



Lewisham

Annual Parking Report 2022-2023

FOREWORD

Welcome to the London Borough of Lewisham's Parking Annual Report for 2022-23. This report outlines the provision of services, informs of any improvements that have been made to the service, and provides information regarding the parking services' finances and the parking contractor's performance.

This report covers all parking activity from 1st April 2022 to 31st March 2023.

The Council recognises that parking can be a contentious topic, and that the services provided impact residents, businesses, and visitors to the borough. However, when taking transport into consideration, parking services and regulation are crucial towards bringing a sense of order to the community, from ensuring hazards are minimised through enforcement, to finding ways in which policies can create behavioural change for positive impacts in the long term for the community. In order to improve services, the Council welcomes feedback to the parking department and is continuously working to provide the right balance for all throughout the borough.

Throughout 2022-23, there have been several changes made to parking services.

Sustainable Streets is a programme that was approved by Mayor and Cabinet in December 2022, with the aim to manage parking in an efficient manner, and to provide extra measures to support residents in choosing more sustainable modes of transport. Developments for this programme have continued throughout 2022-23, into 2023-24.

Following the implementation of emission-based charges in April 2020, the Council also proposed the introduction of emissions-based short stay parking and motorcycle parking charges. In 2022, motorcycle emission-based charges were implemented. Further, in 2022-23 a band 0 was implemented to further align with the Air Quality Act. Details of each of these projects are discussed below.

Previously, the Council created exemption permits to ensure that the cameras easily recognise vehicles that are exempted from the restrictions. Exemption permits that were created for the School Streets Scheme, Low Traffic Neighbourhood (LTN), and Catford Broadway were originally added on a manual system. In 2022-23, the Parking Services have been working to move the manual process to the permit system for blue badge holders, businesses, and residents (where applicable) to be introduced in 2023-24. This was to create an easier, and more streamlined process for residents, businesses, and staff. Also, allowing for exemption permit holders to check the status of their exemption permits.

Parking also contributes to the Council's wider climate change agenda, and parking enforcement is a key tool in reducing carbon emissions. The Low Traffic Neighbourhood (LTN) was introduced in August 2020. Since this implementation, with support from residents, the LTN scheme has grown across the borough, with further growth made in 2022-23. The report addresses the expansion in the Parking

Developments section. Exemptions have also been granted to Lewisham-issued blue badge holders with developments being worked on to make the process easier.

The parking department aims to provide a valuable service that meets the demand of parking throughout the borough, and this report highlights vital services and the financial activity of the parking department, in line with the reporting requirements in the Traffic Management Act (2004).

INTRODUCTION

- 1.1. Under the Traffic Management Act (2004), local authorities have a duty to manage traffic on the authority's public highway network. Lewisham Council is dedicated to making Lewisham a safe and healthy environment for its residents, businesses, commuters, and those working in the community. Part of this is to ensure that parking throughout the borough is managed and enforced.
- 1.2. To manage the parking throughout the borough, the Council, like most local authorities in London, levies a charge for a permit to park in areas of the borough that have been designated Controlled Parking Zones (CPZs). Operating hours for the CPZs have been input for designated areas with high levels of parking stress. These CPZs are a function of transport policy and are used to:
 - ensure safe and sustainable access;
 - achieve effective parking management;
 - balance the needs of all road users;
 - meet environmental objectives; and
 - focus on customer needs.
- 1.3. When taking into consideration policy, the Council must take into consideration the needs of Lewisham's community and those contributing to the community. The parking policy must reflect these needs and be updated accordingly, particularly as parking policy is reactive to emerging issues throughout the borough. It must further ensure that the cost of parking controls is efficiently managed, whilst also accounting for the increasing demand for parking spaces and the Council's wider initiative to lower emissions to help the environment. The Council's emission-based parking charges reflect the need to not only cover the costs of delivering parking controls, but also managing issues that emerge.
- 1.4. The parking charges are taking into account the requirements of the Road Traffic Regulation Act (1984). Section 122 of the Act imposes a duty on the Council when exercising its functions under the Act, to do so far as practicable, having regard to matters set out in S122 (2) of the Act to 'secure the expeditious, convenient and safe movement of vehicular and other traffic including pedestrians and the provision of suitable and adequate parking facilities on and off the highway'.
- 1.5. In 2022-23, parking charges were reviewed and approved by Mayor and Cabinet in January 2023. The increase impacted emission-based charges, in line with the Air Quality Action Plan, to further promote sustainable transport and the switch to lower emission vehicles. Setting appropriate charges ensures that the Council continues to meet the objectives set out above and that the

Council is complying with the requirements of Section 122 of the Road Traffic Regulation Act (1984).

- 1.6. The Council also is dedicated to ensuring that those most impacted by different schemes and services are heard and that emerging issues are dealt with.

POLICY CONTEXT

- 3.1. There are a number of policies, both national and local, that contribute to this parking annual report for 2022-23.

National Context

- 3.2. The key legal framework underpinning parking includes the Road Traffic Regulation Act (1984) and the Traffic Management Act (2004). These Acts impose duties on local authorities to manage all on-street and off-street parking, as well as their road network, so as to reduce congestion and disruption. This also includes enforcement powers.
- 3.3. There is other London-specific legislation under the various London Local Authorities Acts which is also relevant for parking.

Local Context

- 3.4. Each London borough is required by the Greater London Authority (GLA) to prepare a Local Implementation Plan (LIP) to show how they are implementing the Mayor of London's Transport Strategy within their area.
- 3.5. [Lewisham's Transport Strategy and LIP \(2019-41\)](#) takes the Mayor of London's Transport Strategy, and tailors it to the context of Lewisham, shaped by the vision outlined in the borough's Sustainable Community Strategy and the spatial planning policies in the Local Development Framework.
- 3.6. Following a comprehensive Parking Policy review in 2012-13, the London Borough of Lewisham published its first Parking Policy in 2014. This has since been updated in 2023. The Parking Policy Update was agreed at a Mayor and Cabinet meeting in January 2020 and implemented in April 2020. The Parking Policy has been updated in 2023, with the new policy published on [Lewisham Council - Parking reports and policies](#).
- 3.7. The contents and recommendations of this report are consistent with the Council's policy framework, as well as wider regional and national policies and priorities, as outlined below:

Corporate Strategy 2022-2026 – This sets out what the Council plans to deliver for residents between 2022-2026. The recommendations of this report will help to support the implementation of the Corporate Strategy, namely making Lewisham cleaner and greener.

Climate Emergency Action Plan (2022-23) – This sets out the Council's ambition for Lewisham to be a carbon neutral borough by 2030. More than 25% of the borough's carbon emissions come from transport, including vehicles travelling in or through the borough. Within the action plan, one of the key

policies to move to a decarbonised transport network is to implement a Healthy Neighbourhoods programme to reduce traffic congestion, improve air quality and encourage sustainable modes of travel. The intention is to implement a rolling programme across every area of the borough by 2030. [230308 MandC CEAP FINAL.pdf \(lewisham.gov.uk\)](#)

Air Quality Action Plan (2022-2027) – This Act has been produced as an extension to fulfill our duty to London Local Air Quality Management, a plan that replaced the original for 2016-2021. The Air Quality Action Plan outlines the Council's five-year strategy, from 2022-2027, to improve air quality in the borough and across London. This includes objectives for cleaner air around schools and for cleaner transport policies, such as encouraging more trips to be made by walking, cycling or public transport to reduce car use; introducing more School Streets, temporary road closures and restrictions for parking; improved provision of infrastructure to support walking and cycling; installation of Ultra-Low Emission Vehicle (ULEV) infrastructure and promote the update of electric vehicles.

London Net Zero 2030: An Updated Pathway: In 2022, the Mayor of London commissioned Element Energy to analyse the possible pathways to achieving net zero. The Mayor has indicated an Accelerated Green pathway will be followed in order to achieve net zero, for which one of the key requirements is a 27 per cent reduction in car vehicle kilometres travelled by 2030.

Transport Strategy and Local Implementation Plan (2019-2041) – The objectives of the Council's transport strategy is for travel by sustainable modes to be the most pleasant, reliable and attractive option for those travelling to, from and within Lewisham; Lewisham's streets to be safe, secure and accessible to all; Lewisham's streets to be healthy, clean and green with less motor traffic; and Lewisham transport network to support new development whilst providing for existing demand.

OVERVIEW OF PARKING IN THE BOROUGH

- 4.1. There are a variety of parking places across the borough, including 1,371 parking spaces in the Council's 11 off-street public car parks, and an estimated 20,000 parking spaces in marked on-street parking bays.
- 4.2. There are various parking restrictions, including yellow lines, restricted parking zones and CPZs which rely on an online permit system. The total number of CPZs operating in the borough at the end of 2022-23 was 25.
- 4.3. As previously mentioned, the Council declared a climate emergency in 2019. In an effort to adhere and align with the Climate Emergency Action Plan, and the Air Quality Action Plan, the Council has introduced a number of policies in recent years to support a reduction in car ownership and the use of sustainable modes of transport.
- 4.4. Electric Vehicle Charging Points (ECVPs) are a key measure to support the Council's Air Quality Action Plan. By the end of 2022-23, there were 102 EVCPs in 65 locations, including 27 charging points installed in 8 Council-managed car parks. As part of the Sustainable Street Scheme, the Council is working to ensure that further ECVPs will be installed in 2023-24
- 4.5. There were several new schemes that were introduced in 2022-23, which will be discussed in the Section titled, "Parking Developments (2022-23)."

PARKING ENFORCEMENT ACTIVITIES

5.1. The following section addresses the activities and performance of the parking contractor NSL Ltd. In January 2019, the Mayor and Cabinet agreed to extend the NSL Ltd.'s contract with Lewisham Council for a further 4 years, until end of July 2023. In February 2023, it was approved by Mayor and Cabinet that the contract will be extended until October 2023.

Penalty Charge Notices (PCNs)

5.2. The total number of Penalty Charge Notices (PCNs) issued by Lewisham Council in 2022-23 was 16.91% higher than 2021-22.

5.3. Parking contraventions have increased since 2022-23 by 6.5%. There are 50 contraventions which the Council can enforce under. Current year, the Council have enforced: 11 yellow box junctions, 13 School Street LTN Cameras, 8 School Street Cameras, additional safety camera (no entry), 13 LTN cameras, 5 HGV vehicle restriction cameras (The cameras were sending warning notices from 28 March 2022, but began to send PCNs in April 2023),

5.4. Moving traffic contraventions have increased since 2021-2022 by 22.2%.

5.5. There has been a significant increase in the number of moving traffic contraventions since 2022-23 in comparison from 2021-2022. This is due to additional enforcement cameras introduced in the borough. In 2022-23, there were 50 extra cameras installed across the borough.

Lewisham PCNs	2019-20	2020-21	2021-22	2022-23
Parking Contraventions	65,837	52,933	59,944	63,866
Moving Traffic Contraventions	36,445	109,658	117,248	143,296
Total PCNs issued	102,282	162,599	177,192	207,162

Data based on 1st April 2022 – 31st March 2023

*FGL "Case Summary by Contravention Details", filtered to CCTV and CEO.

Parking Permits

5.6. The total number of Resident and Business parking permits purchased in 2022-23 was 20,471. This was a 5.5% increase from 2021-22.

5.7. Visitors' permits increase by 46.8% in 2022-23. This is likely as a result of COVID-19 restriction being entirely lifted and life starting to resume back to normal, meaning that visitors are likely to be able to visit the borough in the same capacity as pre-COVID-19.

Permits	2018-19	2019-20	2020-21	2021-22	2022-2023
Resident	15,999*	15,499	19,748	17,714	18,859

Business	1,923**	1,615	520****	1691****	1,612
Visitor	125,925** *	126,713	45,816	73,441	107,820
Total	143,821	143,827	66,084	92,846	128,291

5.8. The table above shows the volume of purchases since the financial year 2018-2023. We can see a decline in permits purchased in 2020-2021. Covid-19 has had an impact on the volume of purchases, particularly visitor vouchers as customers were not allowed to travel or visit outside of their bubbles due to restrictions set in the UK. As restrictions lifted in February 2022, we can see an increase in volume of purchases across all types of permits shown in the table. The increase has grown significantly since the ease of COVID lockdowns, and has continued in 2022-23, with purchases of permits almost back to figures from previous years.

Data based from Farthestgate Operational “Monthly Permits” report

*Resident, Resident Disabled, Resident Health, Resident Low Emission

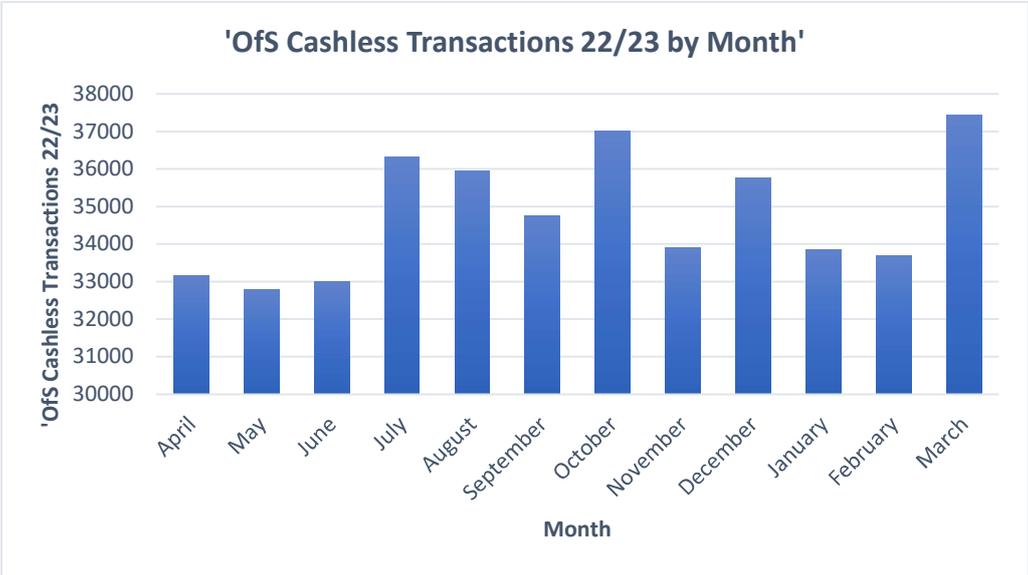
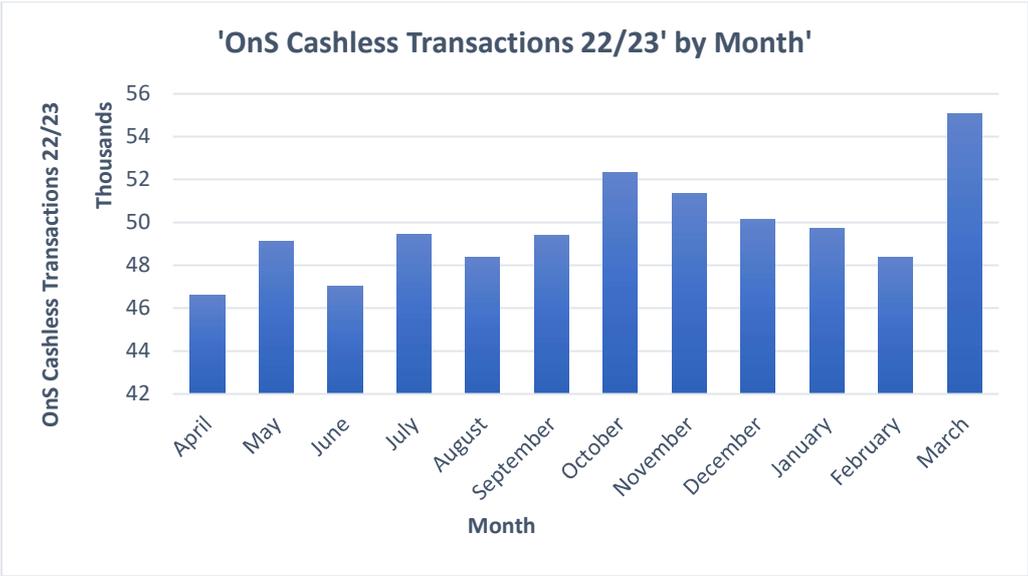
**Business, Business Health, Business Z, Car Club, Charity Business, Councillor, Hospital Staff, Market Trader

***Resident Visitor (1/5 hour, 1/7 day) and Scratch card (1/5/10 hour and 1/7 day)

****Business, Business_all_zone, business_charity, homes_staff, hospital_health, key_worker

Cashless Payments

- 5.9. In August 2020, when emission-based charges were implemented, the Council moved to cashless payments as the main source of payment for parking, and the subcontractor PayByPhone to provide cashless parking across the borough.
- 5.10. On-street transaction refers to transactions purchased for Pay to Park bays for short term parking on street. This is a direct result of the decommission of cash machines. As we can see in the graph below, On-Street and Off-Street transactions still remain relatively low in April-July 2022, with transactions starting to increase again in July, particularly Off-Street Transactions. Similar to permit purchases, as addressed in point 5.8, this is likely as a result of COVID-19 restrictions only being lifted entirely in Feb 2022, the public were still cautious with interactions for a few months after restrictions were lifted.
- 5.11. The graphs below also show that March has a noticeable uptake in transactions. This tends to be an annual trend.



PARKING CONTRACT PERFORMANCE

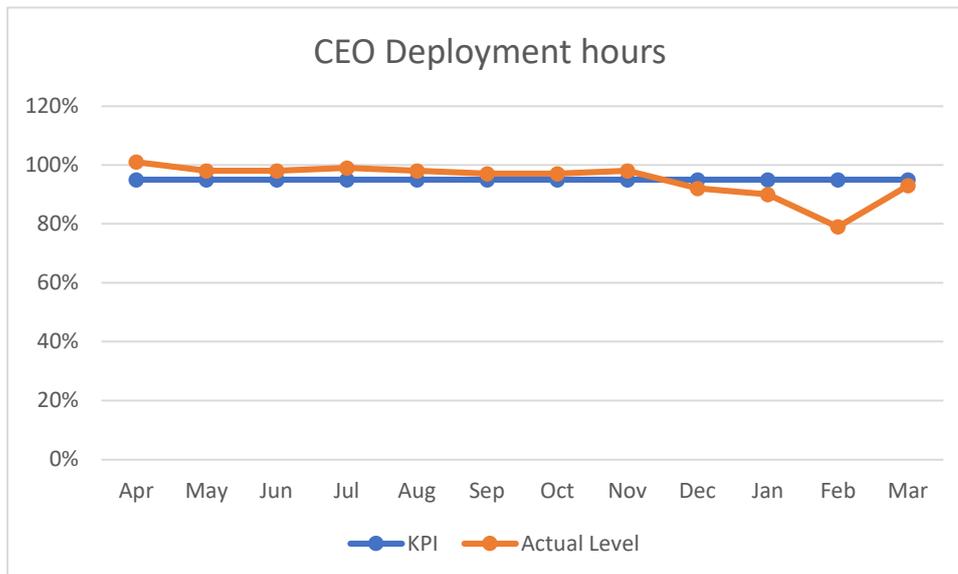
5.12. The parking contractor’s performance is measured by a set of Key Performance Indicators (KPIs). These include:

- Effective Parking Enforcement
- Business Processing
- Customer Services
- Banking and Financial

5.13. The above indicators are broken down into subheadings in Appendix 1, and a clear measurement target is set against each one. The KPIs are measured on a monthly basis, and where the contractor does not meet the target, they incur a financial penalty.

Effective Parking Enforcement

5.14. Civil Enforcement Officers (CEOs) deployment levels began to decline towards the end of the financial year. The contractor failed to meet its target for four of the months last year, as highlighted in the graph below and in Appendix 1.



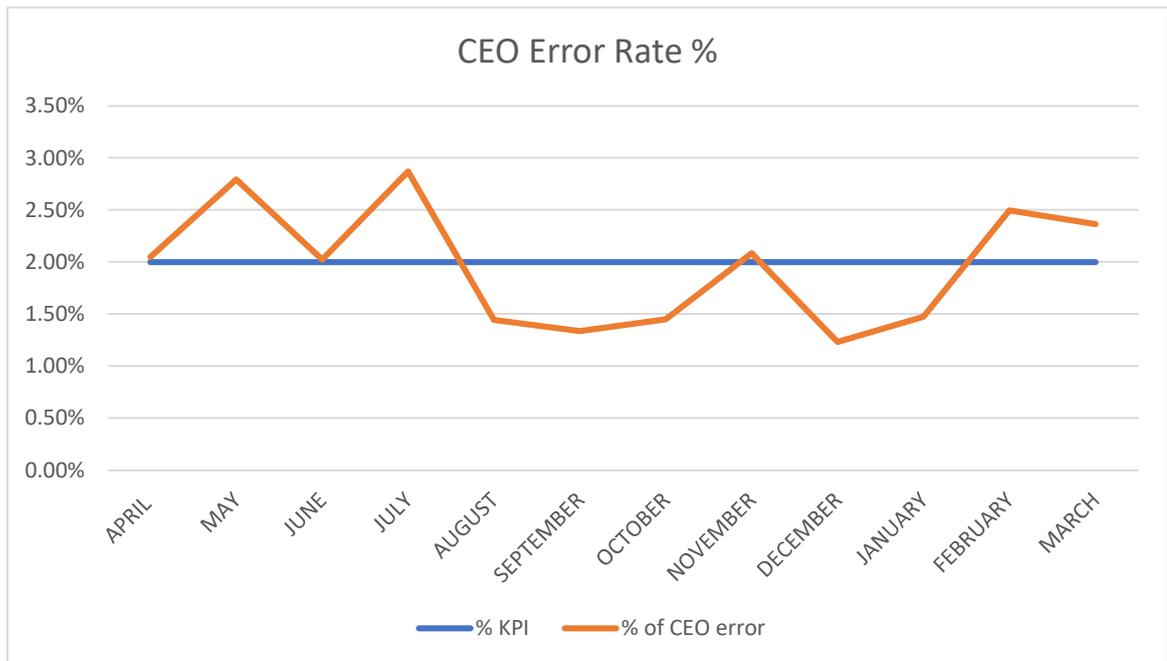
5.15.

Good Quality, Motivated and Informed Civil Enforcement Officers

- 5.16. The Council believes it is important that performance is monitored to ensure that the service provided for Lewisham Borough is at a good standard, and that any issues encountered are quickly identified and dealt with.
- 5.17. We can see how the service is performing based on a number of factors, such as issuance of good quality PCNs, the type of complaints we receive and whether KPIs are met (addressed in section 5.14) etc.

Issue of Good Quality PCNs

- 5.18. To ensure PCN quality is maintained, the performance target is to obtain a CEO error rate below 2%. CEO error rate reached above KPI threshold of 2% on 7 consecutive months out of 12 and require improvement. Annual average CEO error rate is 1.95% with 1223 CEO errors out of 62,821 PCNs issued.



Business Processing

- 5.19. The issuing and challenging of a PCN follows a statutory process that allows the right of appeal to the independent Environment and Traffic Adjudicators (ETA) at the London Tribunals. Responses to formal representations and appeals are authorised by Council staff.
- 5.20. This has been the biggest challenge for the contractor, as previously the performance indicator was measured against the statutory response time in relation to appeals (56 days). This has moved to 10 days, and on this indicator, the contractor succeeded in 1 out of the 12 months, as shown in Appendix 1.

- 5.21. The table below shows the annual appeal results, as reported by the ETA. Although we can see that since 2018-19 there has been a consistent increase in the total number of appeals, in 2022-23 there was a decrease in the total amount of appeals. There was also a decrease in the amount of appeals that were pronounced as upheld, rejected and DNC. The increase in rate of success, but decrease in amount of appeals received is indicative and a reflection of the good issuance of PCNs by the cameras and Civil Enforcement Officers.
- 5.22. A rejected appeal means that that the Environment and Traffic Adjudicators (ETA) deems a PCN was correctly issued. Upheld appeals are appeals that were not rejected by the Environment and Traffic Adjudicators (ETA). The success rate shows the number of rejected appeals as this means that PCNs have been correctly issued. As we can see from the table below, success rates have increased since 2021-22 by 6%, to the best they have been since the Council started to keep track of success rates.

Appeals	2018-19	2019-20	2020-21	2021-22	2022-23
Total	555	701	1014	1347	906
Upheld	148	148	60	190	53
Rejected	407	425	514	941	585
DNC	46	128	440	180	130
Success (%)	73%	61%	51%	70%	76%

Customer Services

- 5.23. This KPI measures how effective the contractor is in dealing with complaints, issuing permits with a prescribed timescale, and the management of suspensions. The performance against each of these KPIs is highlighted in Appendix 1.
- 5.24. The contractor has been penalised for poor performance in dealing with complaints over the year. Complaints against service delivery (not including the issuing of PCNs, which follows the statutory process mentioned above) are managed through the Council's complaints procedure.
- 5.25. The contractor NSL Ltd. took over answering complaints for the Council in August 2020. Prior to this, complaints were classed as those which came through the Council's complaints portal only. In 2022-23, complaints are classed as any of the following:
- Complaints made directly to NSL through the NSL parking or permits inboxes;
 - Complaints from the Council complaints portal; and members portal
 - Complaints that are forwarded to the parking complaints department

from the Mayor's office, an MP or a Councillor.

5.26. The data for 2022-23 shows a rise in the number of complaints received, as it now includes all complaints received through the different channels outlined above. The percentage of overdue complaints has been added at the bottom of the table for this annual report, which makes it easier to compare 2022-23 data with previous years.

Complaints	2018-19	2019-20	2020-21	2021-22	2022-23
Total	198	238	179	135	159
Overdue	28	52	20	20	2
Percentage overdue	14.1%	21.8%	11.2%	14.8%	0.12%

5.27. When comparing the percentages for each year, 2022-23, we can see that the percentage overdue is significantly lower in 2022-23. Appendix 1 shows whether the contractor met the two KPIs for complaints in 2022-23.

5.28. The data in the below chart only relates to the data that has been sent to the Complaints Team.

Complaints Total	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Average
Year	'22	'22	'22	'22	'22	'22	'22	'22	'22	'22	'23	'23	22-23
Received	149	155	171	156	161	125	114	143	138	212	173	211	159
Response Required	119	120	129	144	147	111	93	131	121	193	138	169	135
Responded	119	120	129	144	147	111	93	131	121	193	138	169	135
Overdue	0	0	0	0	0	0	0	0	0	0	2	0	0.17
Overdue %	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1.45%	0%	0.12%

5.29. The collection of data for complaints changed in February 2022. The number of cases that classified as 'Full response required' is in referral to cases received by the Complaints Team via all channels (e.g Corporate Complaints, Councillors, MPs, Permit Team etc). This is excluding cases that have been labelled as abandoned, duplicated, or do not require a response.

5.30. It should be noted that the number of duplicate complaints sent to the Complaints Team has drastically increased from 60 in 2021-22 to 235 duplicate complaints in 2022-23. Duplicate complaints are tracked complaints that are the same complaint sent via multiple channels to the Complaints Team. A vast majority of duplicate complaints have been forwarded to the parking complaints department from the mayor's office, an MP, or a Councillor.

5.31. In February 2023, the number of overdue responses was significantly higher due to staff absence on the Complaints Team, and issues with IT systems.

- 5.32. Appendix 2 shows a monthly breakdown of the different types of complaints sent to the Complaints Team. The total complaints for the year 2022-23 is 1908. This is a stark increase in complaints from the previous year. Complaints across the board have not increased majorly, the majority of the increase in complaints received have been duplicate complaints.
- 5.33. There were 783 complaints regarding PCN complaints, shown in Appendix 2. This topic received the highest number of complaints from April 2022 to March 2023. This is likely due to an increase in cameras installed across the borough, which in turn has increased the amount of PCNs issued. With this in mind, it is also important to note that unfortunately, as mentioned above, a large amount of motorists have submitted complaints, and not followed the statutory process.
- 5.34. Appendix 2 shows the second highest number of complaints is for illegal pavement parking at 197. This has drastically increase since 2021-22, and customers have been directed to report vehicles illegally parked which can allow CEOs to patrol the area and issue penalties.
- 5.35. Appendix 2 highlights that the topic with the third highlights complaints was general permit issues, at 124. These are issues and queries that customer needed help with, or technical issues with the permit system that needed rectification.

Banking and Financial

- 5.36. All banking and financial KPIs, and for how many months within 2022-23 the contractor met these KPIs, are shown in Appendix A.

Financial Penalty

- 5.37. There are two forms of payment that are issued to the contractor: fixed and performance based. If the KPI targets are not met, the contractor is issued a financial penalty.

FINANCIAL PERFORMANCE

- 6.1. This section of the report sets out information relating to parking finances.
- 6.2. Parking charges are fixed in accordance with the requirements of the Road Traffic Regulation Act (1984), and there have been no changes since the last Parking Annual Report was published. Parking permits are now charged based on a vehicle's emissions.
- 6.3. Section 5.5 shows the results for 2022-23, summarising the performance against budget, relating to both on- and off-street parking.
- 6.4. Sections 5.6–5.9 set out the Council's Parking Control Account for 2022-23. This account is a statutory requirement and sets out the financial position in relation to on-street parking only. The account not only includes the proportion of direct management costs and income relating to on-street parking, but also a proportion of costs in respect of, for example, management and other support service overheads, an assessment of policy and planning costs, and capital charges.

Direct Parking Management

- 6.5. In 2022-23, the Council collected £16.59m in respect of parking services, compared to a budget of £15.68m, however, it should be noted that the expenses related to the same period were £9.98m against a budget of £7.02m. The income received can be broken down as follows:

Parking services (on/off street) - income collected in 2022-23 (net of VAT)		
	£000s	%
PCNs	9951	59.98
P&D	2871	17.31
Permit	3580	21.58
Suspensions	189	1.14
Total Income 2022-23	16590	100.00

Direct parking management expenditure (2022-23)	
Parking management areas	£000s
Enforcement contract costs	5836
Management, admin and overheads	3184
Car park utilities, rates, repairs and maintenance	587
Legal fees	370
Total expenditure	9978

Parking Control Account 2022-23 (on-street parking only)

- 6.6. Under the Road Traffic Regulation Act (1984), the Council is required to keep an account of its income and expenditure in respect of its on-street parking places, and in respect to its functions as an enforcement authority, within paragraphs 2 and 3 of Schedule 7 to the Traffic Management Act (2004). After each financial year, the Council must report to the Mayor of London on any action taken, in accordance with the provisions of the Act in relation to any surplus or deficit in the account.
- 6.7. The use of any surplus is governed by Section 55 of the Act, which specifies that the surplus may be used for:
- making good to the General Fund for any deficits incurred in the On-Street Parking Account during the previous four years; or
 - meeting the cost of the provision and maintenance of off-street car parking in the borough, or in another Local Authority.
- 6.8. However, if it is considered unnecessary or undesirable to provide further off-street parking in this area, the surplus may then be used to fund:
- public passenger transport services;
 - highway or road improvement projects;
 - highway maintenance;
 - environmental improvements in its area; or
 - the cost of anything that has the approval of the Mayor of London, and which facilitates the implementation of the Mayor's Transport Strategy.
- 6.9. All of the surplus generated for FY 2022-23 was spent to fund the concessionary fares.

6.10. The Council's Parking Control Account for 2022-23 (in respect of on-street parking only) is summarised below:

Borough Parking Control Account (2022-2023)		
On-street Parking gross income	£000s	%
Pay & Display	3,194	21.42
Permits	2,788	18.70
PCNs	8,929	59.88
Total Income	14,912	100.00
On-Street Parking expenditure		
Enforcement contract costs	5,252	58.49
Management, admin and overheads	2,865	31.91
Car park utilities, rates, repairs and maintenance & legal fees	862	9.60
Total Expenditure	8,980	100
Funds available for supporting highways and transportation	5,932	

PARKING DEVELOPMENTS (2022-23)

- 7.1. There have been several larger developments in 2022-23, which have been put in place to meet the Council's wider aims and objectives.
- 7.2. There have also been further developments to existing projects from 2021-2022 coming to final stages.

School Streets Scheme

- 7.3. A School Street is an area outside the school entrance(s) that restricts the majority of motor vehicle traffic, enforced either through physical barriers or by cameras. Traffic on the school street is limited to those motor vehicles with an exemption permit. The School Street allows parents, carers and pupils, as well as other pedestrians and cyclists passing by, to enjoy a safer and more comfortable space at pick up and drop off times during term time. It seeks to keep traffic in the immediate area to an absolute minimum. In line with the Air Quality Act and Lewisham's Climate Emergency Action Plan, the aim of the scheme is to tackle congestion, improve air quality at the school gates, make it easier and safer to walk and cycle to school.
- 7.4. The first tranche of School Streets was approved by Mayor and Cabinet on 12 January 2021.
- 7.5. Since the implementation of the school street scheme, 38 have been made permanent and 8 are under experimental orders. A further 3 school streets are due to be completed this year.
- 7.6. The online exemption permit is in operation, exemptions are available for residents who live within approved School Streets, SEN transport either collecting or dropping off in the School Street zone, Blue Badge holding parents, staff or students as well as individuals who may have an extenuating circumstance.

Yellow box Junctions

- 7.7. In 2019, Lewisham declared a climate emergency. Lewisham's Air Quality Action Plan recognises the importance of improving Air Quality and helping combat the climate emergency, as well as allowing the free flow of traffic. Yellow Box Junctions keep junctions clear from through-traffic, avoiding traffic jams as well as reducing pollution caused by stagnant traffic.
- 7.8. Lewisham has an obligation to maintain the free movement of traffic in the Traffic Regulations Act 1984 and the Traffic Management Act 2004 and has agreed to become Carbon Neutral by 2030, as outlined in the Climate Emergency Action Plan. The aim is for traffic to be able to move freely when

approaching a junction. By increasing the free movement of traffic and reducing congestion in these roads, the number of pollutants that are being released into the atmosphere due to vehicles being stationary are reduced thus improving air quality.

- 7.9. The Council have a duty under the Traffic Management Act (TMA) 2004 to manage their road network and ensure the expeditious movement of traffic on these roads. The introduction of yellow box junction restrictions in the locations above would help the Council achieve these objectives by helping to facilitate free flow of traffic in areas with high traffic flow and congestion.
- 7.10. In November 2022, Mayor and Cabinet approved the implementation and enforcement of the yellow box junction restrictions at the 11 sites below following the consultation and review of the sites.
- 7.11. The primary aim of this proposed restrictions is to improve traffic flow and pollution levels across the borough.
 - The 11 yellow box junction restrictions include the following:
 - I. Blackheath Village j/w Blackheath Grove
 - II. Deptford Church Street j/w Griffin Street
 - III. Lewisham High Street j/w Station Road
 - IV. Brockley Road j/w Wickham Road
 - V. Southend Lane j/w Allerford Road
 - VI. Brockley Rise j/w St Germans Road
 - VII. Brookmill Road j/w Friendly Street
 - VIII. Southend Lane j/w Moremead Road
 - IX. Brockley Road j/w Harefield Road
 - X. Verdant Lane j/w Sandhurst Road
 - XI. Courthill Road j/w Longbridge Way

In 2023, smart traffic monitoring of additional 20 sites will be installed to decide if yellow boxes should be implemented in areas.

Low Traffic Neighbourhoods (LTN) – consultation and outcome

- 7.12. The Lewisham and Lee Green LTN is part of the wider Lewisham Transport Strategy and Local Implementation Plan which details the aspirations for the borough up to 2041 and how it contributes towards achieving the ambitious visions of the London Mayors Transport strategy (MTS).
- 7.13. In line with the aims of the Climate Emergency Action Plan and the Air Quality Action Plan, Low Traffic Neighbourhoods (LTNs) were introduced. LTN aim to create safer, cleaner, and greener streets by reducing through-traffic and discouraging non-essential car journeys.
- 7.14. The original scheme was implemented in July 2020 using a Temporary Traffic Order (TTO), which allowed the scheme to be implemented quickly. The

Council listened to concerns raised by residents and responded to perceived increases in traffic levels and increased bus journey times and made changes to the LTN in November 2020, which re-opened some of the restrictions to traffic, and is known as the revised scheme.

- 7.15. In January 2022, [Mayor and Cabinet](#) approved for the TTOs that were introduced to become permanent Traffic Management Orders (TMOs), and that a statutory process may be conducted.
- 7.16. That the physical modal filters within the Lewisham and Lee Green LTN be converted to automatic number plate recognition (ANPR) camera enforcement and that Lewisham blue badge holders and emergency services are exempt.
- 7.17. Communications for those that are eligible for Blue Badge exemptions have been approved and are due to be distributed in 2023/2024. This is due to the Parking Services moving the Blue Badge exemption list from a whitelist to an online permit system. Those already on the exemption list are being requested to reapply due to GDPR.
- 7.18. Officers work with schools in the LTN area to implement traditional school streets, where schools are supportive.
- 7.19. To continue to monitor the area using a range of indicators. This includes, but is not limited to, traffic counts, speed surveys, air quality and bus journey times.
- 7.20. Additional complementary measures are implemented within the LTN and surrounding areas, subject to statutory processes and detailed design, including:
 - planters/trees and green spaces
 - additional electric vehicle charging points
 - additional bike hangars and cycle stands
 - additional and/or improved pedestrian crossing points
 - new benches
- 7.21. As a result of the changes, the level of concerns raised by residents and those who travelled through the revised LTN significantly reduced.
- 7.22. On 12th January 2022 a report was presented to Mayor and Cabinet on the Lewisham and Lee Green Low Traffic Neighbourhood: Consultation and next steps. In May 2022, a report was produced with the results of the consultation and final recommendations.
- 7.23. The School Street Scheme applies to the following roads:
 - Cambridge Drive
 - Dallinger Road junction with Manor Lane
 - Dermody Road
 - Ennersdale Road
 - Holme Lacey Road junction with Manor Lane

- Leahurst Road
 - Leyland Road
 - Manor Lane junction with Manor Lane Terrace
 - Manor Lane Terrace junction with Kellerton Road
 - Manor Park junction of Northbrook Road
 - Upwood Road
 - Woodyates Road (North of A205)
- 7.24. Exemptions are being granted to residents with Lewisham-issued blue badge holders. Lewisham have agreed to an exemption to those blue badge holders who live in the area bounded by the borough boundary, A20 and A205. This includes the following roads:
- Abergeldie Road
 - Addison Drive
 - Crathie Road
 - Horn Park Close
 - Horn Park Lane
 - Lilian Barker Close
 - Scotsdale Road
 - Sheldon Close
 - Strathaven Road
 - Upwood Road
 - Westhorne Avenue

Emissions-based Parking Charges

- 7.25. On 15 January 2020, Mayor and Cabinet approved the implementation of emissions-based parking permits to align with the borough's aims to be carbon neutral by 2030. These permits were enforced on 1st April 2020. New banded charges for residents and businesses parking permits were introduced based on CO2 emissions. Permits for those with the least polluting vehicles are cheaper than those of the most polluting vehicles.
- 7.26. The Mayor and Cabinet approved the plan to introduce emission-based charges for parking to align with the Air Quality Action Plan in January 2020, and the charging was later introduced in April 2020. In March 2022, emissions-based parking charges were introduced for short-stay parking.
- 7.27. The report has set out a number of proposals which are set out below for consideration:

- Increase charges to residents, business and permits
- Increase charges to visitor permits
- Increase charges to short stay charges
- Increase charges to staff permits
- Introduction of emission-based banding charges for Lewisham Estates Parking
- Introduction of consistent policy of charges across all Council controlled parking
- Abolishment of free permits of Social Workers as part of their retention package
- To reduce the overheads, phasing out the use of Pool Cars for Council services, and look to utilise ZIP cars as the alternative
- Agree to an introduction of a Band 0 in the emission charges, which is exclusive to zero emission electric vehicles

7.28. Following this implementation of emission-based charging in April 2020, Lewisham Council monitored and evaluated on any potential trend in permit sales since the implementation of the emission-based charges policy.

7.29. There was a pattern identified regarding the purchasing of permits in different emission bands. Our data shows more purchases have been made in lower rather than higher emission bands in comparison to before the policy was implemented. Positively, this highlights that the policy is effective as it has achieved its goal of reducing vehicles with higher emissions throughout Lewisham.

7.30. To further encourage a move towards a cleaner Lewisham, we are introducing a Band 0 to our emission-based charges policy. Emission band 0 constitutes only electric vehicles with zero emissions. The charges for emission band 0 (electric vehicles) will be the lowest charge within the emission bands, with the hypothesis based on previous results that it will incentivise residents throughout Lewisham to switch to vehicles with lower emissions.

7.31. The Council will be looking to introduce continuous payments i.e. monthly payments in 2023-24.

7.32. Further, in order to align with Lewisham's Climate Action Plan to reduce the levels of commuting, the charges for resident permits will increase by 10% for all emission bands, in line with inflation. Having also conducted some benchmarking, we are proposing to increase the diesel surcharge from £50 to £70 (for euro 6 non-compliant vehicles), to drive behaviour towards deterring the use of higher polluting vehicles. For perspective, band 4 has the highest percentage of total vehicles (13%). Residents with vehicles in band 4 are currently paying 0.54p a day to park, this will increase to 0.83p a day. Despite the increase in price, the price for the permit is still low when taking into consideration the daily permit price.

- 7.33. The Council have also changed the Essential Health Permit to Community Health Permit.
- 7.34. The price of permits is shown in Appendix 3.

Motorcycle Parking Charges

- 7.1. Following the changes to emission-based parking, and to align with the Council’s goals to become carbon neutral by 2030, there was a proposal to extend the Council’s emission-based parking scheme and to move towards emission-based parking for motorcycles.

On Street Parking Transactions 01/04/2022-31/03/2023	
Vehicle Type	Count of Transactions
Electric Motorcycle	28
Motorcycle	409

- 7.2. Since the introduction of this policy, the Council has seen the majority of transactions for on-street parking coming from vehicles in in band 1, or electric motorcycles.
- 7.3. This suggests that the implementation of the policy has had an impact on motorists’ behaviour in driving motorists to purchase motorcycle vehicles that release lower emissions.

Housing estate parking permits and enforcement under TMA

- 7.4. In January 2022, Lewisham Homes introduced Traffic Management Orders (TMOs) to manage and enforce parking on its housing estates meaning the estates are now managed by Lewisham Council’s Parking Services.
- 7.5. This scheme was mostly implemented by February 2022. It started with 33 housing estates and increased to 35 housing estates managed by Lewisham Homes and is continuously growing.
- 7.6. Below is a chart showing the number of PCNs issued from April 2022 to March 2023. We can see below that the number of PCNs issued decreased substantially after a few months of enforcement being introduced. This is likely due to motorists becoming more aware of enforcement rules and parking restrictions.



7.7.

7.8. Lewisham Council are committed to making Lewisham a healthier environment for its residents, businesses, and visitors. In December 2023, it was approved by Mayor and Cabinet to align with the Emissions-based parking charges policy and the Air Quality Action Plan. Subject to consultations, Lewisham Council are introducing emission-based charges to Housing Estate Permits. The permit charges will be in line with our emission-based charges policy that was introduced in April 2020. This will be implemented in 2023/2024.

7.9. A band 0 will also be introduced, in line with the current emission-based policy, which will be exclusively for electric vehicles.

Abandoned Vehicles

7.10. There has been a need for the Environmental Team and CEOs patrolling to report abandoned vehicles. Throughout 2022/2023, software developers worked on a module for handheld devices to facilitate the Environmental Team and CEOs to report abandoned vehicles across the borough.

7.11. This module became live in January 2023.

7.12. This module is not for the public to report abandoned vehicles. The Public may do this on the webpage: [Lewisham Council - Abandoned vehicles](#)

Disabled Bays

7.13. In 2021, a [parking policy update](#) was approved by Mayor and Cabinet. In section 5 of the report, implementation of residential disabled bays across the borough is addressed.

7.14. Due to COVID-19, applications for residential disabled parking bays were not being taken or reviewed, and a new process could not yet be implemented due to COVID-19 restriction. In November 2022, the Council started taking

applications again, prioritising those who had sent applications during COVID-19. Applications are being reviewed on a first come, first serve basis, to create a fair process for applicants.

- 7.15. Prior to the parking policy update, any residential disabled bays implemented outside of a CPZ were advisory bays. This meant that disabled bays were not enforceable, and that any motorists could park in the bay. Advisory bays are a courtesy reminder to motorists that a blue badge holder may need to use a disabled bay.
- 7.16. The Council deemed that this was not to the benefit of blue badge holders and did not deter motorists without a blue badge to park in the bays.
- 7.17. As a result, in the parking policy update, it was approved that moving forward all residential disabled bays would be mandatory bays, meaning that motorists that parked in the bay without a blue badge would be penalised and issued a PCN.
- 7.18. With this change, there was a change to the process and eligibility criteria, with those previously involved in the process being consulted.
- 7.19. Mandatory bays require a TMO to be enforceable. Consequentially, the process has become longer as the implementation process not only now requires a medical and highways assessment, but a consultation to ensure that the residential bay is not of detriment to neighbours or businesses where the bay is proposed to be implemented.
- 7.20. Further, residential disabled bays implementation costs are borne to the Council and as a result, economies of scales must be applied to the process. The Council will move forward with applications to the phase of introducing a TMO and consultation once there are at least 10 applications that have passed the medical and highways criteria.
- 7.21. It should be noted that residential mandatory disabled bays can be used by any blue badge holder.

Exemption Permits

- 7.22. Exemption permits allow certain motorists to be exempt from particular restrictions. In 2022-23, Lewisham Council have been working with developers move exemption permits to an online permit system for restrictions in the Catford Broadway area, and for LTNs.
- 7.23. The whitelist will run alongside the online system for three months before the whitelist is switched off, in order to mitigate issues for those eligible for an exemption. Multiple communications have been sent to those eligible to remind them to apply. The exemption whitelist will be turned off in 2023-24.
- 7.24. Catford Broadway

- 7.25. The Parking Services moved the whitelist of exemptions to an online parking permit system. Catford Broadway became a Pedestrian Zone to improve the environment in Catford and the market. This involves limiting through traffic to improve air quality and make it easier and safer for those visiting the market.
- 7.26. However, with this implementation, the Council recognises that residents, businesses, and market traders may be impacted by this move. In order to mitigate adverse effects, they are granted exemptions:
- Deliveries to businesses can only take place before 10am and after 4pm.
 - Market Traders are permitted to load and unload before 10am and after 4pm.
 - Residents can enter the restriction at any time.
 - Evidence is required to prove that motorists are eligible for the exemption.
- 7.27. Low Traffic Neighbourhood
- 7.28. The Lewisham and Lee Green LTN was implemented to help create safer, cleaner and greener streets by reducing through-traffic and discouraging non-essential car journeys. This involves closing roads to vehicular traffic at specific points, known as modal filters, with exemptions in place for certain vehicles, such as Blue Badge holders.
- 7.29. There is currently a whitelist running this exemption. In 2023-24, the whitelist is due to be moved to the online permit system, allowing easier access for Blue Badge holders to apply and review their exemptions. Communications will be sent out to Blue Badge holders that are eligible for this exemption once the exemption is ready to be moved to the online permit system.
- 7.30. This exemption will allow for a Blue Badge holder to pass through the following restrictions without incurring a CCTV Penalty Charge Notice:
- Dermody Road
 - Ennersdale Road
 - Manor Park
 - Manor Lane
 - Leahurst Road
 - Woodyates Road (North of A205)
 - Upwood Road
 - Cambridge Drive
 - Dallinger Road junction with Manor Lane
 - Manor Lane Terrace
 - Holme Lacey Lane

- Leyland Road

Lewisham Market Street

- 7.31. Lewisham Council have been working with the Contractor, NSL, and suppliers to develop a system for Market Traders in order to facilitate for an easier customer experience.
- 7.32. The system allows for an electronic platform for Market Traders to apply electronically for a licensing permit, rather than by paper. This will also facilitate for Market Traders, and the back office to have easier access to information for their permit.
- 7.33. This system will also allow for Market Trader patrollers to have direct access to Market Traders' licenses within their hand-held devices.
- 7.34. The platform for this has been tested by software developers, but it is due to go live in the financial year of 2023-24.

Maintenance Module

- 7.35. In order to create a cleaner Lewisham and to give residents of Lewisham an easier way to report damages and vandalism, Lewisham Council has been working with suppliers to create a system allowing residents and visitors throughout Lewisham to report damages and vandalism to signs, lines, and lamp posts etc within the borough. This alerts engineers of damages across the borough and allows for a more streamlined process to move towards fixing damages across Lewisham in a timely manner.
- 7.36. There are three different sections of the module that can be accessed. public can report issues via LoveLewisham (app); the back office is accessed by the Contractor, NSL; and the hand-held devices are accessed by NSL and Control Enforcement Officers.
- 7.37. The Maintenance Module went live on 6th January 2023.

Staff and Visitor Vouchers

- 7.38. As addressed in the Annual Parking Report 2021-22, E-vouchers were implemented in April 2020, allowing residents to purchase vouchers electronically for visitors in CPZ zones during operating hours.
- 7.39. Since the implementation of Lewisham Visitor e-Permits, Lewisham have created uniformity across the board by creating E-vouchers for Lewisham Staff in order to also improve customer experience. Lewisham Staff vouchers can also now be purchased on this app.
- 7.40. The app automatically uses a user's email address to determine which voucher

they will be able to purchase. App usage is popular amongst Lewisham staff as the car parks used are reaching maximum capacity within the system. Staff are able to park in Canadian Avenue/Albion Way car park, or in the overflow Holbeach car park.

- 7.41. There were previously issues with the app, however, having worked closely with software developers, these issues have been fixed through the software updates in 2022-23.

Sustainable Streets (Sustainable Transport and Parking Improvement)

- 7.42. Sustainable Streets is a programme approved by Mayor and Cabinet in December 2022. The programme includes changes to how parking is managed, alongside additional measures to support residents to choose more sustainable travel options. The objectives of the programmes are to:

- Reduce Parking pressure;
- Encourage people to walk and cycle more;
- Improve road safety;
- Improve air quality;
- Reduce traffic levels;
- Protect public health;
- Improve the public realm.

- 7.43. Recommendations and Decision-making of the implementation of Sustainable Streets measures took feedback from officer recommendation, along with the Council's long-term ambitions.

- 7.44. Further, recommendations of Sustainable Streets are consistent with the Council's policy framework, as well as the wider regional and national policies and priorities, which are outlined in the [report](#) that was approved by Mayor and Cabinet in December 2022.

- 7.45. The first phase consultation of the programme took place between 17 January to 5 March 2023, covering Deptford and Catford, for the consideration of proposals to introduce the following:

- Electric vehicle charging points
- Secure cycle storage
- Street tree planting
- Improved crossings, including double yellow line markings around all junctions

- Car club bays
- Permit parking for residents and businesses

- 7.46. The consultation highlighted there were high levels of support for the proposed measures, with the exception of a minority of streets which have higher levels of opposition to the introduction of parking to the introduction of parking permits. These streets were located around car-free developments where CPZs have been agreed to be implemented as part of the planning obligations, and by small businesses that expressed a need for more loading bays.
- 7.47. Higher levels of opposition to the measures were expressed from the areas of Catford and Crofton Park. However, there was some support for all measures in roads in the vicinity of Honor Oak Park station where some residents noted parking pressure from commuters, and adjacent to existing CPZ Zone K.
- 7.48. This project will continue into 2023-24 with stage 2 initiating a consultation in Evelyn.

IMPLICATIONS

Financial

- 8.1. The purpose of this report is to provide an update on the parking developments within the service, and to give an overview of the parking contract performance. As such there are no financial implications directly arising from this report.
- 8.2. Details of the Council's financial performance in terms of the parking service are set out in Section 6 (Financial Performance) and comply with both the Road Traffic Regulation Act (1984) and the Local Government Transparency Code (2015), which was published by the Ministry of Housing.

Legal

- 9.1. Section 87 of the Traffic Management Act 2004 requires a local authority to have regard to guidance published by the Government relating to their functions in connection with the civil enforcement of traffic contraventions. The Government published such updated statutory guidance in June 2020.
- 9.2. That Guidance requires that Enforcement authorities should produce an annual report about their enforcement activities within six months of the end of each financial year. The report should be published and, as a minimum, it should cover the financial, statistical, and other data (including any parking or civil parking enforcement targets) set out in Annex A to the Guidance.
- 9.3. Section 45(1) Road Traffic Regulation Act 1984 (RTRA) allows Councils to designate parking places on the highway and to charge for the use of them. Section 45(2) provides for the issuing of permits for which an authority may charge. The procedure requires consultation and a designation order.
- 9.4. Section 122 RTRA 1984 imposes a general duty on authorities to exercise functions under the Act (so far as practicable having regard to the matters set out at para 13.3 below) to secure the expeditious, convenient, and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway.
- 9.5. In fulfilling the general duty imposed by Section 122 RTRA 1984, the matters referred to above are as follows:
 - the desirability of securing and maintaining reasonable access to premises;
 - the effect on the amenities of any locality the importance of regulating and restricting the use of roads by heavy commercial vehicles so as to

preserve or improve the amenities of the areas through which the roads run;

- the national air quality strategy;
- the importance of facilitating the passage of public service vehicles and of securing the safety and convenience of persons using or desiring to use such vehicles; and
- any other matters appearing to the Council to be relevant.

9.6. Section 55 RTRA 1984 provides for the establishment of a separate account into which monies raised through the operation of on street parking must be paid. The Act requires an enforcement authority, (of which Lewisham is one), to keep an account of:

- their income and expenditure in respect of designated parking places;
- their income and expenditure as an enforcement authority in relation to parking contraventions within paragraph 2 of Schedule 7 to the 2004 Act (parking places); and
- their income and expenditure as an enforcement authority in relation to parking contraventions within paragraph 3 of that Schedule (other parking matters).

9.7. It also deals with shortfalls and surpluses. Shortfalls must be made good from the General Fund, and subject to carry forward provisions, any surplus must be applied for the following purposes:

- the making good of shortfalls in the last 4 years;
- the provision and maintenance of off-street parking by the Council or others; or
- if further off-street parking appears unnecessary or undesirable then
- meeting the cost of provision, operation or facilities for public transport services; and
- highway or road improvement projects in the area.

9.8. There are also provisions for carry forward. Every London Borough also has to report to the Mayor for London at the end of every financial year on any action taken in relation to any deficit or surplus on their account.

9.9. The Local Authorities' Traffic Orders (Exemptions for Disabled Persons) (England) Regulations require traffic regulation orders to include an exemption from waiting prohibitions in certain circumstances, and from charges and time-limits at places where vehicles may park or wait, in respect of vehicles displaying a disabled person's badge.

9.10. The Equality Act 2010 (the Act) brings together all previous equality legislation

in England, Scotland and Wales. The Act includes a new Public Sector Equality Duty (the duty), replacing the separate duties relating to race, disability and gender equality.

- 9.11. The duty consists of the 'general equality duty' which is the overarching requirement or substance of the duty, and the 'specific duties' which are intended to help performance of the general equality duty.
- 9.12. The duty covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- 9.13. In summary, the Council must, in the exercise of its functions, have due regard to the need to:
 - eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.
- 9.14. These are often referred to as the three aims of the general equality duty.
- 9.15. The duty is a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.
- 9.16. The Equality and Human Rights Commission (EHRC) have issued technical guidance for public authorities in England on the Public Sector Equality Duty. The guidance can be found at <http://www.equalityhumanrights.com/legal-and-policy/equality-act/equality-act-codes-of-practice-and-technical-guidance//> This Guidance provides practical approaches to complying with the Public Sector Equality Duty. The EHRC technical guidance is not a statutory Code, but may be used as evidence in legal proceedings to demonstrate compliance with the Public Sector Equality Duty.

Crime and Disorder

- 10.1. There are no direct crime and disorder implications arising from this report.

Equalities

- 11.1. Key positive equalities impact on Age, Disability, Pregnancy and Maternity Include:

- continued provision of disabled resident parking permits free of charge to Lewisham-issued Blue Badge holders;
 - Introduction of a change to allow Disabled Resident Permit holders to park in resident bays in all CPZs across the borough
 - Providing a process for mandatory disabled parking bays that ensures those in the most need for accessibility of parking
 - exemptions for blue badge holders in LTN and School Street zones, with easier application processes.
- 11.2. The Council has processes in place to ensure that any web-centric parking policies make alternative provision for those without access to the Internet, to ensure accessibility for all residents and motorists throughout the borough using the service.
- 11.3. Lewisham blue badge holders can apply for a vehicle exemption to drive through our LTNs. The Council recognises this creates easier travel for blue badge holders and can have a positive impact on blue badge holders' accessibility.
- 11.4. In December 2022, Mayor and Cabinet approved for Lewisham-issued Blue Badge holders that are Disabled Resident Permit holders to park in resident bays in all CPZ zones across the borough.

Environmental

- 12.1. Further developments made to schemes such the School Streets scheme, emissions-based charges for short-stay and permits within CPZs, the complementary measures that are due to be implemented within the LTN to further reduce congestion and support the local community, are all developments that are in place to contribute to the Council's wider climate change agenda and coincide with the aim to be carbon neutral by 2030.
- 12.2. The introduction of the Sustainable Streets also includes additional measures as part of a larger scheme with a wider objective to encourage and provide access to more sustainable forms of travel and aim for a safer community with better air quality throughout the borough.
- 12.3. The review of emission-based parking charges has seen an implementation of a band 0 that is exclusively for electric vehicles, at a much lower cost than vehicles emitting higher emissions. This is to encourage the switch to more sustainable forms of transport, in line with the Air Quality Action Plan 2022-2027.
- 12.4. The implementation of the Air Quality Action Plan 2022-2027 aims to contribute towards making air cleaner in the borough to reduce air pollution, poverty, and health problems. [Lewisham Council - Air Quality Action Plan 2022-2027](#)

FUTURE PARKING DEVELOPMENTS

- 13.1. This report highlights the policies and projects implemented in 2022-23 following the Parking Policy Update from 2020. The Council is working towards ensuring that parking throughout the borough is efficient and that schemes are meeting the aims of the Air Quality Action Plan 2022-2027.
- 13.2. The elements within the parking policy that were focused on in 2022-23 were discussed in the previous annual report. The elements which were carried forward to 2021-22 were as follows:
 - a review of parking charges based on vehicle emission, in line with our Air Quality Action Plan;
 - mandatory disabled bay application and process to bring the policy in line with current regulations and best practice;
 - continue to improve the customer journey for residents and businesses for permit application.
 - Offering an easier process to apply for exemptions to schemes.
- 13.3. Parking Services is always looking to develop the services it provides, to align with the Council's wider climate change agenda and to enforce effectively.
- 13.4. In 2023-24, the Council will be trying to make payment for parking permits easier for residents and businesses. Continuous authority will become an option for those purchasing permits. It allows for permit holders to pay for their permits on a monthly basis, splitting the cost of the permit throughout the year. This option will only be available to annual permits.
- 13.5. In February 2022 it was approved by Mayor and Cabinet to introduce emission-based charges on Housing Estates. In 2023-24, the Council will move forward with a consultation to introduce new housing estates, with emission-based charges. In order to reduce the impact of the cost, continuous authority will be introduced around the same period.
- 13.6. Currently, Disabled Resident Permits are able to park in zone-specific Controlled Parking Zones (CPZs), depending on where their home address is located. In 2023-24, Disabled Resident Permit holders will be able to park in resident bays across the borough in all CPZs.
- 13.7. Finally, as addressed in section 7, the Sustainable Streets Scheme is due to go into phase 2 in 2023-34, with consultation beginning in Evelyn. This scheme is scheduled to go live in 2023-24.
- 13.8. Separate to Lewisham Council's initiatives, in August 2023, the LEZ and ULEZ is expanding its boundaries. The ULEZ will be covering the vast majority of London, with its borders going further than Lewisham. This will be impacting Lewisham residents, with hopes that it will lower congestion, commuter car

parking, and carbon emissions throughout the borough.

APPENDICES

Appendix 1 – KPI Summary (2022-23)

Contract year 2022-23	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Effective Parking Enforcement												
No of CEO Hours Deployed to be as per contractual requirement	Pass	Fail	Fail	Fail	Fail							
No of CEOs Employed	Pass	Fail	Fail	Fail								
No of PCN's cancelled due to CEO Error (2 mths in arrears)	Fail	Fail	Fail	Fail	Pass	Pass	Pass	Fail	Pass	Fail	Fail	Fail
No of PCNs cancelled due to processing errors (2 mths in arrears)	Pass	Fail	Fail	Fail								
No of PCNs cancelled due to CCTV processing errors (measured in current month)	Pass	Fail	Fail	Fail								

Customer Services												
All correctly completed permit applications to be processed within one working day.	Pass	Pass	Pass	Pass	Fail	Pass						
All customer complaints to be responded to in a professional manner	Pass	Pass	Pass	Fail	Fail	Pass						
All complaints to be responded to	Pass	Pass	Pass	Pass	Fail	Pass	Pass	Pass	Pass	Pass	Fail	Pass

within 5 working days												
Suspensions to be implemented on time. Suspension sign to be erected 3 working days prior to the suspension date	Pass	Pass	Pass	Pass	Fail	Pass						
Suspension to be accurately described on the Suspension signage	Pass	Pass	Pass	Pass	Fail	Pass						
Suspension signs to be removed within two working days of the end of the suspension	Pass	Pass	Pass	Pass	Fail	Pass						

Business Processing												
Failure to correctly log, scan, processor correctly allocate any item of post to PCN within required timescale (two working days)	Pass	Pass	Pass	Pass	Fail	Pass						
All correspondence must be responded within 10 working days	Fail	Pass										
All postage PCNs must be sent out within 14 days of contravention date for VDAS and other fail to serve.	Pass	Pass	Pass	Pass	Fail	Pass						
All CCTV PCN's to send within 14 days of contravention date	Pass	Pass	Pass	Pass	Fail	Pass						

All Statutory declarations and witness statements must be processed within 14 days	Pass	Pass	Pass	Pass	Fail	Pass							
All appeals for LBL approval must be submitted within 5 working days of evidence due date	Pass	Pass	Pass	Pass	Fail	Pass							
All queues must be reviewed on a weekly basis and appropriate action taken.	Pass	Fail	Pass	Pass	Fail	Pass							
All court and bailiff files must be processed within 2 working days	Pass	Pass	Pass	Pass	Fail	Pass							

Banking & Financial													
All money taken on behalf of Lewisham Borough Council to be fully reconciled monthly	Pass	Fail	Pass	Pass									
Cash Collections to be carried out as per the agreed schedule	Pass	Pass	Pass	Pass	Fail	Pass	Pass						
All money to be banked next working day	Pass	Pass	Pass	Pass	Fail	Pass	Pass						

Appendix 2 – Month by Month Complaints Breakdown (2022-23)

Complaint Topic	Apr'22	May'22	June'22	July'22	Aug'22	Sept'22	Oct'22	Nov'22	Dec'22	Jan'23	Feb'23	Mar'23	No. of Complaints (April'22 to March'23)
PCN Complaint	50	62	68	50	56	49	56	60	56	114	76	86	783
illegal/pavement parking	11	15	15	33	26	9	9	8	8	6	18	18	176
General Permit Issue	10	13	12	10	16	11	11	7	3	15	6	10	124
Street Signage/Bay Marking	10	5	2	6	4	7	1	1	4	13	6	13	72
Permit System Issue	3	10	13	5	2	8	2	3	4	7	2	7	66
Charges	6	6	3	4	5	6	2	10	6	6	6	3	63
Other	2	2	5	4	7	6	5	3	4	9	5	11	63
Pay&Display/Cashless	8	7	3	6	9	2	1	6	4	1	1	1	49
Bailiffs Complaint	3	5	5	10	2		1	4	5	3	6	4	48
Disabled Bay								12	19	8	2	5	46
Consultation (New Topic Added)											15	23	38
PayByPhone	1	3	1	3	5	2		1	3	3	2	7	31
Other CCTV	15	3	3	4	1			1	1	1	1	1	31
Visitor Voucher	4		2	1	5	3	5	5	1		1	2	29
LTN	1	8						3		4	3		19
CEO Complaint			1	2	1		1	4	1	2	1	5	18
Cust.Ser.			2	2			4	1	1	1	1	1	13

Protected Vehicle				1			1						2
Payment Twice								1					1
Add/remove Vehicle on permit				1									1
Duplicate	25	16	36	14	22	22	15	13	18	19	21	14	235
Grand Total Per Month	149	155	171	156	161	125	114	143	138	212	173	211	1908

Appendix 3 – Emission Based Permit prices (2022-23)

Resident Permits -

Emissions Based Band	<i>Petrol</i>			<i>Diesel</i>			Diesel Surcharge		
	Permit Price (3 months)	Permit Price (6 months)	Permit Price (12 months)	Permit Price (3 months)	Permit Price (6 months)	Permit Price (12 months)	3 month surcharge	6 month surcharge	With £70 Surcharge
0	£9.63	£19.25	£38.50	-	-	-			-
1	£19.25	£38.50	£77.00	£36.75	£73.50	£147.00	£54.25	£108.50	£217.00
2	£23.38	£46.75	£93.50	£40.88	£81.75	£163.50	£58.38	£116.75	£233.50
3	£27.50	£55.00	£110.00	£45.00	£90.00	£180.00	£62.50	£125.00	£250.00
4	£31.63	£63.25	£126.50	£49.13	£98.25	£196.50	£66.63	£133.25	£266.50
5	£35.75	£71.50	£143.00	£53.25	£106.50	£213.00	£70.75	£141.50	£283.00
6	£39.88	£79.75	£159.50	£57.38	£114.75	£229.50	£74.88	£149.75	£299.50
7	£44.00	£88.00	£176.00	£61.50	£123.00	£246.00	£79.00	£158.00	£316.00
8	£48.13	£96.25	£192.50	£65.63	£131.25	£262.50	£83.13	£166.25	£332.50
9	£52.25	£104.50	£209.00	£69.75	£139.50	£279.00	£87.25	£174.50	£349.00
10	£56.38	£112.75	£225.50	£73.88	£147.75	£295.50	£91.38	£182.75	£365.50
11	£60.50	£121.00	£242.00	£78.00	£156.00	£312.00	£95.50	£191.00	£382.00
12	£64.63	£129.25	£258.50	£82.13	£164.25	£328.50	£99.63	£199.25	£398.50
13	£68.75	£137.50	£275.00	£86.25	£172.50	£345.00	£103.75	£207.50	£415.00

Business Permits -

Emissions Based Band	<i>Petrol</i>			<i>Diesel</i>			Diesel Surcharge		
	Permit Price (3 months)	Permit Price (6 months)	Permit Price (12 months)	Permit Price (3 months)	Permit Price (6 months)	Permit Price (12 months)	3 month surcharge	6 month surcharge	With £70 Surcharge
0			£50	-		-	-	-	-
1	£96.25	£192.50	£385.00	£127.50	£255.00	£510.00	£145.00	£290.00	£580.00
2	£110.00	£220.00	£440.00	£141.25	£282.50	£565.00	£158.75	£317.50	£635.00
3	£123.75	£247.50	£495.00	£155.00	£310.00	£620.00	£172.50	£345.00	£690.00
4	£137.50	£275.00	£550.00	£168.75	£337.50	£675.00	£186.25	£372.50	£745.00
5	£151.25	£302.50	£605.00	£182.50	£365.00	£730.00	£200.00	£400.00	£800.00
6	£165.00	£330.00	£660.00	£196.25	£392.50	£785.00	£213.75	£427.50	£855.00
7	£178.75	£357.50	£715.00	£210.00	£420.00	£840.00	£227.50	£455.00	£910.00
8	£192.50	£385.00	£770.00	£223.75	£447.50	£895.00	£241.25	£482.50	£965.00
9	£206.25	£412.50	£825.00	£237.50	£475.00	£950.00	£255.00	£510.00	£1,020.00
10	£220.00	£440.00	£880.00	£251.25	£502.50	£1,005.00	£268.75	£537.50	£1,075.00
11	£233.75	£467.50	£935.00	£265.00	£530.00	£1,060.00	£282.50	£565.00	£1,130.00
12	£247.50	£495.00	£990.00	£278.75	£557.50	£1,115.00	£296.25	£592.50	£1,185.00
13	£261.25	£522.50	£1,045.00	£292.50	£585.00	£1,170.00	£310.00	£620.00	£1,240.00

Business Zone Permits -

Emissions Based Band	<i>Petrol Vehicles</i>	<i>Diesel Vehicles</i>	With £70 Surcharge
	Permit Price (12 months)	Permit Price (12 months)	
0	£357.50		-
1	£715.00	£758.00	£828.00
2	£770.00	£840.00	£910.00
3	£825.00	£895.00	£965.00
4	£880.00	£950.00	£1,020.00
5	£935.00	£1,005.00	£1,075.00
6	£990.00	£1,060.00	£1,130.00
7	£1,045.00	£1,115.00	£1,185.00
8	£1,100.00	£1,170.00	£1,240.00
9	£1,155.00	£1,225.00	£1,295.00
10	£1,210.00	£1,280.00	£1,350.00
11	£1,265.00	£1,335.00	£1,405.00
12	£1,320.00	£1,390.00	£1,460.00
13	£1,375.00	£1,445.00	£1,515.00

Community Health Permits

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Emissions Based Band	<i>Petrol</i>	<i>Diesel</i>	With £70 Surcharge
	Permit Price (12 months)	Permit Price (12 months)	
0	£270.00		-
1	£385.00	£455.00	£525.00
2	£440.00	£510.00	£580.00
3	£495.00	£565.00	£635.00
4	£550.00	£620.00	£690.00
5	£605.00	£675.00	£745.00
6	£660.00	£730.00	£800.00
7	£715.00	£785.00	£855.00
8	£770.00	£840.00	£910.00
9	£825.00	£895.00	£965.00
10	£880.00	£950.00	£1,020.00
11	£935.00	£1,005.00	£1,075.00
12	£990.00	£1,060.00	£1,130.00
13	£1,045.00	£1,115.00	£1,185.00

Hospital Permits

Emissions Based Band	Petrol	Diesel	With £70 Surcharge
	Permit Price (12 months)	Permit Price (12 months)	
0	£270		-
1	£385	£455	£525.00
2	£440	£510	£580.00
3	£495	£565	£635.00
4	£550	£620	£690.00
5	£605	£675	£745.00
6	£660	£730	£800.00
7	£715	£785	£855.00
8	£770	£840	£910.00
9	£825	£895	£965.00
10	£880	£950	£1,020.00
11	£935	£1,005	£1,075.00
12	£990	£1,060	£1,130.00
13	£1,045	£1,115	£1,185.00

Staff Annual Permits

Emissions Based Band	Petrol	<i>Diesel Vehicles</i>		With £70 Surcharge
	Permit Price (12 months)	Daily Permit Price	Permit Price (12 months)	
0	£192.50			-
1	£385.00	£1.75	£455.00	£525.00
2	£440.00	£1.96	£510.00	£580.00
3	£495.00	£2.17	£565.00	£635.00
4	£550.00	£2.38	£620.00	£690.00
5	£605.00	£2.60	£675.00	£745.00
6	£660.00	£2.81	£730.00	£800.00
7	£715.00	£3.02	£785.00	£855.00
8	£770.00	£3.23	£840.00	£910.00
9	£825.00	£3.44	£895.00	£965.00
10	£880.00	£3.65	£950.00	£1,020.00
11	£935.00	£3.87	£1,005.00	£1,075.00
12	£990.00	£4.08	£1,060.00	£1,130.00
13	£1,045.00	£4.29	£1,115.00	£1,185.00

Staff Daily Permits

Emissions Based Band	<i>Petrol Vehicles</i>	<i>Diesel Vehicles</i>	<i>Diesel Surcharge</i>
	Permit Price	Permit Price	Permit Price
0	£0.74		
1	£1.48	£1.75	£1.95
2	£1.69	£1.96	£2.16
3	£1.90	£2.17	£2.37
4	£2.12	£2.38	£2.58
5	£2.33	£2.60	£2.80
6	£2.54	£2.81	£3.01
7	£2.75	£3.02	£3.22
8	£2.96	£3.23	£3.43
9	£3.17	£3.44	£3.64
10	£3.38	£3.65	£3.85
11	£3.60	£3.87	£4.07
12	£3.81	£4.08	£4.28
13	£4.02	£4.29	£4.49

Housing Estates

Year 1	Petrol	Diesel	Diesel Surcharge - 25%
Emissions Based Band	Permit Price (12 months)	Permit Price (12 months)	12 months
0	8.75		
1	£17.50	£35.00	£52.50
2	£21.25	£38.75	£56.25
3	£25.00	£42.50	£60.00
4	£28.75	£46.25	£63.75
5	£32.50	£50.00	£67.50
6	£36.25	£53.75	£71.25
7	£40.00	£57.50	£75.00
8	£43.75	£61.25	£78.75
9	£47.50	£65.00	£82.50
10	£51.25	£68.75	£86.25
11	£55.00	£72.50	£90.00
12	£58.75	£76.25	£93.75
13	£62.50	£80.00	£97.50

Year 2	Petrol	Diesel	Diesel Surcharge - 50%
Emissions Based Band	Permit Price (12 months)	Permit Price (12 months)	12 Months

0	17.5	-	
1	£35.00	£70.00	£105.00
2	£42.50	£77.50	£112.50
3	£50.00	£85.00	£120.00
4	£57.50	£92.50	£127.50
5	£65.00	£100.00	£135.00
6	£72.50	£107.50	£142.50
7	£80.00	£115.00	£150.00
8	£87.50	£122.50	£157.50
9	£95.00	£130.00	£165.00
10	£102.50	£137.50	£172.50
11	£110.00	£145.00	£180.00
12	£117.50	£152.50	£187.50
13	£125.00	£160.00	£195.00