

# London Borough of Barnet

## Parking Services

### Annual Report

### 2016/17

#### **Foreword**

It has been a busy year for the service and we have made good progress in improving the parking service for residents and businesses. Keeping traffic moving smoothly and safely and improving the borough's air quality continues to be a top priority for the borough.

In 2016/17 we introduced CCTV cameras at a number of locations to deter poor driving and to take enforcement measures when it is captured. The sites that were chosen for the installation of CCTV cameras are those where poor driver behaviours can cause congestion as this is detrimental to our Traffic Management responsibility. CCTV was also installed at school entrances to ensure the safety of school children when entering and exiting the school gates.

Unfortunately we made a significant mistake and cancelled a number of freedom passes for our most vulnerable residents. The Council apologised unreservedly for its mistake, and we have worked hard to improve the process for accessing freedom pass customers in the future.

We remain committed to the key priorities outlined in our Corporate Plan, the Environment Commissioning Plan and the council's Parking Policy.

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

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. Furthermore, the thirteen Underground and three railway stations also 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 car. This could lead to significant congestion without effective traffic management and appropriate parking restrictions at key destinations.

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 April 2016 to 31 March 2017, including information and data about our services and policies 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. It involves balancing 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. As a result, the Parking service is required to be robust, innovative and continuously improve in order 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 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 responds to public enquiries in a timely manner. The service is transparent, robust in enforcement thereby encouraging increased

compliance. It effectively manages our partner organisations and operates 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 streets and residents homes and vulnerable communities will be supported. However we recognise that there is more work to be done in improving the service and we are committing resources to this over the next 12 months.

### **3. Maintaining support to Barnet residents**

Barnet recognises that we need to support some residents more than others. 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 protected characteristics are age, disability, ethnicity and race, gender, gender reassignment, marriage/civil partnership, pregnancy and maternity, religion and belief and sexual orientation.

#### **3.1 Freedom Passes**

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

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

In 2010, 4,768 Disabled Persons Freedom Passes (DPFPs) were issued to Barnet residents, which were due to be renewed in 2015. During the transfer of services from the council to the Customer Support Group (CSG), the Freedom Pass renewals process, which was previously covered 'in house', was not initially incorporated within the contract. In order to guard against passes expiring, an agreement was reached between Barnet Council and London Councils that passes due for renewal in 2015 would be automatically renewed, and that our delivery partner, CSG, would retrospectively check eligibility of individual cases against the eligibility criteria.

Last year we made a mistake and cancelled a number of freedom passes for our most vulnerable residents. The paragraphs below give some details of what happened, and the response that the service has made in addressing the issues that were raised. The council

apologised unreservedly for its mistake, and we have worked hard to improve the process for accessing freedom pass customers in the future.

This work involved retrospectively checking eligibility for the 4,768 customers whose passes were automatically renewed. Unfortunately, residents were not informed that their eligibility would be retrospectively checked when they had their passes issued. They were also not informed, at the point of issue, that their passes could be deactivated if they did not meet the eligibility criteria. The authority recognises that the retrospective checking process resulted in 230 Disabled Persons Freedom Passes being withdrawn from residents in Barnet without appropriate guidance being provided. This situation understandably caused distress to a number of Freedom Pass holders for which the council wishes to apologise to all those residents who were affected unreservedly.

During this process, it was recognised that the current Disabled Person's Freedom Pass and associated eligibility criteria required improvement ensuring that the new criteria conforms to the Transport Act 2000 and Department for Transport Guidance. The vision for Barnet is to allow disabled persons to benefit from an easy to access process where residents are treated with respect, dignity and fairness.

The review identified that the following areas required improvement:-

- Website information and functionality
- Application forms and communication templates
- Renewals
- Telephone communication
- Re-designing applicant journeys end-to-end
- Appeals process

The improvements commenced in 2016 and are currently being introduced with completion scheduled for the end of 2017. Below are some of the improvements being made:-

- Application forms – Revised forms and guidance note have been re-designed following consultation with third sector organisations.
- Communication templates – Templates have now been created which are in plain English and are user friendly.
- Renewals – The process for renewals has been remapped making renewals for applicants who have automatic eligibility as per the s240 of the Greater London Authority Act (as amended) making the issuing of a DPFP 'automatic' if an individual is in receipt of any of the following state benefits:
  - Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA)
  - War Pensioners' Mobility Supplement (WPMS)
  - Personal Independence Payment (PIP), with an award of eight points or more for either or both of the two relevant activities: 'Moving Around' and 'Communicating Verbally'.

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: <a href="mailto:Assisted.travel@barnet.gov.uk">Assisted.travel@barnet.gov.uk</a>
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### 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, who must be present, does not have to be the driver but the concession must be for the benefit of the disabled person and not merely for the convenience of other people using the vehicle.

In 2016/17, 5966 Blue Badges were issued to individuals and organisations as renewals and for new applications. The total number of badges on issue is currently 16472 Blue Badges (Date Range 12/05/2014 – 30/04/2017)

Blue Badges Issued: 01 March 2016 – 30 April 2017	
TOTAL BADGES ISSUED	5966
Total Individual Badges Issued	5920
Total Organisation Badges Issued	45
Total Blue Badges on issue (as of 01 May 2017)	
TOTAL BADGES ON ISSUE	16472
Total Individual Badges On Issue	16287
Total Organisation Badges On Issue	185

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: <a href="mailto:Assisted.travel@barnet.gov.uk">Assisted.travel@barnet.gov.uk</a>
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### 3.3 Blue Badge Fraud – Working with the Police

The misuse of Blue Badges is an issue for all local authorities. In October 2015, Barnet's Corporate Anti-Fraud Team (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 (which is the council's external parking enforcement service provider), the Safer Neighbourhood Team and the Metropolitan Police, aimed at clamping

down on Blue Badge fraud, reducing this type of fraud for the benefit of all customers and residents in the borough.

### **3.3.1 Misuse and theft of Blue Badge parking permits**

Any misuse of a Blue Badge is an offence and 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.

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

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

During the year (2016/17) CAFT conducted five intelligence led pro-active 'street' exercises across the borough – these are accompanied by NSL parking enforcement officers and Barnet Police. The exercises were reported within the Corporate Anti-Fraud Team (CAFT) Annual Report 2016-17 at [Audit Committee on 20 April 2017](#).

An overview of the five 'street' exercises are detailed below;

- The first of these exercises took place in June 2016 when CAFT officers accompanied by NSL officers and Barnet Police carried out a street based operation in the Chipping Barnet and Golders Green areas. During this exercise 66 badges were checked for validity which resulted in 6 badges being seized for misuse as the badge holders were not present, and investigations subsequently identified that 2 of those badges seized belonged to badge holders who were deceased.
- On the 29 & 30 September 2016 CAFT officers accompanied by NSL parking enforcement officers and Barnet Police carried out a street based operation in the Burnt Oak, Temple Fortune and Mill Hill areas. During this exercise 103 badges were checked for validity which resulted in 17 cases of misuse being identified. This led to 13 badges being seized; two of which were being used despite the permit holders being deceased and two had been reported stolen. The Operation also resulted in 22 parking penalty charge notices being issued: 16 of which relating to Blue Badge misuse and a further six for parking related contraventions.
- On 30 November 2016 CAFT officers accompanied by NSL parking enforcement officers and Barnet Police carried out a street based operation in the in the High Barnet area. During this exercise 62 badges were checked for validity which resulted

in 4 Blue Badges being seized due to misuse (of these 1 was a cancelled badge and 3 were valid badges but the badge holder was not present), a further 2 badges were processed for further investigation. This half day operation also resulted in 5 Penalty Charge Notices being issued for parking contraventions.

- On 23 February 2017 CAFT officers accompanied by NSL parking enforcement officers and Barnet Police carried out a street based operation in the Hendon area. During the operation 78 badges were checked which resulted in 11 Blue Badges being seized due to misuse (of these 3 were cancelled due to being reported lost or stolen and 7 were valid badges but the badge holder was not present and 1 badge was found to be a counterfeit), a further 2 badges were processed for further investigation; the operation therefore creating 13 new cases.

Overall street based operations have resulted in 34 Blue Badges being seized.

An overview of Badge Misuse and Fraud in 2016/17 can be found below.

<b>Disabled Blue Badge Misuse and Fraud - 1st April 2016 - 31st March 2017</b>		
Number of carried forward Fraud investigations from previous year	15	
Number of new Blue Badge referrals received	187	
Number of Blue Badge cases closed	162	23 cases were successfully prosecuted and 43 were given Formal Cautions, 17 closed No fraud, 37 Warning letters issued, 34 closed insufficient evidence and 6 cases referred to the police & 2 were closed Advice and Assistance given
Open On-going Blue Badge investigations	40	6 cases are already with our legal team for prosecution 2 are being considered for Formal cautions and 32 are on-going investigations

### 3.4 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 only to that bay, in their vehicle. As of April 2017, there were 137 Designated Disabled permit bays within the borough.

For more information and detail on the support available and to apply for a designated disabled parking bay please look at the [Barnet Council website](#).

### 3.5 London Taxicards

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

You are automatically eligible for a Taxicard if you:

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

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

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

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

London Councils Address: Taxicard London Councils, 59½ Southwark St, London, SE1 0AL Tel: 020 7934 9791 Fax: 020 7934 9591 Email: <a href="mailto:taxicard@londoncouncils.gov.uk">taxicard@londoncouncils.gov.uk</a>
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#### ***4. Working for the community***

Barnet undertakes initiatives each year to support residents, businesses and visitors in the borough. In 2016/17 this included, free weekend parking in pay to park bays in the lead up to Christmas and the provision of free Carers Permits for healthcare professionals undertaking essential homes visits for Barnet residents. We have continued to communicate to the public using a variety of methods (such as posters, press releases and social media) to inform the public of campaigns such as Blue Badge Fraud, a consultation on Freedom Passes and free parking at Christmas.

In 2016 the Parking service entered The Annual British Parking Awards for Partnership Working and were shortlisted as finalists. The Parking service were able to demonstrate collaborative working with a number of partners; including NSL Enforcement, CSG (Customer Support to residents and issuing of parking permits), Redcorn Recovery (Removal of untaxed, abandon and nuisance vehicles) and Regional Enterprise (A joint venture



business between LB Barnet and CAPITA that delivers all highways services, including controlled parking zones (CPZ) design and on street works). The benefits to residents of collaborative working include savings, improved responsiveness increased capacity and expertise means that more can be achieved for less.

The council has been focusing on the quick and effective removal of abandoned vehicles from the highway, car parks and other areas which fall under the responsibility of Barnet Council. Before you report a vehicle as abandoned, check what the likely indicators are first. Then determine if you still wish to submit a report. Further information can be found on the [Barnet website](#).

In addition, we have made improvements to the online self-service system for permit applications where an applicant can now obtain a virtual parking permit instantly without the need of having to wait for a paper based permit.

## **5. Using technology to improve the Parking service**

A number of technological initiatives have been undertaken in 2016/17 in order to make it easier for customers to benefit from Parking services.

### **5.1 Moving Traffic Contraventions (MTCs)**

With some of the busiest roads in London, Barnet is at risk of too many traffic accidents, too much congestion and high amounts of air pollution. From April 2016, Barnet started to issue penalty charges for Moving Traffic Contraventions. To date we have introduced 59 sites which are monitored by using CCTV traffic enforcement. The sites that were chosen as a priority are those where poor driver behaviours cause congestion and this is detrimental to our Traffic Management responsibility to keep traffic moving in addition to school entrances to ensure the safety of school children when entering and exiting the school gates. This is all part of our push to improve safety, keep traffic moving and make the borough a better place to live and travel and in accordance with our Parking Policy objectives.

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

Benefits to date are:

- Considerably increased coverage of school restrictions to support safety of children and other pedestrians at more than 30 of the borough's schools
- Declining levels of contravention of yellow box restrictions to reduce congestion
- Declining levels of contravention of banned turns and entries to improve the quality of life for residents affected by motorists taking shortcuts through residential areas

To date we have seen fluctuations in the number of Penalty Charge Notices (PCNs) issued due to school holidays, the start of the new school year and as new sites were implemented. Overall, the number of PCN's issued for school sites peaked in late February 2017, with an average of 1.7 PCNs per day per school. Since that time the non-compliance rate has declined with less than 1 contravention being observed per day which also corresponds with improved compliance.

We are looking to introduce further locations in the near future, including weight restrictions preventing heavy vehicles using residential roads. We will also investigate the redeployment of some of the existing units as deemed appropriate in order to make the best use of resources as compliance is delivered.

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

## **5.2 Publishing of parking data**

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

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

## **5.3 Parking Sensor Technology**

In October 2015 a parking sensor trial was established in Temple Fortune Town Centre, the trial has been extended to ensure that all desired features and benefits can be introduced and monitored.

The trial will involve 179 sensors being installed in all parking bays within the Town Centre boundary. The sensors record when a vehicle arrives and leaves a parking bay, enabling 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 therefore more 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.

The Parking Sensor Technology 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.

## **6. Enforcement**

Parking enforcement provides a tool to assist the council in meeting 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 is clearly defined in the contract with the external parking enforcement service provider, NSL.

From April 2016, Barnet has started to issue Moving Traffic Contraventions, by using CCTV traffic enforcement to monitor some of our congestion hot spots and at school sites in a push to improve safety, keep traffic moving and make the borough a better place to live and travel. Further information can be found in section 5.1 of this report.

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

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

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

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

A CPZ 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 CPZs to ensure suitable parking is available to local residents at restricted periods as well as to 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) CPZs can be considered if appropriate.

#### **6.1.1 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 council 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 also 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 2016/17 the following CPZ schemes we introduced:

- Totteridge & Whetstone Station CPZ in April 2017 (Naylor Road, Birley Road and Hayward Road N20)

- Extended the Golders Green 'H' CPZ (Granville Road, Mortimer Close NW2 ), extended the Cricklewood 'C1' CPZ (The Vale, Pentland Close, Woodvale Way NW11) and introduced a new 'CG' CPZ (Garth Road and Cloister Road NW2) in May 2016 as part of "The Vale" scheme
- Extended the Edgware 'J' CPZ into part of Mowbray Road in September 2016.

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

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

### 6.1.2 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 My Account.

In November 2014, the council introduced the [parking policy](#). One of the policy's main aims is to reduce air pollution and one of the schemes implemented to help achieve this 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 2016/17, 16571 resident permits were issued. Residents who live in a CPZ can purchase visitor vouchers, to allow guests and visitors to park in a 'resident permit holders only' or 'permit holder only' parking place during the controlled hours. Visitor vouchers can be purchased online or by contacting the council. The full-day visitor vouchers cost £1 each.

Financial information can be found in the Special Parking Account which is published on the [Open Barnet](#). 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

### 6.2 Penalty Charge Notice (PCN)

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 do not 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 and moving traffic contraventions (MTC)

There's a 50% discount if you pay the charge within 14 days from the date of service of the penalty charge notice.

In 2016/17, 213, 761 PCNs were issued.

<b>Enforcement statistics for 1 April 2016 to 31 March 2017</b>	
<i><b>London Borough of Barnet</b></i>	
Higher differential level parking PCNs under the TMA 2004	111,898
Lower differential level parking PCNs under the TMA 2004	39,469
Bus lane PCNs issued under the LLAA 1996	6,368
Moving Traffic PCNs issued under the LLA & TfL Act 2003	56,026
Total PCNs	213,761

The London Tribunals consider appeals against penalties issued for parking, bus lane and moving traffic contraventions in London as well as penalties issued for failing to pay a charge at the Dartford river crossing.

The London Tribunals comprise individually appointed independent adjudicators and a small team of administrative staff who work on their behalf.

Adjudicators consider appeals in relation to Penalty Charge Notices (PCNs) issued by Barnet Council and other councils in London for parking, bus lane and, in Wales, moving traffic contraventions (such as box junctions and no right turns).

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

From 213,761 penalty charge notices issued, 2355 appeals were logged with London Tribunals. It is worth noting that cases logged in 2016/17 (may not be heard in the same year)

The outcome of appeals is broken down in Table A

Year	Total Appeals Lodged	Appeals Allowed	Appeals Refused	The Authority did not contest (DNC) *
2016/17	2355	846	1137	496
2015/16	1574	592	755	168
2014/15	2011	914	946	565

\*DNC is the total amount of cases that were not contested by the Authority as additional evidence may have been provided to the adjudication service which were not presented to the authority.

### 6.3 Useful Do's and Don'ts for not getting a PCN

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
	remember to follow the Highway Code
Don'ts	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

## 7. Car Parks

Within Barnet there are 24 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
- 6 free car parks

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

## 8. Finance

### 8.1 Special Parking Account

The Special Parking Account provides a breakdown of income and expenditure on the council's parking account. The breakdown of income includes details of revenue collected from on-street parking and Penalty Charge Notices.

The Special Parking Account is published each financial year on [Barnet's Open Data Portal](#).  
*(Note: At present the 2016/17 Special Parking Account has not yet been published)*

### 8.2 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 2016/17 the S106 contribution of £58,211 of S106 was made available specifically for parking schemes in defined areas of the borough. The money will be spent on waiting restrictions, residents parking and permit exemption.

### 8.3 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, which includes PCN charges however Barnet can set its own charges for resident parking permits, bay suspensions and car park charges.

The fees and charges for 2017/18 were agreed at [Environment Committee](#) in November 2016. For parking the changes relate to the resident parking permit.



#### 8.4 Comparison of Resident Parking Permit prices

As noted in the 2015/16 report, 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 predominantly lower than neighbouring boroughs.

##### London Borough of Barnet Annual [Resident Permit Fees](#)

Emissions band	Cost	Diesel surcharge	Additional car surcharge (2nd, 3rd, 4th permit)
Green annual permit: gCo2 emissions 110 or below	Free of charge	+£10 per vehicle	+£10 per vehicle
Lower band emissions permit: gCo2 emissions of 111 – 150	£45	+£10 per vehicle	+£10 per vehicle
Middle band emissions permit: gCo2 emissions of 151 – 200	£52.40	+£10 per vehicle	+£10 per vehicle
Higher band emissions permit: gCo2 emissions of 201 and above	£85	+£10 per vehicle	+£10 per vehicle

##### London Borough of Enfield Annual [Resident Permit 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 emissions:	Low	Standard	High
Vehicle emissions (gCO <sub>2</sub> /km) of passenger vehicles registered on or after 1 March 2001	Less than 110	110-200	201+
Cylinder capacity of engine (cc) of passenger vehicles registered before 1 March 2001 and goods carrying vehicles	Less than 1101	1101-2400	Over 2400
<b>Duration 12 months</b>			
1st permit (£)	25	85	228
2nd permit (£)	41	126	269
3rd permit (£)	82	167	310

## 9. 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 which 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](#).

If an individual that is deemed as 'Vulnerable' Barnet operates a Customer Advocacy Service to help and assist an individual on a one to one basis. To access this service, please send your [request online](#), contact the Assisted Travel Team on the details below or go to Barnet House (Monday to Friday) and request to speak to a representative of the Customer Advocacy Team.

Assisted Travel Team Tel: 020 8359 4131 Email: <a href="mailto:Assisted.travel@barnet.gov.uk">Assisted.travel@barnet.gov.uk</a>
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## **10. 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 comments, compliments or complaints should be sent to: Email: <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a> Tel: 020 8359 2000 Complete the <a href="#">online form</a>
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Further detail on comments, compliments or complaints can be found on the [Barnet Council web pages](#).

## **11. 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 their Parking and the Assisted Travel team. Regional Enterprise (Re) provides support in regard to addressing new initiatives and the introduction and design of new schemes/restrictions/CPZs. Re also review all parking concerns and look to provide a suitable solution. The Parking services team within the council manages the parking enforcement function which includes monitoring the NSL contract and other partners who provide 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)
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Tel: 020 8359 2000

Website and webform: <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

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

Assisted Travel Team

Tel: 020 8359 4131

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

## **12.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 streets and that residents can park as near as possible to their homes.

As a result, we have a number of future initiatives which we hope to implement including:

- Continue the introduction of car club initiatives in the borough
- Expansion of electric vehicle charging points in the borough with a £400,000 investment
- The production of a Long Term Transport Strategy for the borough
- Procurement of a new enforcement contract

We have also implemented a Parking Transformation Programme which aims to transform and improve Barnet's parking service. The transformation programme is focusing 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.