



# Haringey

## Annual Parking and Enforcement Report

APRIL 2008 - MARCH 2009

# Foreword



Parking is one of the most high profile services that Haringey Council provides and it plays a major role in helping us create safer and smarter streets and maintain traffic flow.

Our parking policies and practice are subjects of great public interest, so I am pleased to be publishing our first annual parking and enforcement report. It sets out the Council's policies, activities and performance in 2008-9.

We hope that you find this information useful. As this is our first annual report we would welcome your feedback on it and your suggestions for any more information that you would like to see in our next report.

A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Cllr Brian Haley  
Cabinet Member for Environment & Conservation

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# Introduction

Haringey is a busy, densely populated north London borough. It has a large amount of retail, transport, business and recreational activity and is home to Tottenham Hotspur Football Club and Alexandra Palace. It is an inner London borough in everything but location with its mix of wealth and deprivation. As many households own more than one vehicle and commuter numbers are high, demand for parking space is always strong. There are also many end of life, unregistered, untaxed and abandoned vehicles, which we must deal with.

The Traffic Management Act 2004 requires all local councils to publish an annual parking report from this year onwards. This report gives the policy context in which we operate and details of the range of services that we provide. It also tells you about our performance over the past year and where possible gives comparisons with previous years.

## BOROUGH DESCRIPTION AND DEMOGRAPHICS

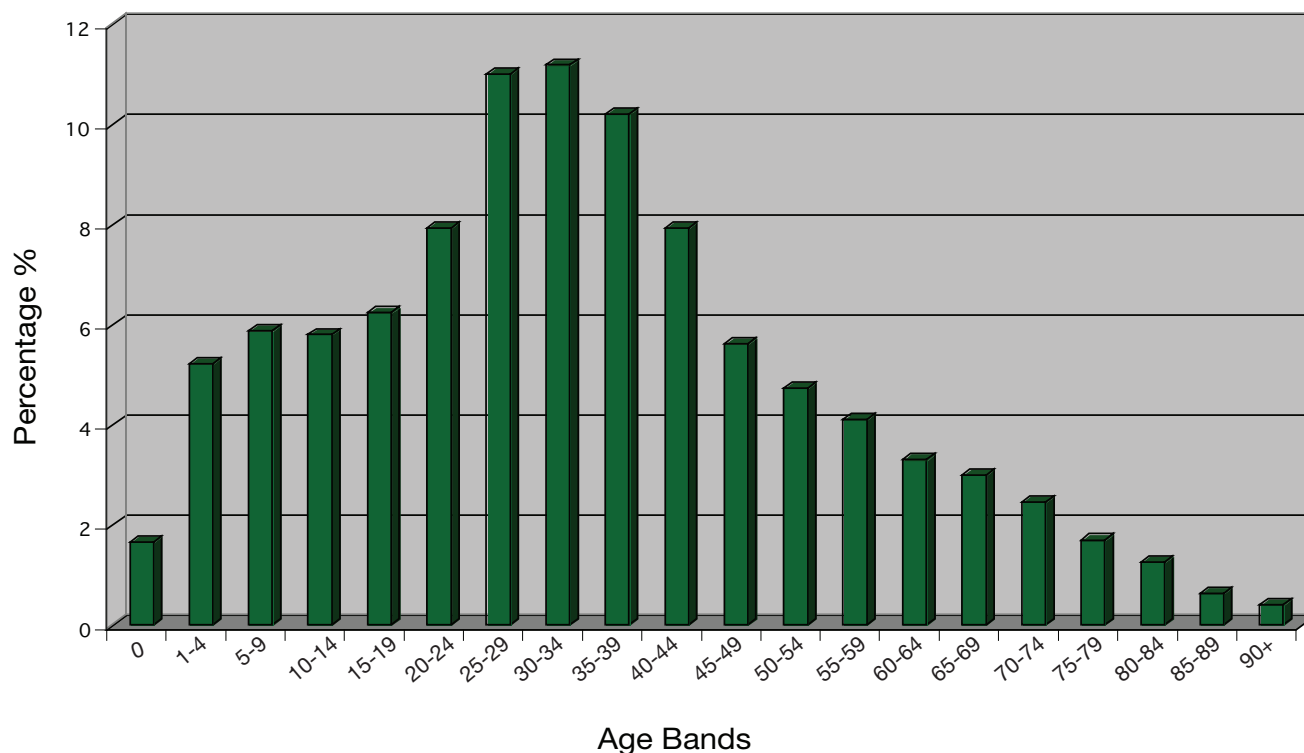
### POPULATION

Haringey is one of London's 32 boroughs. It is located in the north of the capital and is more than 11 square miles in area. Nearly half of its 224,700 people come from ethnic minority backgrounds. The population is relatively young, economically varied, ethnically and culturally diverse with around fifty per cent of Haringey's population belonging to black and minority ethnic communities (BME). An estimated 193 languages are spoken in the borough.

The ethnic diversity is mirrored by significant economic variations between the west and the east of the borough. According to the 2001 Census the largest black and minority ethnic community groups are:

- Caribbean - 11%
- African - 10%
- Asian (Indian, Pakistani and Bangladeshi) - 8%
- Eastern European, Turkish and Kurdish - 5%
- Irish - 4%

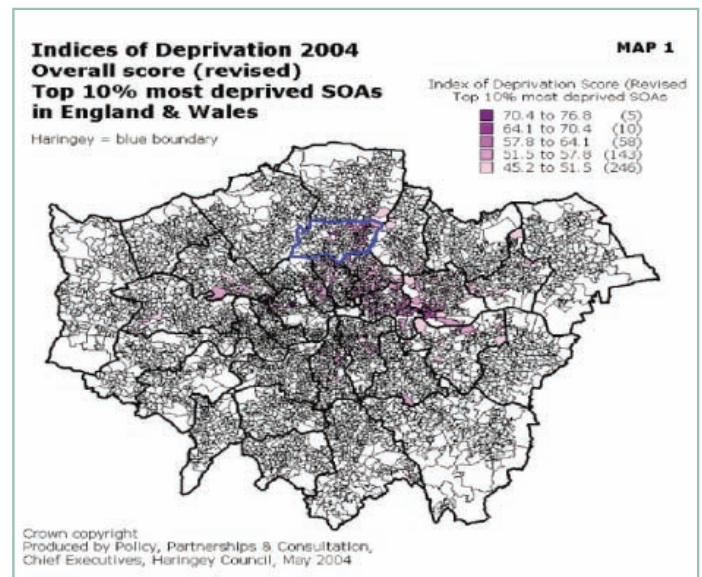
Age Profile



# Deprivation

Although in outer London, Haringey has many of the characteristics of an inner London borough and is currently registered thirty-seventh on the government's Index of Local Deprivation. The level of deprivation varies across the borough with notable concentrations in the east in Tottenham and Seven Sisters.

In 2004, the Indices of Deprivation found that Haringey is the tenth most deprived district in England, although this hides a clear east/west divide: on its own Tottenham would be the fourth most deprived area in the country and the most deprived area in London. At the London level, Haringey is the fifth most deprived district in London after Tower Hamlets, Hackney, Islington and Newham.



## BUSINESS ENVIRONMENT

The borough is mostly residential, with some industrial areas in the east. Haringey has borders with the boroughs of Barnet, Enfield, Waltham Forest, Hackney, Islington and Camden and has six town centres:

- Wood Green Metropolitan Centre
- Crouch End Town Centre
- Green Lanes Town Centre
- Muswell Hill Town Centre
- Tottenham High Road (Bruce Grove) Town Centre
- West Green Road / Seven Sisters Town Centre

Haringey has a diverse industrial base, with companies operating in a large number of sectors including retail, real estate and manufacturing. There are 8,300 businesses in Haringey employing a total of 60,300 people. Haringey's economy is dominated by small businesses that employ fewer than 24 people and these small businesses account for 42.5% of total employment in the borough. The major sectors of employment in Haringey are:

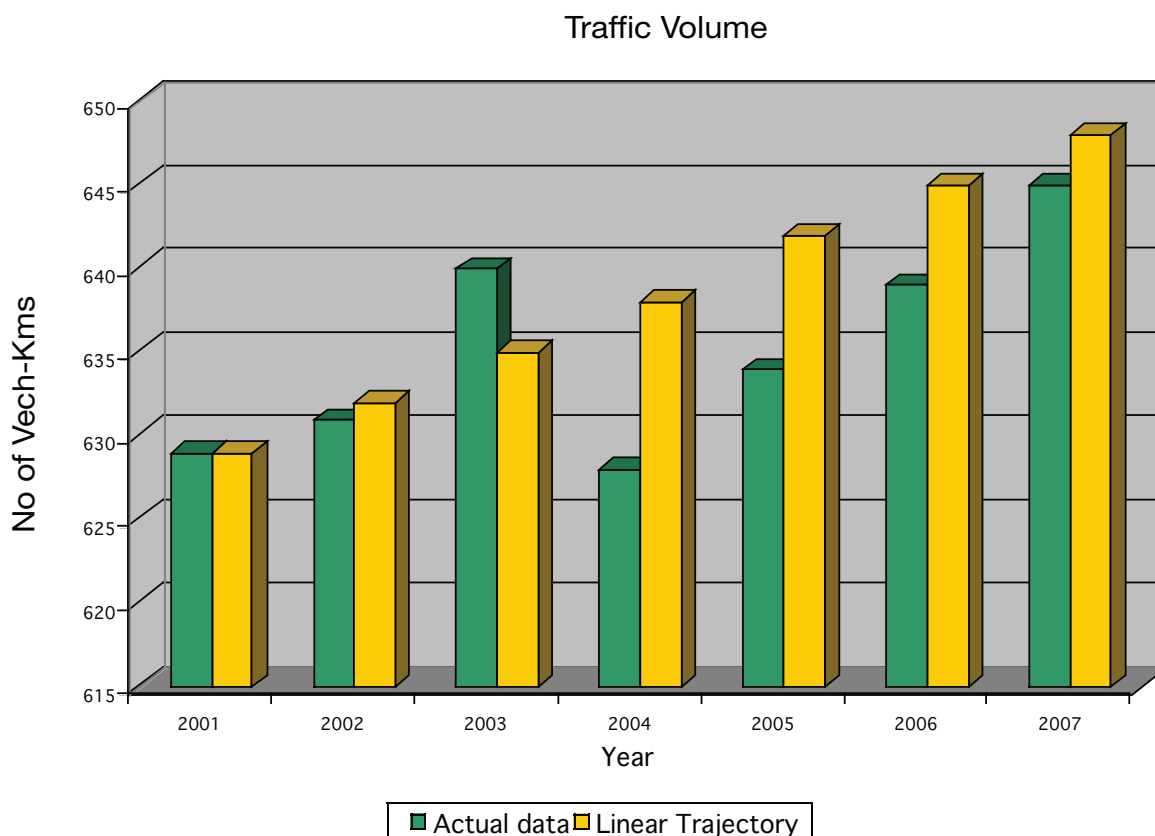
- Retail and wholesale distribution - 21.4%
- Real estate, renting and business activities - 17.1%
- Education - 10.4%
- Manufacturing - 8.8%
- Health and social work - 8.3%
- Transport and communications - 7.1%
- Hotels and catering - 6.5%
- Public administration - 6.5%



## TRAFFIC VOLUMES

In common with many London boroughs, Haringey suffers the effects of large amounts of through road traffic arising from radial commuter flows. Traffic congestion is particularly prevalent during the morning peak periods on the main road network such as Wood Green High Road, Turnpike Lane, Seven Sisters Road and Tottenham High Road.

The chart below shows traffic volume data from 2001 from Department for Transport surveys. The linear trajectory (the yellow bars in the graph) relates to the target in the borough's Local Implementation Plan in which the Council is required to limit growth to 5% between 2001 and 2011. The Council is on track to meet this target as traffic has increased by only 3% since 2001.



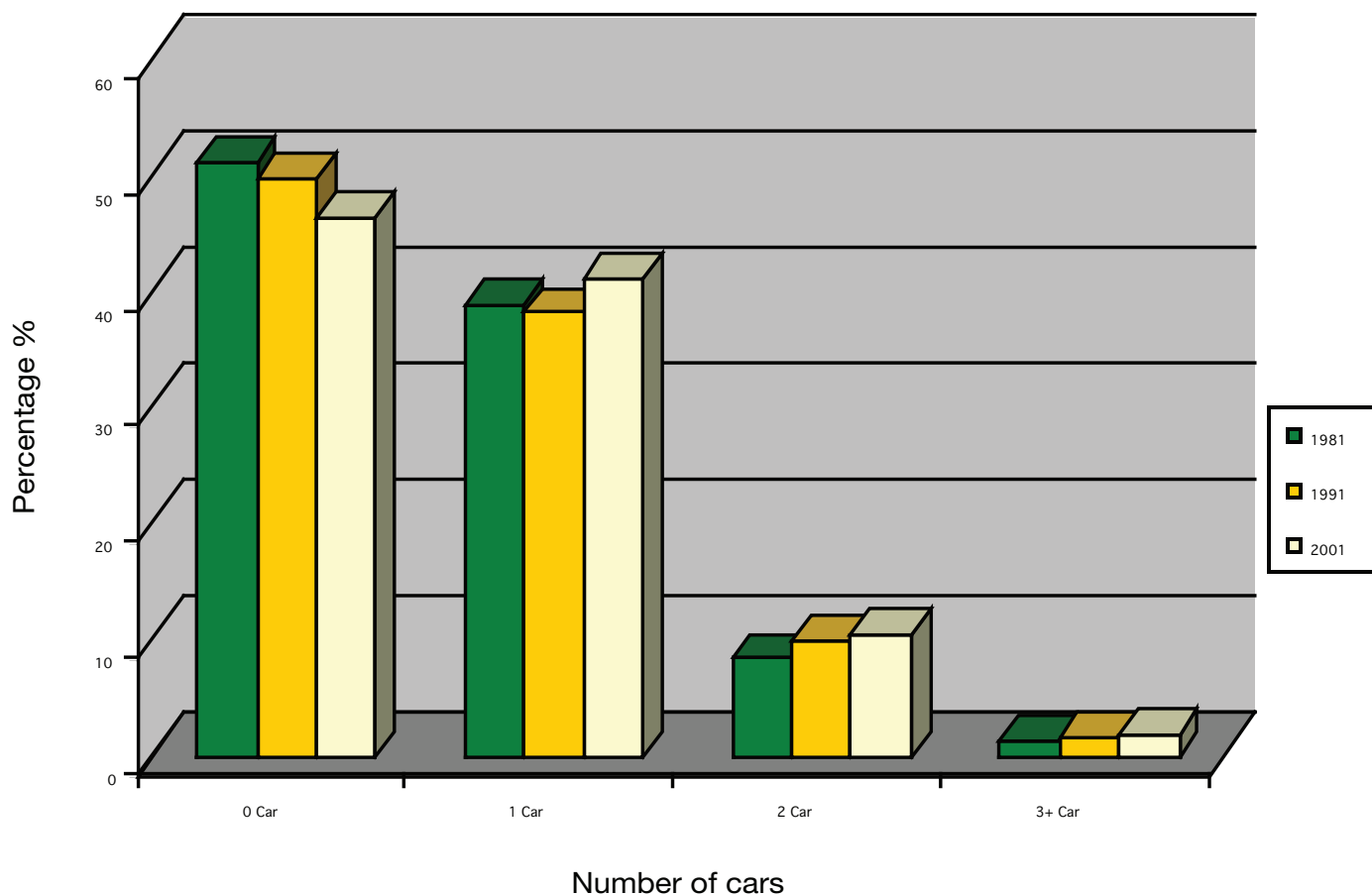


## CAR OWNERSHIP

The Census results for the last two decades show that the level of car ownership has increased in the borough over that time. In 1991, approximately 49.9% of the borough's households did not own a car. By 2001 this figure had fallen to 47%. An increase in multiple car ownership (more than one car per household) is also evident. Compared to other inner London boroughs, Haringey's car ownership levels are still low. The table below shows car ownership in Haringey households.

	1981	1991	2001
	%	%	%
0 CAR	51.3	49.95	46.46
1 CAR	38.91	38.32	41.23
2 CAR	8.44	10.07	10.44
3+ CAR	1.35	1.66	1.87
TOTAL CAR	100	100	100

Car Ownership



## PUBLIC TRANSPORT LINKS

Haringey's location means that the borough has a relatively good public transport system. National rail services run mostly North to South. First Capital Connect services have a core 10 minute frequency (run approximately every ten minutes) while National Express East Anglia Enfield and Southbury Loop services run approximately four trains per hour to stations in the borough. However, local services on the National Express East Anglia Lea Valley Line serving Tottenham Hale and Northumberland Park are limited by lack of capacity on the route. With the exception of the Gospel Oak to Barking rail line which serves Harringay Green Lanes and South Tottenham, there are no orbital East-West rail links.

The Piccadilly Line of the London Underground serves Turnpike Lane, Wood Green and Bounds Green. The Northern Line serves Highgate, while Tottenham Hale and Seven Sisters are on the Victoria Line. In addition 40 bus routes serve the borough, most of which are high frequency routes.

# Policy Context

## COUNCIL PRIORITIES

Haringey Council published the Council Plan in 2006/07, setting out our vision “A Council to be proud of.” Our priorities are:

- Making Haringey one of London’s greenest boroughs
- Creating a Better Haringey: cleaner, greener and safer
- Encouraging lifetime well-being at home, work, play and learning
- Promoting independent living while supporting adults and children when needed
- Delivering excellent, customer focused, cost effective services.

Parking Services plays a key role in the delivery of the first two priorities. You can find a full copy of the Council Plan at:

[www.haringey.gov.uk/index/council/performance\\_and\\_finance/councilplan.html](http://www.haringey.gov.uk/index/council/performance_and_finance/councilplan.html)

## TRANSPORT POLICY

Our Local Implementation Plan (LIP) sets out how our transport policies and programmes contribute to the implementation of key priorities set by the Mayor of London. In developing the LIP the Council also developed a Parking and Enforcement Plan, School Travel Plan strategy and a Road Safety Plan.

## ROAD SAFETY

Road safety is a priority area in the LIP. We adopt a wide-ranging approach to improving road safety in the borough. This includes reducing danger at source through controlling the main source of threat, motor traffic. This creates a more benign road environment which encourages people to use more sustainable modes of travel such as walking and cycling.

Parking controls and enforcement make a significant contribution to overall road safety. The vigorous, even-handed enforcement of parking restrictions has a general beneficial impact on road safety. Badly parked cars can pose safety hazards and enforcing bus lanes reduces conflict between buses and other road traffic. The enforcement of moving traffic has obvious road safety benefits.

You can find a full copy of the Local Implementation Plan and Road Safety Plan on our website:

[www.haringey.gov.uk](http://www.haringey.gov.uk)

## PARKING AND ENFORCEMENT PLAN

We see parking enforcement as a valuable traffic management tool, which plays a key role in improving the borough and its road network. Its primary aims are to reduce the increase in car journeys, ensuring that traffic can move safely and efficiently through the borough, making the roads safer and the street environment more pleasant for all users. This is achieved by a fair and reasonable enforcement of parking controls. The Parking and Enforcement Plan sets out our parking policy objectives in full. In summary, they are to:

- Ease congestion and improve public transport
- Maintain the safety of all road users (including pedestrians)
- Promote the social and economic revitalization of the borough's town centres and other centres by improving accessibility for all means of travel
- Ensure the limited amount of space available for parking is available for those who need it
- Support Council initiatives to improve air quality along with meeting environmental objectives.

We regularly review parking enforcement and parking charging policy. For example, we carried out a comprehensive review of our parking enforcement policy in 2007 and as a result ceased clamping and introduced an observation period of 5 minutes for waiting restrictions. We also decided to increase the maximum loading time on yellow lines (where loading is not completely prohibited) to 40 minutes to assist the freight transport industry.

In 2007, the Council reviewed permit charging policy and introduced a new emissions-based permit charging structure. Pay & display charging policy was reviewed last year to address the current charging inconsistency across the borough. We have now started to put into operation a new charging scheme based on occupancy levels.

You can find a full copy of our Parking and Enforcement Plan on our website:

[www.haringey.gov.uk/lip\\_parking\\_plan.pdf](http://www.haringey.gov.uk/lip_parking_plan.pdf)

## CONTROLLED PARKING ZONES

Controlled Parking Zones (CPZs) were first introduced in Haringey in 1994 to reduce traffic congestion, improve road safety and promote other forms of transport. We currently have 16 CPZs in the borough. Those CPZs have been introduced in areas where commuter and shopper parking pressures have a negative impact on residents. CPZs are usually put in place in areas that attract a high level of non-resident parking, such as rail/tube stations and commercial areas.

You can find details of all existing CPZs on our website using this link:

[www.haringey.gov.uk/index/environment\\_and\\_transport/parking/controlled\\_parking\\_zone.html](http://www.haringey.gov.uk/index/environment_and_transport/parking/controlled_parking_zone.html)

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The hours of operation and types of restrictions vary depending on local needs, which we identify through consultation. The decision to implement a CPZ follows detailed consultation with residents and businesses, whose views determine if a CPZ should be introduced, which roads are in the zone and how long the parking controls operate for. All CPZs are reviewed one year after initial implementation and a rolling review is also undertaken on all borough CPZs every five years.

Last year, we adopted a new approach to consultation on the extension of existing controlled parking zones. Where there is evidence that the majority of residents favour the extension of a CPZ we will go straight to the statutory consultation of 21 days, rather than have an extended public consultation, followed by statutory consultation. This reduces the time taken to extend a CPZ and allows us to be more responsive to local residents' needs.

## GREENEST BOROUGH STRATEGY

Haringey Council signed the Nottingham Declaration in December 2006. This committed us to prepare a plan of action to significantly reduce greenhouse gas emissions and to work towards the Government target of at least 60% reduction in carbon dioxide [CO<sub>2</sub>] levels by 2050. Baseline carbon emission data reveal that a high percentage of CO<sub>2</sub> emissions is from transport.

The Haringey Strategic Partnership agreed the Greenest Borough Strategy (GBS) for the period 2008-2018. The GBS includes a target to reduce CO<sub>2</sub> emissions by 11% in 2011. Although emissions from transport are only a part of the total, it is recognised that transport and particularly traffic can help reduce total CO<sub>2</sub> emissions significantly.

Our recent policy to link parking permit charges to emissions from vehicles is an example of the action we are taking to achieve the target. The GBS identified seven priority areas, including leading by example and promoting sustainable travel.

Our staff travel plan, aimed at reducing unnecessary car travel, includes targets to reduce single occupancy car trips, increase the number of staff cycling and walking to work and increase car sharing. As part of the staff travel plan, we have purchased three electric vehicles, which will reduce carbon emissions at the point of use.

A priority in the GBS to promote sustainable travel includes an aim to reduce car and lorry travel in the borough. To do this we will be promoting car clubs, supporting Freight Quality Partnerships, running travel awareness events and promoting school and workplace travel plans.

## LAND USE POLICIES (CORE STRATEGY)

For several years, Haringey Council has been actively pursuing a car free housing policy at suitable locations in the borough. Policy is set out in the Unitary Development Plan. One part of the policy (M9) states: “proposals for new development without the provision of car parking will be permitted in locations where: a) there are alternative and accessible means of transport available; b) public accessibility is good; and c) a controlled parking zone exists or will be provided prior to occupation of the development”. The following table gives details of the number of car free developments approved in recent years.

APPROVED CAR-FREE DEVELOPMENTS	2006/7	2007/8	2008/9
	26	36	35

In addition to car free housing, our parking policies for new developments have maximum standards with exemptions for the relatively small number of areas identified as suffering from extreme parking pressure. We also link car-parking provision to public transport accessibility for retail, office and restaurants/bars in recognition of the alternatives available to the private car for serving such developments.

## TRAFFIC MANAGEMENT ACT 2004

The Traffic Management Act 2004 (TMA) provides for the civil enforcement of most types of parking contraventions. It replaces parts of the Road Traffic Act 1991 and some local legislation covering London only. Under the TMA 2004, decriminalised parking became known as Civil Parking Enforcement (CPE) and Parking Attendants became Civil Enforcement Officers (CEOs).

This new legislation represents the largest shift in the way parking enforcement is carried out since the introduction of the 1991 Road Traffic Act. The aim of the 2004 Act is to provide a framework for the motorist that is fair but still effective in enforcing parking and traffic regulations.

You can view the Traffic Management Act 2004 at [www.dft.gov.uk/pgr/roads/tpm/tmaportal/tmafeatures](http://www.dft.gov.uk/pgr/roads/tpm/tmaportal/tmafeatures)

## DIFFERENTIAL CHARGING

Differential Charging was introduced in London on 1 July 2007, following approval of the Mayor of London and the agreement of the Secretary of State. Its basic principle was that there should be a difference in the charging between more serious and less serious parking contraventions. This resulted in an increase in the penalty charge for some contraventions and a decrease in others. As a result of this, penalty charges are now separated into two levels of charges. These are:

	More serious	Less serious
Borough Roads - Band A	£120 / £60	£80 / £40
Borough Roads - Band B	£100 / £50	£60 / £30

# Parking Services

## PARKING SERVICES

Parking Services delivers a wide range of parking and parking-related services to residents, businesses and visitors to the borough. These include parking enforcement, some moving traffic enforcement, parking permits, the Blue Badge Scheme for disabled people, management of council-owned car parks (except for those on council housing estates), concessionary travel, removing illegally parked vehicles from streets, removing abandoned vehicles from streets, the installation and maintenance of Pay & Display machines, and management of the council's CCTV service (including community safety CCTV.) We also support the Council's other parking related schemes.

## PARKING ENFORCEMENT

Since 1993, Haringey has had responsibility for the control and enforcement of all on-street parking throughout the borough (except for two designated Red Routes). In 2002, we started CCTV enforcement of vehicles driving in Bus Lanes. And in November 2005 we took on responsibility for the enforcement of certain traffic violations such as banned turns, no entry points and one way directional signs. We also enforce a number of publicly operated car parks in the borough.

We enforce those parking and traffic regulations to improve compliance with the parking regulations, which has a beneficial impact on road safety. This enforcement also includes the removal of cars parked illegally on yellow lines or those preventing legitimate users accessing their parking spaces. Those enforcement activities make a considerable contribution to improving road safety. Our road safety performance is set out later in this report.

Penalty Charge Notices (PCNs) can be issued by Civil Enforcement Officers (CEOs) who physically patrol the streets of Haringey or by CEOs who use CCTV to observe vehicles. Driving in bus lanes and moving traffic contraventions are only enforced using CCTV. The CCTV Code of Practice recognises that the cameras are used for a wide variety of purposes, including traffic regulation (for bus lanes, moving traffic contraventions and parking), community safety, and town centre management. Most CCTV cameras are located in fixed positions. We currently use two mobile CCTV enforcement units (Smart Cars). There is evidence to suggest that CCTV enforcement has had a positive impact on compliance with parking and traffic regulations. However, community safety has priority over traffic enforcement and therefore can override the traffic cameras at any time to help combat crime and disorder. The revenue generated from CCTV enforcement pays for the upkeep, replacement and maintenance of these cameras.

At present, we deliver the parking and traffic enforcement service through an in-house team employed directly by the Council. However, the implementation of the new nuisance vehicle removal contract will change this slightly where some enforcement will be provided by the new contractor, Ontime Parking Solutions.



Parking enforcement operates each day of the week (except Christmas day) generally between the hours of 7am and 11pm. However, those hours may vary slightly on Sundays and Bank Holidays.

You can find information about the locations of CCTV cameras used for parking or traffic enforcement and details of the enforced Moving Traffic Contraventions at

[www.haringey.gov.uk/index/environment\\_and\\_transport/parking/cctv\\_enforcement/cctv\\_locations.html](http://www.haringey.gov.uk/index/environment_and_transport/parking/cctv_enforcement/cctv_locations.html)



## PAY & DISPLAY FACILITIES

We install and maintain pay & display parking facilities across the borough. We have increased the number of pay & display machines from 120 to 300 over the past two years, of which 85 were installed in 2008/9. The increase in number of machines is mainly due to the Council's decision to introduce 'stop & shop' parking facilities in shopping areas. Those schemes promote short-term parking and provide a high turnover of spaces, which support the local businesses. The pay & display machines are all solar-powered and are maintained by a dedicated in-house maintenance team.

## OFF-STREET CAR PARKS

The Council manages and maintains eight surface car parks in Tottenham, West Green, Muswell Hill, and Crouch End, and a Multi Storey car park in Wood Green providing a total of 925 off-street parking spaces across the borough. We offer both short-term and all-day parking in those car parks. We also offer annual season tickets to meet the needs of commuters.

You can find more details about the Council operated car parks at:

[www.haringey.gov.uk/index/environment\\_and\\_transport/parking/carparks.html](http://www.haringey.gov.uk/index/environment_and_transport/parking/carparks.html)

## THE PARK MARK SCHEME

The Safer Parking Scheme is an initiative of the Associations of Chief Police Officers aimed at reducing crime and the fear of crime in parking facilities. The safer parking status, 'Park Mark', is awarded to parking facilities that have passed a risk assessment carried out by the Police.

Meeting the scheme's requirements means the car park operators have put in place measures that help to deter criminal activity and anti-social behaviour, and so are doing everything they can to prevent crime and reduce the fear of crime in their parking facility.



So far, four Council operated car parks have been awarded the Park Mark Award:

- Summerland Gardens
- Stoneleigh Road
- Westerfield Road
- Crouch Hall Road

This means that those car parks are managed and maintained to a high standard and that measures are in place to help deter criminal activity and anti-social behaviour. Those measures include adequate lighting and signage. We are also currently in the process of achieving this status for our Garman Road and Bury Road car parks.

## PARKING PERMITS

We currently issue five different types of parking permit that allow motorists to park in CPZs:

- Resident's
- Visitor's
- Business
- Trader
- Essential service

We reviewed the Essential Service Permit Scheme in 2007/8 as a result of complaints from residents that those permit-holders were displacing residential permit-holders in many areas across the borough. This resulted in much tighter qualifying criteria being agreed and charges increased to reflect the value of the permit more accurately. The revised scheme was implemented in 2008/9 and the number of those permits issued since then has reduced significantly.

In July 2007, Haringey was one of the first boroughs to introduce a CO<sub>2</sub> emissions-based Residential Permit charging system and differential charges for second and more permits per household.

Parking permits may be purchased from the Haringey Payment Centre (next to the Civic Centre in Wood Green) and from the Council's Customer Services centres in Wood Green, Hornsey, Tottenham and Seven Sisters. We also issue parking permits by post.

## CONCESSIONARY TRAVEL AND BLUE BADGES

The Blue Badge, Freedom Pass and Taxi Card schemes are run by Parking Services. The Concessionary Bus Fares Scheme (Freedom Passes) offers free travel for older and disabled people on all Transport for London Services (Buses, Tube, Docklands Light Railway, Trams and London Overground.)

The new National Bus Concessionary Fares Scheme was introduced in England on 1 April 2008. Since then almost all of London's Freedom Pass holders are, in addition to their current benefits, entitled to free local bus travel anywhere in England. This is to make sure that bus travel in particular remains within the means of people on limited incomes and those who have mobility difficulties. This supports broader work aimed at tackling social exclusion. Bus travel remains the most used form of public transport, especially for older people.



In recent years we have contracted the Post Office to issue the Older Person's Freedom Pass. This has improved access to the service and allowed individuals aged 60 years or over to pick up their pass from a number of designated Post Offices across London. Last year we introduced a new independent process for the assessment of both Blue Badge and Disabled Freedom Pass applications.

We ensure that the assessment process is fair and consistent. And all applications that require further assessment are now assessed by the Integrated Community Therapists, who are employed by the Primary Care Trust (PCT).

We also worked closely with the Police in tackling the fraudulent use of Disabled Blue Badges. Those joint operations resulted in a number of arrests, where individuals were found to be using forged or stolen Blue Badges.

The table below shows the number of Blue Badges and Freedom Passes that have been issued over the past five years:

YEAR	2004/05	2005/06	2006/07	2007/08	2008/09
Disabled badges	3,101	3,314	3,413	3,224	2,800
Older Person's Freedom Passes	23,190	24,093	24,093	23,458	23,458
Disabled Freedom Passes	5,100	5,320	5,320	6,337	6,337

## COMMUNITY SAFETY CCTV

Parking Services manages the Council's entire CCTV service: this includes traffic enforcement and community safety monitoring. We developed and now manage the Council's new CCTV control room, which opened in 2007. The community safety and traffic enforcement teams work side by side. We have a data-sharing protocol enabling joint use of the Council's entire network of cameras for both traffic enforcement and community safety. Last year we installed 13 new CCTV cameras and implemented a new contract for Public Safety Surveillance.

## PARKING BAY SUSPENSIONS

The Council will suspend the use of parking bays in certain circumstances; for example, to allow building operations, domestic removals and filming, etc. to take place on roads or streets that have parking restrictions. The table below shows the number of suspensions undertaken during the last two financial years.

	April 06 - March 07	April 07 - March 08	April 08 - March 09
Number of Suspensions	1126	968	958
Number of Car Spaces	5222	4277	4516

# Other schemes and services supported by Parking Services

## PARKING SCHEMES

New parking schemes are delivered through a parking plan that is agreed annually and endorsed by the Council through the annual Highways Works Plan. Parking schemes are prioritised according to demands from residents and businesses. Parking Plan activities for last year included the review and upgrade of three of our longer standing CPZs: Seven Sisters, Finsbury Park and Tottenham Hale. This involved a comprehensive review of those schemes to ensure that restrictions were still relevant, and that the lines and signs complied with legislation and were easily understood by motorists. We also introduced a new CPZ in Crouch End and extended the Highgate Station Outer, Green Lanes and Wood Green Outer CPZs.

We continued with the rolling programme of introducing double yellow line restrictions at street corners across the borough to improve road safety and ensure access for emergency and refuse collection vehicles.

## SCHOOL TRAVEL PLANS

Haringey Council started the school travel planning programme in 2004. Despite starting later than many other local authorities we have succeeded in securing approved school travel plans at 100% of schools by 2008, ahead of both national and London targets. However, we are keen to make sure that the development and approval of the plans do not signal the end of the process.

In line with TfL (Transport for London) guidance we consider travel plans to be valid if they are regularly reviewed and kept up to date. To be considered valid a review of the plan must be provided annually and the school travel plan updated every three years.

TfL has introduced an accreditation scheme for school travel plans. Haringey schools were strongly represented in the first year of awards with 20 of the 180 accredited schools coming from the borough. Moselle School was one of only five London schools to reach Outstanding Level and St Mary's CE Junior were one of only 10 schools awarded Higher Standards.

## CYCLE PARKING

Haringey Council has had a programme of installing on-street cycle parking since 2003/4 using funding from TfL through the Local Implementation Plan (LiP). Over the period 2003/4 to 2007/8 we installed a total of 263 stands. In 2008/9 we installed 80 stands, and we will be continuing the programme with the aim of installing 80 stands per year.

The Council has recently completed a pilot estate parking scheme, which provided high quality secure cycle parking on housing estates in Tottenham and Muswell Hill. The scheme has proved successful with local residents with good take-up of the space available. To support sustainable transport we require a minimum number of cycle parking stands in new developments. These apply to commercial and residential developments and should be safe, secure and under cover.

# Our Performance

## PERFORMING WELL AND PLANNING TO IMPROVE FURTHER

This has been a challenging but successful year for the service. The implementation of the Traffic Management Act 2004 has gone smoothly and we continued to maintain core service performance. Our performance has been generally strong and we have introduced further service improvements and innovations in response to customer feedback.

We measure our performance by our efficiency, effectiveness and through customer feedback. Here are our performance data for key service delivery activity.

## TOTAL PENALTY CHARGE NOTICES (PCNS) BY CONTRAVENTION TYPE

The table below shows the number of PCNs issued from 2004/05 to 2008/09, broken down by the following enforcement activity categories:

- Parking PCNs: that is, PCNs issued by Civil Enforcement Officers and CCTV cameras to vehicles contravening parking regulations
- Bus Lane PCNs: PCNs issued by CCTV cameras to vehicles driving in bus lanes
- Moving Traffic PCNs: PCNs issued by CCTV cameras to vehicles contravening Moving Traffic regulations
- Vehicles Clamped
- Vehicles removed to the Pound

The data for 2007/08 and 2008/09 include reports on the differential charging scheme which was introduced on 1 July 2007 and give details of the number of higher and lower charge PCNs issued.

Parking Enforcement Activity	Parking PCNs	Of which Higher Level PCNs	Of which Lower Level PCNs	Bus Lane PCNs	Moving Traffic PCNs	Total PCNs	Total Vehicles Clamped	Vehicles removed to pound
April 04 - March 05	145,971	N/A	N/A	54,669	N/A	200,630	4,375	4,966
April 05 - March 06	134,551	N/A	N/A	25,218	43,684	203,453	5,611	5,246
April 06 - March 07	160,768	N/A	N/A	16,671	25,744	203,183	5,053	4,948
April 07 - March 08	170,720*	103,984	18,927	6,964	20,563	198,247	1,099	5,024
April 08 - March 09	170,482	144,813	25,669	7,552	13,362	191,406	0	4,655

\*This includes 47,809 PCNs issued prior to Differential Charging (1 April 2007 - 30 June 2007)

The table shows that:

- The number of parking contraventions peaked in 2005/06; there has since been a steady decrease in the total number of PCNs issued.
- The reduction of contraventions in relation to the bus lane and moving traffic enforcement clearly demonstrates the high level of compliance that CCTV enforcement can achieve.

## PERFORMANCE STATISTICS

The tables below show our performance over the last five financial years in three key areas:

- Representations & Appeals
- PCN Cancellations
- Abandoned Vehicle Removals

Representations and Appeals	2004/05	2005/06	2006/07	2007/08	2008/09
Number of informal and formal representations received	39,262	42,365	48,745	60,203	56,776
Percentage of informal and formal representations received (as a % of all PCNs issued)	20%	21%	24%	30%	30%
Number of PCNs cancelled as a result of an informal or formal representation	12,372	16,028	21,597	28,512	25,540
Percentage of PCNs cancelled as a result of informal or formal representations (as a % of all PCNs issued)	6%	8%	11%	14%	13%
Percentage of informal representations responded to within 10 working days	89.4%	85.5%	90%	63%	78%
Percentage of formal representations responded to within 10 working days	87.7%	80.7%	90%	53%	70%
Percentage of appeals to PATAS (as a % of all PCNs issued)	0.5%	1.7%	0.6%	0.5%	0.9%
Percentage of appeals allowed at PATAS	27%	56%	68%	60%	69%

The number of PCN appeals to PATAS remains under 1%. We acknowledge that we need to do better in relation to PCNs that are appealed.



PCN Cancellations	2004/05	2005/06	2006/07	2007/08	2008/09
Percentage of PCN cancellations	10%	10%	11%	11%	12%

The number of PCNs cancelled as a result of informal and formal representations has increased because staff are encouraged and empowered to exercise their discretion when considering mitigating circumstances. Cancellations also include circumstances where there was CEO error and where drivers were untraceable. The CEO error rate has remained within our tolerance level of 2%.

Abandoned Vehicle Removals	2004/05	2005/06	2006/07	2007/08	2008/09
Percentage of abandoned vehicles removed in 72 hours	83%	97%	96%	100%	100%

We have sustained our excellent performance in this area.

## PARKING APPEALS - PCN, BUS LANE AND MOVING TRAFFIC

The three tables below show the total number of appeals we have received for the last five financial years in the areas of:

- Parking Appeals
- Bus Lane Appeals
- Moving Traffic Appeals

They show the number of appeals which have been considered by PATAS (the Parking & Traffic Appeals Service) and the outcomes. The percentage of appeals allowed is based on the number of appeals heard by PATAS during the relevant year as opposed to the total number of appeals received per se. The majority of appeals are in relation to parking enforcement rather than bus lanes and moving traffic enforcement. The service saw an increase of 60% in the number of appeals received during 2008/9.

Parking Appeals	Appeal Received	Appeals Allowed	% of all Appeal Cases Allowed	Of those allowed, number not contested	Appeals Refused	Of those refused, number withdrawn by Appellant	Number withdrawn by Adjudicator
April 04 - March 05	1,168	827	82%	552	176	3	7
April 05 - March 06	1,021	995	53%	465	530	143	0
April 06 - March 07	974	733	67%	355	355	4	0
April 07 - March 08	980	945	67%	313	632	334	1
April 08 - March 09	1,663	902	69%	577	400	8	0

Bus Lane Appeals	Appeal Received	Appeals Allowed	% of all Appeal Cases Allowed	Of those allowed, number not contested	Appeals Refused	Of those refused, number withdrawn by Appellant	Number withdrawn by Adjudicator
April 04 - March 05	169	110	79%	70	30	1	1
April 05 - March 06	117	76	62%	33	46	0	0
April 06 - March 07	43	33	53%	13	29	0	0
April 07 - March 08	24	11	62%	29	18	10	0
April 08 - March 09	27	9	61%	7	6	0	0

The number of appeals in respect of Bus Lane enforcement has reduced in line with the reduction in the number of PCNs issued for Bus Lane contraventions.

Moving Traffic Appeals	Appeal Received	Appeals Allowed	% of all Appeal Cases Allowed	Of those allowed, number not contested	Appeals Refused	Of those refused, number withdrawn by Appellant	Number withdrawn by Adjudicator
April 04 - March 05	N/A	N/A	N/A	N/A	N/A	N/A	N/A
April 05 - March 06	15	4	66%	4	0	0	0
April 06 - March 07	212	116	61%	72	74	5	0
April 07 - March 08	195	91	48%	174	83	28	0
April 08 - March 09	128	110	70%	71	40	0	0

The number of moving traffic enforcement appeals continues to fall, year on year.

## FINANCIAL PERFORMANCE

Income and expenditure for every council's On and Off Street Enforcement activity and its On-Street charging is governed by the Road Traffic Regulation Act 1984 (Section 55) and the Traffic Management Act 2004 (Section 95). This legislation requires that after meeting all operations' costs any surplus income is to be spent primarily on parking facilities. If the parking needs have been met the surplus can be used to fund improvements in other essential areas consisting of:

- Provision and Maintenance of Parking Facilities
- Highway or Road Improvements
- Public Passenger Transport Services
- Environmental Improvements

The new regulations stemming from the Traffic Management Act 2004 require that the [On-Street] parking accounts are no longer limited to the On-Street parking income and expenditure. They must now also include the income and expenditure for all parking enforcement within the Council's Off-Street areas. The table below shows the income and expenditure for the Parking Account and the amount of surplus generated.

Description	2004/05 £000	2005/06 £000	2006/07 £000	2007/08 £000	2008/09 £000
Pay & Display Income i.e. all income from the on-street pay & display parking facilities	850	855	932	1,227	1,659
Permits i.e. all income from all types of parking permits issued by the council	589	696	812	1,143	2,058
Clamping & Removal all income received from clamping and removal - clamping, removal and storage	845	1,179	1,009	763	662
PCNs - income from all the Penalty Charge Notices issued to motorists in relation to Parking, Bus Lane and Moving Traffic contraventions	7,140	7,144	7,581	7,255	7,449
Other - other income which falls outside the above parking categories	96	87	101	120	123
<b>Total Income</b>	<b>9,520</b>	<b>9,961</b>	<b>10,435</b>	<b>10,508</b>	<b>11,951</b>
<b>Expenditure</b>	<b>7,058</b>	<b>7,663</b>	<b>8,147</b>	<b>8,681</b>	<b>9,392</b>
<b>Surplus</b>	<b>2,462</b>	<b>2,298</b>	<b>2,288</b>	<b>1,827</b>	<b>2,559</b>

- Pay & Display Income: the increase in income is mostly due to the increase in pay & display parking facilities provided across the borough.
- Clamping & Removal: Clamping ceased on 1 July 2007, which accounts for the reduction in income in the last two years.

Description	2004/05 £000	2005/06 £000	2006/07 £000	2007/08 £000	2008/09 £000
Car Park Income	488	485	515	544	478
Total Income	488	485	515	544	478
Expenditure	707	694	697	814	616
Surplus	-219	-209	-182	-270	-144

## ALLOCATION OF SURPLUS

This table shows how the parking surplus has been spent in keeping with restrictions set out in the Road Traffic Regulation Act 1984.

Description	2004/05 £000	2005/06 £000	2006/07 £000	2007/08 £000	2008/09 £000
Contribution to Off Street Parking	219	209	182	270	144
Development and maintenance of CPZs	218	285	292	300	600
Highways Improvement Works	2,025	1,804	1,814	1,257	1,815
Total Application of Surplus	2,462	2,298	2,288	1,827	2,559

## NUMBERS AND PERCENTAGE OF PCNS PAID

Financial	2004/05	2005/06	2006/07	2007/08	2008/09
Number of PCNs paid	110,346	128,175	130,037	126,887	120,585
Number paid at the discounted rate	88,448	99,155	102,092	96,825	94,039
Overall Recovery Rate	55%	63%	64%	64%	64%
Recovery Rate (On-Street)	50%	60%	59%	58%	57%
Recovery Rate CCTV (Bus Lane)	69%	69%	69%	71%	72%
Recovery Rate CCTV (MTCs - moving traffic contraventions)	N/A	69%	69%	71%	72%
Recovery Rate CCTV (Static Cameras)	N/A	69%	69%	71%	72%

There has been an encouraging underlying improvement in the recovery rate. With improved handling of informal and formal representations now working its way through the process a further improvement in recovery rate is expected next year.

# Performance of other schemes and services supported by Parking Services

## SCHOOL TRAVEL PLANS (MODAL SHIFT\*)

(\*Modal shift is the technical term for the change in the kind of transport people use, with the emphasis on a shift to more sustainable and environmentally-friendly means of travel.)

Haringey schools with school travel plans in place achieved an overall decrease of 4.2% in car use to school from 2004 to 2008. A large proportion of the shift has come from the independent sector [-9%]. The targets set as part of the Sustainable Modes of Travel to School Strategy [SMOTS] are:

Target	2008/09	2009/10	2010/11	2011/12
Primary School Travel by Car	18%	16.5%	15%	13.5%
Secondary School Travel by Car	4.7%	4.6%	4.5%	4.4%
No. of "Valid" Travel Plans	70%	75%	80%	85%
No. of Schools Accredited at Sustainable Level	70%	75%	80%	85%
No. of Schools Accredited at Higher Standards Level	6	10	15	18
No. of Schools Accredited at Outstanding Level	2	3	4	5

An action plan in the SMOTS provides the focus for our developing work on school travel planning; it will be updated annually.

Parking Services prioritises enforcement outside of schools to ensure safer travel to school

## ROAD SAFETY

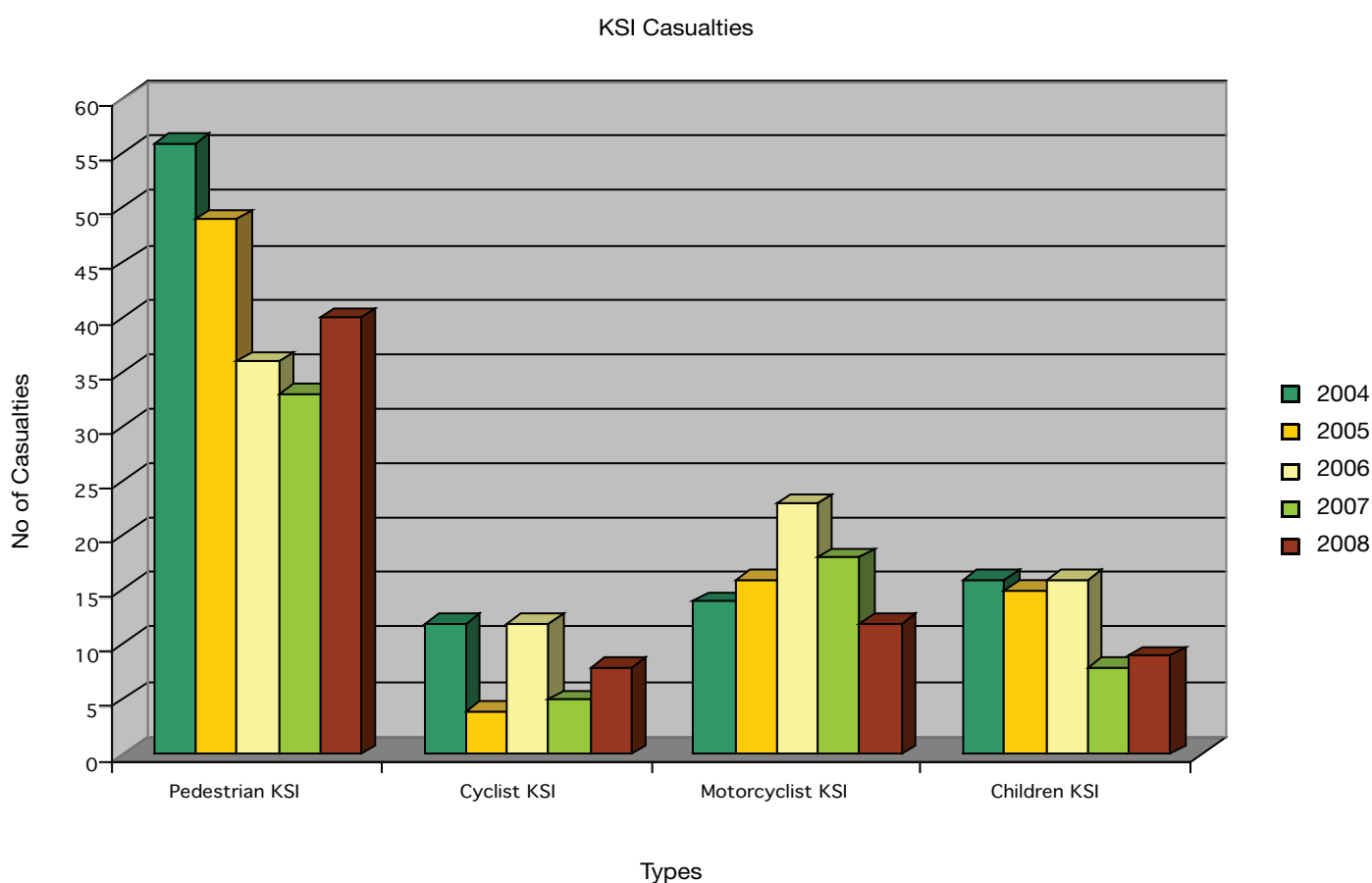
The table below shows our overall performance since 1999. We have made excellent progress in reducing road casualties.

Type of Casualty	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Killed / Seriously Injured [KSI]	150	209	195	180	191	131	94	117	78	80
Slight	986	1284	1163	1032	1012	866	712	768	711	663

## THE MAYOR OF LONDON'S ROAD SAFETY TARGETS

The Mayor of London set road safety targets in respect of key road-user groups. Haringey has already achieved good results in the reduction in casualties and is close to meeting those targets by 2010.

The numbers of casualties for the key road-user groups against which we are measured are shown in the table and graph below:



Our 2010 targets for vulnerable and other road users compared to the average of 1994-8 baseline data are:

- 50% reduction in number of People Killed & Seriously Injured
- 50% reduction in number of Pedestrians Killed & Seriously Injured
- 50% reduction in number of Cyclists Killed & Seriously Injured
- 40% reduction in number of Motorcyclists Killed & Seriously Injured
- 60% reduction in number of Children Killed & Seriously Injured
- 25% reduction in number of Slight Casualties



Progress against the Mayor's targets is set out in the table below. Haringey is on track to meet most of our targets.

Type of Casualty	% change since baseline	On track (Yes/No)
Killed and Seriously Injured (KSI)	-50	Yes
Pedestrian KSI	-38	No
Cyclist KSI	-33	No
Motorcyclist KSI	-43	Yes
Children KSI	-61	Yes
Slight	-34	Yes

# New Developments in 2009/10

## NEW DEVELOPMENTS IN THE YEAR AHEAD

Parking Services has another busy and activity-filled year ahead. In direct response to feedback from our customers (residents, businesses and visitors), we will be delivering a programme of further innovations and service improvements.

Apart from continuing to deliver all of our usual services we will also be

- Reviewing permit charges in the Fortis Green and Bounds Green CPZs
- Reviewing the Business Permit Scheme to ensure that it continues to support our businesses in the current economic climate
- Modernising the permit service by upgrading our IT systems to allow residents to make changes to or renew their permit online.
- Introducing cashless parking facilities, which will allow drivers to pay for their pay & display parking by phone.

## NUISANCE VEHICLE CONTRACT

The Council awarded a new contract for the removal of Nuisance Vehicles to Ontime Parking Solutions in November 2008. This new contract went live on 1 June 2009. It brings together areas that were previously managed under different contractual arrangements. The contract will also deliver Mobile CCTV enforcement and it provides the flexibility to handle additional aspects of nuisance vehicles as the need arises.

## PARKING SCHEMES

We will be supporting a challenging programme of parking related developments for 2009-10. These include:

- Consulting on extensions to the Bounds Green, Fortis Green, Bruce Grove and Wood Green CPZs
- Consulting on Stop & Shop facilities in West Green Road, Seven Sisters and Finsbury Park CPZs
- Reviewing the Muswell Hill, Crouch End and Green Lanes 'Stop & Shop' schemes.

## ELECTRIC CHARGING POINTS



The Council supports the provision of on-street charging points to encourage take-up of electric vehicles. We have successfully bid for financial support from Transport for London (TfL) for the installation of charging points. We are currently introducing 13 charging points at six car park locations: Crouch Hall, Summerland Gardens, Stoneleigh Road, Bury Road and Wood Green Shopping City car parks. A membership scheme will be introduced to use the electric vehicle recharging facilities and this work is scheduled to be complete by October 2009.

The Council will also be carrying out a consultation exercise with residents' associations and businesses to identify where on-street charging points should be located.

## CAR CLUBS



Car clubs offer members the advantage of being able to use a car as and when they require without the costs involved in owning a vehicle. Research also shows that a single car club vehicle can replace up to seven cars, which will reduce congestion on our many busy roads.

The Council is in the process of introducing car clubs and we hope to be operational with 27 car club vehicles at 14 locations across the borough by July 2009. We have appointed the organisation Streetcar as the sole car club provider for a period of three years, with a possible extension for a further three years subject to satisfactory performance.

The Council will consult on a further eight locations this autumn. We have also received further funding from Transport for London. We will use this funding to continue to increase the availability of car club vehicle locations in the borough, with a target of having 80 operational car club bays by the end of 2010/2011. This will create a borough-wide service where every resident and business would be within a five minute walk of a car club vehicle. Please visit [www.streetcar.co.uk](http://www.streetcar.co.uk)

## YOUR CONTINUING FEEDBACK

If you would like to comment on our services or make suggestions for service improvements we would be very happy to hear from you. You can write to us, email us, or leave a message on our website.

Email: [parking@haringey.gov.uk](mailto:parking@haringey.gov.uk)

Address: London Borough of Haringey, River Park House, PO Box 38996, London N22 9AF

# Customer Feedback Form

*We want to make sure that the Annual Parking Report meets the needs of residents and businesses in the borough, other users of Haringey's roads, and others with an interest in Parking Services. Please fill in this feedback form. Your opinions will help us improve future editions.*

## WHAT DO YOU THINK OF OUR ANNUAL PARKING & ENFORCEMENT REPORT OVERALL?

- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

## DID YOU FIND THE INFORMATION IN THE REPORT USEFUL?

- ☐ Very useful
- ☐ Quite useful
- ☐ Not very useful
- ☐ Of no use

## DID YOU FIND THE INFORMATION IN THE REPORT EASY TO UNDERSTAND?

- ☐ Very easy
- ☐ Quite easy
- ☐ Not easy

DID YOU FIND THE LAYOUT OF THIS REPORT VISUALLY APPEALING?

- ☐ Very appealing
- ☐ Quite appealing
- ☐ Not very appealing
- ☐ Unappealing

DID THIS REPORT GIVE ENOUGH INFORMATION ABOUT THE SERVICES PROVIDED BY PARKING SERVICES?

- ☐ Enough information
- ☐ Not enough information
- ☐ Too much information

**Your comments:** is there any further information not included in this report that you would like to see in the next Annual Parking Report?
