



Parking and Mobility Services

Annual report 2021-2022

Foreword

This document has been produced to cover all parking enforcement activity from 1st April 2021 to 31st March 2022, as well as to provide additional information on our service. Parking and Mobility Services in Tower Hamlets is once again proud to publish the 2021/2022 Annual Report in this booklet.

We have included as much useful information as possible, including statistics, our achievements, and the wider role that our service plays in the borough for residents, visitors, and all customers.

We hope that this annual report shows our commitment to providing a quality service to our customers and stakeholders. We value customer feedback and are always seeking to improve our service.

Our aim is still to be a flagship in service delivery by using the newest technology, being customer-focussed, transparent, robust in enforcement and efficient in overall service provision.

Our aim is to deliver excellent service by using the contact details at the end of the document. We hope that you find the report informative and interesting.

London Borough of Tower Hamlets

Tower Hamlets continues to have one of the fastest growing populations nationally and now has an estimated population of 324,745. Tower Hamlets' population density is currently 16,237 persons per square kilometre. This ranks Tower Hamlets as the most densely populated local authority in the country, which also places significant pressure on our existing transport infrastructure.

There are 27,770 marked bays for vehicle use, of which around 24,900 are available for residents to park. This shows that although the borough has good transport links, we are still experiencing high levels of vehicle use and need to manage this to ensure the network doesn't get congested.



Why does the council regulate parking and traffic schemes?

Parking provision is important for the borough:

- To balance the needs of all road users
- To enable the most vulnerable to be able to travel
- To support and stimulate the local economy
- To contribute to the delivery of the Mayor's transport scheme and general transport strategy and objectives
- To improve road safety for all stakeholders
- To reduce congestion and emissions
- To contribute to improving the environment
- To manage the kerbside space

The need for parking controls in Tower Hamlets is evident. Parking and Mobility Services help to maintain a safe and efficient traffic flow across the borough, ensuring safe and fair parking for all stakeholders.

The Traffic Management Act 2004 (TMA) was implemented on 31 March 2008, allowing civil parking enforcement to be conducted by authorities across England and Wales. The aim of the TMA is to provide a consistent set of regulations and procedures throughout England and Wales, while allowing parking policies to suit local circumstances. It also seeks to ensure that the system is fair for motorists as well as effective in enforcing parking contraventions when they occur.

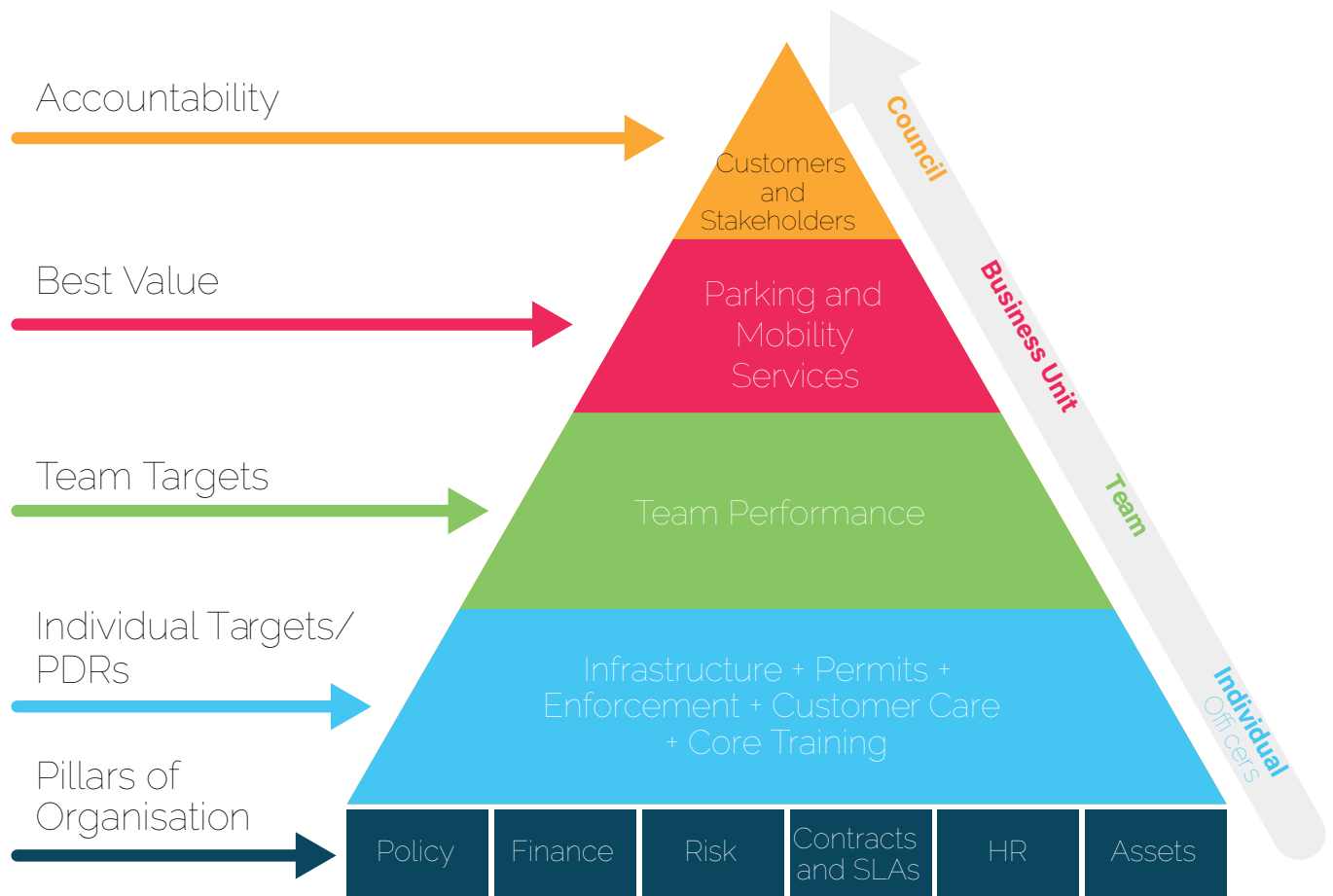
London authorities also have additional powers of enforcement that do not exist outside the capital. For example, only London authorities have legislation to cover enforcement of moving traffic contraventions and footway parking.

Our service: vision and mission

Our aim is to place the customer at the forefront of everything we do, being transparent in overall service provision, and operating efficiently and effectively to ensure value for money for the council, the residents of Tower Hamlets and the community that we serve.

Our vision and mission provides a clear direction to staff and forms part of our service objectives.

Tower Hamlets Council is committed to the community and customers that it serves, and this has been reflected in our vision and mission.



Our customer charter

Our customer charter sets out our commitments to all our customers and stakeholders and our aim to be transparent in delivering services. It also sets out how we aim to deliver our services to the community.

Our charter can be found on our website and sets out our commitments to our customers and gives a clear direction for all our staff on our expectations.

Our customer promise:

- Staff will identify themselves and their section
- Be polite, helpful and honest
- Treat you with respect
- Treat you fairly
- Listen to your views
- Make it clear what we can and cannot do
- Be accountable for the service we provide
- Consider your needs when designing our service
- Deliver services that anticipate your needs
- Admit when things go wrong and do our best to put them right
- To comply with the statutory legislation and appropriate policies
- Review all contractors and agency providers regularly, to ensure high level quality of service and identify potential for further efficiencies and improvements

Why the council regulates parking and traffic schemes

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What we expect from you

- That you make reasonable efforts to check for signs, suspension notices and other enforcement when parking
- That you are prepared to use our pay-by-phone service when you park
- To check all details of your parking session is valid when using our pay-by-phone services
- That you buy enough time to cover your stay, allowing for the possibility of delays
- That you do not ignore Penalty Charge Notices, Notice to Owner or other documentation from us
- That you provide as much information as possible and enclose proof if you have any when making an appeal
- That you renew your permit before the expiry date
- That you check that your Blue Badge is clearly displayed before leaving your vehicle
- To ensure your virtual permit/visitor voucher is activated online when you park
- That you notify us of any suspected abandoned vehicles on the highway
- That your vehicle is correctly registered with DVLA
- That you provide all the required documentation to accompany mobility support and permit applications

Parking and Mobility Services' commitment to provide a quality service:

Contractors and agency providers to work with us in reviewing performance and quality of service to identify realistic efficiencies and improvements where possible.

Controlled Parking Zones (CPZ) – We will consult with all relevant stakeholders regarding amendments to CPZs in their area.

Disabled bays – We will aim to install all disabled bays within six months of request, subject to meeting the council's criteria.

Abandoned Vehicle Service – An officer will aim to visit a reported vehicle to assess whether it can be removed. When a vehicle is confirmed as abandoned, we will aim to remove it within 48 hours of being legally permitted. This applies to council highways and not estates.

Parking Permits – We will aim to confirm your application for a virtual permit and issue within 3 working days, provided you meet the necessary criteria.

Freedom Passes/Taxicards – We will aim to process applications for Disabled Persons Freedom passes and Taxicards within 14 days, on the condition that all required documentation is submitted with the application.

Blue Badges – We will aim to process applications for Disabled Persons Blue Badge within 12 weeks, on the condition that all required documentation is submitted with the application.

Penalty Charge Notices (PCNs) – We aim to respond to challenges and representations against PCNs within 21 days (our statutory requirement is 56 days).

Emergency Parking Enforcement – We will aim to remove vehicles blocking driveways, using disabled parking bays without displaying blue badges or causing serious danger or obstruction within two hours of being reported during our specified times. This applies to council highways and not estates.

Complaints – We will aim to reply to you within ten working days, however please note that there is a separate legal process for challenging a PCN.

Suspensions – We require applications to be requested at least seven days in advance and we will aim to process them within two working days. We will try to ensure that three working days' notice is given of suspensions. However, there may occasionally be emergency situations where this is not possible.

Dispensations – We require applications to be requested as least three working days in advance and we will aim to process them within two working days.

We continuously seek to improve our service and value customer feedback.

What concessionary travel and parking schemes do we offer?

Disabled Person's Freedom Pass

If you have an eligible disability and are a permanent resident in a London borough, you can apply for a freedom pass to help you get around London.



The Disabled Person's Freedom Pass is a travel permit for residents with disabilities. It is paid for by Tower Hamlets Council and allows free travel on London Underground, buses, DLR, trams and National Rail within Greater London.

For further information, please visit our website www.towerhamlets.gov.uk

Taxicard scheme

The Taxicard scheme offers reduced fares in black cabs for people who have a long-term or permanent illness or disability, which prevents them from using, or significantly limits their use of public transport.

The cabs in the scheme are equipped with ramps and are accessible to wheelchair users. Please note that the scheme is not available to people who suffer temporary disabilities, for example a broken leg.

The Taxicard may be used for most types of journeys, including shopping, visiting friends, GP appointments, but should not be used for hospital appointments, for which the health authority should provide transport. For further information please visit our website www.towerhamlets.gov.uk

Blue Badges scheme

The blue badge scheme helps you park closer to your destination if you are disabled.

The Department for Transport introduced the new Non-Visible (initially called hidden disability) criteria on the 31st of August 2019. Since then, there has been an additional 15% increase in in Blue Badge applications, reflecting the additional eligibility criteria introduced. For more information and how to apply please visit: www.gov.uk



What concessionary travel and parking schemes do we offer?

Personalised disabled bays

The London Borough of Tower Hamlets provides a personalised disabled parking bay is a disabled parking bay near residents' homes. Residents with disabilities may be eligible to apply for one. Permits will generally only be issued to disabled drivers and are vehicle and bay specific. No other permit or blue badge is valid for use within the allocated bay except the bay-specific permit. There are no charges for a personalised disabled bay.

Parking permit scheme

A Controlled Parking Zone (CPZ) can assist groups with specific parking needs, such as:

- Residents who need to park near their home.
- Business users who require access to business premises.
- Disabled residents who need to park near their home (where a specific bay has been provided).

The creation of CPZs allows the council to influence how parking places are used, by whom, for how long (maximum length of stay) and at what cost.

The council has introduced a number of permit schemes. These are listed below, and all allow the use of permit holder only bays and shared use bays (unless stated otherwise).

- Resident permits
- Business permits
- Public service permits
- Contractor permits
- Visitor vouchers
- Car club permits
- Doctor permits
- Market trader permits

Each permit type has its own eligibility criteria and terms and conditions. The majority of our permits are charged based on the CO2 emissions of the vehicles. Details of diesel vehicle surcharging, permit prices and parking charges can be found here on our website - [parking charges \(towerhamlets.gov.uk\)](https://www.towerhamlets.gov.uk/parking-charges)

Air quality

Overview

Air pollution is a major environmental risk to health. Lung function in our children is up to 5 percent less than the national average because of air pollution and poor air quality is attributed to 9000 deaths each year. The population are exposed to 77 percent of unsafe levels of pollution and 80 percent of our schools are based in areas that exceed EU and government air pollution guidance. Air quality affects everyone, so we all have a part to play.

Pollution in Tower Hamlets comes from variety of sources, including from outside of the borough. Nitrogen dioxide and particulate matter are the two main pollutants originating in Tower Hamlets. The main sources of nitrogen dioxide are transport and domestic emissions from boilers. Traffic emissions and particles from traffic sources such as brake and tyre wear are the main sources of particulate matter pollution.

The council is committed to continuing to focus and develop our response to the climate emergency. Parking and Mobility Services will be building on the work we have begun, alongside the Tower Hamlets Net Zero Partnership Action Plan and as part of the Mayoral climate emergency task force, which will be committed to acting on climate change.

This means introducing measures to improve air quality and tackle carbon emissions in Tower Hamlets, including encouraging sustainable transport options, planting more trees, and reducing emissions from transport.



What are we doing to improve air quality?

Emission-based charging and diesel surcharge for permits

As part of the plan to improve air quality, emission-based charging for permits was introduced to reduce the number of high polluting vehicles within the borough. Emission-based charging is where the price of a permit is based on the vehicle's emission band. For any vehicles registered before 1 March 2001, the charges are based on engine size.

There is growing evidence of the harmful effects diesel fumes can have on health and life expectancy. Pollution in Tower Hamlets is at unacceptable levels. For this reason, the council has a supplementary charge for diesel vehicles to park in the borough. This is to address the impact of diesel fuel on poor air quality and to encourage a move away from polluting vehicles.

Resident parking permit limit and surcharges

The council had identified a high number of vehicles owned within the borough. This lead to high levels of CO2 emissions reduced the air quality and affected the climate. To help improve air quality, the council had introduced a limit of 3 resident parking permits per property, which reduces the number of vehicles within the borough. Furthermore, there was also a surcharge introduced for the second and third permit.

Electric vehicle charging points

As part of responding to the climate emergency, the council is encouraging vehicle users to change their polluting vehicles to more environmentally-friendly options. As part of the council's transport strategy, the council has successfully bid for funding to install electric charging points within the borough. There are currently over 200 charging points in operation. This includes the use of lighting columns adjacent to parking bays. This will allow a driver to charge electric or hybrid vehicles at any of the charging points located within the borough. The charging points will also allow motorists to refuel and reduce their emissions while making quieter, less polluting journeys.

School Streets scheme

The council wants to create areas where children can safely walk or cycle to and from school. The school street scheme aims to encourage activity, reduce pollution, and help growth, learning and development. Each school has different proposals, but all will feature greener additions to improve air quality and the environment for everyone.

The way many school street schemes operate is by temporarily closing roads outside schools (during term times) to reduce congestion and pollution and make it easier and safer for children to get to and from school. There are over 25 schools throughout the borough with variations on a scheme and all will continue to be reviewed. For more information on the schools we have introduced the scheme to, please visit School Street permit (towerhamlets.gov.uk).

Bus gateways

The council has continued to review the ongoing introduction of bus gateways around the borough. The current locations are Wapping High Street and Blackwall, Thames Path. These schemes are in place to protect residents from the blight of drivers using their streets as a rush hour rat-run. Traffic is restricted at various times of the day.

Only buses and bicycles are permitted to pass through during hours with signs warning motorists and automatic number plate recognition (ANPR) cameras enforcing the restrictions.

The gateways are aimed at improving safety and reducing noise and air pollution for residents who suffer from thousands of vehicles using the roads as a shortcut in and out of central London.

What are we doing to improve air quality?

Liveable Streets

The Liveable Streets programme aims to improve the look and feel of public spaces in neighbourhoods across the borough and make it easier, safer, and more convenient to get around by foot, bike, and public transport.

We also want to reduce people making 'rat runs and shortcuts through residential streets to encourage more sustainable journeys and to improve air quality and road safety.

17 areas across the borough were identified for development. These were chosen as they have not received recent substantial funding and improvements. The areas cover approximately 60 per cent of the borough.

The council will continue to monitor and work with neighbourhoods with regard to any improvements or changes.



Car clubs

A car club is a 'demand-responsive' service for self-drive vehicles. Designed for short-term journeys, the service provides the benefit of access to a vehicle only when it is required.

Car clubs are a new way to use a vehicle without owning it. There is no need to worry about servicing or maintenance, no need to pay for insurance or tax, all this will be dealt with by the car club operator.

The council is keen to support on-street car club operations. Car clubs provide vehicles to hire on a short-term basis and allow people who do not own a vehicle to use one at their convenience, for example for purchasing bulky or heavy items that would be difficult to carry on public transport. Car clubs provide residents and businesses with the option to make more sustainable transport choices.

There are currently two main models of car club schemes – the “fixed-point” model and the “free-floating” model.

- The fixed-point model has been in place in Tower Hamlets for approximately ten years. Each car has its own designated bay and must be returned to that bay by the end of the hire period.
- The free-floating model, where a vehicle does not require a specific bay as it can be picked up and dropped off in any bay permitted by a participating local authority. This means that a vehicle can be picked up in Tower Hamlets, driven to another participating borough (or somewhere else in Tower Hamlets) and parked in a valid bay there at the end of the hire period.

Car club companies which operate fixed point and free-floating models in Tower Hamlets are:

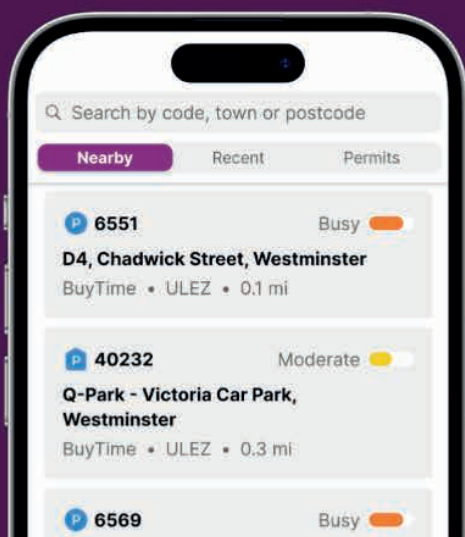
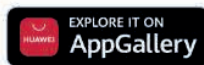


Paid for parking

The council currently contracts paid for parking through its partner RingGo, the UK's market leader in pay-by-phone parking. They provide cashless parking services to hundreds of local authorities around the UK. The service helps cities, towns, and boroughs to improve efficiency and save money.

Cashless parking. Everywhere.

Park at over 12,000 locations and find over 5,000 EV charging stations.



See nearby locations

Check the sign and tap the one that matches or search for a location by code.

Parking Fraud Team

The Parking Fraud Team has two full-time members of staff.

The Parking Fraud Team work closely with the police and other enforcement agencies including community safety, trading standards and markets and more teams on proactive exercises to remove and recover false blue badges and, where the evidence allows, seek to prosecute offenders.

The fraud team also:

- Provide support in the retrieval of stolen mobility vehicles and seizure of blue badges when being wrongly used.
- Work closely with parking services on persistent evaders and recover vehicles that have been generating lots of tickets without payment.
- Lead on responding to the National Fraud Initiative, a statutory duty all local authorities are required to deliver as related to blue badges

The Parking Fraud Team will continue to work jointly with the police and CSOs to ensure the appropriate action is taken when fraudulent activity is recognised.

Customer compliments

Parking and Mobility Services take pride in ensuring effective and quality service to our customers - below are just some of the compliments received for our service:

I want to say a huge thank you for excellent service to Mark in parking permits. He went above and beyond helping me activate my visitor permits. Without his help I think I'd still be floundering around pressing the wrong keys. Great customer service, thank you.

Thank you for getting rid of all the vehicles that were parked illegally in Ireton Street E3. This is the first day of having a clear street for some time.

I was happy to see some hard-working traffic officers in Galsworthy Avenue just now.

I am writing to express my gratitude for the service I have received from your officer Ismaeel.

Ismaeel is an example to many Officers in the service and with this strong customer service skills and working ethic he is core to the team.

It must be a frustrating job always dealing with anxious or resentful car owners.

I want them to know that the rest of us (who they don't meet) are very happy to have on-road parking freed up for visitors whose parking we've actually paid for.

During the pandemic you were either in receipt of little to no customer service and I dreaded to speak to someone as I am aware from experience it will result to a negative outcome.

Ismaeel has reinstated hope, and this is the positivity we need during these cruel times.

I received a call from Jamel in the parking team where he assisted me and explained the issue I was encountering.

He advised me to re-apply for vouchers and approved my application. I was then able to activate a voucher before the parking began. Very helpful individual and so glad about the way he assisted and resolved this.

I wanted to say thank you for the most amazing service given, I'm really happy for your quick service.

Thank you so much.

The turnaround time was amazing and really great to see individuals going out of their way to support residents. A big thank you to him and the council.

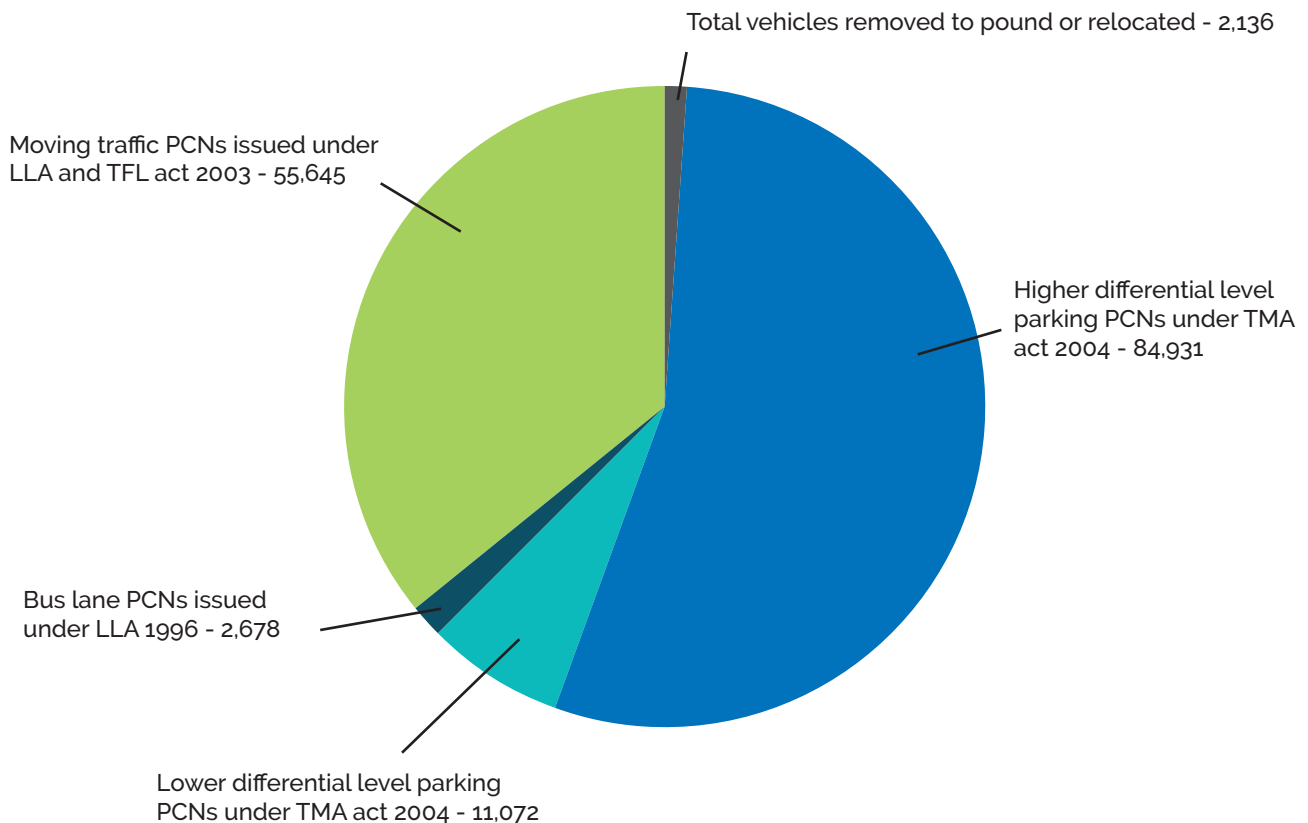
Statistical report

Parking and Mobility Services would like to share the following statistical data for the period 01 April 2021 to 31 March 2022.

Enforcement statistics (PCNs)

Number of PCNs and vehicle removal	
Higher differential level parking PCNs under the TMA Act 2004	84931
Lower differential level parking PCNs under the TMA Act 2004	11072
Total PCNs	96003
Bus lane PCNs issued under the LLAA 1996	2678
Moving traffic PCNs issued under the LLA & TfL Act 2003	55645
Total PCNs (excluding warning, tests, and spoils)	154326
Total vehicles removed to pound or relocated	2136

*Higher and lower differential level parking is explained in the Traffic Management Act 2004



Statistical report

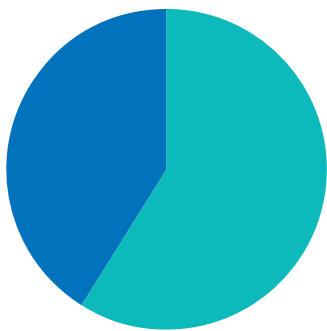
Penalty Charge Notices paid

Amount	On-street	Off-street	CEO parking total
Discount paid	49328	495	49823
Full penalty paid	8429	79	8508
Surcharge paid	2307	29	2336
Total	60064	603	60667

Amount	Bus lane	Moving traffic	CCTV total	Total
Discount paid	1456	35661	37117	86940
Full penalty paid	279	1860	2139	10647
Surcharge paid	56	2847	2903	5239
Total	1791	40368	42159	102826

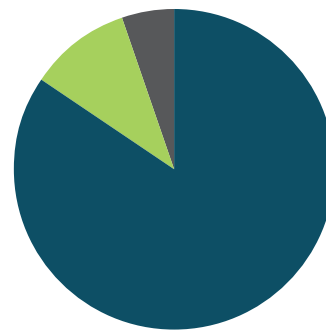
PCNs paid by enforcement method

CEO parking total CCTV total



PCNs paid by payment stage

Discount paid Full penalty paid Surcharge paid



PCNs paid by type



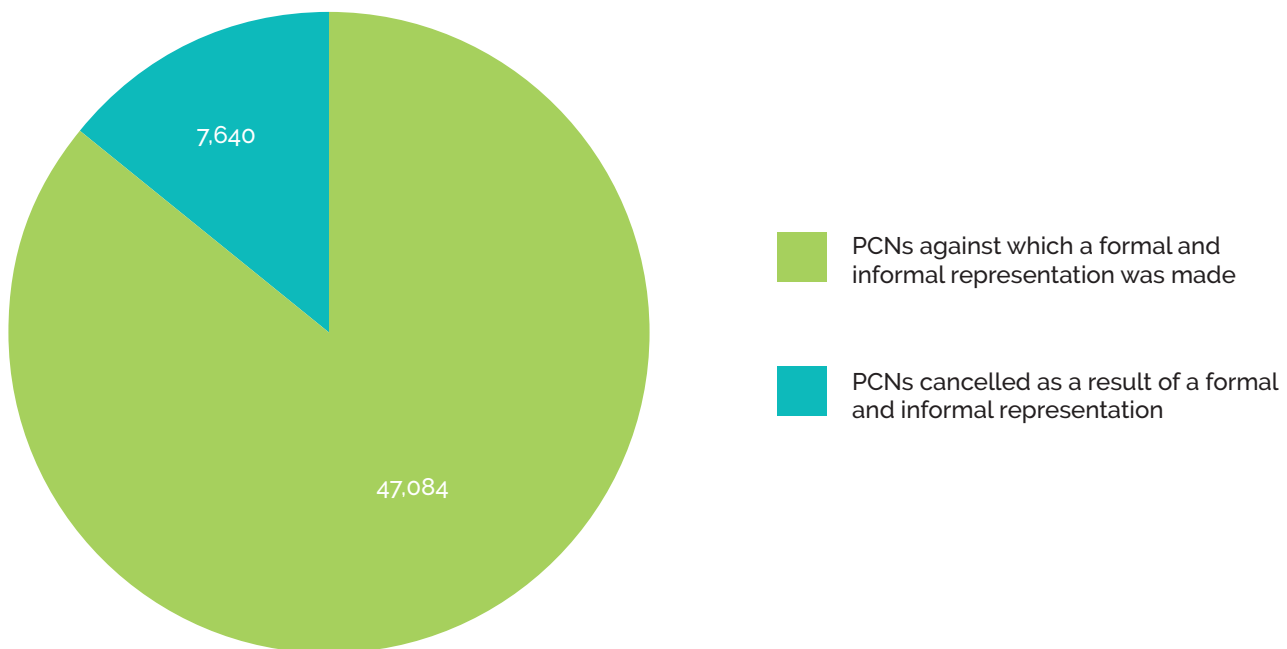
Statistical report

Challenges and representations

The below table outlines the number of all representations received during the period 01 April 2021 to 31 March 2022. It also provides the number of PCNs cancelled as a result of representation.

All representations (1 April 21 – 31 March 22)	
Penalty charge notices against which an informal or formal representation was made	47084
Penalty charge notices cancelled as a result of an informal or a formal representation is successful	7640

All representations



Statistical report

Parking permits issued by type

Below outlines the number of permits issued and renewed by type between 01 April 2021 to 31 March 2022

Permit type	Issued	Renewed	Total
Resident	9261	19251	28512
Daily temporary	15907	N/A	15907
Public service	868	189	1057
Business	378	410	788
Contractor	137	89	226
Car club	93	0	93
Market	21	25	49
Total	26667	19964	46629

Number of suspensions, dispensations and skip permits issued

Permit type	Issued
Suspensions	3368
Dispensation	654
Skips	115

Number of vouchers issued by type

The below table provides details of the number of online vouchers by type issued from 01 April 2021 to 31 March 2022.

Permit type	Online
Resident 60+	207360
Resident	164869
Carers	11576
Public service	1035
Market trader	543
Total	385383

Statistical report

Number of paper scratch cards issued

Paper scratch cards are available for residents who are 60+ or have a carer. Applications are approved provided the eligibility criteria is met, including, proof of residency, proof of age, and proof of carer documentation.

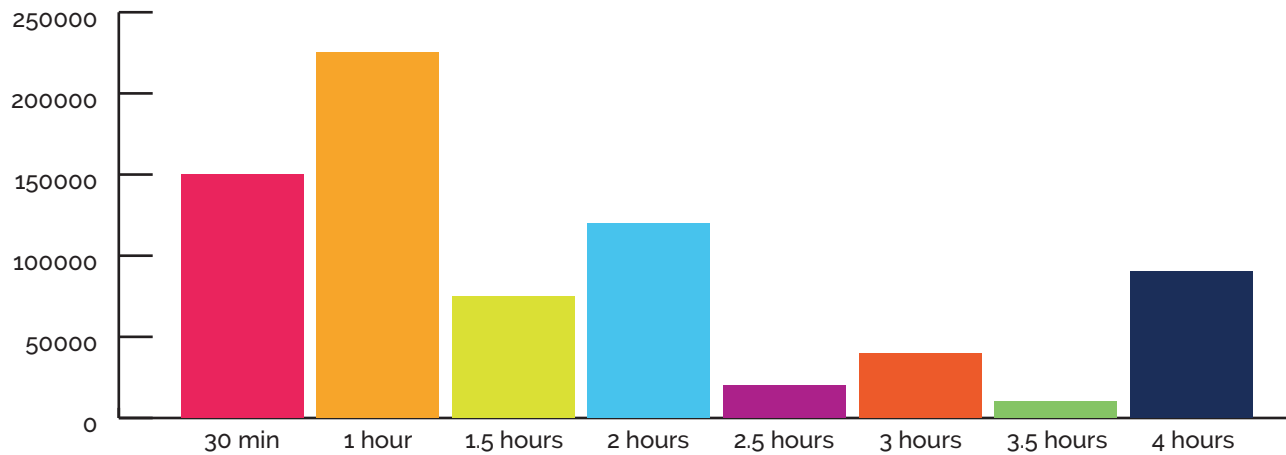
Paper scratch cards	
Resident 60+ and carer	46140

Blue Badges, Disabled Persons Freedom Pass and Taxicards

Type of application	Number received			Number issued
Blue Badge	3482			3082
Type of application	New	Replacement	Total	Active
Disabled person's Freedom Pass	1972	2250	4222	3783
Taxicard	111	92	203	197

Statistical report

Paid for parking transactions by session times 2021 – 2022



Paid for parking transaction by method types 2021 – 2022

	Number of transactions	Per cent of transactions
IVR	136,753	18.04%
Web	25,095	3.31%
iPhone	399,253	52.67%
Android	196,693	25.95%
SMS	120	0.02%
Shop	1	0.00%
CarPlay	109	0.01%
In-car	75	0.01%
Total	758,099	

Fuel surcharge Period Apr21-Mar22

Total quantity of transactions – 758099

Transactions where the fuel surcharge was applied – 370359 - 48.9%.

Statistical report

Abandoned vehicle statistics

Enforcement activity	Total
Vehicles reported as abandoned	769
Vehicles inspected	322
Vehicles removed and disposed of	150

Types and number of parking spaces in the borough 2021 - 2022

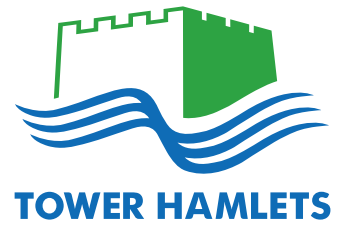
Enforcement activity	Total
Ambulance parking place	17
Business permit holders parking place	423
Car club parking place	112
Coach parking place	17
Disabled badge holders only	127
Disabled permit holder	116
Doctor permit holders parking place	12
Electric vehicle charging place	22
Limited waiting	188
Loading place	179
Market trader permit parking place	69
Motorcycle parking place	275
Payment parking place	966
Permit holders parking place	5661
Police parking place	42
Resident permit holders parking place	14589
Shared use parking place (business / payment)	191
Shared use parking place (permit / payment)	4546
Taxi rank	13
Off-street space	207
*Total spaces in borough	27770

*The spaces available may be dependent on the length or size of vehicles occupying them.

Statistical report

Financial information

Parking income, expenditure and surplus information will be provided at a later date.



For further enquiries

Parking and Mobility Services
Tower Hamlets Town Hall,
160 Whitechapel Road
London, E1 1BJ