

# Annual Parking Report 2008-2009

September 2009

[www.southwark.gov.uk](http://www.southwark.gov.uk)



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# Foreword

## **Welcome to Southwark Council's first annual parking enforcement report**

One challenge that every local authority faces up and down the country is matching the constant demand by drivers to park their cars, with the limited supply of parking spaces. Behind this is the need to keep traffic flowing, coupled with making road safety our top priority. Over the last year we believe we have met this challenge, but that there is still room for improving on our achievements.

So, starting this autumn, the council is introducing a variety of ideas across the borough that will make a big difference to everyone, whether driver or resident. These range from car clubs, to increasing safety outside schools, to cashless parking options, to a quicker, more efficient, appeals system. This report will give details on all these schemes.

Also contained here is useful information on what constitutes a parking offence, what the consequences are and what options are available to the driver after enforcement has taken place.

And finally we have included detailed analysis of the types and number of penalties that have been imposed over the last year, in comparison with earlier years."



Councillor Paul Kyriacou, Executive Member for Environment, Southwark Council

# Policy context

From Southwark 2016 – Our objectives and priorities

Our vision is about securing the future wellbeing of local people and about improving the places where they live, work and have fun. We know the challenge is great that we have to make progress across a number of areas at once – no single priority tackled at once will make enough of a difference.

People's employment prospects are bound up with their education and health. Families will only stay in Southwark if, along with affordable housing, we have good education and clean safe streets. Business will prosper if there is good transport and a skilled and healthy workforce. Tackling climate change and conserving our resources involves people, transport, housing and businesses. Better health comes from better housing, access to leisure and feeling safe. Social cohesion will increase if everyone can share in economic prosperity and feel their views are listened to.

This is why our Southwark 2016 plan provides an integrated framework for the journey ahead. To help us link our plans and actions together, we have identified three key objectives, and the priorities within them working together to reduce inequality and bring about change.

Our objectives	Our priorities
<b>Improving individual life chances</b>	For Southwark's people to: Achieve economic well being Achieve their educational potential Be healthy Stay Safe Enjoy cultural and leisure opportunities Value diversity and be active citizens
<b>Parking Services contributes:</b>	Be Safe Provision of uniformed patrols in town centres Joint working with community safety wardens School crossing patrols service
<b>Making the borough a better place for people</b>	A place that has: Localities of mixed communities Sustainable use of resources More and better homes A vibrant economy A liveable public realm
<b>Parking contributes:</b>	Infrastructure for a vibrant economy Parking and traffic enforcement enables the smooth flow of traffic Speeds up public transport A 'liveable' public realm Tackling vehicle related 'enviro-crime' Reducing the amount of signage where possible
<b>Delivering quality public services</b>	With public services that are: Accessible and integrated Customer focused Efficient and modern
<b>Parking Services contributes:</b>	Efficient and modern Web enabled parking permits Appeals portal on web Expansion of RingGo cashless parking



# Parking services

## PARKING SERVICES

Southwark Council delivers a wide range of parking and parking-related services to residents, businesses and visitors to the borough. These include parking enforcement, moving traffic enforcement, parking permits, management of council-owned car parks (including enforcement for those on council housing estates), removing illegally parked vehicles from streets, removing abandoned vehicles from streets, the installation and maintenance of Pay & Display machines, and the council's school crossing patrol service.

## PARKING ENFORCEMENT

Since 1994, Southwark Council has had responsibility for the control and enforcement of all on-street parking throughout the borough (except for the designated Red Routes). In 2002, the council started CCTV enforcement of vehicles driving in bus lanes. In March 2003 we began enforcing

parking controls using CCTV and in September 2005 we took on responsibility for the enforcement of certain traffic violations such as banned turns, no entry points and one way directional signs. We also enforce in a number of publicly operated car parks in the borough.

The council enforces those parking and traffic regulations to improve compliance with the parking regulations, which has a beneficial impact on road safety. This enforcement also includes the removal of cars parked illegally on yellow lines, those preventing legitimate users accessing their parking spaces or in places where the public need to be able to cross the road. These enforcement activities make a contribution to improving road safety.

Penalty Charge Notices (PCNs) can be issued by Civil Enforcement Officers (CEOs) who physically patrol the streets of Southwark or by CEOs who use CCTV to observe vehicles. Driving in bus lanes, parking controls and moving traffic contraventions are enforced using CCTV. The CCTV Code of Practice recognises that the cameras are used for a wide variety of purposes, including traffic regulation (for bus lanes, moving traffic contraventions and parking), community safety, and town centre management. Most CCTV cameras are located in fixed positions

There is good evidence to suggest that CCTV enforcement has had a positive impact on compliance with parking and traffic regulations. Community safety takes priority over traffic enforcement and can override the parking/traffic cameras at any time to help combat crime and disorder.

At present, we deliver the parking and traffic enforcement service through a partnership with APCOA parking which runs until 30 June 2011.

Parking enforcement operates each day of the week (except Christmas day) generally between the hours of 06.00 and 24.00. However, those hours may vary slightly on weekends and bank holidays.

You can find more details about the council's parking at:

<http://www.southwark.gov.uk/YourServices/transport/parking/>

There are guides to loading and unloading in Peckham and Walworth here:

<http://www.southwark.gov.uk/YourServices/transport/parking/WhereToPark/cpzmmaps.html>

## PAY AND DISPLAY FACILITIES



We install and maintain pay and display parking facilities across the borough. We have over 350 pay and display machines in the 20 Controlled Parking Zones. The pay and display machines are all solar-powered and are maintained by a dedicated in-house maintenance team.

To report a machine out of order you can telephone: 020 7394 3418.

In addition we have pay by mobile and virtual display service in three of the busiest controlled parking zones in the north of the borough provided by Cobalt Telephone Technologies RingGo system which offers a nationwide service. In these areas if a pay and display machine is inoperative the public still have the option of paying over their mobile phone by credit or debit card.

RingGo service is available on 020 3046 0010.

You can find more details about the council operated pay and display bays at:

<http://www.southwark.gov.uk/YourServices/transport/parking/WhereToPark/cpzmaps.html>

## OFF-STREET CAR PARKS

The council manages and maintains two surface car parks in Peckham and 1 in Walworth and a multi storey car park in Peckham providing a total of 660 off-street parking spaces across the borough. We offer both short-term and all-day parking in those car parks. We also offer annual season tickets to meet the needs of commuters.

You can find more details about the council operated car parks at:

<http://www.southwark.gov.uk/YourServices/transport/parking/WhereToPark/carparks.html>

## THE PARK MARK SCHEME



The Safer Parking Scheme is an initiative of the Associations of Chief Police Officers aimed at reducing crime and the fear of 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. Meeting the scheme's requirements means the car park operators have put in place measures that help to deter criminal activity and anti-social behaviour, and so are doing everything they can to prevent crime and reduce the fear of crime in their parking facility.

So far, two of the council operated car parks have been awarded the Park Mark Award:

- Choumert Grove Car Park
- Stead Street Car Park

This means that those car parks are managed and maintained to a high standard and that measures are in place to help deter criminal activity and anti-social behaviour. Those measures include adequate lighting and signage.

## PARKING PERMITS



We currently issue four different types of parking permit that allow motorists to park in Controlled Parking Zones:

- Residents
- Visitor's
- Business
- Permits for essential services this is a mixture of doctors, medical, carers and medical support staff permits



Parking permits may be purchased from the Parking Shop, 364 Old Kent Road, London, SE1 5AA (telephone 084 4800 2736 or email [parking@southwark.gov.uk](mailto:parking@southwark.gov.uk)) in person, the council also issues parking permits by post.

Although parking services manages 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.

You can find more details about the council operated permit schemes at:  
<http://www.southwark.gov.uk/YourServices/transport/parking/Permits/>

## PARKING SERVICE 2008/09

During 2008/09 Southwark Council changed software supplier for the parking back office IT system. During 2009/10 the emphasis will be on making best use of the new system, both in the way that parking services interacts with the public and our back office processes. This change has gone smoothly and is the crucial first building block in the further modernisation of the service. The new system supplied by SPUR Solutions in partnership with APCOA parking will assist in fulfilling the improvements to the service that we are planning for 2009/10.

During 2008/09 our service delivery partner APCOA partner parking replaced existing end of lease enforcement vehicles with 3 Toyota Prius low-emission-vehicles.

The road network development team delivered Southwark's 20th Controlled Parking Zone (CPZ) East Camberwell (EC) which went live at the beginning of April 2009. By geographical area Southwark is now 50% covered by CPZs, but by the number of properties as much as 60% of the population of Southwark live in CPZs.

In the run up to Christmas 2008 due to the difficult economic climate we made our car parks free at weekends to assist local business.

For CPZ maps see:  
<http://www.southwark.gov.uk/YourServices/transport/parking/WhereToPark/cpzmaps.html>

## BRITISH PARKING AWARDS 2009

Shortlisted Southwark Council, APCOA parking, SGR Radio and NeoNytro

Southwark Council and our service delivery partner APCOA Parking (UK) Ltd were shortlisted for a 2009 British Parking Award in recognition of our innovative use of GPS technology, which has created a state of the art tracking system for our CEOs and with a new 'panic alarm' feature for code reds.

This follows on from our commendations at the British Parking Awards in the category 'Best on street contract' in 2003 and 'Effective on-street management' 2007, we are an award winning service. APCOA parking also won a Civil Enforcement Award for their training services in 2009, Southwark is one of their area training offices for London and an accredited centre for City and Guilds examinations.



## PARKING INNOVATION – A success story

Parking Attendants (civil enforcement officers or CEOs) patrolling the streets of Southwark are now safer than ever, and better connected, thanks to brand new technology that's being described as the 'Holy Grail' of parking enforcement.

It has long been felt that the safety of CEOs working alone would be vastly improved with a system of tracking, so that their position in the borough could be instantly assessed by the control room, and actions taken if necessary. CEOs face constant verbal and sometimes physical threats from the public. They can vary from a 'code yellow' to a more serious 'code red'.

Not only has this transformed their safety, but the system will also give Southwark and APCOA the ability to re-deploy CEOs from one area to another on request, for instance if cars are parked over dropped kerbs etc. It will also remove any doubt about the CEO's location when issuing a penalty charge notice (PCN). This will give everyone absolute confidence in the authenticity of a PCN at the particular location.

There were nine physical assaults on CEOs in 2008 from 114 code yellow or reds. The system has been in place since November 2008, and all 50 Southwark CEOs movements are now fully trackable across the borough. Southwark and APCOA have already noticed a positive effect on the number of code yellow and reds being called and are sure that the technology will see a reduction in the number of physical assaults.

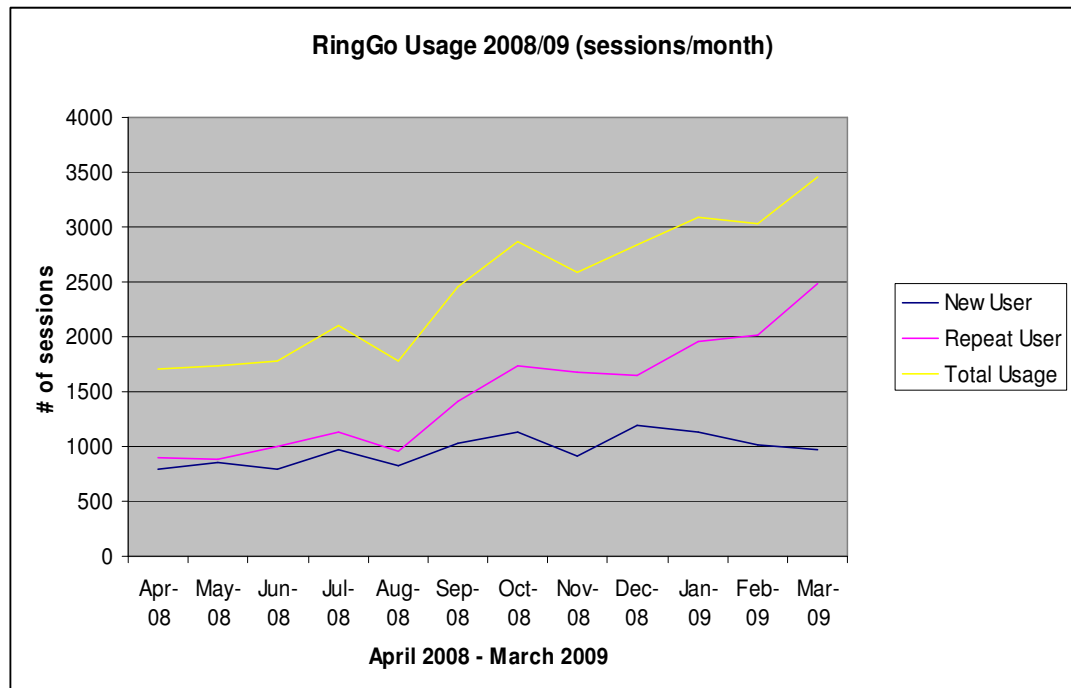
A CEO working for APCOA at Southwark said "No matter how well trained we are to handle difficult situations, colleagues sometime cannot get all the right information across the radio whilst also trying to handle an abusive member of the public. It provides additional peace of mind to know that we have instant contact with the base at the touch of a button along with our location, even if we cannot speak to our base."

Gary Weston, General Manager at APCOA for the on street South East team said "It has been a long journey to find the right system to allow GPS tracking of the CEOs and all of the health and safety benefits that it can bring, but with our partners SGR and neoNytro, we are finally there. We've been able to trial it for the last few months and already our staff are reporting back that they feel a lot safer on the streets."

Jeff Hook, former executive member for transport and environment at Southwark Council, said "CEOs carry out a really important job for the council, but unfortunately there's a section of the public that don't appreciate the work they do and subject the staff to verbal and sometimes physical abuse. With this system we can react to any emergencies or code reds immediately. It's also going to improve the way we monitor our implementation of tickets, and provide a better service for drivers across the borough."

## PARKING SERVICE PROPOSED CHANGES IN 2009/10

During 2009/10 it is intended to roll out Cobalt's RingGo cashless parking system to the remainder of Southwark's 20 Controlled Parking Zones (CPZs), following a very successful trial in the CPZs of C1 (Bankside), C2 (Borough) and F (London Bridge) which has seen up to 55% of all parking following the virtual path. This will be completed during the financial year.



It is intended to complete the web enablement of the purchasing of visitors permits and the renewal of existing residents parking permits. This will assist in streamlining the process around permits. The emphasis will then move to piloting new permit purchases on the web as well; where at the very least the whole of the permit process can be completed and logged by the new purchaser.

There will also be the provision of a new appeals portal allowing members of the public to see photographs of their vehicles in contravention as well as fuller descriptions of the contravention that has occurred. This will then allow an appeal to be lodged against the Penalty Charge Number and this will automatically be placed in the appeals queues for officers to deal with.

We are going to be enforcing TMA 2004 Regulation 10 PCNs where the CEO is prevented from serving the PCN by either vehicle driving away or by the CEO being prevented from serving the PCN due to threats of or actual violence.

In partnership with APCOA parking the council has purchased 2 SMART cars equipped with a CCTV camera on top of a 2 meter periscope. These two vehicles will be used to enforce all contraventions but will be particularly useful at locations where traditional CEOs have found it difficult to enforce due to problems with the nature and timing of the contraventions. The parking service will be particularly tackling dangerous parking around the council's schools.

During 2009/10 officers are delivering extensive revisions of three of our existing CPZs, C1 (Bankside), C2 (Borough) and D (Newington), these revisions will result in the removal of single headed meters and the expansion of the number of bays available for our residents; as well as consulting in other areas of the borough.

See here for further information:

[http://www.southwark.gov.uk/Uploads/FILE\\_40810.pdf](http://www.southwark.gov.uk/Uploads/FILE_40810.pdf)



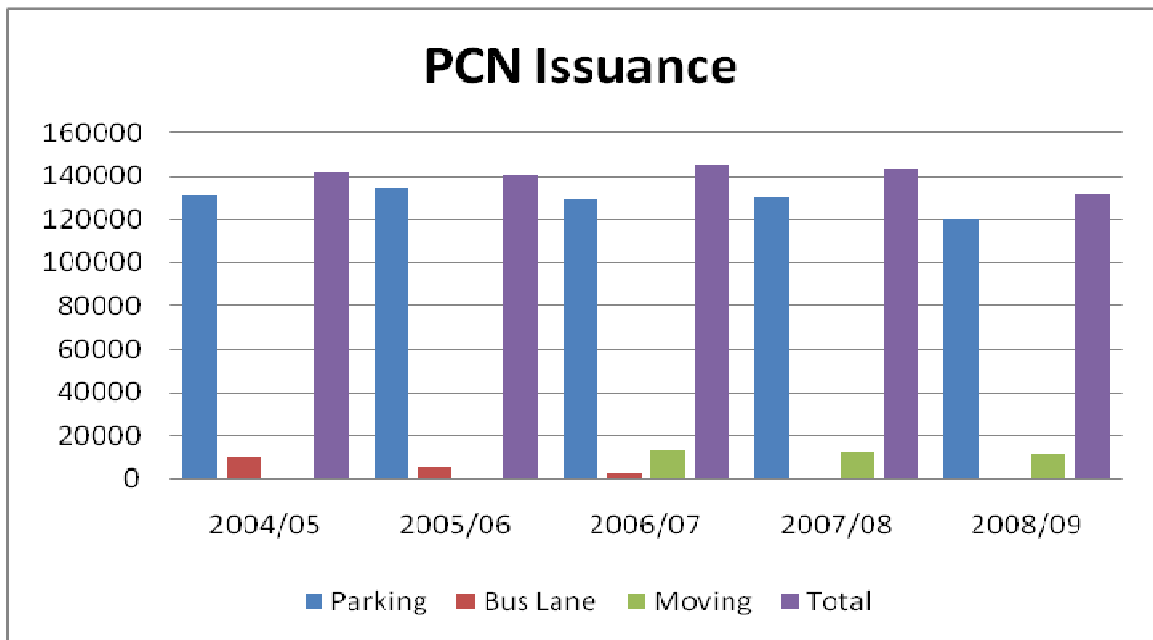
# PENALTY CHARGE NOTICES

(issued by type)

Table 1 gives the number of Penalty Charge Notices (PCNs commonly referred to as parking tickets) issued for the last five years by contravention type. There are three types of contravention those issued for parking contraventions, by CCTV and by Civil Enforcement Officers (CEO), those issued for bus lane contraventions by CCTV and those issued for moving traffic contraventions by CCTV.

Table 1: Number of PCNs issued by contravention type

	Financial Year				
	2004/05	2005/06	2006/07	2007/08	2008/09
Parking	130901	135045	129334	130513	120354
Bus Lane	10846	5818	2980	465	271
Moving	0	0	12982	12607	11118
Total	141747	140863	145296	143585	131743



From March 31 2008, the Traffic Management Act 2004 (TMA04) became enacted in England and Wales. The London Local Authority and TfL Acts remain in force covering bus lane and moving traffic contraventions. Operational guidance issued by the Department for Transport (DfT) in regards to the TMA04 has established guidelines for parking enforcement across England and Wales. Officers have modified the processes and procedures for on-street parking enforcement to make our service compliant with the new legislation.

The TMA04 aimed to result in a fairer parking regime and the number of PCNs for parking contraventions issued by the council fell by 8%. Officers believe this was not wholly as a result of TMA04, and that the wider economy and driver behaviour has also had an effect on issuance.

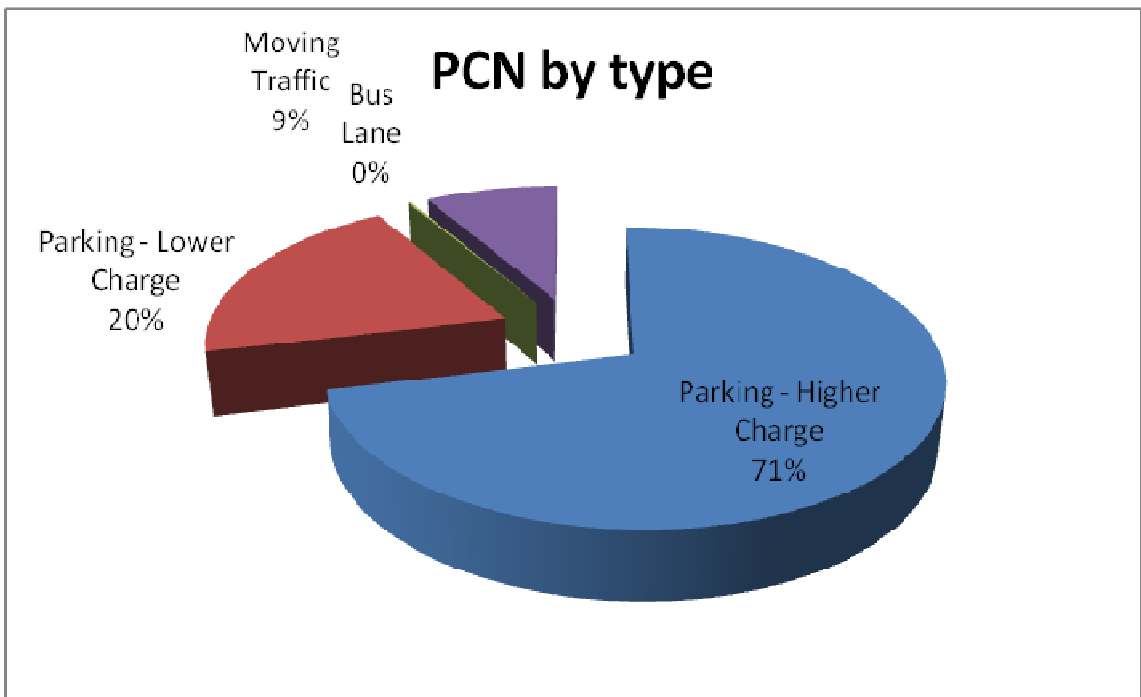
Bus lane contraventions fell by 42% and there is a well established downward trend in this type of enforcement as a result of a change in driver behaviour.

Moving contraventions fell by 12%, there is some evidence of an increase in compliance under the existing CCTV network.

The number of PCNs issued by contraventions type: in July 2007 differentially priced PCNs were introduced to London and the TMA04 expanded this to cover England and Wales. The most serious contraventions increased in charge, while a new lower band was introduced. 2008/09 is the first full year of differential charging.

Table 2 Number of PCNs issued by charge band

	Financial Year	
	2008/09	%'s
Parking - Higher Charge	93863	71%
Parking - Lower Charge	26491	20%
Bus Lane	271	1%
Moving Traffic	11118	8%
Total	131743	



The figures above show that the parking enforcement regime is well targeted with 78% of the parking PCNs being issued for parking at the higher rate; these are for the more serious contraventions. The average across the 33 London Local Authorities was 72% issued at the higher rate over the period 2008/09.



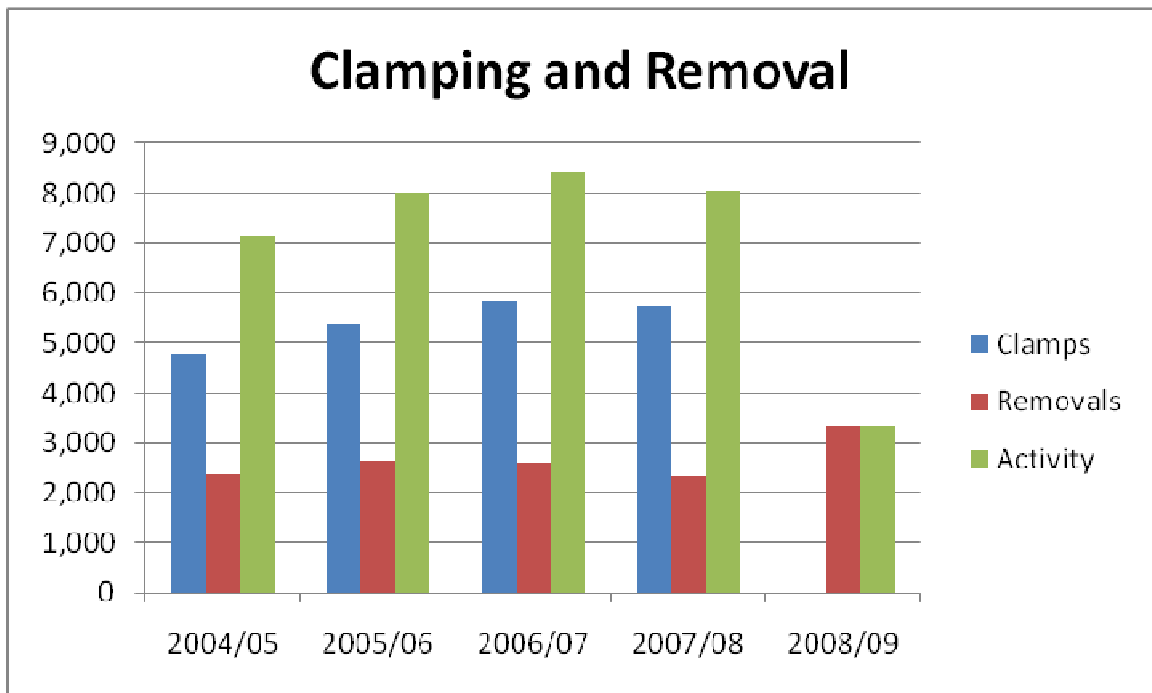
# CLAMPS AND REMOVALS

As a result of TMA04 clamping stopped on the highway in Southwark on 30/03/08. Southwark continues to clamp vehicles parked on its private land, mostly on the housing estates but also in unregulated car parks.

Using the DVLA's devolved powers, the council continues to remove vehicles from the public highway as a result of Penalty Charge Notices (PCNs), or if they appear abandoned or if they are untaxed.

Table 3 The number of clamps and removals on-street

	Financial Year				
	2004/05	2005/06	2006/07	2007/08	2008/09
Clamps	4,786	5,393	5,810	5,730	0
Removals	2,357	2,640	2,598	2,333	3,337
Activity	7,143	8,033	8,408	8,063	3,337



The TMA04 introduced new observation periods before a removal of a vehicle should be carried out. These range from instant authorisation for removal for the most serious contraventions, to casual observation periods of 30 minutes or 60 minutes prior to removal for the less serious contraventions. Despite the introduction of these much longer casual observation periods the number of removals increased by 43%. This reflects that the authorisations for vehicle removal have increased as vehicle authorisation for clamping was no longer an option for use for enforcement.

The number of vehicles removed as a result of the issuing of a PCN during 2008/09 was 3,337 or 2.8% of PCNs resulted in the removal of a vehicle. This was an increase from 1.8% in 2007/08.





# PENALTY CHARGE NOTICES

(paid, number of informal and formal representations and cancelled)

As a result of a PCN being issued, there are three broad outcomes:

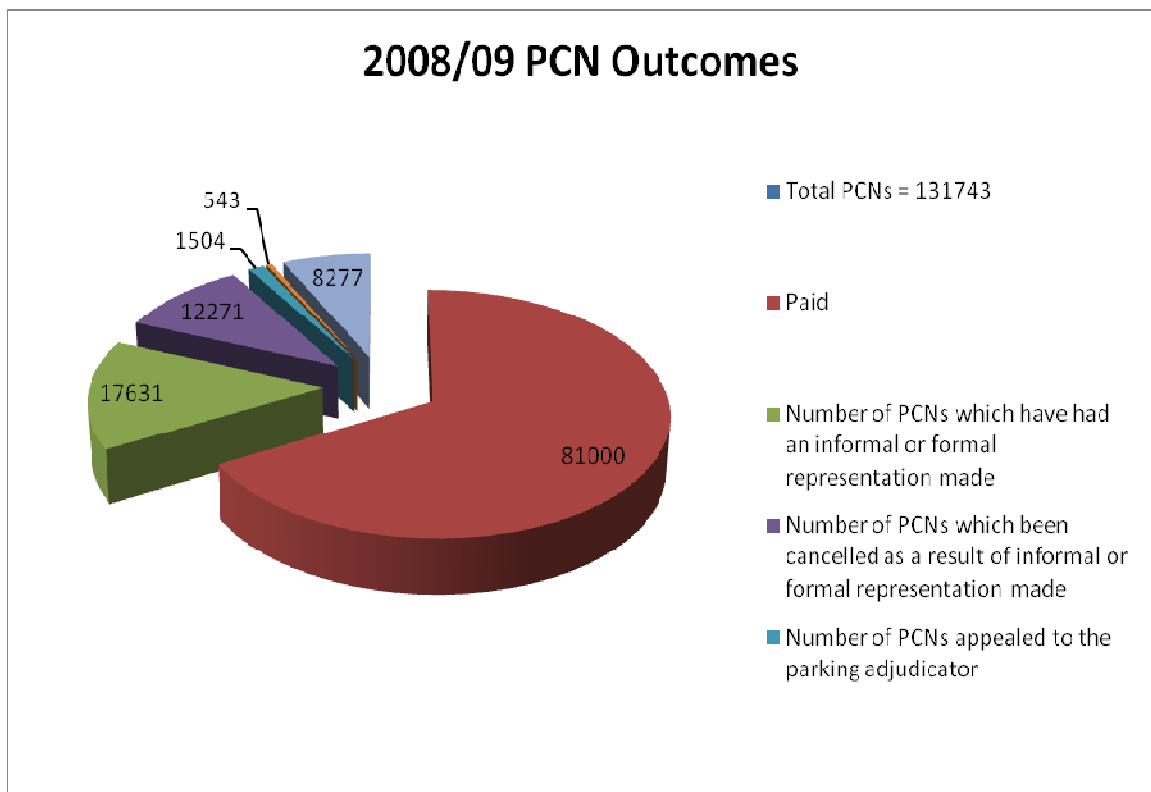
- payment within the first 14 days when a 50% discount of the amount of penalty charge applies
- an informal representation against the issue of the PCN
- the PCN is ignored

If the PCN is paid that concludes the matter. If it is subject to an informal representation the PCN may be cancelled. If the PCN is cancelled then no further action is taken. Note that if the case is a parking PCN issued by CCTV or a moving traffic contravention the PCN which is issued by post they will also have the formal representation form included, there is not an informal stage. If the informal representation is rejected then the council re-offers the opportunity to pay at the discounted rate within 14 days of the issue of the rejection letter. The council will then progress the case through to the next stage which is the issue of the Notice to Owner (NtO). The NtO sets out the amount outstanding (the full penalty charge) and gives 28 days to either pay or make a formal representation against the issue of the PCN. The PCN representation will be either successful and the PCN will be cancelled, or unsuccessful and then the motorist will have the right to have the case heard in front of the parking adjudicator.

The table below looks at overall payment rates for all PCNs taking those which have been cancelled into account. This leaves 21% of PCNs outstanding from financial year 2008/09 as of the 01 July 2009, when these statistics were generated. These will be PCNs which are still in the PCN cycle or have reached the end of the cycle and are with certificated bailiffs who are in the process of PCN recovery.

Table 4 PCN status 2008/09 (reported 01/07/09)

	Financial Year	%'s
	2008/09	
Total PCNs	131743	
Number of PCNs paid	81000	61.5 %
Number of PCNs paid at discounted rate	67066	50.9 %
Number of PCNs which have had an informal or formal representation made	29902	22.7 %
Number of PCNs which been cancelled as a result of informal or formal representation made	12271	9.3 %
Number of PCNs appealed to the parking adjudicator	1504	1%
Number of PCNs cancelled as a result of parking adjudicator appeal	543	0.4%
Number of PCNs cancelled for other reasons	8277	6.3%



The report for this table was run on 01/07/09. The length of time it takes to recover a PCN is often greater than 3 months between issuance and payment received. Therefore these figures

will have changed since 01/07/09. An update will be provided in the 2009/10 report. Table definitions:

- Total PCNs – PCNs issued through all channels
- Number of PCNs paid – The total number of PCNs where payment has been received and the PCN has been closed.
- Number of PCNs paid at discounted rate – The total number of PCNs paid and closed at the discounted amount of penalty charge will include PCNs where appeals are made and rejected and the appellant is offered the opportunity to pay at the discounted amount and form a subset of the Number of PCNs paid.
- Number of PCNs which have had an informal or formal representation made – This will include cases which have had an informal and a formal appeal so there will be some double counting in regards to the number of cases.
- Number of PCNs which have been cancelled as a result of informal or formal representation made – This does not imply that all of these PCNs have been cancelled as a result of a fault with the original PCN. This will include PCNs where mitigation has been taken into account, cases where there were exemptions to enforcement which the CEO was not aware of when the PCN was issued, and some cases where there has been an error made in the issuing of a PCN.
- Number of PCNs appealed to the parking adjudicator – The final stage of the appeals process is to make an appeal which is heard by an independent adjudicator at the Parking and Traffic Appeals Service (PaTAS).
- Number of PCNs cancelled as a result of parking adjudicator appeal – As of the 01/07/09 the number of cases which have been appealed to the PaTAS and have been cancelled as a result of the appeal hearing. Other cases have been rejected or have been listed for hearing and are awaiting result.
- Number of PCNs cancelled for other reasons – This will include cases where the PCN has been issued but the DVLA database is not complete and therefore we cannot trace the registered keeper of the vehicle, and PCNs issued to foreign vehicles.

KEY PERFORMANCE INDICATORS (outsourced parking enforcement contracts)



The council operates three parking related contracts for enforcement within the borough, these are all currently held by APCOA parking our delivery partner and run to mid-2011. They cover:

- Parking and moving traffic enforcement including deployment of walking CEOs, mobile enforcement vehicles. APCOA parking deploy on average 45 CEOs a day Monday to Friday with 25 on Saturday and 15 on Sunday. They employ 85 people on the main parking enforcement contract and provide the 50 part-time School Crossing Patrols.
- Car pound and vehicle removal contract, maintaining and manning the car pound at Mandela Way, deploying 2 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 car pound 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

Total staff employed by our delivery partner on Southwark's contracts number 193 in total

The council has an agreed Key Performance Indicator (KPI) scheme with our delivery partner for 2009/10 which has replaced an original scheme which ran through 2008/09.

- KPI 1 – Daily deployment – minimum levels of daily deployed CEOs and other staff are defined, set to ensure that across the borough parking compliance is achieved.
- KPI 2 – Income reconciliation and transfer – As APCOA collects money on behalf of Southwark Council the timely reconciliation of money taken and the transfer of it to the council is essential
- KPI 3 – Quality of staff and staff retention - Indication of ability to provide continued service and maintain high staff performance levels. New staff are expensive to train and ineffective while they learn about Southwark. The KPI is intended to encourage the retention and long-term development of the enforcement staff. All new staff are required to have passed the 1889 City and Guilds in parking enforcement and to have completed the related City and Guilds in conflict resolution, this includes a minimum of 57 hours classroom training and online examination, and they then complete 4 weeks on-street training.
- KPIs 4 and 5– Quality of PCNs - Southwark sees quality of the PCNs as a first line of defence in the emotive subject of parking. Although Southwark feel there have been improvements we need to go further.
- KPI 6 – Street visit requirement – It is important that the areas of particular parking problems are visited on a very regular basis. There is a requirement therefore for a set number of visits to the busiest locations in Southwark, measured monthly.
- KPI 7 – CEO On-Street - It is important that the CEOs that are on-street are equipped appropriately. We therefore need to ensure that they are arriving on their beat fully equipped and ready to go.

In addition to these KPIs there are a series of monthly KPIs produced by the business support contract which concentrate on times to issue statutory notices and process incoming mail.

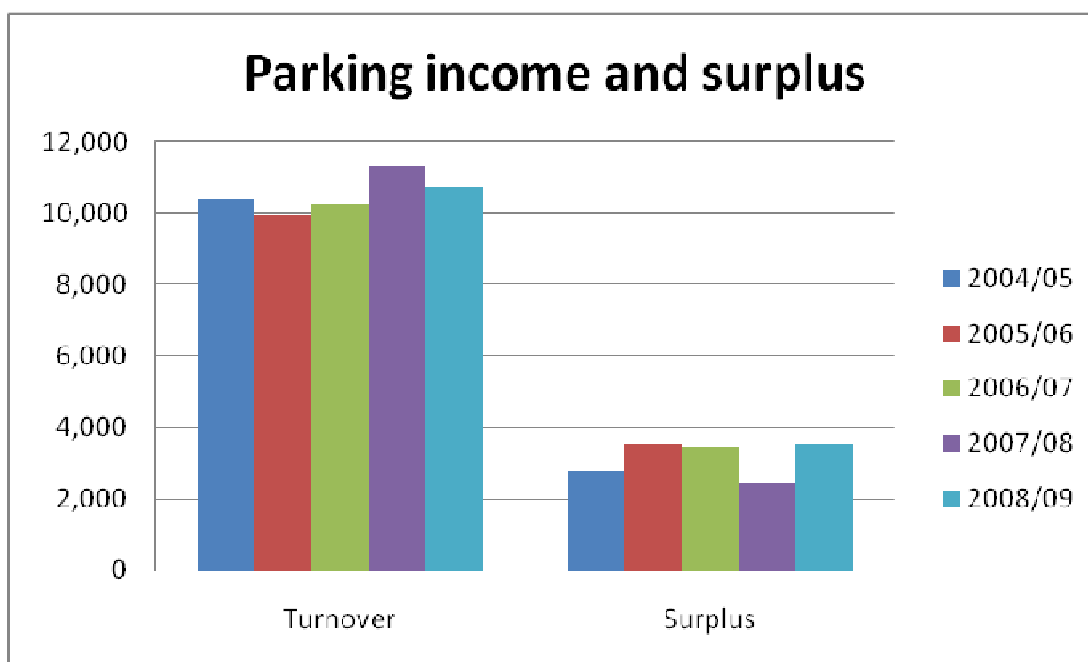
Information regarding the performance of the contractor against these KPIs will be published in the 2009/10 parking report.

# FINANCIAL STATISTICS

The income and expenditure on the parking account are shown in the table below:

Table 5 Parking account: Income and expenditure

	Financial Year, in £,000				
	2004/05	2005/06	2006/07	2007/08	2008/09
Parking Meters/Pay and Display	-1,543	-1,641	-1,687	-1,677	-1,707
Parking Permits	-1,245	-1,279	-1,428	-1,533	-1,576
Off-Street Car Parks	-268	-292	-272	-310	-311
Clamping and removal	-589	-676	-710	-830	-639
Penalty Charge Notices	-5,081	-5,067	-5,538	-6,190	-5,737
Bailiffs (PCN recovery)	-743	-656	-541	-603	-572
Other income	-944	-357	-245	-213	-239
Total income	-10,413	-9,968	-10,241	-11,356	-10,781
Total expenditure	7,639	6,461	6,974	8,893	7,262
Surplus	-2,774	-3,507	-3,447	-2,463	-3,519



The total expenditure stated in Table 5 relates to direct expenditure incurred in running the services that generate the parking income, a further explanation of the income categories is below:

- Parking Meters/Pay and Display – Income from the on-street meters and pay and display machines as well as the pay and display in the car parks.
- Parking Permits – Residents – Income from the sale of on-street parking permits to the residents of Southwark.
- Off-Street Car Parks – Income from off-street car parks.

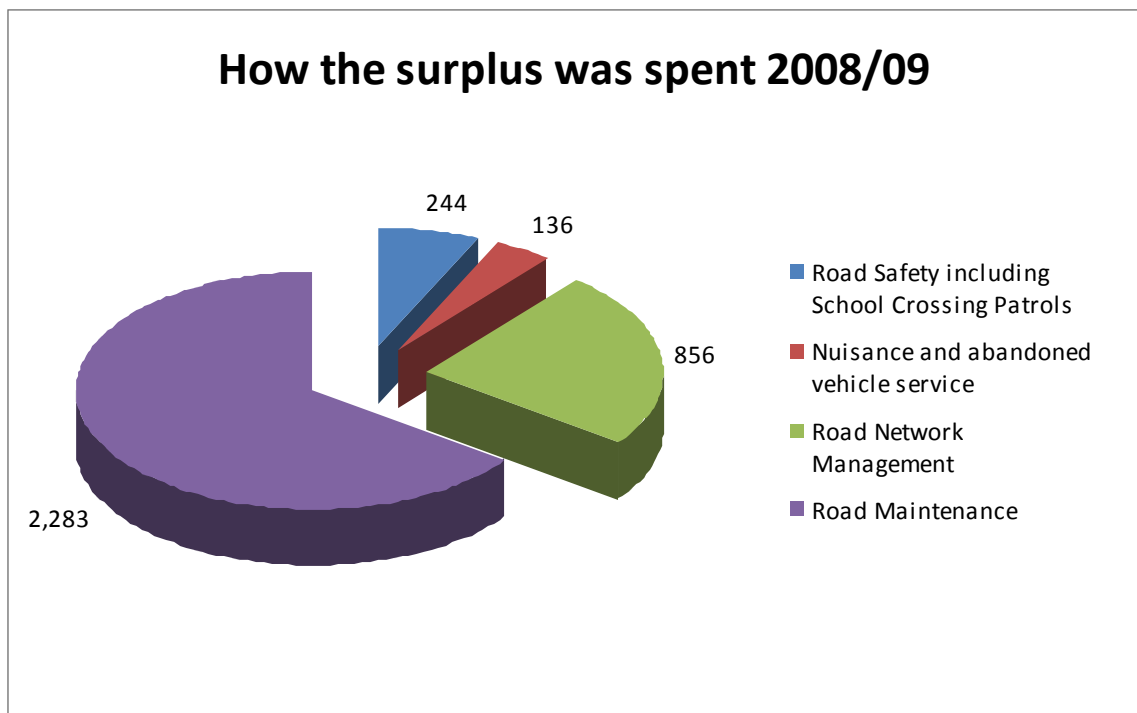
- Clamp and Removal – Income from the fees associated with the clamping or removal of vehicles on-street in Southwark
- Penalty Charge Notices (PCNs) – Income from PCNs commonly referred to as parking tickets as a result of on-street or CCTV enforcement.
- Other income - Income which is not directly related to any of the above.

These figures do not cover all of the activity of parking enforcement in Southwark, only that related to on-street enforcement. Enforcement on Southwark’s housing estates is excluded.

The tariffs for pay and display and parking permits are set by Southwark Council. The level of charges associated with Penalty Charge Notices and clamp/removal fees are not set by the council, these charges and fees are set by London Councils with the approval of the Mayor of London.

Table 6 How the parking surplus was spent

	Financial Year, in £,000				
	2004/05	2005/06	2006/07	2007/08	2008/09
Surplus	-2,774	-3,507	-3,447	-2,463	-3,519
Road Safety including School Crossing Patrols	0	242	270	251	244
Nuisance and abandoned vehicle service	0	92	107	101	136
Road Network Management	0	0	0	157	856
Road Maintenance	1,062	1,522	1,758	1,533	2,283
CCTV	271	394	594	421	0
Street Lighting	1,441	1,257	718	0	0
Net	0	0	0	0	0



Road Safety including School Crossing Patrols – Parking services pay for the provision of 50 School Crossing Patrol Officers (commonly referred to as lollipop men and lollipop women) along with paying for the surveys on any new sites nominated.

Nuisance and abandoned vehicle service - Provides inspectors and administration of the reporting of abandoned vehicles on Southwark's road network. Organises the removal and destruction of these vehicles.

Road Network Management – Providing network development, including the Controlled Parking Zone (CPZ) team, looking at new and revising and updating all of Southwark's CPZs.

Minor Road Maintenance – The repair and maintenance of Southwark's highways, including signs and lines relating to parking enforcement.

CCTV – Maintenance and provision of CCTV for parking and traffic enforcement

Street Lighting – Maintenance and replacement of Southwark's street lighting.

#### OUR DELIVERY PARTNERS



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