

## LONDON BOROUGH OF CROYDON

<b>REPORT:</b>	<b>OFFICER DELEGATED KEY DECISION</b>	
<b>DATE OF DECISION</b>	<b>5 July 2024</b>	
<b>REPORT TITLE:</b>	<b>OUTCOME AND DECISION - PARKING CHARGE AMENDMENTS 2024 / 2025</b>	
<b>CORPORATE DIRECTOR / DIRECTOR:</b>	<b>NICK HIBBERD, CORPORATE DIRECTOR OF SUSTAINABLE COMMUNITIES, REGENERATION &amp; ECONOMIC RECOVERY</b>	
<b>LEAD OFFICER:</b>	<b>DAVID WAKELING. PARKING DESIGN MANAGER</b> Email: <a href="mailto:david.wakeling@croydon.gov.uk">david.wakeling@croydon.gov.uk</a> Telephone: 020 8726 6000 Ext. 28444	
<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>MAYOR IN CABINET ON 27 MARCH 2024 (IN PARTICULAR, PARAGRAPH 2.4)</b>	
<b>KEY DECISION?</b> [Insert Ref. Number if a Key Decision]	<b>YES</b> 0224SCER	The notice of the decision will specify that the decision may not be implemented until after 13.00 hours on the 6th working day following the day on which the decision was taken unless referred to the Scrutiny and Overview Committee.
<b>CONTAINS EXEMPT INFORMATION?</b>	<b>NO</b>	Public
<b>WARDS AFFECTED:</b>	<b>All</b>	

## **1 SUMMARY OF REPORT**

- 1.1 The purpose of this decision report is to enable consideration of the responses received from members of the public following the statutory consultation process on the proposals to update the Emissions Based Parking Charges in the borough as detailed in Appendix 3.
- 1.2 The Executive Mayor's Business Plan sets the main policy drivers for the new parking policy to be fair, supportive, transparent and efficient and the proposed amendments to the parking charges helps to meet these aims. The new parking charges recognise that vehicles are increasingly more efficient, whilst not penalising the cost of the less efficient vehicles that may be more likely to be used by those that are less likely to be able to upgrade their vehicle.

## **2 RECOMMENDATIONS**

For the reasons set out in this report the Corporate Director of Sustainable Communities, Regeneration & Economic Recovery is recommended, in consultation with the Executive Mayor and Cabinet Member for Streets and Environment to:

- 2.1 Consider the objections and other submissions received to the notice of proposals at Appendix 3, which are included in full at Appendix 1 and Appendix 2 and summarised, along with officer responses to main themes, in section 5 of this report.
- 2.2 Agree the changes to parking charges and arrangements in the borough as set out in the notice of proposals in Appendix 3.
- 2.3 Delegate to the Road Space Manager, Sustainable Communities Directorate the authority to:
  - 2.3.1 make the necessary Traffic Management Orders under the Road Traffic Regulation Act 1984 (as amended) to implement the proposals at Appendix 3 from 16 July 2024.
  - 2.3.2 comply with all other publication and procedural requirements to effect the proposed changes; and
  - 2.3.3 inform all respondents of the decision, where possible.

## **3. REASONS FOR RECOMMENDATIONS**

- 3.1 Progressing with this proposal through to implementation is in line with Croydon's New Parking Policy, simplifying the tariff structures and improving the fairness of the charges. The updated fees and charges will be established in a way that simplifies the charging levels. This will help those parking, with

more transparent information enabling them to understand the charge rates and make more informed decisions about where, when and how long they park. Highlight changes to the tariff include:

- Retaining the 1 hour free parking arrangements in district and local centres and increasing the maximum stay to 2 hours, with a nominal fee for the second hour, supports the local economy ensuring the vitality of our districts and town centres.
- Increasing to 1 hour the current 30 minute free parking arrangement in South End and Selsdon Road, South Croydon and London Road, West Croydon with new reduced fees for parking up to 2 hours will revitalise these local centres and ensure that all 1 hour free areas are consistent across the Borough.
- Extending the current 30 minute free parking arrangement in the Central Parade Car Park to 1 hour will match the existing free parking arrangement in the Central Parade service road. This will help the economy of the New Addington local shopping centre.
- Introducing a flat rate charge for on-street 12 hour maximum stay bays for parking events of more than 8 hours will reduce the current rates for long term parking.
- Reducing the parking charges for West Croydon Station Car Park will ensure the charges of Town Centre Car Parks are consistent.

3.2 The new parking charges will be introduced from 16 July 2024, in a phased approach. The initial rollout will be to introduce the revised parking charges at all on-street locations where Ringgo locations are already in place. This will be followed by the rollout of Ringgo mobile parking in district and local centres. Finally, depending on the outcome of the occupancy surveys, the new parking charges will be introduced in off-street car parks.

3.3 Parking charges form an important part of managing parking demand and are an integral part of the New Parking Policy for Croydon ensuring a balanced use of road space and promoting the vitality of the Borough.

3.4 Section 55 of the Road Traffic Regulation Act 1984 defines how any surplus from civil parking enforcement must be spent. This includes the provision of public transport services, highway maintenance and improvements, and environmental projects.

## **4 BACKGROUND**

- 4.1 The formal public notice to introduce the proposals was published on 18 April 2024 (and is attached at Appendix 3) and the public had up to 21 days to respond, with formal consultation closing on 9 May 2024.
- 4.2 It was proposed to amend the tariffs for parking in the borough, adjust the discounts offered based on vehicle emissions, amend the permitted duration of stay and accepted payment methods.
- 4.3 Although this report is related to the statutory traffic order consultation for the Emissions Based Parking Charges, earlier non-statutory consultation on the Parking Policy in Autumn 2023 did also set out the council's position around supporting town centres and high streets. It also set out the intention to review tariffs, and the council engaged with residents around the payment mechanisms, tariffs etc. at a series of in person events and via an online survey. Those approximately 1000 responses were considered by the council when finalising and adopting its Parking Policy.
- 4.4 During the Traffic Management Order (TMO) statutory consultation period, 127 submissions were received. The main themes identified in those submissions are summarised in the tables set out in section 5 of this report, along with officer responses to each theme. The submissions are also included in full in Appendix 1 and 2. All submissions have been considered and assessed in shaping this report and the recommendations contained within.

## **5 OBJECTIONS AND OFFICER'S RESPONSES**

- 5.1 All submissions received are attached at Appendix 1 and 2 for consideration and are summarised and assessed in this section of the report. Minor redactions have been made where appropriate to remove individual names etc.
- 5.2 The objections have been tabulated below into themes based on recurring comments or objections. The themes and primary objection types received are set out alongside officer responses.

THEME	SUMMARY OF OBJECTIONS	OFFICER'S RESPONSE
<p><b>Demographics and Accessibility</b></p>	<p>Objections have been made in relation to certain demographics in Croydon. 26 responses cite concerns that elderly residents often lack the ability to use or understand smartphones effectively, making it challenging for them to pay for parking sessions.</p> <p>Several comments also stated a preference for a ticket machine system over the use of an app.</p>	<ul style="list-style-type: none"> <li>• An equality analysis was undertaken when deciding to adopt the Parking Policy and by Cabinet when deciding to progress this TMO to statutory consultation.</li> <li>• This identified an adverse impact for some older people and some disabled people and actions were identified to mitigate this impact.</li> <li>• One of those actions was the permanent introduction of a Pay Point option in local shops for those that do not have mobile phones or wish to pay for parking using cash. Pay Point was used for recent mobile parking trials and has proven to be a viable alternative, depending on the location of these businesses to the parking bays, although only used by a very small proportion of users.</li> <li>• The council and Parking Service has to give careful consideration to the needs of the entire community.</li> <li>• Careful communications will be an important aspect of removing P&amp;D machines and ensuring ease of use of the RingGo payment options, ensuring the entire community feels appropriately supported.</li> <li>• A smart phone is not a requirement for using the RingGo system.</li> <li>• No new comments received as part of this statutory consultation exercise have raised matters in this area that have not previously been considered.</li> </ul>

THEME	SUMMARY OF OBJECTIONS	OFFICER'S RESPONSE
<b>Charging Levels and Available Discounts</b>	18 objections have emerged regarding permit charges for parking. Some respondents highlight how paying permit fees would be an additional burden alongside ULEZ charges. Other responses opposed emissions-based parking charges, citing unfairness on lower-income families who cannot afford low-emission vehicles. Seven responses have also objected to the reduction of parking discounts, as residents believe it would discourage low-emission vehicle adoption.	<ul style="list-style-type: none"> <li>• The proposed tariff levels take into account the service operating costs, benchmarking information from other authorities, and the overall ambition of the Executive Mayor's Business Plan and the Parking Policy.</li> <li>• Pricing levels and emissions thresholds and discounts are felt to represent a fair approach to pricing parking in the borough.</li> <li>• The proposals are aimed at simplifying parking charges and recognising that vehicles are increasingly more efficient, whilst not penalising the users of less efficient vehicles which may be used by those that are less likely to be able to upgrade their vehicle.</li> </ul>
<b>Site Specifics</b>	19 responses highlighted specific locations which would be negatively affected by the proposal. Jarvis Road, Napier Road, Old Coulsdon Parade, Lacey Green and Chipstead Valley Road were specifically identified, with recurring references to Old Coulsdon Parade. The objections expressed distaste for new parking charges near local shops, noting that they would hinder residents' ability to shop efficiently.	<ul style="list-style-type: none"> <li>• The proposed charging levels and arrangements as set out in the TMO are intended to help deliver the Executive Mayor's Business Plan and the priorities around supporting town centres and high streets.</li> <li>• The proposals were developed in line with the new Parking Policy which aims to be fair, supportive, efficient and transparent.</li> <li>• Where there is currently 30 minutes or one hour of free parking in district and local centres, that is set to be standardised to one hour and continue to be free, with an option to pay to park for up to two hours.</li> <li>• It is important to be consistent and fair between different sites and the proposals as set out in the traffic order help to ensure that.</li> </ul>

THEME	SUMMARY OF OBJECTIONS	OFFICER'S RESPONSE
		<ul style="list-style-type: none"> <li>Comments and objections relating to specific parking management or design matters will be considered by the Parking Service when shaping its future scheme programmes.</li> </ul>
<b>Local Businesses</b>	<p>The most common objection raised was potential difficulties for local businesses, garnering 40 objections. Many residents were concerned that parking restrictions and additional charges would significantly impact businesses, leading to reduced activity within their shops.</p>	<ul style="list-style-type: none"> <li>The proposals as set out in the TMO are aimed at helping deliver the Executive Mayor's Business Plan and the priorities around supporting town centres and high streets.</li> <li>The proposals were also developed in line with the new Parking Policy which aims to be fair, supportive, efficient and transparent.</li> <li>The proposals once implemented are supportive of businesses, including the retention of one hour free parking and the option to pay to park for up to two hours in certain locations.</li> </ul>
<b>Other</b>	<p>15 respondents believe the proposals are unnecessary, as there were fewer problems before their induction.</p> <p>26 respondents have emphasised the switch to the app as being problematic, as bad data/internet connection and low phone battery could cause issues.</p> <p>9 responses expressed concern that the proposal would negatively affect local resident in terms of parking and additional charges.</p> <p>24 responses provided general objections beyond the specified themes.</p>	<ul style="list-style-type: none"> <li>All objections have been reviewed and considered. Those listed here are not necessarily neatly categorised but are recurring and noteworthy.</li> <li>Feedback has been considered previously by the council when deciding to adopt the Parking Policy and by Cabinet when deciding to progress this TMO to statutory consultation.</li> <li>No new comments received as part of this statutory consultation exercise have raised matters that have not previously been considered. However, all submissions are appended in full.</li> </ul>

## **6 ALTERNATIVE OPTIONS CONSIDERED**

- 6.1 The alternative option to implementing the traffic order proposal as advertised would be to abandon it and retain the current fees and charges, emissions thresholds and tariff structures.
- 6.2 However, the recommendations complement Croydon's New Parking Policy and the proposed new charges aimed at simplifying parking charges and recognising that vehicles are increasingly more efficient, whilst not penalising the cost of the less efficient vehicles that may be more likely to be used by those that are less likely to be able to upgrade their vehicle.

## **7 CONSULTATION**

- 7.1 The introduction of the new parking tariffs and arrangements requires the making of a Traffic Management Order. The legal process for making a Traffic Management Order requires formal consultation to take place in the form of Public Notices published in the London Gazette and a local newspaper (Croydon Guardian). That has taken place.
- 7.2 Official bodies were consulted in line with the terms of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996. The council also reached out directly to resident groups to make them aware of the consultation. The following residents group provided feedback:
- Old Coulsdon Residents association, East Coulsdon Residents Association, Coulsdon West Residents Association.
- 7.3 Before making the decisions set out in this report, the Corporate Director of Sustainable Communities, Regeneration and Economic Recovery is required to consult with the Executive Mayor and Cabinet Member for Streets and Environment. This consultation took place on 4 June 2024, where officers meet with the Executive Mayor and Cabinet Member for Streets and Environment to take them through the results of the TMO consultation. The Executive Mayor asked officers to gather more occupancy data for the off-street car parks before proceeding with the proposals, and also requested that officers ensure that supplementary signage is displayed on-street in district and local centres to assist customers with using Ringgo to obtain their parking sessions.
- 7.4 In shaping the proposals at Appendix 3, it is important to note that a six-week public consultation was completed on the draft Parking Policy from 19 September to 31 October 2023. During the consultation period, the council received the following, which were all considered ahead of the Policy's finalisation and adoption earlier in 2024:
- 951 complete online questionnaire responses,
  - 3 written submissions from individuals / groups / organisations,



- Comments from 54 participants from drop-in sessions.

7.5 As part of the consultation for the new charges 73 Residents Associations were written to with a copy of the public notice. Also, the three Borough Business Improvement District groups (Croydon, New Addington and Purley) were also consulted.

## 8 CONTRIBUTION TO COUNCIL PRIORITIES

8.1 The proposed traffic management order, if implemented, will contribute to the adopted Parking Policy and its ambition to support the Executive Mayor's Business Plan.

8.2 Appropriate parking tariffs and payment arrangements helps to manage the demand for parking especially in areas of parking stress and within Controlled Parking Zones they give a higher priority for resident permit holders where non-permit holders are required to pay for parking and may be limited to a maximum stay.

8.3 The proposals to retain one-hour free parking and charge for parking for between 1 and 2 hours, with relatively low charges for most district and local centres, will help to support the regeneration of the borough and meet the Mayor's Business Plan objective of Croydon being a place of opportunity of business, earning and learning.

## 9 IMPLICATIONS

### 9.1 FINANCIAL IMPLICATIONS

9.1.1 The cost of implementing the measures proposed in the traffic order is c.£15k and can be met within existing departmental budgets. Should the tariff changes be introduced, there may be future savings / income derived from the proposed change in Fees and Charges, but any amount would be dependent on the demand for those particular activities.

9.1.2 Summary of report under consideration and the cumulative effect on budgets:

#### 9.1.3 Revenue and Capital consequences of report recommendation

The cost of advertising the Traffic Management Order and updating back office software for the new parking charges has been estimated at £15k. This cost can be contained within the available revenue budget.

#### 9.1.4 The effect of the decision

Should the proposal be agreed then this will align the budget savings in the Medium-Term Financial Strategy for the period 2024 to 2028 (2024-28 SAV SCRER 002).

### 9.1.5 **Risks**

As parking activities be that P&D or Permitted Parking are a subject to demand the associated budget for Fees and Charges are only an indicative projected figure and may fluctuate from these original projections. If the outcome of this report was to not proceed with the recommendation, this would result in a reduction of the projected income from 2024/25 onwards.

### 9.1.6 **Future savings/efficiencies**

Although not currently projected there may be additional future savings / Income derived from the proposed change in Fees and Charges which would be dependent on the demand for those particular activities.

9.1.7 Comments approved by William Zellerbach, Finance Manager Sustainable Communities, 3 July 2024.

## 9.2 **LEGAL IMPLICATIONS**

9.2.1 Sections 6, 45, 46, 46A, 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.

9.2.2 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.

9.2.3 By virtue of Section 122(1) of the RTRA, the Council must exercise its powers under that Act, including in relation to charging for parking, 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 heavy commercial vehicles, the national air quality strategy, the importance of facilitating public service vehicles, the safety and convenience of people using

or wanting to use such vehicles, and any other matters appearing to the authority to be relevant.

- 9.2.4 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.
- 9.2.5 It should be noted that the Courts have been clear that the Road Traffic Regulation Act 1984 is not a fiscal measure and does not authorise a local authority to use its powers to charge local residents for parking in order to raise surplus revenue.
- 9.2.6 When designating and charging for parking places the authority should be governed solely by the section 122 purposes. Charging may be justified provided it is aimed at the fulfilment of the statutory purposes which are identified in section 122 (broadly referred to as “traffic management purposes”). Such purposes may include but are not limited to, the cost of provision of on-street and off-street parking, the cost of enforcement, the need to “restrain” competition for on-street parking, encouraging vehicles off-street, securing an appropriate balance between different classes of vehicles and users, and selecting charges which reflect periods of high demand. What the authority may not do is introduce charging and charging levels for the purpose, primary or secondary, of raising revenue.
- 9.2.7 Comments approved by Looqman Desai, Deputy Monitoring Officer — on behalf of the Director of Legal Services and Monitoring Officer.

#### **9.4 EQUALITIES IMPLICATIONS**

- 9.4.1 Under section 149 of the Equality Act 2010, the Council has a duty when exercising its functions to have “due regard” to the need to eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act and advance equality of opportunity and foster good relations between persons who share a protected characteristic and persons who do not. This is the public sector equality duty. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. “Due regard” is the regard that is appropriate in all the circumstances. The weight to be attached to each need is a matter for the Council. As long as the Council is properly aware of the effects and has taken them into account, the duty is discharged.
- 9.4.2 An equality analysis was undertaken when the Cabinet considered this proposal in March 2024 (attached for consideration at Appendix 4) and identified an adverse impact for some older people and some disabled people and suggested introducing a Pay Point option for use by those that do not have mobile phones or wish to pay for parking using cash. Pay Point was introduced permanently in January 2024 has been used for the recent trials and has proven to be a viable alternative, depending on the location of these

businesses to the parking bays, although this option is only used by a very small proportion of users.

- 9.4.3 During the statutory consultation process, no further equalities issues beyond those considered initially were identified. Effective communication and support for users will certainly need to be considered as and when proposals are implemented.
- 9.4.4 Any future decisions would also be subject to appropriate equalities analysis/ Impact Assessments.

## **10 APPENDICES**

- 10.1 **Appendix 1** – Table of Anonymised Submissions
- 10.2 **Appendix 2** - Submissions made by letter (compiled)
- 10.3 **Appendix 3** – Copy of Public Notice published on 18 April 2024
- 10.4 **Appendix 4** – Equalities Impact Assessment Proposed Parking Charges Amendments (March 2024)

## **11 BACKGROUND DOCUMENTS**

- 11.1 Cabinet Meeting Papers (27 March 2024) [Agenda for Cabinet on Wednesday, 27th March, 2024, 6.30 pm | Croydon Council](#)
- 11.2 Croydon Parking Policy [Croydon's draft parking policy 2023 | Croydon Council](#)