

# London Borough of Barnet

## Parking Services

### Annual Account Report

### 2015/16

#### **Foreword**

We know from recent resident surveys that effective movement and management of parking services in Barnet is very important to residents and businesses. That is why the parking service is working to continuously improve so that we can work to meet requirements of drivers and pedestrians across the borough.

The Council remains committed to the key priorities outlined in its Corporate Plan, the Environment Commissioning Plan and the Councils Parking Policy. We are proud of our achievements in 2015/16.

These achievements include the successful campaign to tackle blue badge misuse. We have also made it even easier for residents to renew their parking permits by introducing online renewals for e-permits and visitor parking vouchers.

We will continue to deliver efficiencies in our parking services.

I hope that you find this annual report informative and that it helps to demonstrate the achievements, purpose and future direction of Parking Services across Barnet.

Councillor Dean Cohen

## 1. Introduction

Barnet is now the largest borough in London in terms of its population and we have the second highest level of traffic in terms of vehicle distance travelled together. We have 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 London. With the M1, M25 and A406 all running through the borough, Barnet is a major route for London commuters, adding significantly to our residential traffic and the 13 underground and 3 Railway stations attract commuter parking.

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 and key commuter routes, many people will seek to use their cars for these purposes and this could lead to significant congestion without effective traffic management and appropriate parking restrictions at key destinations.

In 2015 there were 219 injury accidents at the top 59 main junctions and so road safety is an issue which can be alleviated with effective road management. With the slow-moving and standing traffic, our air quality is above EU safety limits - our air quality measures are averaging 31.5% higher than the EU target set for London. Keeping traffic moving smoothly and safely has to be a top priority to reduce risk to the people that live here. So we have carried out a survey of all our traffic hotspots and placed CCTV cameras to deter poor driving, and to capture it when it happens.

As noted within [Barnet's Parking Policy](#), 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.

This report covers all our parking activity over the financial year, 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016, including information about our services, policies and finances as well as future initiatives for the Parking service.

The effective movement and management of people and goods in London, including how vehicles park, unload, move and follow the highway code, is a difficult balance of priorities, 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. Thus the Parking service is required to be robust, innovative and continuously improving to meet all requirements whilst in a changing environment and with a finite resource.

Within the 2015 – 2020 [Environment Commissioning Plan](#), the Commissioning priorities for parking are;

- *We will implement a Parking Database with improved customer experience with online permit and PCN transactions*
- *We will introduce CCTV enforcement in key locations outside of schools and junctions to keep traffic moving and vulnerable road users safe*
- *We will introduce Transparent parking information including details of the number of penalty notices issued in which locations*
- *We will provide more effective and customer focused web content making it easier for our residents to perform parking transactions and find out information*

## **2. Parking Services Vision**

The Parking Service is customer-focussed and responsive to the public, is transparent, robust in enforcement thereby encouraging increased compliance, effectively managing our partner organisations, and operating efficiently and effectively whilst ensuring value for money. For the public, roads will be safer, air pollution reduced, there will be adequate parking spaces close to the high street and residents homes and vulnerable communities will be supported.

## **3. Maintaining support to the most vulnerable**

Barnet recognises that we need to support those who are vulnerable. To do this, there are a number of services in place to support vulnerable Barnet residents; including Blue Badges, Designated Disabled Bays, Taxi Cards and Freedom Passes. All of these services have eligibility criteria and Information on each of these services is detailed below.

The report and in particular this section, highlights how the council meets the requirements for people with disabilities within the parking service. The council also take into account the equalities impacts of their practice and proposals on the nine protected characteristics identified in the Equalities Act 2010 across the parking service. These are age, disability, ethnicity and race, gender, gender reassignment, marriage/civil partnership, pregnancy and maternity, religion and belief, sexual orientation.

### **3.1 Freedom Passes**

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

From 1 April 2015 to 31 March 2016, 1881 elderly freedom passes and 526 disabled freedom passes were issued.

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

Assisted Travel Team  
Tel: 020 8359 4131  
Email: [Assisted.travel@barnet.gov.uk](mailto:Assisted.travel@barnet.gov.uk)

### 3.2 Blue Badge Parking Permits

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.

In 2015/16, 5355 Blue Badges were issued to individuals and organisations as renewals and for new applications. The total number of badges on issue is currently 15670 blue badges, as of August 2016.

Blue Badges Issued: 01 March 2015 – 30 April 2016	
TOTAL BADGES ISSUED	5355
Total Individual Badges Issued	5328
Total Organisation Badges Issued	27
Total Blue Badges on issue (as of 24 <sup>th</sup> August 2016)	
TOTAL BADGES ON ISSUE	15670
Total Individual Badges On Issue	15508
Total Organisation Badges On Issue	162

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

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

Assisted Travel Team  
Tel: 020 8359 4131  
Email: [Assisted.travel@barnet.gov.uk](mailto:Assisted.travel@barnet.gov.uk)

### 3.3 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. As of September 2016, 136 designated disabled permit bays within London Borough of Barnet.

### 3.4 Taxi Cards

The London Taxicard scheme provides subsidised door to door journeys in licensed taxis and private hire vehicles for London residents who have serious mobility or visual impairments.

It is funded by the London boroughs and Transport for London and managed by London Councils on their behalf.

You are automatically eligible for a Taxicard if you:

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

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

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

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

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

#### **4. Working with the Community**

Barnet undertakes a number of parking initiatives, some of which are free of charge to support local communities and visitors in the Borough. Example Initiatives include;

- For Christmas 2015, the council offered free weekend parking leading up to Christmas in the pay to park bays. Additionally, during other religious festivals the Council works with a number of organisations to alleviate parking and traffic disruption to residents and those attending the events.
- Residents and businesses within the Saracens stadium Controlled Parking Zone (CPZ) are offered additional support with parking for event days. Residents and businesses can obtain a permit (up to a maximum of 3 permits per premises) free of charge and can to apply for up to 16 visitor vouchers each year free of charge.
- We facilitate the provision of in-home support for residents such as those who receive essential home visits from a healthcare professional by providing a Carers Permit free of charge to residents living in a Controlled Parking Zone (CPZ). Further information and details on how to apply for a Carers permit can be found on [online](#).

In addition to parking initiatives, Barnet has other initiatives on other transport modes.

For example;

- Bicycle storage units: In 2015/16 the council provided Barnet Homes with funds for 22 Bike Hangars (which hold 132 spaces) which have been placed across the borough. In addition there are also a number of on street stands.

## **5. Blue Badge Fraud - Working with the Police**

The miss-use of blue badges is an issue for all local authorities. In October 2015, Barnet's CAFT Team took over the responsibility of dealing with blue badge misuse from the Assisted Travel Team. The team have since undertaken a number of exercises alongside NSL, the Safer Neighbourhood Team and the Metropolitan Police, aimed at clamping down on blue badge fraud with the aim of reducing this type of fraud for the benefit of all customers in the borough.

### **5.1 Misuse and theft of blue badge parking permits**

Any misuse of a blue 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

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.

As the concessions offered by Blue Badges are considerable, they are particularly valuable and prone to theft whilst being displayed in vehicles.

### **5.2 Exercises to reduce Blue Badge fraud**

Three proactive exercises were carried out by CAFT during 2015/16. The exercises were reported within the Corporate Anti-Fraud Team (CAFT) Annual Report 2015-16 at [Audit Committee on 19th April 2016](#).

The first of these exercises took place in October 2015 when CAFT officers accompanied by NSL officers carried out a street patrol in the Edgware area. During this exercise 40 Blue badges were checked for validity which resulted in 2 being seized for misuse and 1 being seized for not having any start or expiry date printed on it.

The second exercise took place in January 2016 where after a number of referrals indicating that Blue badge misuse was taking place CAFT officers who were accompanied by officers from the Safer Neighbourhood Team carried out a patrol in the Hendon area. During this exercise 20 badges were checked for validity with 2 being seized.

The third exercise took place in March 2016. This was a larger exercise as it utilised Officers from CAFT and NSL and Metropolitan Police. It was a full day operation and covered two areas that were highlighted as high risk from intelligence received and gathered were Hendon and Finchley Central areas. During this exercise 84 badges were checked for validity. During this operation nine criminal offences were identified relating to Blue Badges fraud/misuse. Six badges were seized; Two were taken by Police as evidence relating to offences of theft and forgery. Ten Penalty Charge Notices (PCN's) were issued during the Operation generating fines (and income) totalling £600 back to the council.

<b>Disabled Blue Badge Misuse and Fraud</b> From 1st October 2015 The CAFT became responsible for the investigation of Blue Badge Misuse as well as Blue Badge fraud so these statistics refer to the period 1st October – 31st March 2016.		
Number of new referrals received	62	As a result of these 62 referrals 21 badges have been seized.
Prosecutions	3	
Warning letters issued	14	In addition to these warning letters being issued to the badge holder, 9 (Penalty Charge Notices (PCN) were issued to the actual offender.
With or being prepared for legal action	8	Details of cases are reported on closure if fraud is proven or another sanction given.
Cases closed insufficient evidence to investigate	22	
On-going investigations at year end	15	

## 6. Using technology to improve the Parking Service

A number of technological initiatives have been undertaken in 2015/16 in order to make it easier for customers to access and utilise parking services.

### 6.1 My Account

My Account was a council wide initiative launched in March 2015, to make it easier for residents to access Council services via a single account and password. For the parking service, residents can use My Account to apply for and renew parking permits online and purchase visitor parking vouchers, as well as requesting a Controlled Parking Zone suspension. Barnet Council introduced electronic permits via My Account in October 2015. Since its launch, over 1000 residents have enrolled with My Account to use parking services and now benefit from renewing their parking permits online which is not only easier but faster and can be carried out at the time and place most convenient to the customer. Residents can register for [My Account](#) on Barnet's website.

### 6.2 Pay by phone and on-street credit card machines

Cashless parking has been introduced across the borough to make it easier for customers to pay for parking. Pay by phone was initiated off street i.e. within Car Parks in 2010 and then on street in parking bays in the following years. In addition to pay by phone, it was felt that some customers and communities would benefit from other payment methods. Thus, credit

card pay and display machines were implemented in 2013 and we now have 59 machines in the borough, four of which are in carparks and the rest can be found in town centres. In addition, for parking on street and off street you can also pay via Paypoint in shops and purchase parking scratch cards from libraries or via the contact centre.

Further details on cashless parking and details on how to register to pay by phone can be found [online](#).

### **6.3 Introduction of Parkmap and Traffweb**

Buchanan Computing's Parkmap is a GIS-based Traffic Management Order (TMO) software, which essentially shows the parking restrictions linked to TMOs on a map-based format.

In 2014, the Council as part of a drive to improve its parking regime, and in recognising that TMOs need to be accessed by a number of different people, to undertake a number of specific tasks, the Council determined that they would change their Permanent TMO system to a map-based system, via the introduction of the ParkMap system. Written schedules are no longer necessary, as the restrictions are now shown on a map-schedule where the lengths and restrictions can be visualised. As and when permanent TMO changes are made, ParkMap is updated by the Parking Design Team which then automatically uploaded to the internet via the [TraffWeb portal](#).

The public can access the Traffweb portal – which is essentially a 'lite' version of Parkmap - to view the parking restriction layouts and details across the borough at home or on their smart mobile device. This provides much improved visibility of all restrictions in place throughout the borough and motorists can use this to plan their journey to specific locations and in particular where they will park. By clicking on a restriction and text box appears and this explains the restriction – i.e. on what day and the times the restriction applies.

In addition to showing the current parking restrictions in the borough ParkMap includes a public consultation facility, which allows proposed new parking restrictions and proposed changes to the parking layout to be viewed and commented on through TraffWeb.

### **6.4 Parking Sensor Technology**

In October 2015 a parking sensor trial was established in Temple Fortune Town Centre which has involved 179 sensors being installed in all parking bays within the Town Centre boundary.

The sensors record when a vehicle arrives and leaves to enables the council to monitor movements, parking periods and occupancy levels. As the sensors identify whether a bay is occupied it is possible for a motorist to use the sensors SmartApp (available to download for free on Apple IOS and Android devices) to identify where spaces exist either before travelling or as they arrive in the area. This helps reduce the amount of time spent looking for a space and is thus environmentally friendly and allows a motorist to find a space that is closest to their intended destination and/or is the cheapest (or even free) in the area.

This provides very useful intelligence that the council did not have previously and it is intended that we will use the data to make informed decisions on how best to increase occupancy levels in the longer term. The trial is still in place however if the pilot is successful it is hoped that it will be rolled out to further town centres across Barnet.

## **7. Enforcement**

Parking enforcement provides a tool to assist the authority to meet its traffic and other transport strategies and goals. 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 and improving road safety. 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 (NSL).

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.

Further information on Controlled Parking Zones, Penalty Charge Notices and Moving Traffic Contraventions can be found below.

### **7.1 Controlled Parking Zones (CPZ's)**

A Controlled Parking Zones (CPZ's) is an area wide parking scheme made up of waiting restrictions (yellow lines) and parking places (bays) and which is usually subject to a general restriction. We use 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.

### **7.1.1 Process for introducing a new CPZ**

Upon making a decision that the introduction of a CPZ should be investigated in an area, the Council would take the following steps;

- An 'informal' consultation would take place in the agreed consultation area, designed to obtain information from the community about whether the residents, businesses and other organisations/bodies would be in favour of a CPZ. The responses would assist the Authority to decide whether a scheme should be introduced and how it will operate.
- If considered necessary a second layer of 'informal' consultation could take place, on a designed CPZ layout, where the community would be asked again about their favour or otherwise for a CPZ, but more specific detail about days/hours of control.
- Where a CPZ is being proposed – that is a scheme is designed and manner of operation is determined - as part of the Traffic Management Order (TMO) processes, a 'statutory' consultation in accordance with national legislation would always be carried out. This is where the local community (residents, businesses and other local organisations/bodies) are sent a letter and drawing of the proposed scheme. The documentation would explain in full what area the CPZ would cover, what the restrictions would be, and how the CPZ would operate. The letter would ask the community to consider the proposal and submit comment or objection. To coincide with this letter formal TMO notices would be published in a newspaper circulating in the locality and in the London Gazette, and would be erected on-street in and around the proposed CPZ area. Internal and external stakeholders such as the emergency services, user groups, and other departments in the Council would be consulted.
- Dependent on the size and complexity of the CPZ it may be prudent to set up staffed or static public exhibitions or question and answer sessions at the local resident forum or Area Committees. It is of paramount importance that for any proposed CPZ the authority gets local buy in and ownership in order to make any scheme work.

Depending on the size and complexity of any CPZ investigation, and the need to report consultation information to Committee regularly, the process can reasonably take between 6 - 18 months from start to finish.

In 2015/16 no CPZ schemes were introduced or revised.

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

Design Team (Parking)  
Traffic and Development Section  
Email: [highwayscorrespondence@barnet.gov.uk](mailto:highwayscorrespondence@barnet.gov.uk)  
Tel: 020 8359 3555

### 7.1.2 CPZ Permits

There are a number of permits currently available, including Residents, Visitor vouchers Business, Builders, Essential service vouchers etc. Parking permits can be obtained online, via the MyAccount.

In November 2014 the council introduced the [parking policy](#) and one of the policy's main aims is to reduce air pollution and one of the schemes implemented to help achieve this aim is the introduction of Emission based permits - differential charging based on vehicle emission for CPZ permit holders. The rationale for parking charges based on emissions is just one part of the wider actions being planned to try to reduce air pollution in Barnet and improve air quality for residents.

In 2015/16, 14,935 resident permits were issued which generated income of £2,483,000 (further financial information can be found in the [Special Parking Account](#)).

Barnet Council has introduced electronic permits and a new pricing structure based on car emissions has been implemented. The current cost of Resident Parking Permits:

Green resident permit: £0	
First vehicle:	•Low Band (110 gCo2 or less) £30
	•Middle Band (111-200 gCo2) £40
	•High Band ( Greater than 200 gCo2) £60
Second vehicle: £70	
Third vehicle: £70	
Fourth Vehicle £70	

Residents who live in a Controlled Parking Zone (CPZ) can purchase visitor vouchers, to allow guests and visitors to park in a 'resident permit holders only' or 'permit holder only' parking place during the controlled hours. Visitor vouchers can be purchased on line or by contacting the council. The full-day visitor vouchers cost £1 each.

For more information on Parking Permits visit the [Council's website](#) or contact the Parking Permits Team below.

Parking Permits  
Address: London Borough of Barnet Parking Permits, PO Box 49065 London N11 1UZ  
Tel: 020 8359 7446

### 7.2 Penalty Charge Notice PCN's

A Penalty charge notice (PCN) can be issued should a vehicle be observed as not complying with the parking restrictions that are in force for a particular location. Civil Enforcement Officers don't have targets or incentives, they only issue PCNs to vehicles parked illegally.

Penalty charges are:

- £110 for higher rate penalties
- £60 for lower rate penalties, and
- £130 for bus lane contraventions

In 2015/16, 148,041 PCN's were issued.

Enforcement statistics for 1 April 2015 to 31 March 2016	
<i>London Borough of Barnet</i>	
Higher differential level parking PCNs under the TMA 2004	102,807
Lower differential level parking PCNs under the TMA 2004	35,489
Bus lane PCNs issued under the LLAA 1996	9,745
Moving Traffic PCNs issued under the LLA & TfL Act 2003	0
Total PCNs	148,041

### **7.3 Moving Traffic Contraventions (MTC's)**

With some of the busiest roads in London, Barnet is at risk of too many traffic accidents, too much congestion and too much air pollution. From April 2016, Barnet has started to issue Moving Traffic Contraventions, by using CCTV traffic enforcement to monitor up to 60 of our hottest road spots and schools in a push to improve safety, keep traffic moving and make the borough a better place to live and travel.

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.

Areas which are now being monitored are;

- parking on school zigzags
- banned right, left or U-turns ignoring 'no entry' signs
- driving the wrong way down a one-way street
- blocking yellow box junctions

We shall continue to monitor the benefits of the introduction of Moving Traffic Contraventions and are looking to introduce further locations in the future as well as redeploy some of the existing units as deemed appropriate.

Further information, details on paying your parking ticket and information on camera locations can be found online on the [Barnet website](#)

### **7.4 How not to get a PCN – useful Do's and Don'ts**

Nobody wants to be issued with a PCN – so our message is simple - follow the rules and only park where you are allowed. Below are some useful Do's and Don'ts to think about when parking in Barnet and further information about parking enforcement can be found [online](#).

Do's	check the times when you can park
	park within the markings of the bay
	check that the bay has not been suspended
	check the time you have to return to your vehicle
	check that your permit or pay and display ticket is properly displayed before leaving your vehicle or that you have successfully paid by phone
Dont's	stay longer than the maximum length of stay
	park where you know where you shouldn't
	ignore a Penalty Charge Notice if you get one
	leave more than one pay and display ticket or resident permit on show

## 8. Car Parks

Within Barnet there are 27 council car parks across the borough available for use by residents, businesses and the public.

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

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

## 9. Finance

### 9.1 Special Parking Account

The Special Parking Account provides a breakdown of income and expenditure on the authority's parking account. The breakdown of income includes details of revenue collected from on-street parking and Penalty Charge Notices. In 2015/16, the total income generated, excluding any expenditure, was £12,581,000.

Additionally, the account provides a breakdown of how the authority has spent a surplus on its parking account. As can be seen, in 2015/16 the net operating surplus of £7,122,000 was put towards a number of services, including Concessionary Fares (Blue Badges, Freedom Passes etc), SEN Transport, Highways Maintenance and the Roads/footways programme.

The Special Parking Account is published each financial year on [Barnet's Open Data Portal](#).

<b>1. SPA Accounts</b>	
	<b>£'000</b>

<b>Income</b>	
Penalty Charge Notices	(6084)
Residents Permits	(2483)
Pay & Display	(3422)
CCTV Bus lanes	(591)
<b>Total Income</b>	<b>(12581)</b>
<b>Expenditure</b>	
11352 Special Parking Account	
<b>Operating Expenditure</b>	<b>5458</b>
Net Operating Surplus	(7122)
Balance brought forward	(1914)
Appropriation to General Fund	7122
Balance Carried Forward	(1914)
<b>2015-2016 Identified Usage</b>	<b>Actual</b>
	<b>£'000</b>
Highways Investment Programme	.0
Roads/footways programme - qualifying spend	348
Highways Maintenance	2311
Concessionary Fares	15152
SEN Transport	3077
<b>Total Qualifying Expenditure</b>	<b>20889</b>

## 9.2 Section 106 contributions

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

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

In 2015/16 the S106 contribution of £45,266 of S106 was made available specifically for Parking schemes in defined areas of the borough. The money will be spent on schemes such as, the implementation of changes to the, or the provision of a new, controlled parking zone in the vicinity of the Land in order to mitigate against any traffic impacts of the Development on the local roads.

### 9.3 Fees and Charges

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)

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.

Most charges are set by London Councils, this includes PCN charges however Barnet can set its own charges for resident parking permits, bay suspensions and car park charges.

Charges in 2015/16 were agreed at the [Policy & Resources Committee in March 2015](#). All other fees and charges remained the same or were subject to below inflation (2%) increases, and were published on the council website.

The 2015/16 changed fees and charges are as follows:

Resident Parking Permits			
Lower Band gCo2	Middle Band gCo2	Higher Band gCo2	% Change
<110	111 – 200	>200	
£30.00	£40.00	£60.00	-
Additional Cars, upto 4	2014/15	2015/16 Proposed	
Resident Parking Permit (First)	Various	Various	Illustration purposes
Resident Parking Permits (Second)	£70.00	£70.00	Illustration purposes
Resident Parking Permits (Third)	£70.00	£70.00	Illustration purposes
Resident Parking Permits (Fourth)	£0.00	£70.00	100%
Green Permits	2014/15	2015/16 Proposed	% Change
Electric Vehicles	£15.00	£0	100%
Temporary Permits	2014/15	2015/16 Proposed	
Weekly	£0	£100.00	100%
Monthly	£0	£160.00	100%
Suspension Bay Applications	2014/15	2015/16 Proposed	
One Bay Suspension 1 Day	£60	New charging process - see below	100%
Application Process	£0	£130.00	100%
Daily Rate - chargeable bays P&D per bay per day of suspension	£0	Application process above + £30.00	100%
Resident Only - per bay per day of suspension	£0	Application process above + £20.00	100%

#### 9.4 Comparison of Resident Parking Permit prices

In comparison to three neighbouring London Borough's (Enfield, Harrow and Brent) it can be seen that overall Barnet's charges for Annual resident parking permits are lower than neighbouring boroughs, including the charges for additional cars (above 1 per household).

#### London Borough of Enfield Annual [Resident permits Fees](#)

Engine size	Price for all-day zones	Price for 1-to-4 hour zones
1000cc or less	£55	£27.50
1001cc to 1600cc	£110	£55
1601cc to 1999cc	£165	£82.50
2000cc to 2499cc	£220	£110
2500cc to 2999cc	£275	£137.50
3000cc	£330	£165

#### London Borough of Harrow Resident [Annual Parking permit Fees](#)

Vehicle	Fee
Environmentally friendly vehicles	No charge
1	£70
2	£105
3	£140
4	£175
All subsequent vehicles	£175

#### London Borough of Brent [Resident Annual Parking Permit fees](#)

Vehicle band	1	2	3	4	5	6	7
Vehicle emissions (gCO <sub>2</sub> /km) of passenger vehicles registered on or after 1 March 2001	Less than 110	110-130	131-150	151-175	176-200	201-255	255+
Cylinder capacity of engine (cc) of passenger vehicles registered before 1 March 2001 and goods carrying vehicles	Less than 1101	1101-1200	1201-1550	1551-1800	1801-2400	2401-3000	Over 3000
<b>Duration: 12 months</b>							
1st permit (£)	0	56	83	111	139	167	222
2nd permit (£)	40	96	123	151	179	207	262
3rd permit (£)	80	136	163	191	219	247	302

## **10. Delivering Customer Service**

Parking is a statutory process but we do align to Barnet's customer charter where appropriate which is followed by the council, including the Parking team.

*Customer Care Charter: our promise to you*

Barnet Council is committed to giving you outstanding customer service whenever and however you choose to contact us. We have standards in place which we monitor to make sure that this happens. We also check with our customers that our standards are the right ones, and we improve them if necessary.

We strive to be an organisation that is:

- friendly, fair, patient and professional at all times
- listening, sympathetic and human
- easy to reach and do business with
- accurate and clear about what we can and can't deliver

Further information on our customer care charter can be found online on the [Barnet website](#).

## **11. Comments, Compliments and complaints**

We take feedback about our services seriously and welcome any comments, compliments or complaints about the parking service.

- Compliments: Any compliments regarding individual staff members will be sent to their line manager and details will be recorded on file. It is helpful to let professionals know when they have done a good job.
- Comments: We will use your feedback to help improve the services that we provide.
- Complaints: A complaint is any expression of dissatisfaction of our services. Please let us know what has gone wrong giving us as much detail as possible because it helps us to understand the situation better and what you would like us to do to put things right.

All Complaints should be sent to: Email: <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> Tel: 020 8359 2000
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Further detail on comments, compliments or complaints can be found on the [Barnet Council web pages](#).

## **12. Set up of the Parking Service**

Barnet's parking service is set up with a number of partners who combined provide different elements of the parking service.

For example, Customer Support Group (CSG) process all permit, suspension and visitor voucher applications and process all Blue Badge and Freedom Pass application via there Assisted Travel team. Regional Enterprise (Re) provide support in regard to addressing new initiatives and the introduction and design of new schemes/restrictions/CPZ's. Re also review all parking concerns and look to provide a suitable solution. The Parking Team within the council manage the parking enforcement functions which includes monitoring the NSL contract and other partners who provides services including nuisance vehicle removal and machine maintenance.

Key contact details can be found below;

Barnet Council including Customer Support Group (CSG), Regional Enterprise (Re)

Tel: 020 8359 2000

Email: [first.contact@barnet.gov.uk](mailto:first.contact@barnet.gov.uk)

Website: <https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html>

Queries on a parking or bus lane [penalty charge notice](#) (PCN or parking ticket):

Email: [barnet@nslservices.co.uk](mailto:barnet@nslservices.co.uk)

Post: Barnet Parking Service, PO Box 197, Lowton Way, Hellaby, Sheffield, S98 1LW

Design Team (Parking)

Traffic and Development Section

Email: [highwayscorrespondence@barnet.gov.uk](mailto:highwayscorrespondence@barnet.gov.uk)

Tel: 020 8359 3555

All other parking queries:

Tel: 020 8359 7446

Email: [parking.permits@barnet.gov.uk](mailto:parking.permits@barnet.gov.uk)

Abandoned vehicle queries:

Tel: 020 3375 4242

Assisted Travel Team

Tel: 020 8359 4131

Email: [Assisted.travel@barnet.gov.uk](mailto:Assisted.travel@barnet.gov.uk)

### **13.Future Initiatives and Actions**

As noted in our Parking policy the council is committed to our aims 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.

Thus we have a number of future initiatives which we hope to implement including;

- Introduction of Zip Cars

- Introduction of Electric Charging
- The production of a Long Term Transport Strategy for the Borough
- Procurement of a new enforcement contract
- improving parking content amiable on the councils website

We have also implemented a Parking Transformation Programme which aims to transform and improve Barnet's parking service. The transformation programme will focus on solutions for the current contractual, communication, resourcing and process challenges that affect the service and will aim to embed measurable improvements in service delivery. Some of the projects and initiatives within the programme are detailed above.