



Parking Services

Annual Account – 2008/09

CONTENTS

(1) INTRODUCTION.....	3
(2) WHY DOES THE COUNCIL REGULATE PARKING/TRAFFIC SCHEMES	3
(3) PARKING ENFORCEMENT VOLUMES	4
(4) SUMMARY OF ACCOUNT	5
(5) PARKING ACCOUNT 1/4/2009 TO 31/03/2009	6
(6) WHERE TO PARK	8
(7) YOUR VIEWS MATTER.....	9
(8) HOW TO COMPLAIN.....	9
(9) USEFUL CONTACTS	11



1.0 Introduction

Under the Traffic Management Act 2004 (TMA) the Council is required to publish its annual accounts at the end of the financial year. This document covers all parking enforcement activity from 1st April 2008 to the 31st March 2009.

The council does not just provide parking enforcement, other in house services include Traffic Design, Car Park Maintenance and Management, Permit management, Abandoned Vehicles, PCN Processing, Debt Registration and Adjudication and Shopmobility.

It should also be noted that during this period Parking services has been through significant transformational change following the collapse of the procurement exercise, this has seen the adoption of the TMA , changes to ICT systems, Staffing level, accommodation and capacity building.

Our Vision for Parking Services is

“To provide the flagship parking services provision by utilising the newest technology, be customer focused, transparent, robust in enforcement and efficient in overall service provision.”

Croydon Council is committed to balancing the parking needs of all stakeholders including residents, businesses and visitors in the borough.

2.0 Why does the Council regulate parking/traffic schemes?

The Council has a duty to deliver parking enforcement to deliver the objectives below including but not limited to;

- Manage available kerbside space where demand exceeds supply
- Reduce congestion and keep traffic moving, including cyclists and pedestrians
- Contribute to environmental management objectives
- Support and stimulate the local economy
- Contribute to delivery of general transport strategy and objectives
- Balance the needs of road users
- Improve road safety and to support road safety initiatives.

3.0 Parking Enforcement Volumes

Figure 1 below illustrates the volumes of Penalty Charge Notices (PCNs) issued between 1/4/2008 and 31/03/2009. The data table also shows the number of challenges and appeals that resulted from the PCN issue.

Statistical Information for the full year of	2008/9	Notes
PCN's Issued - On Street	106623	
PCN's Issued - Off Street	7411	
PCN's Cancelled	10410	
Number of resident permits issued	7209	
Total of tickets to appeal	955	(to independent Adjudication service)
Of which service successful	363	(to independent Adjudication service)
Service Unsuccessful	188	(to independent Adjudication service)
Not contested	295	(to independent Adjudication service)
Pending	109	(to independent Adjudication service)
Number of PCN's paid within 14 Days	30463	Paid within discount period
15-28 Days	23469	Paid after discount period but pre NtO
After 28 Days	20448	Paid after NtO issued
Number of Notice to owner issued	32173	
Number of representations Received	23990	Representations received to the service
Accepted	9994	Accepted by the Service
Rejected	13996	Refused by the service
Number of cases referred to county court	13283	(Number of Unpaid PCNs registered as a debt)
Total Managed Parking Spaces - On Street	18650	
Total Managed Parking Spaces - Off Street	2125	
Total Length of Yellow Lines in Kilometres	100 KM	
FTE in parking services	150	Inclusive of Shopmobility, Abandoned Vehicles and Design Staff
Weekly patrolling hours	108	
Number of designated car park spaces for people with disabilities, per 100 public car park spaces	2	
Percentage of penalty charge notices which were subject to appeal	0.83%	(to independent Adjudication service)
Percentage of these appeals which were successful	38%	Appellant won the appeal

Figure 1

Source: G Ticket Reports, BI Query Reports, Policy and Performance Team

4.0 Summary Of Account

Parking Services is an in house service, we do employ contractors to remove and dispose of abandoned vehicles and a cash counting service. Our final external contract is for the provision of our IT System.

As illustrated in Figure 2 overleaf, Parking Services generated a surplus of £7,171,801.90 in the year between 1st April 2008 and 31st March 2009. This surplus was spent on the boroughs contribution towards the concessionary travel scheme Freedom Passes. Croydon is the biggest contributor to this scheme in London with the highest number of freedom pass users in the borough of any London Borough.

If you are aged 60 or over or have an eligible disability and your sole or principal residence is a London borough, you can apply for a freedom pass to help you travel around London.

The freedom pass enables you to travel free on London's public transport which includes: buses, Tube, trains, London Overground, Docklands Light Railway and trams. The freedom pass is designed to encourage mobility for the holders of a pass and provides free usage of public transport in support of the Mayor of London's Transport Strategy and local policy of the encouragement to use public transport. For more information about the Freedom Pass please visit the website at <http://www.freedompass.org/>.

5.0 Parking Account – 1st April 2008 to 31st March 2009

Figure 2

London Borough of Croydon		2008/2009
Parking account as required by S.55 of the Road Traffic Regulation Act 1984 (as amended)		
	Ref	Year 08/09
ON STREET		
Income		
Pay & Display / Meters	1	-£3,285,801.05
Residents and Visitors Permits	2	-£343,230.70
Business Permits	3	-£96,074.29
Other Non PCN income	4	-£55,277.50
PCN income	4.5	-£4,587,203.93
Removals income	5	-£1,082,329.75
Total Income (a)		-£9,449,917.22
Expenditure		
Contractors	6	£902,108.63
In House Staff	7	£3,422,198.65
Equipment Maintenance /Renewal	8	£107,957.97
TEC (Northampton)	10	£108,128.95
Premises	P	£55,888.18
Transport	T	£138,906.47
Other Supplies	OS	£507,480.09
Third Party	TP	£106,326.91
Support Services	SS	£1,876,703.36
Capital Charges	CC	£179,605.78
Total Expenditure (b)		£7,405,304.99
On Street Surplus/ Deficit (a+b)		-£2,044,612.23
OFF STREET		
Income		
Removals income	12	£0.00
Other Income	OI	-£7,295,382.03
Total Income (c)		-£7,295,382.03

Continues Overleaf....

Expenditure		
Removals expenditure	13	£0.00
Direct Employees	DE	£815,843.31
Contractors	C	£39,190.15
Premises	PR	£676,615.50
Transport	Tra	£29,915.21
Supplies	S	£150,511.01
Third Party	3 rd	£41,344.70
Support Services	Sup	£390,565.56
Capital Charges	Cap	£24,206.92
Total Expenditure (d)		£2,168,192.36
Off Street Surplus/Deficit (c+d)		-£5,127,189.67
TOTAL ON AND OFF STREET		
Income (a + c)		-£16,745,299.25
Expenditure (b + d)		£9,573,497.35
Total Surplus/Deficit		-£7,171,801.90
Transfer from On Street	Transfer on	2,044,612.23
Transfer from Off Street	Transfer off	5,127,189.67
Total Transfer Concessionary Travel – Freedom Passes		£7,171,801.90
Balance		£0.00

Source: Croydon Council draft accounts 2008/09, 1V700 & 1V701

Notes:

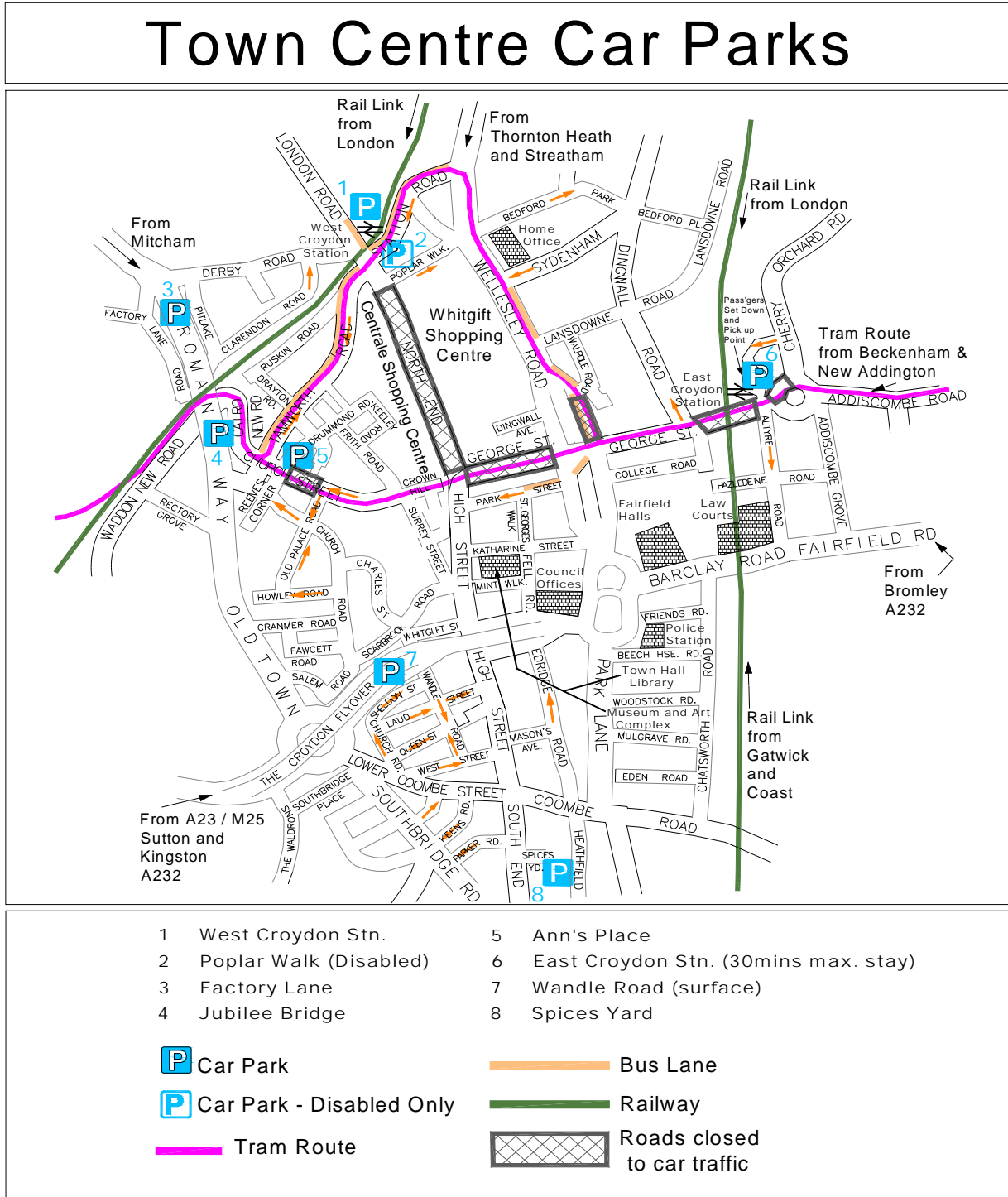
- The above figures include support service expenditure recharges under both on and off street expenditure designated support services in the account.
- Off street Premises expenditure includes the charge for Davis House- staff accommodation.
- The account also includes expenditure of running our Shopmobility service of £116896.80.



- Parking Services in house staff cost also includes half the cost of the School Crossing Patrol Service Manager, whom works both in parking and Children Young People and Learning Department – as the School Crossing patrol service was transferred from parking service portfolio mid year. This amounts to £21307.57.

6.0 Where to Park

We provide 19 car parks in the borough of Croydon and many On street pay and display bays. Please see map below for location of the car parks available in Croydon Town Centre.



Remember Park Properly Avoid a Ticket

7.0 Your views matter

We continually aim to provide services in line with your needs and expectations so we treat all complaints, comments and suggestions as opportunities to improve our service. We have been careful to make sure that our standards reflect the need to respond to your enquiries promptly, politely and as thoroughly as possible.

- Whenever we are proposing new controlled parking zones, or amendments to the existing parking arrangements in areas with controls, we will consult all residents and businesses in the area concerned.

As well as responding to your specific enquiries, we will ask for your views in the following ways.

- On our feedback forms, which you can fill in on our website.
- By carrying out consultations and surveys on satisfaction and the quality of our services.
- We also regularly carry out customer satisfaction surveys.

8.0 How to complain if you are not satisfied with the service we provide

As in any organisation, there will be occasions when things go wrong. As part of our commitment to a high-quality service, we make sure we have an effective complaints procedure that is easy to follow. Complaints can give us the opportunity to improve our service. We deal with complaints against parking tickets separately.

We will:

- Take all complaints seriously;
- Deal with complaints as quickly as possible, and aim to respond within 20 working days;
- Send an acknowledgement within 5 working days if your complaint is complicated and cannot be dealt with immediately;
- Treat anyone complaining with respect;
- Make sure we treat all complaints in confidence where appropriate; and
- Review the pattern of complaints and comments to improve areas where there are repeat problems.

If you have a complaint about the way you have been treated or about the service you have received, we will try to sort it out at the time. We can usually clear up simple mistakes or misunderstandings straight away. If we cannot do this, we have a two-stage procedure. This process aims to make complaining clear, easy and efficient.

Step 1

You can phone our customer contact centre on 0208 726 7100 or email your complaint to **parking@croydon.gov.uk**. Unless we deal with your complaint immediately, you will receive a reply with 20 working days.

Step 2

If you are unhappy with the way we have dealt with your complaint at step 1, you should write, saying how you are not satisfied, to:

All Stage 2 complaints will be reviewed independently by the corporate complaints team on behalf of the chief executive. They will acknowledge your Stage 2 complaint within three working days and respond in full within 20 working days.

If a complaint is complicated, it may take longer to resolve, but the officer responsible for the investigation will keep you updated on its progress. All Stage 2 complaints will be signed off by the chief executive or a nominated deputy.

You can call our Corporate Complaint Team on **020 8726 6000 ext 12354** or email **complaints@croydon.gov.uk**

Next step

We hope we can resolve all your complaints. However, should you remain dissatisfied after Stage 2, you can contact the Local Government Ombudsman.

The contact details are as follows:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tele: 0845 602 1983 Website - **www.lgo.org.uk**

9.0 Useful contacts

Streets & Transport

Tele: 020 8726 7100 Minicom: 020 8760 5797

Email: parking@croydon.gov.uk

Address: Taberner House, Park Lane Croydon CR9 3BT

Penalty Charge Section

Tele: 020 8680 5170 Fax: 020 8667 1066

Email: pcnenquiries@croydon.gov.uk

Address: Parking Services, PO Box 1462 Croydon CR9 1WX

Parking Permits Section

Tele: 020 8667 1065 Fax: 020 8667 1066

Email: parkingpermits@croydon.gov.uk

Address: 1st Floor, Davis House, Robert Street, Croydon CR0 1QQ

Parking Enquiries

Tele: 020 8726 7100

Email: parking@croydon.gov.uk

Address: PO Box 1462, Croydon CR9 1WX

Parking Enforcement

Tele: 020 8760 1966

Email: parking@croydon.gov.uk

Address: PO Box 1462, Croydon CR9 1WX

Skip Licensing Section

Tele: 020 8407 6917

Email: parking@croydon.gov.uk

Address: Skip Licensing Section, 1st Floor Davis House Robert Street Croydon, CR0 1QQ

To trace a missing vehicle - London TRACE Hotline Tele: 020 7747 4747