
**LEWISHAM COUNCIL
PARKING ANNUAL
REPORT 2021-22**



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FOREWORD

Welcome to the London Borough of Lewisham's Parking Annual Report for 2021-22. 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 2021 to 31st March 2022.

We recognise that parking is an emotive subject and that the services provided affect residents, businesses, and visitors to the borough. It is key to strike the right balance for all road users, including motorists and pedestrians, and the parking department welcomes feedback so that it may continue to improve its services.

In 2021-22, there have been several changes made to parking services, and alongside this, there have been many changes in other areas of the Council, such as Highways and Transport, which affect parking services.

The Council recognises the importance of accessibility and has introduced exemptions for certain circumstances. For the School Streets Scheme, exemption permits have been created for residents, carers (of residents, pupils, and staff) and disabled pupils and staff. Exemption permits have also been created for Disabled Badge holders who are exempted from the Low Traffic Neighbourhood (LTN) Scheme. The Council created exemption permits to ensure that the cameras easily recognise vehicles that are exempted from the restrictions.

The LTN was introduced in August 2020 after the Government issued guidance to Local Authorities, which stated that Local Authorities must amend road layouts in order to provide space for social distancing. This did not allow the Council to complete a statutory public consultation. In August 2021, the Council completed a public consultation surrounding the LTN. Details and the outcome of this consultation are discussed further into the report.

After emissions-based parking permits were approved by Mayor and Cabinet in January 2020 and implemented in April 2020, the Council proposed the introduction of emissions-based short stay parking and motorcycle parking charges. Details of each of these projects are discussed below.

Parking also contributes to the Council's wider climate change agenda, and parking enforcement is a key tool in reducing carbon emissions. After instruction from the Government in May 2020, the Lee Green Low Traffic Neighbourhood (LTN) was introduced in August 2020 to enable safer social distancing, encourage sustainable travel, and improve air quality. The expansion of TfL's Ultra Low Emission Zone (ULEZ) occurred on 25th October 2021, which saw the ULEZ boundary extended to the A205 (South Circular). The short-term effects (from October 2021 to March 2022) are discussed below.

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).

I hope that this report provides you with an informative review of the development of the parking services in 2021-22.

INTRODUCTION

- 1.1. 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). 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.
- 1.2. 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 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.
- 1.3. 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'.
- 1.4. 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 that the Council continues to meet the objectives set out above and comply with the requirements of Section 122 of the Road Traffic Regulation Act (1984).
- 1.5. The Council's fear of becoming a 'car park' for commuters remains valid. 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 located in Zone 2 and at the end of the Docklands Light Railway (DLR). Added to this, 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. Further, in comparison to other boroughs, Controlled Parking Zones (CPZ) do not cover as much surface area which has had a negative impact on residents as this is causing congestion in areas that are not CPZs, especially closer to stations where commuters are parking their cars.
- 1.6. On 25th October 2021, Transport for London (TfL) extended the Ultra Low Emission Zone (ULEZ) to the A205 (South Circular), which runs through the London Borough of Lewisham. The expansion of the ULEZ carried a similar risk to that above, as it was thought that those not wishing to upgrade their vehicles to meet the proposed

standards may park just outside the South Circular and commute further into London using public transport.

- 1.7. Using its powers outlined 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 of stakeholders were in favour of parking controls.
- 1.8. In line with the policy review recommendations, the Council has updated its parking policy, which is now available on the [Lewisham website](#).

POLICY CONTEXT

- 2.1. There are a number of policies, both national and local, that contribute to this parking annual report for 2021-22.

National Context

- 2.2. 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.
- 2.3. There is other London-specific legislation under the various London Local Authorities Acts which is also relevant for parking.

Local Context

- 2.4. 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.
- 2.5. [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.
- 2.6. 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. The Parking Policy Update was agreed at a Mayor and Cabinet meeting in January 2020 and implemented in April 2020. A further update of the Parking Policy is taking place in 2022.

OVERVIEW OF PARKING IN THE BOROUGH

- 3.1. 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.
- 3.2. 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 2021-22 was 25.
- 3.3. 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.
- 3.4. Electric Vehicle Charging Points (ECVPs) are a key measure to support the Council's Air Quality Action Plan. By the end of 2021-22, there were 102 EVCPs in 65 locations, including 27 charging points installed in 8 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.
- 3.5. There were several new schemes that were introduced in 2021-22, which will be discussed in the Section titled, "Parking Developments (2021-22)".

PARKING ENFORCEMENT ACTIVITIES

4.1. 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.

Penalty Charge Notices (PCNs)

- 4.2. The total number of Penalty Charge Notices (PCNs) issued by Lewisham Council in 2021-22 was 8.97% higher than 2020-21.
- 4.3. Parking contraventions have increased since 2020-2021 by 13.25%. There are 50 contraventions which the Council can enforce under. This year, the Council have enforced: 13 yellow box junctions, 43 School Street Cameras, 2 Rolt Street Cameras and 3 Moving contravention cameras.
- 4.4. Moving traffic contraventions have increased since 2020-2021 by 6.92%.
- 4.5. There has been a significant increase in the number of moving traffic contraventions since 2020-2021 in comparison from 2019-2020. This is due to additional enforcement cameras introduced in the borough

Lewisham PCNs	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Parking Contraventions	47,313	52,213*	53,756	65,837	52,933	59,944
Moving Traffic Contraventions	23,156	23,259**	27,687	36,445	109,658	117,248
Total PCNs issued	70,469	75,472	81,443	102,282	162,599	177,192

Data based on 1st April 2021 – 31st March 2022

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

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

Parking Permits

- 4.6. The total number of Resident and Business parking permits purchased in 2021-22 was 24,040. This was a 15.69% increase from 2020-21.
- 4.7. Visitors' permits increase by 3.49% in 2021-22.

Permits	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Resident	14,116	15,793	15,999*	15,499	19,748	22,393
Business	544	1,759	1,923**	1,615	520****	1647****
Visitor	80,542	89,439	125,925***	126,713	45,816	47,416
Total	95,202	106,991	143,821	143,827	66,084	71,456

- 4.8. The table above shows the volume of purchases since the financial year 2016-2017. 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 have been lifted in 2021-2022, we can see an increase in volume of purchases across all types of permits shown in the table.

Data based from Farthestgate Operational “Monthly Permits” report

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

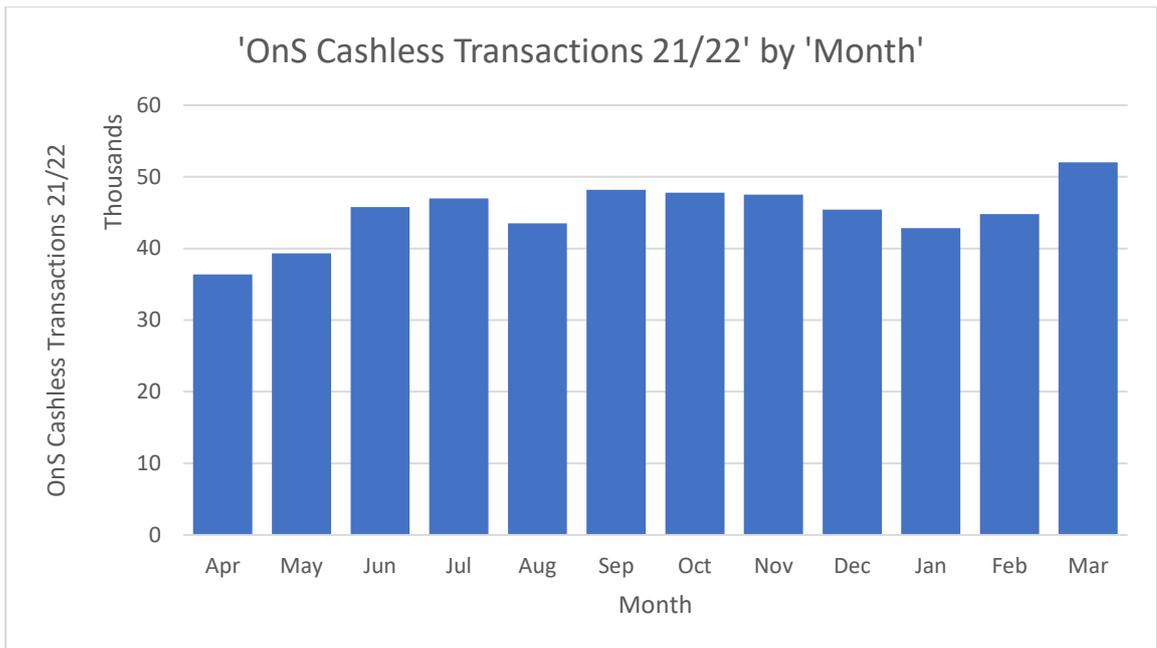
**Business, Business Health, Business Z, Car Club, Charity Business, Councillor, Hospital Staff, Market Trader

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

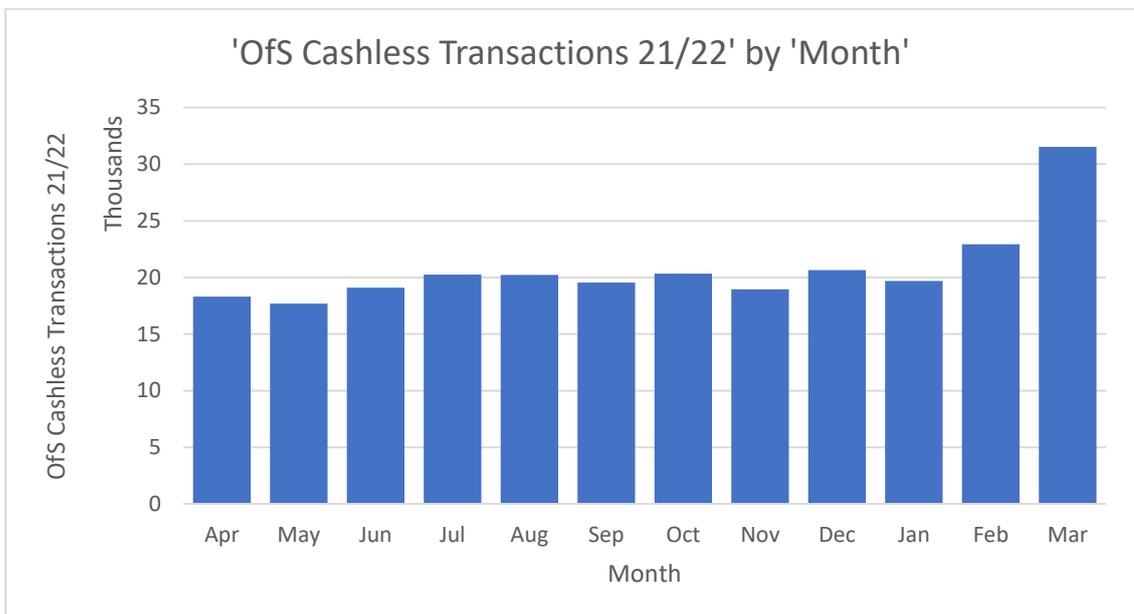
****Business, Business_all_zone, business_charity, homes_staff, hospital_health, key_worker

Pay & Display and Cashless

- 4.9. From August 2015, the Council introduced a cashless parking system across the Borough, which allowed users to pay for their parking on their Smartphone via the RingGo app (cashless Pay & Display subcontractor).
- 4.10. In August 2020, the Council moved to the subcontractor PayByPhone to provide cashless parking across the borough. This cashless system currently operates alongside Pay & Display machines for short-stay parking throughout the borough.
- 4.11. The growth in cashless transactions has continued from 2014-15 to 2019-20. Cashless transaction data was affected by the COVID-19 pandemic in 2020-21, as the country entered into lockdown at several points throughout 2020-21.
- 4.12. The Council have taken into consideration that not all customers own a smartphone or mobile telephone device. In order to mitigate the issues surrounding this, PayPoints in shop locations allow for customers to pay via cash.
- 4.13. In 2021-22, emissions-based short-stay parking was introduced. With this came the plan to move to a cashless system and to remove cash machines across the borough. This saw a further rise in cashless transactions.
- 4.14. 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 decommissioning of cash machines. Although there has been a slight increase, this is not as significant as the increase for Off-Street transactions, shown in 4.15.
- 4.15.



4.16. Off-street transactions refers to transactions purchased in car parks. Similar, to On-street cashless transactions, there was an increase in cashless transactions in March 2022. The increase is significant and is due to the decommissioning of cash machines in car parks. See table in 4.15.



4.17.

PARKING CONTRACT PERFORMANCE

4.18. 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

4.19. 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

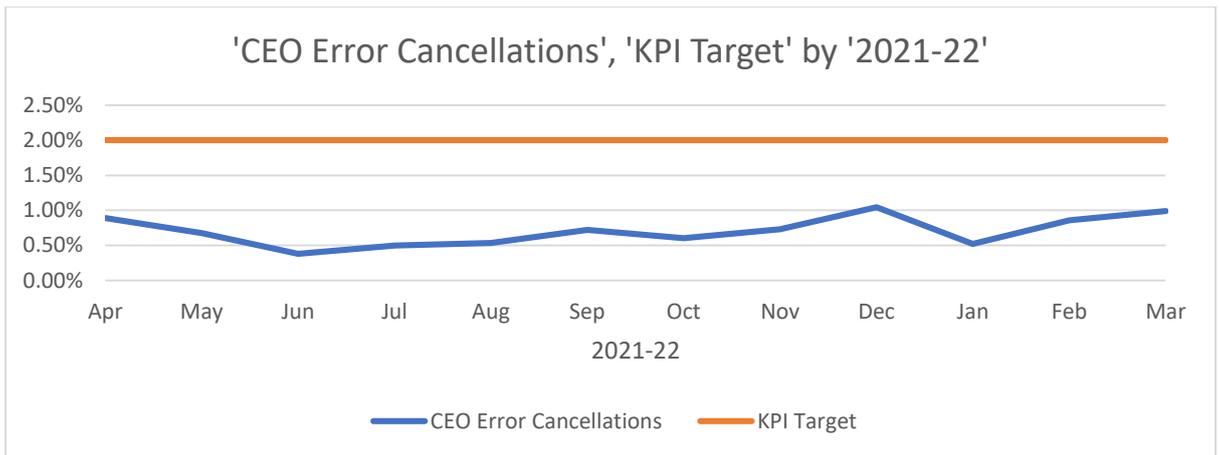
4.20. Civil Enforcement Officers (CEOs) deployment levels remained fairly consistent throughout the year. The contractor failed to meet its target for two of the months last year, as highlighted in the graph below and in Appendix 1.

Good Quality, Motivated and Informed Civil Enforcement Officers

4.21. 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 nature of the work involved. The turnover in 2021-22 was 17.1%.

Issue of Good Quality PCNs

4.22. To ensure PCN quality is maintained, the performance target is to obtain a CEO error rate below 2% Performance against this KPI is excellent at 0.73% with 439 CEO errors out of 59,944 PCNs issued, as shown below:



Business Processing

- 4.23. 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.
- 4.24. 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 10 out of the 12 months, as shown in Appendix 1.
- 4.25. The table below shows the annual appeal results, as reported by the ETA. The total of amount of appeals has increased significantly since 2015-2016. However, over the number of years, the increase has remained consistent. The increase in appeals is in correlation to the increase of volume of PCNs issued as a result of more traffic enforcement cameras being installed.
- 4.26. 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.

Appeals	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total	573	385	566	555	701	1014	1347
Upheld	135	116	168	148	148	60	190
Rejected	293	247	419	407	425	514	941
DNC	32	31	42	46	128	440	180
Success (%)	63.70%	62.69%	74%	73%	61%	51%	70%

Customer Services

- 4.27. 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.
- 4.28. In particular, 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.
- 4.29. In 2020-21, the contractor and the London Borough of Lewisham agreed that the turnaround time for complaints should be 5 working days. In order to improve the complaints department's ability to meet this KPI in 2021-22, it was agreed that if a "holding statement" email – an email that states that the department is currently investigating the customer's complaint – was issued to a customer within 5 working days, then the KPI would be classed as met.
- 4.30. 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 2021-22, 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
 - Complaints that are forwarded to the parking complaints department from the Mayor's office, an MP or a Councillor.
- 4.31. The data for 2021-22 shows a sharp rise in the number of complaints, 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 2021-22 data with previous years.
- 4.32. When comparing the percentages for each year, 2021-22, we can see that the percentage overdue is higher in 2021-22. Appendix 1 shows whether the contractor met the two KPIs for complaints in 2021-22.

Complaints	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Total	109	98	101	198	238	179	135
Overdue	5	14	33	28	52	20	20
Percentage overdue	4.6%	14.3%	32.7%	14.1%	21.8%	11.2%	14.8%

- 4.33. The data in the below chart only relates to the data that has been sent to the complaints team.

Complaints (2021-22)	Apr' 21	May' 21	June' 21	July' 21	Aug' 21	Sep' 21	Oct' 21	Nov' 21	Dec' 21	Jan' 22	Feb' 22	Mar' 22
Full response required	151	125	159	115	129	117	107	136	104	124	106	126
Total responded to	126	97	147	103	102	95	86	118	94	104	70	97
Overdue responses	49	41	38	18	6	0	1	0	2	14	47	21
Percentage overdue (%)	32.45	32.8	23.9	15.65	4.65	0.00	0.93	0.00	1.92	11.29	44.34	16.67

- 4.34. 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.
- 4.35. In February 2022, the number of overdue responses was significantly higher due to the lack of staff on the Complaints Team. The number of overdue responses started to decrease significantly in March 2022 once extra staff joined the team.
- 4.36. Appendix 2 shows a monthly breakdown of the different types of complaints sent to the Complaints Team. The total complaints for the year 2021-2022 is 1589.
- 4.37. There were 236 complaints regarding LTNs, shown in Appendix 2. This topic received the highest number of complaints from April 2021 to March 2022. This is a new scheme that is now in practice. Despite the higher numbers, there was a redevelopment to ensure all views are heard and residents were in favour of LTNs. The scheme was input to align with the Air Quality Action Plan and to encourage walking. Appendix 2 shows that number of complaints regarding LTNs has significantly dropped since December 2021, suggesting that motorists and residents have become acclimated to the scheme since it was first implemented. The Council are also providing LTN exemptions for Blue Badge holders.
- 4.38. Appendix 2 shows the second highest number of complaints is for the Permit System/FGL issues at 197. There was a new app implemented for visitors. Improvements and upgrades will be rolled out to improve the customer journey.
- 4.39. Appendix 2 also shows that there are 60 duplicate complaints. This means that the same complaint has been sent the Complaints Team multiple times. The Complaints Team introduced holding responses, which improved the amount of duplicate complaints and customer journey, letting them know that we have received their complaint.
- 4.40. Although there were complaints for PayByPhone and the introduction of a cashless payment system for parking, only 3% of the complaints were sent to the Complaints Teams regarding this topic. This figure is extremely low and is an indication that PayByPhone has been positively received.

- 4.41. It should be noted that the number of complaints categorised under 'Other' will be decreasing as there is a difference in how data is collected and recorded. This will be an improvement as the data will be more filtered down, showing a more accurate picture of the topic of complaints received by the Complaints Team. It also ensures that there is more accuracy in what needs improvement.

Banking and Financial

- 4.42. All banking and financial KPIs, and for how many months within 2021-22 the contractor met these KPIs, are shown in Appendix 1.

Financial Penalty

- 4.43. 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.
- 4.44. In 2021-22, a financial penalty of £42,423 has been deducted from the contract.

FINANCIAL PERFORMANCE

- 5.1. This section of the report sets out information relating to parking finances.
- 5.2. 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. In addition, the cost of suspensions has not changed since last year's report. Parking permits are now charged based on a vehicle's emissions.
- 5.3. Section 5.5 shows the final results for 2021-22, summarising the performance against budget, relating to both on- and off-street parking.
- 5.4. Sections 5.6–5.9 set out the Council's Parking Control Account for 2021-22. 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

- 5.5. In 2021-22, the Council collected £16,026m in respect of parking services, compared to a budget of £7.3million. The income received can be broken down as follows:

Parking Services Income Collected, net of VAT (2021-22)		
Parking service income areas	£000s	%
PCNs	8,366	52.20
Pay & Display	2,363	14.74
Permits	2,757	17.21
Suspensions	941	5.87
Covid Grant	1,600	9.98
Total Income	16,026	100%

Direct parking management expenditure (2021-22)	
Parking management areas	£000s
Enforcement contract costs	5,142
Management and admin costs	1,481
Car park utilities, rates, repairs and maintenance	829
Legal fees	332
Total expenditure	7,783

Parking Control Account 2021-22 (on-street parking only)

- 5.6. 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.

- 5.7. 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.
- 5.8. 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.
- 5.9. The Council's Parking Control Account for 2021-22 (in respect of on-street parking only) is summarised below:

Borough Parking Control Account (2021-22)		
On-street Parking gross income	£000s	%
Pay & Display	2,416	17.32
Permits	2,578	18.48
PCNs	7,515	53.88
Covid Grant	1,440	10.32
Total Income	13,949	100.00
On-Street Parking expenditure		
Enforcement contract costs	4,628	54.92
Management, admin and overheads	2,737	32.48
Running costs	1,044	12.40
Capital investment	17	0.20
Total Expenditure	8,426	100.00
Funds available for supporting highways and transportation	5,523	

PARKING POLICY UPDATE

- 6.1. 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 several elements within the parking policy in 2019-20, some of which were implemented in 2020-21 and the rest were carried forward to 2021-22.
- 6.2. The elements within the parking policy that were focused on in 2020-21 were discussed in the previous annual report. The elements which were carried forward to 2021-22 were as follows:
 - a review of short-stay parking charges to a proposed arrangement based on vehicle emission, 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; and
 - continue to improve the customer journey for residents and businesses for permit application.
- 6.3. Lewisham Council declared a climate emergency and plan to make Lewisham carbon Neutral by 2030. The Air Quality Action Plan 2016-2021 was placed under review and a public consultation took place from 1st September 2021 to 5th October 2021 in which the draft Air Quality Action Plan 2022-2027 was presented. For further information, find the consultation leaflet [here](#).
- 6.4. The parking policy review has also fed into the Parking Enforcement Plan (PEP) 2022-2027.

PARKING DEVELOPMENTS (2021-22)

- 7.1. There have been several developments in 2021-22. In particular, there have been several emissions-based parking charges implemented to align with the Council's wider climate change agenda and the aim to become carbon neutral by 2030.
- 7.2. As well as this, exemption permits have been implemented to ensure that restriction cameras always recognise exempted vehicles.
- 7.3. Transport for London's (TfL) expansion of the Ultra Low Emission Zone (ULEZ) has also impacted motorists in the borough, and this has been explained below.

School Streets scheme

- 7.4. A temporary traffic order came into force 4th January 2021.
- 7.5. The School Streets Scheme is a programme that enforces time restrictions outside of schools. It prevents vehicular traffic passing through at the start and end of the school day. This scheme was introduced with the intention of reducing emissions around schools and improve the health of staff, parents and pupils.
- 7.6. Exemptions are available for residents who live within approved School Streets. In addition, Carers of residents and Blue Badge holding parents, staff or students are also entitled to permits. All those with grounds for an exemption will need to obtain a free permit using the online permit system.
- 7.7. Businesses and education professionals are not entitled to permits exempting them from the restrictions in place.
- 7.8. Those eligible need to obtain one permit per vehicle.
- 7.9. The School Street Scheme was enforced on 19th April 2021 and is being monitored.
- 7.10. There are some issues surrounding Blue Badge holders who received PCNs due to camera faults. There is testing ongoing to try to rectify this issue but the Council have implemented a temporary solution of manually inputting permit holders into the permit system. The online system is planned go live in 2022.

Yellow box junctions

- 7.11. There is a current review of the yellow box junctions for other locations in the borough.
- 7.12. Yellow box junctions are marked with criss-cross yellow lines on the road and are usually located at a junction of two or more roads. Their purpose is to keep junctions clear for through traffic to avoid traffic jams and they ensure to give way to emergency services.
- 7.13. Drivers can enter a yellow box junction when the exit is clear and there is sufficient space on the other side of the junction for their vehicle to clear the box completely without stopping. Stopping is only allowed if the driver is turning right and they are prevented from proceeding by oncoming traffic or vehicles ahead also turning right. Stopping in a yellow box when the exit is not clear may result in a PCN.
- 7.14. Phase 1 proceeded to go live in July 2021. Phase 2 of this project proceeded to go live

12th April 2022.

- 7.15. Phase 3 of this project will be implemented in 2023.
- 7.16. A list of the Yellow box junctions can be found on the Lewisham Council website. [Lewisham Council - Yellow box junctions](#)

Low Traffic Neighbourhoods (LTN) – consultation and outcome

- 7.17. 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).
- 7.18. Following the Council declaring a climate emergency in February 2019, the LTN was introduced to the London Borough of Lewisham in August 2020 to reduce through-traffic and create quieter and safer streets for walking and cycling during the pandemic, ensuring that people could socially distance. The Council's objective in restricting traffic flow was also to reduce emissions and improve air quality for the benefit of local residents.
- 7.19. The LTN locations are Dermody Road, Ennersdale Road, Leahurst Road, Manor Lane and Manor Park.
- 7.20. The mixture of modal filters are physical barriers and camera enforcement.
- 7.21. Impact Equality Assessment was conducted covering the Protected Characteristics Groups. This is discussed in section 12.1 under Implications.
- 7.22. Warning notices were issued between 1st August and 29th August 2020 before full enforcement started. At first, temporary road closure signs were placed on the road to warn drivers of new restrictions and planter boxes were placed to narrow the road.
- 7.23. In November 2020, after the Council received feedback from local residents and businesses, the LTN was amended. The planter boxes and road closure signs were removed and the layout of the roads was amended. There are currently further plans to implement additional road signage at some LTN locations.
- 7.24. Vehicles are now able to travel one way through several of the restrictions, including Dermody Road, Ennersdale Road and Manor Park. The Manor Lane restriction is now open to all vehicles except Heavy Goods Vehicles (HGVs). Leahurst Road is now open to all vehicles except HGVs one way (west to east).
- 7.25. The LTN exemption scheme for Disabled Badge holders was also launched in November 2020.
- 7.26. A public consultation regarding the LTN took place from 28th June 2021, closing on 8th August 2021. The aim was to understand people's thoughts on the original and revised LTN. In total 7,065 responses were received during the consultation period. 5,059 responses came from within the leafleted consultation area (including the LTN project area) providing a 14.1% response rate. Responses were also received from outside the leafleted area.
- 7.27. The consultation area can be found in the consultation leaflet on the following link:

[Lewisham Council - Agenda item - Lewisham and Lee Green Low Traffic Neighbourhood: Consultation and next steps](#). Areas were informed of the consultations via different forms. Areas 1 and 2 are the LTN areas with leaflets hand delivered to all addresses. Area 3 is the wider borough area which was covered by general marketing about the consultation (such as Council social media). Area 4 is outside the borough area and not specifically targeted by hardcopy or online comms.

- 7.28. There were a number of concerns highlighted by the public surrounding the revised LTN, however, these were further addressed in a monitoring report published in November 2021 with respect to the Council policies and future programmes, Equality Impact Assessment, data surveys and information provided from scheme partners such as Transport for London and statutory undertakers (including the emergency services). [Lewisham Council - Agenda item - Lewisham and Lee Green Low Traffic Neighbourhood: Consultation and next steps](#)

Emissions-based parking charges

- 7.29. 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.
- 7.30. The prices are based on the CO2 categories used by HMRC for vehicle taxation.
- 7.31. To align with emissions-based parking permits and the Council's wider climate change agenda, the Mayor and the Cabinet also approved emission-based short stay parking charges. The move towards a cashless system was supported to enable this policy further.
- 7.32. A cashless system aligns with the Council's Air Quality Action Plan, in terms of reducing carbon emissions. The decision to move to a cashless system was also impacted by the need for capital of £330,000 to replace the cash machines that were in place. The Council and its contractors will no longer need to undertake weekly visits to pay machines to collect cash, or travel to the machines in order to maintain or repair them. Further benefits include the decluttering of Pay and Display machines; the saving of energy required to power each machine and less waste due to the elimination of disposable paper tickets being fed into the machines.
- 7.33. Motorists are able to pay for their parking with the use of the PayByPhone app, using a Location ID. Alternatively, customers can call the IVR number displayed, or text 65565 with their location.
- 7.34. For motorists who still wish to pay by cash, a PayPoint system is available. This will be available in local shops that offer a PayPoint payment option.
- 7.35. To see pricing, see Appendix 3.
- 7.36. Decommission of machines started 21st February 2022 and was completed 9th March 2022.
- 7.37. PayByPhone proceeded to go live 1st March 2022. In March, there were 83,552 transactions for the month. In April it was recorded there were under 80,000

transactions for the month. There has been a clear difference in transactions purchased on PaybyPhone compared to cashless transactions at PayPoints. Compared to PaybyPhone transactions, PayPoint transactions have been very low. In March, there were 20 PayPoint transactions. Please see appendix 4 for March transactions.

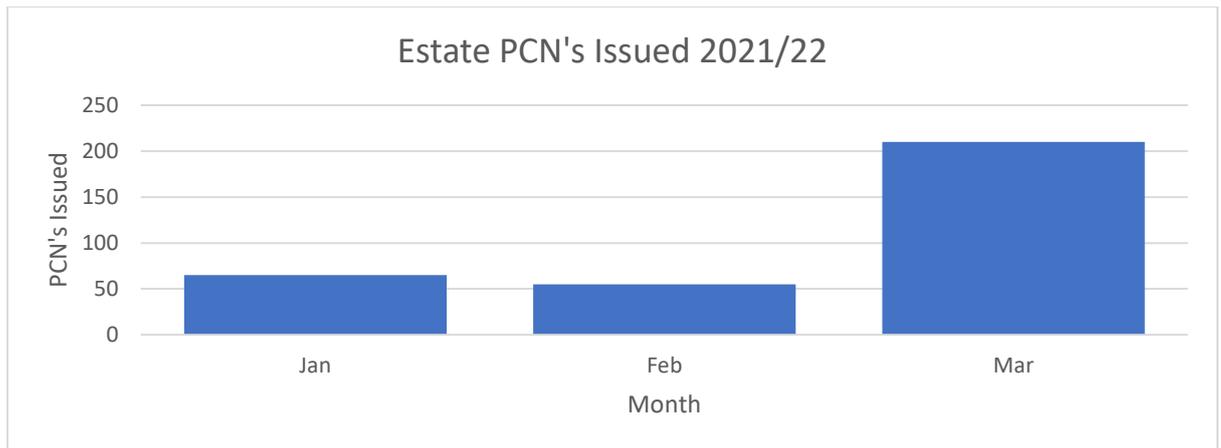
- 7.38. Following the proposed consultation, the Council undertook an Equalities Analysis Assessment to ensure that due regard has been given to the protected characteristics groups.
- 7.39. The decommissioning of cash as a payment method posed an issue for some members of the community that did not own a smartphone. However, pay points were set up in shops allowing an alternative to the PayByPhone system.
- 7.40. There are currently a number of Local authorities in London offering only Cashless system. This introduction is a change for Lewisham borough and it may take time to adjust.

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.
- 7.2. Currently, motorcycles park free of charge in any permit holder or short-stay bay throughout the borough. Motorcycles have been found to emit harmful pollutants such as Carbon Dioxide (CO₂), Nitrogen Oxides (NO_x) and Particulate Matter (PM₁₀ and PM_{2.5}). These pollutants have a negative effect on health, as particulate matter is especially dangerous, as it can enter the lungs and cause cardiovascular disease.
- 7.3. Emissions-based permits were implemented in April 2020, and the implementation saw the least polluting vehicles pay less for their permits and short-stay parking, and the higher polluting vehicles pay more. This will be the same system for motorcycles and would bring our parking policy in line for all vehicles across the borough.
- 7.4. In July 2021, the Mayor and Cabinet approved a consultation on the proposed charges with key internal and external stakeholders.
- 7.5. The public consultation ran from 9 August to 1 November 2021. The new proposals, based on the outcome of the public consultation, were presented to Mayor & Cabinet on 12 January 2022 and approved.
- 7.6. The formal Traffic Management Order (TMO) consultation took place between 25th February and 18th March 2022 which included: Publication of the "Notice of Proposals" in the London Gazette and the South London Press on 25th February 2022; the posting of street notices in every street within a controlled parking zone throughout Lewisham; emails to statutory / representative organisations, including the emergency services, Transport for London (TfL) and other key parties.
- 7.7. There were objections throughout the consultation in which the Council took into consideration. The policy will come into effect in the financial year 2022-2023.
- 7.8. For pricing information, see Appendix 5.

Housing estate parking permits and enforcement under TMA

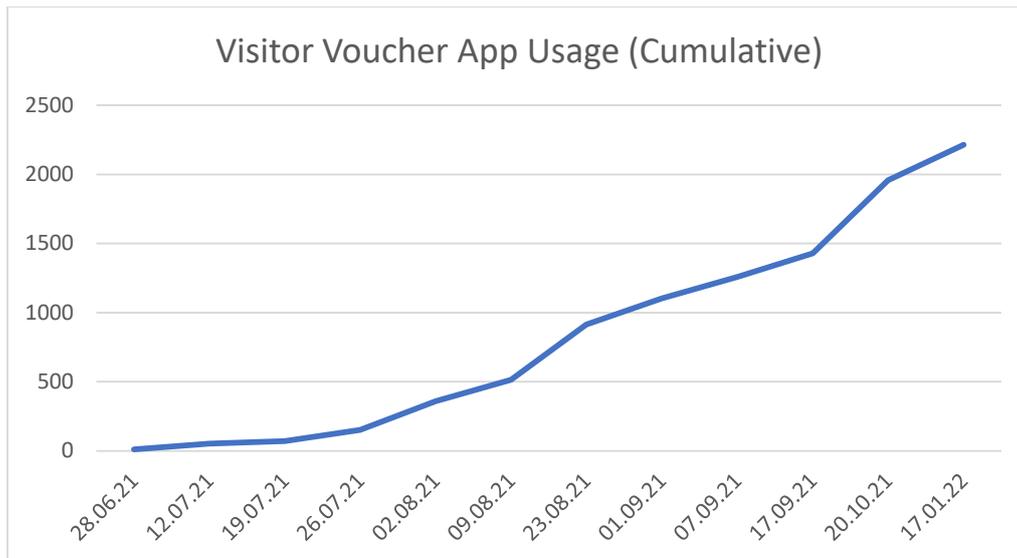
- 7.9. Following a review of parking enforcement on Council-owned housing estates, the Council recommended the introduction of Traffic Management Orders (TMOs) in January 2021 to enforce parking restrictions on housing estates, where enforced parking is required.
- 7.10. On 14 July 2021, subject to public consultation, Mayor and Cabinet approved the use of Traffic Management Orders (TMOs) to implement new parking enforcement arrangements on LBL-managed Housing Estates. The use of TMOs to enforce parking is in keeping with the Road Traffic Regulation Act 1984.
- 7.11. From 7th September to 12th October 2021, two consultations took place regarding the proposed changes. A full statutory consultation took place with secure tenants under Section 105 of the Housing Act 1985, and a non-statutory consultation took place with leaseholders.
- 7.12. The aim of the new parking enforcement is to enable housing estate residents to park close to their homes by restricting the availability of spaces to other road users and only allowing permit holders to utilise the parking provision. For some estates, this will include new facilities on housing sites, such as the provision of cycle hangers and Electric Vehicle Charging Points (EVCPs), if applicable. Furthermore, introducing TMOs would bring Housing Estate parking arrangements into alignment with all other parking in the borough and would see all parking enforcement brought under the control of the Council's parking team.
- 7.1. The demand for parking control measures is increasing with residents leading on requests for new sites. Resident requests are usually as a result of non-residents parking within the estate. This is a particular problem on Housing Estates located near railway stations, hospitals and shopping centres. It is anticipated that demand for the introduction of new sites on Housing Estates will continue to increase, including on estates where Lewisham Homes are developing new build sites.
- 7.2. This scheme was mostly implemented by February 2022. It started with 33 housing estates and increased to 35 housing estate managed by Lewisham Homes.
- 7.3. Blue badge holding residents can apply for a free Housing Estate Resident Permit for the estate in which they live.
- 7.4. Residents have access to virtual permits, but visitors need to purchase paper permits.
- 7.5. Below is a chart showing the amount of PCNs issued on Housing Estates with resident parking permits. March shows a higher figure as the scheme was entirely implemented by this period. It should be noted that the highest amount of PCNs in March were issued to Crossfield Street Estate (48 PCNs) and Lovelinch Close Estate (36 PCNs), whilst the average amount of PCNs being issued was 10.



7.6.

Lewisham Visitor e-Permits App

- 7.7. E-vouchers were implemented in April 2020, allowing residents to purchase vouchers electronically for visitors in CPZ zones during operating hours. Vouchers can only be purchased by the residents.
- 7.8. For visitors who do not wish to purchase e-vouchers, they must park on the resident's driveway or land, outside of the operating time of the CPZ when parking is not restricted, or in a Pay to Park Bay or car park.
- 7.9. E-vouchers are also available for tradespeople and delivery drivers, as they do not have access to the CPZ during operating hours. They will need to be doing a service for the resident purchasing a visitor voucher, not just passing through the CPZ.
- 7.10. Visitor permits can be used in resident bays, shared use bays or permit holder bays
- 7.11. The Council implemented an app for smartphones to ease the purchasing of visitor vouchers. This Visitor e-Permits App went live on 21st June is available to both iOS and Android. There were further updates in November 2021 and December 2021 to improve the customer service delivery.
- 7.12. It should be noted that residents must have one residential order of any type authorised via desktop before have authorisation to use the e-Permits App. This is to ensure that the address is approved.
- 7.13. Since the e-Permits App went live at the end of November, there has been an increase in the app usage to purchase visitor vouchers. This can be seen in the graph below:



Transport for London (TfL) Ultra Low Emission Zone (ULEZ) expansion

- 7.14. On 25th October 2021, the ULEZ expanded to cover boundary extended to the A205 (South Circular) to help clean toxic air and tackle the climate emergency, helping to improve air quality for millions of Londoners both inside and outside of the zone.
- 7.15. Around half of emissions of oxides of nitrogen (NO_x), which contribute to illegal levels of nitrogen dioxide (NO₂), and particulate matter (PM) come from transport. These pollutants make chronic illnesses worse, shorten life expectancy and can damage lung development. A report produced on 28th February 2022 by the Environmental Research Group from Imperial College London highlights the impacts of air pollution on asthma in London.
- 7.16. Cars, motorcycles, vans and other specialist vehicles (up to and including 3.5 tonnes) and minibuses (up to and including 5 tonnes) will need to meet the required ULEZ emissions standards when driving within and into the expanded zone or pay a daily charge of £12.50.
- 7.17. Ultra-low emission zone (ULEZ) operates 24 hours a day, 7 days a week, every day of the year, except for Christmas day (25th December).
- 7.18. From 25th October, residents living within the ULEZ that do not meet the ULEZ emissions standards will need to pay the daily ULEZ charge of £12.50. If a vehicle that doesn't meet the emissions standards is parked and not driven there is no requirement to pay the daily charge. There is no Resident's discount.
- 7.19. The expansion of the ULEZ covers Lewisham meaning that Lewisham residents have been impacted and are required to pay the charges if they do not meet the emissions standards. Particularly motorcyclists as they are known to emit the most emissions. This is likely to impact those with lower incomes as they may not be able to afford to pay for charges. Despite this, the Council and TfL are encouraging commuters to use public transport, walk or use the Hopper fare as an alternative, which is cheaper. Using these other methods of transport include health benefits as there are studies shown that air pollution and poverty are directly linked. In 2019, in areas where the most deprived Londoners were likely to live the annual average NO₂ was 3.8 µg/m³ higher

than the least deprived areas or 13 per cent higher. Air pollution effects on asthma admissions in London remain although the concentration reductions between 2016 and 2019 have meant that the number of air pollution-attributable asthma admissions has declined.

- 7.20. These PCNs are enforced by Travel for London. Motorists who do not pay the charges may be issued a PCN. PCNs are £160s, with a discounted rate of £80 if paid within 14 days.
- 7.21. ANPR cameras are used to enforce this scheme. A Data Protection Impact Assessment has been conducted in April 2021 and April 2022. Any data is securely stored in a ring-fenced pre-production environment with restricted, role based access permissions deeming the effect on risk 'reduced' with a 'Low' residual risk.

Health permits

- 7.22. Throughout the COVID-19 pandemic the Council discouraged non-essential car journeys, including for commuting, to encourage a decrease in emissions and to keep the public safe.
- 7.23. Where individuals still needed to commute, there were two parking permits for keyworkers. These are outlined in the following points: (7.24 and 7.25)
- 7.24. Essential Health Permits. These were issued to those delivering hands-on care in the community, to park for four hours per location.
- 7.25. Hospital Health Permits. These were issued by the hospital. They were street parking permits for those who were eligible and could not use public transport due to their home location and shift pattern.
- 7.26. The keyworker permit system expired end of May 2021 and was deemed a successful project. Key worker permit came to an end and a health permit system was introduced.
- 7.27. There will be an upgrade into the permit system. As it currently stands, permits are manually added to the system. There is ongoing testing to merge this into a permit system, including for Bludge Badge permit and LTN permit applications.

IMPLICATIONS

Financial

- 8.1. 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 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.

9.17.

Crime and Disorder

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

Equalities

11.1. 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, which prevent people with mobility issues or young families, parking close to their homes, and create neighbourhood tensions;
- transparent criteria and application process for new disabled parking bays, and a programme of review to manage and fund these requests; and,
- exemptions for blue badge holders in LTN zones.

11.2. 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.

11.3. The Council has ensured that any changes to decommission 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.

- 11.4. 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.
- 11.5. 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.

Environmental

- 12.1. With the introduction of emissions-based charging for parking permits, the Council hopes to have a positive impact on the environment, in that emissions-based charging will encourage the take up of lesser polluting vehicles.
- 12.2. Along with this, future development such as the school streets scheme, emissions-based charging for short stay parking, and the introduction of motorcycle parking charges, aim to contribute to the Council's wider climate change agenda and coincide with the aim to be carbon neutral by 2030.
- 12.3. With the Air Quality Action Plan 2016–2021 coming to an end, 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 - Consultation on our draft Air Quality Action Plan 2022–2027](#)

FUTURE PARKING DEVELOPMENTS

- 13.1. This report highlights the policies implemented in 2021-2022 following recommendations from the Sustainable Development Select Committee's (SDSC) in 2019-20. The Council is taking on board the Sustainable Development Select Committee's recommendations moving forward with future parking development.
- 13.2. The elements within the parking policy that were focused on in 2020-21 were discussed in the previous annual report. The elements which were carried forward to 2021-22 were as follows:
 - a review of short-stay parking charges to a proposed arrangement based on vehicle emission, 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; and
 - continue to improve the customer journey for residents and businesses for permit application.
- 13.3. There will be no implementation of new policies in 2022-2023. The Council will be looking at making further developments of current policies whilst taking into consideration the Sustainable Development Select Committee's recommendations from 13.2.
- 13.4. 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.
- 13.5. There will be developments with Blue Badge permits to make systems run more efficiently.
- 13.6. Following the implementation of PaybyPhone, the Council will be looking to make further app developments.
- 13.7. In 2022-2023, the Council will be working to ensure that web platforms can meet the growing demand of purchases made online. Alongside trying to make web platforms as user-friendly as possible for visitors of the platform.
- 13.8. The Motorcycle Emission-Based Charges Scheme will be implemented in 2022-2023.
- 13.9. The Council will install more cameras to ensure further safety measures.
- 13.10. Lewisham Council is committed to improving customers' journey. The contract with NSL will end in July 2023 and is to be reviewed in August 2023.

APPENDICES

Appendix 1 – KPI Summary (2021-22)

	Contract year 2021-22	Description	Pass	Fail
1	Effective Parking Enforcement			
1 a)	Number of CEO hours deployed to be as per contractual requirement	Target deployed hours 95%	10	2
1 b)	Number of CEOs employed	Number of CEOs employed (KPI not more than 10% of overtime)	11	1
1 c)	Number of PCNs cancelled due to CEO error (2 months 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 months 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%	11	1

2	Customer Services			
2 a)	All correctly completed permit applications to be processed within 1 working day	All correctly completed permit applications to be processed within 1 working day	12	0
2 b)	All customer complaints to be responded to in a professional manner	Target level 100%	12	0
2 c)	All complaints to be responded to within 5 working days	Target level 100%	3	9
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

3	Business Processing			
3 a)	Failure to correctly log, scan, process or 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%	9	3
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%	11	1
3 d)	All CCTV PCNs to send within 14 days of contravention date	Target level 100%	11	1
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

4	Banking & Financial –			
4 a)	All money taken on behalf of Lewisham Borough Council to be fully reconciled monthly	Target level 100%	3	9
4	Cash collections to be conducted as per the	Target level 100%	12	0

b)	agreed schedule			
4 c)	All money to be banked next working day	Target level 100%	12	0