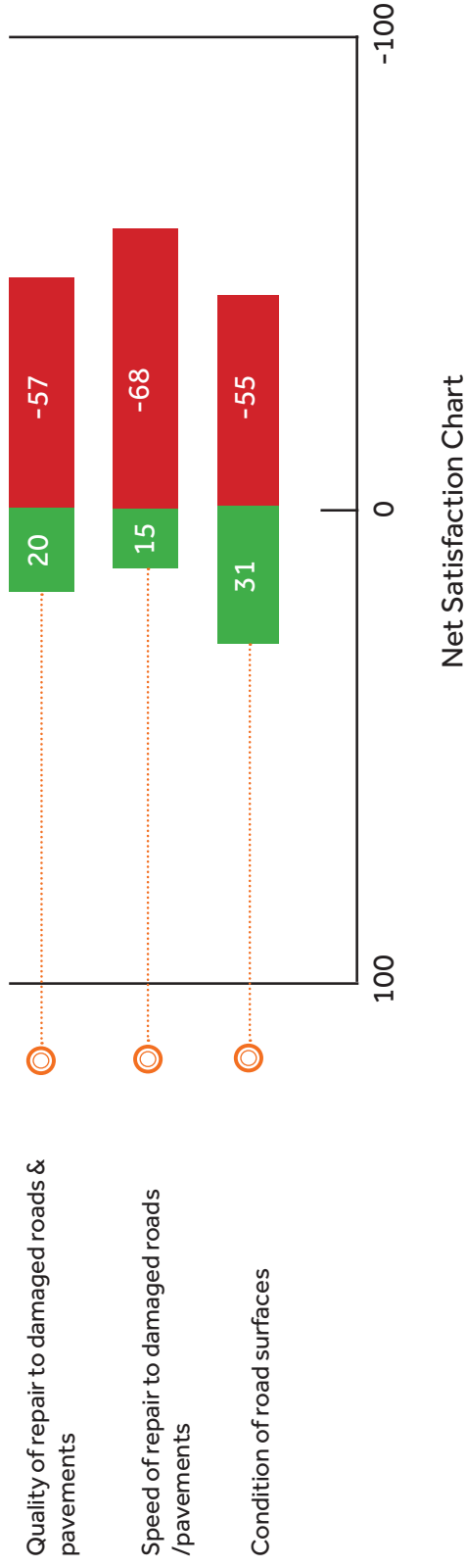
Highways are their council's most valuable asset. They are vital to the economic, social and environmental well being of Borough as well as general image and perceptions. They provide access for business and communities, as well as contribute to the area's local character and the electorate's quality of life. Highways really do matter to people. Public opinion surveys continually highlight dissatisfaction with the condition of local roads and the way they are managed.

The London Borough of Barnet highway network is valued at £1.3billion.

The current tough economic climate poses big challenges to councils to make the best use of limited resources in providing an acceptable highway service to the public, yet critically to maintain the integrity of our highways for future generations and the asset valuation. Public pressure can result in just short-term fixes, to potholes for example, rather than properly planned and implemented longer-term solutions. Short-term repairs provide poor value for money and often undermine the structural integrity of the asset.

Patching is typically 3 to 4 times more expensive per square metre

Managing our highways is now a critical challenge for all local councils, who have to manage an ageing network with high public expectations for safe, reliable and comfortable travel.



What is The Challenge?

Current capital funding allows the resurfacing of approximately 50,000 square metres of carriageway and 25,000 square metres of footways each year;

at this rate of resurfacing we can expect roads to be resurfaced every 100 years and footways every 140 years.

Highways that are old (more than 20 years) and beyond their design life are increasingly fragile and less resilient to damage from wear and tear from increasing car and HGV traffic and also more prevalent severe rainfall and sub zero winter weather.

The evidence is defects like potholes and subsidence in the roads and damaged pavements. There is also less obvious damage to underground highway drainage pipe-work systems. These defects are seen and felt by all, including the electorate, and often put the council in a negative media spotlight and result in the Highways service being at the top of the concerns or the area of service for the council to prioritise.

Continually maintaining highways in this old condition is also very expensive with largely inefficient premium costs for repairs compared to well planned and managed large scale and regular annual maintenance programmes.

It is a situation analogous to only making the minimum payment each month on your credit card bill...which carries a financial health warning.

It is clear that something must be done if our highways (both roads and pavements) are going to continue to provide the service for which they were built. They are after all used by virtually everyone and are the most valuable asset.

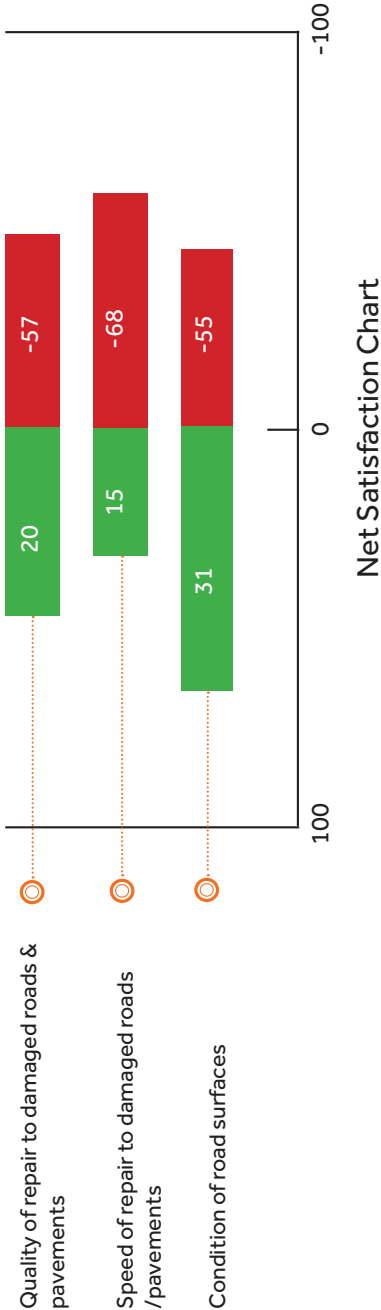
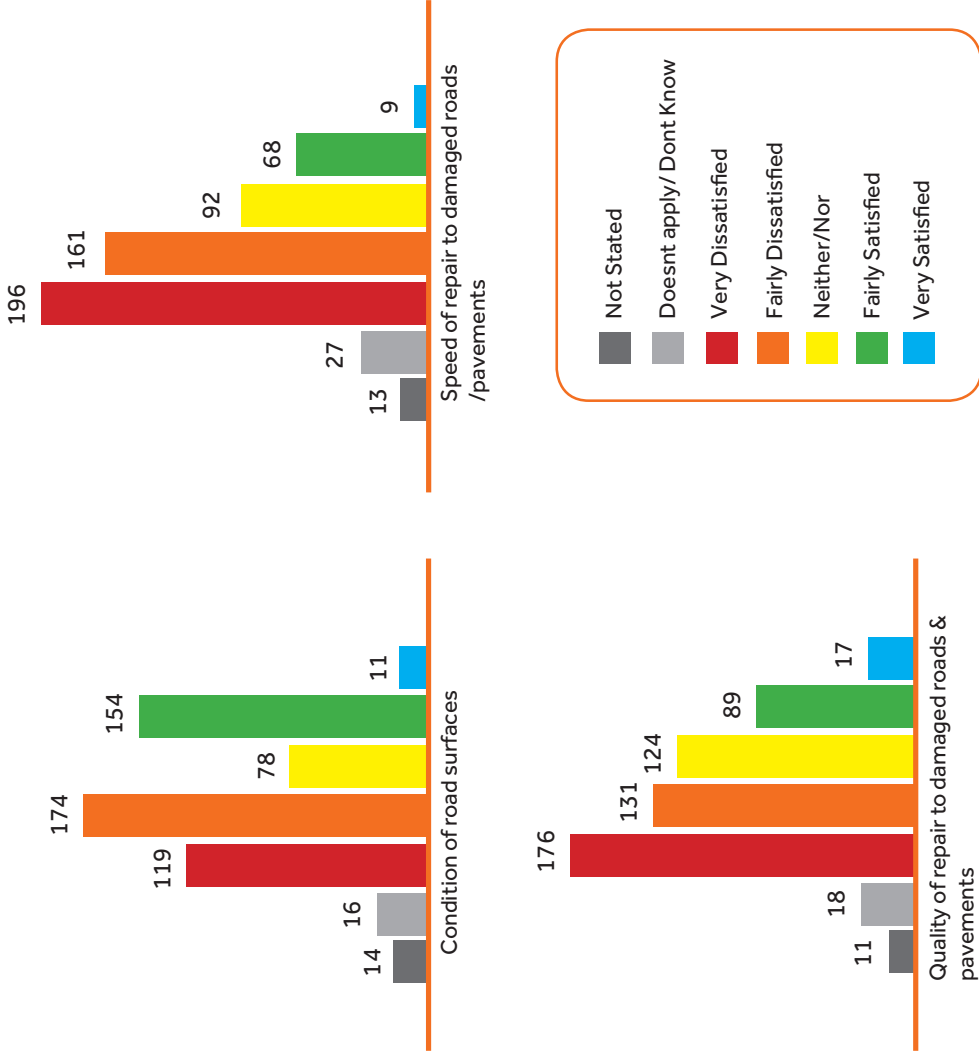
The approach to highway maintenance needs to change to make the best possible use of available funding. A key part in the change is strong leadership and commitment from elected councillors and their chief officers to maintain the highway network by ensuring best use of available funds and demonstrating need for investment.

The injection of £4million in 2013-2014 was evidence of such commitment but a long term commitment to at least this annual value is required.

What Do Users and Stakeholders Want ?

The condition of many aspects of the highway network is important to road users. In particular, there are generally high expectations and strong views about the surfaces on which the public moves and an expectation that roads, footways and cycleways can be used without actually noticing the surface they are travelling on.

A number of different public opinion surveys demonstrate that overall satisfaction with local highways is low. To improve satisfaction, good information is required at a local level about what is important and how it is perceived. Public perceptions of road and footway surface condition are influenced by the type of user. The vulnerable, including the elderly, whether pedestrians, motorists or passengers, notice surfaces more than any others and they are at a higher risk of being affected by defect hazards and poor quality repairs.



What is good practice in asset management?

The Highway Infrastructure Asset Management Guidance, published in 2013 by the UK Roads Liaison Group (UKRLG), with the support of the Highways Maintenance Efficiency Programme (HMEP), provides comprehensive advice to enable the successful implementation of good asset management practices.

The Guidance includes 14 recommendations (see Appendix 1) that should be adopted if councils are to achieve the full benefits of asset management and make better use of their scarce resources. It also introduces a flexible framework that is designed to support councils in developing an approach to highway maintenance that matches their strategic priorities and meets efficiency requirements and stakeholder expectations.



How can asset management help to improve highway maintenance?

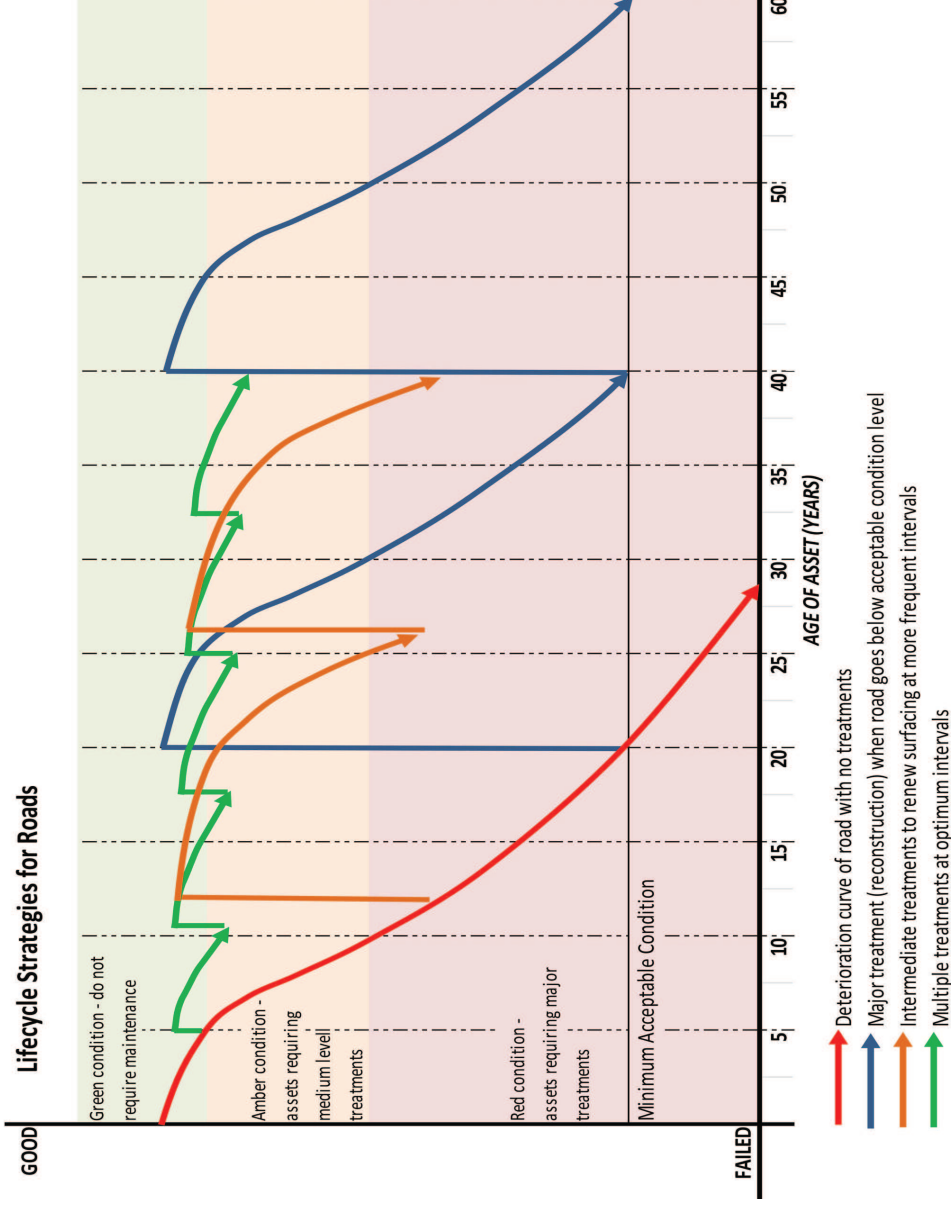
Asset management promotes a business-like way to highway maintenance. It makes better use of limited resources and delivers efficient and effective highway maintenance. It takes a long term view of how highways may be managed, focusing on outcomes by ensuring that funds are spent on activities that prevent expensive short-term repairs. This makes the best use of public money whilst minimising the risk involved in investing in highway maintenance.

The chart below illustrates the importance of intervening at the right time i.e. resurfacing before the road surface/foundation deteriorates.

But good asset management is not just about making best use of existing funds. It also provides a clear evidence base to justify the need for investment in highway maintenance, for example through prudential borrowing.

Many councils understand the potential benefits to them of good asset management, but often cite a lack of resource as the main reason for not adopting good practice, resulting in a short term, reactive approach being used. This is inefficient, allows more defects to develop and is more costly in the longer term. Research has shown that reactive repairs are four times more costly than preventative treatments.

Highway infrastructure asset management is an established and widely recommended approach both in the UK and internationally. Where it has been adopted for highways, savings of at least 5% on budget have been reported. It also supports decision-makers in reconciling short-term problems with long-term priorities. In other public services sectors such as the water industry, asset management has been well established for some years, and has produced savings of up to 15%.



The LBB Network Asset Management Facts and Figures

What is the Asset Value of the LBB Highway Infrastructure Network ?

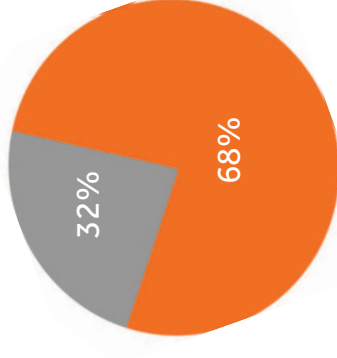
The LBB Highway Infrastructure network is valued at £1.3 billion using the nationally accredited Whole of Government Accounting WGA System. Most networks have not achieved steady state so have a backlog to address (see below) and a annual maintenance/ replacement spend of at least 1% of asset valuation would be a reasonable target i.e. £13million per annum.

What is the Size of the Network ?

5 million square metres of road carriageway and 3.5 million square metres of pedestrian footways
[this excludes the part of the principal network maintained by Transport for London]

How Much is LBB Spending Each Year on Highway Infrastructure ?

We have a Managed Budget of £1.4million for 2014-2015 to apply to Reactive Maintenance covering the delivery of the LBB Safety Defect Policy and other cyclic/routine maintenance.



We typically have a baseline annual capital budget of £3 million to apply to the Planned Maintenance Programme. Therefore the Planned/Reactive split is close to **68%-32%**. Effective Asset Management would require 80%/20% Periodic one-off injections of additional capital funding have been made in the past including an additional £4m in 2013-2014

What is the Current Backlog of Maintenance Works ?

The backlog is valued at £97.3m

The current annual level of planned maintenance expenditure does not match the level needed to match the natural rate of deterioration so the backlog is increasing year on year. In addition the level of reactive maintenance, at £1.5 - £2m/annum also remains unnecessarily high in order to be compliant with the LBB Safety Defect Policy which underpins the Section 58 Claim defence.



How Long Should Carriageway and Footway Assets Last before being resurfaced ?

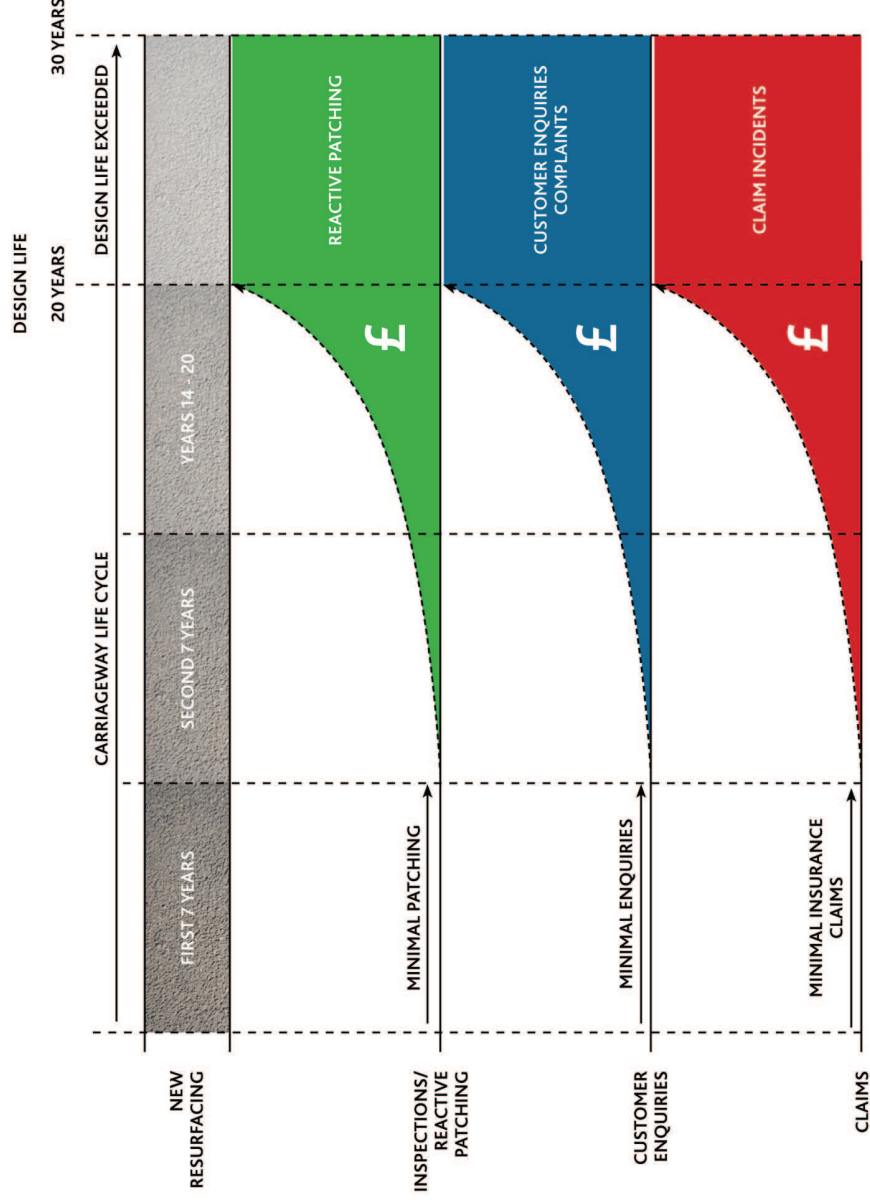
This illustration demonstrates a typical asset management life-cycle for a tarmac carriageway with a design life of circa 20 years. It emphasises that as the carriageway gets older the costs of maintaining it and also dealing with inspections, service requests and insurance claims steadily increases. It highlights the period beyond the 20 year design life until such time as resurfacing can be undertaken. On average authorities will not be able to resurface for 40 years plus. So are faced with a 20 year period of reactive patching, high frequencies of requests for service, poor customer satisfaction and high probability of third party claims to be defended.

Technical design lives based on realistic levels of deterioration:-

- > Carriageway surfacing replaced every 20 years (with some periodic reconstructions)
- > Footways replaced every 33 years

This does not mean that during these periods no maintenance will be required.

Using this approach there is an expectation that in years 1-7 following resurfacing there would be a minimal requirement for patching repairs. Years 8 -14 an increased requirement circa 10-15% by area overall and in years 15-20 reactive repairs would necessary equivalent to around 30%+ by area. Beyond the 20 year design life levels of ongoing reactive patching equating to 50% would not be uncommon.



How Long Should Carriageway and Footway Assets Last before being resurfaced ?

To prevent this situation of ineffective public expenditure the Asset Management Plan requires an annual programme of works that resurfaces carriageways every 20 years (5% of the total carriageway area) and re-slabs/resurfaces footways every 33 years (3% of the total footway area).

This level of annual resurfacing treatment is required each and every year in perpetuity.



To achieve this Plan requires an annual planned maintenance programme/budget of :-

Category	Total Area	% Treated each year	Unit Costs	Budget
Roads	5million sq m	5% 250,000m2	£26/m2	£6,500,000
Pavements	3.5million sq m	3% 105,000m2	£65/m2	£6,825,000
				£13,325,000/ annum

In addition to this financial requirement the service must also have a budget line for:-

Ongoing reactive repairs	£1.5m per annum
Drainage Assets	£0.5m per annum
Structures Assets	£0.3m per annum

Appendix 1

Recommendation 1:- Asset Management Framework

An Asset Management Framework should be developed and endorsed by senior decision makers. All activities outlined in the Framework should be documented.

Recommendation 2: Communications

Relevant information associated with asset management should be actively communicated through engagement with relevant stakeholders in setting requirements, making decisions and reporting performance.

Recommendation 3: Asset Management Policy and Strategy

An asset management policy and a strategy should be developed and published. These should align with the corporate vision and demonstrate the contribution asset management makes towards achieving this vision.

Recommendation 4: Performance Management Framework

A performance management framework should be developed that is clear and accessible to stakeholders as appropriate and supports the asset management strategy.

Recommendation 5: Asset Data Management

The quality, currency, appropriateness and completeness of all data supporting asset management should be regularly reviewed. An asset register should be maintained that stores, manages and reports all relevant asset data.

Recommendation 6: Lifecycle Plans

Lifecycle planning principles should be used to review the level of funding, support investment decisions and substantiate the need for appropriate and sustainable long term investment.

Recommendation 7: Works Programming
A prioritised forward works programme for a rolling period of three to five years should be developed and updated regularly.

Recommendation 8: Leadership and Commitment

Senior decision makers should demonstrate leadership and commitment to enable the implementation of asset management.

Recommendation 9: Making the Case for Asset Management

The case for implementing the Asset Management Framework should be made by clearly explaining the funding required and the wider benefits to be achieved.

Recommendation 10: Competencies and Training

The appropriate competency required for asset management should be identified, and training should be provided where necessary.

Recommendation 11: Risk Management

The management of current and future risks associated with assets should be embedded within the approach to asset management. Strategic, tactical and operational risks should be included as should appropriate mitigation measures.

Recommendation 12: Asset Management Systems

Asset management systems should be sustainable and able to support the information required to enable asset management. Systems should be accessible to relevant staff and, where appropriate, support the provision of information for stakeholders.

Recommendation 13: Performance Monitoring

The performance of the Asset Management Framework should be monitored and reported. It should be reviewed regularly by senior decision makers and when appropriate, improvement actions should be taken.

Recommendation 14: Benchmarking

Local and national benchmarking should be used to compare performance of the Asset Management Framework and to share information that supports continuous improvement.

Appendix 2

Prevention and a Better Cure Document

The recommendations are grouped into three themes as shown below. Within each theme the recommendations are listed in priority order rather than the order in which they appear in the Review.

THEME: PREVENTION IS BETTER THAN CURE

Recommendation 4: Economic Benefits of Highway Maintenance

To evaluate and justify the need for investment in maintenance of the local highway network, the Department for Transport should work in conjunction with local highway authorities to develop advice on determining economic costs and benefits.

Recommendation 5: Commitment of Highway Maintenance Budgets

The Government should commit to establishing budgets for highway maintenance for the full four years of Comprehensive Spending Review periods. This will provide greater budget certainty for the highway sector. *Local highway authorities should ensure their funding for highways maintenance is aligned to this time period.*

Recommendation 6 : Prevention is Better than Cure

Local highway authorities should adopt the principle that 'prevention is better than cure' in determining the balance between structural, preventative and reactive maintenance activities in order to improve the resilience of the highway network and minimise the occurrence of potholes in the future.

Recommendation 7: Informed Choices

Local highway authorities should ensure that appropriate competencies are available to make the right choices when designing and specifying techniques and materials for the maintenance and repair of highways. These competencies can be secured through training, collaboration with neighbouring authorities or external advice.

Recommendation 8: Guidance on Materials

Comprehensive guidance should be made available in the design, specification and installation of materials for the maintenance and repair of highways, to ensure the use of appropriate materials for the right site. This guidance should be produced by the sector for the sector.

Recommendation 15: Co-ordinating Street Works

All parties undertaking works on the highway should share and co-ordinate short and long term programmes of work for up to four years in advance, based on good asset management practice.

Recommendation 16: Minimising Highway Openings

All parties involved in reinstatements must consider the need to minimise long term damage from the installation, renewal, maintenance and repair of utility and highway apparatus through alternative and innovative ways of working. Trenchless technology should be considered as part of this decision making process.

THEME: RIGHT FIRST TIME

Recommendation 14: Quality of Repairs and Reinstatements

To drive up standards, a quality scheme similar to a National Highway Sector Scheme should be developed by the sector to cover all aspects of manual surfacing operations, including pothole repairs and reinstatements, and its use specified by local highway authorities and utility companies.

Recommendation 13: Guidance on Repair Techniques

Local highway authorities should consider the guidance provided in the ADEPT report Potholes and Repair Techniques for Local Highways and adopt as appropriate to their local circumstances.

Recommendation 11: Inspection and Training

Local highway authorities should utilise inspection manuals to support implementation of their inspection policies. They should also ensure that highway inspectors are trained, qualified and competent in the identification and assessment of defects, including potholes, through a scheme accredited by the Highway Inspectors Board.

Recommendation 12: Technology

Local highway authorities should consider using proven technology and systems for the effective identification and management of potholes.

Appendix 2

Recommendation 17: Research and Innovation

The sector will benefit from supporting, co-ordinating, contributing and disseminating research on all aspects of pothole operations. Innovation from such research may continue to provide opportunities for improvement of pothole management and operations

THEME: CLARITY

Recommendation 3: Public Communications

Local highway authorities should have an effective public communications process that provides clarity and transparency in their policy and approach to repairing potholes. This should include a published policy and details of its implementation, including the prevention, identification, reporting, tracking and repair of potholes.

Recommendation 2: Public Opinion Surveys

Local highway authorities should monitor public satisfaction with road, footway and cycleway condition and repair annually through the National Highways and Transport Public Satisfaction Survey or their own surveys. The findings can be used to benchmark performance and taken into consideration in local highway maintenance policies.

Recommendation 10: Permanent Repairs Policy

Local highway authorities should adopt permanent repairs as the first choice. Temporary repairs should only be used where safety cannot be managed using alternative approaches and in emergency circumstances.

Recommendation 9: Definition of Potholes

To provide clarity, local highway authorities should adopt dimensional definitions for potholes based on best practice as part of their maintenance policy. Response times and treatment of potholes should be based on local needs, consideration of all highway users, and an assessment of risk. Strengthen Well-maintained Highways Recommendation 1

Well-maintained Highways should be revised and strengthened to include all recommendations of this Review which are relevant to local highway authorities.

Road conditions top public priority poll

Tom Bridge

02 July 2014

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Road and pavement conditions have been revealed as the top public priority for local improvement in a national poll.

A report from Zurich Municipal and Ipsos MORI found 41% of respondents said the quality of highways and walking routes topped their list of concerns, getting more votes than categories including housing affordability and levels of crime.

Findings from *A new world of risk* also suggest the fifth highest public priority for improvement is traffic congestion (24%).

Interviews with almost 1,000 adults in Great Britain suggested public transport was the tenth highest public priority for regional enhancement, with the quality of the local environment at 18th with 7% of the vote.

Over 60% of people interviewed said they had not noticed any difference to their council services despite almost all councils introducing major changes in response to budget cuts.

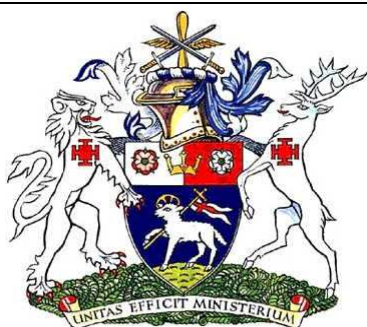
Paul Tombs, head of public services at Zurich Municipal, said: 'Local government has undoubtedly faced a testing few years and councils can be proud that few people have noticed any impact on services, suggesting they are performing well in a challenging environment.

'Given that communities appear to be pretty sympathetic to the challenges facing local government, they have an opportunity to build on this success and reassure people how they will continue to meet budget requirements whilst maintaining high quality services.

'That means demonstrating they are managing the risks ahead and adopting long-term plans to ensure the continuing viability of public services.'

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AGENDA ITEM 8



Environment Committee

18 November 2014

Title	Parking Policy – the results of public consultation exercise
Report of	Housing and Environment Lead Commissioner
Wards	All
Status	Public
Enclosures	<p>Appendix A : Consultation questions on the Draft Parking Policy</p> <p>Appendix B - Combined summarised responses of the public consultation exercise</p> <p>Appendix C – Themes from comments received as part of the formal consultation and informal emails received.</p> <p>Appendix D - Focus group feedback.</p> <p>Appendix E – Equalities Impact Assessment</p> <p>Appendix F - Parking Policy – FINAL Draft (including appendices)</p>
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Summary

This report provides the Environment Committee with the results of the public consultation exercise that they commissioned on a new proposed Parking Policy and seeks the Committee's approval of the revised Policy, which has been amended in light of the responses received.

Recommendations

- | |
|--|
| 1. That the Environment Committee notes the results of the public consultation exercise. |
| 2. That the Environment Committee notes the amendments to the draft Parking Policy and approves the Policy for implementation. |
| 3. That the Environment Committee notes the appendices to the Policy will be revised as required and will be presented to the committee as appropriate |
| 4. That the Environment Committee authorise officers to develop a costed action plan to implement the new Parking Policy which will be presented to this committee if necessary. |

1. WHY THIS REPORT IS NEEDED

- 1.1 At the July meeting of this Committee, members agreed to a public consultation on a draft Parking Policy. This was in recognition that there was a need for a comprehensive parking policy for Barnet which would address a number of objectives, set out in the July report, as well as meeting the Council's aims with regard to borough-wide parking provisions.
- 1.2 The aim of the policy is to provide clear and understandable reasons to explain the purpose of the parking controls in place throughout the borough. It also clarifies the way in which these provisions are managed, monitored and enforced.
- 1.3 A robust and comprehensive general public consultation exercise has taken place. This has included using the council's on line consultation portal "Engage Barnet" which was publicised through Barnet First, an article in the local press, on the council's website, emails to relevant stakeholders including members and through Twitter. The council's Citizens' Panel were also consulted and in addition three focus groups aimed at specific resident groups were undertaken, these groups were :
- Group 1, People with a disability, Mothers of children up to one year old and pregnant women
 - Group 2, Resident parking permit holders
 - Group 3, Resident parking permit holders involved in the 2012 Judicial Review relating to parking permits and visitors vouchers.
- 1.4 Looking at the results of each consultation method in turn:-
- 1.5 **General Public Consultation** - The public consultation exercise opened on 5 August 2014 and closed on the 28 October 2014. Attached as Appendix A are the questions asked, 152 responses were received. This is a good level of response when compared to other consultation exercises that have been undertaken on a policy matter, but perhaps not as high as expected, especially after the amount of publicity undertaken and when it is considered that this is a high profile service which impacts on so many in the Borough.

- 1.6 Of those who answered the questions, 9.9% of respondents hold a blue badge and 46.7% live in a CPZ.
- 1.7 Attached as Appendix B is a table that shows the summarised results to the questions received through this exercise and those from the Citizen's Panel discussed below. The highlights are that:-

	% Agree
Overall I agree with the aims of the policy	62%
Overall I agree with the objectives	36%*
85% occupancy rate is a good way to support local business	56%
Knowing there will be a likelihood of parking spaces in the town centre will encourage me to use local town centres more often	62%
CCTV enforcement will create better compliance around schools	61%
Better compliance will make roads safer around schools	67%
Keeping footways clear is a priority	73%
Where safe make available spaces on footways that are clearly marked	75%

*5 objectives were consulted upon, 60% plus figures are recorded for each except for the objectives about supporting the Mayors local implementation plan and the one about supporting the council's corporate priorities.

- 1.8 After most questions respondents were able to add comments, these are summarised within Appendix C which summaries all the comments received through the on line survey, emails and citizens panel, but a few of them which covered areas that are not in the policy that were repeated such as :-
- Requests to review CPZs, in particular around tube stations where the perception is that those residents who live on the edge of the CPZ use parking close to the tube station within the CPZ and so "block" parking spaces for those who live close to the tube station.
 - Requests for pedestrianisation and cycles lane within town centres
 - Requests for more sustainable transport such as car clubs eg Zip cars etc.
- 1.9 **Citizens' Panel** - Barnet Citizens' Panel was established in 1997, it currently has 2, 000 Barnet residents as members and is statistically representative of the population of Barnet. It is a valuable resource, used to research how Barnet residents feel on issues and acts as a sounding-board for future policies and decisions.
- 1.10 The panel's membership is continually refreshed so that as many residents as possible can get involved in local decision-making and it includes residents from all of Barnet's diverse communities. Residents are randomly selected by an independent research company and are then invited to join the panel.

- 1.11 The current panel were issued with the same questionnaire as published on line and 770 out of the 2,000 responded. In nearly all questions the panel were more positive than the general public respondents, as can be seen below:-

	% Agree
Overall I agree with the aims of the policy	81%
Overall I agree with the objectives	71%
85% occupancy rate is a good way to support local business	76%
Knowing there will be a likelihood of parking spaces in the town centre will encourage me to use local town centres more often	76%
CCTV enforcement will create better compliance around schools	73%
Better compliance will make roads safer around schools	80%
Keeping footways clear is a priority	77%
Where safe make available spaces on footways that are clearly marked	79%

- 1.12 Of those who answered these questions, 8% of respondents hold a blue badge and 28% live in a CPZ.
- 1.13 Again, a significant number of comments were received and these are summarised in Appendix C. Some of the more common comments were :-
- The council should encourage the use of public transport or walking
 - Request for some free parking
 - That CCTV at schools would not be effective
- 1.14 **Three focus groups** were run, and the full report of this part of the consultation is attached as Appendix D. As stated earlier these were for :
- Group 1, People with a disability, Mothers of children up to one year old and pregnant women
 - Group 2, Resident parking permit holders
 - Group 3, Resident parking permit holders involved in the 2012 Judicial Review relating to parking permits and visitors vouchers
- 1.15 The group that included those with disabilities were very supportive of enforcing parking on corners and junctions as they thought inconsiderate parking here was dangerous for those in wheelchairs or pushing buggies.
- 1.16 The group of pregnant women and mothers were keen that all consultations were kept as simple as possible, they welcomed contactless payment methods, though were wary of CCTV around schools.

- 1.17 The focus group run for those who brought the JR were sceptical that much good will come of the new policy, as they saw it as too woolly, difficult to enforce. They welcomed local solutions, but also encouraged intuitive consistency where possible. There was support for clear and consistently enforced footway restrictions.
- 1.18 From both, the public consultation and the Citizen's Panel a large number of specific comments were received. In general, though these were about processes, rather than policy. The Policy has a number of appendices which in the main describe processes that support effective traffic management, it is expected that these will be reviewed on an ongoing basis and so in agreeing the policy there is an expectation that these appendices will be reviewed and amended through the coming year.
- 1.19 An example is that many comments have been received regarding the enforcement procedures which are shown as appendices 10,11,16 of the policy which will now be reviewed.
- 1.20 In addition, many respondents told us of areas where they thought the introduction of a CPZ would be beneficial and gave examples of specific areas where on street parking tariffs and enforcement hours were perceived as detrimental in attracting visitors to town centres. These comments will inform the future work on tariffs and enforcement.
- 1.21 It is however interesting to note that for those answering the general public consultation only 31.8% said that they drove to their town centre, and for the citizens' panel this figure was 34.9%.
- 1.22 In terms of amending the draft policy, all comments have been considered and attached as Appendix F is the revised Policy, which includes some drafting changes to improve readability. Track changes are shown to highlight where amendments have been made.
- 1.23 Looking at each section of the policy and the amendments made:
- 1.24 The foreword has only had grammatical changes, and in the introduction more certainty has been added to the wording on footway parking. It is noted that currently there are a number of roads in the borough where footway parking is permitted, each of these will be reviewed in accordance with Appendix 12 of the Policy and until such time as reviewed the current practice will remain.
- 1.25 Section 1- Policy Framework – no change
- 1.26 Section 2 – Introduction - no change
- 1.27 Section 3 – Objectives - no change
- 1.28 Section 4 – Parking Provision, with the consultation support of the 85% occupancy rate, there is no change to the document, but in light of comments

received we will roll out a programme of surveys and/or use innovative technology to determine the current occupancy rates and then use this data to make adjustments to the existing parking provision and monitor the outcomes with an expectation that positive impacts will be realised and hence assist in achieving this aim/aspiration.

- 1.29 In relation to the charging for parking permits, it is recognised that within the comments received there are strong views on the charging for permits. The consultation asked respondents to rank four pricing methods:-
- A flat rate
 - Varying the permit charge in different parts of the borough
 - Varying the charge dependent on the number of hours of the restriction in a particular CPZ
 - Varying the permit charge for different vehicular impact to the environment eg pollution emissions
- 1.30 There was a suggestion for an alternative way of calculating the charge – namely by the length of a vehicle. This was only mentioned in a focus group and was not repeated by any others and so for that reason it was not considered further as it lacked support. The consultation exercise showed that a flat rate was ranked first by more people, followed by the emissions option being second. The two middle options were the least popular.
- 1.31 Examining these two middle options, varying the charge based on the duration of the CPZ restriction was seen by the focus groups as a little contentious, and within the on line comments received were that permits should cost the same for residents across the borough, one street should not be more expensive than another.
- 1.32 The hours of operation for a CPZ will be different from area to area, as each CPZ is designed based on local parking demand. So for example, a CPZ near a busy tube station will have operational hours that are designed to deter commuter parking during the day whereas a CPZ near local amenities that attract night time parking e.g. a cinema or a bingo hall would likely have hours of operation later into the night.
- 1.33 In acknowledging that for CPZs in different areas of the borough to meet their aims, there will be different hours of operation, these two charging options are rejected
- 1.34 The Council has tried to take into account not only the comments on charging but the support shown in the consultation for the aims and objectives of the policy, as well as the fact that the borough's road transport emissions are currently amongst the highest in London. CO2 emissions from ground-based transport in Barnet make up 24% of all emissions in the borough, compared with 19% London wide. It is clear from the consultation that there is support for reducing air pollution and so for this reason the council has decided to reject the flat rate mechanism currently in place for parking permit charges and plans to introduce a simple emission-based charging system based on

three pricing bands. One for low emission cars below 110 CO₂g/km, one for cars between this and 200 CO₂g/km, and one for cars above 200 CO₂g/km.

- 1.35 As currently in place, the council intends to increase incrementally the cost of subsequent permits depending on the number of permits obtained per household. This was supported by the consultation with on line comments being that more cars per household, the higher the charge and much higher permit charges for second and third vehicles in the same household.
- 1.36 The council is looking to improve the permit application process using more on line systems. As currently, if a resident changes car or moves into or out of a CPZ area they will have to apply for a new permit which will be charged according to the bands described above, that is switching cars to a lower emission one could result in a refund whilst a higher charge may be levied for a car with higher emissions.
- 1.37 As part of the Council's annual review of fees and charges the level of charges for these new bands will be presented to the next meeting of this committee in January to make recommendations to the Policy & Resources Committee
- 1.38 Policy and Resources Committee and will then be consulted upon so that these new charges can be implemented from April 2015.
- 1.39 Section 5 –Parking finance and reporting – the annual report is still being finalised but at this month's Performance and Contract Monitoring Committee a suite of KPIs and Pis on parking are being presented.
- 1.40 Section 6 –Parking Control – comments have been added to reflect work being undertaken on consolidating all current Traffic Management Orders and provide more clarity regarding dual use of loading bays.
- 1.41 Section 7- Permits and Vouchers – there have been mixed views on allowing certain groups specific permits and so the wording has been altered to say that this will only be undertaken following further specific consultation in line with statutory guidance.
- 1.42 Section 8 – Enforcement – words have been added to strengthen the introduction of Moving Traffic Violation in line with the support for the objective to keep traffic moving and network safety. In addition further words have been added to support CCTV outside schools in accordance with the overwhelming support for keeping roads safer around schools. It is noted that parents with children who attend schools in Barnet and specifically drive their children to school are more supportive of the proposal than the general respondents. An additional option to deal with persistent evaders has also been added.
- 1.43 Wording has also been added to ensure that parking dispensations procedures are followed.

- 1.44 Section 9 – Parking for Disabled Persons, this has been amended to highlight that parking for blue badge holders is limited to 3 hours.

2. REASONS FOR RECOMMENDATIONS

- 2.1 There is a need for a clear and understandable policy. A robust and extensive consultation exercise has been undertaken, the results of which have now been fed into the Policy which is before the Committee for agreement.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 The alternative option is to not have a written Parking Policy for the borough. This would mean that the Council would continue to operate its parking policies based on the historical amalgamation of separate decisions accumulated on a case by case basis. Since these previous decisions cover only some elements of parking policy there would remain areas which are not fully documented in one place and agreed, and this could create an increased potential for risk of challenge.
- 3.2 This would fail to meet the stated objectives of the parking improvement programme to (a) Provide a clear explanation of parking enforcement in Barnet against which residents and businesses would be able to hold the council parking service to account for any poor performance. And (b) To detail the “traffic management purposes” for which parking controls are being used and underpin the Council’s policies in setting charges.
- 3.3 The policy will be kept under review and changes will be proposed to Environment Committee in the future to ensure that it continues to meet traffic management and parking needs in the borough.

4. POST DECISION IMPLEMENTATION

- 4.1 If approved, the new Parking Policy will mean that a number of new operational initiatives will be implemented. A costed plan for this will be developed and brought before members where appropriate.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1 Barnet Council will work with local partners to create the right environment to improve the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 The costs of developing the policy and undertaking the consultation process have been met from existing budgets. It is noted though that investment will be needed to introduce some of the initiatives mentioned in the policy.

5.3 Legal and Constitutional References

- 5.3.1 The Council's Constitution (Responsibly For Functions, Annex A) gives the Environment Committee certain responsibility related to the street scene including pavements and all classes of roads, parking provision and enforcement, and transport and traffic management including agreement of the London Transport Strategy Local Implementation Plan.
- 5.3.2 Under the Road Traffic Act 1991 the Council took over the enforcement of all parking places on the highway in 1994. In 1994 following a pilot where decriminalised enforcement covered three areas, the Council applied for an order to be made designating the whole borough a Special Parking Area which was duly done - with the exception of the current Transport for London Road Network and the M1 motorway. Consequently the Council is empowered to enforce the full range of "decriminalised" parking controls that it implements in any borough road.
- 5.3.3 Section 45 of the Road Traffic Regulation Act 1984 states:

45 Designation of paying parking places on highways

- (1) A local authority may by order designate parking places on highways or, in Scotland, roads in their area for vehicles or vehicles of any class specified in the order; and the authority may make charges (of such amount as may be prescribed under section 46 below) for vehicles left in a parking place so designated.
- (2) An order under this section may designate a parking place for use (either at all times or at times specified in the order) only by such persons or vehicles, or such persons or vehicles of a class specified in the order, as may be authorised for the purpose by a permit from the authority operating the parking place [or both by such persons or vehicles or classes of persons or vehicles and also, with or without charge and subject to such conditions as to duration of parking or times at which parking is authorised, by such other persons or vehicles, or persons or vehicles of such other class, as may be specified]; and
 - (a) in the case of any particular parking place and any particular vehicle, or any vehicle of a particular class the authority operating the parking place, . . . may issue a permit for that vehicle to be left in the parking place while the permit remains in force, either at all times or at such times as may be specified in the permit, and
 - (b) except in the case of a public service vehicle, may make such charge in connection with the issue or use of the permit, of such amount and payable in such manner, as the authority by whom the designation order was made may by order prescribe.

- (3) In determining what parking places are to be designated under this section the authority concerned shall consider both the interests of traffic and those of the owners and occupiers of adjoining property, and in particular the matters to which that authority shall have regard include—
- (a) the need for maintaining the free movement of traffic;
 - (b) the need for maintaining reasonable access to premises; and
 - (c) the extent to which [off-street parking accommodation, whether in the open or under cover,] is available in the neighbourhood or the provision of such parking accommodation is likely to be encouraged there by the designation of parking places under this section.

5.3.4 Further to the above section (and section 46), the Council designates parking places on the highway and can regulate their use through conditions and charges.

5.3.5 Section 55 of the Road Traffic Regulation Act 1984 sets out the obligation of an authority to keep an account of the income and expenditure in relation to parking places on the highway (commonly known as the Special Parking Account) and notes that any deficit at the end of the financial year should be made up by the general fund and that any surplus on the account shall be applied for any of the specified purposes noted in section 55 (4) and if it is not so used, should be carried forward and allocated to a specific project that falls within those purposes.

5.3.6 Case law has confirmed that the Road Traffic Regulation Act 1984 is not a taxing statute and does not permit authorities to charge residents for parking with a view to raising a surplus on its Special Parking Account.

5.3.7 In using the powers under the Road Traffic Regulation Act 1984, the authority has a duty, amongst other considerations, to secure the expeditious, convenient and safe movement of vehicular and other traffic and the provision of suitable and adequate parking facilities both on and off the highway. This is pursuant to section 122 of the Road Traffic Regulation Act 1984 which states:

122 Exercise of functions by local authorities

(1) It shall be the duty of [every] local authority upon whom functions are conferred by or under this Act, so to exercise the functions conferred on them by this Act as (so far as practicable having regard to the matters specified in subsection (2) below) to secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off [the highway or, in Scotland, the road].

(2) The matters referred to in subsection (1) above as being specified in this subsection are—

- (a) the desirability of securing and maintaining reasonable access to premises;
 - (b) the effect on the amenities of any locality affected and (without prejudice to the generality of this paragraph) the importance of regulating and restricting the use of roads by heavy commercial vehicles, so as to preserve or improve the amenities of the areas through which the roads run;
 - [(bb) the strategy prepared under section 80 of the Environment Act 1995 (national air quality strategy);]
 - (c) the importance of facilitating the passage of public service vehicles and of securing the safety and convenience of persons using or desiring to use such vehicles; and
 - (d) any other matters appearing to . . . the local authority . . . to be relevant.
- (3) The duty imposed by subsection (1) above is subject to the provisions of Part II of the Road Traffic Act 1991.]

5.3.8 In pursuance of reaching a fair and rational outcome, and acting reasonably and within its powers, the authority has undertaken a 12 week consultation to engage residents and others to help shape the parking policy.

5.3.9 All responses emerging from the consultation process have been considered in light of the powers and obligations to which the council is subject (including, the public sector equality duty under the Equality Act 2010). A full Equalities Impact Assessment has been carried out further to the consultation, and is attached as Appendix E

5.4 Risk Management

5.4.1 The aim of undertaking a comprehensive consultation was to ensure that the new policy reflected the views and needs of Barnet's residents and business and so would receive the support of the community.

5.4.2 It is possible that the service changes that may arise from the new Policy may have a negative impact on the Council's reputation and reduce some residents' perception of the Council.

5.5 Equalities and Diversity

5.5.1 The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires public authorities to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it

- foster good relations between persons who share a relevant protected characteristic and persons who do not share it

5.5.2 The relevant protected characteristics are age, race, disability, gender reassignment, pregnancy and maternity, religion or belief, sex and sexual orientation. The duty also covers marriage and civil partnership, but to a limited extent. A full Equalities Impact Assessment has been carried out further to the consultation, and is attached as Appendix E. The overall feedback from this assessment has not led to any reassessment to the anticipated impact to these groups however, their involvement and participation gives us confidence that our proposals are appropriate to the needs of the diverse groups that this policy may impact.

5.6 Consultation and Engagement

5.6.1 At their meeting in July Members were presented and agreed a consultation and engagement plan. All actions within this plan have been undertaken and have been described within the body of this report.

6. BACKGROUND PAPERS

None

Introduction

Thank you for taking the time to complete this survey, your views are important to us.

We have tried to make this questionnaire as easy as possible to complete.

Many of the questions have a range of options for you to choose from. Please choose the option closest to your opinion and tick the relevant box or boxes. There are also areas where you are encouraged to add your thoughts suggestions in free text.

Throughout the survey, we have also provided detailed additional information about the draft Parking Policy. If you decide you would like this information, all you need to do is click on the link and another window will open with the additional information.

Please be assured that all your answers will be treated in the strictest confidence and will be stored securely. All information is stored in accordance with our responsibilities under the Data Protection Act 1998. The responses under the 'About You' section will only be used by the London Borough of Barnet to help us understand the different views of our diverse communities.

We really value your views. This is a comprehensive survey and will take approximately ten to fifteen minutes to complete.

Thank you for your participation in this survey, it is greatly appreciated.

Please select 'Next' to continue on to the next page.

Policy Aims

Our draft Parking Policy seeks by various methods to achieve the following aims:

- Keep traffic moving
- Make roads safer
- Reduce air pollution
- Ensure as far as possible that there are adequate parking places available on the high street
- That residents can park as near as possible to their homes

How we plan to achieve these aims is explained in full in our draft Parking Policy . Please take the time to read the [draft Parking Policy](#) before answering the following questions.

***1. To what extent do you agree or disagree with each of the aims of the policy?**

(Please tick one option on each row)

	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know/not sure
Keep traffic moving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make roads safer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce air pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure as far as possible that there are adequate parking places available on the high street	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That residents can park as near as possible to their homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall I agree with the aims that have been identified in the draft Parking Policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. If you disagree with any of these aims or feel anything has been missed please specify below: (Please type in your answer)

Policy Objectives

The policy has various objectives which are summarised [here](#) but please take the time to also read the full [draft Parking Policy](#).

***3. To what extent do you agree or disagree with each of the objectives of the policy?**

(Please tick one option on each row)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/not sure
Manage the road network effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support Local Business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promote sustainable transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support the Mayor of London's Local Implementation Plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting our corporate priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I agree with the objectives that have been identified in the draft Parking Policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. If you disagree with any of these objectives or feel anything has been missed please specify below: (Please type in your answer)

Supporting business and the high street

Our draft Parking Policy aims to achieve a position whereby 85% of car parking spaces are occupied at any one time which will therefore ensure that parking spaces are available, on demand, for people seeking to park and use shops and other businesses in town centres. This will ensure that drivers are not discouraged from travelling to these areas for fear of failing to find a parking space through a regular turnover of parking spaces.

You can read more information about this aspect of the policy [here](#)

***5. To what extent do you agree or disagree with the following statements about this aspect of the policy? (Please tick one option on each line)**

	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know/Not sure
An occupancy rate of 85% is a good way to support the high street and local business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing that there will be a likelihood of parking spaces in my local town centres will encourage me to use local town centres more often	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. If you disagree please give reason for your answer in the space provided below: (Please type in your answer)

7. Do you have any further ideas on how the council can support local businesses through its parking policy?(Please type in your answer)

Parking outside schools

Barnet Council is committed to ensuring a safe environment outside schools. The aim of enforcement action against inappropriate parking around schools is to discourage poor driver behaviour and so reduce potentially dangerous situations. In addition we have a high number of complaints from residents who live nearby schools objecting to the perceived inconsiderate parking by parents during term time e.g. on zig zag lines.

Currently, enforcement is labour intensive due to the large number of schools in the borough meaning enforcement can only take place around a proportion of schools at any one time. The policy suggests the introduction of static CCTV in and around schools which will be a more cost efficient and effective way of encouraging parking compliance.

You can read additional information about this aspect of the parking policy [here](#).

***8. To what extent do you agree or disagree with the following statements about the introduction of CCTV around schools? (Please tick one option on each row)**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/not sure
CCTV enforcement will create better compliance around schools.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better compliance will make roads safer around schools.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If you disagree please give reason for your answer in the space provided below: (Please type in your answer)

Setting Fees and Charges for Parking Permits

We use Controlled Parking Zones (CPZ's) to ensure suitable parking is available to local residents at restricted periods. The aim is also to ease congestion by deterring inconsiderate and inappropriate parking while dissuading commuting motorists from driving into these areas.

Barnet Council currently has two resident permit prices that are applicable across all Controlled Parking Zones (CPZ). We currently charge £40 for the first permit and £70 for permits two and three with a maximum of three permits per household.

There are varying ways in which to price permits and we are seeking views on what residents feel is the most appropriate way of charging.

Please take the time to read the definition for each of the [pricing options](#).

***10. Please rank each method of pricing according to your preference: 1 being most preferred, and 4 being least preferred. Please use each value only once.**

<input type="text"/>	A flat rate basis	<input type="checkbox"/>	Don't know/not sure
<input type="text"/>	Varying the permit charge in different parts of the borough	<input type="checkbox"/>	Don't know/not sure
<input type="text"/>	Varying the permit charge dependent on the number of hours of restriction in a particular CPZ	<input type="checkbox"/>	Don't know/not sure
<input type="text"/>	Varying the permit charge for different levels of vehicular impact to the environment, for example charging based on pollution emissions or engine size	<input type="checkbox"/>	Don't know/not sure

**11. Do you have any further ideas on the way the council could set these charges?
(Please type in your answer)**

CPZ Parking permits

Currently the Council has a policy that allows a maximum of 3 resident permits for each household. The first permit costs £40 and second/third permits cost £70 each. We are considering introducing a policy that allows for each household to have up to five resident permits.

***12. In your opinion, what is the maximum number of permits that should be allowed per household? (Please tick one option only)**

- ☐ One
- ☐ Two
- ☐ Three
- ☐ Four
- ☐ Five
- ☐ Dont Know/not sure

CPZ Parking Permits

***13. To what extent do you agree or disagree that it is acceptable to have an increase in charge for a 2nd, 3rd, 4th and 5th parking permit? (Please tick one option only)**

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree or disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

14. If you disagree please say why: (Please type in your answer)

Moving Traffic Contraventions

In recent year casualties in the London Borough of Barnet have been rising. For example in 2013 there were 210 pedestrian casualties (+19% since 2012), 8 fatal accidents (+14% since 2012), and 123 serious injuries (+17% since 2012).

With serious casualties in Barnet on the rise, one of our policy's aim is to make roads safer, and as part of this our policy aims to extend the use of enforcement powers at accident hot spots.

Moving traffic contraventions are caused by not obeying road and traffic signs. Examples shown below are the types of traffic signs that may not be obeyed which can cause safety concerns:

- No Entry signs
- One way only
- No left or right turn
- No U turn
- Give way
- Restricted vehicles only
- Keep clear
- Box junctions – requiring no stopping
- Bus lanes usage

You can find out more about Moving Traffic Contraventions [here](#)

***15. To what extent do you agree or disagree that the policy has the right approach in terms increasing compliance and improving safety on the road network? (Please tick one option only)**

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree or disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know/Not sure

16. If you disagree with this approach please say why: (Please type in your answer)

Footway Parking

Parking on footways and verges whether wholly or partly is banned throughout London, unless signs are placed to allow parking.

We receive many complaints from wheelchair users and parents with prams regarding footways being obstructed by drivers parking on footways. We therefore want to ask your views on our proposed amendment to our footway parking policy to incorporate objective criteria, which will ensure that footway parking only happens where it can be undertaken safely. In addition, these proposals will ensure that parking places are properly signed and marked where footway parking is allowed to ensure that cars do not park in such a way as to cause an obstruction to pavement users.

You can find out more about the footway parking policy [here](#).

***17. To what extent do you agree or disagree with the following statements about our proposed amendment to our footway parking policy? (Please tick one option per line)**

	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know/Not sure
The footway parking policy should place priority on keeping footways clear and safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Where safe to do so make available footway parking spaces that are clearly marked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. If you disagree please give reasons for your answer below: (Please type in your answer)

Persistent evaders

We would like to know your views regarding persistent evaders. A persistent evader is a person who continues to regularly offend and evade paying the penalty. With the recent introduction of new parking software, it is now easier to identify these vehicles and less labour intensive to tackle the problem. We would like your views on the introduction of the following methods to deal with persistent evaders.

More information about persistent evaders is available [here](#).

***19. To what extent do you agree or disagree with the use the following enforcement methods to deal with persistent evaders? (Please tick one option on each row)**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/Not sure
The use of clamping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The removal of the vehicle to a car pound	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cancel an existing permit until outstanding sums are paid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. If you disagree please tell us why: (Please type in your answer)

21. Are there any other enforcement methods you would like the council to use to deal with persistent evaders?

- ☐ Yes
- ☐ No

Other enforcement methods to deal with persistent evaders

22. Please specify what other enforcement methods you would like the council to use to deal with persistent evaders: (Please type in your answer)

Payment options

The council currently provides a range of payment options for on and off- street parking within the borough and these are as follows:

- Pay by Phone Service
- Pay and Display via Credit/Debit card machines
- Paypoint – allowing cash and credit/debit card payments at various outlets throughout the borough
- Scratchcards – available at Libraries, at various town centre shops and via Customer Services (including via the council's website)

***23. Looking at the current payment options below, please indicate which ones you are aware of: (Please tick all that apply)**

- ☐ Pay by Phone Service
- ☐ Pay and Display via Credit/Debit card machines
- ☐ Paypoint – allowing cash and credit/debit card payments at various outlets throughout the borough
- ☐ Scratchcards – available at Libraries, at various town centre shops, via Customer Services and the council's website)

Payment options

***24. Please rank your preferred method of payment: 1 being most preferred method, and 4 being least preferred method. Please use each value only once.**

<input type="text"/>	Pay by phone service	<input type="checkbox"/> Don't know/Not sure
<input type="text"/>	Pay and display via credit/Debit card machines	<input type="checkbox"/> Don't know/Not sure
<input type="text"/>	Paypoint - allowing cash and credit/debit card payments across various retail outlets across the borough	<input type="checkbox"/> Don't know/Not sure
<input type="text"/>	Scratch cards - available at Libraries, at various town centre shops, via Customer Services and the Council's website	<input type="checkbox"/> Don't know/Not sure

Information

25. How would you like to kept up to date on parking payment options and other parking information? (Please tick up to three options)

- ☐ Barnet Council Website
- ☐ Barnet First (the councils quarterly magazine which is delivered to all households in borough)
- ☐ Information letter addressed to you
- ☐ Information leaflets in public buildings
- ☐ Information leaflets posted to your household
- ☐ Posters
- ☐ Local press
- ☐ From a council officer
- ☐ From a councillor
- ☐ Other

If other (please specify)

Any other comments

We would like to hear your views on any additional elements to our draft Parking Policy which you think should be considered.

26. Please tell us about anything else that matters to you about parking in the borough: (Please type in your answer).

About you

When consulting with our residents and service users Barnet Council needs to understand the views of our different communities.

Please be assured that all your answers will be treated in the strictest confidence and will be stored securely. All information is stored in accordance with our responsibilities under the Data Protection Act 1998.

To help us understand the feedback you give us, please tell us in what capacity you are responding.

27. Are you responding as a: (Please tick one option only)

- ☐ Barnet resident
- ☐ Barnet business
- ☐ Barnet resident and business
- ☐ Representing a voluntary/community organisation
- ☐ Representing a public sector organisation
- ☐ Other

If other (please specify)

About you: Type of community organisation

28. Please specify the type of stakeholders or residents your community group or voluntary organisation represents:

About you: Type of public sector organisation

29. Please specify the type or name the public sector organisation you are representing:

About you: Businesses

30. Are you a town centre trader or business? (Please tick one box only)

- ☐ Yes
- ☐ No

About you: Businesses

31. Please specify which town centre/s your business is based in: (Please type in our answer)

32. As well as doing business in Barnet, do you also live in the London Borough of Barnet? (Please tick one option only)

☐ Yes

☐ No

About you: Residents, where you live

33. What is your residential post code? (This will enable us to analyse the results by different areas)

About you: Number of vehicles in household

To help us understand your views on our draft Parking Policy in depth we would like to ask you some questions about your driving and parking habits.

34. Please tell us what type of motor vehicles, if any, are kept by you or your household at your address?

(Please select from drop down menu)

	Car/s	Motrbikes/s	Van/s	Truck/Lorry	Other
Number in household	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If other (please specify)

About you: Town centres you use

35. Within the London Borough of Barnet which town centre do you use most often? (Please type in your answer)

36. Thinking about the town centre you use most often, do you tend to walk or drive to this local town centre? (Please tick one option only)

☐ Walk

☐ Drive

☐ It varies

About you: Where you park

37. When you drive to this town centre where do you try and park first? (Please tick one option only)

- ☐ In the high street/side street
- ☐ Council run car park
- ☐ Private car park
- ☐ Supermarket
- ☐ Other

If other (please specify)

About you: Car Parking Zones (CPZ)

38. Do you live in a Car Parking Zone area? (Please tick one option only)

- ☐ Yes
- ☐ No
- ☐ Don't know/Not sure

About you: Car Parking Permits

39. How many car parking permits do you have in your household? (Please tick one option only)

- ☐ None
- ☐ One
- ☐ Two
- ☐ Three

About you: Disabled Blue badge holder

40. Do you or your household have a disabled blue badge? (Please tick one option only)

- ☐ Yes
- ☐ No

About you: Parent

41. Are you a parent with a child/children who attend(s) a school in Barnet? (Please tick one option only)

- ☐ Yes
- ☐ No

About you: Parent

42. Do you drive your child/children to school? (Please tick one option only)

- ☐ Yes
- ☐ No

About you

Barnet Council is required by law, Equality Act 2010, to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups. One way we do this is to assess the impact of our services and practices on different groups. The information collected here will help the council to ensure that our policies and services are fair and accessible, assess the impact of policies, services and decisions on the protected characteristics covered by the Act and demonstrate compliance with the law.

To assist us in complying with our duty under the Equality Act 2010 we are asking you some personal questions, which we would encourage you to complete. Collecting this information will help us understand the needs of our different communities.

Please be assured that all the answers you provide will be treated in the strictest confidence and will be stored securely. All information will be stored in accordance with our responsibilities under the Data Protection Act 1998.

For the purposes of this survey we are asking six of the protected characteristics included in the Equality Act 2010.

About You: Gender

43. Are you: (Please tick one option only)

- ☐ Female
- ☐ Male
- ☐ Prefer not to say

Females only: Pregnant and on maternity leave

As part of the Equality Act 2010 the council has a statutory requirement to collect information in relation to 'protected characteristics' which includes information on women who are pregnant and on maternity leave. Answering this question will assist us in meeting our legal obligations. It will also help us understand the different needs of our communities.

44. Are you pregnant and/or on maternity leave? (Please tick one option on each row)

	Yes	No	Prefer not to say
I am pregnant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am currently on maternity leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

About you: Age

45. In which age group do you fall? (Please tick one option only)

- | | |
|--------------------------------|---|
| <input type="radio"/> Under 18 | <input type="radio"/> 55-64 |
| <input type="radio"/> 18-24 | <input type="radio"/> 65-74 |
| <input type="radio"/> 25-34 | <input type="radio"/> 75+ |
| <input type="radio"/> 35-44 | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 45-54 | |

About you: Ethnic origin

46. What is your ethnic origin? (Please tick one option only)

- ☐ Asian / Asian British - Bangladeshi
- ☐ Asian / Asian British - Chinese
- ☐ Asian / Asian British - Indian
- ☐ Asian / Asian British - Pakistani
- ☐ Any other Asian background (please specify below)
- ☐ Black / African / Caribbean / Black British - African
- ☐ Black / African / Caribbean / Black British - Caribbean
- ☐ Any other Black / African / Caribbean background (please specify below)
- ☐ Mixed - White and Asian
- ☐ Mixed - White and Black African
- ☐ Mixed - White and Black Caribbean
- ☐ Mixed - any other Mixed / Multiple ethnic background (please specify below)
- ☐ White - British
- ☐ White - Greek / Greek Cypriot
- ☐ White - Gypsy or Irish Traveller
- ☐ White - Irish
- ☐ White - Turkish / Turkish Cypriot
- ☐ White - any other
- ☐ Other - Arab
- ☐ Any other ethnic group (please specify below)
- ☐ Prefer not to say

Other, please specify

About you: Disability

47. The Equality Act 2010 defines disability as, ‘a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities’.

In this definition, long-term means more than 12 months and would cover long-term illness such as cancer and HIV or mental health problems.

Do you consider that you have a disability as described above? (Please tick one option only)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

About you: Disability

48. If you have answered ‘yes’, please select the definition/s from the list below that best describes your disability/disabilities: (Please tick all that apply)

- ☐ Hearing (such as deaf, partially deaf or hard of hearing)
- ☐ Vision (such as blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)
- ☐ Speech (such as impairments that can cause communication problems)
- ☐ Mobility (such as wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis)
- ☐ Physical co-ordination (such as manual dexterity, muscular control, cerebral palsy)
- ☐ Reduced physical capacity (such as inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, asthma, angina or diabetes)
- ☐ Severe disfigurement
- ☐ Learning difficulties (such as dyslexia)
- ☐ Mental illness (substantial and lasting more than a year, such as severe depression or psychosis)

Other (please specify)

About you: Faith and Sexuality

49. Faith/religion/belief (Please tick one option only)

- ☐ Agnostic
- ☐ Atheist
- ☐ Baha'i
- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Humanist
- ☐ Jain
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ No religion
- ☐ Prefer not to say

Other Faith (please specify)

50. Do you consider yourself to be? (Please tick one option box only)

- ☐ Bisexual
- ☐ Gay
- ☐ Heterosexual
- ☐ Lesbian
- ☐ Other
- ☐ Prefer not to say

In addition, if you prefer to define your sexuality in terms other than those used above, please let us know below:

Appendix B Summarised Parking Policy Results, page 1

	Public - (152 respondents)			Citizens Panel (770 respondents)			Blue Badge Holders (179respondents)			CPZ Holders (226 respondents)		
	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know		Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know
<u>Policy Aims</u>												
keep traffic moving,	72%	15%	13%	89%	4%	7%	93%	1%	6%	88%	3%	9%
Making roads safer	81%	8%	11%	90%	4%	6%	88%	0%	12%	91%	3%	6%
reduce air pollution,	68%	14%	18%	75%	8%	17%	68%	3%	29%	75%	20%	5%
ensure as much as possible that there are adequate parking places available on the high street and	74%	13%	13%	84%	6%	10%	78%	10%	12%	86%	10%	4%
that residents can park as near as possible to their homes.	82%	9%	9%	89%	4%	7%	90%	4%	6%	91%	6%	3%
Overall I agree with the aims of the policy	62%	16%	22%	81%	3%	16%	76%	2%	22%	85%	3%	12%

Policy Objectives	Agree	Disagree	Neither/ Don't know
Manage the road network effectively	64%	13%	23%
Support Local Business	74%	15%	11%
Promote sustainable transport	60%	14%	26%
Support the Mayors local Implementation Plan	40%	12%	48%
Support our corporate priorities	33%	18%	49%
Overall I agree with eh objectives	36%	19%	45%

On Street Parking	Agree	Disagree	Neither/ Don't know
85% occupancy rate is a good way to support local business	56%	17%	27%
Knowing there will be a likelihood of parking spaces in the town centre will encourage me to use local town centres more often	62%	20%	18%

Appendix B Summarised Parking Policy Results, page 2

	Public - (152 respondents)			Citizens Panel (770 respondents)			Blue Badge Holders			CPZ Holders (226 respondents)		
<u>Schools Enforcement</u>	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know
CCTV enforcement will create better compliance around schools	61%	25%	14%	73%	12%	15%	87%	7%	6%	75%	17%	8%
Better compliance will make roads safer around schools	67%	19%	14%	80%	7%	13%	88%	6%	6%	81%	9%	10%
	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know
<u>Increasing Permit charges for additional permits</u>	49%	41%	10%	56%	35%	9%	45%	40%	15%	58%	32%	10%
<u>Right Approach in terms of increasing compliance and managing road network effectively</u>	49%	28%	23%	72%	11%	17%	74%	8%	18%	72%	9%	19%
	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know
<u>Footway Parking</u>	73%	14%	13%	77%	5%	18%	90%	5%	5%	85%	4%	11%
Keeping footways clear is a priority	75%	13%	12%	79%	7%	14%	86%	5%	9%	88%	6%	6%
Where safe make available spaces on footways that are clearly marked												
	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know	Agree	Disagree	Neither/ Don't know
<u>Persistent Evaders</u>	57%	31%	12%	62%	19%	19%	57%	32%	11%	67%	24%	9%
Clamping	68%	27%	5%	62%	17%	21%	62%	24%	15%	70%	15%	15%
Car Pound	76%	13%	11%	75%	7%	18%	76%	10%	14%	82%	6%	13%
Cancel existing permit												
	Aware of	Preferred Method	Least Preferred	Aware of	Preferred Method	Least Preferred	Aware of	Preferred Method	Least Preferred	Aware of	Preferred Method	Least Preferred
<u>Payment Methods</u>												
Pay by Phone	91%	26%	24%	79%	28%	39%	78%	21%	54%	85.00%	32%	31%
Credit / Debit Card	63%	35%	4%	62%	35%	19%	78%	26%	19%	66.50%	37%	12%
Pay point	43%	18%	13%	29%	23%	27%	53%	37%	24%	44.70%	25%	23%
Scratch Cards	38%	10%	36%	28%	6%	63%	36%	12%	52%	32.70%	5%	58%

Appendix B Summarised Parking Policy Results, page 3

Number of Permits per Household	Online	Citizens Panel	Blue Badge Holders	CPZ Holders
1	9%	27%	5%	5%
2	27%	26%	27%	35%
3	22%	28%	35%	31%
4	5%	12%	17%	11%
5	19%	13%	3%	11%

	Public				Citizens Panel				Blue Badge Holders				CPZ Holders			
Permit Pricing Methodology	1st Choice	2nd	3rd	4th	1st Choice	2nd	3rd	4th	1st Choice	2nd	3rd	4th	1st Choice	2nd	3rd	4th
Flat Rate	46%	14%	11%	10%	42%	16%	15%	27%	52%	13%	12%	23%	52%	13%	12%	23%
Varying permit charge in different parts of the borough	15%	18%	24%	20%	15%	20%	26%	40%	15%	28%	20%	37%	15%	28%	20%	37%
Vary permit charge on the number of hours in operation in a CPZ	12%	29%	27%	9%	18%	27%	27%	29%	15%	30%	30%	26%	15%	30%	30%	26%
Vary the permit charge on emissions	15%	20%	14%	30%	22%	21%	14%	44%	20%	21%	21%	39%	20%	21%	21%	39%

	Public				Citizens Panel				Blue Badge Holders				CPZ Holders				Parent whose child attends Barnet school				Parent who drive child to Barnet school			
Schools Enforcement	Agree	Disagree	Neither/Don't know	Agree	Disagree	Neither/Don't know	Agree	Disagree	Agree	Disagree	Neither/Don't know	Agree	Disagree	Neither/Don't know	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree	Neither/Don't know	Neither/Don't know
CCTV enforcement will create better compliance around schools	61%	25%	14%	73%	12%	15%	87%	7%	75%	17%	8%	78%	17%	5%	76%	16%	90%	8%	3%	86%	10%	4%		
Better compliance will make roads safer around schools	67%	19%	14%	80%	7%	13%	88%	6%	81%	9%	10%	90%	8%	3%	86%	10%	90%	8%	3%	86%	10%	4%		

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Public Consultation Themes		
These comments were made through the public consultation and via the Citizens' Panel as well as informal comments. The figures show the number of respondents, the percentage that did not comment and the percentage of similar comments		
On line comments		
Q2 Why disagree and comments re Parking Policy aims (or) anything missed		
		Total
Base		148
	No comment	77.70%
	Have designated cycle ways / Promote cycling	3.40%
	Disagree that air pollution is a relevant consideration in this context	3.40%
	Consider number of parking places when applications received to turn large houses into flats	0.70%
	Provide more off street parking / Car parks / Make parking easier	0.70%
	Consult local resident about proposals affecting their own roads	0.70%
	More spaces for disabled people	0.70%
	This is a revenue making scheme	2.00%
	Keeping traffic moving - encourages car use / counter-productive	0.70%
	Actively support High Street shops	6.80%
	Encourage use of public transport	2.70%
	More disabled bays	0.70%
	Ensure footpaths are safe and not blocked by vehicles	0.70%
	Visitors should be able to visit private houses more easily	2.70%
	Wish to be able to park near own homes at all times	5.40%
		0.70%
Q4 Why disagree and comments re Policy objectives (or) anything missed		
		Total

Base		148
	No comment	86.50%
	All areas should have same charges / policy	0.70%
	Is there a financial incentive to the council to support Mayor's plan / What is the Mayor's plan?	1.40%
	It's all too vague / Worthy plans but how will it actually be achieved / Does not go far enough	6.80%
	Keep vehicles off footpaths	0.70%
	Hope there is no extra cost to car owners	0.70%
	Better / More useful public transport	0.70%
	Support local business	2.00%
	This is simply revenue gathering	3.40%
	This does not help us	0.70%
Q6 Why disagree with statements re Supporting business and the high street		
		Total
Base		36
	No comment	30.60%
	I want to know I will find a space / 15% not enough to be sure	22.20%
	Lower charges would be better incentive	16.70%
	Restore the option to be able to pay by cash/ mobile phone too difficult / Not everyone uses a mobile phone	13.90%
	Council should be encouraging use of public transport	19.40%
	I walk there anyway / Encourage more people to walk there	22.20%
	Do not have overzealous wardens	5.60%
Q7 Do you have any further ideas on how the council can support local businesses through parking policy		
		Total
Base		148

	No comment	54.10%
	Free for first 30 minutes	14.90%
	Free for first 60 minutes	4.70%
	More parking spaces	3.40%
	More coin meters / Cash machines	8.80%
	Two hour time limit	3.40%
	Free parking	4.10%
	More off street parking	2.00%
	Allow vehicles more time to unload / deliver to businesses	1.40%
	Free permits for owners/ managers of High Street businesses / Adequate parking for employees away from public spaces	0.70%
	Free parking on Sunday	0.70%
	Incentives / Parking discounts for Hybrid/Electric cars	0.70%
	Make it easier to pay / More choice without using a mobile	5.40%
	Allow parking on High Street for longer than 1 hour	1.40%
	Reduce charges / Make charges more reasonable	8.80%
	Have outlets refund the cost of the parking if you use their outlet / Loyalty scheme	1.40%
	Make all side streets free parking zones / Cheaper	0.70%
	Encourage people to use shops in off peak hours	1.40%
	Introduce Park and Ride	0.70%
	Curb vindictive traffic wardens	3.40%
	More disabled parking bays	0.70%
	Charge small amount (50p) for parking at Brent Cross and spread income across Borough	0.70%
	Organise / Encourage car clubs	0.70%
	More cycle parking	0.70%
Q9 Why disagree with introduction of CCTV around schools		

		Total
Base		47
	No comment	21.30%
	Educate / Encourage parents to travel to schools in other ways	8.50%
	Drive to a point near the school and walk the remainder	4.30%
	Parking control officers present at the schools / Traffic wardens present	21.30%
	No more CCTV is needed in the borough / Dislike CCTV per se / Dislike CCTV near schools	21.30%
	Provide school buses	4.30%
	Encourage older children to use public transport	4.30%
	Double yellow lines all around schools	2.10%
	Would not be effective	25.50%
	Parents will feel bullied / Cause parents stress / Give parents a chance / No need to make life more difficult	8.50%
	CCTV would be a deterrent to safety / Would not improve safety	2.10%
	Bring back lollipop ladies / men	2.10%
	Need evidence to support that there would be a benefit	2.10%
	Would just push the problem to a wider area	2.10%
	Give parents better / more parking options	12.80%
Q11 Further ideas on how charges could be set		
		Total
Base		148
	No comment	74.30%
	Charge by size of engine	
	Flat rate is fairest / Fairest	6.10%
	Limit flat rate to two cars per household	0.70%
	Visitor parking charge is too high / Visitors are deterred from calling	0.70%

	First permit per household should be free	2.00%
	Residents should not pay to park outside their own houses	6.80%
	Limit the number of vehicles one household can park	1.40%
	Council is milking situation to make revenue / CPZ should not be a means of raising money	6.10%
	All vehicles registered at a properties address should be charged	0.70%
	Increase the charge for every car after the first one	1.40%
	It is a fair system / Makes good sense	1.40%
	Have a Borough permit allowing parking anywhere in the borough	0.70%
Q14 Why disagree re CPZ Parking permits		
		Total
Base		47
	No comment	27.70%
	Irresponsible to add extra costs to households/ unfair / people cannot afford	8.50%
	Extra required permits often unavoidable in households	31.90%
	Not acceptable to have to pay to park outside your own house	12.80%
	Why should car owners be taxed further / It just council increasing their revenue	4.30%
	Allow only up to 4 permits	2.10%
	Increase after 2nd permit	6.40%
	There is no room for parking and so extra permits do not make sense	4.30%
	Charge at £40 per car / All to cost the same	2.10%
	Unreasonable to charge for visitors to your home	2.10%
	This encourages people to cement over front gardens/ do not allow / water flooding and environment	2.10%
	Should be a one off cost per household	4.30%
Why disagree Moving Traffic Contraventions		

		Total
Base		32
	No comment	50.00%
	Need 20mph policy	3.10%
	Just an income generating idea for the council / Lack of confidence in council	9.40%
	Severe fines are needed / Stronger enforcement	6.30%
	Better markings at junctions and blind spots / Clearer signage	9.40%
	There is too much legislation / Insensitive enforcement	6.30%
	Main aim should be to keep travel flowing	not looking for small infringements
	More	not fewer
	A reduction of cars on the roads is required / Traffic not flowing causes frustration	3.10%
Q18 Why disagree Footway Parking		
		Total
Base		22
	No comment	27.30%
	Some roads are too narrow to avoid doing this /It should be allowed	9.10%
	To allow it impedes access for disabled, wheelchairs, pushchairs	13.60%
	Cars should never be on footways / Footways are for pedestrians	36.40%
	Allow it anywhere and drivers will assume it is allowed everywhere	9.10%
	Permissible if clearly marked where it is allowed	4.50%
Q20 Why disagree Enforcement methods		
		Total
Base		7
	Clamping can cause more congestion / Obstruction / Takes up a parking	71.40%

	space	
	Too hard to put right if a mistake has been made / Vehicle could have been removed in error	28.60%
	It only achieves anger and revenue	14.30%
Q22 What other enforcement methods		
		Total
Base		32
	No comment	18.80%
	Put points on licence / Fine with points	3.10%
	Frequent warden Patrols	6.30%
	Remove car to car pound / Seize vehicle	15.60%
	Name and shame in press and / or social media	12.50%
	Use debt collection agencies to collect unpaid fines / Bailiffs	6.30%
	Rising scale of penalty fines for persistent offenders / Higher fines	6.30%
	Take them to court / Stricter enforcement	28.10%
	Use their car to pay off debt	6.30%
	Warning notices on cars	3.10%
	Crush the car	3.10%
	Remove their licence / Ban from driving	9.40%
	Attend an appropriate course	3.10%
	Inform their motor insurance firms	3.10%
Q26 Please tell us about anything else that matters to you about parking in the borough		
		Total
Base		147
	No comment	52.40%
	Control abuse of Blue Badge use	1.40%
	More meters needed / more pay points / Pay points closer to parking	0.70%

	spaces	
	Promote awareness of registering payment by phone / Tell people how to do it more easily	1.40%
	More Cash machines / Ability to pay by cash or card rather than home	8.80%
	Control abuse of parking regulations around Schools	4.80%
	Encourage cycling in the Borough	2.70%
	More Blue Badge parking available / Better provision or disabled	1.40%
	Extend permit times and days	0.70%
	Extend yellow lines on narrow roads where cars park both sides / More double yellow lines	2.00%
	Control parking on corners or near corners / at crossing points	3.40%
	Control parking across dropped kerbs / Across drives	2.00%
	Ban parking of large vehicles in residential roads	1.40%
	Don't use motorists as an easy target for income generating	4.10%
	Have higher presence of wardens	0.70%
	Have a short term parking policy / Allow parking for a short time for free	0.70%
	More places to park generally	1.40%
	Supporting the High Streets is vital	0.70%
	20mph limit in roads where there is parking allowed / More areas with a 20mph limit	0.70%
	Remove some unnecessary double yellow lines / single yellow lines	0.70%
	Make paying by telephone quicker and easier	6.10%
	Ban parking on footpaths	0.70%
	New developments must provide sufficient parking to obtain planning consent / Change of use applications	4.10%
	Encourage use of public transport	3.40%
	Allow 5 minutes grace to pay for parking / Not be so quick to issue a ticket / Train wardens better	1.40%

	Enable/help residents to put in own driveway / Remove trees on roadside for instance	1.40%
	Help resident living near High Street and transport hubs to park near their homes	8.80%
	Listen to residents / Petitions / Consult	4.10%
	More CCTV	0.70%
	Extend coverage of CPZ / Drivers just move to neighbouring areas	3.40%
	Easier / Cheaper parking for visitors to the home	1.40%
	Review need or CPZ in some roads / Often not used	2.70%
	Control number if Zip cars	0.70%
	Encourage car sharing	0.70%
	Tall kerbside marking poles unsightly / Street clutter	0.70%

Citizens Panel Themes		
Q1 Why disagree and comments re Parking Policy aims (or) anything missed		
		Total
Base		770
	No comment	90.40%
	Have designated cycle ways / Promote cycling	0.80%
	All areas should have the same policy / Should be a Central Government policy	0.60%
	Disagree that air pollution is a relevant consideration in this context	0.80%
	Consider number of parking places when applications received to turn large houses into flats	0.30%
	Address the number of large vehicles delivering in High Streets	0.20%
	Provide more off street parking / Car parks / Make parking easier	1.20%
	Residents should park on their own property, not on the road	0.10%

	Ban parking within half a mile of school	0.10%
	Keeping traffic moving might be at the expense of safety	0.50%
	Consult local resident about proposals affecting their own roads	0.20%
	More spaces for disabled people	0.20%
	Need a policy to reduce car ownership and traffic volume	0.20%
	Disagree with CCTV per se	0.20%
	This is a revenue making scheme	0.90%
	Keeping traffic moving is not always possible - volume	0.10%
	Keeping traffic moving - encourages car use / counter-productive	0.40%
	Actively support High Street shops	1.40%
	Encourage use of public transport	0.80%
	More disabled bays	0.30%
	A higher charge for households with more than one car	0.20%
	Ensure footpaths are safe and not blocked by vehicles	0.10%
	Have Park and Ride	0.10%
	Should be more free/cheaper parking near public transport links	1.10%
	Address the abuse of Blue Badge use	0.10%
Q2 Why disagree and comments re Policy objectives (or) anything missed		
		Total
Base		770
	No comment	94.60%
	More parking notices / Signs more visible / Clearer	0.50%
	Control abuse of use of Blue Badges	0.20%
	All areas should have same charges / policy	0.20%
	Is there a financial incentive to the council to support Mayor's plan / What is the Mayor's plan?	0.40%
	Disagree with outsourcing	0.10%

	It's all too vague / Worthy plans but how will it actually be achieved	1.10%
	Keep vehicles off footpaths	0.10%
	Hope there is no extra cost to car owners	0.30%
	Better / More useful public transport	0.40%
	Encourage eco-friendly vehicles	0.10%
	Why only 4 town centres mentioned?	0.10%
	Support local business	1.10%
	This is simply revenue gathering	0.20%
	Need more free parking near shops and amenities	1.10%
	This does not help us	0.40%
Q3 Why disagree with statements re Supporting business and the high street		
		Total
Base		75
	No comment	31.90%
	I want to know I will find a space / 15% not enough to be sure	13.70%
	Lower charges would be better incentive	19.70%
	All shopping areas / High Streets should have same rules / policies	1.40%
	Restore the option to be able to pay by cash/ mobile phone too difficult / Not everyone uses a mobile phone	12.40%
	No point is there are no shops left there to visit / Need higher occupancy of shopping areas	2.80%
	Council should be encouraging use of public transport	18.00%
	I walk there anyway / Encourage more people to walk there	14.40%
	Do not have overzealous wardens	0.90%
Q4 Do you have any further ideas on how the council can support local businesses through parking policy		

		Total
Base		770
	No comment	53.90%
	Free for first 30 minutes	11.30%
	Free for first 60 minutes	4.90%
	More parking spaces	5.20%
	More coin meters / Cash machines	5.90%
	Do not increase charges / keep them reasonable	1.20%
	Two hour time limit	1.60%
	Free parking	6.40%
	More off street parking	2.90%
	Allow vehicles more time to unload / deliver to businesses	0.20%
	Free permits for owners/ managers of High Street businesses / Adequate parking for employees away from public spaces	0.50%
	Free parking on Sunday	0.30%
	Free parking after 7pm	0.10%
	Have drop off points at shops / Pick up points	0.30%
	Incentives / Parking discounts for Hybrid/Electric cars	0.20%
	Better parking would bring more traffic and create other problems	0.30%
	Stop changing the policy	0.40%
	Allow people to buy tickets or tokens in advance	0.40%
	Give a free park - i.e. pay for 4 and get 5th free	0.20%
	Make it easier to pay / More choice without using a mobile	5.40%
	Allow courtesy time to acquire tickets by mobile - it takes time	0.10%

	Allow parking on High Street for longer than 1 hour	0.10%
	Reduce charges / Make charges more reasonable	10.50%
	Have outlets refund the cost of the parking if you use their outlet	2.00%
	Make all side streets free parking zones / Cheaper	0.40%
	Stricter enforcement / More wardens	0.80%
	Have parking bays for delivery vehicles	0.30%
	Fewer parking permits for local businesses / Encourage employees to park further away	0.60%
	Use CCTV to monitor and record	0.20%
	Encourage people to use shops in off peak hours	0.80%
	Introduce Park and Ride	0.10%
	Curb vindictive traffic wardens	0.20%
	More disabled parking bays	0.20%
	Better signage / Information	0.10%
Q5 Why disagree with introduction of CCTV around schools		
		Total
Base		101
	No comment	15.30%
	Educate / Encourage parents to travel to schools in other ways	4.30%
	Drive to a point near the school and walk the remainder	3.70%
	Parking control officers present at the schools / Traffic wardens present	17.90%
	No more CCTV is needed in the borough / Dislike CCTV per se / Dislike CCTV near schools	7.80%
	Provide school buses	2.60%
	Encourage older children to use public transport	0.50%

	Encourage parents to car share / Have a rota	0.50%
	Double yellow lines all around schools	1.10%
	Inevitable to have to stop on zig zags etc. when dropping children off / Car usage is inevitable	9.40%
	Would not be effective	33.70%
	Parents will feel bullied	10.20%
	CCTV would be a deterrent to safety / Would not improve safety	5.50%
	CCTV must result in fines to be effective / Must be enforced	3.40%
	Give parents a chance / No need to make life more difficult	0.70%
	Just increases revenue for the council	6.90%
	Bring back lollipop ladies / men	2.10%
Q6 Further ideas on how charges could be set		
		Total
Base		727
	No comment	80.30%
	Charge by size of engine, not CO2 / Older cars though small cannot comply	2.40%
	Visitors should pay by the hour	0.20%
	CO2 issue is a hidden tax and is unfair	0.50%
	Should not have to pay to drop a child off at school	0.10%
	More disabled parking close to shops and stations	0.20%
	Reduce cost of parking at hospitals	0.60%
	Flat rate is fairest / Fairest	2.50%
	Limit flat rate to two cars per household	0.20%
	All day restrictions in residential roads to discourage commuters using	0.40%
	Visitor parking charge is too high / Visitors are deterred from calling	0.70%

	First permit per household should be free	1.50%
	Residents should not pay to park outside their own houses	6.80%
	Limit the number of vehicles one household can park	0.30%
	Council is milking situation to make revenue / CPZ should not be a means of raising money	1.80%
	Allowing more parking will make roads snarl up	0.20%
	Increase cost of car use and force people on to public transport	0.10%
	Would penalise those living near shops and transport	0.40%
	All vehicles registered at a properties address should be charged	0.10%
	Charge should take in all elements:CO2, proximity to a town centre / times and duration allowed	0.20%
	Increase the charge for every car after the first one	1.40%
	Link charge tariff to council tax band	0.70%
	Free permits should be issued to each house in the road in proportion to number of parking places in that road	0.10%
	It is a fair system / Makes good sense	0.40%
	Pensioners should have reduced charges	0.10%
	Have a Borough permit allowing parking anywhere in the borough	0.40%
	People are paving over front gardens and helping to cause flooding	0.10%
Q8 Why disagree re CPZ Parking permits		
		Total
Base		243
	No comment	24.80%
	Irresponsible to add extra costs to households/ unfair / people cannot afford	7.50%
	Extra required permits often unavoidable in households	27.10%

	Not acceptable to have to pay to park outside your own house	12.10%
	Why should car owners be taxed further / It just council increasing their revenue	13.50%
	Allow only up to 4 permits	1.30%
	This discriminates against disabled people	0.50%
	If household had fewer permits would encourage use of public transport	1.10%
	Households should get at least one permit free	2.10%
	Increase after 3rd permit	4.10%
	Increase after 2nd permit	0.70%
	There is no room for parking and so extra permits do not make sense	1.50%
	Charge at £40 per car / All to cost the same	19.80%
	Unreasonable to charge for visitors to your home	3.00%
	Make households turn their front gardens into parking spaces	1.60%
	This encourages people to cement over front gardens/ do not allow / water flooding and environment	1.20%
	Should be a one off cost per household	0.20%
Q9 Why disagree Moving Traffic Contraventions		
		Total
Base		57
	No comment	13.30%
	Need 20mph policy	11.00%
	Just an income generating idea for the council / Lack of confidence in council	20.80%
	Severe fines are needed / Stronger enforcement	12.40%
	Better markings at junctions and blind spots / Clearer signage	4.40%
	There is too much legislation / Insensitive enforcement	10.00%

	Deal with accident black spots	1.20%
	More safe for cycling and pedestrians	2.70%
	Deal with people reversing onto main roads	3.00%
	CCTV is after the event/ Circumstances are not able to be taken into account/ No discretion	17.20%
	CCTV is intrusive/ Dislike CCTV/ Too many cameras	4.10%
	Main aim should be to keep travel flowing, not looking for small infringements	1.50%
	CCTV distracts drivers. Not safe	2.70%
	More, not fewer, traffic calming measures	13.40%
	Too many signs / Confusion	1.10%
	A reduction of cars on the roads is required / Traffic not lowering causes frustration	3.60%
Q10 Why disagree Footway Parking		
		Total
Base		89
	No comment	40.60%
	Some roads are too narrow to avoid doing this /It should be allowed	20.50%
	Make it permissible to park on footway one side of the road only	4.10%
	To allow it impedes access for disabled, wheelchair, pushchair users	9.60%
	Cars should never be on footways / Footways are for pedestrians	29.70%
	Pavements would become more damaged	6.00%
	Allow it anywhere and drivers will assume it is allowed everywhere	4.50%
	Should be encouraging cycling and walking, not making it easier to park	6.70%
	Permissible if clearly marked where it is allowed	0.90%
Q11 Why disagree Enforcement methods		

		Total
Base		197
	No comment	38.00%
	Vehicles need to be moved away quickly / better to remove car than to clamp it	6.50%
	Clamping can cause more congestion / Obstruction / Takes up a parking space	20.10%
	Unfair to clamp a car / Disagree altogether with clamping / Inconvenience to offender/ cannot fetch children etc.	9.90%
	Unfair to remove a car / inconvenience to offender/ cannot fetch children etc.	9.00%
	Warn the driver before removing	2.60%
	Cancelling permit is not strict enough	6.60%
	Difficult to monitor	0.80%
	Use of car pounds is expensive for the council	3.90%
	Too hard to put right if a mistake has been made / Vehicle could have been removed in error	7.10%
	It only achieves anger and revenue	7.30%
	Never renew the permit	0.60%
	Fining is enough / Teaches them a lesson	5.10%
	If people cannot pay a fine then gives them more expense, just compounds the problem	2.40%
Q12 What other enforcement methods		
		Total
Base		193
	No comment	6.40%
	Put points on licence / Fine with points	14.40%
	Control abuse of Blue Badge use/ Using another person's Blue Badge	3.20%
	Frequent warden Patrols	1.40%

	Wardens to enforce violations more rigorously / Show no discretion	1.50%
	Remove car to car pound / Seize vehicle	9.80%
	Name and shame in press and / or social media	6.80%
	Keep car impounded for a set length of time even if fine paid	0.40%
	Use debt collection agencies to collect unpaid fines / Bailiffs	4.90%
	Make roads where speeding occurs narrower	0.40%
	Rising scale of penalty fines for persistent offenders / Higher fines	15.50%
	Take them to court / Stricter enforcement	19.70%
	Use their car to pay off debt	3.00%
	Make it easier for drivers to contact council to sort these things out	1.60%
	Increase their council tax for one year / Add fines to Council Tax	4.50%
	Warning notices on cars	2.90%
	Revoke permit without refund /	2.40%
	Crush the car	3.60%
	Remove their licence / Ban from driving	8.70%
	Make sure enforces act fairly / Are not over enthusiastic	0.60%
	There should be a tie up between police records and persistent offenders	1.00%
	Community service	2.00%
	Attend an appropriate course	1.60%
	Inform their motor insurance firms	2.40%
Q16 Please tell us about anything else that matters to you about parking in the borough		
		Total
Base		770
	No comment	63.80%

	Give incentives to shops to sell scratch cards	0.10%
	Widen availability of scratch cards / Widen scope of scratch cards	0.70%
	Control abuse of Blue Badge use	1.20%
	More meters needed / more pay points / Pay points closer to parking spaces	0.30%
	More advertising of scratch cards	0.30%
	Promote awareness of off street parking places	0.40%
	Promote awareness of registering payment by phone / Tell people how to do it more easily	0.60%
	Give builders temporary permits / Traffic wardens hand them out	0.40%
	More Cash machines / Ability to pay by cash or card rather than home	5.50%
	Control abuse of parking regulations around Schools	4.40%
	Relax restrictions near green spaces	0.10%
	Allow footpath parking outside own home	0.60%
	Help the elderly/ mobility and sensory impaired	0.30%
	Better / Cleaner signage re parking	1.20%
	More designated spaces for scooters and motorcycles	0.10%
	Ban parking facing oncoming traffic / On wrong wide of road	0.20%
	Encourage cycling in the Borough	0.50%
	Those who live near high demand areas should not be penalised / Not have to pay more	0.60%
	More Blue Badge parking available / Better provision or disabled	1.10%
	Allow Blue badge holders to park on standard bays (free) if designated spaces full	0.10%
	Extend permit times and days	0.40%
	Extend yellow lines on narrow roads where cars park both sides / More double yellow lines	1.00%
	Control parking on corners or near corners / at crossing points	1.30%

	Control parking across dropped kerbs / Across drives	1.80%
	Ban parking of large vehicles in residential roads	0.90%
	Don't use motorists as an easy target for income generating	0.80%
	Have higher presence of wardens	0.90%
	Have a short term parking policy / Allow parking for a short time for free	2.00%
	More places to park generally	1.90%
	Supporting the High Streets is vital	2.20%
	Ensure cars parked in drives do not stick out onto pavement causing hazard	0.30%
	Clear instructions on machines re what kind of payment it takes and how to do that	0.90%
	Better administration required / Implements payments and refunds more quickly	0.40%
	Do not encourage heavier use of some roads by making parking easier	0.40%
	20mph limit in roads where there is parking allowed / More areas with a 20mph limit	0.50%
	Ban parking on both sides of narrow roads	1.70%
	Remove some unnecessary double yellow lines	0.50%
	Monitor disabled bays and change where not being used	0.20%
	Make paying by telephone quicker and easier	1.40%
	Ban parking on footpaths	1.00%
	Limit number of skips allowed	0.10%
	Check for abandoned vehicles	0.20%
	5 permits per household impractical / Leaves no room for other households	0.30%
	Allow parking on High Street for a longer period of time	0.10%
	New developments must provide sufficient parking to obtain planning consent	1.50%

	Encourage use of public transport	1.50%
	Large queues at car park exits increase the charge if pay on exit	0.10%
	Allow 5 minutes grace to pay for parking / Not be so quick to issue a ticket / Train wardens better	0.80%
	Enable/help residents to put in own driveway / Remove trees on roadside for instance	0.30%
	Help resident living near High Street and transport hubs to park near their homes	1.40%
	Lollipop crossing people not to stop traffic until a minimum number of people have gathered	0.10%
	Permits for tenants in council rented flats with parking areas to protect those spaces	0.10%
	Listen to residents / Petitions / Consult	0.70%
	Lower the cost of parking and permits / Do not increase	3.70%
	More CCTV	0.40%
	Reduce hospital car park fees	0.10%
	Enable on-line purchase of permits	0.20%
	Extend coverage of CPZ	0.50%
	Easier / Cheaper parking for visitors to the home	0.30%
	The turning of front gardens into parking areas is unattractive and detrimental to the environment	0.10%
	Review need or CPZ in some roads / Often not used	0.20%
	Better / More / Free parking at doctors surgeries	0.40%

Informal Comments Received Outside of Formal Consultation

Preamble.

The purpose of penalty charges is to dissuade motorists from breaking parking restrictions. The objective is 100% compliance, with no penalty charges. Source: *Secretary of State for Transport*.

My policy suggestions are divided, as far as they can be, into stages of the process.

Before any PCN is issued

Have a choice of payment methods to provide for the needs of all customers. PayByPhone, cash at a meter, vouchers, credit card at a meter (insert and contactless), PayPoint, Oyster and/or Barnet Payment card (a Barnet Payment Card could take the place of cash completely provided it was flexible enough i.e. it must not have a cost to provide and can be charged up with any payment amount, is widely available and the nearest stockist is signposted at every bay where payment is required).

Don't issue PCN on Bank Holidays except for on crossing zig-zags and dropped kerbs on request by a resident.

Reduce the hours during which PCN are issued. Traffic wardens should not be roaming the streets from 7am to 11pm.

Stop treating the Special Parking Account (SPA) as a target i.e. if quarterly projections show it will be missed, don't take steps to generate missed income from elsewhere.

Don't issue Visitor Vouchers with a 3 year life. The money paid for them didn't expire.

Issue all correctly applied for permits and blue badges in 24 hours.

Organise courses on how to park legally in order to help people to comply with what is a complex parking regime.

Remove the CPZ entry signs (except the Saracens ED zone) and put signs on all single yellow lines. Only 10% of the borough has a CPZ and they are widely misunderstood or the entry signs are missed.

Reduce the vast size of the Saracens ED zone and change the time of it to one hour at the usual kick-off time.

Make a note of vehicles parked that would be in contravention if still there when the suspension sign is erected so that any PCN issued to them can be cancelled. Put up clearer suspension signs as ones that say 2 bays outside numbers x and y of a street will not be clear if three cars could park outside those two residences.

Publish the list of pavement parking locations which are not enforced even though the pavement is not marked out for them. This was promised to me in the Environment Committee meeting of 24 July 2014.

Use some of the SPA surplus to educate drivers about the most common parking errors. How many motorists, for example, know that you can't park on the pavement, except where marked out, anywhere in London? Not enough given the number of PCN which are issued for this contravention.

Traffic wardens (CEO)

Don't issue a PCN for a missing registration mark off a parking voucher (especially if it is only for 1 hour as it isn't very likely to be re-used) and remove the requirement from the next print run.

Don't issue a PCN for a Visitor Voucher that is out of date and remove the expiry date (3 years) from the next print run.

Make less use of Regulation 10 (drive-away) PCN as inadequate observation time is being given as to what the motorist was doing.

Allow 14 days grace for an expired resident permit. Give the car a leaflet that the permit has expired.

Give 10 minutes grace for all offences (except on crossing zig-zags and genuinely dangerous parking).

Issue a warning for minor contraventions if the driver returns. (Para 40 Sec of State Guidance).

Don't issue a PCN for being outside the bay marking when the two halves of the car are both in bays which the car is entitled to be in.

Don't let traffic wardens park their car or scooter in any manner other than legally (although without payment is OK)

Don't issue code 24 PCN (not parked correctly within the markings of the bay or space) unless one wheel is wholly outside the parking bay (London Councils CEO handbook)

Don't issue PCN in the first or last 2 minutes of a restriction (London Councils CEO handbook).

Don't issue PCN for being parked on the footway unless a complete wheel is on the footway, not just partially on the kerb.

Provide offices at which cash payments of PCN can be made.

Don't issue a PCN where the signs or lines are clearly defective - report them instead.

Back office

Cancel a PCN if it turns out that a valid permit exists but wasn't on display for some reason. If the traffic warden has this information about there being a permit he should not issue a PCN in the first place.

Cancel the PCN if there is a delay in processing at any stage of 6 months (this is the law for a Notice to Owner to be issued) i.e.

- 1 between the Notice to Owner and the Charge Certificate
- 2 between the Charge Certificate and the Notice of Recovery

3 between the Notice of Recovery and instructing the bailiff

Accept reasonable instalments if offered up to say 6 months. These motorists would not qualify for the 50% prompt payment discount.

Write a policy about how vulnerable individuals should be treated.

Cancel PCN where the wrong vehicle or wrong location has been paid for.

Cancel all permit issue delay PCN.

Cancel PCN if a permit reminder was not sent.

Cancel a PCN issued within the Saracens ED zone to any motorist who is resident within it and issue a permit to them and tell them about visitor vouchers.

Inform all medical workers who challenge a PCN on the grounds that they were attending to a sick patient about the Health Emergency badge scheme in case they may qualify for it.

Do a DVLA address check at both the Charge Certificate and Order for Recovery stages as people move a lot and otherwise may not receive these vital documents. I think the cost is about 20p per application.

Tell motorists if their formal representations are being disregarded as being outside the 28 day time limit from service of the Notice to Owner.

Make the decision about all challenges in-house as the law requires (even if NSL then issue the decision)

Put the email address on the PCN (para 70 of Sec of State guidance) and provide a telephone number for the use of the disabled who may not be able to communicate in writing.

Produce an Annual Report (Para 114 Sec of State guidance).

If the council get it wrong, apologise sincerely and compensate the motorist.

Find out why regular offenders are regular and offer them help and advice to avoid parking wrongly rather than clamping and/or removing the vehicle and negotiate settlement of their outstanding PCN by agreement if possible. Your power should be wielded with discretion.

If a motorist tells the council that the Charge Certificate is the first notice received the council should offer the opportunity to pay the PCN at the full rate (not +/- 50%) (para 224 London Councils Code of Practice)

Update the cancellation policy that was used prior to NSL being contracted (copy attached).

Traffic Enforcement Centre (TEC) - Northampton County Court

Don't oppose out of time witness statements where the customer says they have not received documents and are not clearly lying.

The council is allowed nearly a month to decide upon these. During this time the motorist may have been deprived of his car. The policy should be to decide upon them within 48 hours.

A council officer should decide on these, not a contractor.

Bailiffs

Don't send bailiffs to Old Age Pensioners, Blue Badge Holders or Motability car drivers as they are a vulnerable section of society and other methods would be better i.e. phone them up if they don't pay to see what the problem is. A bailiff is not meant to take a car of a blue badge holder and certainly can't touch a Motability car as it doesn't belong to the debtor so avoid error and put temptation out of the bailiff's way.

Parking management, not NSL, should monitor the activities and charges of bailiffs to make sure they behave in a proper manner and do not overcharge.

Cases should be sent to bailiffs every month and without delay once the process of challenge has been exhausted.

Before instructing a bailiff in a case where the motorist has not engaged in the process at all make telephone, postal (Signed For service) or even personal contact with the motorist to find out why they have not responded. They may have moved away, had an accident or died.

Management should monitor the success rate of each firm of bailiffs. A success rate of 17% as in Enfield (Barnet's not known but likely to be equally dire) is no success at all. Either the bailiff is cherry picking the cases they are pursuing or the quality of what they are being given is too low.

Do not allow a parking enforcement contractor to use a bailiff that they own or a sister company as there is an inherent conflict of interest if the parking enforcement contractor makes the decision as to whether or not a particular car can be removed. In addition it is not possible for the parking enforcement contractor to independently investigate a complaint about a bailiff. The council should in any case make the investigation, using an independent person to make a recommendation, as they owe a duty of care for the behaviour of their bailiff (the warrant is in the name of the council).

Bailiffs have to take care of goods in their possession. One that was impounded for more than 6 months was not washed, its tyres were allowed to deflate and the battery was discharged and had to be replaced. This requirement should be stipulated in bailiff contracts (even though it is a well known requirement).

If the council decides to release a vehicle that has been impounded without payment, the council should deliver the vehicle back rather than make the motorist collect it from Nazeing (where Newlyn send vehicles to be stored).

Response to Draft Parking Policy

We are aware of the Council's Parking Policy proposals as published to the Environment Committee on 24th July 2014 and we are anxious about the implications of these.

Our concerns take two forms;

- 1) The prospect of increased costs for Hampstead Garden Suburb residents living inside existing controlled parking zones or who may become CPZ residents as a result of future expansion
- 2) The inflexible nature of camera enforced moving traffic contraventions and the inherent injustices associated with retrospectively served penalty charge notices

Controlled Parking Zone permit charges

Since the inception of the CPZ scheme in Barnet it has been the case that permit charges have remained consistent throughout the borough and that permit costs have always been based upon residency alone rather than any variable factors. The Draft Parking Plan raises the prospect of future charges varying from area to area and for the cost of a particular parking permit to be set according to the size or type of car, on the length of the controlled period operating within the CPZ, on levels of congestion within a CPZ, on judged environmental impact and upon the number of cars belonging to a household. The scope of these proposals is so wide and the criteria for determining such matters as congestion or environmental impact are likely to be so nebulous and discretionary that affected residents would probably be unable effectively to challenge Council decisions about such matters. Given that once inside a CPZ there is no alternative to buying a permit residents may find themselves held hostage to a pricing regime they cannot influence and against which they will be unable to appeal.

We should add that our views here are informed in part by the Council's dismissal of our recent representations for an equalising of on-street parking charges following reductions elsewhere in Barnet. There is now a sense within Hampstead Garden Suburb that the Council views this locality as one which can afford to subsidise other parts of the borough. This opinion would likely become more widespread still in the event that HGS residents were to be subjected to higher CPZ costs than is the case in neighbouring districts.

Camera enforced moving traffic contraventions

We are extremely concerned to learn that the Council is considering using CCTV technology for the enforcement of these matters. We are particularly conscious that this is being proposed at a time when the Government is sponsoring legislation which seeks to reverse the trend towards CCTV enforcement of our roads.

The use of CCTV cameras in other parts of London has given rise to a sense of injustice among many law-abiding citizens. Many people find themselves facing the full force of the state's authority for alleged technical motoring infractions whilst serious crimes (often perpetrated against the same individuals) are dealt with far more casually. This tendency has almost certainly contributed to an erosion of trust between citizens and the political and other governing elements.

At our Open meeting on Tuesday 7th October with five councillors (Garden Suburb and East Finchley), the example was given of cyclists on the footway of Falloden Way, one of whom knocked down an old man who promptly had a stroke. That is a far more relevant matter to monitor by CCTV than are minor traffic offences. In criminal matters CCTV is used to supplement witness and other evidence; we are against it being the sole and impersonal factor which would be the case if it were used as the Council proposes.

At a more immediately discernible level there is a basic injustice in the service of a PCN many days or even weeks after the event as motorists are denied the opportunity of examining the location in question as it was at the relevant time. The principle of a camera operator making a decision in a remote office, insulated against the many dynamic factors about which motorists must make split-second decisions, is also deeply unsatisfactory.

Whether or not it is the case that other local authorities have used similar powers to create unnecessary restrictions for the purpose of raising revenue and whether or not this would be Barnet's intention, the fact remains that this is the common public perception. That being the case it seems inevitable that were the Council to adopt policies infused with higher costs and greater regulation it will only reinforce existing resentments and encourage new ones. We hope therefore that the Council will recognise it to be in the interest of all parties that these proposals be abandoned.

You will be aware that Mill Hill Neighbourhood Forum's application for designation was officially agreed at Barnet Council's Planning meeting held on 17th September 2014.

We have reviewed the draft policy, in our committee of 30 Mill Hill residents, both generally and in the specific context of our designated area (Mill Hill ward and the NW7 post codes within Hale ward) and can comment as follows:

In general terms we do not think that the policy acknowledges the real need to provide more car parking spaces across the Borough to meet today's needs and then of course the expected considerable growth in the resident population going forward. We believe that the Council should acknowledge the current deficit in the supply of car parking, along with the very poor East-West access routes, and be encouraging alternative forms of transport, notably E-Bikes and "lite" rail/trams etc, to persuade people that the car is no longer the best form, for most journeys. Further you should revise upwards the recommendations for car park spaces in new developments, as the reality is that residents have more vehicles than said recommendations expect, which results in overspill onto public roads.

You state under the heading of "keeping the traffic moving" that one objective is "to deter long term commuter parking".

We would agree in part with this, if it was stated as "to deter long term commuter parking on public roads". We would actually suggest that the provision of parking for commuters should be significantly enhanced to actively encourage people to park & ride public transport. This will be covered further below, where we have made more detailed comments in line with the numbered paragraphs within your draft policy document:

3.5 Improving Bus Reliability: With the new residential developments in Mill Hill East and the desirability of improving the footfall in Mill Hill Broadway (without increasing the need for extra parking) it would be beneficial to have a shuttle bus running every 10 minutes between the Mill Hill Broadway and Mill Hill East Stations, via Devonshire Road.

3.7 Supporting Business and the High Street: We approve the introduction of free short stay parking bays in Mill Hill Broadway, we also think that there should be a 15-20 minute free parking period to actively encourage visitors. There should also be permits for businesses. Smart meters should record vehicle registration numbers on arrival to facilitate active parking management.

4.1 Allocation of On and Off-Street Parking Spaces: There is a car park at Bunns Lane for Mill Hill Broadway Station and at Finchley Central Station but only a very small one at Mill Hill East Station. This does not make sense especially with the increase in population with the new developments in Millbrook Park. The parking facility at the Mill Hill Broadway station should be increased (a multi-storey facility provided) and made more efficient to encourage the use of public transport and encourage shoppers and workers in Mill Hill Broadway to park there. There should be differential pricing for Commuters, Shoppers and businesses based in the Broadway. The under-croft at Mill Hill Broadway Station should be developed for retail purposes.

The restricted parking times around Mill Hill Broadway should be split 50% 11.00am to Noon and 50% 3.00pm to 4.00pm.

The Car Park in Daws Lane should remain free of any charges. Hopefully with a multi-storey car park at Bunns Lane, Mill Hill Broadway station, those business users who currently park in Daws Lane, will move, freeing up spaces at Daws Lane for users of the Park. If a charge was introduced at Daws Lane car park, it would simply push the cars out onto the surrounding streets, making this area difficult for residents to park near their properties. We can then see that a solution to such a chain of events would cause the Council to suggest a CPZ which would be totally unacceptable in this area.

The car park at Finchley Central tube station could be made multi-storey with relative ease and low cost. Smart technology could tell potential users that a space was available and this could be booked through a smart phone App, using open-data. Registration numbers could be taken on arrival to the car park by camera, matched to the earlier booking and charging perhaps done on a differential basis on exit depending on the car's registered address. Barnet residents could receive a lower fee than those originating outside the Borough.

The Council will shortly vacate their depot at Mill Hill East, and again a large car park should be developed to encourage people to park and ride public transport.

4.2 & 6.9 The Setting of Fees and Charges: We approve of the reduction of parking charges in Mill Hill Broadway but we think that it was a mistake to remove the cash payment meters as for some this is the most convenient method of payment. It is not clear notably to occasional users that a transaction charge is levied on top of the parking fee for payments by phone. If this method costs the Council more, then we would encourage the use of debit cards, notably contactless cards with no additional

fee charged. Cash is no longer taken by TFL, so increasingly people will become familiar in using alternative methods. It was unfortunate that the ability to make a cash payment was arbitrarily taken away by the Council, but we do understand that the collection of cash is now a more expensive option.

6.2 Controlled Parking Zones: We do not approve of any further extensions in NW7. We regard to the Saracens CPZ, the Council should issue all residents of Mill Hill parking permits based on DVLA records. Under the current arrangements those Mill Hill residents living outside the CPZ cannot park in Mill Hill on Match days, thus reducing trade. Indeed with modern technology it should be possible to stop issuing permits and rely on the accuracy of the DVLA registration data. People would have the added incentive when changing vehicles to ensure that the DVLA data was updated promptly.

8.9 Car Parks: As stated above we believe that there is potential to open multi-story car parks in locations such as Mill Hill Broadway with the much needed re-design of the station. Any developments on surface car parks (such as in Hartley Avenue) should be refused unless this is replaced by a larger parking facility to service the medical centre and other users.

8.11/8.12 Footway Parking and on Dropped Kerbs : We believe that this should be extended in areas like Hammers Lane/Daws Lane where the pavement is wide and it is difficult for buses to pass and where a school is nearby. We note that, for example in Brookfield Avenue, residents regularly park on the pavements and this should be regularised with bays clearly marked or if not deemed appropriate, then enforcement action taken to discontinue the practice.

Appendix 3-NO2 Air Quality: We believe that air quality and noise pollution in Mill Hill Broadway, would be reduced if there were high level (2-3 metres) screens installed along the railway and M1 (these could include solar panels thus providing power generation as is now happening alongside the M40 near High Wycombe and is widely adopted in Europe).

Further Comments:

Electric Vehicle Charging Points: A quantity of these should be provided in suitable locations and notably in Mill Hill Broadway.

Car Club/Car Sharing: Parking spaces in the highway should be provided to encourage this use within the borough thereby reducing the necessity for outright car ownership.

Daws Lane: In order to improve the movement of buses we believe it would be beneficial to restrict parking along one side of this road, perhaps proving a 1 hour maximum stay.

The Ridgeway near the Adam & Eve: The current restriction from 8am-midnight should be changed to 8am-6pm Monday to Friday only.

Cycle Lanes: We believe that there is potential to install these in Mill Hill Park as currently exist in Dollis Park. We would welcome a similar E-Bike scheme as in Muswell Hill/Haringey. More orbital routes should be explored and cycle racks installed at key location near shops.

Lay by for Buses: Where at all possible these should be installed to improve traffic flow.

Intelligent Traffic Light Timing: There is potential for this to be carried out at Mill Hill Circus, and elsewhere. Vehicles should also be able to turn left on a red light (as works so effectively in USA) giving way to any pedestrians or vehicles.

Bus Timetable/Train Timetable: There does not appear to be any coordination between the arrival of buses and the departure of trains. Again using open data bus drivers should know when a train is arriving and wait for passengers to transfer to the bus. This should also work in reverse.

Parking Infringements: Enforcement really needs to be improved and notably to stop parking on pavements (outside specifically marked bays) and on verges.

Bittacy Roundabout & Holders Hill Road Shopping Areas: Short term parking should be encouraged to free up the limited spaces for shoppers popping in by car (e.g. free 20 minute parking).

DualTrack Tramway/Light Railway: We believe that the current infrequent shuttle tube service between Finchley Central and Mill Hill East Stations should be replaced by a frequent dual Track Tramway/Light Railway service between Finchley Central-Mill Hill East-Mill Hill Broadway-Edgware. The majority of the route still exists from what was originally the Northern Railway and would provide a huge economic benefit to Mill Hill which will be necessary to compete with the development of Brent Cross and encourage the use of public transport (and interchange between the tube and surface rail networks) It is now possible to travel from Mill Hill Broadway by train to Westfield Shopping centre at White City, via West Hampstead and the Overground in 30-40 minutes. As this is so easy and quick, why would you go by car? Such orbital links are required if people are to find public transport more acceptable than using their car. We have now seen the plans for the new Thameslink station at Brent Cross, but it is on the south side of the North Circular Road rather than on the North Side where it could be viable for shoppers visiting the expanded shopping centre. Nobody will use this station in the proposed position, and people will continue to travel by car. In fact it would probably be as quick for Mill Hill residents to get to Westfield by public transport as it would be to get 1/3rd of the distance to Brent Cross shopping centre via the new station. Shoppers coming from further on towards Bedford will simply not bother with Brent Cross either. By connecting Mill Hill East with Mill Hill Broadway residents will be able to easily travel to Gatwick or Luton airports and to St Pancras for Central London and Eurostar. If the lite rail solution

also visited Brent Cross, perhaps it could continue to the new developments at Old Oak, with access to Crossrail (and onwards to Heathrow) and to HS2.

In conclusion, we strongly recommend that your Parking Policy encourages the use of alternative forms of transport and recognises the real need to provide many more parking spaces across the Borough.

We would be pleased to discuss any of the above points with you at any time. We would like to extend an open invitation to you to attend one of our regular committee meetings by arrangement, to engage in further discussions around parking, as we see this topic as a fundamental ingredient of the future economic viability of our neighbourhood.

Cars come off the Watford Way into my road and continue at the speed they were driving at - so they are often speeding at 40/50 mph. There is a sharp bend in my road, and it is only a miracle that has prevented any serious accidents.

Putting bumps in the road is not the answer, but a lit up SLOW DOWN sign would be most helpful.

In someone's infinite wisdom, white lined parking bays have been painted in various locations in Mowbray Road. However, instead of these being painted for safety reasons, they have been painted on BOTH sides of Mowbray Road, right next to the exit from Mowbray Road into Edgwarebury Lane. This means that cars either entering or leaving the road have only one central lane, and motorists cannot see when driving into or out of the road.

These bays need to be removed, as parking just near a corner is dangerous.

I have written to various relevant Departments in Barnet and have had no replies over a long time. I did receive a letter once stating 'they were looking into this', but one can look into a black hole without achieving any results. I did write to the Chief Executive of Barnet, but did not even receive a reply from him.

While a considerable amount of money has been spent on trying to make Station Road, round Edgware Station, look a little brighter with the use of 'window boxes' with flowers in, the state of the shops in the area is getting worse every year. We have too many estate agents and cafes, and of course Charity Shops. Edgware used to be a very pleasant area, but has become a Third World Slum, and is a very sad place now.

With regard to all the parking restrictions and charges, surely it would be better and fairer to all, if we could have machines where we took a ticket, were given at least the first hour free, and then only be charged at the end for the actual time used.

The parking at Edgware Shopping Centre works on this system and I think everyone feels it is fair.

I do object totally to people being charged to use hospital car parks, especially when one does not know how long one is going to be, and we have to pay a lot of money to park.

People visiting hospitals are either sick or visiting relatives who are sick, and should not be charged for this - or only at the end rather than the beginning of the visit, if at all, and at no more than £1 per hour.

It is also quite disgraceful that the staff working in the hospitals are also charged for parking. I suppose patients will soon be charged for being sick!

There are many misleading parking signs in the area. In some places motorists are told to park half on and half off the pavement, often when it is quite safe to park whole on the road, whereas in other places, where it is not safe to park wholly on the road, people have been given parking fines for wishing not to cause obstructions.

There are so many different types of signs, many of which are very small, and difficult to see, especially during the winter months, when it gets dark early. There are also anomalies where parking is restricted in one street and permitted in the next, when both streets are very similar.

Signs should be much more carefully considered both in location and in the way they are written. Many people are fined purely because of the non-understanding of the meaning of signs.

In Mowbray Road, there is no reason whatsoever for people to have to pay for Residents Parking Vouchers. As long as motorists understand and respect that parking in front of someone's driveway is wrong, then there is no reason why people should have to pay for parking in side roads, or have restricted parking. However, there should be no parking permitted on Edgwarebury Lane, as this has buses and cars trying to get through a very busy road. This restriction should only relate to the part of Edgwarebury Lane from the Watford Way down to Station Road.

I am sure you will be too busy to read this, but if you do, I really hope that you will not only take note but actually act on my suggestions and observations.

Unfortunately my 'internet explorer could not display the webpage' on several attempts. I would just like to say the improvements to parking charges in High Barnet are appreciated - especially not HAVING TO USE A MOBILE 'PHONE and struggle (often in the rain) to find a credit card and its details. I particularly applaud the Moxon Street scheme of a 1 hour free parking ticket. I would like to see this repeated at the Hadley Green end of the High Street where 2 hours free parking is offered (WITHOUT A TICKET) - but who is going to trust a parking warden?! There is no proof of arrival time and for that reason I have not used this parking area. I would like to see free tickets available for half an hour minimum everywhere, especially the High Street shopping areas. It might be necessary, for example, to collect medicine or post an urgent letter, needing only a brief parking opportunity. There are lots of other examples, such as dropping items into a charity shop, dry cleaning and so on.

I would like to see a hopper bus facility at High Barnet tube station. I have struggled up that hill a great number of times during my 43 years of living in High Barnet and it is increasingly challenging with age. Even once in the main road there is still further climbing in order to get to a bus stop. The car park is a must for me if I am going to be carrying heavy items and this has been severely reduced in size over the years until now there is very little chance of finding a space. I have never seen

anyone using the enormously expensive extended platforms to facilitate level access to the trains ONCE THE STATION HAS BEEN ACCESSED. Is that because a disabled person cannot easily actually get to the station itself?

London buses have become more frequent, which was always the point I made in general conversation or at meetings as a slow, unreliable service is not going to tempt anyone out of a car. However, it still seems to be very time consuming to travel by public transport from north to west of the borough, eg a visit to 'Barnet' town hall in 'Hendon' is a very time consuming task by public transport, especially if a bus is needed from home to access the bus to Hendon.

Regarding parents taking children to school, this was a problem in the 1970s and still continues. The Council's attitude is a bit blinkered though. It must be remembered that the majority of parents drive to school because they are continuing that journey on to their place of work - and would not have time available to accompany the child to school by public transport/on foot, then return home the same way to begin their own journey to work. It must be remembered that being a working parent is extremely challenging and getting a child to school on time (and collecting) is a stressful challenge. Please don't make it even worse.

- Issue all correctly applied for permits and blue badges within 24 hours of receipt of the application.
 - Refrain from issuing PCNs for parking vouchers which do not bear the vehicle registration number but which are otherwise properly completed/scratched off.
 - Issue warnings for minor contraventions as the default position and only issue PCNs where a motorist has received two warning notices within the previous 12 months.
 - Insist on CEOs adhering to the same rules that motorists are required to follow – i.e. they should park any vehicle they use in the course of their duties in a safe and legal manner, clearly displaying a permit from the council making it clear that their vehicle has permission to park without payment.
 - Do not issue PCN's for infringements that occur after the event has finished for which a time-limited parking restriction has been put in place.
 - Publish regular reviews of the impact of parking enforcement on those with disabilities or who are otherwise vulnerable such as the elderly.
 - Make all decisions about challenges to PCNs (both at the informal challenge and formal appeal stage) by Council officers and not allow NSL to take any part in such processes other than to provide evidence (if required by a Council officer) and to dispatch the correspondence.
 - Publish all TMOs online within 7 days of their approval but in any event before they come into effect.
 - Issue a written apology and pay the appellant 50% of the amount of the disputed PCN when the appellant is successful at PATAS and deduct the costs of so doing from the fees of the contractor which incorrectly issued the PCN in the first place, or, if the error is related to an act or omission of the council, donate that share of the fee to a panel of local charities and charge it against the budget for official travel.
 - Ensure that no bailiff used in recovery has any connection whatsoever, direct or indirect, whether by shares or contracts, with NSL or Capita or any individual who provides services to the council whether personally or through a service company or as an elected member or council officer.
-

I believe there is a consultation taking place now to prevent footway parking.

You may be aware of the recent history of issues in Sellwood Drive, in which I spent 3 months receiving value less parking tickets and arguing with the council to revoke them. I also arranged a petition with all of the residents, to request that our road was again made exempt to the law as it had been previously. We did have a previous incident 3 years earlier, with random ticketing which again the council backed down on and revoked all tickets. However, after I again spent a ridiculous amount of time.

The upshot of the more recent issue was the road was painted with half a dozen parking bays, for guidance only and that no more tickets would be issued. These bays are badly marked random only on one side of the street, and about the size of two smart cars.

I've lived at 29 Sellwood Drive for over 14 years, and the residents have always parked on the footway due to the narrowness of the road. There is no other solution, and it is dangerous to not do this as emergency services can not freely gain access to the road. In addition the refuse collection vehicles, which is already challenging and several incidents have occurred even with cars on both pavements.

Please can some common sense be applied, myself and the residents have been put through enough stress. We live in a quiet culdesac and are respectful of each others parking needs, and also the needs of disabled and pedestrians who use the footway.

I look forward to hearing from you, and do not expect the first thing I know of the consultation outcome is a parking ticket or further marked bays.

Since the parking system was introduced my visitors and I have been patronised and made to feel like:

liars - 'have you REALLY used up all your visitor vouchers? If you want more you'll have to POLITELY write in to ask very nicely for more' - so you're controlling how many friends, visitors and builders I'm allowed(?!)

cheats - visitors have incorrectly scratched the wrong day or date on their visitor voucher resulting in a fine

criminals - the carpenter who attended my house for many days once put the visitor voucher upside down on the stack of vouchers that he had law-abidingly used throughout his time working for us. Or the incident where the voucher for another builder fell on the floor of his car.

Not to mention the time when my mother stood on my doorstep to hand something to me saying 'no dear, I won't come in as I'm

In a hurry' then turned around to see the parking attendant tapping into his machine. When I called the parking office and spoke to Christine I was told 'oh what a shame, why didn't your mother call you to tell you that she was coming, you could then have been standing on the roadside waiting with a ticket to hand over'!!!! I'm sure you will agree that this suggestion is quite ridiculous. I see that in your proposal there still is zero minute wait time before issuing the ticket. Surely a few minutes grace is more realistic.

As a resident living near to Barnet hospital, who charged huge amounts for their visitors to use their

car park, we could hardly ever park outside our own house. This was particularly difficult when returning home with bags of food shopping and 2 young children in tow. Since the hospital was not going to remove or reduce their charges we agreed to having parking restrictions put outside our house. This has resolved the problem, however now we live in fear of getting a parking ticket if we make one of the above errors. My friends and family can no longer call in for a couple of minutes to drop something off without needing a visitor voucher. Is this really how the system is supposed to work? For who's benefit - I would suggest that this is not really putting the community first.

You may also wish to know that after waiting nearly 2 months for my parking permit to come through and chasing up the parking team several times, it turned out that my permit was sent to a random address in zone H (I'm in zone C). Justine was very helpful in eventually sorting this out (after others before failed). During this time my husband had received his permit straight away but after approx. 2 months received a PCN(!) It turned out that his permit was also printed with zone H on it although his one managed to be sent to our house. My husband spoke to the parking office who said that they'd resolve the problem and cancelled the PCN but when Justine phoned me back, the same day, in relation to my problem, I was told that both our vehicles were still registered against zone H(!). We have now both received the correct parking permits - Twice(!).

Finally, last week, I received a letter notifying me that a payment for visitor vouchers failed to go through due to a problem with your system. I am going to query whether this was a legitimate letter from yourselves as it suggested to make a bank transfer to a co-op bank account? With IP fraud around us I am concerned that possibly this was a scam letter as something did not feel right about the quality and style of the letter.

So there's a brief summary of some of the problems I've had with your scheme and that I'd like you to take into consideration when visiting your new parking policy.

I do not tend to complain about anything however the headaches and trouble that this parking scheme has caused since it's introduction is, quite frankly, time consuming, stressful and a nightmare! ...but one that can easily be improved upon by genuinely "Putting the Community First".

I understand that the issue of parking on the footway is rearing it's ugly head again, this is getting beyond a joke. As you may not know this whole issue has cost me a couple of thousand pounds. I was so fed up with the whole thing I have had a driveway laid and paid the council a £1000 to drop the kerb. I feel that the residents are being harassed by Barnet council with this matter. It has only taken one person to complain about the parking in Sellwood Drive and the council have done everything in their control to sort it out without ever consulting the residents. The thing that gets me is the person who has complained is not even a resident of Sellwood Drive they use it as a cut through. They do not use the new dropped kerb to get to the alley way and do not even use the foot ways, they continue to come up the middle of the road causing their own log jam.

Points

1. Parking pays are too small for an average car.
2. Not on both sides of the road
3. No one uses the new dropped walk way.
4. We still have issues with large vehicles trying to get through.

5. Footway becomes smaller on a Tuesday as it is bin day.

I would like to take this opportunity to add my thoughts on the below, and believe I speak on behalf of the residents;

1. It looks like the Council will no longer exempt roads, to allow parking on the footway.
2. The parking bays are being introduced, so the residents park in an appropriate manner.

My concerns are;

- (a) There will not be enough parking bays to fullfill the needs of the residents.
- (b) This then opens up the residents to parking tickets.

Therefore, I sincerely hope that the plans are going to be shared with the residents before any further work is physically done in the street. The last lot of plans that were executed were a complete waste of time and money, and showed the lack of common sense / courtesy applied to the situation.

I would be very pleased if we could keep in touch to keep a sensible communication going, the last saga was very unsatisfactory. You can probably understand my frustration when attending a Council meeting, the advice I was given was to park elsewhere. Not to mention my 7 tickets, and several reminders all for £0 - I'm sure you would agree a waste of the Council's and residents money.

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Consultation on the draft Parking Policy
for the London Borough of Barnet

Report

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London Borough of Barnet

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Background and Objectives

Alpha Research consulted local residents and businesses in 2013 and early 2014 regarding parking in the London Borough of Barnet. This helped to inform a draft parking policy drawn up by the Council.

The draft parking policy has been reviewed in a further consultation, which is the subject of this paper. In October 2014, Alpha Research conducted three group discussions, involving resident parking permit holders (half of whom were involved in bringing a judicial review against the Council in 2013 regarding parking permit and visitor voucher prices), disabled residents and new or expectant mothers.

This piece of research sought in depth the views of these residents to inform the final parking policy. As well as overall views on the draft version of the policy, particular issues were explored such as:

- Parking on footways
- How parking prices and permit prices are set
- Disabled parking
- Parking near schools
- The enforcement of persistent offending and non payment of fines

Examples of discussion guides and recruitment screening questionnaires are appended.

Management Summary

- The preparation by the council of a formalised parking policy was welcomed
- The draft policy was seen as inaccessible (long and complex) for residents and too vague in places to be practicable
 - a summary and an indication of council priorities for action was called for
- Demand-led town centre pricing for parking was acceptable, albeit as long as it did not make parking restrictions more complex or inconsistent than they currently are
- Tiered residents' parking permit prices were thought to be an administrative headache, but if introduced then the most acceptable criteria were seen to be the duration of the restriction or the length of the vehicle
- It was recommended that a yearend surplus be reflected in reduced permit prices in subsequent years
- Three permits per household, where each additional permit is more expensive than the last, was acceptable
- The policy was seen to explain in detail the process of *set up* of controlled parking zones (CPZs), but the procedures for *review* and change of existing CPZs was less clear
- The electronic parking map was welcome, ideally with a paper version in due course
- Consistency, visibility and clarity of signage was of significant concern, not felt to be given sufficient attention in the policy
- Clearer policies regarding parking on single yellow lines; near junctions; and how more parking would be provided in the borough, were also desired
- Multiple payment options for parking were preferred, but credit card (especially contactless) machines were favoured if only one option was available
- Restrictions in particular localities were suggested for review
- Residents want more information regarding CCTV before they decide if it should be used more (e.g. installation and signage costs; how footage would be monitored and how enforcement would work)
 - the use of CCTV near schools was contentious

- There was consistent support for footway parking where it does not damage the pavements or detract from pedestrian safety, especially for those with buggies or wheelchairs
- The dropped kerb policy was cautiously welcomed, as residents were concerned about the cost and the loss of front gardens for little or no gain in parking allocation
- The administration of the Blue Badge scheme and the set up of disabled parking bays were felt to work well
 - wider enforcement of fraud was welcomed
- The policies for *review* of established footway parking and disabled bays were less clear, and the council were seen to be slow to change existing restrictions
- Proposed enforcement options with regard to persistent evaders were welcomed
- Residents would like this paper to be made available in the public domain

Findings

Overall views of the draft parking policy

Participants in the group discussions recognised that parking is an important issue in the borough and were in support of a formalised parking policy.

Looking around, most of the road rage is to do with parking, "I got here before you", blah blah blah, ridiculous. To mothers with buggies, it's no fun.

Respondent with disabilities

A small minority of the 25 individuals we spoke to believed the draft parking policy indicated that the council was keen to be more transparent and flexible in approaches to parking in the borough.

I think it's a very positive move, I think there are lots of good ideas in this...I won't say it's perfect but there are lots of things here about perhaps being more flexible about the costs ...I think there's some very good things about changing the CPZ rates, maybe looking at one hour, doing things that other boroughs do.

Permit holder JR (Judicial Review group)

However, most were concerned that the document was too long and turgid to be accessible to the general public. It was observed that it is 'woolly' and does not provide enough definite or actionable policies, or indicate the Council's priorities for attention. Of most concern, particularly amongst the participants in the consultation who had been involved in bringing about the judicial review, was that little improvement would result:

If this is adopted for the next five years and no change is made to it, it's not going to be very helpful at all, especially as they don't have to review it, they're just putting in they might look at it, they might not do anything about it. There's a great reluctance to change anything and the council officers, well they're going to try and move to whatever they're currently doing at the moment.

Permit holder JR

There was a perception (mainly, but not solely, amongst residents involved in the judicial review) that the council does not give sufficient credence to residents' concerns about parking. For example, some were disappointed that the policy did not have a stronger stance on road safety or environmental issues, such as reducing the use of cars (e.g. by including provision for car club parking bays, or encouraging car sharing). It was recognised that to do so it might need to cross-reference policies for transport or planning, but it was unclear in its current form how the policy might facilitate, adopt and enforce new initiatives.

[Barnet Council]'re very, very conservative in terms of how they go about managing parking and congestion, so you do not have a single car club parking bay in Barnet, you do not have speed bumps in Barnet, even outside schools although residents are calling for them, you do not have simple systems to ease congestion in roads because of the mantra of the free-flow of traffic is everything.

... there was a huge battle to simply have a barrier outside school gates, which anyone would think would be uncontroversial, it took a load of campaigning and marches and local newspapers engage for that simple measure to be done and I suspect we'd have a long fight in the county where it absolutely makes perfect sense and I know in Haringey, Islington or Brent, absolutely that would be done, have that sort of sensible measure.

Permit holder JR

If you're going to really go for road safety, you have got to really think probably with a much more stringent, streamlined policy document to deal with that, rather than to try and muddle it with, this is trying to do too many things, the parking issues throughout the borough are sensitive, difficult, completely different as you go round the borough and we've heard that all this evening and there are different pressures and different issues and they all need treating not one cap fits all.

Permit holder JR

[The draft Parking Policy] is nonsense, all these things are just words, there's nobody to enforce this, this whole document is rubbish without somebody to enforce it because council officers will do what they like and there's no specifics in this document about the way they do manage of the things in here. They're all arbitrary, they're all left to council officers, there's not enough technical detail in here.

Permit holder JR

Setting parking prices

Town centres

There is an appetite for free, short term parking amongst residents. Many decried the cost of being a motorist and car owner, through road tax, insurance, fuel etc. It was hoped that, where possible, there could be free parking near shops for between 10 and 30 minutes, to allow for quick trips to pick up one or two items. However, this would only be welcome if Pay by Phone was not required for the purpose.

It was observed that the Broad Walk shopping centre in Edgware; Brent Cross; and some Hertfordshire towns all operate longer term (up to a couple of hours) free parking policies and it was perceived that this leads to more custom and greater prosperity in town centres, which in turn would lead to more business rates being paid to the council [albeit via central government]. It was understood that there would be set up and enforcement costs for free parking, but some would rather pay an annual charge (e.g. in the form of a higher council tax) to have a permit to be able to park for free in the borough.

The draft parking policy was seen to support more local flexibility over parking charges, depending for example on levels of demand. The target of 85% occupancy seemed sensible to participants, and there was some support for demand-led pricing, as long as what was seen as an already complex and variable system does not become more confusing. Respondents were generally either indifferent to more variation or called for more, rather than less, consistency.

I wanted to ask, how does this differ to what's in place now because it seems so, this non-unification across the whole borough, it would make much more sense to have an hour's parking is thruppence ha'penny, two hours is this, the first hour is free, unification across the borough so it doesn't matter whether where we are, it doesn't matter whether we're compos mentis or not but we know in those areas, that's how much we pay for parking and that kind of thing.

Respondent with disabilities

There's no reason why one street in the borough should cost any more than another, you're parking in the same borough, doesn't matter if your house is more expensive than somebody who lives 5m down the road, you should be paying the same price to park in the high street as the next person does in theirs, it's one borough!
Mother of baby

One respondent argued that quieter town centres may become even quieter if the parking became cheaper, as people would park for longer and the availability of parking might drop from its current levels.

Resident parking permits

There were calls for residents parking permits to be free, or capped at a lower rate, such as £15 per annum:

It does irk me that they charge for it, I'm paying an awful lot for council tax, there's absolutely no reason why they couldn't give me a free permit for my street or for the two streets either side because your permits only cover a very small area that you live in, so there's no reason they couldn't give a free one and if you need a second one, you pay for it because yes, there are a lot of two car families but I can understand if you need to pay for a second but if I'm paying a fortune for council tax and living in the borough, there's no reason I should have to pay for a permit, to park outside my own front door.
Permit holder

The proposal for tiered permit prices met with a little approval, but many thought it could be administratively burdensome and perhaps consequently costly for the taxpayer.

When the CPZs first came in, they were relatively straightforward and very simple in the way that they worked ... if the parking zone system was worked out properly in the first place and these were reviewed and interrogated properly, you would be getting good parking quality, umpteen days of the week. You're

not. So that is the fault of the system. I would still stick to the standard charges because if you're not careful, you will employ more people to do the same job and cost more money

Permit holder JR

Adding another level of bureaucracy to what is already a bureaucratic thing

Permit holder

Specifically, setting permit prices depending on duration of the restriction was a little contentious, especially for those residing in zones with longer periods reserved solely for residents. However, it was recognised as an administratively straightforward option, compared with working to criteria based on emissions or levels of congestion.

Using emissions or road tax bands was seen to be in use in other London boroughs, but not regarded as particularly fair way to set permit prices, as a higher tax band car was seen to be a necessity for larger households and road tax already reflects emissions. It was also questioned how the council would account for owners changing their cars.

Basing prices on the level of local congestion was seen to be the most complex solution and carried little or no appeal.

The only alternative criteria suggested was to use the length of the vehicle, for this represented how much parking space would be needed.

The possibility of the council having a surplus at year end was raised. The judicial review group were quite clear that revenue could not be sought when setting prices, but that a surplus may result which could be allocated to certain, parking-related functions. It was suggested that any such surplus should instead be redistributed to the permit holders by way of a reduction in permit prices in the following year.

Numbers of permits permissible per household

The current limit of three permits was felt to be acceptable, although one or two respondents thought that there “does not need to be a cap as it should be self-regulating” i.e. if there is insufficient parking available and each additional permit is more expensive, then owners would be discouraged from purchasing additional cars.

Participants in the consultation largely supported an increased price for additional permits in a household.

It's part of the luxury of owning a second car

Permit holder

The current tiers were thought unlikely, however, to act as a disincentive to owning additional cars. There was some call to move to steeper increases, for example by using an exponential system, whereby the second permit costs twice the price of the first permit, the third costs twice as much as the second, etc.

It was queried whether the policy accounted for houses of multiple occupation. If, for example, a house has been split into a number of bedsits, it was unclear what the pricing system would be for parking permits.

Controlled Parking Zones

Set up and review

The draft policy sets out the current processes for setting up controlled parking zones (CPZs). Participants were keen that the process is kept as simple as possible, involving transparent consultation with local residents on straightforward choices. For example, there was some perception that there is insufficient publicity of proposed changes to parking restrictions.

Although the policy does specify the process for *set up* of a CPZ, more clarification is sought on the facility and process for *review* of CPZs, to identify changing patterns of usage or needs of residents in a particular zone. It was felt at present to be difficult to change an existing CPZ.

I think that everybody who lives in a CPZ should be given a regular opportunity to say they want to stay in it or they don't, we were given a consultation in Durham Road which was manifestly ill managed, we didn't go for it and then we got half of it, half of Durham Road was put in the CPZ, half was not and then in order to make it neater, the borough decided to put the whole of the road into it because it made more sense from their point of view. And I think the whole thing is totally anti-democratic, they pretend to be consulting people and they don't and I think everybody who lives in a CPZ should have the opportunity, on a regular basis, to say they want to stay in it or they don't want to stay in it.

Permit holder JR

Once you've got a controlled parking zone, you can never get rid of it, ever, once they've got it all done, you know and I don't know what basis they do it on, I think it was a sort of house to house? But once you've done it, you can't get out of it, you're stuck with it.

Permit holder

Parking map

There were calls for more prominent markings on roads and signs for drivers as they enter an area with different restrictions.

It's best to just have a line marked on the road when restrictions change

Permit holder JR

A parking map is due to be released by the council in the new year, in electronic form. It was welcomed that the council was intending to make parking controls more consistent across the borough. However, it was suggested that this should be possible without a map and noted that CEOs should have this information in full already.

That information is already there and that resides with our CEO people, how the hell, what do they work on? What document are they working on? So that information is already there, so for them to now just say "Oh yes, we're going to make sure that all these anomalies are flagged up" is somehow disingenuous I think.

Permit holder

Although the map was seen to be a useful development, it was noted that some would prefer, or only be able to use, a paper version.

Suggestions for improvement

In general, the policy did not reassure participants that signage around the borough will become more prominent and less confusing. At the moment, it was felt that it was often possible in the borough to unintentionally park unlawfully, because restrictions are not consistent, can change without clear reason and are not well signposted.

I was trying to park today and there was something saying, "Parking permits only for events", what are you talking about? Event parking, I mean it's very difficult, I didn't park at all because it's better not to, they're feral, the traffic wardens around here. So it would be very nice if you could say, can you make it absolutely clear when you're allowed to park and when you're not. Footway parking or no footway parking, it applies to everything across the spectrum.

Permit holder

For example, single yellow lines cause confusion as their meaning was variable. It was hoped that the parking policy might address this.

Single yellow lines near traffic islands have resulted in legally parked cars obstructing buses to the extent that they have to cross on the wrong side of a traffic island to get past. Similarly, respondents were worried about the dangers of bus stops marked in zigzag areas (e.g. Chipping Barnet, East Barnet)

It was hoped that the final policy would be clearer too about enforcement against parking on corners and junctions, regarded as quite dangerous yet not currently enforced.

One hour morning CPZs came in for criticism because they fill up very quickly once the hour restriction is over.

There was seen to be little in the document about freeing up more parking capacity in the borough, for example through:

- partnership with large stores that have private car parks, to provide extended free or cheap parking to allow their customers to use other shops and facilities nearby
- increased parking allocation in new housing developments
- reserved spaces for those attending doctors' surgeries

Many were keen to discuss methods of payment, with Pay by Phone remaining an unpopular option, as seen in the first consultation. Multiple options at each site would be preferable, but

of the individual options, credit card machines, especially if contactless, were favoured. Some, however, stressed their desire for a return to cash meters.

You get so many people actually telling me they're not coming to shop in Barnet because they don't want to put their credit card in and they don't want to stand there with a phone in their hand, just put some money in. Okay, somebody has to go and empty it out again but it does bring people in when it's easier to park.

Permit holder

Alternatives suggested included a permit which can be topped up periodically rather than every time you park (like an Oyster card), or the use of vehicle registration identification cameras.

Specific areas

The use of CPZs around stations was well supported. Of the borough stations which do not have CPZs, Oakleigh Park, West Hendon and Colindale were recommended for the introduction of measures to deter commuters from parking.

Near the [Oakleigh Park] station, there's no parking, there's no station car park so you have a scenario where people using the station, will park in...the residential roads, which when I was working (I'm a new mummy) when I used to come home at lunchtime and in the evenings, we'd have to try and find a parking space because all the people who work in town would then be parked there.

So negotiating now buggies and shopping and things, if I can't park outside which is ideal, I have to find a space to park and then try to negotiate baby, buggy, shopping and goodness knows what. Not good.

New mother

Conversely, it was argued that some centres and shops do benefit from no restrictions (e.g. shops near Burnt Oak station). Indeed, the policy was seen to address shopping areas

separately from areas near stations, yet there are a number of stations which have shops nearby.

It was hoped that the following localities may be prioritised for review:

- Golders Green (Sunday restrictions desired, to discourage long term parking and encourage shoppers)
- North Finchley (felt to be difficult for shoppers to park)
- Cricklewood Broadway (call for restrictions to be relaxed to encourage visitors)
- North London Business Park (roads nearby used by those working at NLBP, which has pay and display parking)
- Brent Cross (roads nearby perhaps do not need to be restricted as the shopping centre has free parking)
- Consider making Raleigh Rd; Nether Road; and Booth Road one way only (or allow parking on one side only)

CCTV

The policy was seen to endorse the increased use of close circuit television (CCTV) to enforce parking. The cameras were seen as an efficient way to enforce parking infringements and act as a deterrent, for example where cars park on yellow lines whilst the driver remains in the car. It was hoped the Congestion Zone model could be adopted in some way i.e. where the number plates of parking cars are identified to charge the driver remotely.

There are people that, certainly in our road again, one of them will sit in the car so they know they won't get a ticket while everyone rushes off to McDonalds and gets their McDonalds for half an hour and they sit there and eat it.

Permit holder

However, a minority were concerned that cameras invaded privacy and were an unreliable way to enforce parking (e.g. perceiving that cases are sometimes difficult to prove or cameras are not switched on). Others questioned whether they would be accompanied by straightforward and visible signage.

Why do we want to give them yet another tool to oppress us even more?

Permit holder

It was hoped that the council would consult further on greater use of CCTV, and when doing so provide information on the installation and signage costs; monitoring of footage; and proposed enforcement policies, to enable residents to make an informed decision here.

The use of CCTV near schools was contentious, even in clearly marked stationary camera cars. It was accepted that more needed to be done to reduce congestion and the dangers of irresponsible parking near schools, but it was hoped that more efforts could be made by schools and the council to encourage car sharing and alternative transport to schools.

It's not fair because of where the school is and obviously public transport doesn't serve it well but the parents park anywhere and then they do their U-turns, they block traffic and it's just dangerous.

Pregnant female

For example, one school had reduced problem parking by listing in newsletters the registration numbers of cars parking inappropriately.

Footway parking

There was general support of footway parking where appropriate, to ease congestion and improve safety, for example where it did not impede pedestrians, especially those with wheelchairs or buggies. It was, however, expected by some that this would come at a cost.

I think [footway parking] is a good idea and where I've seen it, it does seem to work and the roads seem to be substantial enough as well so there's moveability for cars, pedestrians and drop down kerbs as well for people, so I think it works and if it could be achieved in more places, I think that would be better but appreciating that they've got to look at maintaining the pedestrian walkway, pipes and services and goodness knows what so there'll be a charge, increased revenue to expect.

Mother of baby

Participants were clearly not in favour of informal amnesties over footway parking, much preferring a transparent and consistent enforcement, accompanied by clear signage.

The whole basis of any form of administration by a local authority is consistency.

Permit Holder JR

The process of setting up footway parking for a road (as detailed in appendix 13 of the draft policy) was seen to be laborious. Instead, a general consultation was recommended to gauge overall support for footway parking (that meets specified criteria) in the borough. If there was overall approval, the council could identify the roads that meet the criteria and move forward with setting these up once a period of publicity and public consultation has occurred.

It was felt that the council had been hasty in issuing Penalty Charge Notices to those parking on streets where footway parking appeared to benefit traffic flow without causing obstruction on the pavement.

[On one street] residents starting parking half on and half off, which worked. [The Council] could see that it worked, but the traffic wardens decide to go in, make their money, start ticketing people and the whole system shuts down and now nobody can park there.

Wouldn't it have been simpler to say "mmm, what was working? Oh look, let's do half and half." There's no consistency and no justification for anything because now, nobody can park in that street, no use to anybody when actually there is an easy way for that to work.

Respondent with disability

Dropped kerbs

The participants cautiously welcomed the inclusion of a policy with regard to dropped kerbs. They were worried about the loss of character in streets where front gardens are lost and questioned the merit of approving dropped kerbs if no additional parking spaces result (i.e. if only one car can fit on the driveway).

It was suggested that owners could be allowed to park on street across their own dropped kerb, on the understanding that safe crossing points remain for wheelchair and pushchair users. Enforcement practices would need to be adapted to account for this.

It was also stressed that the drive must be big enough to accommodate the owner's car, so that cars do not overhang and obstruct pavement users.

The cost to the applicant was thought to be excessive (costs for initial consultation plus £3000 was quoted). It was also hoped that the Council could be quicker to act on dropped kerbs, particularly where they need to be reviewed.

There were two parking spaces outside my house for many years, one I used to park in and one next door used to park in, then there was a change of owner and they wanted a dropped kerb and a run over, that space was lost and it was supposed to be replaced and I have asked the council when are they going to replace that lost space, that's three years ago and it hasn't been replaced, so one less space in the road.

Permit holder

Disabled parking

No problems had been encountered with the Blue Badge Scheme, or liaison with the Assisted Travel team at the council. It was seen as a straightforward and equitable process. Participants were, however, well aware of the fraudulent use of Blue Badges and were pleased to see the proposed enforcement options in the draft parking policy.

Similarly, (with one exception from a respondent denied a bay upon application) the application process for a disabled parking bay was not criticised. Able bodied drivers were known to park in disabled bays and greater enforcement powers would be welcome.

Removal of bays was felt to take too long. For example, a bay remains on Puller Rd which has been empty for some time.

A friend of mine whose husband died a couple of months ago and she's been trying to get rid of the disabled bay but it's still there.

Permit holder

Persistent evaders

The proposed enforcement options for persistent offenders were welcomed. However, it was inferred from the policy that it is currently possible to get away with not paying fines.

Next steps

Participants welcomed the opportunity to participate in this consultation. Those who were involved in bringing the judicial review were keen to have sight of this paper and requested that it be made publically available.

Appendices

- Method, Fieldwork and Analysis
- Recruitment screening questionnaire
- Topic Guide
- Respondent letter

Method, Fieldwork and Analysis

Discussion guides were prepared by Alpha Research and agreed with Barnet Council.

Recruitment was undertaken on-street by Alpha Research recruiters and by email amongst those who were involved in the 2013 Judicial Review. Letters were given to all those who agreed to participate.

Three group discussions, lasting around 90 minutes each, were held in October 2014. The fieldwork involved 25 people from right across the borough, with a good spread of demographics. The discussions were moderated by Derek Mitchell, Director of Research at Alpha Research.

The groups participating were:

Date	Venue	Participants
23/10/14	Hendon Town Hall	People with a disability Mothers of children up to one year old Pregnant women
23/10/14	Hendon Town Hall	Resident parking permit holders
28/10/14	Hendon Town Hall	Resident parking permit holders involved in 2013 Judicial Review

An example screening questionnaire used for the recruitment is appended. This indicates how the respondents were selected to be in line with the demographics of the area, in terms of age, ethnicity, disability, postcode area and sex.

The sessions were digitally audio-recorded and listened back to in full. During thematic analysis, quotes were selected from the recordings which were seen to be indicative of wider feeling. These have been used where appropriate in the reporting.

Yes 1 **NEED TO RECRUIT 1-2**
 No 2 **NEED TO RECRUIT 7-8**

7. Record Sex

Male..... 1 **NEED TO RECRUIT 3-6**
 Female..... 2 **NEED TO RECRUIT 3-6**

8. Recruit to **Thursday 23rd October@ 7.0pm group**

EXPLAIN ABOUT THE SESSION TO BE HELD, STRESSING:

- a. IT WILL BE INFORMAL AND CONFIDENTIAL (FEEDBACK FROM INDIVIDUALS WILL REMAIN ANONYMOUS)
- b. 9 RESIDENTS ARE BEING RECRUITED FOR EACH DISCUSSION
- c. NOT REQUIRED TO ANSWER ANY QUESTIONS THAT DO NOT WANT TO

RESPONDENT'S NAME: _____

PERMIT ZONE: [please get no more than one person from any one zone]

EMAIL ADDRESS [ESSENTIAL-FOR SENDING CONFIRMATION AND COPY OF THE PARKING POLICY]

ADDRESS:

POSTCODE

DAYTIME TEL: IF AVAILABLE

HOME/ MOBILE TEL:

Declaration

I declare that this questionnaire was conducted according to the instructions given; in accordance with the MRS Code of Conduct and that the respondent was unknown to me at the time of the interview.

INTERVIEWER'S SIGNATURE: _____

PLEASE PRINT NAME: _____

DATE: _____

Please remember the following basic rules:

- 1 Respondents should not know each other.

- 2 Respondents should be aware that the session will last 80-100 minutes and that they should arrive promptly.**
- 3 Respondents should be aware that the session may be audio taped.**

Declaration

I declare that this questionnaire was conducted according to the instructions given; in accordance with the MRS Code of Conduct and that the respondent was unknown to me at the time of the interview.

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Please remember the following basic rules:

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Example Topic Guide

J9708 London Borough of Barnet

Parking Policy Focus Groups

Topic Guide

Objective

To consult with residents about Barnet's draft Parking Policy, to gauge stakeholders' views in depth to help inform the final policy. To explore particular issues, such as:

- Parking on footways
- How parking prices and permit prices are set
- Disabled parking
- Parking near schools
- How those who persistently offend and do not pay fines

Introduction (10 minutes)

Introduce self.

Explain about research, confidentiality, audio recording.

Explain rationale for project - a draft parking policy for the borough has been formulated this year, which has been informed by earlier consultation with local residents and businesses.

Various streams of work are ongoing at the council to look at and improve enforcement procedures, parking prices, payment methods and controlled parking zones.

Looking today to cover the following:

- Views on the draft Parking Policy
- Parking in town centres and outside schools
- How CPZs are set up, and processes for deciding the price of parking permits
- Footway parking
- Disabled parking
- Persistent evaders

The draft parking policy presents what the priorities are for review and what approaches are going to be used. We are interested today in your thoughts on some of the processes and

methods being proposed to decide on parking restrictions, enforcement and prices, and you may give your feedback on particular centres or streets in the borough where you feel that parking restrictions might need revisiting. We are not, however, looking for feedback today on how much parking or parking permits should cost.

By way of introduction, ask respondents to pair off, find out what their partner feels most needs changing about parking in the borough, and then introduce back to group.

Overall (spontaneous) views on draft Parking Policy (10 minutes)

Gauge how much participants have read the policy since being recruited for the group.

Before we talk about certain aspects of the parking policy, do you have any overall comments to make about it?

- how well does it address what you regard as the most important issues regarding parking in the borough?
- were there any parts which were not very clear to you?
- is there anything in particular that you welcome about it - any real *positives* for parking the borough?
- in what ways, if at all, does it not go far enough?

Do you have any comments on the first couple of sections - the policy framework, the introduction and the objectives - which explain what underpins the policy? (pages 6-15)

- the introduction gives background on current and predicted road usage, congestion; travelling to school by car; accident prevention; journey times and air pollution. Do you have any comments on this information e.g. are there any surprises there, or other information you would like to know?

It is perhaps worth keeping the objectives in section 3 in mind as we consider the rest of the policy.

Section 4 - Parking Provision (30 minutes for JR/CPZ group; 10 minutes for other group)

Section 4 looks at the different options available for long and short term parking in the borough and how these can be combined most effectively. For example, deciding on the charges for parking based on usage, where the highest rates would be where there is a lot of demand. How do you feel about this tiered system in operation?

- or the use of limited periods or 'no return' policies e.g. near parades of shops?

Barnet says: that it will be using electronic tools whereby we will pilot in one area the demand of paid for and free parking. From this we will understand better the type and frequency of demand for a particular area which will give us the ability to understand A) the demand for parking and B) the financial impact that offering free parking may cause.

Then they will be able to properly analyse exactly the demand for parking to set free and paid for parking charges to find the right price to increase turnover of visitors in town centres. This will not happen overnight but they say that they cannot simply introduce a free parking policy as the financial impact is too much to burden the council with and subsequently penalises the general fund and non-car owning council tax payers.

Do you have any comment on this approach? *Probe fully*

[JR GROUP ONLY] Did you notice the section at the top of page 18 regarding how local authorities not being allowed to set charges with a view to raising income or setting targets for revenue. Do you have any comments about this section?

- is the wording unambiguous?
 - is it an accurate reflection of the legislation as you understand it?
 - any views re the explanation of how a surplus could be used
- [Appx.5;bullets a-f]

[KEY QUS. FOR JR/CPZ GROUPS] I'd be interested to hear your views on section 4.2.2. Currently, the Council has a flat fee for permits and vouchers, but is considering a variable fee depending on one or a number of factors, namely:

1. the duration of the restriction
2. the amount of congestion locally
3. the environmental impact e.g. emissions of the owner's vehicle
4. the number of permit holders in the household

What do you think of using these criteria to decide the cost of the permits and vouchers?

Discuss each in turn

- which should be used, and which would you recommend not using? Why?
- are there any practical limitations of using a variable charge like this?
- what advice would you give to the council on how they could implement a variable ?

[KEY QUS. FOR JR/CPZ GROUPS] Do you have a view on the number of parking permits that should be allowed per household? [After spontaneous comment, explain that current limit is 3, (£40, £70, £70) but LBB considering up to 5 per household]

- how much do you agree or disagree with higher charges for additional permits?

Section 6 - Parking Control (15 minutes)

This section discusses the use of restrictions like controlled parking zones (CPZs), yellow lines, loading bays and school keep clear markings.

6.4 and 6.5 discuss how CPZ areas are identified, set up and reviewed (e.g. extended, reduced) - do you have any comments about this? (Also summarised in Appendix 7)

- e.g. the processes of statutory/ informal consultation and parking surveys used?
 - is there a need to devise corporate standards for consultation, as suggested at para 2/3 on p.24?
- any views on the areas near stations where CPZs are not in place? (Para 4 on p.22)
- any views on reactive set up of CPZs like in Garden Suburb? (Para.5 on p.22)

Any comments re 6.6-6.13, especially with regard to how the Council monitors compliance (6.13)?

The Council states that: Barnet Council has conducted a borough wide survey of all signs and lines and enforcement including CPZ's. These are currently being plotted on a GIS map (ordinance Survey) so that they can manage their traffic management orders better.

This will also give information to a customer portal website so that for the first time ever customers can view all of our enforcement restrictions, parking bays pay and display machines etc. on a map. They will also be able to view the impact of any changes in restriction on a map in the form of current and planned with a toggle view. Customers will be able to send their consultation comments through the website and it is also smart phone friendly. Customers will be able to search the tariffs and times of pay and display bays across the borough.

This is planned to be live for the start of the new year.

What are your views on this? *Probe fully*

Are there any particular areas, centres or streets where you feel the parking systems could be changed for the better?

Section 8 - Enforcement (15 minutes for JR/CPZ groups; 30 minutes for other group)

Moving on to Section 8 (Enforcement), it's perhaps worth first pointing out the aim of enforcement, explained in the first paragraph of section 8.4.

(a) I'd be interested to know your views on the **increased use of CCTV**. In Section 8.7 in the bottom paragraph of page 31, the Council proposes to increase the use of both static and mobile cameras. For example, parked CCTV cars to enforce parking around schools (8.9, last para.) are favoured.

- what are your views on the use of CCTV cars to enforce parking around schools?

(b) [KEY QUESTIONS FOR DISABLED/ PREGNANT RESPONDENTS AND PUSCHAIR USERS] 8.10 and 8.11 detail the policy for **parking on footways**, which is allowed (within strict criteria) on some roads. Appendix 13 details this further and the Council intends to be much more transparent about where this is permitted and where it is prohibited.

What are your thoughts on footway parking?

- Under what circumstances is it appropriate - where should the Council allow it?
- When should it not be allowed - are there places in the borough where it currently is allowed but you think it shouldn't be?
- Any comments on the approach for reviewing footway parking (bullet points p.60)?
 - If council/ residents feel a street is suitable, then consultation takes place to see whether bays should be marked
 - Priorities for review (bullets p.64)
- Do you have any particular roads you would like to see reviewed for footway parking?

(c) [KEY QUESTIONS FOR DISABLED/ PREGNANT RESPONDENTS AND PUSCHAIR USERS] 8.12 and Appendix 12 cover the policy for when people park over a **dropped kerb**, impeding access to properties or for cyclists, pedestrians, particularly wheelchair and pushchair users.

- any comments on this policy?

- Any comments re the exemptions? (detailed half way down p.65):
cleaning/ refuse vehicles, emergency vehicles, for picking up/ setting down, other vehicles with temporary consent

(d) **Persistent evaders** (8.16) could have the vehicle clamped or removed, or their permit refused or withdrawn until outstanding balances are cleared.
What are your views on this policy?

- *Probe for pros and cons, and other ideas to address persistent evasion*

Blue Badge Scheme (5 minutes for JR/CPZ groups; 10 minutes for other group)

[KEY QUESTIONS FOR DISABLED RESPONDENTS] Section 9 (and Appendix 15) cover the Blue Badge scheme. The criteria to qualify for a Blue Badge are not the subject of the consultation today, but the administration of the scheme by the Council is perhaps of interest.

- Firstly, the application process (detailed at the bottom of p.67) - any comments on this, or how this might be improved? (e.g. seeing the Assisted Travel team at Burnt Oak library or Barnet House)
- What about the set up ('Administration Charge' p.68) process, where identity documents are uploaded, a £10 admin charge is levied and Badges are provided within 10 days - any experiences of this (positive or negative) or suggestions for how it could be done differently?
- Any views on the actions that CEOs can take (p.37) if they suspect the Blue Badge is being illegally used?

[KEY QUESTIONS FOR DISABLED RESPONDENTS] The last section (9.3-9.6) and last appendix (17) detail the process for setting up and removing disabled parking bays. P.72 says how the applicant for a disabled bay must complete an application form; have declaration from their GP; have a vehicle registered at the address; and be in receipt of the correct component of the DLA. Then it must go to public consultation before decision is made.

- any comments on the process?
- what suggestions would you make to improve the process?

Summing up and moving forward (5 minutes)

Now we've discussed in some detail, what is your opinion of the draft parking policy written by Barnet Council?

What would be your priorities for changing, adding or improving to this document?

Check participants are satisfied that objectives on page 1 have been addressed. Thank and close.

Dear Sir/ Madam,

October 2014

Barnet's new Environment Committee is initiating a new Parking Policy and we want to hear your views on this. The policy outlines how the council plans to manage the pressures on the road network caused by Barnet's 145,000 cars – slightly more than one car per household.

Alpha Research Limited has been hired as an independent agency to run some informal group discussions, each run by an executive from Alpha Research and involving up to nine local residents. They will be held where disabled access will be available. The discussions will last about one and a half hours and participants' expenses will be paid.

We would like you to take part in this consultation. Please take the time to have a look at the draft Parking Policy before the discussion, which can be found via engage.barnet.gov.uk at http://engage.barnet.gov.uk/development-regulatory-services/parking-policy-consultation/user_uploads/parking-policy-12_08_2014.pdf

May I assure you that your contribution will be treated in confidence. You also do not have to answer any questions that you do not want to. Alpha Research will report findings on a general, rather than individual, level in a written report, a summary of which will be made available publicly by the Council.

If you have any queries regarding the consultation, please contact me on 020 8359 2230 or email me at paul.millard@barnet.gov.uk. If you have any queries regarding Alpha Research or about the arrangements for the groups, please contact Derek Mitchell on 01844 260248.

Yours faithfully

PMillard

Paul Millard, Parking Improvement Project Manager, London Borough of Barnet

**Many thanks for agreeing to coming along to a group discussion at:
Committee Room 1, Hendon Town Hall, The Burroughs, Hendon, NW4 4BG
at:
7.0pm on Thu 23/10/14**

We look forward to seeing you there.

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Equality Impact Analysis (EIA) Employee and Resident/Service User

Please refer to the guidance and initial joint Equality Impact Analysis before completing this form.

1. Details of function, policy, procedure or service: Draft Parking Policy	
Title of what is being assessed: Parking Policy	
Is it a new or revised function, policy, procedure or service? Revised following public consultation	
Department and Section: Commissioning Team, Parking Improvement	
Date assessment completed: 5-11-2014	
2. Names and roles of officers completing this assessment:	
Lead officer	Paul Millard
Stakeholder/Protected groups	Blue Badge Holders Mothers with children up to 1 years Residents Businesses Pregnant mothers JR Group CPZ Holders
Representative from internal stakeholders	EQIA Officer
Representative from external stakeholders	Blue Badge Holders Mothers with children up to 1 years Pregnant mothers JR Group CPZ Holders
Delivery Unit Equalities Network rep	Lesley Holland
Full description of function, policy, procedure or service: Draft Parking Policy Driving and parking in London is a highly emotive subject, with the demands of the motorist to get their destination quickly and parking easily competing with need for better air quality, pedestrian safety, traffic control and a finite supply of parking spaces.	

The London Borough of Barnet's Parking Policy seeks to balance a number of these conflicting demands and priorities. In acknowledging that Barnet is a diverse borough with complex traffic and congestion matters our Parking Policy does not offer a "one-size fits all" solution.

The borough's road transport emissions are currently among the highest in London with exhaust emissions from standing traffic being a major contributor to air pollution which is damaging our health. Unusually for a London Borough we have a high number of town centres which we aim to keep vibrant and diverse and encourage people to visit. We also have a population that has on average over one car per household and who want to park easily and near their home.

Our aims are to: -

- keep traffic moving,
- make roads safer
- reduce air pollution,
- ensure as much as possible that there are adequate parking places available on the high street and
- that residents can park as near as possible to their homes.

To support these aims we need robust traffic management for our road network and effective but fair enforcement. We acknowledge that the availability and pricing of parking has an impact on attractiveness of our town centres and so plan to set different prices for on-street parking across the borough.

This builds on a review of high street car parking undertaken from late 2012 where new prices and where possible, some free short stay parking areas have meant parking numbers on the high street have increased. The Council needs to ensure there is a steady turnover of motorists to support local trade. If shoppers drive to their local town centres to discover that there is nowhere to park, they may not return.

In order to ensure a steady turnover of parking spaces in our town centres we will set pricing to ensure spaces regularly become free for new shoppers. We are proposing that prices are set at a level that aspires to an occupancy rate of 85 per cent of parking spaces being on average occupied, meaning that on high streets parking spaces are available at all but the busiest times.

We have a number of Controlled Parking Zones and use them to not only ease congestion but aim to ensure parking is available for residents. These will continue to be used and enforced appropriately.

We aim to increase the availability of funding to implement traffic management improvements in and around our schools. This will include taking positive action to prevent any parent parking, promote car sharing and improve cycle parking facilities and will encourage more children to walk and cycle to and from school.

Equalities Impact Approach taken

An initial assessment was undertaken and full consultation report written. The outcome of that initial assessment was that there were some stakeholders and groups with protected characteristics that should be specifically engaged with through the policy consultation as they would be affected. These

are:

- Blue Badge Holders
- Mothers with children up to 1 years
- Pregnant Mothers
- JR Group
- CPZ Holders

Some of these groups were identified due to specific policy areas, namely moving traffic contraventions, school enforcement and footway parking. It was thought that the new policy may have a positive impact however to understand more, a set of focus groups were designed with representatives from each of these groups, who were invited to discuss the Parking Policy. A full report on these focus groups has been produced. The feedback from the groups was overall positive with some notes of caution around CCTV near schools which will be addressed when any implementation activities start. The results of the full public consultation splits out some of the comments from these groups and shows strong support for each area of the policy's aims, objectives and individual policy areas.

The Equalities Impact Assessment is considered to be completed but will be reviewed at each stage of future implementations of the policy.

3. How are the equality strands affected? Please take account of Employee Resident or Service user impact as appropriate. <i>Please detail the effects on each equality strand, and any mitigating action you have taken so far. Please include any relevant data. If you do not have relevant data please explain why.</i>			
Equality Strand	Affected?	Please indicate whether Employee, Resident or Service user and explain how affected	What action has been taken already to mitigate this? What further action is planned to mitigate this?
1. Age	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
2. Disability	Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>		Specific focus groups were conducted with this group to extract the policy will impact this specific group.
3. Gender reassignment	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
4. Pregnancy and maternity	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		Specific focus groups were conducted with this group to extract the policy will impact this specific group. Also included were Mothers with children up to 1 years was identified and they were invited to the focus groups as well.
5. Race / Ethnicity	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
6. Religion or belief	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
7. Gender / sex	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
8. Sexual orientation	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
9. Marital Status	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
10. Other key groups?	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
Carers	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>	Please assess Young, Parent and Adult carer.	

People with mental health issues	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
Some families and lone parents	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
People with a low income	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
Unemployed people	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		
Young people not in employment education or training	Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>		

4. What will be the impact of delivery of any proposals on satisfaction ratings amongst different groups of residents?

Satisfaction it would seem is most likely to improve for some groups with regards to the footway parking policy. Specific reviews will take place to make it clearer to the public through clear signage and marked footway parking bays, where safe to do so and where pedestrians can still pass and where the road is deemed too small to park on the roadside these areas will be covered. Furthermore those areas where the pavement is not wide enough, clear signage will be put in place to ensure the public know where they can park on the footway.

5. How does the proposal enhance Barnet's reputation as a good place to work and live?

One of the aims of the policy is to provide clear and understandable reasons to explain the purpose of the parking controls in place throughout the borough. This clarity should help residents understand the councils approach to parking and understand the actions it takes in this field, hopefully promoting Barnet's reputation as a good place to work and live

6. How will members of Barnet's diverse communities feel more confident about the council and the manner in which it conducts its business?

Due to the full 12 week public consultation, the open book approach to the draft parking policy it is hoped that residents will view our approach to the parking policy as a positive one and that we have listened to their views. The feedback from each resident will be fed into the implementation plan for the policy so that any specific areas of concern will be prioritised. We would hope that the approach taken gives the public confidence over Barnet's transparent approach to the Parking Policy and full consultation.

7. Please outline for Employees, Service Users and Residents what measures and methods have been designed to monitor the application of the policy or service, the achievement of intended outcomes and the identification of any unintended or adverse impact?

A full public consultation on the parking policy has been conducted. This included a public survey which all of the above groups could have responded to,, consultation with the council's Citizens Panel and focus groups arranged on the policy specifically with blue badge holders, pregnant mothers and Mothers with children up to 1 year.

The feedback of which has been used to recommend the implementation of the policy. If the policy is agreed and certain elements are implemented an EQIA will be carried out on each of the areas that are to be implemented i.e. Schools enforcement, footway parking. These will be carried at a much more detailed level than the overriding one for the policy as a whole.

8. How will the new proposals enable the council to promote good relations between different communities?

The policy does not aim to achieve this and there will be no impact with this area.

9. How have employees and residents with different needs been consulted on the anticipated impact of this proposal? How have any comments influenced the final proposal? P

It is considered that this will not impact employees. For residents small focus groups some of which were based on protected characteristics have been carried out with:

- Blue Badge holders
- Pregnant Woman
- Mothers with children up to 1 years
- Residents who live in a CPZ
- The group who initiated the judicial review relating to parking permit charges in 2012.

The full consultation report has been considered, this also also split out comments from the the particular groups. Strong support for the policy was found from these groups. Interestingly there was

stronger support from Mothers with children up to 1 year who drove to schools, for the CCTV enforcement than the average of all of the respondents.

There was specific comments from the focus groups for enforcement from blue badge group " desire for parking on corners/ junctions to be (more) enforced: v. dangerous if in wheelchair/ for buggies". This gives us confidence the policy will have a positive impact with this group through the implementation of moving traffic contraventions.

Overall Assessment

10. Overall impact			
<p>Positive Impact</p> <p>Employee <input type="checkbox"/></p> <p>Resident <input checked="" type="checkbox"/></p>	<p>Negative Impact or Impact Not Known¹</p> <p>Employee <input type="checkbox"/></p> <p>Resident <input type="checkbox"/></p>	<p>No Impact</p> <p>Employee <input checked="" type="checkbox"/></p> <p>Resident <input type="checkbox"/></p>	
11. Scale of Impact			
<p>Positive impact:</p> <p>Employee: Minimal <input type="checkbox"/></p> <p>Significant <input type="checkbox"/></p> <p>Resident: Minimal <input checked="" type="checkbox"/></p> <p>Significant <input type="checkbox"/></p>	<p>Negative Impact or Impact Not Known</p> <p>Employee: Minimal <input type="checkbox"/></p> <p>Significant <input type="checkbox"/></p> <p>Resident: Minimal <input type="checkbox"/></p> <p>Significant <input type="checkbox"/></p>		
12. Outcome			
<p>No change to decision</p> <p><input checked="" type="checkbox"/></p>	<p>Adjustment needed to decision</p> <p><input type="checkbox"/></p>	<p>Continue with decision (despite adverse impact / missed opportunity)</p> <p><input type="checkbox"/></p>	<p>If significant negative impact - Stop / rethink</p> <p><input type="checkbox"/></p>

13. Please give full explanation for how the overall assessment and outcome was decided

The initial EQIA has been updated to take account the consultation feedback. The feedback is recorded within various appendices attached to the main parking policy report that is to be presented to environment committee on the 18th November.

The overall feedback from this assessment has not led to any reassessment to the anticipated impact to these groups however, their involvement and participation gives us confidence that our proposals are appropriate to the needs of the diverse groups that this policy may impact.

Furthermore, the feedback from specific groups (where we anticipated an impact) shows strong support for the main aims and objectives of the policy and in particular moving traffic enforcement and footway parking enforcement which is reassuring.

We will review the EQIA following the outcome of the committee report on November 18th 2014 however we would not anticipate a change to the outcome.

14. Equality Improvement Plan

We will review the EQIA as each aspect of the policy is implemented but at this stage an improvement plan necessary and we will rely on this document as the overarching EQIA that will be used for each aspect of implementation of the policy.

1st Authorised signature	2nd Authorised Signature
Date:	Date:

Foreword

Driving and parking in London is a highly emotive subject, with the demands of the motorist to get their destination quickly and parking easily competing with need for better air quality, pedestrian safety, traffic control and a finite supply of parking spaces.

The London Borough of Barnet's Parking Policy seeks to balance a number of these conflicting demands and priorities. In acknowledging that Barnet is a diverse borough with complex traffic and congestion matters our Parking Policy does not offer a "one-size fits all" solution.

The borough's road transport emissions are currently among the highest in London with exhaust emissions from standing traffic being a major contributor to air pollution which is damaging our health. Unusually for a London Borough we have a high number of town centres which we aim to keep vibrant and diverse and encourage people to visit. We also have a population that has on average over one car per household and who want to park easily and near their home.

Our aims are to: -

- keep traffic moving,
- make roads safer
- reduce air pollution,
- ensure as much as possible that there are adequate parking places available on the high street and
- that residents can park as near as possible to their homes.

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To support these aims we need robust traffic management for our road network and effective but fair enforcement. We acknowledge that the availability and pricing of parking has an impact on attractiveness of our town centres and so plan to set different prices for on-street parking across the borough.

This builds on a review of high street car parking undertaken from late 2012 where new prices and where possible, some free short stay parking areas have meant parking numbers on the high street have increased. The Council needs to ensure there is a steady turnover of motorists to support local trade. If shoppers drive to their local town centres to discover that there is nowhere to park, they may not return.

In order to ensure a steady turnover of parking spaces in our town centres we will set pricing to ensure spaces regularly become free for new shoppers. We are proposing that prices are set at a level that aspires to an occupancy rate of 85 per cent of parking spaces being on average occupied, meaning that on high streets parking spaces are available at all but the busiest times.

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We aim to increase the availability of funding to implement traffic management improvements in and around our schools. This will include taking positive action to prevent any parent parking, promote car sharing and improve cycle parking facilities and will encourage more children to walk and cycle to and from school.

Summary – Parking and Traffic Management in Barnet

Keeping the traffic moving

The borough currently hosts approximately 145,000 cars. This equates to 1.06 cars for every household in Barnet and some 914,000 trips are made by Barnet residents each day (LTDS 2006-09) of which 50% are made by car or motorcycle, 11% by bus, 1% by bicycle and 29% on foot (other trips are by rail or tube etc.).

Of these journeys, 52% of trips originating in Barnet are wholly contained within the borough, 43% to locations elsewhere in London and 5% to destinations outside London.

We regulate parking in the borough for several reasons including:

- to manage the road network to keep traffic moving and reduce congestion
- to support business in the borough by ensuring customers can find parking spaces
- to promote sustainable transport in line with the Mayor of London's transport strategy
- to deter long term commuter parking
- to maximise compliance with parking regulations and minimise the need for penalty notices (parking tickets)
- to improve road safety, preventing dangerous parking that can obstruct traffic or obscure oncoming vehicles
- to enhance the quality of life for residents and to contribute to improvements in air quality
- to meet the needs of disabled people, some of whom will be unable to use public transport systems and depend entirely on the use of a car
- keeping our footways clear

In particular, we recognise that the borough, one of the largest in London in both its road network and population, is diverse being particularly urban to the south and almost semi-rural in the north means that we need to tailor the way we regulate differently across the borough.

Making roads safer

With serious casualties in Barnet on the rise (Casualties in the London Borough of Barnet 2013 by borough and percentage change over 2012) whereby there were 210 pedestrian casualties (+19%), 8 Fatal accidents (+14%), and 123 Serious injuries (+17%) so we will extend the use of enforcement powers at accident hotspots and enforce on footway parking

We will continue to use preventative methods to improve safety on the roads around schools where the school run causes serious congestion and child safety concerns. We will continue to work with schools and support school travel plans in order to reduce car journeys through increased car sharing. The latest recorded level of (unshared) car use for school travel is 38%. Targets are to reduce the level of (unshared) car use to 28% in 2014/15 and then by another 1% annually to reach our goal of 25%.

Reducing air pollution

The borough's road transport emissions are currently among the highest in London. CO₂ emissions from ground-based transport in Barnet make up 24% of all emissions in the borough, compared with 19% London wide.

Exhaust emissions from standing traffic can be a major contributor to air pollution which is damaging to health, contributing to both cardiovascular and respiratory diseases. It is estimated that in London, there are 1,600 premature deaths and 1,500 respiratory hospital admissions as a result of air pollution.

We acknowledge that the emissions levels in the borough are also affected by the presence of major roads including the M1 motorway the A406 North Circular Road and the A41, but by ensuring that traffic keeps moving and by supporting the use of public transport, low emission vehicles and alternative non-polluting forms of transport, including electric cars, cycling and walking we will aim to reduce pollution.

Town Centres and parking

We are proposing to introduce variable prices across the borough with the aspiration to have 85% of town centre parking spaces occupied on average at any one time. This figure will apply to both on-street parking and council owned car parks. This follows successful implementation of pilot schemes for site specific charging in town centres during 2012 and 2013.

Our goal of 85% is a proportion of occupancy that will provide parking spaces for people seeking to use shops and other businesses in town centres. This will ensure that drivers are not discouraged from travelling to these areas for fear of failing to find a parking space through a regular turnover of parking spaces.

Using various car parking charges across the borough in accordance with local circumstances should support this aspiration.

We will strive to continue to make it easy to pay for parking and look at improved solutions whilst balancing the cost of operating of such methods to ensure value for money.

In order to measure this approach we will conduct an initial on site short term parking survey to derive a baseline for each area. The data will inform our strategy to achieve an 85% occupancy rate. We will then survey again every 3 years. We will also relate the survey data to levels of transactions and continue to monitor transactional activity to help us achieve our target.

Parking for residents

We use Controlled Parking Zones (CPZ's) to ensure suitable parking is available to local residents at restricted periods as well as ease congestion by deterring inconsiderate and inappropriate parking while dissuading commuting motorists from driving into these areas.

CPZs have typically been introduced in residential areas around shopping centres and major transport hubs such as underground stations where commuter parking has developed. The timing of CPZs varies, often limited to an hour a day around transport hubs, but operating

for most of the working day close to shopping areas although all-day (24 hours) controlled parking zones can be considered if appropriate.

To ensure that parking controls continue to reflect current priorities, it is proposed that each CPZ is reviewed every four years as part of a rolling programme. In addition we will ensure that residents can park near their homes by monitoring the demand within a CPZ against the capacity for each CPZ.

Fees & Charges

All parking permit prices will be set by the Council’s annual fees and charges process which is reviewed annually.

Footway Parking

We will ensure footway parking only happens where it can be undertaken safely. In addition, we will ensure that parking places are properly signed and marked where necessary to ensure that cars do not park in such a way as to cause an obstruction to pavement users.

Deleted: are looking to consult on a change to its footway parking policy to incorporate objective criteria, which
Deleted: these proposals

Section 1- Policy Framework

In developing our Parking Policy we have taken into account the Council's Corporate Plan, the Mayor of London's Transport Strategy as well as relevant legislation.

1.1 The Mayor of London's Transport Strategy (MTS)

This was published in May 2010 and sets the strategic direction for London's transport, the key objectives are to:

- support economic development and population growth
- enhance the quality of life for all Londoners
- improve the safety and security of all Londoners
- improve transport opportunities for all Londoners
- reduce the effects of transport on climate change

The Council's response to this Strategy is set out in our Local Implementation Plan (LIP), detailing how the borough intends to implement the MTS locally.

The Mayor's strategy also requires Barnet to submit a Parking Enforcement Plan as an integral part of demonstrating how these objectives are to be met and this policy document supports that purpose.

1.2 Corporate Objectives

Included in the Council's Corporate Plan, are the following strategic objectives:

- To create the right environment for the promotion of responsible growth, development and success across the Borough
- To support families and individuals that need it - promoting independence, well-being and reducing dependency
- To improve the satisfaction of residents and businesses alike within the Borough by making it a desirable place to live, work and study

Our aim is that this Parking Policy addresses all of these priorities to some extent, recognising that it is essential for parking to be well managed so as to support successful growth and development.

Effective parking management has a direct impact on dealing with congestion, assisting traffic flow and improving accessibility to local businesses and amenities. Parking facilities for residents and visitors in areas subject to high demand can be protected so that people are able to access their homes more easily.

Kerbside space needs to be managed to deal with the requirements of motorists - especially those who may be disabled; public transport providers and others such as those requiring access to shops and services in town centres and local shopping parades.

Reduced congestion provides easier movement around the Borough, supporting the local economy and helping to promote independence and wellbeing amongst residents by facilitating access for example, to employment.

An effective parking regime will attract and retain business in the Borough, enrich lives in the community and will contribute to Barnet's reputation of being 'a great place to work and live.'

1.3 The Local Plan (Core Strategy)

The Local Plan (Core Strategy) was adopted by the Council on the 11 September 2012. Planning policies in the Core Strategy and Development Management Policies addresses the Council's aims in terms of improving its Town Centres. Of particular relevance for this policy is the commitment that states

*"In order to promote competitive town centre environments and provide consumer choice, we will realise development opportunities for the town centres of Edgware, North Finchley, Finchley Church End, and Chipping Barnet. We will pursue the individual planning objectives for each centre as set out in their Town Centre Frameworks and ensure the delivery of environmental, design, transport, car parking and community safety measures. Development in these town centres will reflect the preferred sequential approach in the National Planning Policy Framework ...
We will, in order for them to compete with other centres and particularly out of centre retail parks and shops, support retail uses in town centres by improvements to the public realm, the public transport network, short-trip parking and accessibility by cyclists and pedestrians."*

1.4 Statutory Framework

Parking control in Barnet is subject to the law, statutory guidance and best practice advice, all of which is referenced in legislation and advisory documents. The main statutory instruments include:

- Traffic Management Act 2004
- Road Traffic Act 2004
- Transport for London 2003
- Representations and Appeals 2007
- London Local Authority Act 1996
- Health and Social Care 2012
- Road Traffic Regulation Act 1984
- Traffic Signs Regulations and General Directions 2002

Policy Objectives:

- Managing the road network effectively
- Supporting business
- Promotes sustainable transport
- Supports the Mayors local implementation plan
- Supports our corporate priorities

Section 2 - Introduction

A profile of the impact of car use and parking in Barnet

2.1 Road usage and congestion

Barnet is now the second largest borough in London in terms of its population; it has the second highest level of traffic in terms of vehicle distance travelled together with the third highest total road length and the longest distance of TfL roads. Overall car ownership is higher than the London or Outer London average with 73% of households having access to a car compared with 70% for outer London¹

Barnet households have on average 1.06 cars¹ each. Since 2001 there has been a significant increase in the number of cars in the borough, and this trend is set to continue. The population and economy are expected to grow in the borough over the coming years and it is anticipated that increased demands will be placed on our transport network.

Transport for London (TfL)² predicts significantly increased congestion on the London road network by 2031 with noticeable effects from 2016 if measures are not introduced to manage this growth. Much of this growth is expected to be concentrated in our borough's regeneration areas, although we hope to mitigate some of these impacts through planning provisions for individual development proposals.

Traffic will continue to increase with no expectation of large scale capital investment in projects to widen existing roads or construct new ones, therefore better use has to be made of the existing road network and better management of it in order that congestion is contained.

As a large outer-London borough, Barnet has considerable variety in its environmental make-up, including diverse town centres and smaller local centres where many businesses depend on passing trade. Residents and visitors need access to a full range of local services, which include leisure, cultural, and recreational activities. It is inevitable that in a borough with high car ownership, many people will seek to use their cars for these purposes and this can often lead to significant congestion unless traffic management is effective and parking is appropriately managed at destinations.

2.2 Road Safety

2.2.1 Schools

The high proportion of pupils travelling to school by car and lack of availability of kerbside space in residential areas contributes to localised congestion and safety concerns, frustrating local residents and undermining the efforts of schools and many parents and carers who try to commit to alternative modes of travel.

¹ 2011 Census

² North London Highway Model

90% of all schools in Barnet now have a School Travel Plan (STP) in place³ resulting in reduced use of cars for travel to schools (an average of 12%). Despite this, the proportion of pupils still travelling to school by car remains the highest in London⁴. Some School Travel Plans are only partly adhered to however we will continue to work with schools to help and support them to encourage ownership.

When considering highway measures to complement School Travel Plans, we will seek to deter unnecessary school-generated parking, by putting appropriate parking restrictions and enforcement regimes in place.

By taking a comprehensive approach to tackling the school run

- We will seek to improve the effectiveness of our School Travel Plans to achieve a greater reduction in car based journeys and increase levels in walking and cycling to and from school
- We will implement complementary traffic management schemes outside schools, including preventing parking to drop off and pick up pupils

2.2.2 Accident Prevention

The management of parking has an important role in accident prevention and reduction. This is achieved primarily through the introduction of measures designed to improve junction visibility and prevent obstructive parking in lengths of road where such parking is considered to be inappropriate contributing to potentially dangerous situations.

We receive many requests to investigate parking issues - many on the basis of perceived or actual dangerous parking and parking on footways. In 2013, over 100 waiting restrictions were introduced in the interests of improving road safety.

Appendix 1 shows the trend of casualties in Barnet which show a rise in pedestrian casualties +19%, fatal accidents +14%, and serious injuries +17%, which gives cause for concern. In addition to Barnet specific data, 17% of all pedestrian casualties in London involved collision with a vehicle reversing, parked, slowing, stopping or moving off⁵. While these will not all be parking related, these are the types of manoeuvres that is expected to be recorded where parking is a factor. Traffic Junctions also continue to be a particular accident hotspot in Barnet as shown in Appendix 2.

This is why we will continue to introduce prevention measures and parking controls which will be enforced to improve safety by:

- Introducing parking measures across the borough where necessary to keep pedestrians as safe as possible
- Enforcing footway parking to keep pedestrians safe
- Increasing parking and traffic controls (no right/left/U turns and box junctions) near junctions to reduce accident hotspots, "rat running" and local congestion

³ As of 18th December 2013

⁴ NI 198 2009/10 Usual mode of travel to school pupils aged 5-15: by car=36%

⁵ Transport for London Surface Transport Better Routes and Places Directorate Topic Factsheet 2010- 3 December 2010

- Introducing moving traffic contravention enforcement at appropriate locations across the borough in particular to assist with preventing pedestrian and cyclist casualties

2.2.3 Journey Times

Transport for London's Travel in London report 5⁶ notes that up to the late 1990s, there was a trend towards slower vehicle speeds in London as traffic levels were increasing on a largely static road network. The report also notes that average speeds over the last six years appear to have stabilised.

Transport for London monitor delays on their "network of interest" which covers the Transport for London Road Network (TLRN) and main borough roads. The measured delay compares the journey time per kilometre with the time recorded in the early hours of the morning, which is considered to be "undelayed". This has been fairly consistent in Outer London in recent years although the levels of delay do vary in different months - especially in the morning peak time.

Inappropriately parked vehicles can contribute to delays to journey times and where this can be addressed through the provision of parking restrictions such as yellow lines, the Council will seek to introduce them.

2.3 Environmental Impact

2.3.1 Air Pollution

The borough's road transport emissions are among the highest in London. CO₂ emissions from ground-based transport in Barnet make up 24% of all emissions in the borough, compared with 19% London wide.

Exhaust emissions from standing traffic can be a major contributor to air pollution which is damaging to health, contributing to both cardiovascular and respiratory diseases. It is estimated that in London, there have been 1,600 premature deaths and 1,500 respiratory hospital admissions as a result of air pollution.

Since 1997, local authorities have been required to assess and review air quality in their borough in order to help them achieve compliance with national air quality targets. If these targets are unlikely to be met in any part of the borough, this area must be declared as an Air Quality Management Area (AQMA).

The whole of Barnet is a designated AQMA for both Nitrogen Dioxide and Particulates and traffic is a significant contributor to poor air quality in Barnet with the highest levels of oxides of nitrogen and particulates concentrated around major roads and junctions such as the A406, A1, M1, A41, A5 as well as at High Barnet, as shown in Appendix 3.

The car is projected to remain the dominant form of travel in outer London. As the population increases so will the demand for travel with a corresponding increase in transport emissions. The levels and trends of air pollution show improvements since the 1990's due to better control of industrial pollution with more efficient engines and exhaust

⁶ TfL (2012), Travel in London Report 5, <http://www.tfl.gov.uk/assets/downloads/corporate/travel-in-london-report-5.pdf>

abatement technology. However, levels of Nitrogen Dioxide and Fine Particles have frequently exceeded national targets due to the volume of traffic on busy main roads in the borough.

These increased emissions, may be mitigated by improved manufacturing and emission standards on newer vehicles and the increased use of electric vehicles presents an opportunity to reduce emissions harmful to health in the local area. For electric vehicles to become more popular, infrastructure will be required to allow such vehicles to be conveniently recharged on or near the road network.

Section 3- Objectives of this Parking Policy

3 Keeping the traffic moving

3.1 Legal Position

It is the duty of the Council to manage its road network to ensure as far as reasonably practicable that traffic flows expeditiously as per section 16 of the Traffic Management Act 2004 and to ensure that it exercises its functions under the Road Traffic Regulation Act 1984, so far as practicable, to secure the expeditious, convenient and safe movement of vehicular and other traffic and the provision of suitable and adequate parking facilities on and off the highway .

To achieve this, we may take steps we see fit to contribute to securing more efficient use of the road network and the reduction or elimination of congestion⁷. Such action may involve the Council using its powers to regulate or co-ordinate the uses made of any road or length of road under their authority.

3.2 Managing the Road Network Effectively

As part of our Network Management duties it is important that recognition is given to the competing demands of:

- through traffic
- pedestrian activity
- local access by a wide range of forms of transport
- parking
- deliveries
- servicing by utility companies in these areas.

Managing the road network in the Borough's town centres poses particular challenges as most have limited, if any, off-street parking facilities. On-street parking is relied upon in these areas to help members of the public access shops and other businesses. Due to the majority of town centres being situated on the Strategic Road Network (SRN), they are subject to congestion and greater numbers of pedestrian movements.

The SRN is made up roads in London which Transport for London (TfL) consider are of strategic significance, and for which TfL have a network management duty some of which are in the borough roads such as A5, A1000 and A598.

When seeking to improve the conditions for pedestrians, cyclists and bus traffic in the face of increasing road traffic, the Council's preferred approach is to review roads and transport corridors as a whole, considering the needs of all road users rather than focusing on making improvements to suit a single form of transport. The aim is to achieve a balance between competing priorities that supports the vitality and viability of our town centres and the need for distribution of goods and people.

⁷ Traffic Management Act 2004, Section 16

Failure to do this may lead to inappropriate traffic management measures which may result in unintended negative impacts for other road users.

Moving forward, we intend to implement a hierarchy of parking use that provides indicative priority for traffic management (See Appendix 4)

3.3 Reduce air pollution and encourage sustainable transport

Section 144 of the Greater London Authority Act 1999 requires authorities to have regard to the Mayor's transport strategy which seeks to:

- encourage the use of more sustainable, less congesting modes of transport
- set appropriate parking standards
- Increase public transport, walking and cycling as a proportion of journeys, through investment in infrastructure, service improvements, promotion of smarter travel initiatives and further demand management measures as appropriate.

Key to achieving the Mayor's strategic vision in the Borough of Barnet is the Local Implementation Plan (LIP), which is submitted to and approved by the Mayor of London.

The LIP sets out the Council's plans to:

- improve access to public transport for all
- improve the walking environment through better carriageway and footway surface quality
- carry out pedestrian, cyclist and road safety training
- incorporate electric vehicle charging points within developments and consider future roll out in car-parks and on-street
- improve road safety near schools by carrying out rigorous enforcement of parking restrictions, the consideration of new and amended parking restrictions in order to reduce parking and encourage other more sustainable forms of transport, such as walking, cycling and public transport.

National Planning Policy Framework (NPPF)⁸ is a key part of the government's reforms to make the planning system work more efficiently and effectively. The framework acts as guidance for local authorities in making decisions about planning applications. It states:

"Transport policies have an important role to play in facilitating sustainable development but also in contributing to wider sustainability and health objectives. Smarter use of technologies can reduce the need to travel. The transport system needs to be balanced in favour of sustainable transport modes, giving people a real choice about how they travel. However, the Government recognises that different policies and measures will be required in different communities and opportunities to maximise sustainable transport solutions will vary from urban to rural areas."

"Encouragement should be given to solutions which support reductions in greenhouse gas emissions and reduce congestion. In preparing Local Plans, local planning authorities should therefore support a pattern of development which, where reasonable to do so, facilitates the use of sustainable modes of transport." Finally the NPPF states in

⁸ DCLG (2012), National Planning Policy Framework,
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6077/2116950.pdf

Para. 34 that “Plans and decisions should ensure developments that generate significant movement are located where the need to travel will be minimised and the use of sustainable transport modes can be maximised.”

“If setting local parking standards for residential and non-residential development, local planning authorities should take into account:

- the accessibility of the development;*
- the type, mix and use of development;*
- the availability of and opportunities for public transport;*
- local car ownership levels; and*
- an overall need to reduce the use of high-emission vehicles.”*

3.4 How the Council supports and promotes sustainable transport

The Local Implementation Plan (the Council’s planning document) aims to achieve consolidated growth in the borough, focusing on new developments being in accessible locations near public transport hubs, in town centres and/or where social and physical infrastructure is to be improved, thereby reducing the need for people to travel to and from those developments by car. Developments will be supported by travel plans that identify and provide the infrastructure, services and support that travellers and the new occupiers will need to make best use of all the transport options available.

The Council’s Local Implementation Plan notes that particular areas to the west of the borough will become better served by public transport as a result of planned regeneration and development.

The expected level of growth also places additional demands on the rest of the borough’s transport network. Action to address congestion, increase movement capacity and/or develop other transport options will also be needed.

The Local Implementation Plan also seeks to support the use of low emission vehicles including electric cars, through:

- the incorporation of electric vehicle charging points within developments, in car parks and on-street
- facilitating home based charging of electric vehicles by arrangements to permit and manage parking on small forecourts

In addition, we are currently investigating demand for charging points in Barnet and also continue to encourage provision for electric vehicles in new developments.

Furthermore when providing a vehicle crossover, we require no minimum depth of forecourt. This makes it easier for owners of electric vehicles - which are often smaller vehicles - to get their vehicle off the road to charge them.

3.5 Improving Bus Reliability

The Local Implementation Plan includes a target to reduce waiting time for buses and to improve reliability.

A dedicated bus lane exists along much of the A5 in the west of the borough. This bus lane, which is enforced through the use of CCTV, ensures that buses are given priority at the busiest times of day.

Furthermore, in managing and dealing with congestion on the borough's road network, through the introduction and enforcement of yellow lines for example, there should be an improvement to bus services.

3.6 Deterring long-term commuter parking

Careful management is required to protect the borough's town centres and other shopping areas from the negative impact of commuter parking, typically by people travelling into Central London.

The introduction of Controlled Parking Zones and other parking restrictions around transport hubs and town centres has been successful in deterring long-term commuter parking in areas where demand for kerbside space is highest.

In some areas, where it is appropriate to do so, provision exists to accommodate commuter parking through the provision of on-street long stay parking places and by allowing vehicles to be parked for long periods in some car parks (e.g. Bunns Lane car park near Mill Hill Station).

Reviewing competing demands for road space in town centres, shopping areas and transport hubs is fundamental to maintain a thriving business environment and if there are concerns that the balance is no longer being achieved, the Council will review this sensitively through appropriate engagement and consultation.

3.7 Supporting Business and the High Street

We recognise that the vibrancy and diversity of services offered in our town centres and local parades of shops depend on access by all who wish to use them. Good parking strategy and policy assists to encourage people to use local businesses as well as out-of-town retail developments. This will continue to be reflected in the provision of parking which encourages turnover whilst retaining loading and delivery facilities for businesses and customers alike, as well as adequate parking facilities for disabled badge holders.

We continue to engage with businesses in our town centres and local parades with a view to identifying and addressing any parking or loading issues which affects them.

As a result of this latest borough wide engagement during 2012 and 2013, we made a variety of changes to the parking arrangements in various town centres and local parades including:

- the relocation of parking places
- the introduction of credit/debit card pay and display machines
- cheaper parking tariffs
- the introduction of free short stay parking bays

This focus on town centre and local parades is on-going and changes made to date have been as a direct result of consultation feedback. These changes have seen improvements in parking provision with a resultant increase in patronage which we would anticipate will continue to improve with an aim to achieve an 85% occupancy rate.

Section 4 –Parking Provision

We use a range of methods to maximise short and long term parking in the Borough effectively. These include:

- the allocation of on street (e.g. in CPZs) and off-street (i.e. car parks) parking spaces
- the introduction of short-stay and long-stay parking
- the setting of fees and charges
- the use of effective enforcement

4.1 The allocation of On and Off-Street Parking Spaces

4.1.1 Legal Standpoint

The Road Traffic Regulation Act 1984 (RTRA 1984) states that local authorities may provide parking bays on-street and can also provide or create car parks where they believe this would relieve traffic congestion.

For on-street parking bays and within car parks the Council may apply particular conditions to regulate usage and to manage local parking demands.

4.1.2 Allocation of On and Off-Street Parking Spaces

The Council provides on-street parking bays as:

- part of CPZs where kerbside space is reserved for permit holders
- part of short stay parking schemes where achieving a consistent turnover of parking vehicles allows greater access to local shops and businesses

Several car parks located within the Borough offer:

- free of charge parking. These are situated in areas of comparatively low parking-pressure in order to encourage motorists to park off the highway
- the requirement of a charge to be paid for a vehicle to be parked
- permit parking for permit holders such as residents or business workers

The Council reviews both on-street and car park arrangements in light of any changes in local circumstances on a needs basis.

4.1.3 Short Stay Parking

Short stay parking bays are provided throughout the Borough, particularly near shops and businesses. Depending on the local demands, parking bays have a particular maximum stay period and motorists cannot return to the bay within a certain period of leaving, so to ensure that as many motorists as possible get an opportunity to find a parking space. The majority of parking bays require a charge to be paid for a motorist to park their vehicle and these charges can be varied in order encourage improved turnover of parking.

Like many London Councils, the London Borough of Barnet aims for an 85% occupancy rate which encourages good levels of use whilst ensuring that drivers do not have to drive around town centres looking for a parking space. This aids in managing traffic congestion. The turnover and occupancy of bays will be monitored giving consideration to review parking charges if there is a long term underuse issue.

Historically the Council adopted a standard parking charge structure across the Borough but is now flexible when introducing new or reviewing existing charges to ensure they are appropriate to the location and better serving the community⁹, whilst seeking to meet a 85% occupancy rate and ensure a regular turnover of parked vehicles.

In some areas, the Council has provided limited stay free parking which has a maximum stay period and a “no-return” period. These measures, primarily introduced near smaller local parades of shops, were introduced to encourage increased patronage and a regular turnover of parked vehicles.

This flexible approach illustrates a variety of parking charges within the Borough with various tariffs designed to suit local requirements.

4.2 The setting of fees and charges¹⁰

4.2.1 Legal Standpoint

Under the powers of the Road Traffic Regulation Act 1984 (RTRA 1984), local authorities may:

- impose charges for parking in car parks
- charge for parking in on-street parking bays (e.g. through the sale of permits/vouchers and through various short term payment methods)

The legislation provides for payment to be made via a parking meter or pay and display machine, or be indicated by a card, disc, token or similar. It also allows for the issue of permits. In recent years, it has been acknowledged that payment for parking and permits with or without display of a ticket, permit or parking device, is also possible via mobile phone other digital communication device or via the internet, which has resulted in many local authorities, including Barnet, utilising pay by phone and other payment methods.

When introducing on-street parking and setting parking charges, authorities must have regard to the purpose of the powers incorporated in the RTRA 1984. This is against the backdrop of the duty under the Traffic Management Act 2004 to manage the network so as to reduce congestion and disruption.

⁹ Action taken by Cabinet Member(s) Under Delegated Powers: Flexible Tariff Structure for On and Off-Street Paid Parking Places
<http://barnet.moderngov.co.uk/ieDecisionDetails.aspx?ID=3059>

¹⁰ For further information see: BPA (2011) Parking Practice Notes - Charging for Parking, <http://www.britishparking.co.uk/write/Documents/Library/ppns/PPN1%20-%20Charging%20for%20Parking%20-%20Aug%202011.pdf>

When designating parking places and setting charges, local authorities are not permitted to do so with a view raising income, although whilst not a purpose of the scheme, if there is an outcome that surplus income is produced, this in itself does not render the scheme unlawful.

Statutory guidance¹¹¹² confirms that:

- raising revenue should not be an objective of civil parking enforcement and authorities should not set targets for revenue or the number of Penalty Charge Notices (PCNs) / parking tickets they issue
- it is appropriate for local authorities to forecast revenue in advance
- parking charges should be proportionate, so authorities should not set them at unreasonable levels
- being self-financing does not need to be a necessary aim. However, if schemes are not self-financing those authorities will need to be certain that they can afford to fund them from within their existing finances

The Council will ensure that it complies with this statutory guidance.

4.2.2 How the Council Sets Parking Charges

In designating parking areas the Council sets charges for permits, vouchers and for short term paid-parking recognising that charges should be proportionate and reasonable.

Permits and Vouchers - To the present day the Council has, when charging for permits and vouchers, implemented a standardised flat permit and voucher fee within the Borough with incremental increases in cost depending on the number of permits obtained per household. The council has, through public consultation, explored a number of other ways in which charging could be applied.

A number of options were rejected, some due to little public support, and the flat fee option was also rejected as the Council has tried to take into account not only the comments on charging, but the support shown in the consultation for the aims and objectives of the policy, as well as the fact that the borough's road transport emissions are currently amongst the highest in London. CO2 emissions from ground-based transport in Barnet make up 24% of all emissions in the borough, compared with 19% London wide. It is clear from the consultation that there is support for reducing air pollution and so for this reason the council has decided to reject the flat rate mechanism currently in place for parking permit charges and plans to introduce a simple emission-based charging system based on three pricing bands. One for low emission cars below 110 CO2g/km, one for cars between this and 200 CO2g/km and one for cars above 200 CO2g/km with incremental increases in cost depending on the number of permits obtained per household.

The council is looking to improve the permit application process using more on line systems. As currently, if a resident changes car or moves into or out of a CPZ area they will have to

¹¹ Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions 2008, expanded upon in Operational Guidance to Local Authorities: Parking Policy and Enforcement <http://assets.dft.gov.uk/publications/tma-part-6-cpe-statutory-guidance/betterprkstatutoryguid.pdf>

¹² Operational Guidance to Local Authorities: Parking Policy and Enforcement <https://www.gov.uk/government/publications/operational-guidance-to-local-authorities-parking-policy-and-enforcement>

apply for a new permit which will be charged according to the bands described above, that is switching cars to a lower emission one could result in a refund whilst a higher charge may be levied for a car with higher emissions.

It is acknowledged that parking charges must not be set with a view to making a surplus (of revenue on the Council's special parking account) but should such a surplus arise, the Council will reinvest this in accordance with the requirements set out in the RTRA 1984 and summarised in Appendix 5.

4.2.3 Enforcement of Parking Regulations

Parking enforcement provides a tool to assist the authority to meet its traffic (and other transport strategies and goals, as set out in this policy. The idea is to encourage a high level of compliance by motorists with parking controls so as to best meet the objectives and the council's overriding duties, and penalty charges should dissuade motorists from contravening parking restrictions. The objective of Civil Parking Enforcement in Barnet is to maximise compliance and minimise the requirement for issuing of penalty charges, thereby positively contributing towards traffic congestion. It is important that the enforcement regime is a high quality service that is effective and fair, but also robust and supportive of the Council's and the Mayor for London's transport strategies.

The Council's parking enforcement service provides firm but fair enforcement of parking controls. Parking offences are subject to a variety of observation times dependent upon the type of parking offence which are clearly defined in the contract with the external parking enforcement service provider.

Deleted: implemented a standardised flat permit and voucher fee within the Borough with incremental increases in cost depending on the number of permits obtained per household. It is noted however, that across other local authorities there are different approaches that include this method plus:¶
¶
varying the permit charge in different parts of Borough's¶
varying the permit charge dependent on the number of hours of restriction in a particular CPZ¶
varying the permit charge for different levels of congestion¶
varying the permit charge for different levels of vehicular impact on the environment¶
varying the permit charge depending on number of permit holders per household¶
¶
Whilst parking charges must not be set with a view to making a surplus (of revenue on its special parking account) if this happens, the Council will reinvest this in accordance with the requirements set out in the RTRA 1984 and summarised in Appendix 5. ¶
¶
As part of this policy development process, consideration will be given to whether the current 'flat-fee' borough wide method of permit and voucher charging remains appropriate.¶

Section 5 - Parking Finance and Reporting

The permitted use of parking income and any surplus that may arise is described in Section 4.2.2 and Appendix 5 of this document. Any unspent surplus in the parking accounts, as described in Appendix 5, will be used for projects permitted under definitions in the RTRA 1984 or carried forward for such permitted projects.

Local Authorities are required to submit details of their parking income and expenditure including bus lane enforcement on an annual basis to the Department for Communities and Local Government (DCLG). The Council will publicise this information in an annual report and separately on the Council website.

The Council will also produce an annual parking report at the end of each financial year which includes the annual year end accounts for the special parking account. This report summarises the previous year enforcement activities and finances in line with guidance under the Traffic Management Act 2004.

Section 6 - Parking Control

Parking control within the Borough is vital, ensuring the road network is used efficiently. The Council will;

- manage parking regimes for new developments
- support the use of car clubs
- seek appropriate parking numbers at locations with highest public transport accessibility
- apply on-street parking management and controls appropriately
- consider introducing new Controlled Parking Zones (CPZs) where appropriate
- Implement traffic management schemes outside schools to ensure adequate and safe movement of traffic

The process for progressing new controlled parking zones is shown in Appendix 6

6.1 Methods of Parking Control

Various methods are available to control on and off-street parking, most of which are usually supported by a Traffic Management Order (TMO) produced by the Council.

This provides the necessary legal authority for enforcement action in respect of motorists who disregard restrictions set by these orders. This can result in the issue of a Penalty Charge Notice (PCN) - a parking ticket.

Examples of the type of restrictions within the borough are;

- Controlled Parking Zones (CPZ)
- Yellow line restrictions (double and single lines)
- Parking places
- Loading bays
- School keep clear markings
- Car parks

6.2 Controlled Parking Zones (CPZ)

A Controlled Parking Zone is an area wide scheme subject to a general restriction. Road signs relating to this general restriction must be placed at the entry and exit points to the area accompanied by appropriate yellow line markings where the general restriction applies. Any variations to the restriction within the zone, such as for loading, must be shown clearly by road signs.

The zone may contain parking bays which may be free of charge for a limited time or pay and display. In some cases these may be used by permit holders.

6.3 CPZ coverage

The Council currently has eighteen Controlled Parking Zones (CPZs) in the borough at the locations itemised in Appendix 7

6.4 Identifying the need for a CPZ/CPZ Extension/CPZ removal

Over the last thirty years, the demand on kerbside space utilised for parking vehicles in Barnet has increased steadily. The net result is that parking as an issue, has grown in significance amongst Barnet residents and businesses.

In January 1994, the Public Works Committee approved a prioritised list of areas within the borough which would be the subject of a future detailed investigations, consultation and design of Controlled Parking Zone measures in the borough, to follow the CPZs that had already been introduced in the borough by that stage.

The areas identified were mainly focussed around railway stations and town centres, to address issues caused by conflict demands for kerbside space – for example shoppers, workers, commuters etc. competing for kerbside space with local residents and their visitors, and to better manage parking in town centres – that is to ensure suitable turnover of motorists parking in the borough's High Streets.

In the main, the majority of the areas surrounding the town centres and railway/underground stations in the borough are restricted by way of CPZs, with the exception of: Totteridge and Whetstone Underground Station, Oakleigh Park Railway Station, Whetstone Town Centre, New Barnet Railway Station, Burnt Oak Underground Station, West Finchley Underground Station and the eastern side of Woodside Park Underground Station. It should be noted that this is the case following consultation in the all those areas, with the exception of Totteridge and Whetstone and Oakleigh Park stations and Whetstone Town Centre, which have never been subject to any consultation regarding area-wide controls.

In more recent years, given that areas surrounding the majority of town centres and transport hubs are already controlled, the Council has become more reactive than proactive in seeking to introduce CPZs, extend CPZs or remove CPZs from roads to address particular parking demand issues, and will in the main act, subject to there being available funding, if there is a significant indication from an area (e.g. through letters received, or via submission of petitions) that investigations into CPZ/CPZ extensions/CPZ removals are requested and supported by the local community.

A recent example of this is the introduction of the Garden Suburb CPZ (October 2013), as the Council only commenced investigations following representations from residents of a local road, support from local Ward Councillors, and consideration of the issues via the local Residents Forum and Area Environment Sub-Committee.

Prior to this the Council had extended approximately 8 CPZs into additional roads and removed the CPZ from 2 roads in the borough following representations made by members of the local community.

Moving forward, it is considered that the methodology of establishing the requirement of CPZs/CPZ extensions or otherwise be regularised in order to ensure clarity and transparency for the Council and the public alike.

6.5 CPZ Procedures and consultation

The majority of CPZs that are in situ were introduced as a result of feasibility, investigation, design and consultation having taken place following the decision of the 1994 Public Works Committee to investigate and progress the introduction of CPZs in the borough.

In most cases, parking surveys were carried out to establish demand for kerbside space throughout the day, and a CPZ designed based on the information obtained by those surveys and through site surveys. Once a CPZ was designed, this was subject to a consultation with the local community, by way of a statutory consultation, in accordance with the provisions of The Local Authorities (England and Wales) Traffic Order Procedure Regulations 1996, or preceding legislation.

Statutory consultation entails the proposal being advertised by way of a notice being published in a local newspaper and similar notices being erected on-street inviting the public to object to the proposal within 21 days of the date of the notice. In addition, letters inviting comment and objection are delivered to all identified affected properties – that is, those properties which the proposed CPZ directly affects, which depending on the locations will certainly be all properties within the boundary of the CPZ, and potentially some selected properties outside the CPZ boundary. The statutory consultation also requires details of the proposal and associated Traffic Management Orders to be sent to selected stakeholders again inviting comment or objection within 21 days of the proposal being advertised.

It is a statutory requirement that all objections are considered before a decision is made whether or not to introduce the proposal, and if so, with or without modification, and historically this process has taken place by way of an Officer report being considered at an Area Environment Sub-Committee, or by way of a decision being made by an Officer authorised to take such a decision under the Council Constitution.

More recently, prior to any statutory consultation taking place on a proposed CPZ, the Council has undertaken an informal consultation by way of a questionnaire designed to establish the local community's parking issues, habits and requirements. Analysis of the feedback has enabled the Council to make informed decisions on the best way forward, either at an Area Environment Sub-Committee or by an authorised Officer, which in some cases, has resulted in a CPZ not being proposed.

It has been noted that over the years, depending on the scheme, the extent and level of the local concern, the impact of Ward Councillors and the Cabinet Member in situ and the prevailing trend for decision-making within the Council at the time, the processes undertaken to progress CPZs have been varied.

Moving forward, although it is acknowledged that the process undertaken to progress CPZs can vary depending on the different demands, and the level of support etc., it is considered that the design, feasibility and consultation and decision-making in progressing CPZs should be regularised. Although there may be slight variations from time to time, a clear 'start to finish' process as set out in Appendix 6 would ensure clarity and transparency for the Council and the public alike.

At present there is no Council policy or standards relating to how it views results of a consultation and the responses received. For example although consultation response rates of between 30-40% can be expected, there is no guidance that much lower response rates

would be corporately unacceptable to base any decisions upon. Similarly, there is no policy or standard to say what exactly an acceptable majority is.

For example, if the results are 51% in favour and 49% against, this can be seen as a majority in favour rather than a somewhat mixed response. However, it must be remembered that this primarily applies to the responses to an informal consultation that seeks to ascertain whether there are any parking issues as once a formal or statutory proposal is in place, generally only responses in the negative are then forthcoming.

Therefore it can be seen that consideration should be given as to whether the Council should establish corporate standards in relation to CPZ consultation, consideration which can be called upon to assist the decision making process. Such standards would clarify what is expected and required in order for a CPZ to be progressed. They would also give the Council a clearer mandate as to what is an acceptable majority to proceed and, would be subject to less challenge by those who wish to question the Council's motives. Ultimately such an approach would ensure that the community could feel confident that the decision making process was open and transparent.

It is considered that any such standards that are adopted give due consideration to the rationale underpinning any parking initiative and the councils on-going statutory obligations that would include safety and network management duties as there is likelihood that on occasion measures would need to be introduced irrespective of the majority view.

6.6 CPZ Hours of operation

The CPZs within the borough have a variety of restrictions applied to them (see Appendix 7). These fall into two categories;

- “All day” restrictions where parking is restricted for the majority of the day to address issues relating to parking conflict. These areas are usually in the vicinity of shops and other amenities which many motorists would visit throughout the day.

And

- “One hour” or “Short-period” restrictions where parking is restricted for a short period on weekdays to address issues relating to long term parking throughout the day. These areas are usually in the vicinity of stations and other transport hubs or in some instances in the vicinity of town centres where parking by workers or shoppers would impact on residents parking.

6.7 Yellow Line Restrictions

Single yellow lines (usually indicating parking restrictions during the working day) and double yellow lines (no waiting at any time) are implemented through Traffic Management Orders (TMOs) made by the Council.

These waiting restrictions are used to:

- Facilitate road safety by keeping sight lines clear at junctions
- Facilitate commercial activity by "reserving" space that can be used for loading and unloading for a maximum period of 20 minutes

- Reduce congestion by preventing parked vehicles obstructing traffic flow

6.8 Traffic Management Orders (TMOs)

The majority of prohibitions and restrictions that apply to traffic on the public highway are put in place by Traffic Management Orders (TMOs) made by the Council under the provisions of the Road Traffic Regulations Act 1984 and other Traffic Management Order related legislation. Contraventions of the provisions of a TMO may give rise to the issue of a Penalty Charge Notice (parking ticket / parking fine).

The numerous types of traffic management orders are summarised as follows:

Permanent orders include:

- Yellow lines (single and double)
- Parking places
- Car parks
- Loading bays
- School Keep Clear

The council is moving to consolidate all its TMOs into two new map based orders.

Experimental Traffic Orders are used for a limited time, no more than eighteen months, to trial a traffic scheme after which they can be made permanent or abandoned.

Temporary Traffic Orders are made to temporarily prohibit, restrict or to suspend the use of a road due to highways works either planned or following an emergency, or to facilitate special events taking place on or off the road.

6.9 Parking Controls

In addition to CPZs and yellow line restrictions, other methods of parking control are used within the borough. These are;

- **Short stay pay by phone parking schemes**

This is paid parking used near busy local shopping parades in some cases incorporating an initial free parking period. Tariffs can vary from area to area to meet local demands in accordance with looking to attain an 85% occupancy rate.

- **Loading Restrictions**

These are used in conjunction with waiting restrictions in areas or at times where loading would be obstructive, dangerous or would increase congestion and delays during peak traffic periods. Loading bays are provided in the vicinity of shops where such facilities are required they are often now dual use with 15 minutes free for domestic vehicles outside of loading hours, signage will indicate this at each location

- **School Keep Clear Markings**

These have been introduced outside most schools in the borough to:

- ensure that drivers can see children wishing to cross the road.

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- maintain sight lines for children crossing the road
- maintain good access for emergency vehicles

No stopping is allowed on markings (zigzags) which is an offence, even to pick up or drop off children. The Council will ensure that these restrictions are properly enforced by the Council's parking enforcement contractor through regular Civil Enforcement Officer visits to each school, and stringent enforcement of any contraventions.

- **Pedestrian Crossings**

Motorists parking on zigzag markings are liable to receive a parking ticket from either a Council Enforcement Officer or a Police Officer. If issued by the Police, the penalty is greater than that imposed by the Council and could result in penalty points being awarded.

- **Motorcycle parking**

There are a limited number of designated motorcycle bays across the borough accommodating a number of motorcycles in each. Consideration is being given to increasing this number.

6.10 Removal of lines

Any redundant road markings are entirely removed from the road surface and not masked out. The method of removal must take into consideration the environmental impact the operation will have at that location.

6.11 Signing

The Department for Transport's guidance states that road signs should normally be erected so the bottom of the sign is at a minimum distance of 2.1m above the ground. Throughout the borough, signs associated with parking schemes are either placed on lamp columns or on high posts, mainly situated at the front of the footway.

On occasion however, at the request of residents groups and ward members, signs have been placed on shorter posts at the back of footway in some residential areas to improve the streetscape, for example in Conservation Areas, but in general, the Council has recognises that signs should be erected at the minimum height (2.1m) as per Chapter 3 of the Traffic Signs Manual to reduce the potential for causing injury or attracting vandalism.

6.12 Conservation areas

Conservation Areas created by Local Authorities are locations of special architectural or historical interest where it is desirable to preserve or enhance the quality and character of the area. Adjustments to signs and lines that are less obtrusive can be introduced within these areas to minimise the impact on the character and appearance of the local area. Appendix 8 shows the current list of conservation areas within the borough.

6.13 Parking Controls Monitoring

The Council monitors compliance on its road network with monthly and annual reporting utilising data from site visits, counts and CCTV with special monitoring of schools, as well as from town centre, CPZ and general reports.

Where necessary and legal, levels of enforcement can be adjusted and again a process of monthly and annual reporting takes place. Residents can request changes to local enforcement through the relevant Ward councillor.

Section 7 - Permits and Vouchers

Designated parking places in a Controlled Parking Zone (CPZ) within the Borough are regulated by the issue of parking permits to residents and local businesses, or by vouchers to residents for their visitors to use.

There are occasions when additional needs within the local communities require that other classifications of motorist be granted parking permits. The council is committed to publicly consult following statutory provisions where necessary on any new permits type that could be provided to a specific group. ▼

7.1 Permits and fraud

All permits and vouchers are monitored for validity and can be subject to fraud investigations at any time.

Deleted: and a number of examples of these apply within the Borough. Parking permits can be currently issued to builders, carers, health workers, religious representatives, teachers, essential workers, environmental health and local politicians.

Section 8 - Enforcement

8.1 General

The Road Traffic Act 1991 empowered local authorities to take over the enforcement of parking controls on the roads for which they are the highway authority from the Police. Parking enforcement in such areas was termed 'Decriminalised Parking Enforcement' or 'DPE'.

8.2 What is enforced?

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

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

8.3 Contravention codes and observation period guide

Each parking contravention is identified with a specific code designated by Central Government. For most parking contraventions occurring in Barnet, Civil Enforcement Officer's (CEOs) are instructed to allow a certain period of 'observation time' to witness legitimate loading activity, or to allow motorists to obtain vouchers or pay and display tickets.

Each contravention has been reviewed and a suitable period of observation has been identified which must be given by a CEO before a Penalty Charge Notice (PCN) is issued as detailed in the table at Appendix 9.

CEOs must carry out their work openly, with fairness, courtesy and reasonableness and to comply with all guidance and codes of conduct. This includes CEOs advising motorists to move their vehicles, how and where to park legally or issuing Warning Notices where appropriate, rather than just issuing a PCN. To enable them to perform their duties effectively, CEOs must be familiar with the parking arrangements in the enforcement areas, permit information, Council policies, relevant legislation and any other information necessary.

8.4 Enforcement Objectives

The aim of enforcement is to maximise motorists' compliance with regulations as laid out in Appendix 10. This makes Barnet's streets safer for all road users, particularly children and other vulnerable pedestrians, prevents obstruction and delays (especially for buses and emergency vehicles) and ensures that parking bays are available for their intended use making the public highway a more pleasant environment.

Where non-compliance is evident, the Council's strategy is to enforce firmly but fairly, transparently and proportionately to assist in the delivery of the Council's obligations in ensuring that the borough's roads are safe, and enable traffic to flow.

The Council acknowledges that enforcement is not the only mechanism for increasing compliance. Effective communication with the public is essential so that they are aware of the rules and regulations. As a supplement to this Policy a guidance document is being made available to assist the public in understanding the various restrictions in place.

The Council also aims to encourage compliance through:

- Engaging the community in consultations and with effective communications when policies or practices have changed
- Visibility of Civil Enforcement Officers (CEOs) on-street
- Well maintained clear road markings and signs so that residents, businesses and visitors can see the restrictions which are being enforced
- Reviewing restrictions and enforcement practices to ensure that they remain fit for purpose and that the Council are responding to local needs

8.5 When does Enforcement take place?

Enforcement can take place 24 hours a day, seven days a week including public Holidays. Full details of operational enforcement hours are shown in Appendix 11. Drivers are responsible for checking signage within the vicinity of their desired parking location.

There is a dedicated hotline telephone number available on the Council website for the public to request enforcement action in cases where there is a specific problem.

8.6 CCTV Camera Enforcement

Bus lanes play a key role in offering buses priority on London's roads. Long stretches of continuous bus lanes enable buses to move more easily through London's congested road network, especially at peak times, with a high degree of certainty and reliability. This enables more efficient bus operation, better performance for passengers and encourages motorists to use public transport.

Motorist of private vehicles regularly travel in bus lanes and the Council plays a crucial role in deterring this through the use of CCTV enforcement of bus lanes during their operational periods.

Bus lane contraventions are automatically detected and recorded by the cameras then reviewed by CEOs who operate within the Council's guidelines. PCNs are then sent by post to vehicle keepers.

8.7 Moving Traffic Contraventions

London Councils' are provided with powers by the London Local Authorities and Transport for London Act 2003 which allows for the enforcement of moving traffic regulations.

Barnet will consider the introduction of the enforcement of these powers over time as there is increasing concern relating to the impact on traffic movement and safety in the Borough due to the increasing number of drivers who do not comply with the following types of restriction:

- No Entry signs
- One way only
- No left or right turn
- No U turn
- Give way
- Restricted vehicles only
- Keep clear
- Box junctions – requiring no stopping

It is intended that the locations where such restrictions exist will be reviewed to determine levels of contraventions so that these may be addressed by the Council taking up the powers to allow enforcement at the relevant sites.

Priority will be given to address known safety concerns at locations where abuse of regulations is affecting road safety.

The following issues will be considered:

- Review of accidents involving vehicles and pedestrians
- Areas close to schools
- Congestion hotspots
- Sites where there have been complaints raised with the Council about motorists driving irresponsibly and disobeying road signs

Many London authorities have been carrying out enforcement of moving traffic offences for a number of years and data will be obtained to understand the benefits of introducing such measures.

Unlike the Police, CEOs are not empowered to stop offending motorists and it is difficult for them to enforce such matters. As with bus lane enforcement, CCTV is generally used and has been demonstrated as being extremely effective using either static or mobile cameras.

The Council will roll out a programme of introducing static cameras at specific sites, supplementing this with some mobile devices at locations where this method is more appropriate or where it is considered that they will act as a greater deterrent.

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8.8 Postal (Regulation 10) PCNs

In addition to issuing postal PCNs for bus lane contraventions, the Council under certain circumstances are able to issue PCNs by post to motorists who have driven away before the CEO can serve a notice or in cases where the CEO has been otherwise prevented from doing so.

8.9 Car Parks

Enforcement is carried out in all Council-owned car parks which allow pay by phone or permit holder parking. Most are open at all times, but only charge during certain periods.

8.9 School Parking Enforcement

The Council is committed to ensuring a safe environment outside schools. Enforcement of inappropriate parking around schools discourages poor driver behaviour reducing potentially dangerous situations.

There are numerous school keep clear markings outside schools within the Borough and these are rigorously enforced, however this is an area of enforcement that leads to the greatest level of confrontation from parents and as such needs further consideration of the enforcement methods available.

The Council has found that, more so than traditional foot patrols, the use of mobile CCTV to enforce parking near schools can be extremely effective. Evidence shows that parking a clearly marked CCTV vehicle outside a school acts as an extremely good visual deterrent. The aim is not to catch drivers out but to change their driving habits. As a result, the roads around schools are less congested and safer for pupils and parents, drivers being less likely to park on keep clear markings. Another benefit of this style of enforcement is that it can reduce the possibility of confrontation where CEOs may be put at risk.

8.10 Footway Parking Enforcement

Footpaths must be kept safe for pedestrians to use. Unauthorised footway parking creates an obstruction hazard for pedestrians and can make it difficult for a pushchair or wheelchair to pass safely without needing to divert into the road. Vehicles parked on the footway, can also cause particular problems for blind, disabled and older people.

8.11 Footway Parking

Many complaints are received from pedestrians, wheelchair users and those using pushchairs about inconsiderate car drivers who are parked on our footways, causing them to use the carriageway to get past.

In 1974 it became an offence to park a vehicle with 'one or more wheels on any part of an urban road other than a carriageway' in London (i.e. footway, grass verge, garden, space or land). The offence subsequently became decriminalised under the Road Traffic Act 1991 when local authorities were given powers to enforce footway-parking contraventions.

Unauthorised footway parking also causes increased maintenance costs and additional risks to the public. Damage to paving and grass verges caused by parked vehicles costs the Council thousands of pounds each year and such damage can create trip hazards resulting in injury. It is therefore important that those vehicles which are parked on the footway are enforced appropriately through the issue of a PCN.

The Council have provided some designated footway parking in certain roads. These are clearly defined as bays and marked on the footway with white lines. It is usual in these situations for the footway to have been strengthened to ensure that no damage is caused by the weight of parked vehicles. Where vehicles are parked in such bays they are considered to be parked compliantly. However, where vehicles are not parked properly within a marked bay, i.e. where one or more wheels outside of the bay markings this is considered to be non-compliant and a PCN will be issued.

The Council will ensure footway parking only happens where it can be undertaken safely. In addition, these proposals will ensure that parking places are properly signed and marked where necessary to ensure that cars do not park in such a way as to cause an obstruction and that there is clarity on enforcement. See Appendix 13 for further information.

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8.12 Dropped Kerb Enforcement

The Council issue Penalty Charge Notices (PCN) to vehicles obstructing dropped kerbs that lead to private driveways and those used by pedestrians to cross roads.

Parking in this manner prevents residents and businesses from getting their vehicles onto the road or into their property.

Parking alongside a dropped kerb can also prevent pedestrians from crossing the public highway in a safe manner causing particular problems and possible dangers especially for people with visual impairments, disabilities and persons with pushchairs or wheelchairs.

The type of location and circumstances where this contravention is enforced is further described at Appendix 12.

8.13 Clamping and Removals (Abandoned and Untaxed Vehicles)

Abandoned vehicles are a particular problem in parts of the Borough. These vehicles are an environmental nuisance and are associated with anti-social behaviour. Abandoned vehicles not only cause an unnecessary hazard wherever they are dumped but they increase fears of crime and have a serious impact on residents' quality of life.

The Council does not generally clamp vehicles however, the Council reserves the right to do so at any time it deems necessary.

There are some exceptions to this with the removal of abandoned and untaxed vehicles where a bailiff has been commissioned to recover the debt. On such occasions the owner will deal directly with the relevant bailiff in order to recover their vehicle.

8.14 Loading and Unloading

There are exemptions to parking restrictions in most bays and on yellow lines to allow continuous loading and unloading activity to take place for up to 20 minutes.

This should not be confused with picking up or setting down passengers which also is permitted in most locations provided it is completed without delay.

Upon seeing a vehicle in a parking bay or on a yellow line, CEOs will observe a vehicle to determine whether loading or unloading is taking place and if this is not witnessed, appropriate notes of observations will be made and a PCN will be issued. Should a motorist wish to appeal, they would be required to provide as much evidence as possible that loading or unloading was taking place and this will be considered against the evidence provided by the CEO.

8.15 Warning Notices

The purpose of a Warning Notice is to inform motorists that a Vehicle is parked in contravention of parking restrictions and that normally, a PCN would be issued. The range of contraventions for which a Warning Notice can be issued should be the same as that for a PCN. In addition, a list of "actions" must be added so the driver is made aware of any necessary action to avoid receipt of a PCN in the future.

The Council will use discretion as to when a warning notice is issued. It is more likely to be used where a minor infringement has occurred and it is the first time the vehicle has been identified as non-compliant.

8.16 Persistent Evaders

Persistent Evaders (generally defined as individuals with three or more unpaid PCNs past the point of appeal) pose an issue in the Borough. This is because they continually park in contravention, resulting in nuisance for other drivers and in cases such as footway parking, a 'bad example' that can result in further non-compliance in the area.

It is desirable to target persistent evaders although this can be rather time consuming and as such requires sufficient resources to achieve positive results. With this in mind it is proposed that in future the following options may be deployed to tackle persistent evaders:

1. clamp and/or remove vehicles belonging to persistent evaders
2. refuse a permit request and/or withdraw a permit without refund until the full outstanding balances are cleared.
3. Removal of a Barnet Parking Permit

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8.17 Representations, Appeals, Discretion and Mitigation

There is a defined process by which the Council deals with appeals against Penalty Charge Notices and this is further described at Appendix 15.

8.18 Funerals, Weddings and other Events

The Council allows specific parking suspensions and dispensations, in certain special circumstances for short periods of time, usually no more than 4 hours. Dispensations are arranged for a variety of organisations, individuals under certain circumstances, however each application does have to follow the dispensation process.

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8.19 Suspensions

The council has the power to suspend parking bays on its own behalf or on behalf of third parties.

The Council will endeavour to provide as much notice as possible and the suspension will be clearly signed on street to show the parking bays that are affected by the suspension and the duration of the suspension. It should however, be recognised that there are occasions where suspensions are required for urgent/emergency works and in such circumstances the Council may not be able to give much advanced warning.

From time to time it is necessary to make arrangements to suspend parking bays for a short duration to allow specific activities to take place. Such activities include road works, works to the pavement or street furniture, tree pruning and works to public utilities street equipment.

Suspensions may also arise for special events such as street parties that require the road space to be cleared from vehicles. Other third party requests, such as building works, removals (domestic and commercial) and filming may also involve parking bays being suspended.

The Council will enforce these suspensions with the use of PCN's should any vehicle be parked at a location which has been suspended.

8.20 Heavy Goods Vehicles

The Council operate a number of restrictions throughout the Borough in the form of weight limits. These limits help to uphold road safety and make the street a more pleasant environment.

The London Lorry Ban Scheme applies to most of the Borough's roads and this works towards upholding road safety and making the street a more pleasant environment by preventing movement of heavy vehicles in residential streets at night and at weekends.

Section 9 -Parking for Disabled Persons

9.1 Blue Badge Scheme

This is a national scheme whereby a Blue Badge helps disabled people with severe mobility problems to have access to goods and services by allowing them to park close to their destination. The Blue Badge can be used on any vehicle in which the holder is travelling. The holder, whom must be present, does not have to be the driver but the concession must be for the benefit of the disabled person and not merely for the convenience of other people using the vehicle.

Blue Badges may only be issued to a person who has permanent and substantial disabilities which affect their mobility. The Blue Badges cannot be issued on a temporary basis. (Please see Appendix 16 for qualification criteria).

A Blue Badge entitles the holder to:

- park for up to three hours on single or double yellow line waiting restrictions, (single lines apply for a limited period but double lines apply 24-hours a day). The clock card supplied with the badge must be displayed and set at the correct time of arrival
- park for unlimited periods at Pay-by-Phone parking places, unless signage specifies a maximum stay for Blue Badge holders of three hours
- park at disabled badge holder parking places, either for an unlimited time or for the time shown on nearby signs

The Council ~~will~~ allow parking ~~for up to three hours in any one space.~~

These concessions do not apply where loading restrictions are in operation but outside of those times, normal blue badge rules apply on single or double yellow lines. Stopping briefly to set down or pick up passengers is allowed if there is a loading ban or it is on a red route.

9.2 Blue Badge fraud and Disabled Persons Parking Badges Act 2013

Any misuse of a badge is an offence. It can be withdrawn under the following circumstances.

It is not permissible:

- for non-disabled people to use a Blue Badge for their own purposes – if they do so, they are liable to a fine
- to use a Blue Badge unless the holder is in the vehicle, or the vehicle is being driven to or from an area which is accessible only to vehicles displaying a blue badge in order to pick up or drop off the holder

As the concessions offered by Blue Badges are considerable, they are particularly valuable and prone to theft whilst being displayed in vehicles.

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Blue Badge's do not display a vehicle registration. This is useful for badge holders who are passengers and rely on transport from a variety of sources. If a Blue Badge is stolen, the owner of the badge should notify the Council as soon as possible.

If Civil Enforcement Officers (CEOs) suspect a Blue Badge is being illegally used, they can take any one or a combination of the following actions:

1. issue a PCN (parking ticket)
2. challenge the vehicle driver for proof that they are the badge owner
3. challenge the vehicle driver that the badge owner is accompanying them
4. confiscate the badge where deemed appropriate to do so
5. report their suspicions/concerns to the authority

The Disabled Persons Parking Badges Act 2013 allows CEOs or authorised Council Officers to inspect and retain a badge without a Police presence if they have reasonable grounds for believing that it is false, it should have been returned, or is otherwise being misused.

Members of the public who suspect that a Blue Badge is being misused are encouraged to report the details, including the date, time, location, and vehicle registration and badge number to the Council's Assisted Travel Team, whom administer the Blue Badge Scheme.

9.3 Disabled Persons Bays

9.4 Designated Disabled Parking Bays

The Council decided that in order to better assist people in parking close to their homes, applications for a "Designated Disabled Parking Bay" to be provided close to the resident's home would be approved if specific conditions were met.

These Designated Disabled Bays allow only the applicant's vehicle to be parked in the bay, as they would need to clearly display their Blue Badge and a specific permit applicable to only that bay, in their vehicle.

The criteria for approval of an application and the process involved are described at Appendix 17.

9.5 Disabled Bays no longer in use

Residents granted Designated Disabled Person Parking Places are requested to inform the Council if a bay is no longer in use.

If a resident feels that a bay is no longer being used or is not required, this can be reported to the Council who will investigate and if appropriate will remove it.

9.6 General Disabled Parking Places

The Council has and will continue to provide standard disabled bays for non-residential purposes at locations where the Council consider it appropriate. The Council will limit parking to an appropriate maximum stay period (e.g. 3 hours) to ensure Disabled Parking Bays meet the requirements of those wishing to use them.

List of Appendices

1. Appendix 1 Casualties in Barnet
2. Appendix 2 Accidents in Barnet
3. Appendix 3 NO2 annual mean concentrations
4. Appendix 4 Hierarchy of road users and vehicle types
5. Appendix 5 Summary of Permitted Use of Surplus Parking Income
6. Appendix 6 Process for progressing a Controlled Parking Zone
7. Appendix 7 Controlled Parking Zones in Barnet
8. Appendix 8 Conservation Areas
9. Appendix 9 Parking Contraventions and Observation Periods
10. Appendix 10 Aims of Enforcement activity
11. Appendix 11 Enforcement on Public Holidays
12. Appendix 12 Parking on footways and verges
13. Appendix 13 Dropped kerb enforcement
14. Appendix 14 Criteria for the issue of a Blue Badge
15. Appendix 15 Process by which the Council deals with appeals against PCNs
16. Appendix 16 Designated Disabled Parking Bay Criteria

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Questions for Consultation¶

In addition to inviting open comments on the policy as it stands we will also be asking the following key questions:¶

¶

Q1. . Do the aims of this policy look correct to you? If not, in what respect do they not?¶

Q2. . Are there any other background factors we should take into account?¶

Q3. . Are the objectives set out in the policy the right objectives?¶

Q4. . Do you agree with the proposed turnover of short term parking objective to achieve an occupancy rate at any given time of 85%?¶

Q5. . Do you agree with enforcement of parking around schools, and the methods noted in the policy for this?¶

Q6. . On what basis should the Council set charges for parking permits and vouchers?¶

On a flat rate basis?¶

By varying the permit charge in different parts of the Borough?¶

By varying the permit charge dependent on the number of hours of restriction in a particular CPZ?¶

By varying the permit charge for different levels of congestion?¶

By varying the permit charge for different levels of vehicular impact on the environment, for example charging based on pollution emissions or engine size?¶

By varying the permit charge depending on number of permit holders per household?¶

... [1]

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- Q6. On what basis should the Council set charges for parking permits and vouchers?**
 On a flat rate basis?
 By varying the permit charge in different parts of the Borough?
 By varying the permit charge dependent on the number of hours of restriction in a particular CPZ?
 By varying the permit charge for different levels of congestion?
 By varying the permit charge for different levels of vehicular impact on the environment, for example charging based on pollution emissions or engine size?
 By varying the permit charge depending on number of permit holders per household?
 Or on another basis – which?
- Q7. Do you agree that enforcement of Moving traffic Violations will improve road safety in the borough?**
- Q8. Do you agree that the Council should implement a footway parking policy that seeks to keep footways clear for pedestrians and the disabled?**
- Q9. Do you think that the Council should introduce stronger measures of enforcement for persistent offenders?**
- Q10. Are there any other types of enforcement within the borough that you feel should be suspended on public holidays and if so where?**
- Q11. Are there any other comments you would like to make or views you wish to express on the policy?**

Appendix 1: Casualties in Barnet in 2013

Borough	Total casualties	Pedestrians	Pedal cyclists	Powered two-wheelers	Car occupants	Total vehicle occupants
Barnet	1,228 (-3%)	210 (+19%)	84 (+2%)	180 (+13%)	627 (-17%)	1,018 (-6%)

Figures from final report data from 2013 London Accident Analysis Unit Accident Data JAN 2013 TO DEC 2013 (Final) 30 (BARNET) and comparison with equivalent 2012 report and Table 6: Casualties in Greater London 2012 by borough and percentage change over 2011. When it is published these figures are expected to be included in:

Casualties in the London Borough of Barnet 2013 by borough and percentage change over 2012

Borough	Fatal	Serious	Slight	Total Casualties
Barnet	8 (+14%)	123 (+17%)	1,097 (-5%)	1,228 (-3%)

Figures from final report data from 2013 London Accident Analysis Unit Accident Data JAN 2013 TO DEC 2013 (Final) 30 (BARNET) and comparison with equivalent 2012 report and Table 7: Casualties in Greater London 2012 by borough, severity and percentage change over 2011. When it is published these figures are expected to be included in:

Casualties in London Borough of Barnet 2013 by borough, severity and percentage change over 2012

Accidents between dates 01/01/2013 and 31/12/2013
 Selected using Build Query :



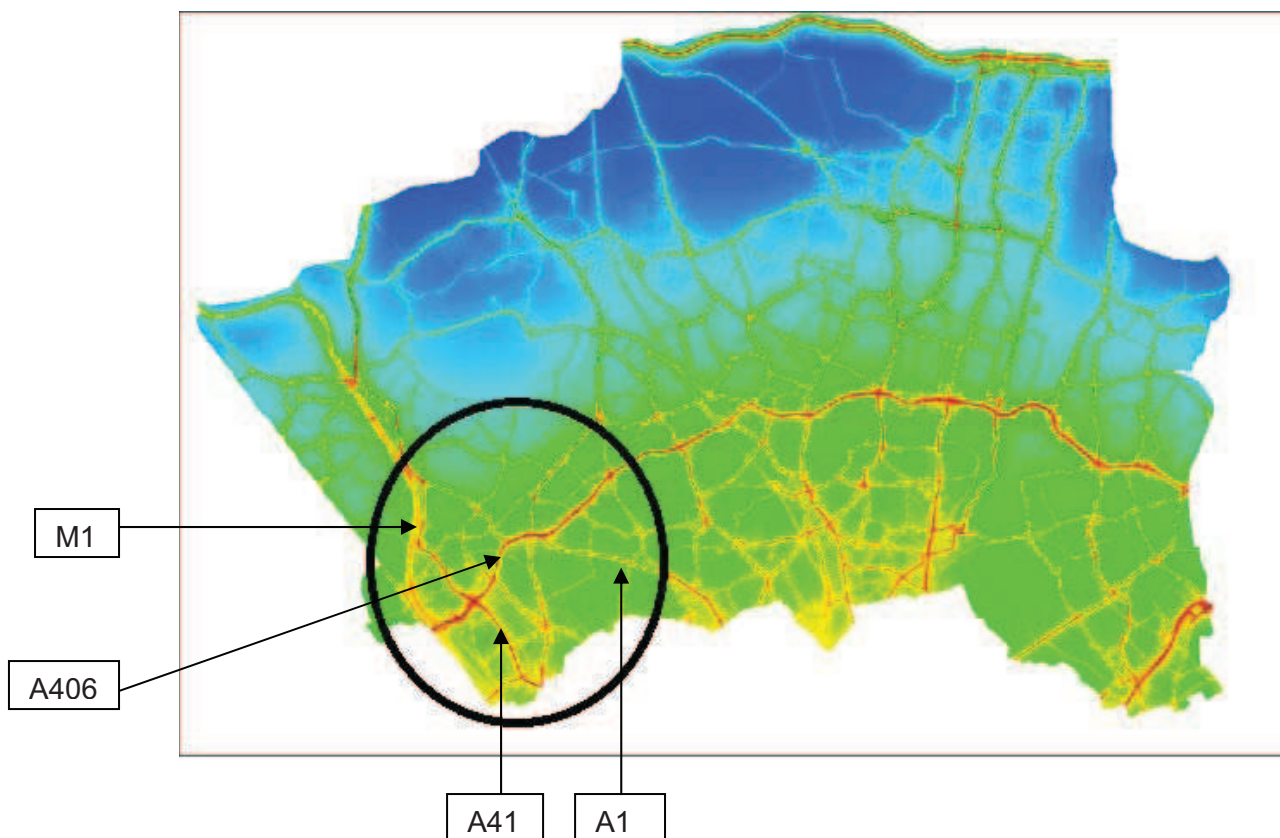
Appendix 3 - NO₂ annual mean concentrations ($\mu\text{g}/\text{m}^3$) for north London, 2006

The map below shows the outer north London area with Barnet circled where these rods pass through. The blue highlighted areas are lower levels of NO₂ with the highest levels being shown in dark red on the key transport routes for example the North Circular Road.

Emissions Key

Low

High



Appendix 4: Hierarchy of road users and vehicle types

Hierarchy Type	Priority	
Road User	1	Disabled resident parking Disabled parking (non-residential) Resident parking
	2	Essential worker in the delivery of public service Registered carers Doctor parking Local business essential parking / servicing Short-stay shopper / visitor parking
	3	Long-stay shopper / visitor parking Long-stay commuter parking
Vehicle Type	1	Emergency vehicle Bicycle Transport for London (TfL) bus Electric vehicle
	2	Public service vehicle Shared / pool car Delivery vehicle / lorry and van Taxi Powered two-wheeler
	3	Conventional private car (less polluting)* Conventional private car (more polluting)*

* As determined by permit pricing bands (see Section 4).

Appendix 5: Summary of Permitted Use of Surplus Parking Income

The income and expenditure of local authorities in connection with their on-street charging and their on and off-street enforcement activities are governed by Section 55 of the RTRA 1984. All London authorities must keep an account of all income and expenditure in respect of designated on-street parking places and all income and expenditure related to the issue of PCNs (parking tickets) in both on and off-street areas. All London local authorities must send a copy of their accounts to the Mayor of London.

Operational guidance¹ deals with the publication of information on parking income, expenditure, the surplus or deficit and action taken in respect of that surplus/deficit.

This financial information is required for each financial year and is made available by each local authority within six months of the end of that year. Section 55 of the RTRA 1984 requires only one account but it is considered appropriate to provide sub-accounts for on-street and off-street parking operations.

The Special Parking Account (SPA) holds the parking income streams and expenditure for;

- Penalty Charge Notice enforcement
- CCTV bus lane enforcement
- Permits and visitor voucher income
- Suspension charges
- On-street casual parking income

A separate general fund account holds the income and expenditure relating to off street parking.

If there is a deficit in the SPA at the end of a financial year, the deficit should be made good out of the general fund. It is also accepted that ongoing parking operations may produce a parking income surplus although the level of the surplus is dependent on motorists' compliance with the parking restrictions in the borough, which is difficult to project.

The Council's aim, through its parking enforcement activity is to promote increased parking compliancy throughout the borough, however there is nothing wrong with making a surplus long as the authority does not rely on it and if for any reason a surplus does not occur, the Council commits that it will not adjust its charges or operations simply to achieve a surplus.

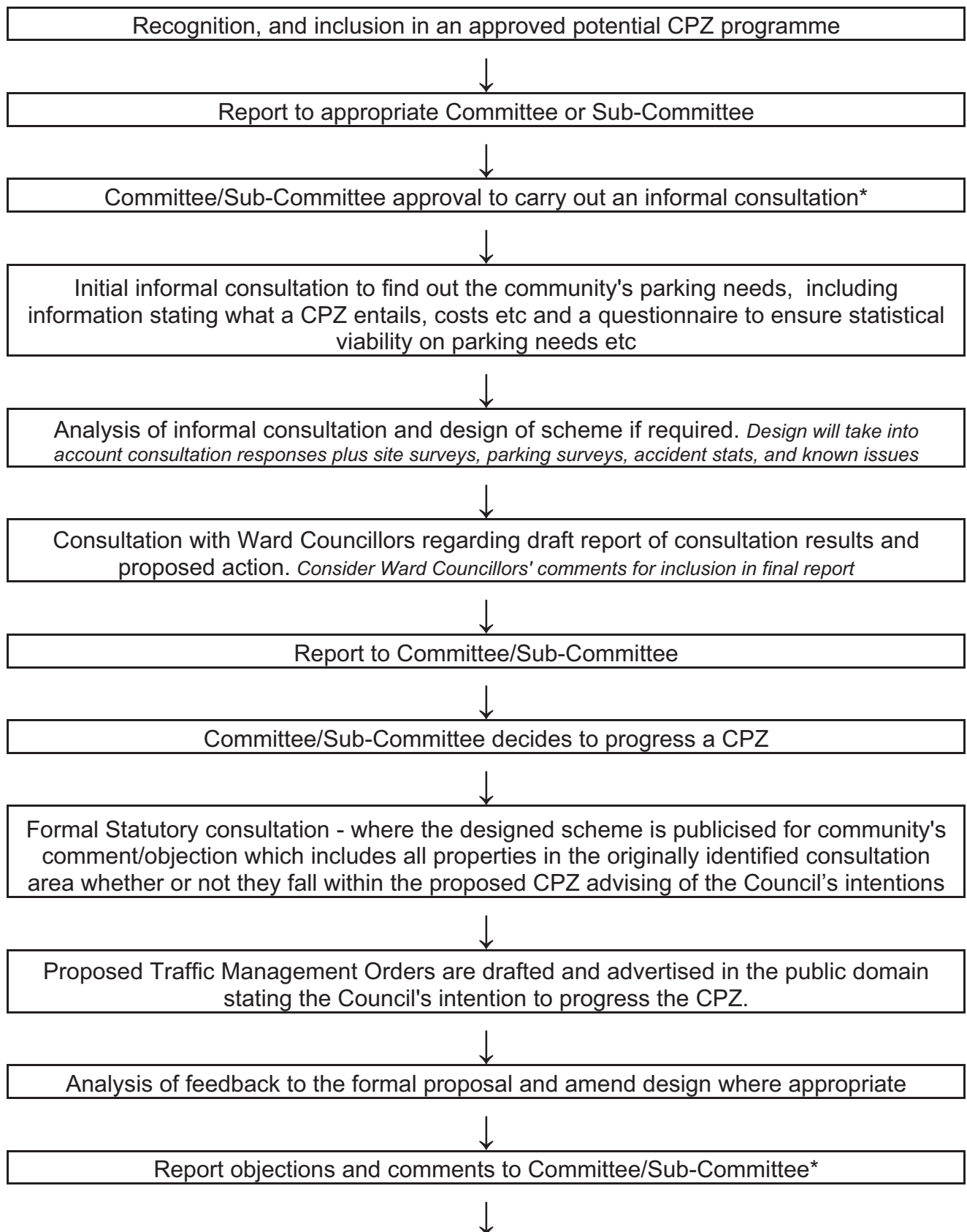
The use of any surplus is governed by Section 55 of the Road Traffic Regulation Act, 1984 which specifies that the surplus may be used for:-

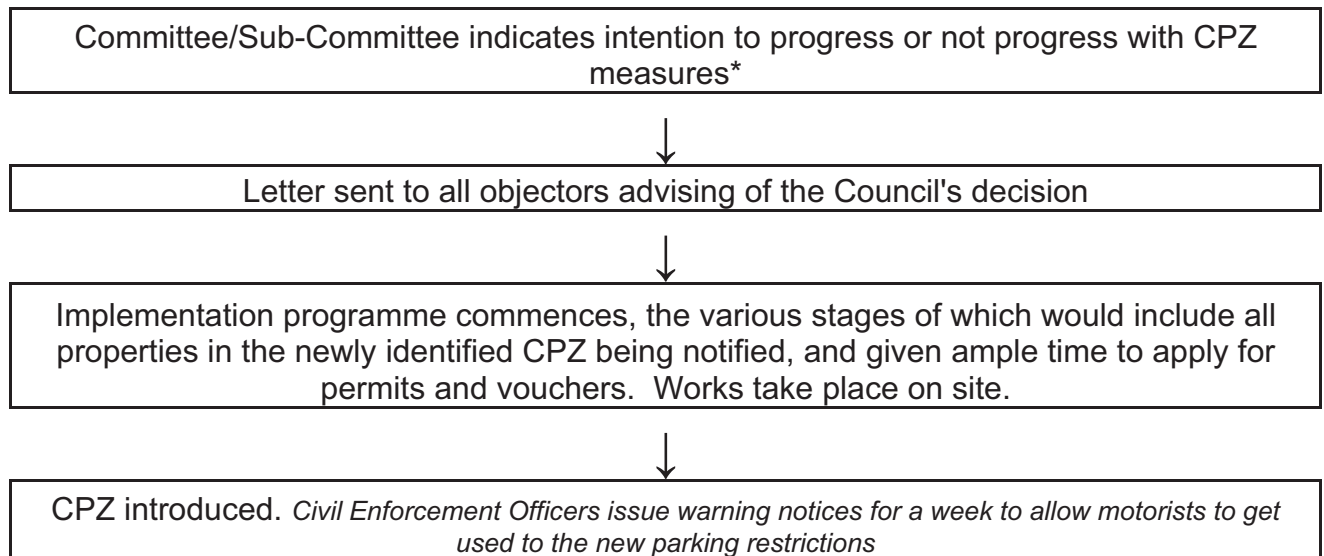
- (a) the making good to the general fund of any amount charged to that fund (*to make good any deficit in the SPA*) in the 4 years immediately preceding the financial year in question;
- (b) meeting all or any part of the cost of the provision and maintenance by the local authority of off-street parking accommodation, whether in the open or under cover;
- (c) the making to other local authorities or to other persons of contributions towards the cost of the provision and maintenance by them, in the area of

¹ Operational Guidance to Local Authorities: Parking Policy and Enforcement (DfT 2010)

- the local authority or elsewhere, of off-street parking accommodation, whether in the open or under cover;
- (d) if it appears to the local authority that the provision in their area of further off-street parking accommodation is unnecessary or undesirable, the following purposes—
- (i) meeting costs incurred, whether by the local authority or by some other person, in the provision or operation of, or of facilities for, public passenger transport services,
 - (ii) the purposes of a highway or road improvement project in the local authority's area,
 - (iii) in the case of a London authority, meeting costs incurred by the authority in respect of the maintenance of roads maintained at the public expense by them,
 - (iv) the purposes of environmental improvement in the local authority's area,
 - (v) in the case of such local authorities as may be prescribed, any other purposes for which the authority may lawfully incur expenditure;
- (e) in the case of a London authority, meeting all or any part of the cost of the doing by the authority in their area of anything—
- (i) which facilitates the implementation of the London transport strategy, and
 - (ii) which is for the time being specified in that strategy as a purpose for which a surplus may be applied by virtue of this paragraph;
- (f) in the case of a London authority, the making to any other London authority of contributions towards the cost of the doing by that other authority of anything towards the doing of which in its own area the authority making the contribution has power—
- (i) to apply any surplus on the account required to be kept under subsection (1) above; or
 - (ii) to incur expenditure required to be brought into that account.

Appendix 6: Process for progressing a Controlled Parking Zone





*Note that Officers of the Council may be empowered to take these decisions and may do so where it is considered appropriate to do so

Appendix 7: Controlled Parking Zones in Barnet

Controlled Parking Zone (CPZ)	CPZ Code		Operational Hours
	Resident	Business	
Brent Cross	B		Monday to Saturday 10.00am to 6.30pm
Brent Cross Station	BX	BXZ	Monday to Friday 11.00am to 12midday
			Monday to Friday 11.00am to 12midday and 2.00pm to 3.00pm
Chipping Barnet	C	CB	Monday to Saturday 8.00am to 6.30pm
	D		Monday to Friday 2.00pm to 3.00pm
Church Cottages	A	-	Monday to Friday 8.00am to 9.30am & 2.45pm to 4.15pm and Monday to Sunday 6.30pm to 8.45pm and Saturday and Sunday 10.00am to 4.00pm
Church End	CE1	CEZ	Monday to Saturday 8.00am to 8.00pm
	CE		Monday to Friday 2.00pm to 3.00pm
Colindale	P	R	Monday to Friday 2.00pm to 3.00pm
Cricklewood	C1	CZ	Monday to Friday 10.00am to 11.00am
Cricklewood (Terraces)	CT		Monday to Sunday 9.00am to 10.00pm (hours under review)
Cricklewood (Groves)	CW		Monday to Sunday 9.00am to 10.00pm
East Finchley	M	Q	Monday to Saturday 10.00am to 6.30pm
			Monday to Friday 2.00pm to 3.00pm
Edgware	J	U	Monday to Friday 10.00am to 11.00am
	K		Monday to Saturday 8.00am to 6.30pm
			Monday to Sunday 8.00am to 9.00pm
Edgware (Mowbray)	L	-	Monday to Friday 10.00am to 11.00am
Event Day (Saracens)	ED	-	Saturday and Sunday 1.00pm to 6.00pm (event days only)
Garden Suburb	GS	-	Monday to Friday 1.00pm to 2.00pm
Golders Green	G	W	Monday to Saturday 8.00am to 6.30pm and Sunday 9.30am to 6.30pm
	H		Monday to Friday 11.00am to 12midday
	H2		Monday to Friday 11.00am to 1.00pm
Hendon	HC1	HD	Monday to Friday 11.00am to 12midday
	HC2		Monday to Friday 10.00am to 5.00pm
	HC3		Monday to Sunday 8.00am to 6.30pm
Mill Hill	E	X	Monday to Friday 11.00am to 12midday
	E2	-	Monday to Friday 8.00am to 6.30pm
Mill Hill East	MH	-	Monday to Friday 10.00am to 11.00am
North Finchley	FN	FNZ	Monday to Saturday 9.00am to 5.00pm
			Monday to Friday 2.00pm to 3.00pm
Temple Fortune	TF	TFZ	Monday to Friday 9.30am to 6.00pm and Saturday 2.00pm and 6.00pm
			Monday to Friday 10.00am to 11.00am
			Monday to Friday 1.00pm to 2.00pm

Controlled Parking Zone (CPZ)	CPZ Code		Operational Hours
	Resident	Business	
			Monday to Friday 10.00am to 11.00am and 3.00pm to 4.00pm
West Hendon	WH1	WHZ	Monday to Saturday 9.30am to 4.30pm
	WH2		Monday to Friday 10.00am to 11.00am
	WH3		Monday to Friday 10.00am to 11.00am
			Monday to Friday 10.00am to 5.00pm
			Monday to Friday 10.00am to 7.00pm and Saturday 8.00am to 2.00pm (experimental as of June 2013)

Appendix 8: Conservation Areas in London Borough of Barnet

The 16 conservation areas in the London Borough of Barnet

- Finchley Church End
- Cricklewood, Railway Terraces
- Mill Hill
- Glenhill Close
- Golders Green Town Centre
- Hampstead Garden Suburb, The Bishop's Avenue
- Monken Hadley
- Totteridge
- Watling Estate
- Wood Street
- Hampstead Garden Suburb
- Hendon - Church End
- Hendon - The Burroughs
- Finchley Garden Village
- Finchley College Farm
- Hampstead Village - Heath Passage
- Moss Hall Crescent

Appendix 9: Parking Contraventions and Observation Periods

Code	Short Description	Observation period
1	Parked in a restricted street during prescribed hours	Only if a commercial vehicle is observed loading
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	0 minutes
5	Parked after the expiry of paid for time	5 minutes
11	Parked without payment of the parking charge	3 minutes
12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Observed for period taken to issue PCN
16	Parked in a permit space without displaying a valid permit	Observed for period taken to issue PCN
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 minutes
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	3 minutes
21	Parked in a suspended bay or space or part of bay or space	0 minutes
23	Parked in a parking place or area not designated for that class of vehicle	0 minutes
24	Not parked correctly within the markings of the bay or space	0 minutes
25	Parked in a loading place during restricted hours without loading	5 minutes depending on the vehicle class
26	Parked in a special enforcement area more than 50cm (or other specified distance) from the edge of the carriageway and not within a designated parking place	0 minutes
27	Parked in a special enforcement area adjacent to a dropped footway	0 minutes
30	Parked for longer than permitted	5 minutes
34	being in a bus lane	0 minutes
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 minutes
45	Parked on a taxi rank	0 minutes
47	Stopped on a restricted bus stop or stand	0 minutes
48	Stopped in a restricted area outside a school when prohibited	0 minutes
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	0 minutes
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	0 minutes
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	0 minutes
73	Parked without payment of the parking charge	3 minutes
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 minutes
80	Parked for longer than the maximum period permitted	5 minutes
81	Parked in a restricted area in a car park	0 minutes
82	Parked after the expiry of paid for time	5 minutes
85	Parked in a permit bay without clearly displaying a valid permit	5 minutes

Code	Short Description	Observation period
86	Parked beyond the bay markings	0 minutes
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 minutes
91	Parked in a car park or area not designated for that class of vehicle	0 minutes
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	0 minutes

Appendix 10: Aims of Enforcement activity

- To ensure that enforcement of parking controls, bus lanes and any use of moving traffic contraventions pays due regard to the Council's parking objectives as set out in this policy document
- To ensure that the enforcement of parking contraventions is efficient and effective and meets the Parking Policy objectives.
- To issue Penalty Charge Notices (PCNs) for parking, bus lane and where used moving traffic contraventions, on a fair and transparent basis for contraventions that are clearly in breach of road signs and line markings. PCNs should accurately record the contraventions and the accuracy of recording should be the basis of measuring contract performance rather than the number of PCNs issued.
- To ensure that when a PCN is issued the recipient is provided with clear and helpful information about how to make payment, representations and appeals, if need be.
- To ensure that parking enforcement staff issuing PCNs do so rigorously and on a non-discriminatory basis in all cases where contraventions have occurred. Account can only be taken of extenuating circumstances or other such factors in cases where recipients of PCNs make representations and appeals as above.
- To ensure that parking restrictions and controls are clearly and unambiguously signed and line marked so that drivers are fully aware of the controls in place.
- To ensure that road signs and line markings are consistent with Traffic Orders and should any inconsistencies or anomalies become known, to make the necessary arrangements for these to be corrected without delay.
- To ensure that information, literature and web site details in relation to parking and enforcement services are expressed in a clear and unambiguous way and in plain English.
- To concentrate enforcement activity appropriately at locations where the incidence of infringements is known to be greatest and where this can improve road safety, improve traffic flow, reduce congestion and be flexible enough to react to specific requests from the local community where this is warranted.

Appendix 11 Enforcement on Public Holidays

Drivers are responsible for checking all signage in the vicinity of their desired parking location and must ensure that they are legally parked before leaving their vehicles.

Parking type	Bank holidays	Christmas Day
	Will be enforced (Yes/No)	
Across a dropped kerb	Yes	No
Bus lanes	Yes	No
Bus stops	Yes	No
Disabled bays	Yes	No
Double parking	Yes	Yes
Double yellow lines	Yes	No
Footway parking	Yes	No
Loading bays	Yes	No
Single yellow lines	Yes	No
Zigzag lines (white)	Yes	Yes
All council car parks	No	No
Business bays	No	No
Pay and display bays	No	No
Resident's bays	No	No
School markings	No	No

Appendix 12 – Parking on footways and verges

Legal position

Parking on footways and verges whether wholly or partly is banned throughout London, unless signs are placed to allow parking.



667 – Vehicles permitted to park partly on the Footway



668- vehicles permitted to park wholly on the Footway

The ban requires that each road be reviewed on an individual basis to determine whether or not footway parking should be permitted, and a Council resolution passed in respect of any roads that are to be exempted from the general footway parking ban. The ban is specified in Section 15 of the Greater London Council (General Powers) Act, 1974.

Reasons for the footway parking ban

Many of Barnet's streets were laid out in the 1920's and 30's when there were many less cars than today and therefore parking on footways and verges has been a serious and growing problem. There are a number of reasons why the ban was introduced including:

- **Preventing obstruction to pedestrians.**
Cars and other vehicles parked on footways can make life difficult and dangerous for pedestrians. In particular causing obstructions for the partially sighted, parents pushing buggies, the elderly and disabled people in wheel chairs and electric carts; forcing them off the footway and requiring them to use the carriageway.
- **Preventing danger to other road users.**
Parking on footways especially near to junctions is a specific hazard for other road users. Not only can it block vehicular movement but there is potential for impairing the view of other drivers navigating the carriageway. Many junctions have double yellow lines and loading restrictions for this reason.
- **Preventing damage to the footway.**
Unlike road surfaces, footways and verges are not designed to take the weight of cars or other motor vehicles. Much of the damage to Barnet's footways (cracked or sunken paving slabs etc.) is caused by vehicles driving over or parking illegally on the footway. Repairs cost Barnet taxpayers millions of pounds each year, and tripping on damaged footways is the cause of many pedestrian injuries.
- **Maintaining footways as an amenity.**
The presence of cars and other vehicles parked on footways, verges and other pedestrian areas is detrimental to the urban environment. The pavement surface is often soiled by oil stains leading to an unpleasant walking environment.

How the Council controls footway parking

Footway parking is prohibited in Barnet with the exception of locations where either

- (a) Parking bays have been formally introduced (and backed by a Traffic Management Order) or
- (b) An informal amnesty applies.

When formally exempting roads from the footway parking ban, the Council will take into account the following criteria:

- The width of the road and the appropriate clearance widths required (this will vary on the type of road and its usage).
- The volume and nature of traffic using the road.
- Access requirements for emergency vehicles.
- The width of the pavement.
- Safety considerations for pedestrians and other drivers.
- The implications of any exemption for footway parking in terms of traffic and pedestrian movement.
- Whether or not there is off-street or alternative parking available nearby.
- Whether alternative measures can be introduced, such as –
 - Banning parking on one side of the street while permitting it on the other.
 - Introducing one-way working and permitting carriageway parking on both kerbs.

The desirability of allowing footway parking (both formal and informal) will be reviewed commencing during 2015/16 and formal signed parking arrangements put in place where required. This will ensure that all drivers and pedestrians are clear where parking on footways and verges is allowed. Details of the review methodology are given below.

Pending the review of footway parking within the Borough; which will result in clearly showing where vehicles can or cannot park via signage or bay markings, Civil Enforcement Officers will enforce against footway parking:-

- In any roads where the vehicle is seen to be seriously impeding the movement of pedestrians
- In roads where footway parking is prohibited
- In roads where signage or bays do not permit footway parking
- In roads with a wide carriageway where there is no objective reason why the motorist should have chosen to park on the footway

Footway Parking Review Methodology

A review of footway parking needs to operate within the context of the Council's wider approach to waiting restrictions and traffic management. The requirement for parking has to be balanced against the Council's Network Management Duty, which requires us to expedite the movement of traffic including pedestrians. Other policies and legislative requirements (e.g. Equality Act 2010) are applicable. The following sections lay out how the review will be implemented however as the changes would require funding the progress of the changes proposed will be planned over time.

This review therefore sets out an approach to easing parking problems in conjunction with ensuring traffic movement (including pedestrians) is given sufficient priority. The approach will involve the following steps:

- Establish criteria that a street must meet if footway parking is to be formally permitted, the criteria should allow the majority of cases to be assessed without additional work being required.
- Any street identified (either by the Council or residents) as potentially suitable for footway parking should be assessed against the criteria. This will include a preliminary bay layout design.
- Once a street has been confirmed to be suitable for exemption from the footway parking ban, residents are consulted on whether they would like bays to be marked out or whether they would prefer for the ban to be enforced.
- If the consultation outcome is positive the process for implementing bays will proceed. If not, residents will be informed that footway parking enforcement will commence.

Potential benefits of the approach

Establishing consensus amongst residents will allow positive action to be taken. Maintaining sufficient road width will help to reduce congestion and improve safety – this will be particularly beneficial on roads with bus services and where emergency service vehicles are at risk of delay. Clearly marked bays and enforcement will result in better management of parking and less obstruction of footways. Resolving the current uncertainty will

make it easier for Civil Enforcement Officers to know where to enforce and for residents to know where they can and cannot park.

Practical considerations

The primary reason for considering footway parking would be where there is a demand for on-street parking and the road isn't wide enough to permit parking on one or both sides of the carriageway without traffic movement being obstructed. It therefore follows that the review of footway parking, as with other parking restrictions, needs to be based on an assessment of carriageway width for different types of road. Busier roads will require a greater width of clear carriageway to reduce the risk of vehicles being unable to pass each other without having to stop. On quieter roads, where residential amenity may be more important than through movement of traffic, reduced carriageway widths may be acceptable as long as they are still accessible to vehicles such as dustcarts and emergency services.

The following table sets out the minimum clear carriageway widths – these are widths which will be sought as minimums when considering the introduction of parking controls (including footway parking) on existing streets and are not intended to be used for any other purpose.

Table 1 – Minimum clear carriageway width (two-lane roads only*)

Road types	Type 1	Type 2	Type 3	Type 4
Road class	All 'A' roads including those included within the Strategic Road Network (SRN). Also 'B' roads and unclassified roads with higher volumes of traffic, including a high proportion of larger vehicles.		Other 'B' roads and unclassified roads, especially those providing access to other residential areas.	Other roads.
Typical examples	SRN Most bus routes	Busy urban roads with substantial volume of non-residential traffic. Low frequency bus routes.	Busier residential roads	Low traffic volume Cul-de-sacs Serves less than 100 dwellings if not a cul-de-sac
Minimum clear carriageway width	6.0m	6.2	4.8	3.7
Notes	Suitable for high volumes of larger vehicles.	Enables the larger vehicles to pass each other.	Allows 2-way residential traffic.	A sufficient number of passing places (min width 5.5m) must also be available.
*Roads with more than two lanes are likely to require the additional capacity to cater for the volume of traffic or traffic control measures (e.g. traffic signals, bus lanes). Special consideration will be required.				

Where the minimum clear carriageway width shown in table 1 cannot be achieved with on-street parking, consideration will be given to the introduction of footway parking and/or parking controls. A standard width of 1.8m to be allowed for parked vehicles (3.6m where parking will be on both sides of the road).

Footway parking will only be considered in areas where this is an appropriate solution. It will normally be necessary for the following conditions to apply:

- Vehicles parked on the footway would not cause undue problems for pedestrians
- There is a history of significant levels of parking on the footway
- Parking demand cannot be met by on-carriageway parking (while maintaining the required minimum clear width)
- There is insufficient private off-street parking space available.
- There is insufficient spare on-street parking capacity on immediately adjacent roads.

In addition, where parking demand is lower, but on-carriageway parking may obstruct access by the emergency services or impede movement of buses and larger vehicles, footway parking will be considered even if the other conditions are not met.

Consideration also needs to be given to achieving consistency with surrounding roads to avoid confusing residents. Although footway parking areas will be clearly signed, some drivers may not understand why footway parking is allowed on one road, but not another. The application of this policy using agreed criteria will help to address this issue.

Design considerations

Where a street has met the conditions for footway parking to be considered as an option, the following design criteria will need to be met.

Footway requirements:

Footway type	High footfall	Medium/Low footfall
Location	Town centres or within 200m of a station entrance	All other locations
Normal minimum footway width to be maintained	2.0m	1.5m
Exceptional minimum footway width (to overcome obstacles or pinch points – max length 6m)	Not appropriate	1.0m*
*Where the footway width is less than 1.2m the passage of wheelchairs and prams/pushchairs requires special consideration. Some users may need to enter the carriageway to pass parked vehicles – the appropriateness of this needs to be assessed on a case by case basis with particular consideration for safety issues. Any sections of footway less than 1.2m wide should start and end with a section of dropped kerb in order to allow affected users to leave and rejoin the footway.		

Parking bay requirements:

Bays must be marked and signed in accordance with the Traffic Signs Regulations and General Directions.



- Bays must be no less than 1.8m wide
- No part of the bay may be more than 30m from a sign (i.e. the maximum distance between signs is 60m)
- Kerb face height shall be 75mm or less
- Bay layouts will need to protect existing accesses, trees and street furniture

- Where the road is marked with a centre line, this may need to be moved to reflect the centre of the clear carriageway

In addition, the footway construction type and materials will need assessment to confirm whether they can sustain loads resulting from footway parking. Where this is not the case, strengthening of the footway may be necessary. Footways which are not designed to take vehicle loadings may be more prone to damage. However, in many roads, unauthorised parking on the footway has been taking place for a number of years, often with little or no damage to the footway. Therefore, on roads where footway parking already occurs, or in locations where the footway is unlikely to need strengthening work, formalised footway parking may be introduced without strengthening work being carried out at first, but the footway must be inspected after one month (and thereafter in accordance with the cyclic inspection regime) to confirm that footway parking is not resulting in damage. Full or potential reconstruction of the footway should also be considered where work is required to achieve the maximum 75mm kerb height.

Enforcement requirements:

Footway parking requires signage which may be visually intrusive. Bay layouts should consider the need to reduce signage wherever possible. Mixing footway parking and on-carriageway parking along a length of road may lead to an unattractive street scene and confusion of motorists. If isolated sections of the carriageway on a street are wide enough to permit on-carriageway parking, consideration should be given to whether continuing the footway parking would be appropriate to maintain consistency. If all or part of the road is in a conservation area additional design and layout considerations may apply. Liaison with the Council's Design and Heritage Group may be necessary as part of the initial process.

Parking on one or two sides:

Where the combined footway and carriageway width does not permit parking on both sides of the road an assessment must be made on which side the parking should be placed. This assessment will depend on footway widths, off-street parking (crossovers) and maximising the availability of parking. The decision will depend on the individual circumstances of each case. Waiting restrictions will usually be required on the opposite side of the road. Alternating parking from one side to the other should generally be avoided.

Where circumstances would permit parking on both sides of the road an assessment should be made of the best distribution of space across the width of the road. For example, having partial footway parking bays on both sides of the road may give a more balanced appearance and be less disruptive for footway users than having full-footway bays on one side of the road and on-carriageway parking on the other.

If unacceptable levels of displaced parking would result from removing parking on one side of the street, this may constitute an exceptional circumstance (see below). Alternatively, enforcement (and/or waiting restrictions on both sides) may be the only option.

Exceptional circumstances

Where a street does not meet the criteria for footway parking but where any enforcement action would create a situation where access for emergency vehicles is obstructed and/or the capacity of the highway is reduced below its functioning level then other options may need to be considered. In very exceptional circumstances it is possible that a 'shared surface' approach may be considered.

Review delivery

The following actions will be required to deliver the review of footway parking. A programme will be drawn up setting out the roads to be considered and in which order:

- The first roads will be those currently on the informal 'do not enforce' list drawn up following complaints from residents and members.
- The second priority will be roads where 'legal' footway parking already exists, but where markings, signs and bay layouts need amending.
- The third priority will be roads identified following consultation with the emergency services, parking enforcement and refuse, as well as locations identified as pinch points.

The programme will take into account the footway resurfacing programme wherever possible, to avoid any duplication of works. A formal process will be required to consult residents and for a formal decision to be made on whether or not to proceed with any scheme.

Where physical works are required to implement a scheme, an appropriate funding source will be identified. In order to control overall costs, an annual budget for schemes will be established from existing highways expenditure and schemes will then be prioritised for implementation within this budget as part of the annual programme.

Environmental issues

In some locations it may be deemed appropriate or necessary to utilise grass verges to facilitate parking where it would not be desirable to convert these verges to hard surface areas. Wherever possible, grass verges in the borough should be preserved to maintain the character of Barnet roads. However, where off-carriageway parking is necessary, consideration needs to be given to maintaining rain permeable areas and green areas within the street scene. The most appropriate solution will depend on the circumstances at each location. However, solutions may include the use of 'hardened' grass surfaces, or establishing grassed areas that are currently paved. In developing any solution, it will be important to give due consideration to the on-going maintenance obligations and physical appearance of any such conversion to ensure minimal future costs are incurred. Footway parking bay layout will be designed to ensure the protection of street trees.

Appendix 13: Dropped kerb enforcement

Locations covered by the procedure are as follows:

At any locations where the kerb has been lowered to the carriageway for the purpose of;

- assisting pedestrians crossing the carriageway,
- assisting cyclists entering or leaving the carriageway, or
- Assisting vehicles entering or leaving the carriageway across the footway, cycle track or verge

A Penalty Charge Notice can be issued if a vehicle is parked adjacent to a dropped footway where the following circumstances occur:

- Resident/Business footway is dropped to allow vehicular access to their property
- Where the dropped footway provides access to a resident's or business premises, written permission must be given by the resident/business to allow the Council to take enforcement action (this exception does not apply in the case of a shared driveway)
- Any dropped kerb that is placed for reasons other than the above (for instance where the kerb is lowered to assist pedestrians to cross the road) may be enforced as part of Civil Enforcement Officers normal duties
- In the case of a shared driveway the Council will always enforce

Exemption to enforcement will apply in the following circumstances:

Cleansing and refuse vehicles collecting rubbish from the side of the road. This applies to the Council's refuse vehicles and commercial refuse company vehicles.

Evidence of picking up or setting down passengers and their luggage is observed. The driver should remain with the vehicle at all times. If upon further observation it is identified that the vehicle remains parked after the picking up/setting down activity has ceased, a PCN may be issued

Emergency Service vehicles during the course of their duties (Fire, Police, London Ambulance – including private vehicles).

If a Vehicle is involved in building operations; demolition, excavation, road maintenance and construction; traffic sign and sewer works; any mains, gas, electricity or water works; telephone wire, cable and support work. Prior consent for this activity should have been obtained from the Council.

With a dropped kerb we can enforce an obstruction whether there is a car on the drive or not.

Even without any restrictions parking adjacent to a dropped kerb is an offence.

Where a CEO comes across a vehicle parked obstructing a dropped kerb a PCN will be issued. However, in cases where there is evidence that the dropped kerb is redundant the CEO will exercise discretion and not issue a PCN. This would for example occur where an access to a resident's or business' premises has been removed by a permanent or temporary construction.

How to report an obstruction:

Where a resident or business is inconvenienced by a vehicle parked across or impeding a dropped kerb, they can request the Council via NSL (the Councils enforcement partner) to attend and enforce as appropriate.

Contact can be made to NSL directly on **0208 375 4242** between 7am - 10pm 7 days a week. This must be done at the time the vehicle is obstructing the drive way and the person making the request must be present at the location to complete the required forms.

During the call NSL will ask for a number of details and information regarding the offending vehicle. Then a Civil Enforcement Officer will attend and request you to sign a Witness Statement (this must be signed for us to issue a notice). The officer will then proceed to issue a Penalty Charge Notice.

Appendix 14: Criteria for issue of a Blue Badge

A person automatically qualifies for a Blue Badge without any further assessment if they:

- receive the higher rate of the mobility component of the Disability Living Allowance (DLA) or
- receive the mobility component of Personal Independence Payment (PIP) because they meet a descriptor from the 'moving around' activity with a score of 8 or more points, in which case the expiry date of the badge will be linked to the end date of the benefit if this is less than three years or
- are registered blind or
- receive a War Pensioners' Mobility Supplement (WPMS) or
- have been awarded a lump sum benefit at tariffs 1–8 of the Armed Forces Compensation Scheme and certified as having a permanent and substantial disability which causes the inability to walk or very considerable difficulty in walking.

A person may be eligible for a Blue Badge subject to further assessment if they:

- drive a vehicle regularly, have a severe disability in both arms and are unable to operate, or have considerable difficulty in operating, all or some types of parking meter.
- have a permanent and substantial disability that causes inability to walk or very considerable difficulty in walking.

Children

Children automatically qualify for a Blue Badge without further assessment if they are aged two years or more but must be in receipt of:

- Receive disability living allowance (DLA) at the higher rate of the mobility component.
- Are registered as blind (severely sight impaired)

Children under the age of three may be eligible for a Blue Badge following further assessment if they fall into either or both of the following descriptions:

- on account of a condition must always be accompanied by bulky medical equipment which cannot be carried around with the child without difficulty and/or
- on account of a medical condition, must always be near a vehicle at all times, so that if necessary, treatment for that condition can be treated in the vehicle or be quickly driven to a place where they can be treated

Application Process

Applicants may apply for a Blue Badge by post through the completion of an application form which they can obtain from the Council's Assisted Travel Section, or they can [apply online](#) via the Council's website which links to the Gov.uk website.

The application form process is designed to determine whether an applicant meets the criteria for the provision of a Blue Badge. If the application is successful the applicant will be contacted by the Assisted Travel team to inform them of the next process where the Council

will require proof of identity and address. These documents will need to be taken to one of the Council's Customer Access Points which are situated at Burnt Oak Library or Barnet House. The documents must be presented by the applicant in person.

Administration charge

Each successful Blue Badge Applicant (those who are awarded a badge) will be subject to a **£10.00 administration charge**. This must be paid before the badge is issued.

Applicants are asked to allow a week for their identity and address documents which they took to the Council's Customer Access Points to be uploaded to the Assisted Travel Team, and then call the Assisted Travel team to make the £10 administration payment.

Once payment has been made, the Blue Badge will be ordered. The administration for all Blue Badges is carried out outside of the London Borough of Barnet and the Badge will be delivered to the applicant within **10 days** from the date of payment.

Appendix 15: Process by which the Council deals with appeals against PCNs

Discretion and Mitigation

If a Penalty Charge Notice (PCN) is contested the Council, initially via our enforcement partner (NSL), will consider any grounds for cancellation put forward. It is suggested that as much documentary evidence as possible is submitted in support of the case. The Council will consider each and every case on its individual merits taking account of the supporting data received. We will take into account any evidence that a motorist tried to park legally but we will not generally cancel a PCN where a driver made an error, did not understand the regulations or has received a PCN after failing to renew a permit.

The council will take account of the following factors when considering representations:

- The effect of the motorists' parking on traffic and safety
- The extent to which the motorist could have parked legally
- Whether there was an absolute need to park

The following provides a list of the types of issues which are most likely to be considered as an appropriate reason for mitigation to be accepted, however this is just provided as a guideline and not a general rule, as the decision will ultimately be dependent on the area in which the contravention occurred and the adverse impact arising:

- A medical emergency
- Forced to contravene in order to avoid an incident, such as a traffic accident
- The driver was directed to contravene by a police officer
- The vehicle had broken down and this can be proven beyond doubt
- The signs and lines were changed while the vehicle was parked

CEOs are not given the discretion whether or not to issue PCNs; if a contravention occurs they are obliged to issue a PCN. This is important to ensure that CEOs are not subject to pressure or persuasion about the issue of a PCN or open to accusations of corruption or influence in the exercise of their duties. Furthermore a CEO is not able to cancel a PCN once it has been issued.

The process for appealing or contesting a PCN is set out below.

Process relating to Representations and Appeals

A driver in receipt of a PCN may lodge an objection and in so doing should follow the procedure which is explained on the reverse of the PCN.

The process for representations is broken down into two stages:

Informal representations

Any contact made with the Council requesting cancellation of a PCN up to 28 days from the date of issue is classed as an 'informal representation' or typically referred to as a pre-NTO enquiry, where NTO stands for 'Notice to Owner'. This period, like others below, is prescribed by the 'Road Traffic Act 1991'. If payment is made within 14 days of issue then the amount to be paid will be at a discounted rate. If objectors write within 14 days of issue and the Council rejects the basis on which

the objection is made then the Council will provide a further 14 days for a discount payment to be made from the date of responding to the pre-NTO enquiry. There is no legal obligation to do this, however it is considered good practice and shows the Councils' desire to deliver good customer service. Objections can be received up to 28 days from the date of the PCN, though after 14 days the discount will no longer apply.

Formal representations

After 28 days in the absence of payment the Council will obtain the registered keeper details and sends a 'Notice to Owner' to the registered keeper of the vehicle in question, who has legal responsibility for paying or making representations. This gives the registered owner another chance to pay the PCN or to send in reasons for cancelling the PCN together with any evidence to support the objection.

The legal grounds on which owners can make representations are limited and dependent on the nature of the contravention and applicable legislation. However, the Council must consider all mitigating circumstances; it does not necessarily need to accept any or all cases where there are mitigating factors, but it must consider them.

After consideration the Council must issue a formal notice of acceptance and cancel the PCN or issue a formal notice of rejection. The latter would be accompanied by an appeal form and a full explanation of the next stages of the process, and how to lodge an appeal. The full penalty is due at this stage, but the council is able to exercise discretion and offer the opportunity to pay the discounted amount in certain circumstances.

It is important to note that, under the TMA, elected members (Councillors, MPs and MEPs) cannot influence the outcome of representations against a PCN: their role is defined as contributing to the reviewing and setting of overall policies. Therefore in order to avoid undue influence over the process, an appeal should only be lodged by the vehicle keeper and once submitted only an officer trained in the relevant legislation should liaise directly with the appellant to determine the outcome. It is therefore necessary for elected members who are contacted by drivers who are aggrieved at having received a PCN to make this point known and to simply explain that the appellant should follow due process as explained on the reverse of the PCN and on the Council's website.

Formal appeals

The registered keeper can lodge a formal appeal with the adjudication service within 28 days of receiving a 'Notice to Owner'. This is a straightforward process and free of charge to the appellant. The Parking and Traffic Appeals service (PATAS) hears cases in London.

Appellants can request either a postal or attended hearing. Attended hearings are held at the Haymarket in London. The Council may choose to send a representative to the hearing although generally it does not.

The Council and the appellant are notified by the adjudication service and are expected to abide by the decision. There are limited grounds for a review and similarly limited grounds for costs to be awarded against either party.

If an appeal is allowed by the adjudicator the Council will be instructed to cancel the PCN. Where an appeal is refused the appellant has 28 days from the date the decision is made to pay the full penalty. In the absence of payment after 28 days the council can increase the penalty by 50% and issue a Charge Certificate.

As above assuming that a penalty charge is not paid or contested within 28 days of the Notice to Owner, it becomes a debt, which the Council can confirm by sending a Charge Certificate. It can then recover the outstanding amounts by issuing warrants to bailiffs as per the Enforcement of Road Traffic Debt (Certified Bailiffs) Regulations 1993 and related legislation.

Appendix 16: Criteria for the Provision of a Designated Disabled Person's Parking Bay

The applicant must be a resident of the borough and be in receipt of the higher rate of the mobility component of the Disability Living Allowance (DLA) or receive the mobility component of Disability Living Allowance (DLA). Furthermore, the applicant must be a London Borough of Barnet Blue Badge holder and the vehicle owner, or must be the keeper and user of a vehicle at the same address as the Blue Badge holder when the badge holder relies on that person to assist them as a passenger of their vehicle.

The Council will need to see written medical evidence that the Blue Badge holder has considerable difficulty in walking and will only consider providing a designated disabled parking place where there is proven difficulty in parking and no suitable alternative off-street parking is available.

Application Process

Any applicant is required to complete an application form which they can print from the Council's website or receive a copy in the post direct from the Council upon request.

The application form process is designed to determine whether an applicant meets the criteria for the provision of a disabled bay. As part of the application process form is provided as part of the application pack that is to be given to the applicant's general practitioner or other medical professional to sign a statement confirming the applicant's level of disability and how far they consider the applicant is able to walk.

The applicant is required to submit their application form(s) and the form signed by their general practitioner/medical professional, including a copy of proof of the existence of a vehicle being registered at the address (e.g. vehicle registration document/ insurance document) where they wish for the bay to be provided.

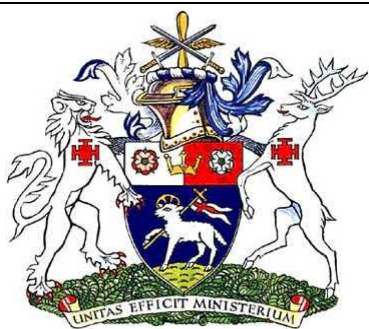
In addition, the applicant is required to enclose a copy of their disabled badge, proof that they are in receipt of the required component of Disability Living Allowance and driving licence to support the application.

If an application received is initially approved by the Traffic and Development Section, through the application process and following an inspection of the applicant's road, the Council will then propose to introduce the disabled bay, by way of a consultation process outlined by statute.

The public are advised by way of a notice erected on-street, in the local Press newspaper and in the London Gazette of the proposal and are given a period (usually 21 days) to submit comment or object if they so wish. Ward Councillors are usually consulted at this time.

On receipt of an objection, the Council will consider its content and determine whether or not to introduce the disabled bay. If no objections are received, the Council will usually introduce the disabled bay at the earliest opportunity assuming funds are available.

AGENDA ITEM 9



Environment Committee

18 November 2014

Title	Environment Committee Work Programme
Report of	Pam Wharfe, Strategic Director of Growth and Environment
Wards	All
Status	Public
Enclosures	Appendix A - Committee Work Programme June 2014 to April 2015
Officer Contact Details	Mari Lugangira - Governance Service Officer maria.lugangira@barnet.gov.uk 020 8359 2761

Summary

The Committee is requested to consider and comment on the items included in the 2014/15 work programme

Recommendations

1. That the Committee consider and comment on the items included in the 2014/15 work programme

1. WHY THIS REPORT IS NEEDED

- 1.1 The Environment Committee Work Programme 2014/15 indicates forthcoming items of business.
- 1.2 The work programme of this Committee is intended to be a responsive tool, which will be updated on a rolling basis following each meeting, for the inclusion of areas which may arise through the course of the year.
- 1.3 The Committee is empowered to agree its priorities and determine its own schedule of work within the programme.

2. REASONS FOR RECOMMENDATIONS

- 2.1 There are no specific recommendations in the report. The Committee is empowered to agree its priorities and determine its own schedule of work within the programme.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 N/A

4. POST DECISION IMPLEMENTATION

- 4.1 Any alterations made by the Committee to its Work Programme will be published on the Council's website.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The Committee Work Programme is in accordance with the Council's strategic objectives and priorities as stated in the Corporate Plan 2013-16.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 None in the context of this report.

5.3 Legal and Constitutional References

- 5.3.1 The Terms of Reference of the Environment Committee is included in the Constitution, Responsibility for Functions, Annex A.

5.4 Risk Management

5.4.1 None in the context of this report.

5.5 Equalities and Diversity

5.5.1 None in the context of this report.

5.6 Consultation and Engagement

5.6.1 None in the context of this report.

6. BACKGROUND PAPERS

6.1 None.

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**Environment Committee
Work Programme
June 2014 – April 2015**

Contact: Maria Lugangira 020 8359 2761

Subject	Decision requested	Report Of	Contributing Officer(s)
12 June 2014			
Business Planning	<p>To consider a report approved by the Policy & Resources Committee on 10 June 2014 on the process for setting a new Medium Term Financial Strategy (MTFS) to 2020</p> <p>To consider a report from the Strategic Director for Growth and Environment to agree the scope and process for developing savings proposals to meeting the financial targets set out in the Medium Term Financial Strategy as they relate to the Environment Committee</p>	Strategic Director for Growth and Environment	
24 July 2014			
Parking Policy	To approve the draft Parking Policy and approve the commencement of a 12-week consultation period	Strategic Director for Growth and Environment	Housing and Environment Lead Commissioner / Interim Commissioner
Highways Policies	To approve for consultation (12-weeks) the Highways Asset Management Plan and Addendum, Operational Network Management Hierarchy, Developer Design Guide and Network Management Plan	Housing and Environment Lead Commissioner	Highways Mentor DRS (Mark Rees-Williams) / Contract Manager DRS Commercial (Alan Feist)
18 November 2014			
Business Planning	To approve five year commissioning priorities, proposals for meeting financial targets set out in the MTFS and proposed Management Agreements	Strategic Director for Growth and Environment	

Subject	Decision requested	Report Of	Contributing Officer(s)
Parking Policy	To approve the Parking Policy following a period of public consultation	Strategic Director for Growth and Environment	Housing and Environment Lead Commissioner / Interim Commissioner
27 January 2015			
Environment, Planning & Regeneration and StreetScene Fees and Charges	To make recommendations to the Policy & Resources Committee on Environment, Planning & Regeneration Fees and Charges for 2015/16	Strategic Director for Growth and Environment	
Parking Pilot Schemes	The Committee to consider a report on the findings arising from the parking pilot schemes in Edgware and High Barnet town centres (<i>Referral from Budget & Performance OSC</i>)	Strategic Director for Growth and Environment / Housing and Environment Lead Commissioner	Highways Manager (Re)
Road Safety Measures	To consider: i) a six-month update report from Officers on the approved recommendations of the 20 MPH Zones Task and Finish Group ii) an update on other road safety measures	Strategic Director for Growth and Environment / Housing and Environment Lead Commissioner	Highways Manager (Re)
Recycling Incentives Scheme	The paper sets out options for a scheme to incentivise recycling among residents.	Street Scene Director	Waste Intelligence Manager
10 March 2015			

Subject	Decision requested	Report Of	Contributing Officer(s)
Management Agreements	To review management agreements for the commissioning and delivery of Environment and Street Scene services	Strategic Director for Growth and Environment	
Commissioning Priorities	To agree commissioning priorities for 2015/16	Strategic Director for Growth and Environment	
28 April 2015			
Parking Policy (Cash Meters) Task and Finish Group	To consider a 12-month update report from Officers on the approved recommendations of the Parking Policy (Cash Meters) Task and Finish Group	Housing and Environment Lead Commissioner	Infrastructure and Parking Manager
20 MPH Zones Task and Finish Group	To consider a 12-month update report from Officers on the approved recommendations of the 20 MPH Zones Task and Finish Group	Housing and Environment Lead Commissioner	Highways Manager (Re)