

Haringey Annual Parking and Enforcement Report

April 2009 – March 2010

Foreword



Our parking services are amongst those with the highest profile in the Council because they play a major role in helping improve the quality of life in Haringey as we strive to create safer, smarter streets by maintaining the flow of traffic.

This is the Council's second annual parking report and I am pleased to publish it because I believe it is important for the Council to be transparent in such matters by explaining what we do and why we do it.

This report provides information about our policies, activities and performance during 2009/10.

We want to create a transport environment which is sustainable and safe and getting the parking services right is a crucial part of our sustainable transport objective.

I hope that you find this information useful.

A handwritten signature in black ink, appearing to read 'N Canver' with a stylized flourish at the end.

Cllr Nilgun Canver
Cabinet Member for Neighbourhoods

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Borough description and demographics

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.

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 226,200 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.

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 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, which employ fewer than 24 people and these small businesses account for 42.5% of total employment in the borough.

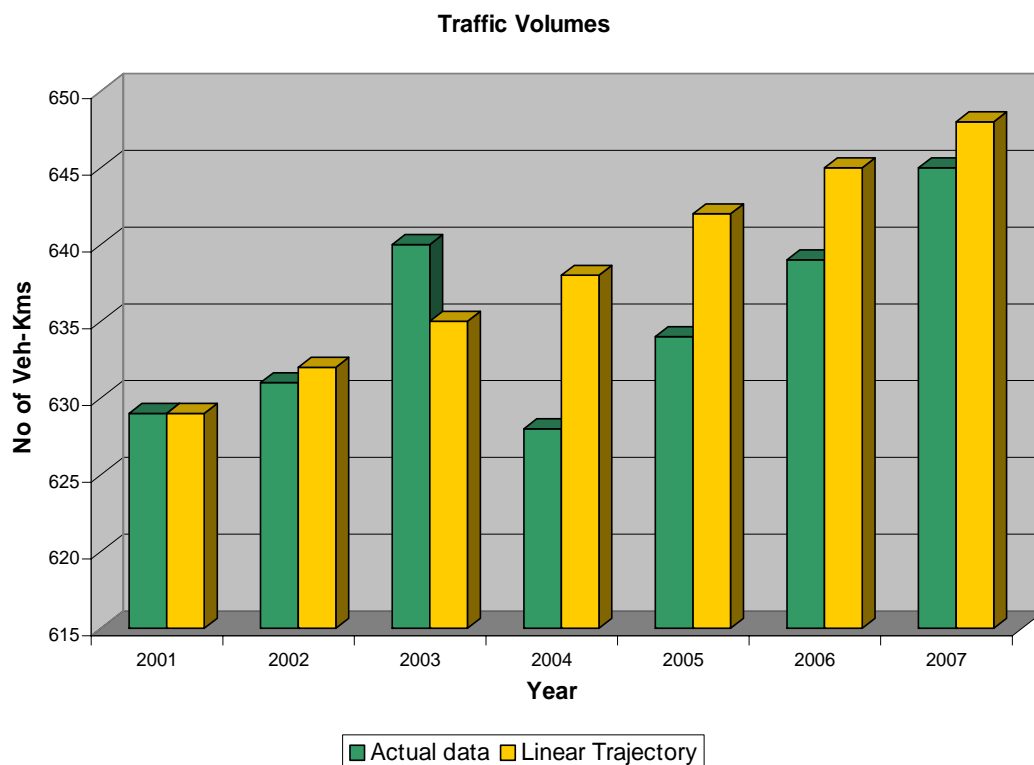
The major sectors of employment in Haringey are:

- 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.

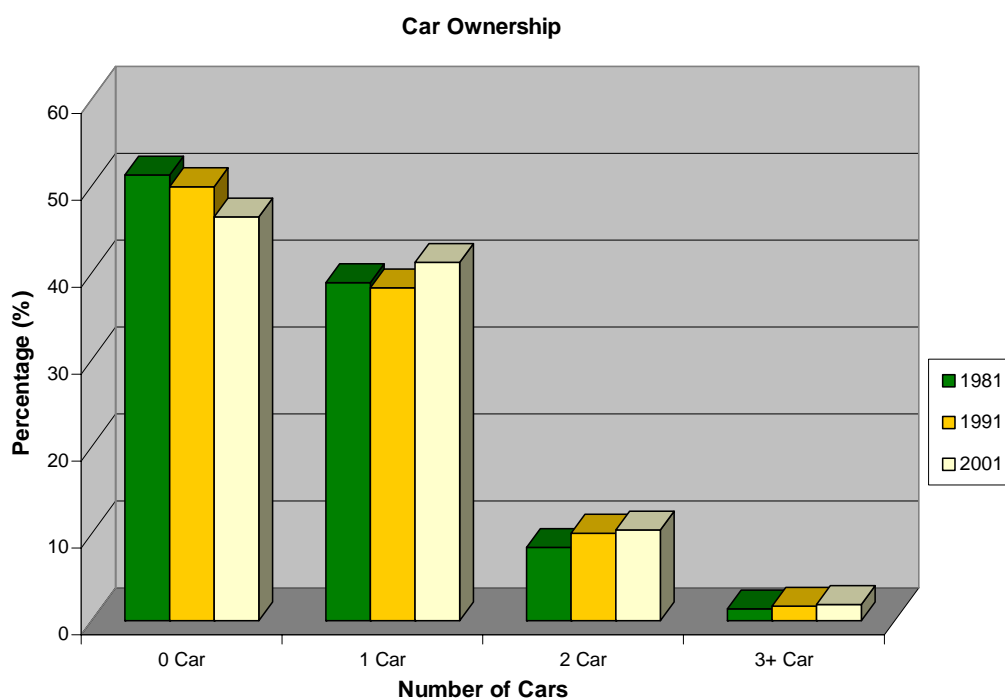
The chart below shows traffic volume data from 2001 from Department for Transport surveys. The linear trajectory (the yellow bars in the graph) relates to the target in the borough's Local Implementation Plan in which the Council is required to limit growth to 5% between 2001 and 2011. The Council is 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	100	100	100



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

The Council Plan sets out the Council's vision, strategic priorities and its contribution to delivering Haringey's Sustainable Community Strategy. In order to achieve the Council's vision and contribute to the Sustainable Community Strategy, the Council agreed five priorities

- A Cleaner, Greener Haringey
- A Safer Haringey
- A Healthy, Caring Haringey
- A thriving Haringey
- Delivering high quality, efficient 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 on our website: <http://www.haringey.gov.uk/councilplan>

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 for 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

A priority area in the LIP is road safety. 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 encouraging the use of more sustainable modes such as walking and cycling.

Parking controls and enforcement makes a significant contribution to overall road safety. The vigorous (but 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: [http://www.haringey.gov.uk/haringey transport strategy](http://www.haringey.gov.uk/haringey_transport_strategy)

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 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 bus running times
- Maintain the safety of all road users (including pedestrians)
- Promote the social and economic revitalisation 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.

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

http://www.haringey.gov.uk/lip_parking_plan.pdf

OUR 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 and 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).

PARKING ENFORCEMENT

Haringey Council has responsibility for the control and enforcement of all on-street parking throughout the borough (except for the designated Red Routes). We also enforce a number of council owned car parks in the borough.

We enforce parking and traffic regulations to improve compliance with regulations, which has a beneficial impact on road safety and traffic flow. This enforcement also includes the removal of cars parked illegally on yellow lines or those preventing legitimate users accessing their parking spaces.

Penalty Charge Notices (PCNs) may be issued by Civil Enforcement Officers (CEOs) who physically patrol the streets of Haringey or by CEOs who use CCTV to observe vehicles. We also deploy CEOs on bicycles, motorcycles and in motor vehicles to ensure that they can respond quickly to requests for enforcement and deliver an adequate level of parking enforcement throughout the borough.

Most CCTV cameras are in fixed locations. We also use two mobile CCTV enforcement units to enforce parking and moving traffic contraventions. Community safety has priority over traffic enforcement and therefore can override the traffic cameras at any time to help combat crime and disorder.

At present, we deliver the parking and traffic enforcement service through an in-house enforcement team employed directly by the Council. Vehicle removals and mobile CCTV enforcement is currently delivered by an external provider, 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 that we enforce on our website: http://www.haringey.gov.uk/cctv_locations

PAY & DISPLAY FACILITIES

We install and maintain pay & display parking facilities across the borough. We continually review the level of pay & display parking provided and reviewed 'stop & shop' parking schemes in Muswell Hill and Crouch End last year increasing the amount of pay & display spaces available. These schemes promote short-term parking and provide a high turnover of spaces, which support local businesses. Pay & display machines are all solar-powered and are maintained by our dedicated in-house maintenance team.

CAR PARKS

We manage 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 allow both short-term and all-day parking in those car parks. We also offer annual season tickets to meet the needs of commuters.

We renewed our Safer Parking 'Park Mark Awards' last year for the following car parks:

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



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.

This means that those car parks continue to be managed and maintained to a high standard and that we have measures in place to help deter criminal activity and anti-social behaviour. Those measures include adequate lighting and signage

You can find more details about the Council operated car parks on our website:

<http://www.haringey.gov.uk/carparks>

PARKING PERMITS

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

- Residents
- Visitors
- Business
- Trader
- Essential service

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. We will offer online renewal facilities for residents' permits during the coming year. The table below gives details of the number of permits issued over the past three years.

Permit type	2007/08	2008/09	2009/10
Resident	15,539	17,571	17,885
Essential service	3114	2307	1585
Business	182	179	202
Traders	73	1592	2140

CONCESSIONARY TRAVEL AND BLUE BADGES

The Parking Service delivers the Blue Badge, Freedom Pass and Taxi Card schemes. 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).



In recent years we have contracted the Post Office to issue the Older Persons 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.

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.

Last year we completed the Freedom Pass renewal and the table below shows the number of Blue Badges and Freedom Passes that have been issued over the past three years:

YEAR	2007/08	2008/09	2009/10
Disabled badges	3,224	2,800	3,760
Older Person's Freedom Passes	23,458	23,458	25,913
Disabled Freedom Passes	6,337	6,337	4,626

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.

	2007/08	2008/09	2009/10
Number of Suspensions	968	958	829
Number of Car Spaces	4,277	4,516	4,248

New developments in 2009/10

PARKING SCHEMES

Parking schemes are delivered through the parking plan which is agreed annually and endorsed by the Council through the annual Sustainable Transport Works Plan. Those schemes are prioritised according to demands from residents and businesses.

Parking Plan activities completed last year included:

- The review of Muswell Hill and Crouch End 'Stop and Shop' schemes
- The extension of the Highgate Outer CPZ
- The introduction of the Belmont CPZ
- Improving pay & display facilities and reviewing waiting restrictions in the Seven Sisters CPZ
- Refreshing and reviewing parking facilities in the following areas
 - Wood Green
 - Tottenham Hale
 - Turnpike Lane
 - Finsbury Park
 - Green Lanes

OTHER DEVELOPMENTS

The Council implemented a number of measures last year to support businesses during the economic downturn. This included a reduction in the annual cost of Business permits, and initiatives to encourage trade in town centres leading up to the Christmas period.

We implemented the new Nuisance Vehicle Contract ensuring a seamless service during the transition period. We also published a Code of Practice that tells motorists how we enforce parking and traffic regulations in Haringey and our policy on handling representations.

Performance

FINANCIAL PERFORMANCE

Income and expenditure for on and off street parking enforcement 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 table below shows the income and expenditure for the Parking Account and the amount of surplus generated.

Description	2007/08 £000	2008/09 £000	2009/10 £000
Pay & Display Income	1,227	1,659	1,805
Permits	1,143	2,058	2,217
Clamping & Removal	763	662	668
PCNs	7,255	7,449	7,310
Other	120	123	97
Total Income	10,508	11,951	12,097
Expenditure	8,681	9,392	9,001
Surplus	1,827	2,559	3,096

Description	2007/08 £000	2008/09 £000	2009/10 £000
Car Park Gross Income	544	478	508
Expenditure	814	619	630
Deficit	-270	-141	-122

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	2007/08 £000	2008/09 £000	2009/10 £000
Contribution to Off Street Parking	270	141	122
Development and maintenance of CPZs	300	600	600
Highways Improvement Works	1,257	1,815	2,374
Total Application of Surplus	1,827	2,559	3,096

NUMBERS AND PERCENTAGE OF PCNS PAID

Financial year	2007/08	2008/09	2009-10
Number of PCNs paid	126,887	120,585	112,526
Number paid at the discount rate	96,825	94,039	92,757
Overall parking recovery rate	64%	63%	64%

PENALTY CHARGE NOTICE ISSUE AND VEHICLE REMOVALS

The table on the next page shows the number of PCNs issued from 2007/08 to 2009/10, broken down by the following enforcement activity categories:

- Parking PCNs
- Bus lane PCNs
- Moving traffic PCNs
- Vehicles removed to the Pound
- Clamped vehicles (clamping ceased in 2007/8)

This information is broken down to show higher rate contraventions, which apply to prohibited parking such as yellow lines, and lower rate contraventions which apply to permitted parking such as parking bays. The table shows that there has been a steady decrease in the number of PCNs issued.

Parking Enforcement	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
2007/08	170,720*	103,984	18,927	6,964	20,563	198,247	1,099	5,024
2008/09	170,482	144,813	25,669	7,552	13,362	191,406	0	4,655
2009/10	161,587	134,294	27,293	8,029	13,182	182,798	0	3,040

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

PERFORMANCE STATISTICS

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

- Informal and formal representations
- Parking and traffic appeals
- PCN cancellations
- Abandoned Vehicle removals

INFORMAL AND FORMAL REPRESENTATIONS

Representations and Appeals	2007/08	2008/09	2009/10
Number of informal and formal representations received	60,203	56,776	76,600
Percentage of informal and formal representations received (as a % of all PCNs issued)	30%	30%	42%
Number of PCNs cancelled as a result of an informal and formal representation	28,512	25,540	19,980
Percentage of PCNs cancelled as a result of an informal and formal representation (as a % of all PCNs issued)	14%	13%	11%
Percentage of informal representations responded to within 56 working days	100%	100%	100%
Percentage of formal representations responded to within 56 working days	98%	100%	98%

The Traffic Management Act states 56 days as the maximum period of time within which authorities should respond to formal representations and we apply this standard informal representations.

The number of PCNs cancelled as a result of informal and formal representations has reduced. We believe that this is due to the improved quality and accuracy of enforcement action. Cancellations also include circumstances where there was CEO error and where drivers were untraceable.

PARKING AND TRAFFIC APPEALS

Parking Appeals	Appeals 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
2007/08	980	945	67%	313	632	334	1
2008/09	1,663	902	69%	577	400	8	0
2009/10	2,152	1303	67%	712	643	10	0

This table shows 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.

PCN CANCELLATIONS

PCN cancellations	2007/08	2008/09	2009/10
Percentage of PCN cancellations	11%	12%	12%

ABANDONED VEHICLES

Abandoned Vehicle removals	2007/08	2008/09	2009/10
Percentage of abandoned vehicles removed within 72 hours	100%	100%	100%

ROAD SAFETY

Haringey Council is committed to improving road safety in the borough. We promote road safety by introducing road safety schemes and by delivering an ongoing programme of education and training. The number of incidents on Haringey's roads has fallen over recent years, as demonstrated in the following table:

Type of Casualty	2002	2003	2004	2005	2006	2007	2008	2009
Killed / seriously injured	180	191	131	94	117	78	80	98
Slight	1032	1012	866	712	768	711	663	831

NEW DEVELOPMENTS IN 2010/11

The major new development for the service in 2010/11 will be the upgrade of the IT system. This upgrade will allow a number of self service options for customers, including on line permit renewals and online access to core information relating to penalty charge notices.

The Council will implement a new CPZ in Woodside N22. We will also implement extensions to the Fortis Green, Bounds Green, and Wood Green CPZs and consult on a review of the Crouch End and Finsbury Park CPZ.

The Council will also continue to review pay & display parking facilities and will implement stop and shop schemes in Philip Lane N15, Commerce Road N22 and Reform Row N17.