

Title	Annual parking report for 2019-20	
Contributors	Executive Director for Customer Services Head of Public Services Head of Commercial Operations and Development	Item
Class	Part 1 (open)	TBC

## 1. Summary

- 1.1. This report provides information on the activities of the Lewisham Parking Service during 2019-20 in accordance with the Traffic Management Act (2004).
- 1.2. It documents the Council's achievements in the context of parking enforcement and managing parking demand across the borough and includes an update on the Controlled Parking Zone (CPZ) Programme.
- 1.3. The report also includes parking and enforcement statistics, plus financial information with comparative data from previous years.
- 1.4. The Council has made a commitment to provide transparency in relation to the financial position of the Council's parking account. In Section 7, this report sets out the parking income and how this has been spent.
- 1.5. The report also provides an overview of the Parking Policy update undertaken in 2020.

## 2. Purpose

- 2.1. To provide an update on the London Borough of Lewisham's Parking activities for financial year 2019-20.

## 3. Recommendations

- 3.1. The Sustainable Development Select Committee is invited to:
  - note the parking enforcement contractor's performance;
  - note the annual financial performance of the parking services; and
  - note the scope of the Parking Policy Review.

## 4. Background and Policy Context

### Background

- 4.1. Like most local authorities in London, the Council levies a charge for a permit to park in areas of the borough that have been designated Controlled Parking Zones (CPZs). 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.

- 4.2. The Council's parking policy has to balance the needs of those living, working, visiting and trading in the borough as well as ensuring that the cost of parking controls is met. Complicating matters further is the significant demand for parking spaces, along with the need to reduce the harmful effects of car use on the environment. The Council's parking charges reflect the need to not only cover the costs of delivering parking controls but also managing these issues.
- 4.3. The parking charges are fixed in accordance with 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 as 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*'.
- 4.4. This year all parking charges have remained at their current levels. Setting appropriate charges ensures that the borough does not become a 'car park' for those travelling into London from the south east. It also ensures the Council continues to meet the objectives set out above and comply with the requirements of Section 122 Road Traffic Regulation Act (1984).
- 4.5. The Council's fear of becoming a 'car park' for commuters remains very real. The introduction of the congestion charge in 2003 saw the number of commuters driving into central London reduce but the risk was and remains that they park in car parks in the surrounding areas. The Borough has multiple transport links into central London which makes it a very real risk. This is especially the case as Lewisham is just inside zone 2 with cheaper fares and at the end of the Docklands Light Railway. Added to this is the fact that access to Lewisham and its car parks is relatively easy for commuters driving into London but becomes more difficult the further into London they travel as travel times increase. The expansion of the Ultra Low Emission Zone (ULEZ) in 2021 carries a similar risk, as those not wishing to upgrade their vehicles to meet the proposed standards may park just outside the zone boundary (i.e. the south circular) and commute further into London using public transport. However, the extent to which this is likely to be a problem is currently being assessed in conjunction with TfL.
- 4.6. Using its powers in the Road Traffic Regulation Act (1984), the Council has implemented a range of CPZs where parking pressures were evident and where a clear majority from stakeholders were in favour of parking controls.
- 4.7. In line with the Parking Policy review recommendations, the Council has refreshed all parking policies and collated them into an integrated and accessible parking policy document, which is now available on the [Lewisham](#)

[website](#).

### National Policy Context

- 4.8. 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.
- 4.9. There are other London-specific legislation under the various London Local Authorities Acts which are also relevant for parking.

### Local Policy Context

- 4.10. 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.
- 4.11. 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.
- 4.12. 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, with an update agreed at Mayor and Cabinet in January 2020.

## **5. Overview of Parking in the borough**

- 5.1. There are a variety of parking places across the borough, including 1,441 parking spaces in the Council's 13 off-street public car parks, and an estimated 20,000 parking spaces in marked on-street parking bays.
- 5.2. There are various parking restrictions, including yellow lines, restricted parking zones, and CPZs which rely on an online permit system.
- 5.3. The total number of CPZs operating in the borough at the end of 2018-19 was increased from 22 to 23, following the implementation of the CPZ Deptford South (DS) during November 2017.
- 5.4. 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, including car clubs.
- 5.5. Electric Vehicle Charging Points (ECVPs) are a key measure to support the Council's Air Quality Action Plan. By the end of the 2018-19 financial year, there were 28 EVCPs in 10 locations, including 17 charging points installed in 5 Council-managed car parks. Further EVCPs and sites have been identified and are now being installed as part of a new Low Emission Vehicle Charging Strategy, consulted upon in 2018-19 and subsequently adopted.

## 6. Parking Enforcement Activities and Contract Performance

### Parking Enforcement Activities

- 6.1. The total number of Penalty Charge Notices (PCNs) issued by Lewisham Council in the 2019-20 financial year was 25.59% higher than 2018-19.
- 6.2. Within Lewisham, this increase is as a result of a focus on more serious contraventions, the increase of enforcement in new CPZs, and more intelligent parking deployment to reflect changing demands. PCNs for moving traffic contraventions increased by around a third compared to last year.

Lewisham PCNs	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
<b>Parking Contraventions</b>	47,607	42,724	36,195	47,313	52,213*	53,756	65,837
<b>Moving Traffic Contraventions</b>	15,857	17,382	20,869	23,156	23,259**	27,687	36,445
<b>Total PCNs issued</b>	63,464	59,482	57,064	70,469	75,472	81,443	102,282

*Data based on 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020*

*\*SIDEM "Case Summary by Contravention Details", filtered to TMA CCTV and TMA HH.*

*\*\*SIDEM "Case Summary by Contravention Details", filtered to RTA CCTV Moving and RTA Bus Lane*

- 6.3. The total number of cases passed to enforcement agents for debt recovery in 2019-20 was 31% lower (Bailiff Cases) than last year or 8% higher (Warrant Batch Summary).

### Parking Permits

- 6.4. The total number of Resident and Business parking permits purchased in the 2019-20 financial year was 17,144. This was 4.51% lower than the previous financial year.
- 6.5. Visitors' permits increased by 0.63% against the previous financial year.

Permits	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
<b>Resident</b>	6,620	11,708	12,921	14,116	15,793	15,999*	15,499
<b>Business</b>	367	505	522	544	1,759	1,923**	1,615
<b>Visitor</b>	26,885	55,643	66,628	80,542	89,439	125,925***	126,713
<b>Total</b>	33,872	67,856	80,071	95,202	106,991	143,821	143,827

*Data based from RingGo Operational "Monthly Permits" report*

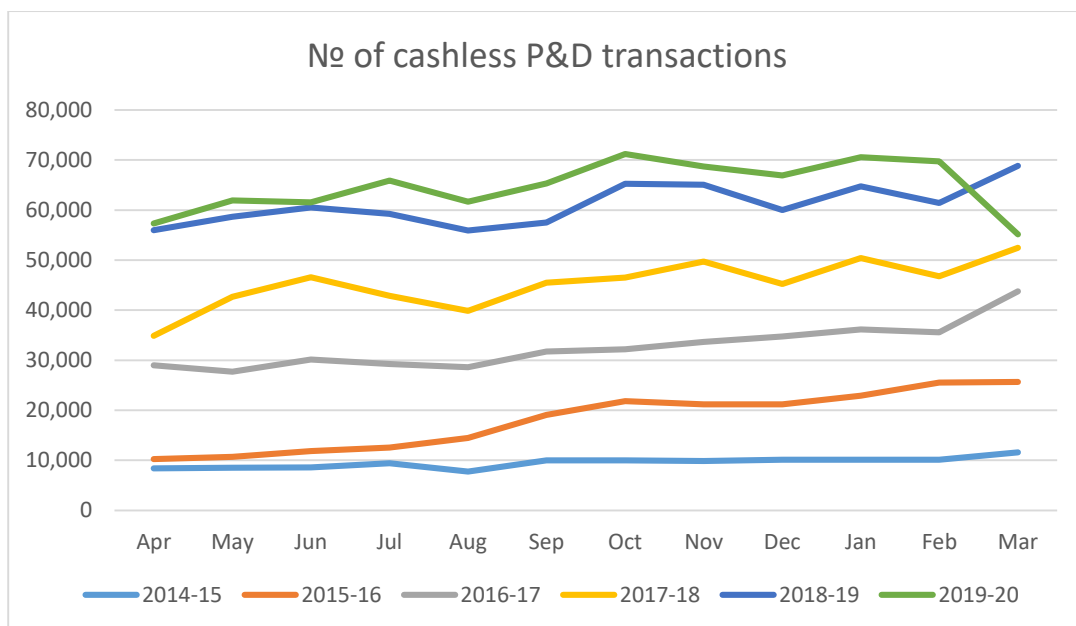
*\*Resident, Resident Disabled, Resident Health, Resident Low Emission*

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

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

### Pay & Display and Cashless

- 6.6. From August 2015, the Council introduced a cashless parking system across the Borough, which allows the user to pay for their parking on their Smartphone via the RingGo app (cashless Pay & Display subcontractor). This system continues to operate alongside Pay & Display machines and as a standalone system in new CPZs.
- 6.7. The growth in cashless transactions has continued since 2014-15, and in 2019-20, transactions were 6% higher than the previous financial year.



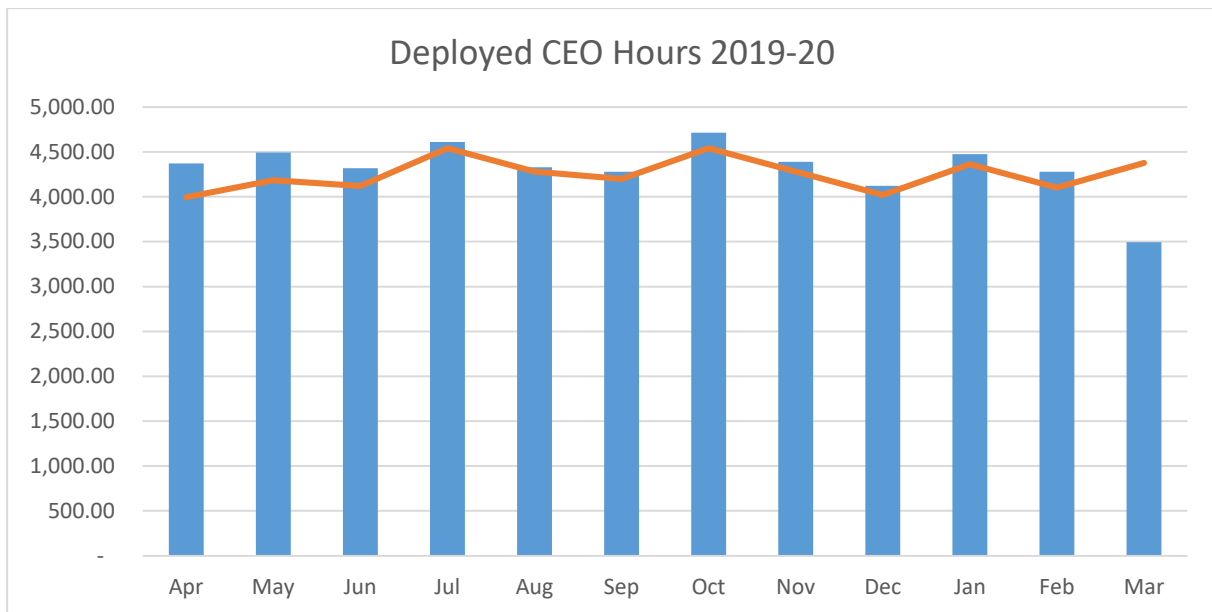
- 6.8. In addition, the Council has 68 P&D machines for cash transactions across the borough's on-street parking locations. Many are now very old, and some are beyond repair (i.e. parts no longer available, or the costs are no longer viable).
- 6.9. A review was undertaken in June 2019 to trial decommissioning those Pay & Display machines at on-street locations that take in less than £30/week. Over 200 machines have been removed, which has left 68 on-street Pay & Display machines still operating. Where machines have been decommissioned under this trial, they have been given the facilities to pay for parking via the cashless RingGo system.
- 6.10. This program will continue to monitor performance of the P&D machines with a view to further decommissioning of underperforming machines, or where repairs are no longer viable.

#### Parking Contract Performance

- 6.11. The Council's Parking Enforcement Services is contracted to NSL Ltd. Mayor and Cabinet approved in January 2019 the extension of the contract for a further 4 years until 30<sup>th</sup> April 2023.
- 6.12. As part of the extension agreement, a new set of Key Performance Indicators (KPIs) has been agreed to. These include:
- Effective Parking Enforcement
  - Customer Services
  - Penalty Charge Notice Processing
  - Banking and Financial
- 6.13. The above KPIs are broken down into subheadings, and a clear measurement target is set against each indicator (see Appendix 1). These are measured on a monthly basis, and where the contractor has not met the target, they would incur a financial penalty.

#### Effective Parking Enforcement

- 6.14. Civil Enforcement Officers (CEOs) deployment levels remained fairly consistent throughout the year. The contractor failed to meet its target for one of the months last year, as highlighted in the below graph and in Appendix 1.

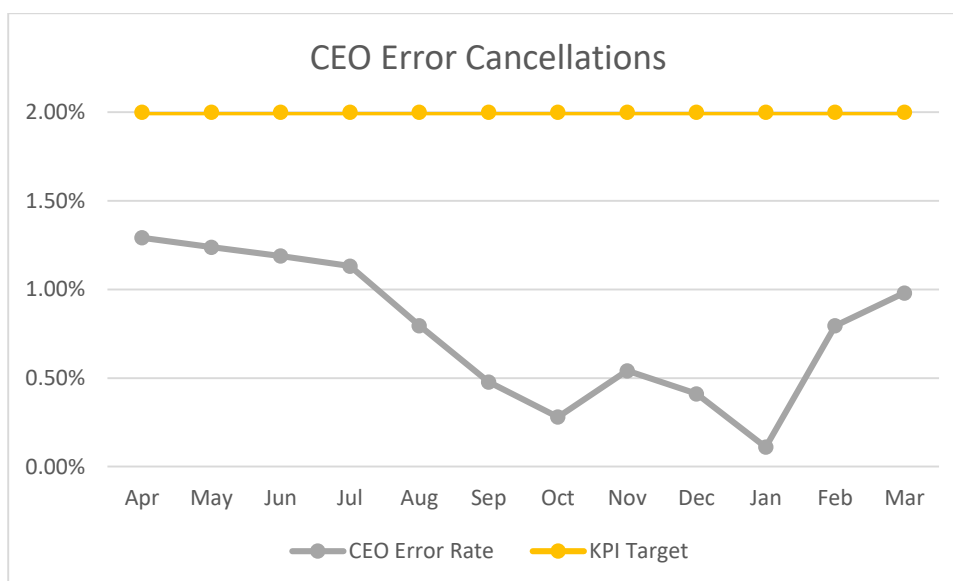


#### Good Quality, Motivated and Informed Civil Enforcement Officers

- 6.15. Staff retention is key to a stable service, especially if investment has been made in the training of staff. Staff turnover in the parking industry is high due to the very nature of the work involved. The turnover in the financial year of 2019-20 was 12.1%.

#### Issue of Good Quality PCNs

- 6.16. To ensure quality is maintained throughout contract delivery, the performance target is to maintain the CEO error rate below 2%. Performance against this KPI is excellent, as shown in the graph below:



#### Business Processing

- 6.17. The issue and challenge 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.
- 6.18. 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 failed on 10 months.
- 6.19. The table below shows the annual appeal results, as reported by the ETA. The success rate of the contractor at appeal stage improved from the financial year 2016-17 up to the financial year 2017-18. However, since then, the department's success rate has decreased. Therefore, appeal results would be a focus for improvement over the next year.

<b>Appeals</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
<b>Total</b>	573	385	566	555	701
<b>Upheld</b>	135	116	168	148	148
<b>Rejected</b>	293	247	419	407	425
<b>DNC</b>	32	31	42	46	128
<b>Success (%)</b>	63.70%	62.69%	74%	73%	61%

#### Customer Services

- 6.20. This KPI measures how effective the contractor is in dealing with complaints, issuing permits within a prescribed timescale, and the management of suspensions.
- 6.21. The detailed performance is highlighted in Appendix 1. They have mainly been penalised in the poor performance in dealing with complaints over the year.
- 6.22. Complaints against service delivery (not the issue of PCNs, which follows the statutory process mentioned above) are managed through the Council's complaints procedure.

<b>Complaints</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
<b>Total</b>	109	98	101	198
<b>Overdue</b>	5	14	33	28

- 6.23. There are two forms of payment that are issued to the contractor: fixed and performance-based. As the contractor did not meet all of the KPIs, they were unable to claim their performance-based payment, in the amount of £199,356.

#### Service Development

- 6.24. There are several parking services that are currently being developed. Following public consultation in the summer of 2019 with residents, Mayor and Cabinet agreed on 15 January 2020 to implement a revised parking policy to include emission-based charges for all permit types, which will come into effect on 1 April 2020.

6.25. Other service developments that are being considered, and will be addressed in more detail in subsequent annual parking reports, are the following:

- the implementation of emission-based charges for all permit types;
- the implementation of new IT permit and notice processing;
- the rationalisation of Pay & Display machines; and
- improved enforcement around schools, and introduction of additional CCTV enforcement cameras.

## 7. Financial Performance

7.1. This section of the report sets out information relating to parking finances.

7.2. 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 Annual Parking Report was published. In addition, the cost of parking permits and suspensions has also not changed since last year's report.

7.3. Section 7.5 shows the final results for the financial year 2019-20, summarising the performance against budget, relating to both on- and off-street parking.

7.4. Section 7.9 also sets out the Council's Parking Control Account for 2019-20. 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

7.5. In the financial year 2019-20, the Council collected £10m income in respect of on- and off-street parking services, compared to a budget of £8.8m. The direct expenditure relating to these services totalled £4m. The income received is broken down as follows:

<b>arking services - income collected in 2019-20 (net of VAT)</b>		
	<b>£000s</b>	<b>%</b>
PCNs	5,048	51
P&D	2,333	23
Permit	2,387	24
Suspensions	226	2
<b>Total Income 2019-20</b>	<b>9,994</b>	<b>100</b>

<b>Direct parking management expenditure</b>	
	<b>£000s</b>
Enforcement contract costs	2,469
Management and admin costs	972



Car park utilities, rates, repairs and maintenance	409
Legal fees	192
Provision for bad debts	-
<b>Total expenditure 2019-20</b>	<b>4,042</b>

Parking Control Account 2019-20 (on-street parking only)

- 7.6. 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 by it in accordance with the provisions of the Act in relation to any surplus or deficit in the account.
- 7.7. 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.
- 7.8. If, however, it is considered unnecessary or undesirable to provide further off-street parking in this area, the surplus may then be used to fund any of the following:
- 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.
- 7.9. The Council's Parking Control Account for 2019-20 (in respect of on-street parking only) is summarised below:

<b>Borough Parking Control Account 2019-20</b>		
	<b>£000s</b>	<b>%</b>
On-street Parking gross income		
Pay and Display	1,729	21
Permits	1,922	24
PCN	4,543	55
<b>Total Income</b>	<b>8,194</b>	<b>100</b>
<b>On-Street Parking expenditure</b>		
Enforcement contract costs	2,222	48
Management, admin and overheads	1,642	36
Running costs	540	12

Capital investment	196	4
<b>Total Expenditure</b>	<b>4,600</b>	<b>100</b>
<b>Funds available for supporting highways and transportation</b>	<b>3,594</b>	

## 8. Parking Policy Review

8.1 Following a comprehensive review in 2012/13, a report to the Sustainable Development Select Committee (SDSC) on refinement of the current policy and highlighting elements for review has been undertaken. The scope was limited to reviewing the following elements within the parking policy:

- A review of permit charging scales to a proposed arrangement based on vehicle emissions in line with our Air Quality action plan
- Disabled parking review to bring the policy in line with current regulations and best practice
- Minor amendments to reflect changes to parking legislation and guidance since the last policy review
- Improve the customer journey for residents and businesses for permit application.

8.2 The review was carried out during the 2019-20 financial year.

## 9. Financial implications

9.1. The purpose of this report is to provide an update on the parking policy and CPZ programme and to give an overview of the parking contract performance. As such there are no financial implications to members agreeing the recommendations set out in Section 3.

9.2. Details of the Council's financial performance in terms of the parking service are set out in Section 7, 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.

## 10. Legal Implications

10.1. 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.

10.2. 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.

10.3. 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.

- 10.4. Section 122 RTRA 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.
- 10.5. In fulfilling the general duty imposed by Section 122 RTRA, the matters referred to above are as follows:
  - a) the desirability of securing and maintaining reasonable access to premises;
  - b) 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;
  - c) the national air quality strategy;
  - d) 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
  - e) any other matters appearing to the Council to be relevant.
- 10.6. Section 55 RTRA 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).
- 10.7. 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:
  - a) the making good of shortfalls in the last 4 years;
  - b) the provision and maintenance of off-street parking by the Council or others; or
  - c) if further off-street parking appears unnecessary or undesirable then
    - i. meeting the cost of provision, operation or facilities for public transport services; and
    - ii. highway or road improvement projects in the area.

- 10.8. 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.
- 10.9. 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.
- 10.10. 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.
- 10.11. 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.
- 10.12. 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.
- 10.13. 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.
- 10.14. These are often referred to as the three aims of the general equality duty.
- 10.15. 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.
- 10.16. 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.

## **11. Crime and Disorder Implications**

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

## **12. Equalities Implications**

12.1. Compliance with the Equality Duty, as described in the 'Legal Implications' of this report has been incorporated within a more detailed Equalities Analysis Assessment which formed part of the Review of Parking Policy report agreed by Mayor and Cabinet on 10 April 2013.

12.2. Key positive equalities impacts on Age, Disability, Pregnancy and Maternity Include:

- continued provision of resident parking permits free of charge to Blue Badge holders;
- quicker resolution of parking issues, that prevent people with mobility issues or young families, parking close to their homes, and create neighbourhood tensions; and
- transparent criteria and application process for new disabled parking bays, and a programme of review to manage and fund these requests.

12.3. Moving forward, the Council will also need to give greater consideration to the accessibility of its engagement processes with local areas on proposed new parking restrictions. These need to allow sufficient time for full participation by all members of the community and aim to increase voter turnout through the provision of information in alternative formats as necessary.

12.4. The Council will also need to ensure that any move away from the use of Pay and Display machines is accompanied by an appropriate communications campaign. This should clearly set out the alternative payment methods available and reassure residents or visitors that do not have access to the Internet, a mobile phone or credit/debit card, that they still have legitimate payment options, that allow them to park safely and conveniently in Lewisham. Consideration should also be given to those who might be vulnerable from a personal safety perspective, particularly in parking locations that are poorly lit or isolated – i.e. if they are required to use their mobile phone or credit/debit cards in public view. The provision of additional payment options as technology evolves must also be considered in terms of accessibility for the user, to prevent indirect discrimination from occurring. For example, alternatives such as top-up cards, should consider the proximity and hours of operation of the nearest PayPoint location in relation to the on-street parking bays. This may be very significant for service users with mobility issues.

12.5. The Council also needs to ensure that any web-centric parking policies make alternative provision for those without access to the Internet, to ensure equitable provision of the service.

## **13. Environmental Implications**

- 13.1. There are no direct implications arising from this report, but the policy review will take into account the Council's broader ambitions for environmental sustainability such as air quality. For instance, its Local Implementation Plan (LIP) aims to reduce growth in road traffic through the discouragement of car usage and the promotion of facilities for cyclists and pedestrians and alternative sustainable methods of transport. The limitation of on-street parking through CPZs, especially around shopping centres and transport hubs along with appropriate charging is considered to be a deterrent to car usage.

#### **14. Conclusion**

- 14.1. This report provides an update on the London Borough of Lewisham's Parking activities for the financial year 2019-20.
- 14.2. Overall, the combination of Parking Policy, Parking Enforcement contract and CPZ Programme are performing well in meeting the challenges of parking across the Borough.

## 15. Appendices

### 15.1. Appendix 1 – 2019-20 KPI Summary

	Contract year 2019-20	Description	Pass	Fail
<b>1</b>	<b>Effective Parking Enforcement</b>			
1 a)	Number of CEO Hours Deployed to be as per contractual requirement	Target Deployed Hours 95%	11	1
1 b)	Number of CEOs Employed	Number of CEOs employed (KPI not more than 10% of overtime)	12	0
1 c)	Number of PCN's cancelled due to CEO Error (2 mths in arrears)	PCNs cancelled due to CEO errors not greater than 2%	12	0
1 d)	Number of PCNs cancelled due to processing errors (2 mths in arrears)	PCNs cancelled due to processing errors not greater than 2%	12	0
1 e)	Number of PCNs cancelled due to CCTV processing errors (measured in current month)	PCNs cancelled due to CCTV processing errors not greater than 2%	12	0
<b>2</b>	<b>Customer Services</b>			
2 a)	All correctly completed permit applications to be processed within one working day.	All correctly completed permit applications to be processed within one working day	12	0
2 b)	All customer complaints to be responded to in a professional manner	Target level 100%	8	4
2 c)	All complaints to be responded to within 5 working days	Target level 100%	0	12
2 d)	Suspensions to be implemented on time. Suspension sign to be erected 3 working days prior to the suspension date	Target level 100%	11	1
2 e)	Suspension to be accurately described on the Suspension signage	Target level 100%	12	0
2 f)	Suspension signs to be removed within two working days of the end of the suspension	Target level 100%	11	1
<b>3</b>	<b>Business Processing</b>			
3 a)	Failure to correctly log, scan, processor correctly allocate any item of post to PCN within required timescale	Target level 100%	12	0
3 b)	All correspondence must be responded within 10 working days	Target level 100%	2	10
3 c)	All postage PCNs must be sent out within 14 days of contravention date for VDAS and other fail to serve.	Target level 100%	12	0
3 d)	All CCTV PCN's to send within 14 days of contravention date	Target level 100%	12	0
3 e)	All Statutory declarations and witness statements must be processed within 14 days	Target level 100%	12	0
3 f)	All appeals for LBL approval must be submitted within 5 working days of evidence due date	Target level 100%	12	0

3 g)	All queues must be reviewed on a weekly basis and appropriate action taken.	Target level 100%	12	0
3 h)	All court and bailiff files must be processed within 2 working days	Target level 100%	12	0

<b>4</b>	<b>Banking &amp; Financial</b>			
4 a)	All money taken on behalf of Lewisham Borough Council to be fully reconciled monthly	Target level 100%	11	1
4 b)	Cash Collections to be carried out as per the agreed schedule	Target level 100%	12	0
4 c)	All money to be banked next working day	Target level 100%	11	1