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# Foreword

Parking is an ongoing problem for motorists and residents alike. One challenge every local authority in the country faces is matching constant demand for parking spaces to very limited supply. Over the past year Southwark Council has tried to meet this challenge but we believe there's still room for improvement.

- We want drivers to park well and safely and avoid getting a ticket, at the same time we are firm but fair about our rules. If the rules are broken, we will enforce them.
- We've made it easier for local people to obtain parking permits and appeal parking tickets online and we're encouraging the use of our website for parking issues.

And it's not just providing parking spaces, our top priorities are keeping traffic flowing, improving road safety and where appropriate discouraging car use in favour of other forms of travel.

In 2008 the council started to introduce new ways of tackling the challenges we face with parking and traffic flow in our borough. Since then we've increased safety outside schools, encouraged car clubs, provided more free parking options and set up a quicker, more efficient parking fine appeals system. This report showcases some of these improvements and outlines some of the projects we're currently undertaking to make things better.

This report also provides useful information on parking offences, what constitutes an offence and what options are available to a motorist once they've received a parking fine. Our objective is to clarify our policies and procedures with regards to parking enforcement and the related services so our residents and visitors might better understand when and where they can park.

Finally, we've included detailed analysis of the types and numbers of penalties that have been imposed over the past year in comparison with earlier years.

## **Councillor Barrie Hargrove**

Cabinet member for transport, environment and recycling

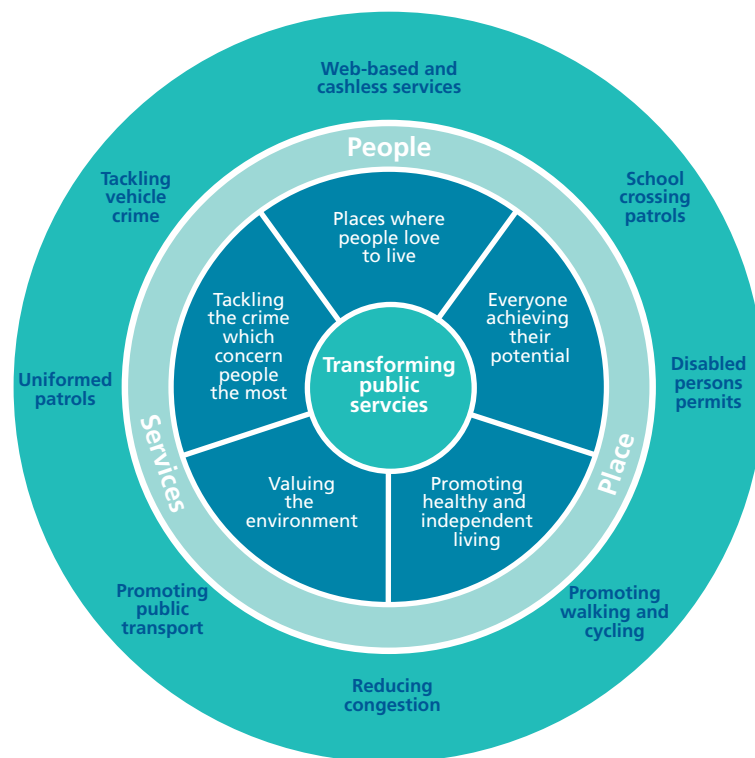
# Introduction

This annual report provides an account of the performance of our parking services in 2009/10. Four broad areas covered in this report are

- How parking and traffic enforcement laws fit into a wider policy context
- Our parking service achievements during 2009/10
- Future developments and opportunities in 2010/11
- Parking and traffic enforcement statistics for 2009/10 and comparative data from previous years
- Financial information from 2009/10 including further comparative data

We want our parking service to be as functional, convenient and innovative as it can be. That's why we aim to continually improve our parking service for residents and visitors to the borough.

As well as the facts and figures included in this annual report we want to show the important role our parking services play in terms of our overall objective to make Southwark more sustainable as a borough as part of our 2016 sustainable community strategy.



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# Parking services

Southwark Council delivers a wide range of parking services to residents, businesses and visitors to the borough. These include parking enforcement, traffic enforcement, parking permits, management of council-owned car parks including enforcement for those on council housing estates, removal of illegally parked and abandoned vehicles, installation and maintenance of pay and display machines and the council's school crossing patrol service.

## Parking enforcement

By enforcing parking and traffic regulations the council is continuing to improve road safety and reduce congestion in the borough. The removal of cars parked illegally on yellow lines and in resident permit bays, outside schools or other places where the public need to be able to freely cross the road is making the borough a safer and more pleasant place to live.

Parking tickets, otherwise known as penalty charge notices (PCNs) are issued by civil enforcement officers (CEOs) who walk or drive around the borough. The PCNs can also be issued by CEOs who survey the CCTV cameras dotted around the borough. And in addition to the CCTV cameras working as a preventative measure against illegal driving and parking, they are also used to help combat crime.

Our traffic enforcement service is currently delivered through a partnership with APCOA Parking which runs until 30 June 2011.

Parking enforcement operates every day of the week (except Christmas day) generally between the hours of 6am and midnight. However those hours may vary slightly on weekends and bank holidays.

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You can find more details about the council's parking at  
**[www.southwark.gov.uk/parking](http://www.southwark.gov.uk/parking)**

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### **Pay and display parking**

The 350 pay and display machines operating in Southwark are installed and maintained by the council. These machines are found in our 20 controlled parking zones (CPZs) and all of them are solar powered and maintained by a dedicated inhouse maintenance team.

We also now have a pay by mobile phone service across all our CPZs. If a pay and display machine is out of order the public can now also pay by mobile phone using a credit or debit card.

The public can now report a machine that's out of order by calling **020 7394 3418**.

The pay by mobile phone service is available on **020 3046 0010**.  
For more information visit **[www.southwark.gov.uk/parking](http://www.southwark.gov.uk/parking)**

### **Off-street car parks**

The council manages three car parks, and a multi-storey car park in Peckham. These collectively provide a total of 660 off-street parking spaces in the borough. We offer both short-term, all-day parking in these car parks and we also offer annual season tickets.

You can find more details about the council operated car parks at:  
**[www.southwark.gov.uk/parking](http://www.southwark.gov.uk/parking)**

### **The Park Mark scheme**

The safer parking scheme is an Association of Chief Police Officers (ACPO) initiative aimed at reducing crime in parking facilities. The safer parking status Park Mark is awarded to parking facilities that have passed a risk assessment carried out by the police. To meet the scheme's requirements we have put in place measures that help deter criminal activity and anti social behaviour thereby preventing crime and reducing the fear of crime in our parking facilities.

The following two council operated car parks have been awarded the Park Mark Award

- Choumert Grove car park
- Stead Street car park

These two car parks continue to be managed and maintained to a high standard with measures such as good lighting and signage in place to further help deter crime and anti social behaviour.

### Parking permits

We currently issue four different types of parking permit that allow motorists to park in controlled parking zones

- Residents
- Visitors
- Business
- Permits for essential services. This is a mixture of doctors, medical, carers and medical support staff permits.

Next time your resident parking permit is due for renewal you'll get a reminder letter through the door with a unique pin code. This means you can apply and pay online, saving you a visit to the council's parking shop.

The more you do online the more money that can be saved for use in key services. If 40% of residents renewed their parking permit online it would save £250,000 a year.

Parking permits can be bought online and from the parking shop at 364 Old Kent Road, London SE1 5AA  
call **0844 800 2736** or  
email **parking@southwark.gov.uk**  
We also issues parking permits by post.

Although parking services manage the enforcement on Southwark's housing estates we do not manage the on-estate parking scheme. This is managed from the area housing offices and one stop shops.

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You can find more details about the council operated permit schemes at **[www.southwark.gov.uk/parking](http://www.southwark.gov.uk/parking)**

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# Parking service changes during 2009/10

## Pay by mobile phone

- In 2008 the council tested the use of pay by mobile phone in the Bankside and London Bridge areas. As a result 55% of all parking across these areas is now paid for by mobile phone with cost savings arising from maintenance and cash handling. We have now introduced this system across the rest of the borough.
- Successfully implemented in all 20 CPZs in December 2009 now accounting for 32% of all pay and display revenue and is still growing.
- Iphone application for parking is available from our pay by mobile partners Cobalt TT and shows pay and display and car parks within the borough and across the UK. For more information visit [www.ringgo.co.uk](http://www.ringgo.co.uk).

## More services online

- Renewal of resident parking permits online now account for up to 40% of all renewals
- PCN (parking ticket) enquiry online which means that motorists are able to see photographs of their vehicles as well as a detailed description of the contravention itself. They are also able to appeal against the issue of the PCN online.

## Better enforcement

- In 2009/10 our CEOs have been able to serve PCNs to motorists threatening violence or vehicles driving away from the scene of a parking contravention.
- In 2009 /10 the council purchased two SMART cars equipped with a CCTV camera to tackle the problem of dangerous parking around schools.

## Changes to controlled parking zones

- We introduced the 20th CPZ in East Camberwell (EC) at the beginning of April 2009. About 60% of Southwark's population now live in CPZs. The benefit of a CPZ is that it gives priority to local residents and businesses, deters commuters and improves safety at junctions by preventing vehicles parking dangerously.
- During 2009/10 the council have revised two of our existing CPZs in Borough and Newington with the aim of making more bays available for residents.

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For further information visit  
[www.southwark.gov.uk/parking](http://www.southwark.gov.uk/parking)

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### **British Parking Awards 2009**

Southwark Council and our service delivery partner APCOA Parking were shortlisted for a 2010 British Parking Award. This is in recognition of our partnership with APCOA Parking to create better bespoke responses to appeals and to increase the number of occasions where we get it right first time and reduce avoidable contact.

### **Good Communications Awards 2010**

Southwark Council and Cobalt TT the provider of our pay by mobile phone services were shortlisted for the roll out and expansion of pay by mobile phone across the whole of Southwark.

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## **Improvements planned for in 2010/11**

### **More services online and by phone**

- Resident's visitors parking permits will be made available to buy online
- New resident parking permits will be made available to be purchased online
- Renewal of residents parking permits will be made available on the phone in addition to the current online service.

### **Better enforcement**

- An additional two CCTV equipped SMART cars have been leased by the council following the successful use of the original vehicles during 2009/10.
- Expansion of traffic enforcement to more of the borough's controlled junctions reducing dangerous driving.

### **Controlled parking zones**

- We are revising four of our existing CPZs in Bankside, London Bridge, Bermondsey and Walworth areas to better match current parking bays and land-use.
- We will also be consulting on further controlled parking zones where there is high pressure on our limited kerb space.

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For further information visit  
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# How do we measure our performance?

The council has three parking contracts in the borough, all currently held by our delivery partner APCOA Parking and due to run to mid 2011. They cover

- Parking and moving traffic enforcement including deployment of walking CEOs and mobile enforcement vehicles. APCOA Parking deploys on average 45 CEOs a day, Monday to Friday, with 25 on Saturdays and 15 on Sundays. They employ 85 people on the main parking enforcement contract and provide 50 part time school crossing patrol officers.
- Car pound and vehicle removal contract, maintaining and running the car pound at Mandela Way, deploying two removal lorries Monday to Saturday. As a variation to this contract, the housing estate enforcement is also deployed from the car pound. They employ 44 people to provide this contract including drivers, CEOs and customer service staff.
- Business support services including provision of a parking shop, parking IT service, payment and permit services. They employ 14 people based at the parking shop at 364 Old Kent Road.

In total, 193 members of staff are employed to deliver the parking service.

We are often asked if our parking contractor is paid according to the number of tickets issued, this is not the case. Instead they are measured on issues such as staff retention, the deployment of staff and the quality of tickets served.

# Enforcement activity

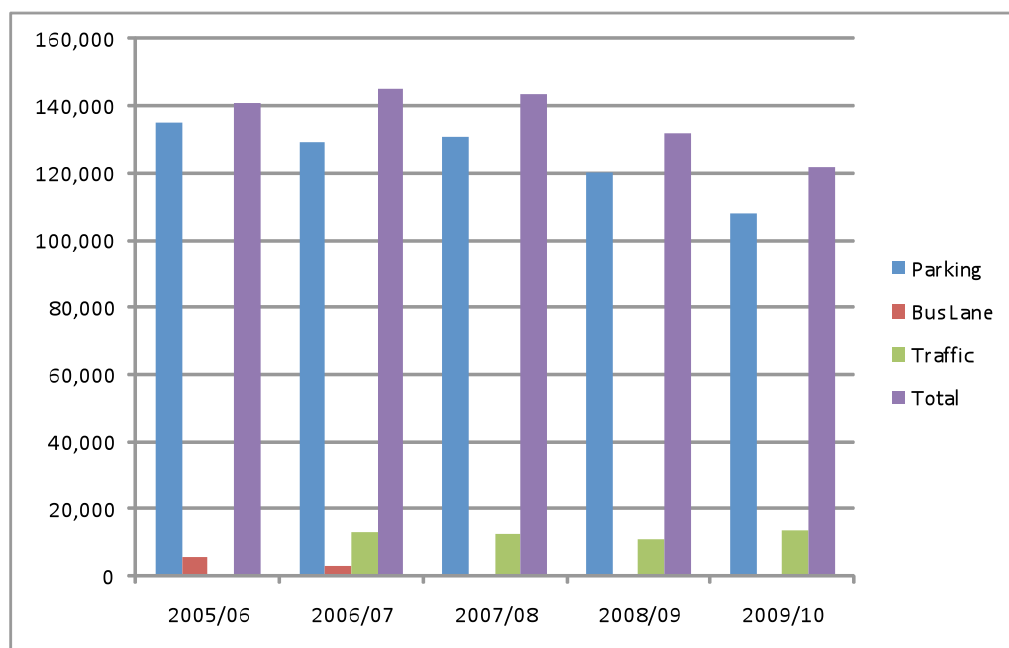
## Penalty charge notices

Table 1 sets out the number of PCNs (parking tickets) issued for the last five years by contravention type. There are three types of contravention

- PCNs for parking contraventions, by CCTV and by CEOs
- PCNs for bus lane contraventions by CCTV
- PCNs for moving traffic contraventions by CCTV

**Table 1: Number of PCNs issued by contravention type**

	Financial year				
	2005/06	2006/07	2007/08	2008/09	2009/10
Parking	135,045	129,334	130,513	120,354	107,851
Bus lane	5,818	2,980	465	271	521
Moving	0	12,982	12,607	11,118	13,352
<b>Total</b>	<b>140,863</b>	<b>145,296</b>	<b>143,585</b>	<b>131,743</b>	<b>121,724</b>



From 31 March 2008, the Traffic Management Act 2004 was implemented across England and Wales. This resulted in new guidelines for parking authorities across England and Wales including a modification to the processes and procedures for on-street parking enforcement.

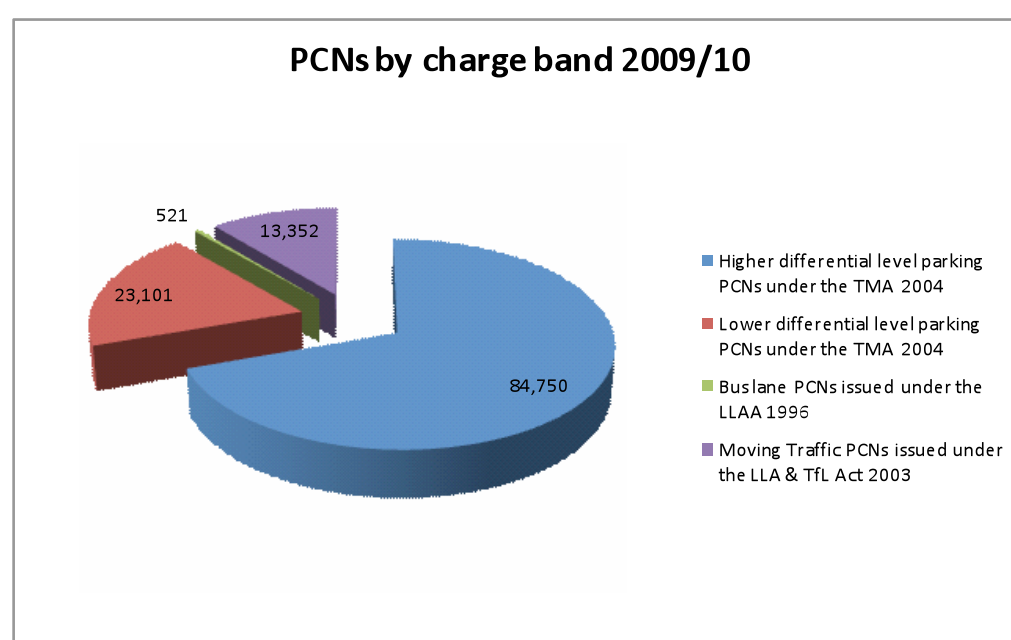
The aim of the 2004 Act was to bring about a fairer parking regime and, as a result of its implementation in 2008, parking contraventions issued by the council fell by 8%, followed by a further 8% in 2009/10.

Bus lane contraventions fell by 42% in 2008/09 and there has since been a well established downward trend in this type of enforcement because of a noticeable change in driver behaviour. These increased in 2009/10 as we began to enforce all day where the bus lane has an all day restriction.

Moving contraventions have increased by 20% due to an expansion of the fixed CCTV network in Rotherhithe and the addition of CCTV equipped SMART cars.

**Table 2: Number of PCNs issued by charge band**

PCN Type	2008/09	2009/10	% change
Higher differential level parking PCNs under the TMA 2004	93,863	84,750	-10%
Lower differential level parking PCNs under the TMA 2004	26,491	23,101	-13%
Bus lane PCNs issued under the LLAA 1996	271	521	92%
Moving traffic PCNs issued under the LLA & TfL Act 2003	11,118	13,352	20%
Total PCNs	131,743	121,724	-8%



**Table 3: Number of PCNs issued by source 2008/09 and 2009/10**

	Financial year		% change
	2008/09	2009/10	
Parking PCNs by walking CEOs	103,353	86,897	-16%
Parking PCNs by CCTV	17,001	20,954	23%
Bus lane PCNs issued under the LLAA 1996	271	521	92%
Moving traffic PCNs issued under the LLA and TfL Act 2003	11,118	13,352	20%
<b>Total PCNs</b>	<b>131,743</b>	<b>121,724</b>	<b>-8%</b>

### PCNs issued by address

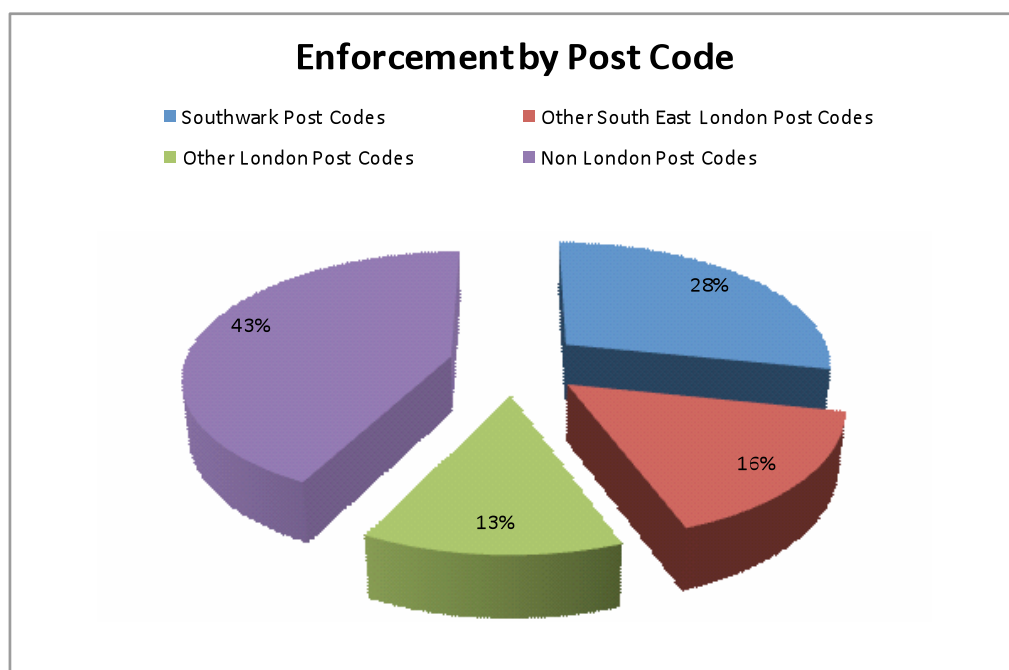
The council has reviewed the addresses of the registered keepers of cars that have been subject to enforcement actions, including all removals and warning notices as well as PCNs.

Table four summarises the findings of our study and confirms that the vast majority of PCNs in Southwark are issued to non-residents. Less than three in ten PCNs were issued to Southwark residents. Around three in ten were issued to residents from other London boroughs with the remaining PCNs issued to non-London residents.

These findings suggest that our residents understand parking arrangements within Southwark. It also shows that the majority of PCNs issued within the borough are to commuters and visitors to Southwark. To help visitors to the borough in 2009/10 we put more information on the council's web site about where to park and produced an updated guide to parking within the borough as well as extending our pay by phone service.

**Table 4: Number of PCNs issued by post code**

		%
Total number of enforcement actions	34335	
Number where no address was required	14617	
Sample with address	19718	
Southwark post codes	5566	28%
Other South East London post codes	3199	16%
Other London post codes	2557	13%
Non London post codes	8396	43%



# Enforcement Activity

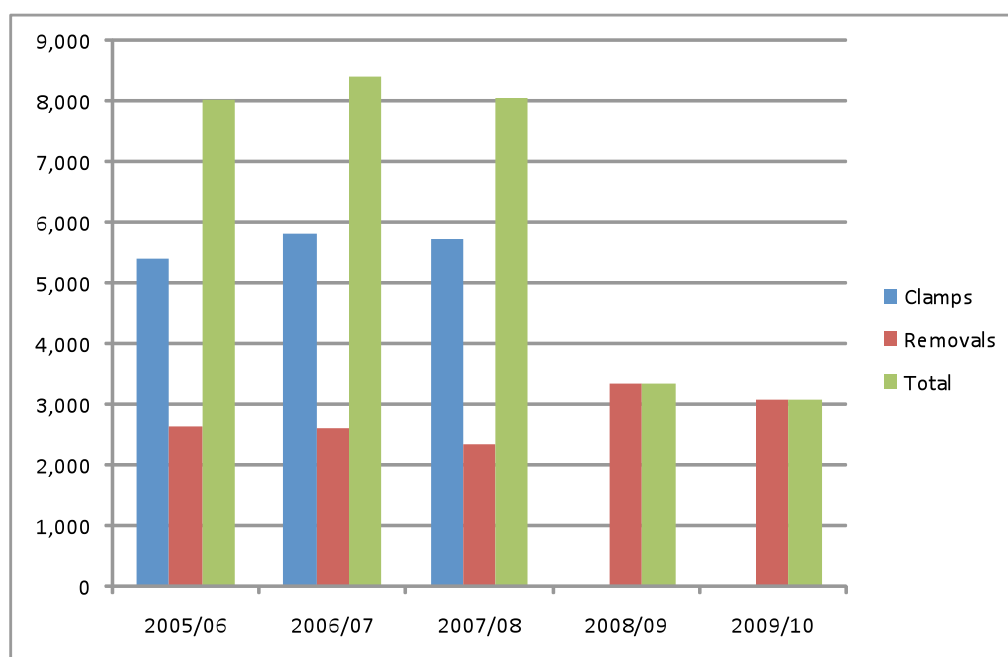
## Clamping and removals

The council no longer clamp cars on the highway, although we continue to clamp vehicles parked on private land including housing estates and unregulated car parks.

Using the DVLA's devolved powers, the council continues to remove vehicles from the public highway if they are untaxed or appear to be abandoned.

**Table 5: Highway clamping and removal activity**

	Financial year				
	2005/06	2006/07	2007/08	2008/09	2009/10
Clamps	5,393	5,810	5,730	0	0
Removals	2,640	2,598	2,333	3,337	3,083
Total	8,033	8,408	8,063	3,337	3,083



We introduced new rules for our CEOs about the times for observing cars before they can be removed. These range from instant authorisation for removal for the most serious contraventions to casual observation periods of 30 or 60 minutes prior to removal for less serious contraventions.

Despite the introduction of these longer observations periods, the number of removals in 2008/9 have increased by 43%. This figure reflects the fact that some vehicles that would previously have been clamped are now being removed. The number of vehicles removed during 2009/10 was 3,083 and was an 8% fall in number of removals. This reflects the overall fall in PCN numbers.

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# Penalty charge notices (PCN)

## The statistics

When a PCN is issued, there are three broad outcomes

- The vehicle owner pays, normally within the first 14 days when a 50% discount of the amount of penalty charge applies.
- The owner makes an informal appeal (representation) against the issue of the PCN.
- The PCN is ignored.

If a PCN is paid that concludes the matter. A motorist issued with a PCN can appeal in writing to the council's contractor at the parking shop. If the grounds of the appeal meet the criteria set by the council the PCN will be cancelled with no further action taken.

If an appeal is rejected the matter is referred to the council for consideration. If the council also rejects the appeal the motorist is re-offered the opportunity to pay within 14 days of the date of issue of the rejection letter.

If no payment is then received the council issues a Notice to Owner (NtO) that sets out the amount outstanding and gives the motorist 28 days to either pay or make a formal representation against the issue of the PCN.

If the vehicle owner is unhappy with the council's decision to reject their representation made after the NtO was issued, then they have the right to have their case heard by the parking adjudicator which is a London-wide service and independent of the council.

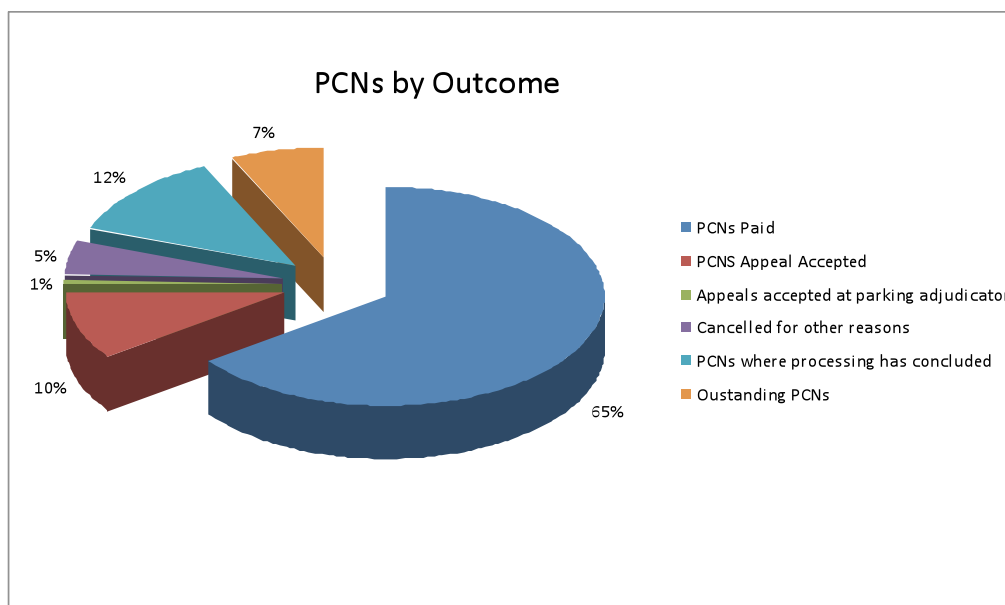
If the parking or traffic contravention is caught on CCTV the PCN is issued by post and the process is slightly different in that the appeal is considered directly by the council.



The table below gives details of payment rates for all PCNs taking into account those that have been cancelled.

**Table 6: PCN outcomes 2009/10 (reported first week August 2010)**

	Financial year	
	2009/10	%
Total PCNs	121724	
Number of PCNs paid	78956	64.9%
Number of PCNs paid at discounted rate	64843	53.3%
Number of PCNs which have had an informal or formal representation made	29782	24.5%
Number of PCNs which have been cancelled as a result of informal or formal representation made	12241	10.1%
Number of PCNs appealed to the parking adjudicator	1727	1.4%
Number of PCNs cancelled as a result of parking adjudicator appeal	909	0.7%
Number of PCNs cancelled for other reasons	6106	5.0%
Number of PCNs where processing has concluded	14895	12.2%
Outstanding PCNs	8617	7.1%



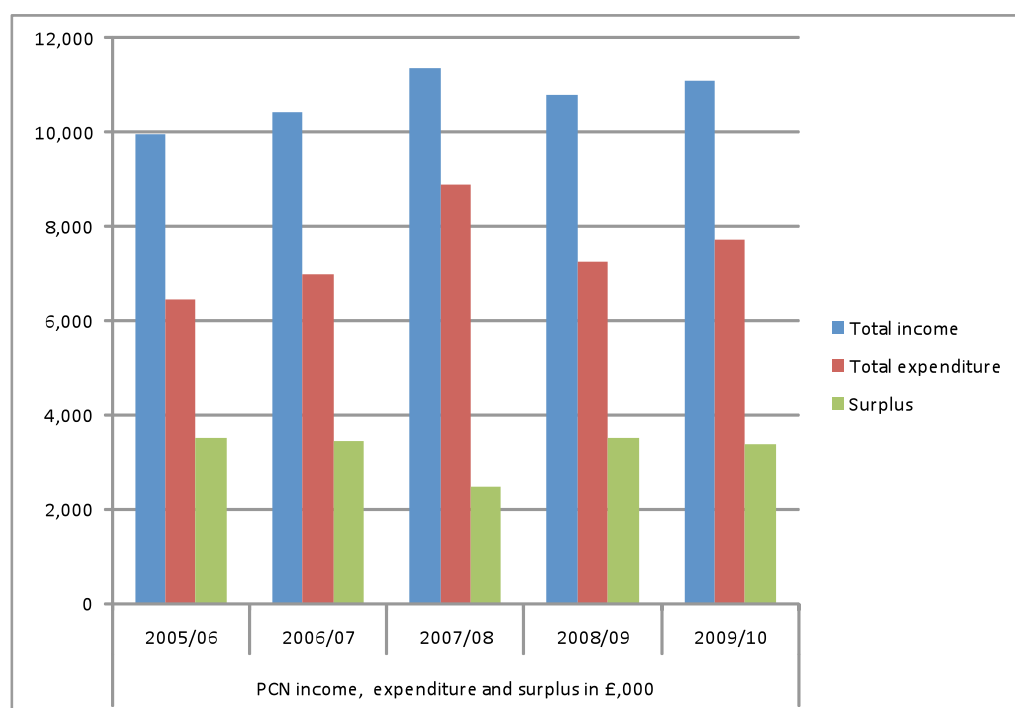
The reports for this table were run during the first week of August 2010. The length of time it takes to recover a PCN (parking ticket) is often greater than three months between issuance and payment received.

### Financial information

- The total expenditure of the parking service set out in table seven relates to direct expenditure incurred in running the services that generate the parking income.
- Each year the council sets the tariffs for pay and display machines and parking permits. The level of charges associated with PCNs and clamp/ removal fees are set by London Councils with the approval of the Mayor of London. These are reviewed every four years.

**Table 7: Income from parking last five financial years**

	Financial year, in £000s				
	2005/06	2006/07	2007/08	2008/09	2009/10
Parking meters/pay and display	1,641	1,687	1,677	1,707	2,010
Parking permits	1,279	1,428	1,533	1,576	1682
Off-street car parks	292	272	310	311	312
Clamping and removal	676	710	830	639	529
Penalty charge notices	5,067	5,538	6,190	5,737	5,359
Bailiffs (PCN recovery)	656	541	603	572	582
Other income	357	245	213	239	624
<b>Total income</b>	<b>9,968</b>	<b>10,421</b>	<b>11,356</b>	<b>10,781</b>	<b>11,098</b>
<b>Total expenditure</b>	<b>-6,461</b>	<b>-6,974</b>	<b>-8,893</b>	<b>-7,262</b>	<b>-7,710</b>
<b>Surplus</b>	<b>3,507</b>	<b>3,447</b>	<b>2,463</b>	<b>3,519</b>	<b>3,388</b>



# How the surplus was spent 2009/10

Table 8: Parking account last five years how the surplus has been spent

	Financial year, in £000s				
	2005/06	2006/07	2007/08	2008/09	2009/10
Surplus	3507	3447	2463	3519	3388
Road safety including school crossing patrols	-242	-270	-251	-244	-271
Nuisance and abandoned vehicle service	-92	-107	-101	-136	-80
Road network management	0	0	-157	-856	-443
Road maintenance	-1522	-1758	-1533	-2283	-2595
CCTV	-394	-594	-421	0	0
Street lighting	-1257	-718	0	0	0
Net	0	0	0	0	0

