



ISLINGTON

Parking and CCTV Services Islington Council

Civil Enforcement of Parking and Moving
Traffic Contraventions

Annual Report 2008/09

Purpose of this report

The purpose of this report is to present statistical and financial data regarding civil enforcement of parking and moving traffic contraventions in Islington. The report has been produced following guidance from the Department for Transport (DfT), but also through a commitment to demonstrate good ethical governance and increase transparency in the way we operate and to further encourage scrutiny.

The information contained herein is accurate at time of production (July 2009).

Red routes

Please note this report does not contain any statistical or financial information with regard to decriminalised parking enforcement on the Red Routes in Islington. These remain the responsibility of Transport for London.

Background

Islington statistics

Islington is a small borough covering an area of just under 15 km² containing 1361 mostly residential streets measuring 212km in length. The streets contain around 35,500 parking spaces, 27,000 of which are for resident use and 2,700 which can be used for pay and display parking, the remainder comprises of motorcycle bays, bays for use by disabled people, business bays, and doctors bays.

With around 188,000 residents Islington is the second most densely populated local authority in England and in addition to this over 112,000 people commute in to the borough daily, significantly swelling the daytime population. There are around 115,000 vehicle trips in Islington everyday, many of which are made in the 42,000 vehicles owned or rented by Islington residents.

Given the number of available parking spaces detailed above and with many of the 115,000 vehicle trips resulting in at least one parking action, Islington parking spaces clearly have to be managed in order to allow every driver the opportunity to park safely and legally.

A common sense parking charter for Islington

Islington Council has a priority of listening to the community. We are listening to what residents, businesses and others say about parking. You told us you accept there are more cars than parking places preventing everyone having what they would like. Therefore you want us to:

- ensure our roads are safe
- enable traffic to flow freely to minimise the environmental impact
- give residents and businesses in the borough priority parking over commuters

- provide priority parking facilities for key groups such as disabled people or health care workers

Our commitments to you are that we will:

- focus our parking attendants on offences that have a serious impact on road safety or traffic flow
- protect parking spaces allocated to residents and businesses
- provide a permit system to support key groups such as disabled people and health care workers
- apply common sense when we enforce parking rules and not issue tickets for trivial offences
- ensure that ticketing is correctly done and evidence is fully and properly recorded
- ensure appeals against tickets are responded to quickly and professionally within 10 working days
- ensure any money made from parking enforcement is invested into transport projects, such as funding the Freedom Pass for elderly and disabled people, maintaining roads and road safety
- communicate clearly with residents and businesses about parking and adapt our policies based on your feedback

Financial Performance

Income and expenditure

The table below provides a breakdown of parking service income by revenue stream. Total expenditure for the entire service is show below and the surplus below that.

Section	Total (£s)
PCN	10,706,295
Clamping/removal	54,855
Suspensions	741,783
Permits/vouchers	5,386,701
Pay and display	6,127,228
Miscellaneous	61,281
Total	23,078,143
Expenditure	-18,646,505
Surplus	4,431,638

How predicted surplus was allocated

At the beginning of a budget year it is only possible to predict the potential surplus or deficit on the parking account. Parking surplus income can only be spent on specific council services. In 2008/09 these services were as shown below.

Area where money was allocated	Total (£s)
Road safety	437,000
Transport planning	731,000
Highway improvements	3,762,000
Street lighting improvements	54,000

Statistical Performance

Parking ticket issue

The table below shows the number of parking and moving traffic contraventions for which a penalty charge notice was issued. This is broken down in to higher rate contraventions, such as parking on a double yellow line, and lower rate contraventions, such as overstaying in a pay and display bay.

Number of higher level PCNs issued	192,171
Number of lower level PCNs issued	56,845

Parking ticket payments

The table below shows how many of the above penalty charge notices have so far been paid, and how many of these were paid at the discounted rate (within 14 days of issue).

Number of PCNs paid	162,138
Number of PCNs paid at discount rate	103,538

Parking ticket appeals

The table below shows how many of the above penalty charge notices were appealed either informally (before Notice to Owner, or formally (after Notice to Owner).

Number of PCNs against which an informal or formal representation was made	84,764
----------------------------------------------------------------------------	--------

Parking ticket cancellations

The table below shows how many of the above appeals resulted in the penalty charge notice being cancelled.

Number of PCNs cancelled as a result of an informal or formal representation	37,900
------------------------------------------------------------------------------	--------

The next table shows how many penalty charge notices were cancelled (regardless of appeal) due to an error by the council or our contractors.

Number of PCNs cancelled due to council or contractor error	8,155
-------------------------------------------------------------	-------

The next table shows how many penalty charge notices were cancelled (regardless of appeal) due to our compassionate and common sense policies.

Number of PCNs cancelled due to compassionate or common sense policies	10,961
------------------------------------------------------------------------	--------

Clamping and removal

The table below shows how many vehicles were immobilised (clamped), removed from the street to our car pound, or relocated to a safer location in the immediate area. Following the adoption of the common sense charter the number of clamps fitted and vehicle removals dropped significantly.

Number of vehicles immobilised	282
Number of vehicles removed	410*
Number of vehicles relocated	856

* This includes 153 of the clamped vehicles which were subsequently removed after no contact was received from the owner.

Performance against targets

Contract KPIs

The enforcement contract awarded to NSL Services (formerly NCP) in September 2007 is driven by a number of quality based key performance indicators. Targets and performance against these indicators are shown in the table below.

Indicator	Target	Performance
Percentage of incorrectly issued PCNs	<1%	1.23%
Level of parking compliance	>90%	98.87%
Percentage of upheld complaints	<7%	4.39%
Supervisor hours spent on street	>50%	66.29%

Response times for representations

The Traffic Management Act suggests 56 days as a suitable period of time within which authorities should respond to formal and informal appeals. Our local target is to respond within 10 days. The table below shows our average response times for the four quarters of the year.

Quarter	Average response time
1 - April to June 2008	5 days
2 - July to September 2008	9 days
3 - October to December 2008	3 days
4 - January to March 2009	4 days

Adjudication results

After informal and formal appeals cases can be referred to an external adjudicator (the Parking and Traffic Appeals Service) to make the final binding decision on a disputed PCN. Our performance at the adjudicator is shown below.

Appeals processed	Accepted or not contested	Rejected
1588	1253	335