



# Annual Parking Report 2014

October 2014

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# 1 Introduction and context

## **Overview**

- 1.1.1 This is Camden's eighth Annual Parking Report. The report covers statistics, financial information, monitoring and general project updates. Comparative data is given for previous years.
- 1.1.2 The Council is required to publish this information annually in accordance with Part 6 of the Traffic Management Act 2004. This year's report, previous reports and further information about the council's parking policies can be downloaded from [camden.gov.uk/pep](https://camden.gov.uk/pep).
- 1.1.3 The box below summarises the purpose of parking and traffic regulations in Camden and why they are enforced.

### **The purpose of parking and traffic regulation's and why they are enforced**

This annual report sets out some of the facts and figures of Camden's parking and enforcement activity but it is important to bear in mind why the borough manages parking in the first place. Demand for parking in Camden far outstrips the supply of kerbspace available and the Council seeks to maintain an active balance between the different demands – from residents, their visitors, businesses and their deliveries and customers, access for disabled people, etc. This also needs to be balanced with the duty the Council has to keep traffic moving, avoiding unsafe and obstructive parking, and making sure there is good access for pedestrians, cyclists, buses and other vehicles.

Alongside this is the aim of sustainability, restraining inessential traffic so that we achieve efficient movements for essential vehicles (e.g. emergency services and deliveries). In a crowded inner city location we encourage people to move in the most efficient and sustainable ways possible and to help achieve this we are improving conditions for walking and cycling, including making these journeys safer, alongside improving the flow of public transport. In addition to the efficiency of our road network this has clear links to minimising the wider impacts of traffic on poor air quality and on the contribution to climate change.

- 1.1.4 Camden recognises that management of traffic and parking sits within a dynamic and changing context, and that constant adjustment and improvement is necessary to guarantee effective and responsive management.

## 1.2 Parking policy

### ***Parking policy objectives***

1.2.1 Camden is a dynamic borough and it is necessary to review parking policy and practice to ensure that this remains relevant and that it is delivering against objectives in an optimal way. Accordingly, the borough has been carrying out a comprehensive review of parking policy, which is ongoing. To date this has covered policy areas including permits, controlled parking zones, yellow line restrictions and pay & display parking, with the following objectives:

- Deliver parking policies that are sustainable, fair and proportionate, with a greater focus on customers.
- Ensure that the policies and services are transparent and provided consistently throughout the borough.
- Meet the wider council transport policy objectives.
- Address the needs of different users (and balance the tension between them).
- Simplifying access and reducing the number of times customers need to contact the council.

### ***CPZ review***

1.2.2 As part of the Parking policy review and as agreed by [Cabinet](#) on 7 December 2011, during summer 2012 the Council canvassed views about days and hours of parking control borough-wide. This engagement exercise, which was available online, was aimed at local community groups, although individuals were also able to respond. The intention was to establish whether there were issues about controlled hours in particular CPZs that warranted the Council conducting a full consultation of the CPZs concerned through its CPZ review programme.

1.2.3 Therefore, as agreed by the Cabinet Member for Sustainability in October 2012 (see [CPZ report](#)), public consultations took place between January and November 2013 on specific issues relating to the days and hours of control in some of the CPZs in the borough. These were:

- CA-B, Belsize
- CA-D, Holborn and King's Cross
- CA-E, Bloomsbury and Fitzrovia
- CA-F, Camden Town
- CA-G, Somers Town
- CA-H, Hampstead

(The results for the above zones can be found on the following [link](#))

- CA-P, Fortune Green
- CA-V, North End

(The results for the above zones can be found on the following [link](#))

- 1.2.4 The consultation questions were specific to each zone and were informed by the May 2012 public engagement exercise. The specific wording of the questions was formulated based on the comments and suggestions received at public meetings held with local groups in the relevant zones in advance of the public consultation going live. The numbers of attendees at each meeting varied, and comprised residents associations, Councillors and members of the public.
- 1.2.5 Consultation documents were distributed by post to all addresses in the relevant CPZs. The consultation was also made available online on the Council's consultation portal on [www.wearecamden.org](http://www.wearecamden.org) and sent to relevant Councillors so they could distribute it accordingly through their networks.
- 1.2.6 The consultation results confirmed that the majority of respondents were happy to retain the hours of control as they were, with the exception of CA-V where there was a majority in favour of extending the hours of control.
- 1.2.7 Whilst there was some interest expressed in making changes to the hours of control in zones CA-D, E, F and P, this was not the majority view and therefore no changes were made as a result of the consultation.
- 1.2.8 Any changes made would have been to a small concentration of streets in specific areas of each zone, which would result in a further layer of complexity on street, which can cause confusion. Furthermore, extending controls in a smaller area can have the effect of pushing any pressures onto surrounding areas, which could well result in those areas needing to make changes to manage that pressure. Therefore, this could be seen as a minority imposing their preferences on a wider majority.
- 1.2.9 Consideration will be given to reduce the pressure for parking where possible and appropriate. For example, in zone CA-D, we recently converted 68 pay and display parking spaces to shared use resident permit holder/pay and display parking, following the 2012/13 review of the CA-D controlled parking zone. Although there was no overall majority in favour of making changes to hours of control, the results of the consultation did indicate that there was a requirement to increase resident parking capacity. With this in mind an occupancy survey of pay and display bays was undertaken and some bays which had low occupancy were converted to shared use pay and display/resident parking.
- 1.2.10 The next stage of the CPZ review programme will be to look at CA-J (Primrose Hill), and CA-U (Highgate and Dartmouth Park), and this will take place in autumn 2014. This is slightly later than originally planned due to other parking policy issues that also needed to be addressed and to the constraints on available funding and resources for transport schemes. With this in mind, unless a considerable appetite for changes to CPZ parking controls is demonstrated, there are currently no proposals to carry out any further reviews of controlled parking zones. If there was new significant evidence of a change of views then the Council would, of course, take that into account and reconsider this position if necessary. Where appropriate and subject to available resources, consideration will also be given to making amendments to road and parking layout in order to address more localised parking demand issues. This approach was taken to address the

issues highlighted by residents in the CA-D, King's Cross and Holborn CPZ, as mentioned in point 1.2.9.

### ***E-Permits***

- 1.2.11 In August 2013 Camden launched a system of 'e-permits' which signified a move away from the traditional approach of a physical permit being displayed on a vehicle to a 'virtual' permit system. Rather than check the permit on display, checks are instead made on the vehicle registration mark (VRM) details that are held on a database. Physical visitor permits (scratch cards), are still available to customers however; we have seen an appetite for switching over to our electronic visitor permits (e-VPs), with many customers recognizing the benefit of being able to activate by SMS, mobile app, online or via the telephone. Electronic visitor permit transactions made up 46% of all visitor permit transactions as of June 2014, and this number has been steadily growing since introduction
- 1.2.12 Camden has launched an improved version of the online solution, so residents who use the system to purchase e-VPs, residents' permits and parking permissions online will see a safe and simple process. This will also link to The Camden Account, an online account for residents where a range of services are available all in one place.
- 1.2.13 Camden has made many improvements that will enhance and simplify customer journeys making it even easier for customers to transact online. The Camden Account allows customers to apply for, and start to use permits immediately, with new features like our automated residency checker meaning no more waiting while we manually check documents. Camden have taken feedback from residents using the current solution and involved residents in different forums and focus groups along the way to ensure this new version works for them.
- 1.2.14 Camden will be actively promoting and encouraging customers to 'self-serve' but if and when customers need assistance our highly trained teams will be equipped to deal with their enquiries first time with the ability to give extra support to our most vulnerable residents and those where an online solution is not appropriate. Through taking a customer-focused approach to doing business we can reduce customer frustrations, ensure a quicker, smoother and more successful processes and make all important cost savings at a time where budgets are tighter than ever before.

## 2 Statistics, financial information and monitoring

### 2.1 Number of Penalty Charge Notices issued by contravention type

2.1.1 Table 2.1 details the number of Penalty Charge Notices (PCNs) issued in the last 5 years by different types of contraventions. It shows that since 2009/10 there has been a downward trend in the total number of PCNs issued each year, particularly during 2012/13, which shows impacts from the Olympics and from industrial action taken by staff of NSL Services Ltd that year.

2.1.2 Table 2.1 shows that in 2013/2014 Camden issued 277,906 PCNs. This is an increase of 17,795 PCNs compared to 2012/2013 (an increase of 6.8%). Although the increase seen in 2013/2014 goes against the declining annual trend, this is not as a result of increased enforcement activity, rather an indication of the impact the Olympics and industrial action by CEOs had on PCN issue in 2012/13.

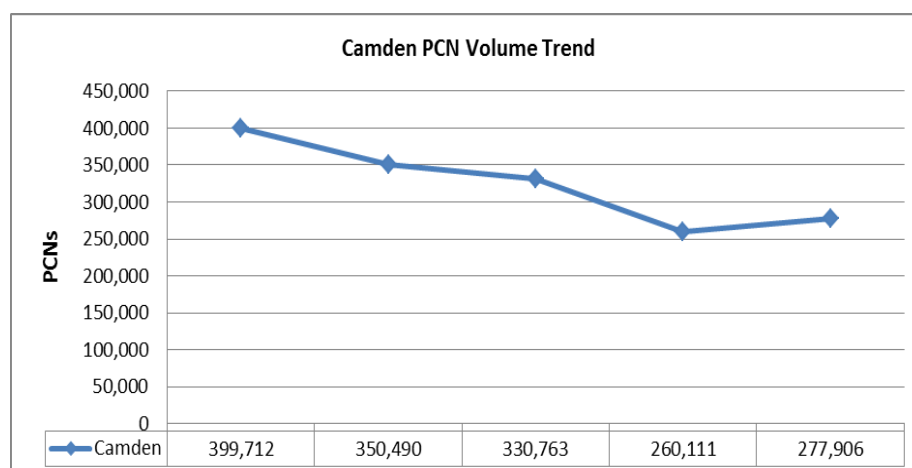
2.1.3 Table 2.2 shows PCN volumes are consistent with long term trends. Since 2010/2011 (year 1 of our existing enforcement contract) Camden has seen a total reduction in PCN volumes of 121,806 or 30.5%.

2.1.4 Between 2011/2012 and 2013/2014 Camden has seen an overall reduction of 52,857 PCNs or 16.0%. Therefore, the increase of 6.8% in 2013/2014 needs to be considered against a backdrop of 2012/2013 PCN volumes which was impacted by specific events that year.

**Table 2.1 The number of PCNs issued by contravention type**

	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Parking</b>	318,477	279,011	265,708	212,121	235,364
<b>Bus Lane</b>	21,418	17,654	19,471	17,115	13,562
<b>Moving Traffic</b>	59,817	53,825	45,583	30,957	28,980
<b>TOTAL</b>	<b>399,712</b>	<b>350,490</b>	<b>330,762</b>	<b>260,193</b>	<b>277,906</b>

**Table 2.2 Camden PCN volume trend**



2.1.5 PCN data given in this report excludes voided PCNs. Voids can occur for a number of reasons such as a printing error.

## 2.2 Number of PCNs issued by severity of contravention

2.2.1 Differential charging for PCN's was introduced for London in July 2007 (see [Annual Parking and Enforcement Report 2008](#), section 4.2). The charge for minor parking contraventions decreased relative to the former flat rate, while more serious parking contraventions were increased, such as causing an obstruction to the movement of buses, cyclists and pedestrians, and parking in disabled persons parking spaces. Table 2.3 details the number of PCNs issued by severity of contravention in Camden.

**Table 2.3 Number of PCNs issued by type of contravention**

		2009/10	2010/11	2011/12	2012/13	2013/14
Parking	Higher level	196,226	172,998	162,400	136,633	146,783
	Lower level	122,251	106,013	103,308	75,488	88,581
	<b>Sub-total</b>	<b>318,477</b>	<b>279,011</b>	<b>265,708</b>	<b>212,121</b>	<b>235,364</b>
<b>Bus Lane</b>		21,418	17,654	19,471	17,115	13,562
<b>Moving Traffic</b>		59,817	53,825	45,583	30,957	28,980
<b>TOTAL - bus lane and moving traffic PCNs</b>		<b>81,235</b>	<b>71,479</b>	<b>65,054</b>	<b>48,072</b>	<b>42,542</b>
<b>TOTAL - all PCNs</b>		<b>399,712</b>	<b>350,490</b>	<b>330,762</b>	<b>260,193</b>	<b>277,906</b>

Notes:

(1) Higher rate charges apply to bus lane and moving traffic contraventions.

(2) This data is transient and subject to change as time passes and more cases change status.

## 2.3 Number of PCNs paid, representations made or cancelled

2.3.1 When a PCN is issued, the recipient can either pay the PCN or make an informal representation asking for the PCN to be cancelled, citing relevant information and evidence to be taken into account. An 'Inside Parking' guide can be downloaded from the Council website ([www.camden.gov.uk/parking](http://www.camden.gov.uk/parking)) giving advice on parking and driving in Camden, how to avoid a PCN and what you can do if you receive one.

2.3.2 If a PCN is paid within 14 days from the date of issue, a 50% discount applies. Where informal representations are received within the initial 14 day period and the Council decides not to cancel the PCN, a further 14 days is given from the decision date for payment to be made at the 50% reduced rate.

2.3.3 Recipients of a formal Notice of Rejection, following formal representations made against the issuing of a Notice to Owner or an Enforcement Notice can take matters further if they wish and make an appeal through the independent adjudication service, the [Parking and Traffic Appeals Service \(PATAS\)](#).



2.3.4 Table 2.4 shows, for PCNs issued in 2013/14, the number of cancellations, those paid in full or at the discount rate, and others not yet paid or in the process of making a representation or appeal.

**Table 2.4 Status of PCNs issued in 2013/14 as of 30<sup>th</sup> April 2014**

	Cancelled following representation	Paid at discount rate	Paid at full rate	Other	Total Paid	Total Tickets
<b>Parking</b>	3.43%	61.29%	10.46%	24.82%	71.75%	100%
	8,065	144,257	24,622	58,420	168,879	235,364
<b>Bus Lane</b>	1.07%	75.41%	9.64%	13.88%	85.05%	100%
	145	10,227	1,307	1,883	11,534	13,562
<b>Moving Traffic</b>	2.18%	79.85%	6.76%	11.21%	86.61%	100%
	631	23,140	1,959	3,250	25,099	28,980
<b>TOTAL</b>	<b>3.18%</b>	<b>63.92%</b>	<b>10.04%</b>	<b>22.87%</b>	<b>73.95%</b>	<b>100%</b>
	<b>8,841</b>	<b>177,624</b>	<b>27,888</b>	<b>63,553</b>	<b>205,512</b>	<b>277,906</b>

Notes:

- (1) Other includes those PCNs cancelled at the informal challenge stage, those not yet paid or cancelled as a result of an appeal, or is otherwise still in the process of representation/appeal, or cannot be traced due to the VRM and/or current registered keeper details not being registered with the DVLA. This represents 24% of the total number of PCNs issued which breaks down to: cancellations at pre-formal stage c10%; currently outstanding PCNs c9%; written off c5%.
- (2) *This data is transient and subject to change as time passes and more cases change status.*

## 2.4 Vehicle removals and clamping

2.4.1 Table 2.5 details the number of vehicles clamped or removed in recent years. The small number of clamped vehicles largely relates to persistent evaders, which is defined as a vehicle that has three or more unpaid PCNs issued to the same registered keeper, which are not subject to an appeal against the issuing of the PCN and which have passed the date by which an appeal can be made, or a vehicle that has three or more unpaid penalty charge notices and no current registered keeper details can be supplied by the DVLA.

2.4.2 The number of removals undertaken has decreased between 2011/12 and 2013/14 as a result of both reducing PCN volumes in Camden and increased compliance amongst motorists.

**Table 2.5 Clamped and removed vehicles**

	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Vehicles Clamped</b>	25	10	21	13	10
<b>Vehicles Removed</b>	3,654	3,842	3,908	3,351	3,058

## 2.5 Financial statistics

2.5.1 Within the Council's budgeting processes and procedures the parking account is defined as a 'memorandum account' which is separate from the Council's other accounts. It is necessary to set up the parking account as a memorandum account, since any surplus generated must be spent on certain allowable purposes specified by law (see section 2.5.5) and to be accounted for separately in the Council's accounts to show transparency in this respect. The income and expenditure on the Parking Account is presented in table 2.6.

**Table 2.6 Parking account: income and expenditure**

	2008/9 (£,000)	2009/10 (£,000)	2010/11 (£,000)	2011/12 (£,000)	2012/13 (£,000)	2013/14 (£,000)
<b>Income</b>						
Pay and display	£10,178	£9,693	£9,604	£9,747	£10,454	£11,093
Parking permits: resident's	£2,999	£3,207	£3,322	£3,692	£3,740	£3,838
Parking permits: other	£4,903	£4,385	£4,368	£5,087	£5,892	£2,881
Suspensions	-	-	-	-	-	£3,001
Clamp & removals	£879	£799	£859	£838	£785	£703
Penalty charge notices	£20,164	£19,532	£17,849	£17,676	£15,123	£16,116
Other income	£246	£220	£108	£162	£24	£8
<b>Total income</b>	<b>£39,368</b>	<b>£37,834</b>	<b>£36,108</b>	<b>£37,202</b>	<b>£36,018</b>	<b>£37,643</b>
<b>Total expenditure</b>	<b>£25,325</b>	<b>£27,552</b>	<b>£16,031</b>	<b>£12,945</b>	<b>£14,609</b>	<b>£13,563</b>
<b>SURPLUS</b>	<b>£14,043</b>	<b>£10,282</b>	<b>£20,077</b>	<b>£24,257</b>	<b>£21,409</b>	<b>£24,080</b>

2.5.2 The total expenditure stated in table 2.6 relates to that incurred in running the services that generate the parking account income, including overheads. The income categories relates to the following:

- Pay and display – income from pay and display machines and cashless parking (pay by phone).
- Parking permits: resident's – income from parking permits issued to residents in the London Borough of Camden.
- Parking permits: other – income from parking permits issued to businesses, doctors, visitors, market traders, and miscellaneous permits in the London Borough of Camden.
- Suspensions – income from the suspension of bays within Camden. From 2008/9 until 2012/3 income from suspensions was being accounted for within 'Parking permits: other'.
- Clamp and removals – income from the penalty fees from clamping cars and the removal of cars to the car pound and storage fees while at the pound.
- Penalty charge notices – income from PCNs issued to drivers who commit parking, bus lane and moving traffic contraventions.
- Other income – various incomes that fall outside the other parking account categories. i.e. Traffic Management Orders

- 2.5.3 Camden's Parking Services has continued to drive forward and implement efficiencies. This has resulted in a general trend of reducing expenditure since 2009/10, thereby offsetting the reduction in income resulting from increased compliance and the introduction of policies and systems to support motorists to park compliantly.
- 2.5.4 Although the level of permit and pay and display charges are set by Camden Council, the level of charge for PCN's, clamping, and removal fees are set by London Councils with the Mayor of London's approval and ratified by the Secretary of State.
- 2.5.5 Table 2.7 shows how the parking surplus is spent. The application of surplus is based on the Road Traffic Regulation Act 1984 Section 55. 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.

**Table 2.7 Application of surplus**

	2007/8 (£,000)	2008/9 (£,000)	2009/10 (£,000)	2010/11 (£,000)	2011/12 (£,000)	2012/13 (£,000)	2013/14 (£,000)
<b>Off-street parking</b>	£1,004	£935	£0	£0	£0	£0	£0
<b>Highway and Traffic improvement, and highways maintenance</b>	£8,054	£6,657	£5,002	£7,201	£8,547	£6,529	£9,576
<b>Concessionary fares, Freedom Passes and Taxicard scheme</b>	£7,548	£6,451	£5,280	£9,644	£12,963	£13,472	£13,160
<b>Transport planning costs</b>	£1,859	£0	£0	£0	£0	£0	£0
<b>Home to school transport</b>	£2,846	£0	£0	£3,232	£2,747	£1,408	£1,345
<b>Total expenditure from parking surplus</b>	<b>£21,311</b>	<b>£14,043</b>	<b>£10,282</b>	<b>£20,077</b>	<b>£24,257</b>	<b>£21,409</b>	<b>£24,080</b>

2.5.6 It should be noted that the categories may receive funding from other sources; however table 2.7 only presents the relevant expenditure funded by the parking surplus for each year. Explanations of the categories shown in the table are as follows:

- Off-street parking – This relates to staff and running costs of the car parks that Camden manages, these are at Brunswick Square and Henderson Court. This includes staff salaries, rent, rates, and telecoms. There has not been any surplus since 2008/9 to be appropriated for off-street parking. This is therefore shown as zero on Table 2.7.
- Highway and traffic improvement, and highways maintenance – This relates to the highway and traffic improvement expenditure which

contributes towards maintaining Camden's public highway. It covers items such as contributions to improve and implement pedestrian crossings, cycling facilities and upgrades to the pedestrian environment, highways maintenance and public lighting, traffic management and control.

- Concessionary fares and freedom passes – These offer discounted travel on local public transport for the elderly and disabled people. This London-wide scheme is funded by all Councils in London, and in Camden this cost is entirely covered from the parking account surplus.
- Taxicard scheme – This provides subsidised door to door transport for people who have serious mobility impairment and difficulty in using public transport. Taxicard holders make journeys in licensed London taxis and private hire vehicles, and the subsidy is applied directly to each trip.
- Transport planning costs – This relates to transport planning activities such as the project management of road safety projects, urban realm improvements, town centre improvements, preparation of the plans and strategies such as the Local Implementation Plan, school travel plans, workplace travel plans, and other such activities facilitating the implementation of the Mayor of London's Transport Strategy. The figure shows "£0" in this section from 2008/09 as no surplus has been used in Transport Planning
- Home to school transport – This relates to the home to school transportation expenditure under the Special Educational Needs service for certain statemented pupils (see the Glossary for definition of this term), and certain pupils of the primary pupil referral unit. The contribution to these costs will depend on the amount of available surplus year on year.

## **2.6 Appeal Statistics**

2.6.1 Table 2.8 gives the results of parking appeals considered by London's independent adjudicators, the Parking and Traffic Appeals Service, [PATAS](#). This data is derived wholly from PATAS statistics and is also published on [London Councils' website](#).

**Table 2.8 PATAS Statistics for Camden and other London Authorities**

	Year	Appeals allowed	Appeals refused	Of cases going to appeal, % allowed				% of PCNs going to appeal	
				In Camden	Average London authorities	Rank in London		Camden	London
						Rank	Out of		
<b>Parking</b>	2009/10	2,251	1,478	60.4%	63.3%	21	34	1.17%	1.30%
	2010/11	2,024	2,610	43.7%	50.4%	17	34	1.66%	1.50%
	2011/12	1,402	2,132	39.7%	48.9%	11	34	1.33%	1.36%
	2012/13	902	1,734	34.2%	48.2%	6	34	1.24%	1.17%
	<b>2013/14</b>	<b>885</b>	<b>1,464</b>	<b>37.6%</b>	<b>47.8%</b>	<b>10</b>	<b>34</b>	<b>1.00%</b>	<b>1.15%</b>
<b>Bus Lane</b>	2009/10	60	27	69.0%	60.0%	18	27	0.41%	0.65%
	2010/11	67	111	37.6%	44.0%	10	27	1.01%	0.75%
	2011/12	83	150	35.6%	41.7%	10	26	1.20%	0.64%
	2012/13	71	116	38.0%	46.3%	11	26	1.09%	0.69%
	<b>2013/14</b>	<b>53</b>	<b>85</b>	<b>38.4%</b>	<b>41.5%</b>	<b>8</b>	<b>25</b>	<b>1.02%</b>	<b>0.62%</b>
<b>Moving Traffic</b>	2009/10	516	321	61.6%	65.9%	11	23	1.40%	1.20%
	2010/11	392	521	42.9%	50.7%	7	22	1.70%	1.29%
	2011/12	229	566	28.8%	37.9%	6	23	1.74%	1.26%
	2012/13	119	339	26.0%	38.0%	5	26	1.48%	1.09%
	<b>2013/14</b>	<b>87</b>	<b>303</b>	<b>22.3%</b>	<b>36.8%</b>	<b>2</b>	<b>29</b>	<b>1.35%</b>	<b>1.13%</b>
<b>All PCNs</b>	2009/10	2,827	1,826	60.8%	63.5%	21	34	1.16%	1.26%
	2010/11	2,483	3,242	43.4%	50.3%	16	34	1.63%	1.44%
	2011/12	1,714	2,848	37.6%	47.6%	8	34	1.38%	1.32%
	2012/13	1,092	2,189	33.3%	47.0%	5	34	1.26%	1.14%
	<b>2013/14</b>	<b>1,025</b>	<b>1,852</b>	<b>35.6%</b>	<b>46.2%</b>	<b>6</b>	<b>34</b>	<b>1.04%</b>	<b>1.12%</b>

Source of data: London Councils

2.6.2 The number of ‘appeals allowed’ are those cases which are heard by an adjudicator where they found against the Council. For the purpose of these statistics, this category also includes cases that Camden has not contested and not just those found in the appellant’s favour by the adjudicator. The number of ‘appeals refused’ relates to those cases which are heard by an adjudicator where they found against the appellant. The ‘rank’ is our position of ‘% appeals allowed’ compared to other boroughs – so, a rank of 1 means that you have the lowest appeals found against the council of all London authorities.

2.6.3 The above indicates the following:

- The total % of PCNs issued in Camden that result in an appeal made is down from 1.26% in 2012/13 to 1.04% in 2013/14.
- Appeals found against Camden (including where Camden have not contested the case) have increased from 33.3% in 2012/13 to 35.6% in 2013/14.

- On overall appeals, Camden is down from a rank of 5<sup>th</sup> position in 2012/13 to 6<sup>th</sup> position in 2013/14 from a total of 33 boroughs plus TfL.

## **2.7 Performance statistics relating to Camden's enforcement contract and CEO safety**

- 2.7.1 The current enforcement contract with NSL Limited commenced in April 2010. This contract included key performance indicators (KPI's) to help ensure that a high quality service is provided by our service provider. Table 2.9 gives the expected and actual KPIs for contract year four. These expectations and achievements represent contract months April 2013 to March 2014.
- 2.7.2 Table 2.9 details whether each KPI was Met or Not Met for each month.

**Table 2.9 KPIs for Camden’s parking enforcement**

ON STREET														
KPI DESCRIPTION		PLANNED	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Actual Deployed Hours	%	100%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
	Days Unmet	3												
Compliance Levels	%	92%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
CEO Errors	%	3%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Image Quality	%	95%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Timeliness, completeness and accuracy of reports	Days Unmet	3	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Staff Retention	%	80%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Training Plan	%	100%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Public Complaints (Upheld)	Number/Quarter	2	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Mystery Shopping	%	90%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET

CCTV														
KPI DESCRIPTION		PLANNED	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Actual Deployed Hours	%	100%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
	Days Unmet	3												
Compliance Levels	%	80%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
CEO Errors	%	3%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Timeliness, completeness and accuracy of reports	Days Unmet	3	MET	MET	MET	MET	NOT MET	MET	MET	MET	MET	MET	MET	MET
Staff Retention	%	80%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Training Plan	%	100%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET

CLAMP & REMOVAL														
KPI DESCRIPTION		PLANNED	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Actual Deployed Hours	%	100%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
	Days Unmet	3												
De-clamping of Vehicles	%	80% 1 hour 20% 2 hours	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Timeliness, completeness and accuracy of reports	Days Unmet	3	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Decanting and recanting of Vehicles	%	90%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Staff Retention	%	80%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Training Plan	%	100%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Public Complaints (Upheld)	Number/Quarter	2	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
C&R Errors	%	3%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET
Mystery Shopping	%	90%	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET	MET



- 2.7.3 Table 2.10 gives the number of physical (code red) and verbal (code yellow) assaults for on-street and clamp and removal Civil Enforcement Officers (CEOs).
- 2.7.4 If code yellow is sent by a CEO it indicates that he or she is being subjected to an intense verbal assault that could become physical. CEOs are both trained and encouraged to distance themselves from the person who is abusing them at this point.
- 2.7.5 A code red indicates that a CEO either has been subjected to a physical assault or feels that it is imminent.
- 2.7.6 Unfortunately, CEOs are subject to high levels of abuse and assault, both verbal and physical, whilst carrying out their duties. In order to provide support to CEOs our service provider implemented an alarm system over ten years ago that sends messages by personal radio to their control room.

**Table 2.10 Annual statistics on CEO's safety**

	2009/10	2010/11	2011/12	2012/13	2013/14
Code Reds	31	25	21	21	30
Code Yellows	21	9	1	6	2

## 2.8 Road safety

- 2.8.1 Camden enforces its parking and traffic regulations so as to improve compliance, which in turn has a beneficial impact on road safety. Enforcing moving traffic contraventions has obvious road safety benefits, and these can be very localised in nature – such as enforcing one-way traffic or banned turns. Under the system of differential penalty charges (section 2.2), bus lane and moving traffic contraventions involve the higher penalty charge rate so as to explicitly address safety concerns.
- 2.8.2 Camden continues to adopt a wide ranging approach to casualty reduction in the borough involving education, training and publicity programmes, engineering measures and the full use of our enforcement powers. Further details are given in the [Camden transport strategy](#).
- 2.8.3 Road casualty statistics are collected on a calendar year basis. Overall, there was a slight increase in the total number of casualties, from 840 in 2012, to 858 in 2013. However, those casualties categorised as Killed or Seriously Injured (KSI) reduced in the same period from 114 to 103, a reduction of 9.6%.

**Table 2.11 Road casualty statistics**

Casualty type	2006	2007	2008	2009	2010	2011	2012	2013
<b>KSI total</b>	123	105	123	141	111	100	114	103
<b>Slight total</b>	748	736	730	767	834	832	726	755
<b>TOTAL – all casualties</b>	<b>871</b>	<b>841</b>	<b>853</b>	<b>908</b>	<b>945</b>	<b>932</b>	<b>840</b>	<b>858</b>
<b>Casualty totals for target groups</b>								
<b>KSI children</b>	8	1	4	9	7	4	6	1
<b>KSI pedestrians</b>	57	49	45	65	54	35	54	35
<b>KSI cyclists</b>	16	22	23	22	23	32	31	40
<b>KSI motorcyclists</b>	29	19	27	28	18	21	21	15

- 2.8.4 While the total overall number of cyclist casualties remained the same, at 246, unfortunately KSI among cyclists increased 29% from 31 to 40, which included two cycle fatalities. By comparison, the number of KSI among cyclists in all Greater London fell by 27% during the same period. Clearly the two cyclist fatalities and what is happening in Camden is not in line with the wider context and is a serious concern for the borough. Camden are undertaking extensive analysis of casualty data to identify any areas of commonality that could be targeted for specific action.
- 2.8.5 The total overall pedestrian casualties also increased very slightly from 208 in 2012 to 211 in 2013. However, KSI among pedestrians fell from 54 to 35, a decrease of over 35%, compared to a decrease of 31% across all Greater London. Total casualties and KSI both reduced for Power Two Wheelers (P2W), and child KSI also reduced significantly by 85%, from 6 to 1, which compares favorably to the 31% overall reduction across all of Greater London
- 2.8.6 The Council's key actions to reduce casualties over the coming years include
- Ongoing monitoring of the borough-wide 20mph limit, which was implemented in December 2013. Where speeds continue to be excessive the Council will consider additional measures, including signage, traffic calming and other physical measures to help ensure compliance.
  - Officers are currently analysing the data and will develop proposals for additional measures as part of its road safety programme, particularly where there have been collisions. Investment will be prioritised in provision for vulnerable road users, such as pedestrians and cyclists in areas with high casualties.
  - Officers are also developing proposals for the Central London Cycle Grid, to help deliver the Mayor of London's Cycle Vision, in partnership with neighbouring central London boroughs and Transport for London. The aim of the Cycle Grid is to provide a dense network of high quality cycle routes across the capital. The Cycle Grid will help Camden to achieve its objectives and deliver improvements for cyclists. In addition we are working in partnership with others to deliver cycle Quietways (outside of

the Central London Grid area) and Cycle Superhighways to improve conditions for cyclists.

- Continued investment in our wide ranging and innovative Road Safety Education, Training and Publicity Programme

### ***Car clubs***

- 2.8.7 Car sharing and car clubs have a role to play in reducing car use and car dependency, while also helping to reduce parking stress. The most recent Annual Car Club survey for London undertaken by Steer Davis Gleave (SDG) for Carplus, the national charity for car clubs and car sharing, (2012-13) shows that, before joining a car club, 45% of existing members in London owned a car, while after joining, just under 20% owned a car. They conclude that for each car club vehicle in London, 6 private cars are taken off the road. In addition, the purchase of a further 14 cars is deferred. Therefore each car club car removes 20 potential cars from Camden. Car club vehicles are also newer and ‘cleaner’ cars than average UK vehicles and are 10 – 33 per cent more fuel efficient.
- 2.8.8 The Council recognises that, for some, there may be an essential need to use a car on occasion, and that people may be more likely to give up personal car use if they are confident that an alternative is available when necessary. Camden therefore supports car clubs as one of a range of measures to reduce car use and encourage sustainable travel choices.
- 2.8.9 Car clubs help the Council to offer a ‘pay-as-you-drive’ alternative to owning a car. For car club members this usually provides a cheaper and more convenient way of using a car without the burden of maintaining a vehicle. Car club vehicles are parked in designated parking bays ready for hire and can be used for an hour, day or all weekend, as required.
- 2.8.10 Currently Camden has 263 car club bays at 162 on-street locations. Camden is the leading London Borough in relation to the number of car club bays provided in the borough. Providing car club bays across the borough is important as people typically join car clubs when a bay is located within a 5 to 10 minute walk from their home.
- 2.8.11 Camden has integrated policies in regards to car clubs and there are close links with business travel plans and with the planning system in conjunction with car-free or car-capped housing developments.
- 2.8.12 As can be seen in the table 2.12 below, there has been a fall in the number of on-street car club bays during 2013-14. During 2012, car club operators in London significantly downgraded their future growth predictions for car club bays across the capital. The economic recession has been a contributory factor, but the operators admit that even in the longer-term, original predictions are now considered to be over-ambitious and unrealistic. As a result the Council did not implement any new car club bays during 2013-14; in addition, the operators also pulled some existing bays.
- 2.8.13 The Council undertook a review of its car club programme during 2013-2014: while car clubs in Camden do deliver overall benefits for the borough, it has been agreed that, in the short-term, efforts should concentrate on marketing and promoting car clubs to increase membership and to help

ensure the most efficient use of the existing network before additional bays will be considered. Thereafter, the Council will reassess the situation.

- 2.8.14 New models of car clubs/car sharing are now being developed by several operators. These focus on ‘free floating’ cars to be used for one direction (point-to-point) only, and which depend on the unlimited accessibility to both resident and pay and display parking in the borough. There are concerns that this type of car club model could potentially increase car use, particularly for shorter journeys which should be made by other modes. Therefore we await evidence that shows that such models can operate successfully in London and would be in line with our sustainable transport objectives.

**Table 2.12 Car club vehicles and members (at financial year end)**

	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
<b>Number of cars/on-street parking spaces</b>	73	156	266	266	275	263
<b>Number of cars/off-street parking spaces</b>	34	50	50	60	60	60
<b>Number of members</b>	4,050	5,300	8,937	7,303	8,540	9,896

## 2.9 Car Ownership

- 2.9.1 Table 2.13 shows vehicle ownership recorded in the 2011 Census compared to the 2001 Census has declined in Camden and at the same time the borough has absorbed an increase in population. Table 2.13 highlights that during 2001 55% households had no vehicles and during 2011 this increased to 61%. This represents a success for sustainable urban planning policies restricting vehicle ownership in new developments and a consequence of other factors such as the introduction of car clubs across the borough to reduce private vehicle ownership, the expansion of the Mayor of London cycle hire scheme and public realm improvements to enhance conditions for walking and cycling.

**Table 2.13: Change in vehicle ownership by household in the borough 2001-2011**

	2001	2011	% Change
<b>Households</b>	91,603	97,534	6.5
<b>No car household</b>	55.6	61.1	9.9
<b>1 car household</b>	36.1	31.8	<b>-11.9</b>
<b>2 car household</b>	6.9	5.9	<b>-14.5</b>
<b>3 car household</b>	1.1	0.9	<b>-18.2</b>
<b>4 car+ household</b>	0.3	0.3	0.0

2.9.2 Table 2.14 shows that, in all wards of the borough, there has been a decrease in the total number of cars and vans owned by all the households in each ward, despite the number of households in most wards actually increasing. In terms of the change of cars or vans per household, only Frognal and Fitzjohns show a slight increase of 1%.

**Table 2.14: Change in vehicle ownership by ward 2001 – 2011**

	House-holds 2001	All cars or vans 2001	House-holds 2011	All cars and vans in 2011	% change in house-holds	% change in total cars or vans	% change in cars or vans per household
<b>Belsize</b>	6,151	3,689	6,131	3,532	-0.3	-4.3	-3.9
<b>Bloomsbury</b>	3,977	1,165	4,819	1,134	21.2	-2.7	-19.7
<b>Camden Town with Primrose Hill</b>	5,371	3,119	5,905	3,004	9.9	-3.7	-12.4
<b>Canteloves</b>	4,718	2,504	5,094	2,226	8.0	-11.1	-17.7
<b>Fortune Green</b>	4,768	3,267	5,324	3,015	11.7	-7.7	-17.4
<b>Frognal and Fitzjohns</b>	5,303	4,338	4,940	4,081	-6.8	-5.9	1.0
<b>Gospel Oak</b>	4,815	2,630	4,912	2,370	2.0	-9.9	-11.7
<b>Hampstead Town</b>	4,988	3,964	5,200	3,856	4.3	-2.7	-6.7
<b>Haverstock</b>	5,052	2,442	5,254	2,232	4.0	-8.6	-12.1
<b>Highgate</b>	4,844	3,494	4,788	3,316	-1.2	-5.1	-4.0
<b>Holborn and Covent Garden</b>	5,259	1,849	6,114	1,836	16.3	-0.7	-14.6
<b>Kentish Town</b>	5,204	2,752	5,793	2,535	11.3	-7.9	-17.3
<b>Kilburn</b>	5,223	2,375	5,758	2,105	10.2	-11.4	-19.6
<b>King's Cross</b>	4,394	1,385	4,594	1,072	4.6	-22.6	-26.0
<b>Regent's Park</b>	5,292	2,333	5,602	2,046	5.9	-12.3	-17.2
<b>St Pancras and Somers Town</b>	5,313	1,984	5,588	1,768	5.2	-10.9	-15.3
<b>Swiss Cottage</b>	5,843	3,847	5,860	3,662	0.3	-4.8	-5.1
<b>West Hampstead</b>	5,088	2,824	5,858	2,811	15.1	-0.5	-13.5
<b>All</b>	<b>91,603</b>	<b>49,961</b>	<b>97,534</b>	<b>46,601</b>	<b>6.5</b>	<b>-6.7</b>	<b>-12.4</b>

## 2.10 Cycle Parking

2.10.1 As documented in the [Camden transport strategy](#), the Council aims to increase the number of cycle parking spaces in order to facilitate cycling in the borough. Due to limited available footway space, cycle parking is now being provided in the carriageway, both cycle stands as well as secure, covered bike lockers (bike hangers) for multiple bike storage. The Council has recently installed a new on-carriageway cycle storage facility on College Place (on a trial basis).

2.10.2 The new bike hangers will be monitored closely and if successful they could be rolled out at various locations across the borough in response to a large number of requests for more secure bicycle parking.

## **2.11 Cycle Hire**

### ***Barclays Cycle Hire Scheme***

2.11.1 Barclays Cycle Hire in Camden has been very popular with a total of 1,092,452 hires started from docking stations within Camden between April 2012 and March 2013.

2.11.2 In Camden there are now a total of 53 Cycle Hire sites and 1,458 docking stations. New docking stations continue to be installed but the rate is much lower than in previous years as in Camden it is now a programme of intensification rather than an expansion programme. Whilst no new sites were added in the 2012/13 year there have been five new sites developed for Camden Town and the south of the borough which will be installed in the 2013/14 year. Camden are also in discussions with both the Greater London Authority (GLA) and TfL regarding potential sites for possible new cycle hire locations in Covent Garden, King's Cross, Bloomsbury and Holborn.

2.11.3 TfL have funding programmed for the Phase 3 expansion of cycle hire at Hawley Crescent and Newton Street this year and following that they have no funding programmed but are strategically looking south of the river in Southwark and Lambeth. TfL recognise the opportunities that still exist in Camden (particularly towards Kentish Town) and have encouraged us to seek opportunities around Kings Cross in partnership with Argent and LB Islington, with the view to expand radically to the east in addition to expanding north to Kentish Town.

## **2.12 Controlled Parking Spaces**

2.12.1 All public highways in Camden are covered by Controlled Parking Zones (CPZs) in which parking is regulated within certain controlled hours. The hours of control vary between CPZs. The hours and days of control in CPZs have been developed to meet local community needs following detailed consultation.

2.12.2 Camden has over 39,000 'controlled parking spaces' across 19 Controlled Parking Zones. A controlled parking zone is an area where parking is only permitted in designated parking bays or on yellow lines. A controlled parking space can be defined as a bay that has a permitted purpose, for example a 'resident's permit bay' or a 'pay and display bay'.

2.12.3 Table 2.15 outlines the 'controlled parking spaces' within Camden. A controlled parking space is a bay that is deemed to be 5 metres in length.

**Table 2.15: Controlled parking spaces within Camden**

\* Grey cells indicate that there are no controlled parking spaces of this type in the particular zone

NO. OF SPACES (CPZ)																				
Bay Type	CA-B	CA-C	CA-D	CA-E	CA-F	CA-G	CA-H	CA-J	CA-K	CA-L	CA-M	CA-N	CA-P	CA-Q	CA-R	CA-S	CA-U	CA-V	CA-X	Total
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
ambulance			26	8	1															35
business 'a'		4	20	7																31
car club	32	18	56	14	29	21	22	9	13	4	17	2	17	9	10	3	12			288
cycle hire		5			49															54
diplomatic		8	7	11												2				28
disabled (blue badge)	95	20	81	46	30	49	33	16	22	37	53	15	59	48	41	12	37			694
disabled (dedicated)	12	2	4	3	7	8	5	1	6	3	7		9	9	6		5			87
disabled (green permit)		24	4	8																36
doctor	2	6	16	10	4		5	4	3	4	1		3	1		1				60
electric vehicle recharging	3	2	6	5	1		3	1	1		1		1	1	2		2			29
loading	10	32	40	34	19	25	30	2	11		9		9	15			4			239
loading / disabled (blue badge)		24																		24
loading / pay & display			2							4										6
loading / resident permit holders		31																		31
paid-for (buses)			4			5														9
paid-for (taxis)						10														10
paid-for / resident permit holders				2				13	25	18			224	89	32	123	253	7		786
Pay & Display	302	249	692	288	509	581	321		72	110	164	40	49	83	24		80			3564
Pay & Display / permit holders					38		44	464		4	81		3	17	30				20	701
permit holders only	158	5	3		53	53	68	1789	1128	1728	2374	1072	2756	2110	1791	1012	2100	50	56	18306
resident permit holders only	4859	324	1502	439	1730	1642	2978		85	59		22				28				13667
solo motorcycles	45	42	151	65	24	23	17	8	7	15	17	3	33	29	5	2	9			496
taxi rank	10	30	28	18	21	146			3						7					263
trader	1	5	44		16				2	12										80
trader / permit holders			1			22				50										73
trader / resident permit holders						3														3
<b>Grand Total</b>	<b>5528</b>	<b>832</b>	<b>2688</b>	<b>957</b>	<b>2531</b>	<b>2587</b>	<b>3526</b>	<b>2307</b>	<b>1378</b>	<b>2044</b>	<b>2729</b>	<b>1154</b>	<b>3163</b>	<b>2411</b>	<b>1948</b>	<b>1183</b>	<b>2502</b>	<b>57</b>	<b>76</b>	<b>39600</b>

### 3 Glossary

This glossary provides the full title to common **acronyms** used through the document as well as definitions of **technical terms** used.

<b>CCTV</b>	'Closed circuit television' relates to the camera and associated technology that may be used for surveillance and enforcement purposes.
<b>CEO</b>	Civil Enforcement Officer. Following the enactment of Part 6 of the <i>Traffic Management Act 2004</i> on 31 <sup>st</sup> March 2008 with respect to civil parking enforcement, 'Parking Attendants' are now referred to as CEOs.
<b>CPZ</b>	Controlled Parking Zone. All public highways in Camden are covered by CPZs in which parking is regulated within certain controlled hours. The hours of control vary between CPZs, and in some CPZs there are sub-areas with their own hours of control. The hours and days of control in CPZs and sub-areas have been developed to meet local community needs following detailed consultation.
<b>Contravention</b>	This refers to a breach of parking, bus lane and certain moving traffic regulations. This was formerly referred to as an 'offence' when regulations were enforced by the police. All London traffic authorities – the London boroughs, the City of London and Transport for London (TfL) – have adopted enforcement powers for parking and bus lanes. Not all London traffic authorities have taken up enforcement of certain moving traffic contraventions though an increasing number of authorities are doing so. Other traffic offences, such as speeding and dangerous driving, are still enforced by the police.
<b>Enforcement</b>	In this document 'enforcement' activity by the Council covers that of parking controls and decriminalised traffic contraventions (enforcement of bus lanes and of moving traffic offences).
<b>KPI</b>	Key performance indicator
<b>KSI</b>	Killed and seriously injured – this relates to annual road casualties.
<b>London Councils</b>	A think- tank and lobbying organisation that promotes the interests of London's 33 Councils. It also runs a number of pan London services.
<b>PATAS</b>	Parking and Traffic Appeals Service
<b>PCN</b>	Penalty Charge Notice



- Persistent evader** A persistent evader is defined as a vehicle with three or more unpaid penalty charge notices that have progressed to the *charge certificate* stage and which are not the subject of a representation or appeal. Charge certificates are issued to evaders that have not paid penalty charge notices and continue not to respond to further calls to pay PCNs after a notice to owner has been sent to the vehicles registered keeper. See section 6.1 of the [Parking and enforcement plan](#) for the stages leading up to the *Charge Certificate* stage.
- Recovery rate** The percentage of PCNs issued that have been paid. Non payment of PCNs may arise due to those receiving the PCN contesting the PCN following which it is cancelled, registered keepers not being able to be traced, or as a consequence of the Council not being able to obtain the keeper details from the DVLA (Driver and Vehicle Licensing Agency).
- Statemented pupils** This relates to pupils with special education needs, whose needs are assessed by the Council and described in a ‘statement’ describing the special help they should receive.
- TfL** Transport for London, one of the bodies that the GLA and the Mayor of London is responsible for.

The Parking and Traffic Appeals Service website provides explanations for a number of terms and phrases related to parking and traffic at:  
[parkingandtrafficappeals.gov.uk/explanation.htm](http://parkingandtrafficappeals.gov.uk/explanation.htm)