

# LONDON BOROUGH OF CROYDON

<b>REPORT:</b>	<b>OFFICER DELEGATED KEY DECISION</b>	
<b>DATE OF DECISION</b>	<b>19 March 2024</b>	
<b>REPORT TITLE:</b>	<b>PARKING POLICY – ADOPTION OF POLICY</b>	
<b>CORPORATE DIRECTOR / DIRECTOR:</b>	<b>NICK HIBBERD, CORPORATE DIRECTOR OF SUSTAINABLE COMMUNITIES, REGENERATION &amp; ECONOMIC RECOVERY</b>	
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<b>LEAD MEMBER:</b>	<b>CLLR SCOTT ROCHE, CABINET MEMBER FOR STREETS AND ENVIRONMENT</b>	
<b>DECISION TAKER:</b>	<b>NICK HIBBERD, CORPORATE DIRECTOR OF SUSTAINABLE COMMUNITIES, REGENERATION &amp; ECONOMIC RECOVERY</b>	
<b>AUTHORITY TO TAKE DECISION:</b>	<b>DELEGATED OFFICER DECISION FROM THE EXECUTIVE MAYOR TO CORPORATE DIRECTOR OF SUSTAINABLE COMMUNITIES, REGENERATION &amp; ECONOMIC RECOVERY</b> Ref: 9 February 2023	
<b>KEY DECISION?</b>	<b>Yes</b>	0124 SCRER
<b>CONTAINS EXEMPT INFORMATION?</b>	<b>No</b>	Public
<b>WARDS AFFECTED:</b>	<b>All Wards</b>	

## 1 SUMMARY OF REPORT

- 1.1 The purpose of this report is to adopt the Parking Policy that was consulted on in the autumn of 2023.

## **2 RECOMMENDATIONS**

For the reasons set out in the report the Corporate Director of Sustainable Communities, Regeneration & Economic Recovery is recommended to:

- 2.1 note the results of the public consultation completed in the autumn of 2023 as detailed in Appendix A.
- 2.2 adopt the Parking Policy as was consulted on, with the addition of delivery milestones for the associated Action Plan, as detailed in Appendix B.

## **3. REASONS FOR RECOMMENDATIONS**

- 3.1 This new Parking Policy replaces the existing policy which expired in 2022 and outlines the Council's direction for parking over the next few years. This adoption of this policy is required to ensure that decisions about parking are aligned to our corporate priorities and support the Executive Mayor's Businesses Plan.

## **4 DETAIL**

- 4.1 The Parking Policy 2023, as set out in Appendix B, replaces the existing policy which expired in 2022 and outlines the Council's ambition that the policy will play a critical part in restoring pride in the borough and to support efforts for town centre and high street recovery. The way that the council manages its parking and balances the competing uses of its limited roadside space is vitally important to the vibrancy and vitality of businesses.
- 4.2 The Parking Policy Transformation Project was presented to the Scrutiny Streets & Environment Sub Committee 11 July 2023, to conduct pre-decision scrutiny on the Cabinet papers for the 26 July 2023 meeting. The committee made a number of requests for information, which were addressed, as set out in Appendix C. The committee also made recommendations, two of which related to the consultation on the parking policy and were taken forward as part of the consultation, and three other recommendations that officers are addressing as an ongoing action.
- 4.3 Following the Cabinet meeting on 26 July 2023, Croydon Council's Executive Mayor took the decision to approve the Draft Croydon Parking Policy 2023 for public consultation. The Cabinet report for can be accessed online through this link: <https://www.getinvolved.croydon.gov.uk/27023/widgets/76776/documents/46379>
- 4.4 Following the Cabinet meeting, decision reference Item 9 resolution 1.2.2 was to "Adopt the Parking Policy taking into account the outcome of the consultation to ensure the policy addresses the needs of the community, whilst enabling the objectives of the Executive Mayor's Business Plan."
- 4.5 The Parking Policy's ambition is underpinned by four policy drivers, to ensure that it supports the Executive Mayor's Businesses Plan:

- Fair – parking which will be provided to benefit our users, robustly enforcing blue badge fraud and targeted enforcement in non-compliant areas.
- Supportive – Providing free limited stay parking in our district and local centres.
- Efficient – managing the parking service effectively and putting the customer at the forefront of everything we do and introducing virtual permits and technologies to aid our customers.
- Transparent – communicating openly with our customers, making fair assessment of footway parking across the Borough and introducing transparent parking tariffs.

4.6 The Parking Policy is framed around five specific policies to deliver on these ambitions by:

- Supporting our local economy
- Appropriate parking management
- Supporting our disabled residents
- Efficient service management
- Intelligence led enforcement

4.7 Croydon is the largest London borough, with an estimated resident population of 390,506 in 2021, which represents a 7.5% increase in population since 2011. This, along the fact that Croydon is one of the largest commercial districts in Greater London, means that we continue to experience pressure and competing demands on Croydon's finite road space. The policy sets out the council's strategic approach to managing the road space. The policy will be a live document with a customer focus and as such will need to respond fairly to the community needs.

4.8 To enable the council to understand the impact of moving to phone payment and explore ways of addressing any issues that users experience, we have completed four cashless parking trials across the borough. This was necessary as the council's 'pay and display' machines are reaching the end of their operation as they rely upon 3G connectivity, which is currently being shut down by network providers. The first of these trial was in South End and Selsdon during June and July 2023. The results of this trial are presented in Appendix C. Following this trial, a further trial was completed in January 2024 in the Addiscombe, Purley and New Addington district centres. These trials involved the switching off the 'pay and display' machines, so they did not dispense tickets, and instead required motorists to use the RingGo cashless parking app on their smartphones or call to obtain a free session.

4.9 It should be noted that actions identified in the Parking Policy Action Plan include a review of free short stay parking provision in the borough and an update and simplification of parking fees and charges. A separate report is to be considered by Cabinet on these actions at the 27 March 2024 Cabinet meeting.

## **5 ALTERNATIVE OPTIONS CONSIDERED**

5.1 No alternative options have been considered as the previous policy only covers the period 2019-2022 and without this new policy in place, the council would be making decisions about parking in the absence of any cohesive framework which is aligned to our corporate priorities.

## 6 CONSULTATION

6.1 Following the decision in July 2023, a six-week public consultation was completed on the draft policy from 19 September to 31 October 2023.

6.2 In relation to the consultation approach, the council's objectives were to:

- Consult as early as possible to ensure community and business stakeholder views were considered early on in the adoption of the policy;
- Give clear and complete information to the public on the policy, the purpose, and the process in which it was being adopted;
- Provide further information on the draft actions within the draft action plan, which supports the policy;
- Reach a wide and relevant audience to ensure all stakeholders were informed and number of responses maximised;
- Provide links and information relating to the online questionnaire/ survey; and
- Gain critical feedback to inform finalisation and adoption of the Draft Policy.

6.3 Accordingly, the council undertook the following engagement activities:

- Public Drop-in Sessions; we undertook ten public 'drop-in sessions' at libraries across the borough enabling the public to attend, ask questions, gain further information, and provide feedback;
- Online Questionnaire; a 'get involved' online survey was developed and made available via Council's 'Have your say' webpage <https://www.getinvolved.croydon.gov.uk/draft-croydon-parking-policy-2023>. The online questionnaire contained a total of 24 questions (17 closed-ended questions and 7 open-ended questions) regarding aimed at gaining insights into respondents' trip and parking behaviours, car parking experiences, parking needs, and views on proposed draft actions contained within the draft Policy. Additionally, 14 questions were included (mandatory for all online consultations) around equalities and demographic information;
- Business Leaflet Drop; recognising the importance of gaining feedback from businesses circa 1000 leaflets were hand delivered to businesses across two days, 18 and 19 October 2023 in the following areas: South Norwood, Portland Road, Coulsdon, New Addington, Selsdon, Addiscombe, Norbury, Purely, Thornton Heath, and Upper Norwood; and
- Dedicated e-mail inbox and phone line were set up and actively managed for the duration of the consultation.

6.4 During the consultation period for the Draft Policy, Council received:

- 951 complete online questionnaire responses; of the 951 responses were received, 675 respondents providing their postcode. This data enabled us to generate a geographical spread of respondents' home location, which showed an objectively well spread participation across the borough.
- 3 written submissions from individuals/ groups/ organisations; and
- Comments received from 54 participants from drop-in sessions.

6.5 Analysing the consultation feedback, the top five proposed policy actions that respondents agreed with were:

- Blue Badge fraud initiative
- Update and simplification of parking fees and charges
- Review of parking enforcement operations
- Review of free short stay parking provision
- Review of pay & display machine provision across the borough (noteworthy that 54% of respondents agreed with this action)

6.6 And similarly the five actions that respondents disagreed with were:

- Review existing and identify potential future controlled parking zones
- Rollout of virtual parking permits
- Develop a Car Club Policy
- Review of free short stay parking provision
- Review of pay & display machine provision across the borough

6.7 Full analysis of the consultation feedback is included in Appendix A.

## **7 CONTRIBUTION TO COUNCIL PRIORITIES**

- 7.1 As a key Mayoral pledge, we are committed to include improving the quality and appearance of our street space environment and encourage investment. This service is directly linked to the Executive Mayor's Business Plan 2022-26. The Executive Mayor's Business Plan sets out to transform the council into 'one that delivers sound and sustainable local government services, and in so doing will transform our borough into one that Croydonians can once again be proud to call home'.

## **8 IMPLICATIONS**

### **8.1 FINANCIAL IMPLICATIONS**

- 8.1.1 The new parking policy for Croydon forms part of the Transformation programme for the Borough and £0.200m of capital funding is available to develop the policy and improve the efficiency of the service.
- 8.1.2 The parking policy actions will support the Medium-Term Financial Strategy for the period 2024 to 2028 (2024-28 SAV SCRER 002).
- 8.1.3 Comments approved by Darrell Jones, Acting Head of Finance SCRER, Investment & Risk on behalf of the Director of Finance 19<sup>th</sup> March 2024.

### **8.2 LEGAL IMPLICATIONS**

- 8.2.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Law and Governance Sections 6, 45, 46, 47, 49, 124, Schedule 1 and Part IV of Schedule 9 of the Road Traffic Regulation Act 1984 (RTRA) provides the council with the power to implement the changes proposed in this report. This legislation gives a local authority the power to make Traffic Management Orders (TMO) to control parking by designating on-street parking places, charging for their use and imposing waiting and loading restrictions on vehicles of all or certain classes at all times or otherwise.

- 8.2.2 In making such Orders, the council must follow the procedures set out at Schedule 9, Part III of the Road Traffic Regulation Act 1984 and detailed in the Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996 (the 1996 Regulations). The 1996 Regulations, prescribe inter alia, specific publication, consultation and notification requirements that must be strictly observed. It is incumbent on the Council to take account of any representations made during the consultation stage and any material objections received to the making of the Order, must be reported back to, and considered by, the decision maker before the Order is made. The consultation and its outcome are referred to paragraph 6 above.
- 8.3.3 By virtue of Section 122(1) of the RTRA, the council must exercise its powers under that Act so as to secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians), and the provision of suitable and adequate parking facilities on and off the highway. Decisions by the Courts show that this duty needs to be balanced in substance against the factors which may point in favour of imposing a restriction on that movement specified in Section 122(2). Broadly, these factors are, the desirability of securing and maintaining reasonable access to premises, the effect on the amenities of any locality affected, including the importance of regulating and restricting the use of roads by heavy commercial vehicles, the national air quality strategy, the importance of facilitating public service vehicles, and the safety and convenience of people using or wanting to use such vehicles, and any other matters appearing to the authority to be relevant.
- 8.2.4 The Council must have proper regard to the matters set out at Section 122(1) and (2) and specifically document its analysis of all relevant Section 122 considerations when reaching any decision.
- 8.2.5 Comments approved by Stephen Lawrence-Orumwense, Director of Legal Services and Monitoring Officer. (18/03/2024)

### **8.3 EQUALITIES IMPLICATIONS**

- 8.3.1 An Equalities Impact Assessment (EqIA) has been completed for the parking policy, as attached in Appendix D.

## **9 APPENDICES**

Appendix A; Public consultation report  
Appendix B; Parking Policy  
Appendix C; Scrutiny Streets & Environment Sub Committee 11 July 2023; Requests for information on the Parking Policy Transformation Project  
Appendix D; Equalities Impact Assessment

## **10 BACKGROUND DOCUMENTS**

- 10.1 None.

## **11 URGENCY**

Publication of the decision via Special Urgency Notice, which detailed the reason for urgency, as well as call-in waiver, agreed by Chair of Scrutiny & Overview Committee.