

# Parking Annual Report

A Flagship Parking Service

2009/2010





PARKING ANNUAL REPORT 2009/2010





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## PARKING ANNUAL REPORT 2009/2010

### Foreword



I am pleased to present Croydon Council's Parking Annual Report for 2009/10. It details the services achievements in delivering innovative and sustainable improvements over the past year and looks ahead to future developments and opportunities.

The Council is committed to being transparent about our parking and enforcement activity for which we are accountable and will publish a wide ranging set of statistical and financial information each year.

This information includes the number of penalty charges we issue, the income and expenditure on our 'parking account' and how any parking surplus is spent.

We as a council do not just provide parking enforcement. Services such as traffic design, car park maintenance and management, permit management, abandoned vehicles, Penalty Charge Notice processing, debt recovery and adjudication and Shopmobility are all key functions of Parking Services.

Over the last 12 months Parking Services have worked hard to improve our customer's perception of the Service. The Service attended Access Croydon and held its first 'Parking Surgery' to answer any questions that our customers may have. In February 2010 the Service conducted its bi-annual customer satisfaction survey with the results indicating that 59% of respondents felt that they received a satisfactory or better result.

In March 2010, these achievements were recognised by the British Parking Association Awards judging panel when the Service was awarded the Customer Excellence honour. This award demonstrates the commitment to customer care by all Parking Services Officers and is a wonderful achievement.

The Service has also worked hard to meet the expectations detailed in its Customer Charter. This key document has been on our website for the last 12 months and is a useful source of information for residents, businesses and visitors.

Thank you for taking the time to read our Parking Annual Account.

Councillor Phil Thomas  
**Cabinet Member for Environment and Highways**



## 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 2009 to the 31st March 2010.

The TMA was introduced to bring London and non-London enforcement authorities into line in order to provide for greater consistency across the country while allowing for parking policies to suit local circumstances. Previously, London authorities had been given additional powers of enforcement which did not exist outside London. For example, it was only London authorities that were given powers to enforce moving traffic offences and footway parking. The TMA supersedes the Road Traffic Act 1991 and allows civil parking enforcement to be carried out by authorities England-wide. It also seeks to ensure that the system is fair to the motorist as well as effective in enforcing parking contraventions when they occur.



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### Our Vision

**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.

Our Customer Charter sets out the aims of Parking Services and the performance standards that we aim to achieve. We give details of the range and quality of services, how you can use them and the associated standards for all areas and users.

As well as our set standards, you can expect us to be helpful, polite and efficient at all times. If you think we have failed, this charter sets out how and whom you can complain to about the service you received.

We will enforce parking controls fairly and sensitively, be fully aware of the varying needs of drivers and others for the benefit of all members of the local community.

We aim to provide an efficient, accessible, cost effective and open service to all residents, businesses and visitors equally and fairly in line with our policies.

Parking presents challenges in many parts of Croydon. We aim to prevent congestion and to make sure that vehicles only park where it is safe for them to do so.

Please find our service targets which support our plans to involve you in providing a quality service.



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- Controlled Parking Zones (CPZs) – We will consult with all residents and businesses regarding any new CPZs in their area, or amendments to the existing parking arrangements in areas with controls.
- Disabled bays – Install disabled bays within 6 months of request subject to meeting the Council criteria.
- Abandoned Vehicle Service – An inspection officer will visit the targeted vehicle to confirm that in their opinion the vehicle has been abandoned within 48 hours of being reported.
- Abandoned Vehicle Service – An abandoned vehicle will be removed within 72 hours of the notice to the owner expiring.
- Parking Permits – We will issue emergency permits within 24 hours and other permits within 3 working days.
- Penalty Charge Notices (PCNs) - We aim to reply to emails about routine issues within 5 working days. We will aim to respond to PCN appeals within 20 working days (our statutory requirement is 56 days).
- Emergency parking enforcement – We aim to remove vehicles blocking resident's driveways and non badge holders in disabled bays within 2 hours of request.
- Shopmobility – Our Shopmobility service will be open from 9am-5pm Monday – Saturday and 11am-2pm Sunday & Bank Holidays.
- When you phone a direct line number, we aim to answer your call within five rings.
- Staff at Access Croydon and the car pound will aim to see customers within 10 minutes of arrival.
- If you make a complaint, we will generally reply to you with a full answer within 20 working days. Please note that there is a separate process for appealing against a parking ticket.
- We will ensure that at all times you can legitimately park in car parks and pay & display bays.

**For further information on these service targets and much more see our Customer Charter which is located at:**

**<http://www.croydon.gov.uk/transportandstreets/parking/charter>**



## British Parking Association Award Winners



Croydon Parking Services attended the British Parking Awards ceremony in March 2010. The competition is organised by 'Parking Review' and is an annual celebration of the best in British Parking.

### **Croydon Parking Services wins a BPA Award for Exceptional Customer Service.**

The competition was fierce with over 90 entries for the awards received across the country from all areas of the parking sector and from both public and private organisations. Croydon Parking Services were long listed for three British Parking Awards, short listed for one and were announced the winner of the Exceptional Customer Service Award.

Mirsad Bakalovic, Head of Parking Services, said "This is a tremendous success for the Service and it proves that the hard work that has been conducted by the Council in recent times has been worth it. We aim to provide an excellent service to all our customers and this award is a credit to all in the Service. We will not rest on our laurels. We are continually working hard to improve our customer service so look out for many more initiatives in the coming year".

*(Pictured Above: Impressionist John Culshaw, Ian Stupple- Director of Street Services, Mirsad Bakalovic- Head of Parking Services, Cllr Richard Chatterjee and Barry Francis, General Manager of Infrastructure)*





## Community Based Initiatives

**Throughout 2009/10, Parking Services conducted several community based initiatives.**

### **Clamping Down on Blue Badge Fraud**

Parking Services have been carrying out several operations to establish the scale and severity of the misuse of Blue Badges being used to park in the town centre. In a joint operation with the local police, eleven badges were seized of which three were forged and one was in the name of a woman who had died. Council employees have been trained in the legislation surrounding the misuse of badges, and how to spot fakes.

The council takes the misuse of the privileges allowed to genuinely disabled people very seriously and will continue enforcement to ensure that only genuinely disabled people use badges in the borough.

### **A Typical Blue Badge Fraud Operation**

The starting point for any operation is local intelligence in the form of leads received from CEOs, other parts of the Council, or members of the public. From this activity individual targets are identified and surveillance undertaken.

Digital recordings are made and several incidents logged so that there can be no doubt that the misuse of the Badge is both repeated and premeditated. Cross checks are then carried out with other data such as that held by Social Services and the DVLA before a report is prepared.

In response to our February 2010 customer survey, 84% of customers agreed that there should be rigorous enforcement in order to detect the misuse of blue badges.

In June 2010 seven people were taken to court and fined for the misuse of disabled badges. Of those accused, most pleaded guilty. All seven drivers were given fines ranging from £100 - £700.

In April 2010, parking services introduced a new type of parking permit to tackle the theft of blue badges from disabled driver's vehicles. This permit is known as the companion badge (See page 16 for further details).



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### **Addiscombe Carnival**

In July 2009, Croydon Lions Group decided to run an Addiscombe carnival with a view to unite the wards in and around the Addiscombe district. The carnival was last run ten years ago and it was envisaged that at least 40 floats could be in a parade around Croydon that would go from Morland Road, along Lower Addiscombe Road and into the grounds at Ashburton Park.

The team helped to map the route and in conjunction with the Police, 'walked' the route to try and alleviate any potential parking/enforcement issues. Signs were erected three days before the event to give customers ample notice and on the day members of Parking Services went out and 'coned' hazardous areas highlighted beforehand.

On the day 11 floats turned up, one being a penny farthing bicycle. All in all, it was a great success with many residents and groups requesting that it becomes a permanent event each year.

It was great to receive thanks from the police and from the carnival organizers for our input on the day which went 'smoothly' and we have sent our congratulations to the 'Lions' and wish them all the best for the future.

### **World Party and Croydon Mela**

In August 2009, Croydon held the annual Croydon Summer Festival. The event is very popular across all wards within Croydon and attracts more than 40,000 people and is the biggest event in Croydon.

Prior to this event taking place, Parking Services Officers attended planning meetings and liaised with several different Council Departments and stakeholders including the police, fire services, local residents and all those involved in the organisation of the event.

The Officers showed real dedication and commitment to ensure that the event ran smoothly and that the necessary parking suspensions were in place along with the correct signage and cones.

The Officers organised signage, managed traffic flow and made the area safe for customers, residents and visitors alike.



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The festival ran over two days and attracted a wide audience from its diverse range of entertainment and is a very high profile event in Croydon calendar and is a worthwhile cause providing free entertainment for all age ranges.

### **Lloyd Park 10K run**

Parking Services Officers supported the 10K run from Lloyd Park, through Shirley Hills and back into the park on the 18th October 2009 by implementing the appropriate signage, notices and coning in place and in particular along various 'danger points' to runners along the route to ensure that the events took place without any problems.

In all of the events described above, Parking Services Officers attended meetings and assisted in the planning of suspensions, restrictions and enforcement issues to ensure that the events run smoothly and safely ensuring thorough management of traffic flow.

### **2nd Rifles March through Croydon**

In October 2009, 100 Riflemen marched through Croydon to celebrate their return from Afghanistan. There was a tribute to Danny Simpson, a soldier who came from Croydon and one of thirteen soldiers from 2nd Rifles tragically killed whilst serving his country. They ended their march at Fairfield Halls, being invited to a reception by the Mayor of Croydon.

Parking Services Officers ensured that the route was closed to vehicles to maintain security and to ensure that the soldiers and public could take part in this important public event.

### **Remembrance Sunday and Armistice Day**

Around 2,000 people gathered at the largest congregation for more than 10 years which was held at Croydon's Fairfield Halls for the annual civic remembrance service on the 8th November 2009.

After the service hundreds more people lined up to applaud veterans with representatives of parking services taking part in a wreath-laying ceremony at the war memorial in Katharine Street, Croydon.



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On the 11th November 2009 a service to commemorate the service men and women of the country was held at the Memorial stone in Katherine Street, Croydon.

As always these services are extremely important and sensitive in the public eyes.

On Armistice Day and Remembrance Sunday, Parking Services Officers ensured that Fell Road and Mint Walk were closed to vehicles to maintain security and to ensure the veterans and public could take part in the services.

### A SMART Approach to Parking Enforcement



Parking Services ensures that children will be better protected from the possible danger presented by cars parked illegally near their school gates. A specially adapted Smart car, fitted with the latest CCTV equipment with a camera mounted on a telescopic fixing, has been monitoring illegal parking around schools in addition to other parking contraventions.

The role of the car, displaying highly visible traffic-enforcement camera logos and the council's logo, is quite clear to anybody seeing it. The Smart car helps us to ensure the safety of school children in the borough as well as helping in the traditional roles of parking enforcement, such as the contravention of yellow-line regulations and pavement parking.

The Service wrote to all Croydon Schools and asked if the attendance of the Smart car to patrol within the school vicinity during peak periods would increase safety at the school. The overwhelming majority of responses indicated that this would be gratefully received by teachers and parents.

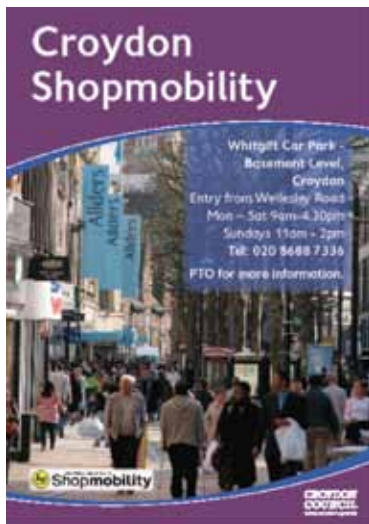
In February 2010, in response to our bi-annual customer survey 72% of customers agreed that parking services support the police and schools by conducting regular mobile CCTV enforcement.



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### Shopmobility



Parking Services manages and maintains the Council's Shopmobility Service. Members of the public can hire an electric scooter or wheelchair from Shopmobility in the Whitgift Centre car park. The Service is open Monday to Saturday from 9.00am till 4.30pm and 11am till 2pm on Sundays.

If you use Shopmobility on a regular basis, you can save money by registering with us. You can hire a wheelchair or a scooter for only £4.30 per day once you've paid the £30 registration fee. The service cost £8.50 per day for non members, plus a refundable deposit of £10. You will need to present two forms of id with your name and address and a member of staff will show you how to use the wheelchairs or scooters if required.

You can use the wheelchairs and scooters in the area extending from East Croydon station to the end of Church Street, and from North End to High Street.

It is important to note that if you use Shopmobility, you may be eligible for a Blue Badge.



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### Operation Sundial

During March 2010, Parking Services Abandoned Vehicles Service (AVS) Officers worked with Housing, Safer Neighbourhoods, removal contractors, South Norwood police and local Traffic Officers to tackle a longstanding problem in a South Norwood housing estate.



For many years, parking within council estates has been abused and used to dump rubbish, cars or for storing vehicles. In Claret Gardens, South Norwood, the AVS have previously been asked to inspect vehicles which are either untaxed, uninsured, being stripped or stored on housing land.

Unfortunately up until now the AVS have been unable to solve the problem as many of the vehicles are not registered, making it impossible to take action. The ongoing abuse has resulted in disgruntled residents who have been unable to park their cars outside their homes and have experienced abusive and threatening behaviour when confronting the culprits.

During this operation five agencies worked together to take action and to restore parking for the rightful users and although the owners of the vehicles were understandably distressed, some have admitted abuse and have worked with the agencies to reach a compromise.

This operation resulted in four cars being removed and a recent check by Housing has shown that all the other vehicles have gone. This successful operation shows the benefits of a joint operation and has received much good press.



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### Parking Services Assist in the Snow

While many of us were just about coping with getting into work or were sitting at our desk, Parking Services were battling with the snow in a very different way. Parking Services Officers who were hindered from their usual duties, went out and cleared snow on main footpaths and gritted out car parks as shown in the picture. Some of our CEOs helped other parts of the Council with some filing, enforced the central zone and assisted the Highways Department to help with the gritting of the main roads in the borough. Our removal trucks also offered to help in moving grit around the borough. To ensure that the streets of the borough were kept clear, our CEOs also enforced the central zone where required.

### Shoppers and visitors benefit from relaxation of holiday parking rules

Visitors driving to Croydon over the Christmas and New Year period found it easier to park on specific days in parking bays and surface-level car parks.

The relaxation of parking regulations made it easier for people to visit shops, enjoy the displays of festive illuminations or to drop in on relatives to pass on the seasonal cheer. The whole borough was free of parking enforcement on Christmas Day, Boxing Day and New Year's Day. And parking in the council-run car parks on both Christmas Eve and New Year's Eve was free. Those two days also saw no enforcement of the usual parking regulations in pay-and-display bays within the central zone.

### Helping Businesses through the Recession

Parking enforcement is one subject that will always stir the emotions. Contrary to popular opinion, parking enforcement is not about raising money. It is about keeping traffic moving on our roads and streets, and ensuring they are safe for both pedestrians and motorists. The Service implements a number of schemes which have been requested by businesses to improve their functioning and is also proactive in identifying areas where it can assist further. Examples of these business critical schemes include implementing loading bays, disabled bays, doctors bays, taxi ranks, ambulance bays, keep clear markings and access protection markings.



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# Permits Types Available in Croydon

Parking Services offers a range of parking permits available to residents, businesses and visitors. For further information on any of these permits see <http://www.croydon.gov.uk/transportandstreets/parking/parkingpermits>

**Residents Permit** - Several areas in Croydon have been designated as controlled parking zones. These are designed to make parking easier for residents and their visitors by preventing all day, on-street commuter parking.

**Business Permit** - Business parking permits are intended for employees who regularly use their cars for business purposes. They are not for use solely for commuter parking. We will only issue them to businesses with 12 employees or less whose usual business address lies within a controlled parking zone.

**Visitor Permit** - Visitor parking permits allow people who live outside a controlled parking zone to park in that zone for a specific amount of time. You may only purchase a visitor parking permit if you are a permanent resident within the relevant controlled parking zone.

Daily permits come in books of 5 and you may apply for a maximum of 30 permits per calendar year. Residents of the central zone may apply for an annual visitor permit.

**Doctors Permit** - Doctors will have bays allocated outside the surgery and are able to obtain a permit to park for Doctors only.

**All Zones On-Street Permit** - The All Zone On-Street permit allows users to park in any bay within the borough marked as 'Pay & Display or Permit holders'.

**All Zones On- and Off-Street Permit** - The All Zone On- and Off-Street permit allows users to park in any bay within the borough marked as 'Pay & Display or permit holders' and within any of the council operated car parks. These car parks Ann's Place, Clifford Road, Lion Green Road, Factory Lane, Jubilee Bridge, Lloyds Park, New Addington, Granville Gardens, Purley Multi-Storey, Reedham Station, Russell Hill Place, Sanderstead, Belgrave Road, Spice's Yard, Thornton Heath, Wandle Surface and West Croydon.

### Dispensations & Suspensions

You can apply for a dispensation if you need to park your vehicle in an area with parking restrictions while you carry out work or attend an important function at a specific address.

### Companion Badge

The Service introduced a new type of parking permit to tackle the theft of blue badges from disabled drivers. This permit is known as the companion badge and can only be used by the vehicle displaying the associated registration number. The permit can only be used within the borough of Croydon and was introduced to tackle the theft of blue badges from disabled drivers.

### Disabled Permit

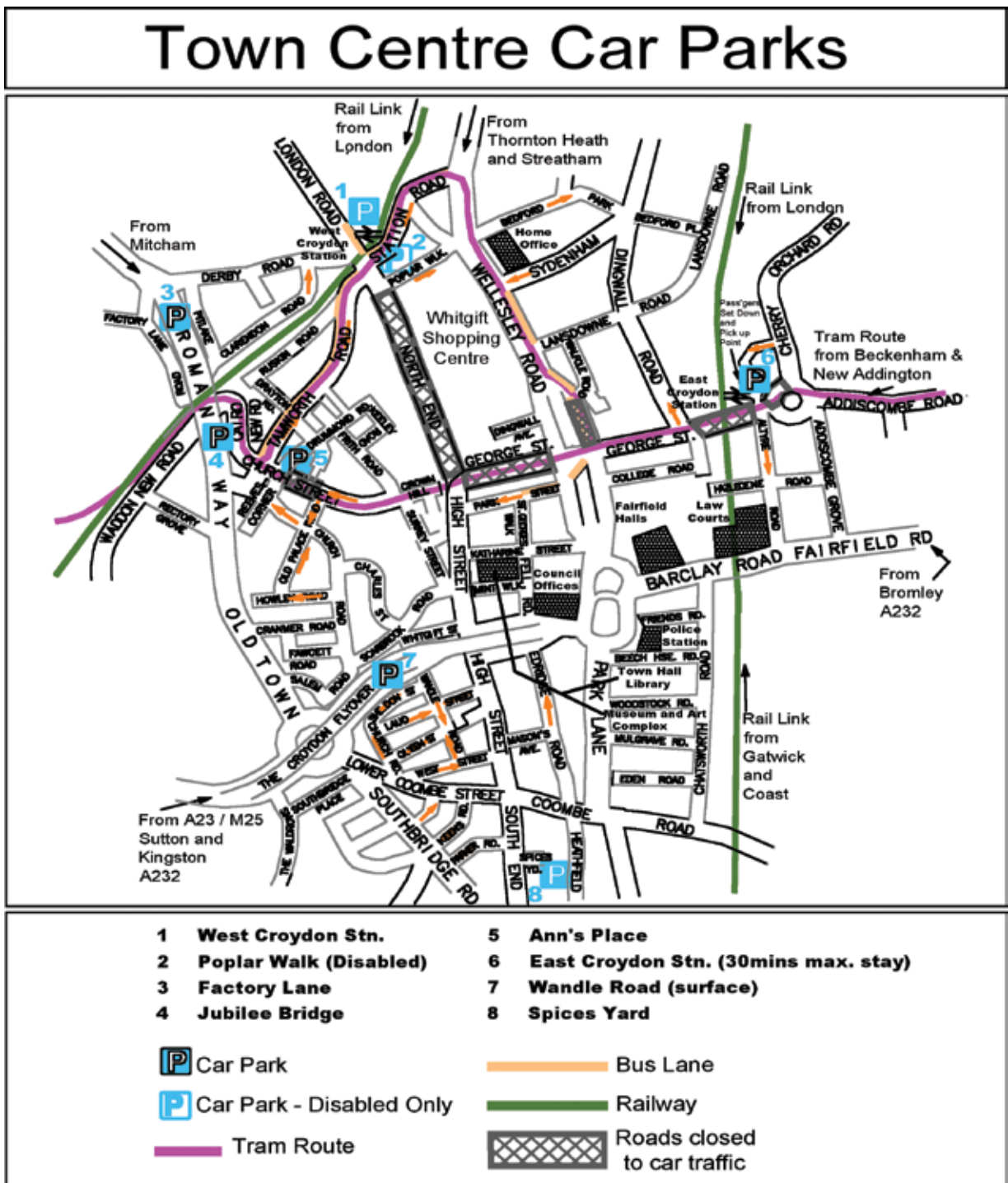
Disabled parking permits, also known as blue badges, allow cars carrying people who are registered blind or have severe walking difficulties to park near shops, stations and other facilities.





# Where to Park in Croydon Town Centre

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.





## PARKING ANNUAL REPORT 2009/2010

### Statistical Reporting

Parking Services collects statistical information relating to its various functions. The key data for 2009/10 is detailed below.

	On Street	Off Street	Total
Number of higher level Penalty Charge Notices	86,185	9,489	95,674
Number of lower level Penalty Charge Notices	20,983	908	21,873
Total number of Penalty Charge Notices issued	107,168	10,294	117,547
Number of Penalty Charge Notices paid	72,859	6,829	79,688
Number of Penalty Charge Notices paid at discount	62,873	5,768	68,641
Number of Penalty Charge Notices against which a formal representation was made	9,015	439	9,454
Number of Penalty Charge Notices cancelled as a result of representation of informal challenge	7,595	1,407	9,002
Number of Penalty Charge Notices written off for other reasons	2,684	118	2,802
Number of vehicles removed	–	–	3,060
Number of Residents permits issued	–	–	7,709
Number of Business permits issued	–	–	571
Number of other permits issued	–	–	5,883



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### Financial Reporting

In Croydon, the Parking Services budget consists of income from Pay & Display, Permit fees, Shopmobility and Penalty Charge Notices (PCN), less expenditure on enforcement administration, debt recovery and controlled parking zone set up cost. The use of any surplus funds is governed by section 55 of the Road Traffic Regulation Act 1984, as amended from October 2004 by section 95 of the Traffic Management Act 2004. This surplus funds the borough's contribution towards Freedom Passes. Freedom Pass provides older and disabled Londoners free travel on almost all public transport in London.

#### London Borough of Croydon

Parking account as required by S.55 of the Road Traffic Regulation Act 1984 (as amended)

	£ 000's	£ 000's
<b>ON STREET</b>		
<b>Income</b>	<b>2009/2010</b>	<b>2008/2009</b>
Pay & Display / Meters	2,919	3,286
Residents and Visitors Permits	447	343
Business Permits	165	96
Other Non PCN income	56	55
PCN income	4,934	4,587
Removals income	610	1,082
<b>Total Income ( a )</b>	<b>9,131</b>	<b>9,449</b>

<b>Expenditure</b>		
Contractors	216	902
In House Staff	4,242	3,422
Equipment Maintenance /Renewal	96	108
TEC (Northampton)	170	108
Premises	56	56
Transport	190	139
Other Supplies	464	507
Third Party	48	106
Support Services	1,892	1,877
Capital Charges	258	180
<b>Total Expenditure ( b )</b>	<b>7,632</b>	<b>7,405</b>



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<b>On Street Surplus/ Deficit (a+b)</b>	<b>1,499</b>	<b>2,044</b>
<b>OFF STREET</b>		
<b>Income</b>		
Removals income	0	0
Other Income	6,835	7,295
<b>Total Income ( c )</b>	<b>6,835</b>	<b>7,295</b>
<b>Expenditure</b>		
Removals expenditure	0	0
Direct Employees	542	815
Contractors	0	39
Premises	411	677
Transport	19	30
Supplies	314	151
Third Party	0	41
Support Services	532	391
Capital Charges	281	24
<b>Total Expenditure ( d )</b>	<b>2,099</b>	<b>2,168</b>
<b>Off Street Surplus/Deficit (c+d)</b>	<b>4,736</b>	<b>5,127</b>
<b>TOTAL ON AND OFF STREET</b>		
Income ( a + c )	15,966	16,744
Expenditure ( b + d )	9,731	9,573
<b>Total Surplus/Deficit</b>	<b>6,235</b>	<b>7,171</b>
Total Surplus/Deficit On Street	1,499	2,045
Total Surplus/Deficit Off Street	4,736	5,127
<b>Total Transfer</b>	<b>6,235</b>	<b>7,172</b>
<b>Balance</b>	<b>0</b>	<b>0</b>

Source: Croydon Council Accounts 2009-2010



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### Notes:

Within the Council's financial policy and procedures the parking account is a 'memorandum account', which is set up and collated from the Council's statutory accounts.

Included within the Off Street financial statement is the expenditure used in the running of the Shopmobility Service. The expenditure incurred amounts to £30,623 for the financial year.

All charges for pay and display parking, suspensions and permits are set through Cabinet Approval. Penalty charge notices and removals fees are statutory charges of which the council has no control.

The Council has discretion on how to spend any surplus that may arise, within the allowable uses set by law. Under current legislation the application of any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways improvement schemes, highway maintenance, public passenger transport services and certain other categories including the funding of concessionary travel. The surplus income is used to cover this.



## 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.

### **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.



## PARKING ANNUAL REPORT 2009/2010

### Step 1

You can phone our customer contact centre on **020 8726 7100** or email your complaint to **[parking@croydon.gov.uk](mailto: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.

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](mailto: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](http://www.lgo.org.uk)**



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# Parking Fees and Charges

<b>Croydon Central Zone: 8am – midnight throughout the week 2-hour tariff</b>	
15mins	50p
30mins	£1.00
1hr	£2.10
1hr 30mins	£3.20
2hrs	£4.20
Sunday (central) 1hr	£1.00
All day Sunday (central)	£2.40

<b>Croydon North, South, East Inner, East Outer &amp; west sub zones: 9am – 5pm Mon - Sat 2-hour tariff</b>	
15mins	50p
30mins	£1.00
1hr	£2.10
1hr 30mins	£3.20
2hrs	£4.20
Sunday	Free
All day Sunday (central)	£2.40

<b>Croydon Central Zone: 8am - midnight throughout the week</b>	
15mins	50p
30mins	£1.00
1hr	£1.20
1hr 30mins	£1.50
2hrs	£2.00
2hr 30mins	£3.00
3hrs	£3.50
3hrs 30mins	£4.20
4hrs	£5.00
Sunday (central) 1hr	£1.00
All day Sunday (central)	£2.40

<b>Croydon North, South, East Inner, East Outer &amp; west sub zones: 9am – 5pm Mon - Sat 4-hour tariff</b>	
15mins	50p
30mins	£1.00
1hr	£1.20
1hr 30mins	£1.50
2hrs	£2.00
2hr 30mins	£3.00
3hrs	£3.50
3hrs 30mins	£4.20
4hrs	£5.00
Sunday	Free

<b>Evening charge – 6pm to midnight throughout the week (2 &amp; 4 hr bays)</b>	
Up to 1hr	£1.00
Over 1hr until midnight	£2.40





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### Croydon North, South, East Inner, East Outer & West sub zones: 9am – 5pm Mon – Sat 8-hour tariff

30mins	50p (standard)	30p (standard)	20p (reduced)
1hr	£1.00 (premium)	50p (standard)	30p (reduced)
2hrs	£1.20 (premium)	60p (standard)	40p (reduced)
3hrs	£2.00 (premium)	£1.20 (standard)	50p (reduced)
4hrs	£2.60 (premium)	£1.40 (standard)	60p (reduced)
6hrs	£3.90 (pre- mium)	£1.80 (standard)	80p (reduced)
8hrs	£5.00 (premium)	£2.40 (standard)	£1.00 (reduced)
Sunday	Free (premium)	Free (standard)	Free (reduced)

**Note:** The majority of the 8-hour parking bays within the Croydon controlled parking zones are charged at the premium rate apart from the roads listed below, which are charged at the standard or reduced rates.

**Standard rates:** apply in; Brownlow Road, Chepstow Rise, Chichester Road (between Park Hill Road and Park Hill Rise) and Park Hill Rise (between Chepstow Road and Chichester Road).

**Reduced rates** apply in; Deepdene Avenue, Langton Way, Park Hill Rise (between Chichester Road and Selbourne Road), Ranmore Avenue and Selbourne Road.

### The parking bays on Brighton Rd opposite Whitgift School: 9am – 4pm Mon - Sat, incl bank holidays. These parking bays must be vacated by 4pm Mon – Fri when the bus lane restrictions come into operation 2-hour tariff

15mins	50p
30mins	£1.00
1hr	£2.10
1hr 30mins	£3.20
2hrs	£4.20

### Lower Addiscombe Rd, Cherry Orchard Rd & London Road: 9am – 5pm Mon - Sat 1-hour tariff

15mins	20p
30mins	40p
45mins	60p
1hr	80p
Sunday	Free

### Coulsdon, Purley, South Norwood & Thornton Heath: 9am – 5pm Mon - Sat 2-hour tariff

15mins	40p
30mins	70p
1hr	£1.00
1hr 30mins	£1.20
2hrs	£1.50
Sunday	Free



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<b>Brighton Road, Coulsdon: 9am – 5pm Mon - Sat 1-hour tariff</b>	
1hr	Free

<b>Coulsdon, Norbury, Purley, South Norwood Sanderstead/Napier/Bynes: 9am – 5pm Mon - Sat 4-hour tariff</b>	
15mins	40p
30mins	60p
1hr	80p
1hr 30mins	£1.00
2hrs	£1.20
2hrs 30mins	£1.70
3hrs	£1.90
3hrs 30mins	£2.10
4hrs	£2.40
Sunday	Free

<b>Purley, South Norwood &amp; Thornton Heath: 9am – 5pm Mon - Sat 8-hour tariff</b>	
30mins	30p
1hr	50p
2hrs	60p
3hrs	£1.10
4hrs	£1.40
6hrs	£1.80
8hrs	£2.40
Sunday	Free

<b>Portland Rd &amp; Thornton Heath High St: 9am – 5pm Mon - Sat 1-hour tariff</b>	
15mins	Free
30mins	Free
45mins	60p
1hr	80p
Sunday	Free

<b>Chipstead Valley Road &amp; Purley High Street: 9am – 5pm Mon - Sat 1-hour tariff</b>	
15mins	Free
30mins	Free
45mins	60p
1hr	80p
Sunday	Free

<b>District Centres (P&amp;D bays not within CPZs) Addington Rd, Brighton Rd, Slip Rd, Old Lodge Lane &amp; Lwr Addiscombe Rd: 8am – 6.30pm Mon - Sat 1-hour tariff</b>	
15mins	Free
30mins	Free
45mins	60p
1hr	80p
Sunday	Free



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<b>District Centres (P&amp;D bays not within CPZs) Brighton Rd, Purley Rd to Wyche Grove, Beulah Hill &amp; Chipstead Valley Rd: 9am – 5pm Mon - Sat 1-hour tariff</b>	
15mins	Free
30mins	Free
45mins	60p
1hr	80p
Sunday	Free

<b>Ann's Place Car Park, Tamworth Place, Central Croydon A short &amp; long stay surface car park with 62 bays</b>	
Up to 1hr	£1.10
1 – 2hrs	£2.00
2 – 3hrs	£4.00
3 – 4hrs	£4.80
4 – 5hrs	£6.40
5 – 6hrs	£9.80
6 – 24hrs	£16.20
Motorcycles	Free
6pm – 6am Sun-Wed	£2.40
6pm – 6am Thurs-Sat	£3.50

<b>Clifford Road Surface car park with 25 bays Mon – Sat 7am – 6pm</b>	
0 – 30mins	30p
30mins – 1hr	60p
1 – 2hrs	80p
2 – 4hrs	£1.40
4 – 6hrs	£3.50
6 – 11hrs	£4.70
Sunday	Free
Motorcycles	Free

<b>Lion Green Rd, Coulsdon Surface car park with 188 bays Mon – Sat 7am – 6pm</b>	
0 – 1hr	40p
1 – 2hrs	80p
2 – 4hrs	£1.80
4 – 6hrs	£2.50
6 – 11hrs	£3.50
Sunday	Free
Motorcycles	Free
Annual Ticket	£500

<b>East Croydon, Cherry Orchard Road Surface car park with 25 bays Maximum stay 30 mins</b>	
15mins	30p
30mins	50p



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<b>Factory Lane Car Park, Factory Lane, West Croydon A short &amp; long stay surface car park with 90 bays</b>	
Up to 1hr	£1.00
1 – 2hrs	£1.70
2 – 3hrs	£2.00
3 – 4hrs	£2.50
4 – 5hrs	£3.00
5 – 6hrs	£3.50
6 – 24hrs	£4.00
Motorcycles	Free
Annual Ticket	£330

<b>Jubilee Bridge, Lower Church St, Croydon A short &amp; long stay surface car park with 80 bays</b>	
0 – 30mins	60p
Up to 1hr	£1.00
1 – 2hrs	£1.70
2 – 3hrs	£3.50
3 – 4hrs	£4.20
4 – 5hrs	£4.70
5 – 6hrs	£5.30
6 – 24hrs	£8.20
Motorcycles	Free
6pm – 6am Sun-Wed £2.40, Thurs-Sat £3.50	
Annual Ticket	£610

<b>New Addington, Central Parade Surface car park with 108 bays Mon – Sat 7am – 6pm</b>	
0 – 1hr	60p
1 – 2hrs	80p
2 – 4hrs	£1.40
4 – 6hrs	£3.50
6 – 11hrs	£4.20
Sunday	Free
Motorcycles	Free
Annual Ticket	£440

<b>New Addington, Swimming Pool Surface car park with 49 bays Mon – Sat 7am – 6pm</b>	
0 – 1hr	30p
1 – 2hrs	80p
2 – 4hrs	£1.40
4 – 6hrs	£3.50
6 – 11hrs	£4.20
Sunday	Free
Motorcycles	Free



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<b>Granville Gardens, Norbury Surface car park with 135 bays Mon – Sat 7am – 6pm</b>	
0 – 1hr	40p
1 – 2hrs	50p
2 – 4hrs	90p
4 – 6hrs	£1.80
6 – 11hrs	£3.00
Sunday	Free
Motorcycles	Free
Annual Ticket	£360

<b>Purley Car Park, Whytecliffe Rd South, Purley. A multi- storey car park with 412 bays &amp; 12 disabled bays Mon – Sat 7am – 6pm</b>	
Up to 1hr	30p
1 – 2hrs	60p
2 – 4hrs	£1.30
4 – 6hrs	£3.00
6 – 24hrs	£3.90
Sunday	Free
Motorcycles	Free
Monthly Ticket	£55
Quarterly Ticket	£140
Annual Ticket	£470

<b>Reedham Station Surface car park with 54 bays 24hrs</b>	
0 – 24hrs	£2.80
Motorcycles	Free

<b>Russell Hill Place, Purley Surface car park with 60 bays Mon – Sat 7am – 6pm</b>	
Up to 30mins	20p
30mins – 1hr	40p
1 – 2hrs	60p
2 – 4hrs	£1.70
4 – 6hrs	£4.10
6 – 11hrs	£5.30
Sunday	Free
Motorcycles	Free

<b>Sanderstead Road Surface car park with 39 bays Mon – Sat 7am – 6pm</b>	
0 – 30mins	30p
30mins – 1hr	60p
1 – 2hrs	80p
2 – 4hrs	£1.40
4 – 6hrs	£3.60
6 – 11hrs	£4.20
Sunday	Free
Motorcycles	Free



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<b>Belgrave Road, South Norwood Surface car park with 15 bays Mon – Sat 7am – 6pm</b>	
0 – 30mins	40p
30mins – 1hr	80p
1 – 2hrs	£1.00
2 – 4hrs	£1.90
4 – 6hrs	£4.20
6 – 11hrs	£8.10
Sunday	Free
Motorcycles	Free

<b>Thornton Heath, Garnet Road Surface car park with 32 bays Mon – Sat 7am – 6pm</b>	
0 – 30mins	30p
30mins – 1hr	60p
1 – 2hrs	80p
2 – 4hrs	£1.10
4 – 6hrs	£2.10
6 – 11hrs	£3.60
Sunday	Free
Motorcycles	Free
Annual Ticket	£360

<b>West Croydon, London Road A short &amp; long stay surface car park with 56 bays including disabled bays</b>	
Up to 1hr	£1.50
1 – 2hrs	£2.40
2 – 3hrs	£4.00
3 – 4hrs	£4.80
4 – 5hrs	£6.40
5 – 6hrs	£9.80
6 – 24hrs	£16.20
Motorcycles	Free

6pm – 6am Sun-Wed	£2.40
6pm – 6am Thurs–Sat	£3.50

<b>Wandle Surface Car Park Surface car park with 255 bays. This car park is only open to members of the public from 4pm on weekdays &amp; all day on weekends &amp; bank holidays.</b>	
Sun-Wed 4pm-7am	£2.40
Thurs-Sat 4pm-7am	£3.50
0 – 1hr	£1.20
1 – 2hrs	£2.00
2 – 4hrs	£3.20
4 – 6hrs	£4.40
7am – 7am following morning	£5.90
Motorcycles	Free

<b>Spices Yard, South End, South Croydon. A short &amp; long stay surface car park with 134 bays</b>	
Up to 1hr	£1.30
1 – 2hrs	£2.40
2 – 3hrs	£3.50
3 – 4hrs	£4.20
4– 5hrs	£4.70
5 – 6hrs	£5.30
6 – 24hrs	£7.30
Evening 6pm–6am Sun-Wed	£2.40
Evening 6pm–6am Thurs-Sat	£3.50
Annual Season Tickets (10 max)	£825
Motorcycles	Free



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PARKING PERMITS	CHARGE
Residents Permit (per annum)	£48
	£80
	£193
Visitors Permits (each per day) Inner Zones	£3.40
Outer Zones	£2.20
Croydon Centre Evening (from 6pm) / Sunday Visitor Permit max one per hr (each per annum)	£12
Bourne St Area Residents – Evening / overnight 6pm to 9am Permit for Jubilee Bridge CP	£11
Business Permit	
Croydon (Max, 2 permits) Quarterly (3 months)	£97
Annual (12 months)	£300
Other Zones (Max, 4 permit) Quarterly (3 months)	£97
Annual (12 months)	£300
	£440
	£715
Alternative fuel vehicles (max 4 permits) in all zones	£190
Council Parking Permits	£300
Doctors Permits – cost per bay + 1 permit	£300
Subsequent Doctors Permits (each one)	£22
Charity Permits	£48
MISCELLANEOUS PARKING	CHARGE
Suspensions & Dispensations: admin. charge	£28
Suspensions (parking Bays); charge per day	£22
Suspensions Central CPZ bays charge per day	£33
Dispensations (yellow lines); charge per day	£22
Temporary TMOs (Section 14 RTRA)	£1500
Special Events (Sect.16A RTRA) Single	£810 + VAT
Multiple	£575 + VAT
Special Events (W&L Sect.9 LLAA)	£115 + VAT
Special Events Registered Charities	No Charge
Skip License	£28
Shop mobility (Registration Charge per annum)	£30
Shop mobility scooter rental fee (members)	£4.30
Shop mobility scooter rental fee (non-members)	£8.50
Administration fee for the issue of new permits	£25

