

OUR STREETS

Help us create great streets and neighbourhoods

London Borough of
Redbridge 

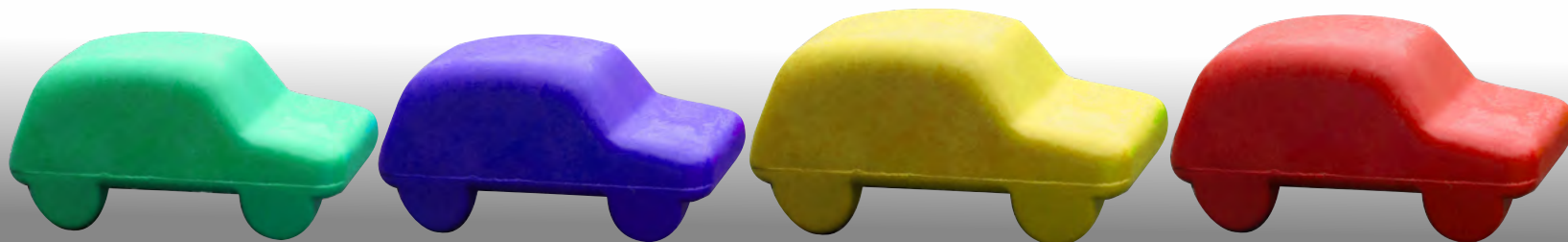
Parking Annual Report

2017/2018



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FOREWORD



I am pleased to present the Redbridge Annual Parking Report for 2017/18.

This report seeks to provide information on the priorities and challenges of managing parking in our borough. It highlights the performance achieved during the last year and outlines future developments and opportunities for the coming year.

The parking team provide a range of services to residents, businesses and visitors to our borough. This work is carried out by Redbridge staff, our parking supplier Apcoa and several other partners.

This year we have continued with our deployment of CCTV cameras in places where compliance has not yet been achieved and vehicles are regularly contravening traffic restrictions. I hope that this will result in better road safety and traffic flow throughout the borough.

Like most London boroughs there is an increasing pressure on kerb space in residential areas. We have listened to residents' requests and have implemented several new Controlled Parking Zones in the borough where residents want them to help deliver a fair and consistent parking offer.

In addition to this we have continued our work outside the borough's schools to help keep our children safe and continue to offer a cashless parking solution for motorists' convenience.

Thank you for taking time to read our 2017/18 parking report and hope you find it informative.

Councillor John Peter Howard
Cabinet member for Civic Pride

INTRODUCTION

The London Borough of Redbridge is an outer London borough in the North East area of London. With a population of approx. 304,200 (2017 GLA figures) and with 106,339 (2011 census) cars in the borough there is already limited parking with pressure on existing spaces.

Residents and visitors to the borough require access to a full range of local services including business, leisure, cultural and recreational facilities.

It is therefore essential to balance the needs of residents, businesses and visitors to the borough and deliver an effective traffic management system to keep traffic moving and avoid congestion on our roads.

Balancing the needs of residents, visitors and businesses is key to the economic growth and success of Redbridge leading to a sustainable and vibrant community.

This report covers the parking activity over the last financial year April 2017 to March 2018 and provides statistical data and information. It outlines how parking supports the environmental policies and embraces new technology within the industry.

It is important to bear in mind the importance of the role that parking plays in the borough and why the Council need to manage parking in the first place. Road safety continues to be a high priority for the Council with traffic management playing an important role in helping to achieve this.

Parking controls play an important part in keeping traffic moving, regulating the amount of traffic and encouraging people to use public transport.

Demand for kerb space in some areas outweighs the supply of available space and as such Redbridge need to maintain a balance between demands from residents, businesses and visitors whilst ensuring that there is access for pedestrians, cyclists, buses and other public transport.

We constantly monitor and review our service to facilitate the safe movement of traffic whilst maintaining a good quality residential environment.

The Council is committed to being open and transparent about its parking operation. As such will ensure that a report is published annually to provide information for interested parties.



PARKING PERMITS & CONTROLLED PARKING ZONES

Controlled Parking Zones

There are currently 25 Controlled Parking Zones (CPZ) in the borough with plans to consult on several more.

These zones have been introduced to enable residents to park near to their homes and business owners to park and access their business efficiently.

This map shows the location of the current parking zones in the borough

You can also find further information in respect of the current zones on the website <https://my.redbridge.gov.uk/map/permit-parking-zones>



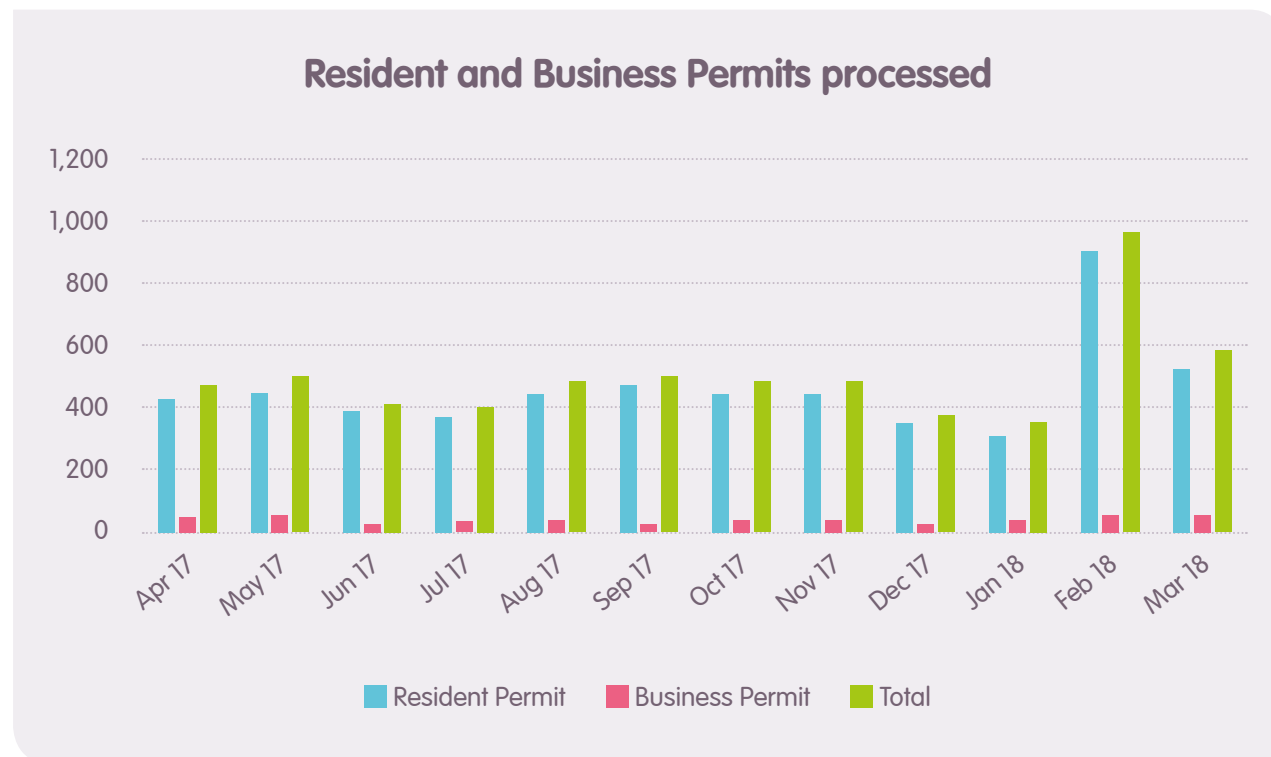
Permits

The Council processed 6058 Resident and Business permits successfully in the last reporting year of which 5582 were Resident Permits, 476 Business Permits.

Although we do offer an electronic application process, of the permits that were completed 68% were processed manually. To continue to improve the quality of services offered to our customers, over the next year a review will be undertaken of the electronic application procedure with a view to implementing a more efficient application process.

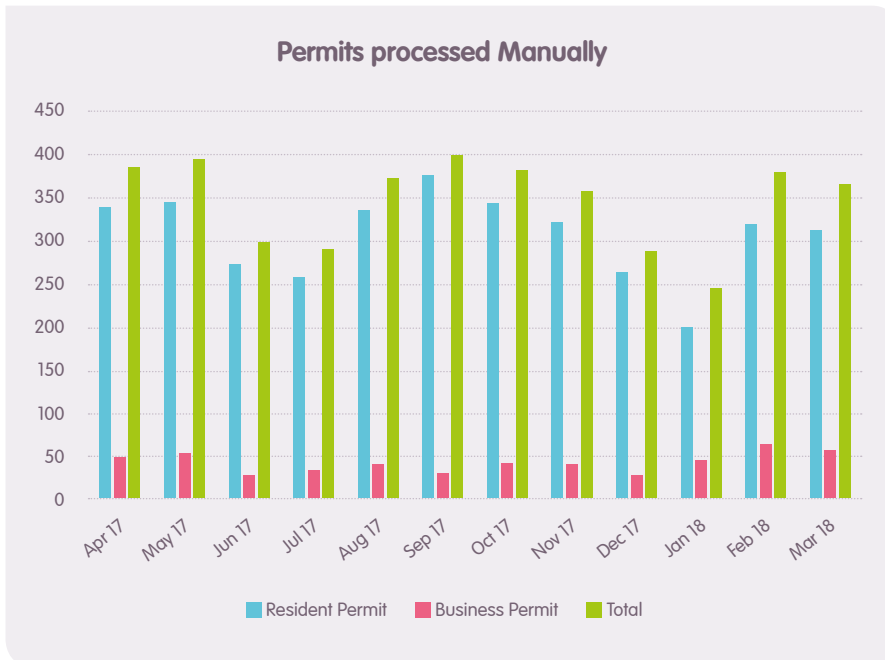
The following tables show information relating to the number of applications received and how they were administered.

The first table shows the total number of permits (excluding visitor) that were processed during this reporting year.

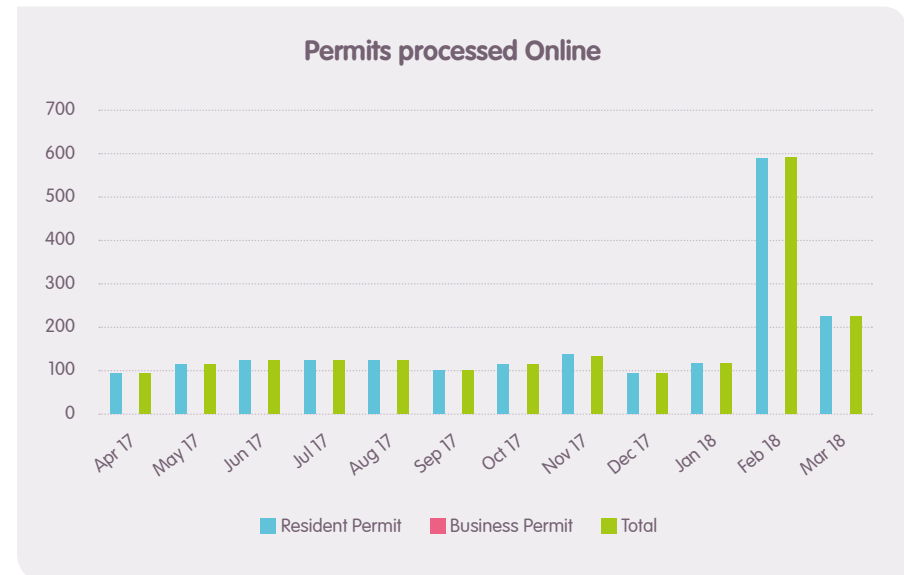




The table below shows those Resident and Business permits that were submitted and processed manually by officers.



This table shows the permit applications that were submitted electronically and processed. The increased number of permits processed in February 2018 accounts for the delivery of the new Wanstead D and extension of Wanstead A and B CPZs.



SEP **375** RESIDENT PERMIT
45 BUSINESS PERMIT

Residents can apply for 5 books containing 10 visitor vouchers each month.

The next table shows the number of visitor vouchers that were issued to residents across all the controlled parking zones.



FEBRUARY 2018

83,000

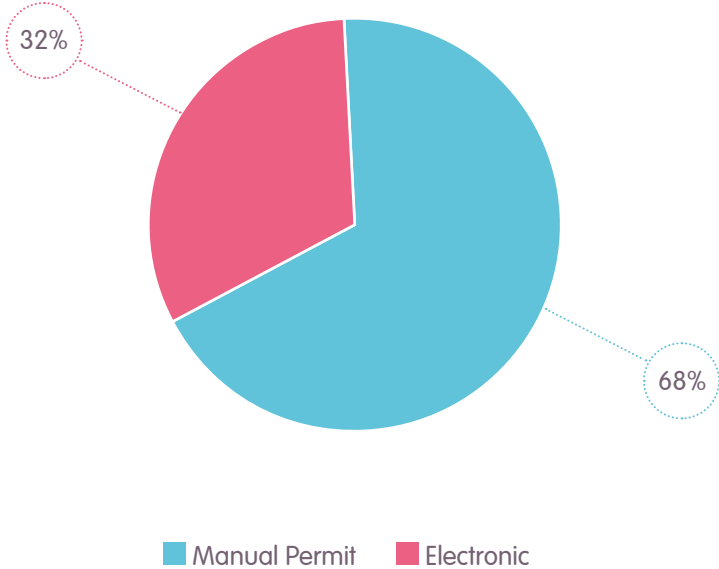
VISITOR VOUCHERS ISSUED



Although, an online application process is offered it is clear that most permits are still currently submitted in paper format.

The chart below illustrates the percentage of cases that were processed online and those processed manually.

% of Permits Processed



PARKING ENFORCEMENT

General Enforcement Activity

During this reporting period the following trends were seen across London

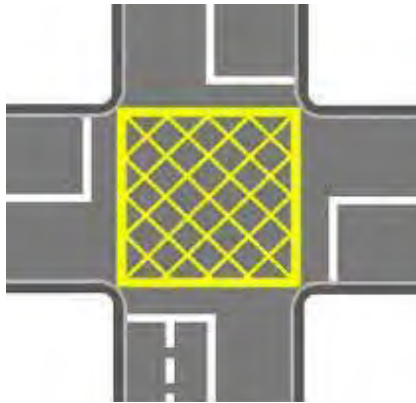
Penalty Charge Notices (PCNs) issued across London have increased by 9.43% to 5,616,402

- Parking enforcement PCNs have seen an increase by 3.57% from 16/17 to 3,665,727
- Bus Lane PCNs have decreased by 0.62% over the last period to 348,998
- Moving Traffic enforcement PCNs have increased by 29.2% to 1,596, 639

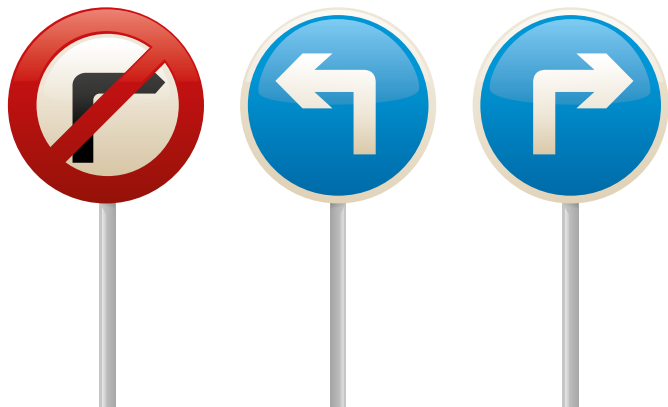
Redbridge has generally reflected this trend

- PCNs rose from 131,422 to 164,126
- Parking enforcement PCNs increased from 10,930 to 12,415
- Redbridge do not carry out Bus Lane enforcement
- Moving Traffic enforcement PCNs increased from 38,761 to 50,431

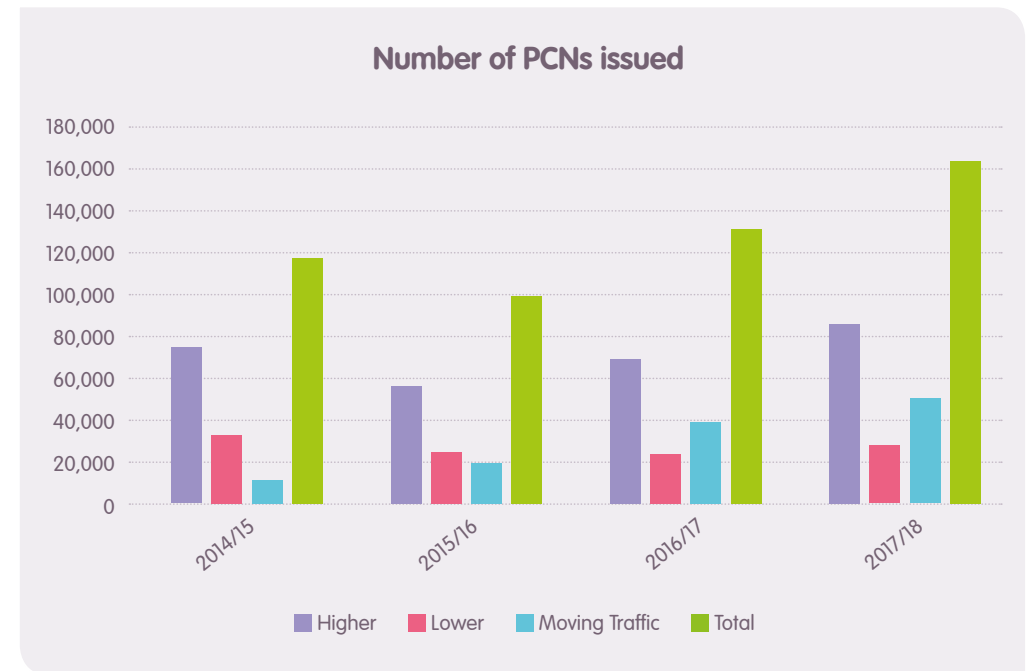




The increase in Moving Traffic enforcement demonstrates the Councils commitment to deal with unsafe driving practices across the borough. The emphasis has been to achieve compliance and deter motorists from bad practices such as obstructing yellow box junctions, failure to drive in accordance with directional arrows and making banned turns.



The table below shows the number of PCNs that were issued by both CEOs and CCTV over the last 4 years.

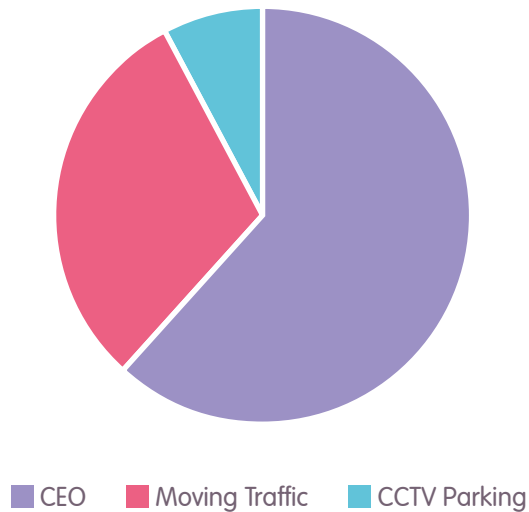


Contraventions incur differential charges depending on the seriousness of the offence. More information on higher and lower contraventions can be found in the table on page 42.

The chart below shows the split of PCNs issued between CEO, Moving Traffic and CCTV Parking Enforcement.

	2017/18
CEO	101,280
Moving Traffic	50,431
CCTV Parking	12,415
Total	164,126

PCNs by type



The charging levels for parking, bus lane and moving traffic contraventions in London boroughs are set by London Councils' Transport and Environment Committee and are subject to approval by the Mayor for London and the Secretary of State. The charges that currently apply to Redbridge are parking and moving traffic.

Higher charges are imposed for contraventions that occur when parking is not permitted for example yellow line, school keep clear markings and permit bays eg loading/unloading bays. A lower charge is imposed for the less serious contraventions such as overstaying paid for time in a pay and display bay or parking outside of bay markings.





CEO Enforcement

The Civil Enforcement Officer (CEO) enforcement is carried out by our partner Apcoa Parking Ltd who are also responsible for parking enforcement carried out by Automatic Number Plate Recognition (ANPR) vehicles, reviewing Moving Traffic contraventions, suspensions and minor maintenance to the Pay & Display machines in the borough.

Redbridge strive to deliver a fair and consistent approach and as such an Enforcement Plan informs the way in which parking enforcement is delivered throughout the borough. Apcoa manage the deployment of CEOs to ensure that enforcement is delivered into the appropriate areas. They consider all requests for enforcement and deploy officers accordingly.

In November 2017 Apcoa introduced updated Handheld Devices which the CEOs use to issue PCNs. The upgraded models offer greater efficiency and more reliable connectivity. The photos that are taken to support the PCNs are of a higher resolution and are used to evidence the contravention.

Apcoa employ 32 CEOs that work throughout Redbridge, an increase of 2 over the last year as additional CPZs are introduced. The Council in partnership with Apcoa regularly review the needs of the service and will continue to do so as further CPZs are implemented.

Apcoa use several modes of transport to deploy CEOs throughout the borough. The use of bicycles, electric bicycles and the public transport system reduces the carbon footprint and is a more environment friendly approach to enforcement.

The following charts indicate where the highest number of contraventions occur in the borough. There can be several reasons that contribute to this and can be because of volumes of traffic or the level of parking spaces available. A number of these locations form part of the Enforcement Plan and we are working to achieve compliance in these areas.

Top 10 CEO enforcement locations

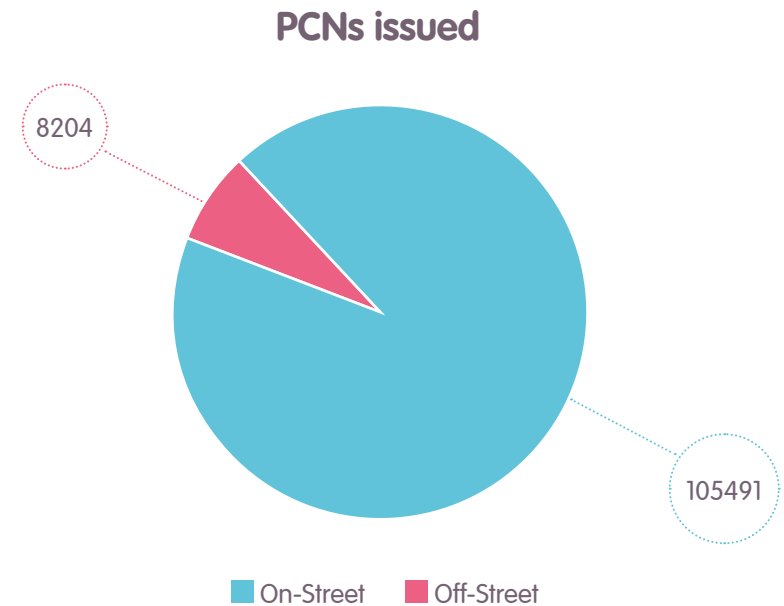
The table below shows the locations in the borough where the CEOs issue most PCNs as there is a high level of non-compliance. PCNs are issued in these areas for contraventions such as misuse of Pay & Display and loading/unloading bays, parking on double yellow lines and parking in bus stops.





Top 10 contravention codes of CEO issued PCNs

The table below shows the most used contraventions where PCNs were issued by CEOs during the reporting period. A full list of contraventions can be found at [Appendix 1](#).



The chart above shows that 93% of all PCNs are issued on street in and around the borough on the public highway with 7% issued in the off-street Council car parks.

TOP 10 HIGHEST
32,500
CONTRAVENTIONS FOR RESTRICTED PARKING

CCTV Enforcement

Parking Services also enforces against parking and moving traffic contraventions using CCTV cameras.

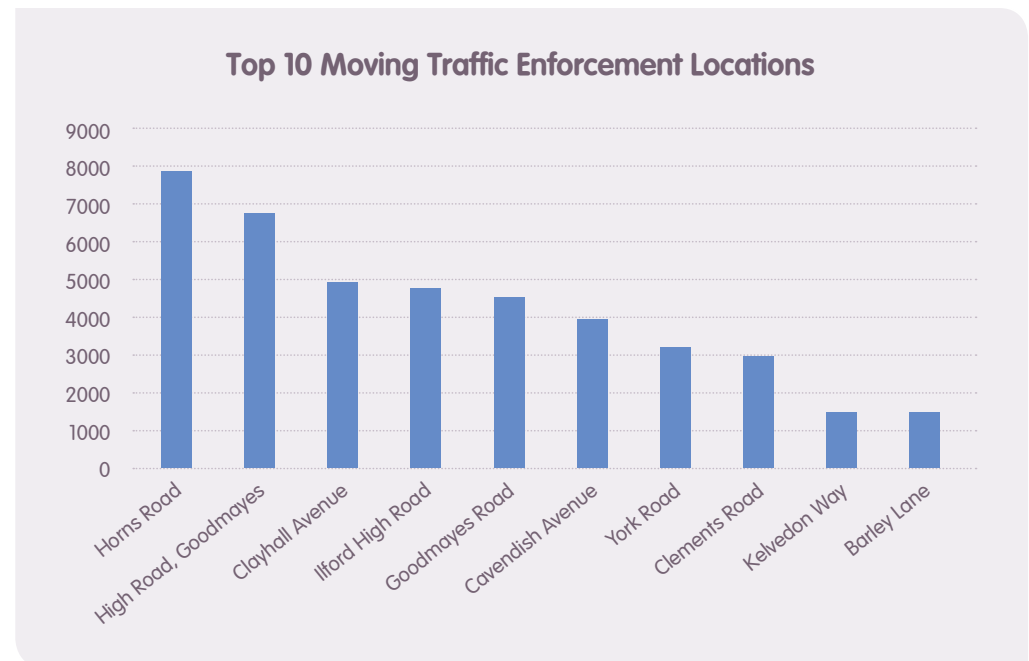
During 2017/18, the CCTV team's operational focus remained on ensuring that the resources were used in the most efficient way possible to maximise traffic flow and increase road safety.

The introduction of additional cameras has seen an increase in PCNs issued for contraventions such as stopping in a yellow box junction and taking banned turns. The unattended cameras record all vehicles committing contraventions and log them ready for an Officer to review and approve before issuing a PCN to the motorist observed. These cameras have been introduced into locations where compliance levels are low and they are hard to enforce using traditional methods. The sites were chosen are where poor driving causes congestion and holds up the flow of the traffic.

Top 10 Moving Traffic enforcement locations

The table below shows the locations in the borough where most PCNs are issued for Moving Traffic contraventions.

These are contraventions where a motorist fails to comply with the indication given by the traffic sign for example banned turns, directional signs or stopping in a yellow box junction.





School Keep Clear Enforcement

Traffic management outside schools in the borough continues to be a high priority for the council and during the last year Parking Services has worked closely with schools to ensure motorists do not park dangerously and cause safety issues for pedestrians.

Yellow zig-zag road markings provide a clear space for children to cross where they can see traffic and traffic can see them when going to and from school.

Daily visits are made by CEOs who carry out patrols at the start and end of the school day to encourage drivers to park safely whilst dropping their children off.

A total of 1502 visits were made to schools throughout term time to enforce against bad driving practices and keep our children safe. A number of these visits were carried out in partnership with the local policing team.



1502
VISITS



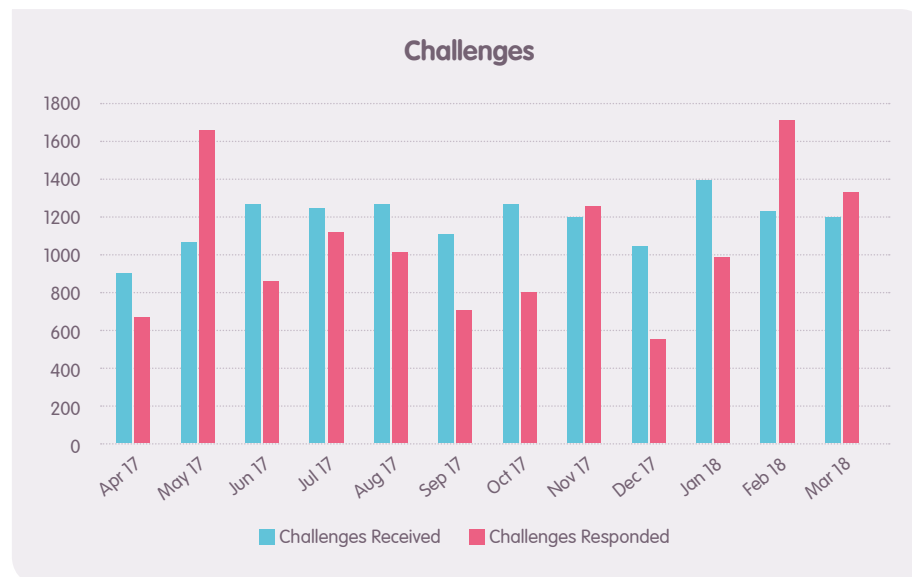
PCN CORRESPONDENCE

Redbridge issued 164,126 PCNs during the period from April 2017 to March 2018. The Council found that there were some instances where the PCN should be cancelled eg. where mitigation was accepted. Of the total number of PCNs issued during this period 10,798 were cancelled and no further action was taken. This amounts to approximately 6.5% of all PCNs issued.

Challenges & Representations

During this period the Parking team received 14,101* informal challenges and 24,340* formal Representations.

The two tables below detail the number of challenges and representations received and responded to during this reporting period.



*These challenges and Representations accounted for those made against PCNs that were issued outside of the reporting year April 2017 to March 2018



Appeals

If a motorist does not agree with a decision in respect of a PCN they have the right to appeal to an independent body called London Tribunals.

An adjudicator will hear the case of the Authority and motorist and decide on either allowing or refusing the appeal made by the motorist.

The adjudicator will write to all parties advising of the outcome of the case and the next steps to be taken.

More information and statistics about London Tribunals can be found by following the link below:

<https://www.londontribunals.gov.uk/>

This table shows the number of appeals that were made during the reporting period with a comparison to the previous year.

Across London the number of appeals lodged with the independent body London Tribunals has fallen from 39,151 to 38,087. Redbridge reflects this trend with a reduction of appeals from 1831 to 1700.

The cases that were not contested by the council are generally where the appellant has provided information to the adjudicator that was not provided to the council previously. In these circumstances the PCN may be cancelled.

	2016/17	2017/18
Appeals Received	1831	1700
Statutory Declarations & Witness Statements Received	202	129
Total Decisions	1663	1675
Appeals Allowed	1148	1097
...of which not contested by the Council	689	648
Appeals Refused (including those with recommendations)	527	585

The appeals received detail the number of appeals that were received during the reporting period. The appeals that were considered include appeals that were lodged last year and heard during this period.

COUNCIL CAR PARKS

The Parking team are responsible for managing the 20 public car parks located throughout the borough. The 20 car parks service a wide range of customers including shoppers and commuters and are open 7 days a week.

Several car parks have bays marked for disabled Blue Badge holders who can park free of charge by displaying the Blue Badge in the window of the vehicle.



Customer safety is something that Redbridge take seriously and as such have made a commitment to join the Association of Chief Police Officers and the British Parking associations' safer parking scheme. To date 6 car parks have been assessed and awarded the Park mark award. As improvements are made to the remaining car parks we will be applying for the accreditation.

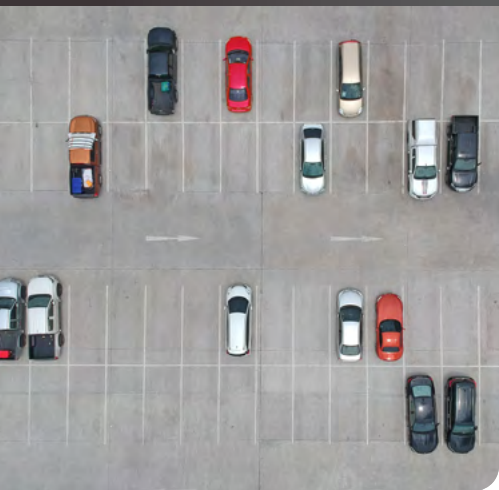
The purpose of the scheme is to reduce crime and the fear of crime inside parking facilities. This ensures that parking organisations manage their car parks robustly and introduce crime deterrents such as CCTV and enhanced lighting.

Many of the car parks offer Season Tickets for people who regularly use them.

Full details including charges of all the public car parks in Redbridge can be found by following:

<https://www.redbridge.gov.uk/parking/car-parks-in-redbridge/>





The largest of the car parks has 730 spaces whilst the smallest offers 12 spaces. A full list of off-street car parks with addresses can be found in **Appendix 2** of this report.

The map opposite shows the location of the off-street car parks in the borough.

Cashless parking



Redbridge offer a cashless parking system across the borough in our On-Street pay & display and shared use bays and in Off-Street Council car parks using the RingGo parking solution. Since its introduction we have seen a continuous growth in the use of RingGo with a total of 552,554 sessions paid for through RingGo last year.

Cashless parking has several benefits as it avoids the need to carry cash for the pay & display machines. It enables the motorist to pay for the time they use and extend their stay if they need to from their mobile phone without returning to their vehicle.

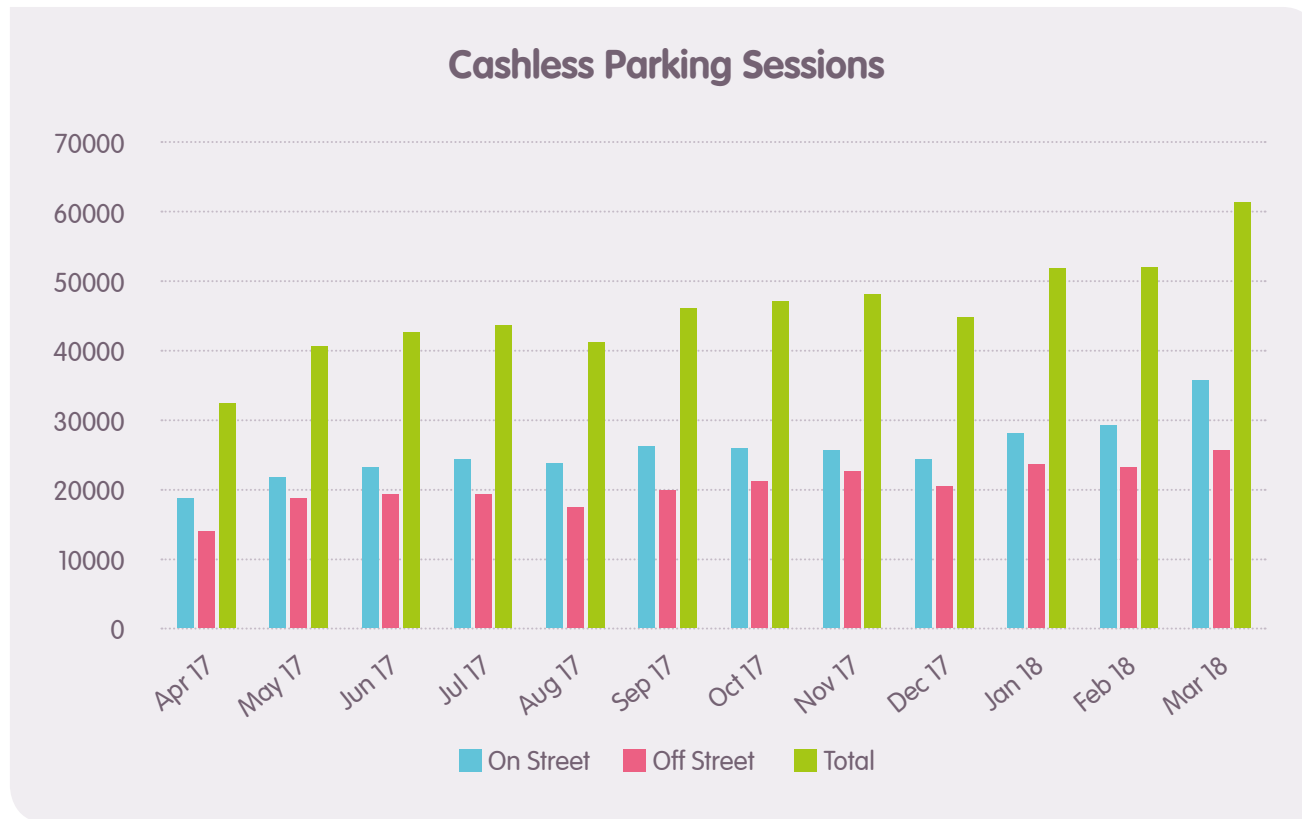
RingGo provide help to both new and existing customers by providing a step by step guide on their website along with a You Tube video on how to pay. Please see the link below:

<https://www.myringgo.co.uk/howitworks>





The table below shows the number of sessions that have been booked using the cashless parking system RingGo for both On and Off-Street parking places.



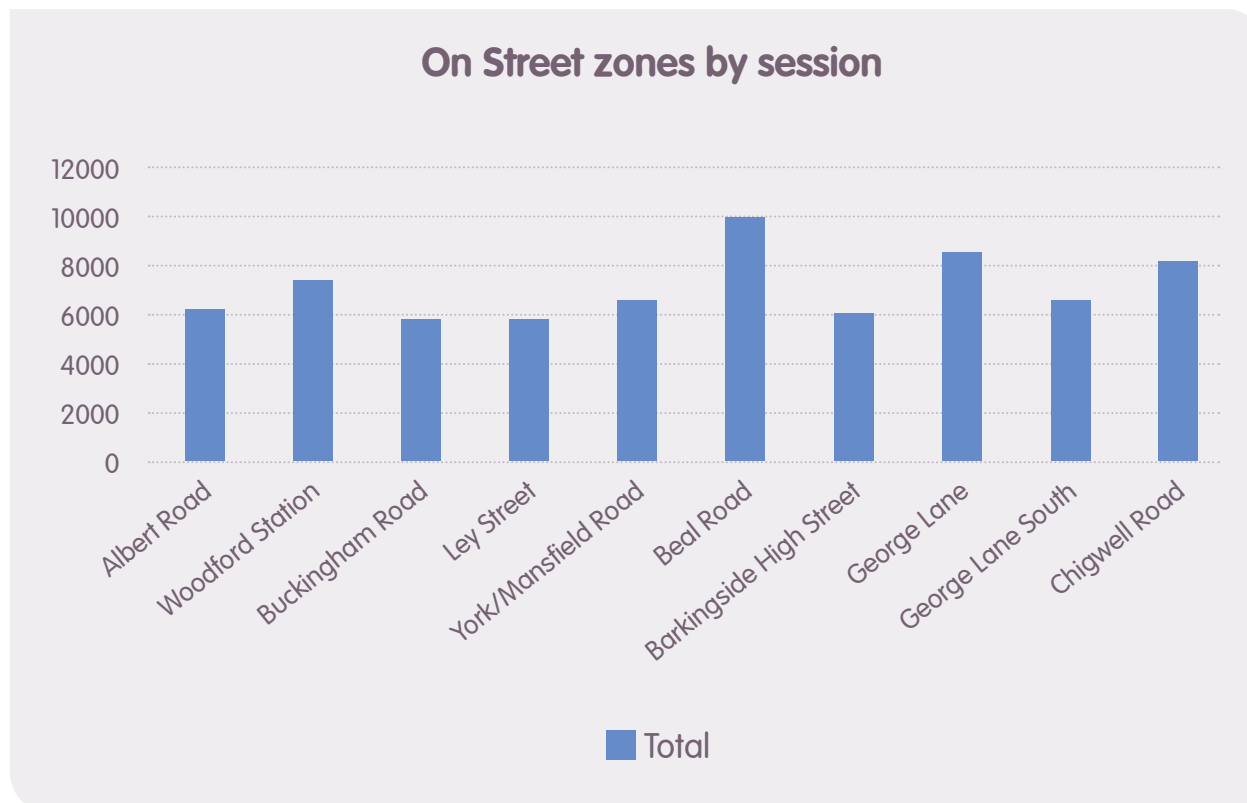


MAR

3,600 ON STREET

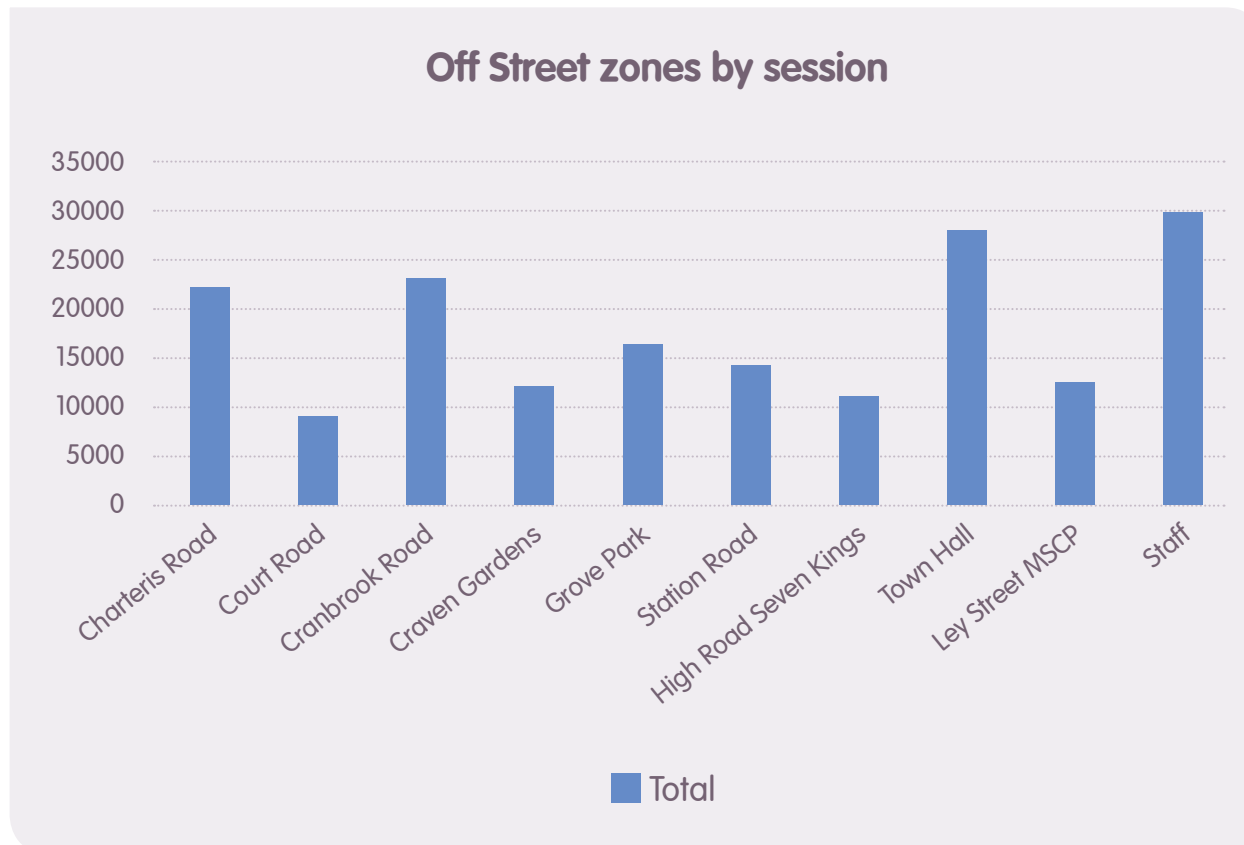
2,600 OFF STREET

There are some areas where cashless parking is used more than others. The table below shows the most popular On Street parking areas in the borough where residents and visitors choose to pay by RingGo.



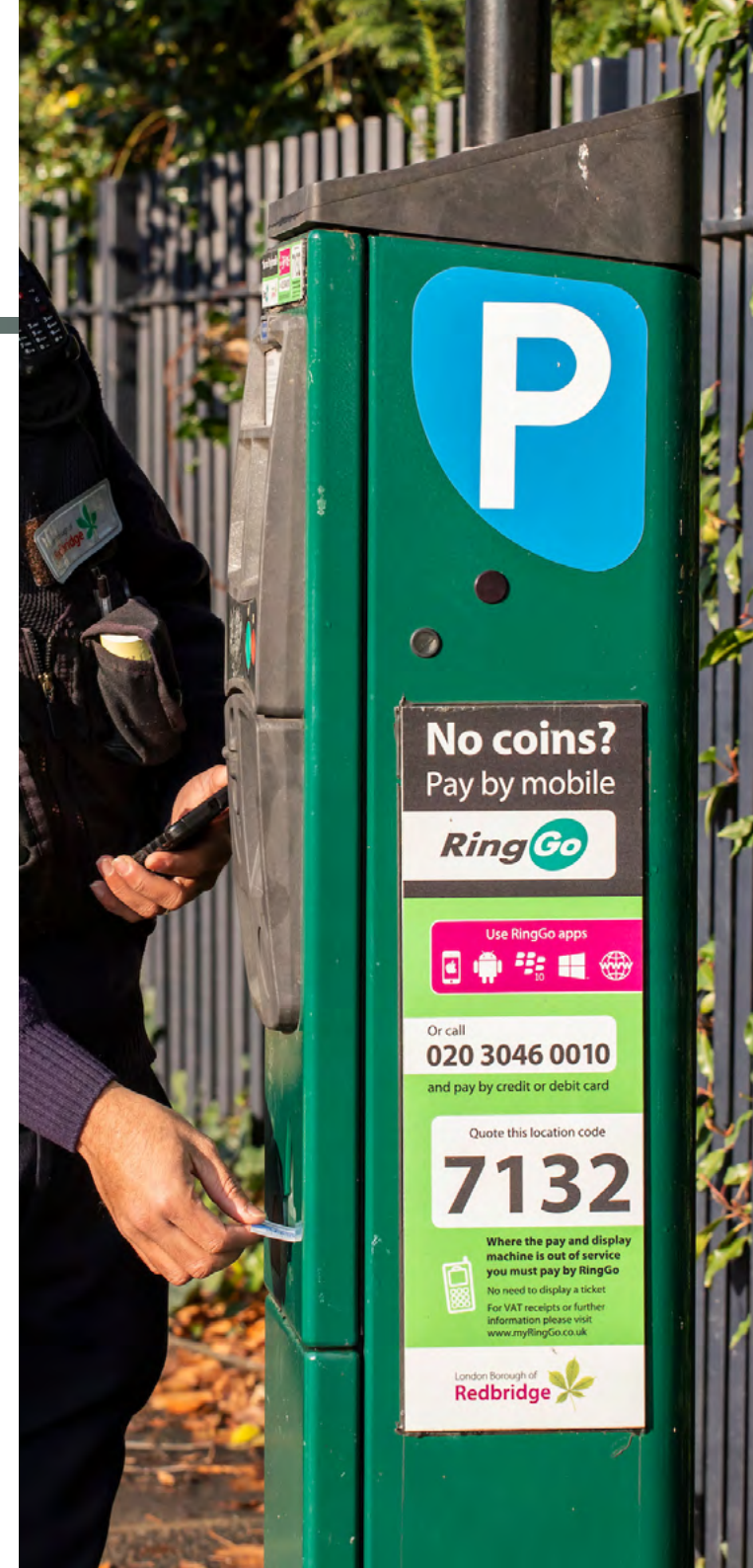
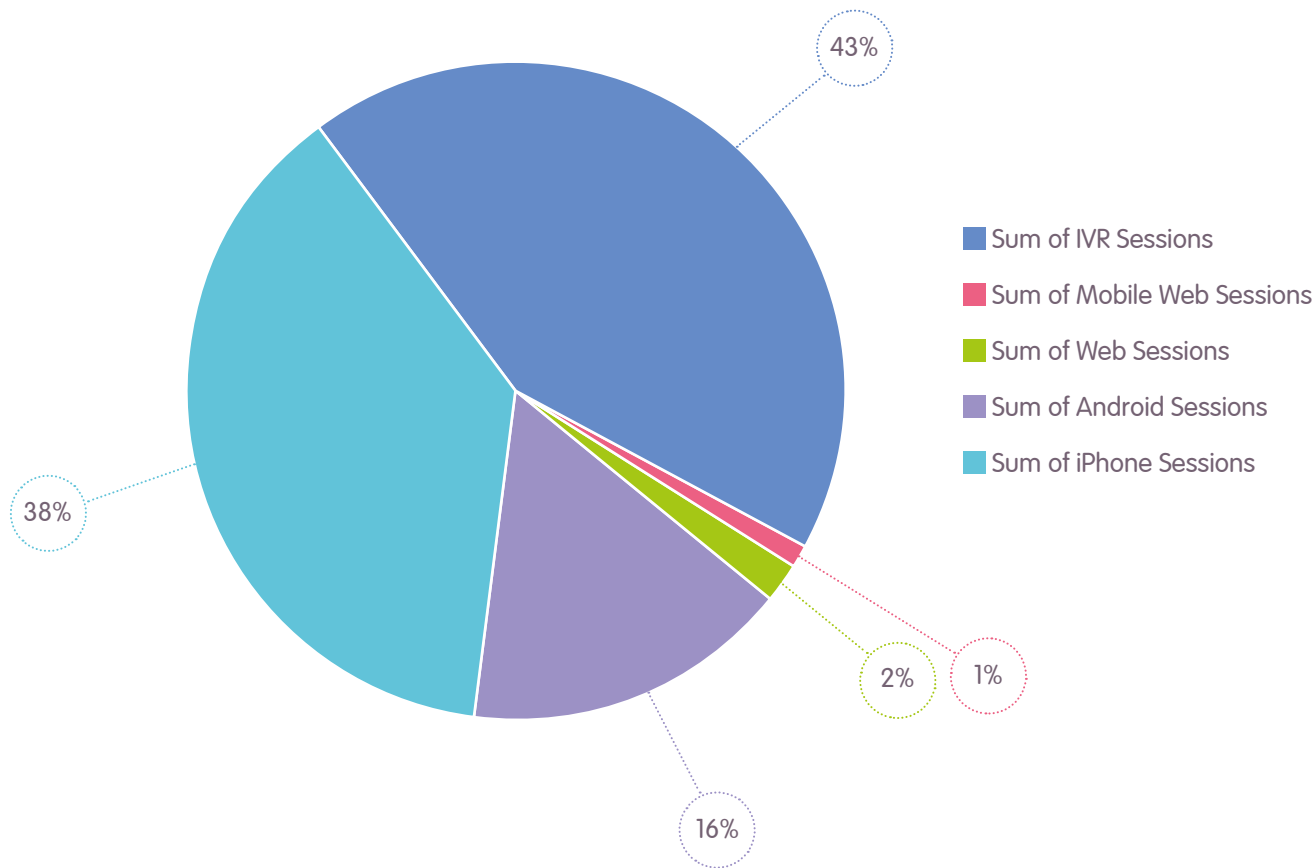


Parking charges for Redbridge staff parking were introduced in May 2017. Whilst staff may park in the ley Street car park they must make payment by using the cashless RingGo system. You will see from the table below that this is the most popular car park due to the usage by staff.



HIGHEST
17200
STAFF

The chart below breaks down the methods of payment that have been used when making payment by RingGo.



The table below shows the revenue from all the council car parks which has been split by cash and RingGo. The car parks that are highlighted green indicate where there is a high usage of cashless payments.

Annual Totals				
Car Park	P&D	RingGo	TOTAL	% by RingGo
CP1 Charteris Road	£77,882.40	£126,561.00	£204,443.40	61.91%
CP4 Cranbrook Road	£74,898.95	£76,841.30	£151,740.25	50.64%
CP5 Craven Gardens	£69,716.75	£27,903.00	£97,619.75	28.58%
CP6 Derby Road	£25,494.60	£15,057.50	£40,552.10	37.13%
CP7 Eastwood Close	£10,664.90	£36,990.40	£47,655.30	77.62%
CP8 Eastwood Close	£2,368.95	£6,614.10	£8,983.05	73.63%
CP9 Primrose Road	£3,335.10	£11,985.60	£15,320.70	78.23%
CP10 Mulberry Way	£10,870.40	£17,067.40	£27,937.80	61.09%
CP11 Goodmayes Road	£9,293.05	£13,750.20	£23,043.25	59.67%
CP12 Grove Park	£82,582.35	£40,175.30	£122,757.65	32.73%
CP13 High Rd Seven Kings	£33,028.60	£19,018.90	£52,047.50	36.54%
CP14 High Rd Sth Woodford	£27,731.95	£17,909.80	£45,641.75	39.24%
CP15 High Rd Ilford	£52,546.40	£26,186.40	£78,732.80	33.26%
CP16 Mildmay Road	£32,233.00	£25,344.00	£57,577.00	44.02%
CP17 Court Way	£25,424.85	£31,139.30	£56,564.15	55.05%
CP18 Hawkey Hall	£19,165.00	£10,096.80	£29,261.80	34.51%
CP19 Station Road	£19,726.90	£74,529.90	£94,256.80	79.07%
CP23 Wangey Road	£22,139.20	£28,455.00	£50,594.20	56.24%
CP25 Ley Street MSCP	£19,960.00	£272,208.00	£292,168.00	93.17%
CP30 Chadwick Road	£77,882.40	£70,093.40	£147,975.80	47.37%
Total Across All Car Parks	£696,945.75	£821,366.30	£1,518,312.05	54.10%

CAR CLUBS

Redbridge currently have 6 active bays which are used by the current car club operator, Zipcar.



The bays are located in the following areas

- Ilford - Griggs Approach
- Ilford - Wellesley Rd
- Ilford - Henley Rd
- Snaresbrook - Sylvan Rd
- Ilford - Mansfield Rd
- Wanstead - Woodbine Pl

The number of active bays has increased from 3 to 6 in the last two years and will increase further as we deliver a residential and a staff car club scheme.

We anticipate the minimum number of active bays to rise to at least 20 by the end of this year.



6 ACTIVE BAYS

COMPLIMENTS, COMPLAINTS & FOIS

We take feedback to our service very seriously and welcome and comments, compliments or complaints regarding the parking service.

Compliments

If you think we have done something well or you have received a good service that is worth shouting about we would love to hear from you. We always make sure that any positive comments are fed back to the team or individuals so that they know they are doing a good job.

If you would like to tell us when we are doing well you can do so by using the following link:

<https://www.redbridge.gov.uk/have-your-say/compliments/>

Complaints A complaint is an expression of dissatisfaction about our service. Sometimes we get it wrong. If you think this has happened please tell us in as much detail as possible. This will help us to understand the situation and put things right if we have got it wrong.

If you need to make a complaint you can find more details about the process by using the following link:

<https://www.redbridge.gov.uk/have-your-say/complaints-about-our-services/>

Freedom of Information

The Freedom of Information (FOI) Act 2000 gives a general right to see recorded information held by a public authority. The main responsibilities under the act are:

- The right to be told if information exists
- The right to receive information subject to certain exemptions under the Act and relevant legislation, meaning we cannot always provide the information

If you would like to know more about this Act you can use the following link:

<https://www.redbridge.gov.uk/have-your-say/freedom-of-information/about-freedom-of-information/>

The table below shows the number of 1st and 2nd stage complaints, Members Enquiries and FOI requests received by the parking service during the last year. It also advises on the % that were responded to within the target timescales.

Complaints and Members

Period	Stage 1	Stage 2	Member enquiry	Enquiry
July 2017	50% (1/2)	0% (0/0)	0% (0/0)	0% (0/0)
August 2017	100% (3/3)	0% (0/0)	86% (12/14)	0% (0/0)
September 2017	100% (1/1)	0% (0/0)	100% (1/1)	100% (1/1)
October 2017	100% (1/1)	0% (0/0)	100% (4/4)	0% (0/0)
November 2017	80% (4/5)	0% (0/0)	80% (4/5)	0% (0/2)
December 2017	100% (3/3)	100% (1/1)	67% (2/3)	25% (2/8)
January 2018	50% (1/2)	0% (0/0)	63% (5/8)	33% (1/3)
February 2018	100% (1/1)	0% (0/0)	43% (3/7)	71% (5/7)
March 2018	0% (0/0)	0% (0/0)	55% (6/11)	50% (1/2)

FOIs

Period	Request	Internal Review
July 2017	100% (1/1)	0% (0/0)
August 2017	100% (3/3)	0% (0/0)
September 2017	100% (2/2)	0% (0/0)
October 2017	100% (5/5)	0% (0/0)
November 2017	100% (10/10)	0% (0/0)
December 2017	92% (11/12)	0% (0/0)
January 2018	71% (5/7)	100% (1/1)
February 2018	20% (1/5)	0% (0/0)
March 2018	100% (4/4)	0% (0/0)

Outcome	Stage 1	Stage 2	Ombudsman	Total	%
Not upheld	13	1	0	14	64%
Resolved at first point of contact	1	0	0	1	5%
Resolved upon receipt	2	0	0	2	9%
Upheld	1	0	0	1	5%
Withdrawn	1	0	0	1	5%
Closed after initial enquiries - no further action	0	0	1	1	5%
Closed after initial enquiries - out of jurisdiction	0	0	2	2	9%
Total	18	1	3	22	
%	82%	5%	14%		



FINANCIAL DATA

The objective of Parking Services is to manage parking demands in a safe and appropriate way rather than generate income or revenue. However, any income generated through parking enforcement is ring-fenced by law and must be spent on transport and highways related initiatives.

The council is required to set up a separate account in respect of budgeting processes and procedures for Parking which is known as the 'memorandum of account'. The account is set up and collated from the Council's main accounts and is necessary as any surplus generated can be spent only on certain allowable transport and highways related activities as specified by law, and accounted for separately in the Council's accounts to demonstrate transparency.

Section 55 of the Road Traffic Regulation Act 1984 advises Authorities how any surplus generated from the annual Parking account may be used. The Council has discretion on how to spend any surplus that may arise, within the scope set by law. Under current legislation the application of any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways improvement schemes, highways maintenance, public passenger transport services and certain other categories.



**GENERATED INCOME
USED ON TRANSPORT
AND HIGHWAYS**

Parking Income and Expenditure

This table shows the income and expenditure in respect of the parking account. The application of surplus is based on the Road Traffic Regulation Act 1984 Section 55.

The surplus totalling £7.085m was used to fund Concessionary Transport and other transport and highways-related improvements.

Although the Council sets the level of permit and pay and display charges, the level of penalty charge notices are set by London Councils' Transport and Environment Committee and agreed by the Mayor of London and ratified by the Secretary of State. They are reviewed every 4 years.

Parking Account	
	2017/18 Actual
Income	£m
Parking Enforcement	(4.202)
Traffic Contraventions	(4.169)
On Street Parking (including Permits)	(1.657)
Off Street Parking	(1.401)
Total Income	(11.429)
Expenditure	
Management	2.553
Enforcement Contractor	1.791
Total Expenditure	4.344
Net Surplus	(7.085)
Less:	
Contribution to Council's Transport Strategies	7.085

Innovation & The Future

Car Clubs

We are looking to extend our use of car clubs in the borough over the next 12 months as we believe that they offer potential to reduce both traffic congestion and parking stress. As an alternative to car ownership they provide access to vehicles when required. Often described as a pay-as-you-go mode of transport, you only pay when you are using the vehicle.

We will be delivering a Corporate (the Authority's staff) Car Club Scheme which will offer

- Exclusive hire periods between 08:00 hours and 18:00 hours on normal Business Days, for the Authority's use only. Approximately 15 vehicles will be made available to staff.

The 2nd scheme we will be implementing is a Residents Car Club Scheme which will offer

- Public use of the Corporate scheme vehicles, outside of exclusive hire periods reserved for the Authority use
- A fully managed car club Service based within London Borough of Redbridge to the members of the public with minimum 10 ultra-low emission car club vehicles available twenty four (24) hours a day and three hundred and sixty five (365) days a year.

Implementation is likely to be from the Autumn.



Transformation

In recognising that more people are using online services in their day to day lives the council are looking at how more parking services can be delivered online.

The next 18 months will see some exciting changes and challenges in terms of our parking offer. We are passionate about ensuring that we provide a world class service to our residents and visitors, with a view to improving and transforming our current service over the next 12 months we will be:

- Carrying out market engagement with suppliers with a view to procuring new contracts ensuring we are delivering a high level of services that are value for money.
- Reviewing our parking strategy to ensure that we continue to deliver the highest standard of service that responds to business requirements and improves road safety.
- Reviewing our school enforcement to provide more ANPR cameras to ensure the safety of our children.
- Considering the latest technology and digitalisation of the service, to include

1. A new IT system
2. E- permits
3. Online permit checker & reminder
4. 3 yearly permits with automated proof checker
5. Virtual permits and visitor vouchers
6. Online suspensions
7. PCN online case management including the appeal process
8. Intelligent parking directions
9. Calls automated into emails
10. ANPR vehicles
11. ANPR on HHs
12. Working towards a cashless system
13. Online TMOs & mapping
14. Dynamic pricing

- Increasing our enforcement of Blue badge abuse and taking more offenders to court
- Carrying out a review of our CPZs.
- Rolling out Moving Traffic enforcement cameras where the flow of traffic is restricted by non-compliance to restrictions.
- Considering the working place parking levy
- Increasing our offer of EV charging points
- Looking at the environmental impacts of parking to consider models such as car sharing.
- Emissions based parking reducing the environmental footprint of transport
- Modal shift to more sustainable methods of transport

+ **INCREASE
IN ONLINE SERVICES**



Pay & Display machines

Over the next year we will be carrying out a review of all our pay & display machines with a view to reducing the number on street. We will assess where machines can be removed so that we can make financial savings both on the cost of maintenance and repair and also in terms of thefts from machines.

Use of car Parks

We will be reviewing all the council owned car parks to ensure they are fit for purpose and deliver the parking spaces in the areas that are required. We will consider the usage, turnover and opportunities to diversify on their use



GLOSSARY OF TERMS

Automatic Number Plate recognition (ANPR) technology for automatically reading vehicle number plates.

Apcoa This is Redbridge's parking enforcement service provider working under contract

Challenge An objection made against a Penalty Charge Notice before the Notice to Owner is issued

Cancellation A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case

Civil Enforcement Officer CEO This is a name given to an officer employed by the Council or the Council's contractor to enforce against parking contraventions

Contravention – Failure of the motorist to comply with traffic or parking regulations

Controlled Parking Zone – An area where parking is restricted during specified times. Signs are placed at entry points throughout the zones where the restrictions differ to those on entry.

Department for Transport DfT – This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland that are not devolved. The department is run by the Secretary of State

HH Hand held device is the equipment that is used to issue PCNs

London Councils This is the representative body of the 33 local authorities in London.

London Tribunals established by the Road Traffic Act 1991 to provide support to the independent adjudicators. Anyone who has received a PCN can appeal to the adjudicator, provided that the correct procedure has been followed

Moving Traffic Contravention of a traffic order or non-compliance with a sign enforceable under the London Local Authorities and Transport for London act 3003

Notice to Owner – NtO This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with a PCN. This will be served when a PCN is unpaid after 28 days. When the registered keeper of the vehicle, receives this they can either; make payment of the full charge or make a representation.

Off-Street Parking These are the Councils car parks

On-Street Parking These are parking facilities provided on the public highway such as Pay & Display bays and permit parking.

Penalty Charge Notice PCN – This is issued to a vehicle that is believed to be parked in contravention of the Traffic Management Order

Representation – This is a formal challenge against a PCN after the NtO is issued

Traffic Management Act 2004 – TMA 2004 – This act was passed by the government and is the law that details the parking regulations.

Traffic Management Order – This is the statutory legal document required to support any enforceable traffic and highways measures



USEFUL INFORMATION

More information about parking in and around London can be found on the following websites:

London Tribunals

<https://www.londontribunals.gov.uk/>



<https://www.londoncouncils.gov.uk/services/parking-services>



<https://tfl.gov.uk>



Department
for Transport

<https://www.gov.uk/government/organisations/department-for-transport>



<https://www.myringgo.co.uk>



<https://www.britishparking.co.uk>

Appendix 1

Standard PCN Codes v6.7.5 **On-Street**

Code	General suffix(es)	Description	Diff. level	Notes
01	aoyz	Parked in a restricted street during prescribed hours	Higher	Suffixes y & z for disabled badge holders only
02	ao	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher	
04	cs	Parked in a meter bay when penalty time is indicated	Lower	
05	cpsuv1	Parked after the expiry of paid for time	Lower	
06	cipv1	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	
07	cmprsv	Parked with payment made to extend the stay beyond initial time	Lower	'meter feeding'
08	c	Parked at an out-of-order meter during controlled hours	Lower	Electronic meters only
09	ps	Parked displaying multiple pay & display tickets where prohibited	Lower	
10	p	Parked without clearly displaying two valid pay and display tickets when required	Lower	"two" may be varied to another number or "multiple".
11	gu	Parked without payment of the parking charge	Lower	
12	rstuw4	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge	Higher	
13		---- RESERVED FOR TfL USE (LOW EMISSION ZONE) ----	n/a	
14	89	Parked in an electric vehicles' charging place during restricted hours without charging	Higher	
16	bdehqstwx4569	Parked in a permit space or zone without clearly displaying a valid permit	Higher	Suffix "s" only for use where bay is completely non-resident
17		---- RESERVED FOR ROAD USER CHARGING USE ----	n/a	
18	bcdefhmprsv 12356789	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	

Appendix 1



Code	General suffix(es)	Description	Diff. level	Notes
19	irsuwxyz4	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time	Lower	
20		Parked in a part of a parking place marked by a yellow line where waiting is prohibited	Higher	
21	bcdefghlmnpqrsuv 1256789	Parked wholly or partly in a suspended bay or space	Higher	
22	cfilmnopsv1289	Re-parked in the same parking place or zone within one hour after leaving	Lower	"one hour" may be varied to another time period or "the prescribed time period"
23	bcdefghklprsv123789	Parked in a parking place or area not designated for that class of vehicle	Higher	Suffix required to fully describe contravention
24	bcdefhlmnpqrsv 1256789	Not parked correctly within the markings of the bay or space	Lower	
25	n2	Parked in a loading place or bay during restricted hours without loading	Higher	On-street loading bay or place
26	n	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher	"50 cm" may be varied to another distance in Scotland
27	no	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Higher	
28	no	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	Higher	
30	cfilmnopsu12789	Parked for longer than permitted	Lower	
31	j	Entering and stopping in a box junction when prohibited	n/a	London only
32	jdtw	Failing to drive in the direction shown by the arrow on a blue sign	n/a	Code-specific suffixes apply. London only
33	jbcefgghikqrs	Using a route restricted to certain vehicles	n/a	Code-specific suffixes apply. London only
34	j0	Being in a bus lane	n/a	
35		Parked in a disc parking place without clearly displaying a valid disc	Lower	

Appendix 1

Code	General suffix(es)	Description	Diff. level	Notes
37	j	Failing to give way to oncoming vehicles	n/a	London only
38	jlr	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign	n/a	Code-specific suffixes apply. London only
40	n	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	
41		Stopped in a parking place designated for diplomatic vehicles	Higher	
42		Parked in a parking place designated for police vehicles	Higher	
43		Stopped on a cycle docking station parking place	Higher	
45	nw	Stopped on a taxi rank	Higher	"stopped" may be varied to "waiting"
46	n	Stopped where prohibited (on a red route or clearway)	Higher	
47	jn	Stopped on a restricted bus stop or stand	Higher	
48	j	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher	CCTV can be used on a restricted area outside a school only
49		Parked wholly or partly on a cycle track or lane	Higher	
50	jlru	Performing a prohibited turn	n/a	Code-specific suffixes apply. London only
51	j	Failing to comply with a no entry restriction	n/a	London only
52	jgmsvx	Failing to comply with a prohibition on certain types of vehicle	n/a	Code-specific suffixes apply. London only
53	j	Failing to comply with a restriction on vehicles entering a pedestrian zone	n/a	London only
54	j	Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone	n/a	London only
55		A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	Higher	
56		Parked in contravention of a commercial vehicle waiting restriction	Higher	Non- overnight waiting restriction

Appendix 1



Code	General suffix(es)	Description	Diff. level	Notes
57		Parked in contravention of a bus ban	Higher	Non- overnight waiting restriction
58		Using a vehicle on a restricted street during prescribed hours without a valid permit	n/a	London Lorry Control Scheme
59		Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	n/a	London Lorry Control Scheme
61	124cgn	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	Code-specific suffixes apply
62	124cgn	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	Code-specific suffixes apply
63		Parked with engine running where prohibited	Lower	
64	124	Parked in contravention of a notice prohibiting leaving vehicles on a grass verge, garden, lawn or green maintained by a local authority	n/a	Code-specific suffixes apply. For use in Essex only
65	124	Parked in contravention of a notice prohibiting leaving vehicles on land laid out as a public garden or used for the purpose of public recreation	n/a	Code-specific suffixes apply For use in Essex only
66	124cg	Parked on a verge, central reservation or footway comprised in an urban road	n/a	Code-specific suffixes apply. For use in Exeter only
72		--- RESERVED FOR BUILDERS' SKIPS CONTRAVENTIONS ---		London only
75		--- RESERVED FOR LITTERING FROM MOTOR VEHICLES ---		
76		-- RESERVED FOR WASTE RECEPTACLE CONTRAVENTIONS --		London only
99	no	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	Pedestrian Crossings

Appendix 1

Standard PCN Codes v6.7.5 **Off-Street**

Code	General suffix(es)	Description	Diff. level	Notes
70		Parked in a loading place or bay during restricted hours without loading	Higher	Off-street loading areas
71		Parked in an electric vehicles' charging place during restricted hours without charging	Higher	Off-street car parks
73	u	Parked without payment of the parking charge	Lower	Off-street car parks
74	prs	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	Off-street car parks
77		--- RESERVED FOR DVLA USE ---	n/a	
80	u	Parked for longer than permitted	Lower	Off-street car parks
81	o	Parked in a restricted area in a car park	Higher	Off-street car parks
82	puv4	Parked after the expiry of paid for time	Lower	Off-street car parks
83	4	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	Off-street car parks
84	u	Parked with payment made to extend the stay beyond initial time	Lower	Off-street car parks
85	btrwyz45	Parked without clearly displaying a valid permit where required	Higher	Off-street car parks
86	prs	Not parked correctly within the markings of a bay or space	Lower	Off-street car parks
87		Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	Off-street car parks
89		Vehicle parked exceeds maximum weight or height or length permitted	Higher	Off-street car parks
90	psuv	Re-parked in the same car park within one hour after leaving	Lower	Off-street car parks. "one hour" may be varied to another time period or "the prescribed time period"
91	cg	Parked in a car park or area not designated for that class of vehicle	Higher	Off-street car parks
92	o	Parked causing an obstruction	Higher	Off-street car parks
93		Parked in car park when closed	Lower	Off-street car parks
94	p	Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required	Lower	Off-street car parks. "two" may be varied to another number or "multiple"
95		Parked in a parking place for a purpose other than that designated	Lower	Off-street car parks
96		Parked with engine running where prohibited	Lower	Off-street car parks

Appendix 2



Car park	Address	Capacity
Charteris Road, Woodford	Charteris Road, Woodford, Essex IG8 0AL	135
Cranbrook Road, Gants Hill	Cranbrook Road, Gants Hill, Essex IG2 6LA	192
Craven Gardens, Barkingside	Craven Gardens, Barkingside, Essex IG6 1ZZ	172
Derby Road, South Woodford	Derby Road, South Woodford, London E18 2PZ	72
Eastwood Close, South Woodford	Eastwood Close, South Woodford, London E18 1BY	52
Eastwood Close, South Woodford	Eastwood Close, South Woodford, London E18 1BY	38
Primrose Road (Viaduct), South Woodford	Primrose Road, South Woodford, London E18 1DE	12
Mulberry Way, South Woodford	Mulberry Way, South Woodford, London E18 1EB	22
Goodmayes Road, Goodmayes	Goodmayes Road, Goodmayes, Essex IG3 9UF	75
Grove Park, Wanstead	Grove Park, Wanstead, London E11 2RL	76
High Road, Seven Kings	High Road, Seven Kings, Essex IG3 8RU	170
High Road, South Woodford	High Road, South Woodford, London E18 2QS	55
High Road, Ilford (Lynton House)	High Road, Ilford, Essex IG11NF	51
Mildmay Road, Ilford	Mildmay Road, Ilford, Essex IG1 1DT	66
Court Way, Barkingside	Court Way, Barkingside, Essex IG6 1HW	104
Sir James Hawkey Hall, Woodford	Broadmead Road, Woodford, ESSEX IG8 0BG	180
Station Road, Chadwell Heath	Station Road, Chadwell Heath, Essex RM6 4BU	125
Wangey Road, Chadwell Heath	Wangey Road, Chadwell Heath, Essex RM8 4BW	56
Ley Street Multi-Storey, Ilford	Sylvan Road, Ilford, Essex IG1 4EQ	730
Chadwick Road, Ilford (Town Hall)	Chadwick Road, Ilford, Essex IG1 1EQ	106

OUR STREETS

Help us create great streets and neighbourhoods

London Borough of
Redbridge 

