

Appendix 1

Risk Register Deep Dive

PR0013 Sustainable Parking Services Income

1 February 2024

Corporate Risk Register Item PR0013

| Risk Scenario | | |
|---------------------------|--|---|
| Risk Ref | Risk | Impact |
| PR0013 Iles, Steve | <p>Sustainable Parking Services Income</p> <p>Reduction in income that is generated through charges applied to appropriate parking spaces across the borough. Reduction in PCN income via civil enforcement officers and or ANPR camera enforcement.</p> <p>Covid has had a significant impact on parking income and with the general reduction in demand / footfall, in addition the ambitious introduction of more camera led enforcement through Low Traffic Neighbourhoods has not been delivered to plan due to a number of factors.</p> <p>(Risk generated 17/05/2017)</p> | <ul style="list-style-type: none"> inability to balance the budget due to Income loss through pay and display and penalty charge notices |

The Parking Income is listed as PR0013 ‘Sustainable Parking Services Income’ as a longstanding ‘red risk’ on the council’s corporate risk register.

The socio-economic conditions post Covid, alongside inflationary pressures and the cost of living crisis have created a more uncertain environment on which these income levels are predicated, declining town centres and high streets, and a reduction in commuting. This has led to some budget pressures since that time.

Corporate Risk Register Item PR0013

Sustainable Parking Services Income Risks reviewed December 2023

Risk downgraded from 25 (**Red**; Impact 5, Likelihood 5) to 12 (**Amber**; Impact 4, Likelihood 3)

1. Reduction in income that is generated through charges applied to appropriate parking spaces across the borough.
2. Reduction in PCN income via civil enforcement officers and or ANPR camera enforcement.
3. Reduction in income from emissions-based parking charges, due to more efficient vehicles in the borough.
4. Camera led enforcement income at risk due to on going compliances and less vehicular journeys on the network.

1 February 2024

2023/24 Parking Income Budget

| Income stream | 23/24 Budget |
|--|---------------------|
| Parking Permits | £1.913m |
| Pay & Display / Pay by Phone | £7.857m |
| Suspension payments (income from filming, utility companies, special events) | £0.734m |
| Penalty Charge Notice (PCN income) – on street | £5.562m |
| Income from existing ANPR cameras | £2.538m |
| Income from new ANPR camera schemes | £7.582m |
| Total | £26.186m |

NEW Draft Parking Policy

MAYOR'S BUSINESS PLAN



CROYDON PARKING POLICY

Customer focused in everything we do
Provide safe, accessible parking for all users
Efficiently manage the parking service
Be transparent in how we approach parking



FAIR

- We will aim to provide parking that will benefit businesses and all our users
- We will robustly enforce blue badge fraud
- We will provide targeted enforcement in non-compliant areas

SUPPORTIVE

- We will provide free limited stay parking in our town and district centres
- We will continue to consider the needs of businesses and our community when implementing parking schemes

EFFICIENT

- We will manage the parking service effectively, putting the customer at the forefront of everything we do
- We will introduce virtual permits and technologies to aid our customers

TRANSPARENT

- We will communicate openly with our customers
- We will undertake a fair assessment of footway parking across the borough
- We will continue to be transparent when setting parking tariffs

1 February 2024

Parking Policy

- The 26 July 2023 Cabinet report sets out a new parking policy to play its part in transforming the council into one that delivers sound and sustainable local government services.
- The policy will support efforts for our town centre and high street recovery.
- The Parking Policy is framed around five specific policies to deliver on:
 1. supporting our local economy
 2. appropriate parking management
 3. supporting our disabled residents
 4. efficient service management
 5. Intelligence led enforcement

Control Mechanisms – Existing Controls

Existing Controls

- a. Review of Parking Fees and Charges (Changes to Parking Policy) as per MTFS 2024-28 SAV SCRER 002
- b. Developed a MTFS growth form to right-size parking income -Introduced growth to income budgets to align budget for 23/24 and onwards - this control measure is completed and the growth bid forms part of the MTFS 23/24 onwards.
- c. To develop a monthly dashboard for accurate forecasting and reconciliation of income. -- Controls are in place to monitor all income streams on a monthly basis.
- d. Development a financial management dashboard to provide accurate information for transactions and income to form part of the monthly monitoring process.
- e. Undertake monthly reconciliation of income coming into the council's financial system and parking back-office system.
- f. Dedicated corporate financial support to work with the service to ensure systematic financial management is in place.
- g. Working with London Councils & Peers across London to benchmark the parking account

Control Mechanisms – Future Controls

Future Controls

- a. Adopt the Parking Policy that went to consultation in the autumn 2023
- b. Implement the Action Plan associated with the Parking Policy over a two year period (through to end 2025/26 financial year)
- c. Monitor and report the impact of the Parking Policy actions

Questions?

1 February 2024

CROYDON
www.croydon.gov.uk