

Parking & Mobility Services Annual Report 2017 - 2018



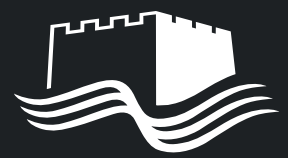
4 - 6 pm



Mon - Sat
10 am - 4 pm

 **Disabled badge holder**





TOWER HAMLETS



Foreword

Parking & Mobility Services in Tower Hamlets is once again proud to publish the 2017/2018 Annual Report in this booklet format.

We have tried to include 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 are very proud of our achievements and successes throughout the financial year 2017 – 2018.

We hope that this Annual Report shows our commitment to providing a quality service to our customers and stakeholders and demonstrates that we value customer feedback and seek 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.

If you have any comments on this report, please let us know by using the contact details at the end of the document. We hope that you find the report informative and interesting.



Introduction

The need for parking controls in Tower Hamlets is evident. Parking & Mobility Services helps to maintain a safe and efficient traffic flow across the Borough, ensuring safe and fair parking for all stakeholders whilst at the same time providing accessible transport facilities for those customers that need it.

The Traffic Management Act 2004 (TMA) was implemented on 31 March 2008, allowing civil parking enforcement to be carried out 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 to the motorist 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.

Guidance issued under the TMA states that enforcement authorities should publish an annual report six months after the end of the financial year.

This document covers all parking enforcement activity from 1st April 2017 to 31st March 2018 as well as additional information on our service as a whole.



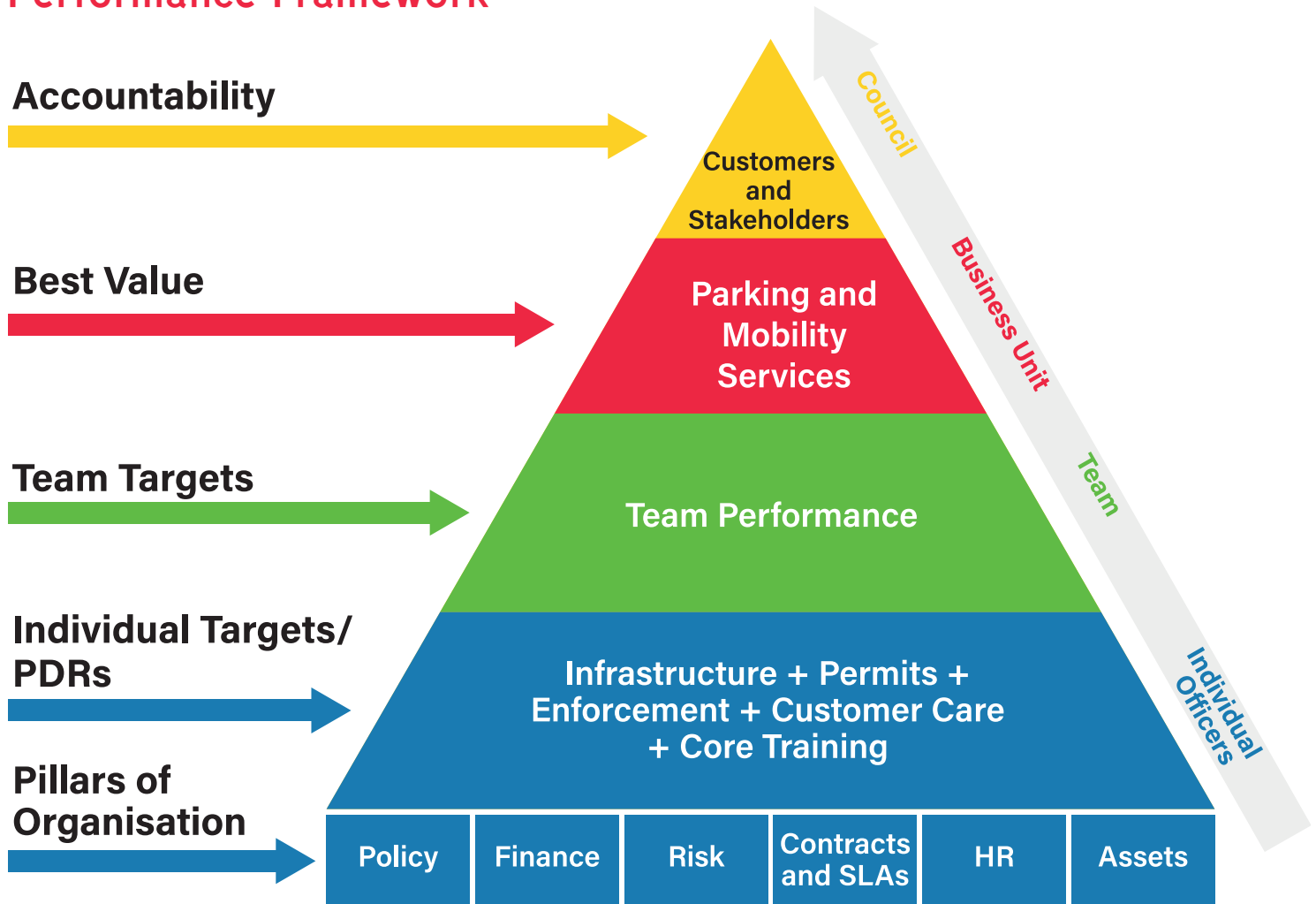
Our Service: Vision & Mission

Our aim is to place the customer at the forefront of everything that we do whilst focusing on being transparent in overall service provision as well as 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 the goals for the service and gives 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.

Performance Framework





Our Vision and Mission

Our vision is for Parking & Mobility Services to be a flagship in service delivery by using the newest technology, being customer-focused, transparent, robust in enforcement and efficient in overall service provision.

To do this, our mission is to:

- provide a range of concessionary travel and parking schemes to give residents with disabilities greater opportunities for independent travel
- create and maintain safe and efficient traffic flow through the borough
- provide and maintain the best possible parking infrastructure in terms of bays, signs and lines, payment options for parking and ICT
- provide safe and fair parking space for all road users in line with their needs, as well as easy access to that parking
- conduct effective and robust parking and traffic enforcement, from issuing PCNs to recovering debt
- consider complaints, comments and requests from customers and members professionally and transparently
- effectively deal with abandoned vehicles
- deliver high quality, customer focused processes and seek to improve continually
- support the council in retaining the Investors In People



Our Customer Charter

Our Customer Charter sets out our promises and commitments to all our customers and stakeholders and our aim to be transparent in delivering the 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
- Hold quarterly contract management meetings with all contractors and agency providers to review performance and quality of service and identify potential for further efficiencies and improvement.

Why the council regulates parking and traffic schemes:

- 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 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

What we expect from you:

- that you make reasonable efforts to check for signs, suspension notices and the like when parking
- that you have the money available for pay & display before you park or use our pay by phone service
- that you buy enough time to cover your stay, allowing for the possibility of being delayed
- that you do not ignore a Penalty Charge Notice, 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 ticket, permit or badge is clearly displayed before leaving your vehicle
- that you inform us of any problems you encounter when parking or are not sure of something - don't wait until you receive a



- Penalty Charge Notice
- that you assist us in managing abandoned vehicles on the highway
- that your vehicle is correctly registered with the DVLA
- that you provide all the required documentation to accompany mobility support and permit applications.

Parking & 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 aim to 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 as abandoned within 48 hours of being reported. When a vehicle is confirmed as abandoned we will aim to remove it within 48 hours of being legally permitted. This applies to council highway and not estates.

Parking Permits – We will aim to post permits and scratchcards within five working days of receiving an application that meets the necessary approval criteria.

Mobility Support – We will aim to process applications for Disabled Persons Freedom Passes, Taxicards and Blue Badges within 14 days of receipt, 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 aim to remove vehicles blocking driveways, using disabled parking bays without displaying a valid badge or causing serious danger or obstruction within two hours of being reported during our specified times. This applies to council highway 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 at least three working days in advance and we will aim to process them within two working days.

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



Parking

Parking controls in the London Borough of Tower Hamlets are essential to keep traffic moving and create and maintain safe access for residents, visitors, businesses and all customers.

Tower Hamlets is one of the smallest boroughs in London but is also the second-most densely populated. This, together with the borough's proximity to Central London and the busy arterial traffic routes that go through result in ever-increasing traffic and demand on parking space. Parking & Mobility Services manages parking and traffic schemes and strives to balance the needs of all its stakeholders.

The net result of balancing the needs and expectations of all customers is that parking and traffic enforcement is now a significant activity for the Council and consequently has great impact and immediate relevance to our residents, visitors and businesses.

A level of parking provision is important for the borough and for the convenience of residents and visitors alike. It must, however, be recognised that parking space and availability is directly linked to traffic volume, which is linked to traffic congestion, pollution and noise, as well as damaging health and climate change impacts. A careful balance must therefore be struck between parking provision, parking controls, levels of charges and enforcement. This is in order to ensure that we optimise the social, environmental and economic wellbeing for local citizens, as well as for sustainability and environmental issues.

Since 2009 there has been a steady increase year on year on the amount of licensed cars registered within the borough; in 2009 there were 41,300 vehicles rising to 44,100 in 2017. This figure rose to 53,800 in 2017 when including all other transport such as light and heavy goods vehicles.

Residential permits have also increased in the borough. 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.



Mobility Support

Parking & Mobility Services in Tower Hamlets continues to provide a range of concessionary travel and parking schemes to give residents with disabilities greater opportunities for independent travel.

The Mobility Support Team currently administers active Disabled Persons Freedom Passes which have a lifespan of 5 years. Each year approximately 6% of passes expire on 31st March and require a renewal process being implemented. However in 2020 due to historic reasons, some 76% of all passes will expire and the renewal process will be far larger than any since 2015 and will require early planning and extra staffing resources.

The Mobility Support budget for 2018/19 is £9,383,188 with a specific spend for Freedom Passes and Taxicards amounting to £9,202,902.



What concessionary travel and parking schemes do we offer ?

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.

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 carry ramps and are accessible to wheelchair user. 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 any type of journey, for example shopping, visiting friends, GP appointments, but should not be used for hospital appointments, for which the health authority should provide transport.

A Personalised Disabled Bay is a disabled parking bay provided near resident's homes and residents with severe 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.



Excellence Achieved - Awarded ISO 9001:2015

The service began working towards ISO (International Organisation for Standardisation) in March 2013. We are proud that Parking & Mobility Services received a positive recommendation from BAB (British Assessment Bureau) and has continued to achieve ISO standard for 5 years running with our recent certificate being received in September 2018. ISO 9001:2015 is more comprehensive than 9001:2008 and Parking & Mobility Services achieved it on first attempt.

ISO was established in 1947 and is the world's most widely recognised quality management standard. It is a standard designed to create a more disciplined work environment that will save time and cost by reducing errors whilst helping to improve customer satisfaction, which is a key element of being a flagship service.

BAB is the world's most widely recognised quality management standard and when the principles of quality management are adopted, companies or departments benefit from more efficient ways of working, better cost control and fast and more effective implementation of new working practices.

The certification of compliance with ISO 9001 recognizes that the policies, practices and procedures of Parking & Mobility Services ensure consistent quality in the services and work products that it provides to its customers and stakeholders.

Reaching this standard is another milestone for both the Council and Parking & Mobility Services and highlights a commitment to excellence and delivery a quality service that is continually improving.

This achievement is an important step in assuring that customers that use or make contact with the Parking & Mobility Services receive the very best in quality. With independent registration of the service by an outside auditor, Parking & Mobility Services can now demonstrate that it is committed to the highest standards throughout its operations, management and service delivery.



Customer Compliments



On my recent return from abroad I found that my email to you all thanking you for your splendid efforts on my behalf to expedite the issue of my replacement Blue Badge had been circling cyber-space and had not been delivered to you all."



Thank you so much for your assistance with the abovementioned. I truly appreciate all the time and effort that you have spent in resolving this issue. I am aware that I was slightly irritated by the situation to say the least and thank you for handling this with such grace and most importantly for listening and implementing change. I truly hope that you have no more mini me's to deal with any time soon. Thank you.



Bob is always so helpful when you need Parking advice. He recently helped with parking issues relating to a new development, by coming out on site to meet me within 1 day of speaking to him, meaning my work had minimal delay



Superstar! Thank you very much



In the hope that you do really get to see this email, I write on this occasion heartily to commend XXX who consistently and over many months has been very patient with my chronic and my passing illnesses and infirmities and in the end made sure I rightfully ended up with a Blue Badge.

In Tower Hamlets, we could do with more of such useful and helpful people. She is a real and genuine credit to your Administration.

She is employed and paid to do what she does, of course, but it is heartening to come across people who exceed our often stunted expectations. As you know, I readily and easily see the difference between the XXX of our local world and the rest. I hope that you might think that a swift pat on the back from you is in order, I hope.



Fraud Team

The Parking Fraud team has two full time dedicated members of staff.

The Parking Fraud Team operate a joint working effort with the police, CEO's and removal team and look into all aspects of fraud including permits and Blue badges.

The Parking Fraud Team will continue throughout 2018/2019 to work jointly with the police and CEO's to ensure the appropriate action is taken when fraudulent activity is recognised.

The team also support the retrieval of stolen mobility vehicles and seizure of Blue Badges when being used wrongly.

In 2017/18 the team:

- Seized 106 fraudulent Blue Badges
- 7 cautions were given
- 56 parking permits cancelled

3 prosecutions were undertaken by the team and 3 appeals at the high court all ending with the perpetrator paying fines, costs and victim surcharges



Disabled Persons 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 travel pass for disabled people enables you to travel free within the Freedom Pass boundary on London's public transport. This includes buses, tubes, National Rail, Docklands Light Railway and Trams.

Eligibility

You may be eligible for a Freedom Pass if you're:

- Blind, or partially-sighted, or
- Profoundly or severely deaf, or
- Without speech, or
- Have a disability, or have suffered an injury which makes walking more difficult, or
- Have no arms, or have a long-term loss of the use of both arms, or
- Have a learning disability, or
- Have been refused a licence on the grounds of your disability





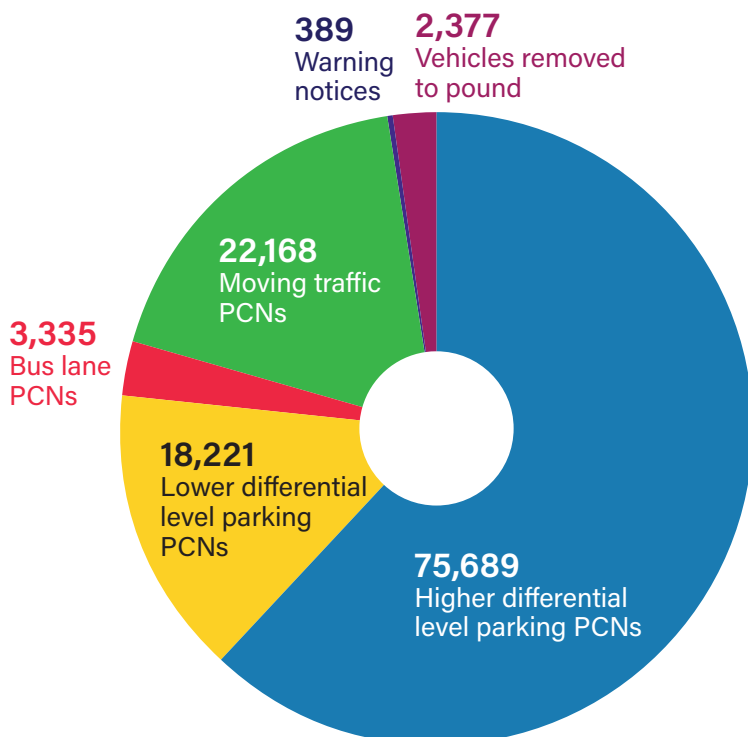
Statistical Reporting

Parking & Mobility Services would like to share the following statistical data for the period 1st April 2017 - 31st March 2018.

Enforcement statistics for 1st April 2017 to 31st March 2018 PCNs and Vehicle Removal	Number
Higher differential level parking PCNs under the TMA 2004*	75,689
Lower differential level parking PCNs under the TMA 2004	18,221
Total PCNs	93,910
Bus lane PCNs issued under the LLAA 1996	3,335
Moving Traffic PCNs issued under the LLA and TfL Act 2003	22,168
Total PCNs (Excluding Warning, Tests and Spoils)	119,413
Warning Notices	389
Total Vehicles removed to pound	2,377

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

Higher and Lower level of PCNs

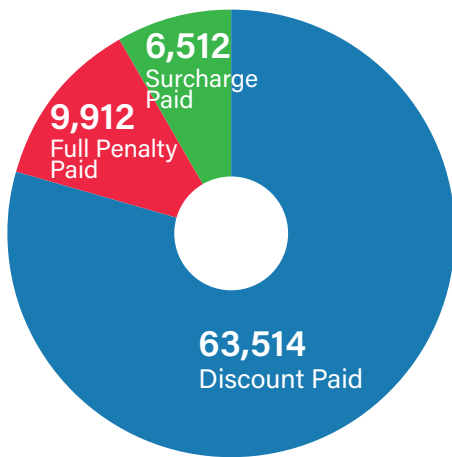




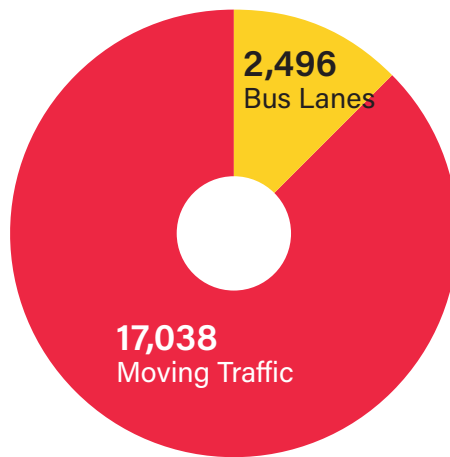
PCNs Paid

Amount	On street	Off street	CEO parking	CCTV parking	Bus lane	Moving traffic	Total CCTV	Total
Discount Paid	46,828	134	46,962	254	2,031	14,276	16,552	63,514
Full Penalty Paid	8,441	22	8,463	13	287	1,149	1,449	9,912
Surcharge Paid	4,656	21	4,677	44	178	1,613	1,835	6,512

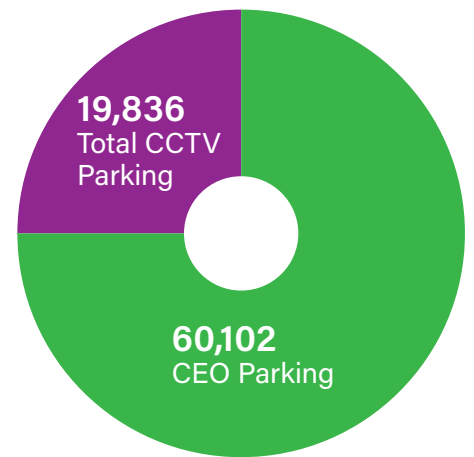
PCNs Paid by Payment Stage



Moving PCNs Paid by Type



Parking PCNs Paid by Enforcement Method

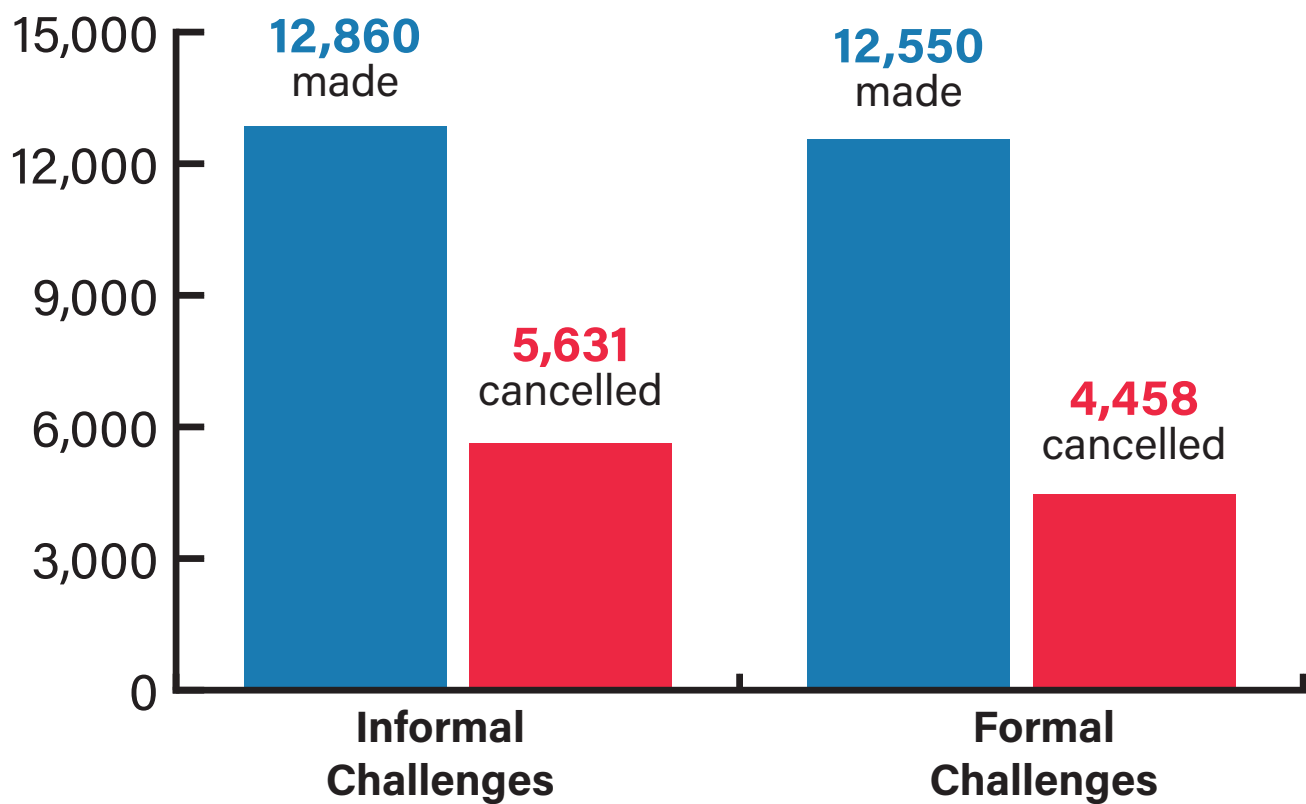




Challenges and Representations*

Informal Challenges	Number
PCNs against which an Informal Challenge was made	12,860
PCNs cancelled as a result of an Informal Challenge	5,631
Percent cancelled	44%

Formal Representation	Number
PCNs against which a Formal Challenge was made	12,550
PCNs cancelled as a result of a Formal Challenge	4,458
Percent cancelled	36%





Number of Permits issued

Permit Type	Issued	Renewals	Total	Percent (%)
Resident	13,552	19,808	33,360	79.11
Business	411	617	1,028	2.44
Contractors	300	264	564	1.34
Public Service	585	658	1,243	2.95
Car Club	15	92	107	0.25
Doctors Bay	5	13	18	0.04
Market Traders	10	40	50	0.12
Resident Temporary	5,411	222	5,633	13.36
Skip	167	0	167	0.40
Total	20,456	21,714	42,170	100

Scratchcards	Total Issued	Percent (%)
Visitor	83,243	98.62
Business	49	0.06
Public Service	842	1.00
Market Traders	278	0.33
Total	84,412	100

Other	Total Issued	Percent (%)
Suspensions	3,284	76.34
Dispensations	4,302	23.66
Total	7,586	100



Top 20 locations for PCNs issued and income received (on street)

On street locations	Total issued	Total Income
Cavell Street(W/Chapel to Ashfield), E1	1,462	£77,317.73
Cavell Street(Ashfield to Commercial), E1	1,320	£74,191.62
Raven Row, E1	1,009	£61,019.68
Orchard Place, E14	989	£53,744.25
Millharbour, E14	911	£55,797.24
Plumbers Row, E1	895	£53,633.01
Hanbury Street, E1	862	£58,758.85
Bethnal Green Road, E2	789	£42,646.49
Bethnal Green Road (Vallence to Cambridge Heath Rd), E2	768	£39,118.90
Blackwall Way, E14	723	£47,269.00
Fieldgate Street, E1	655	£37,097.86
Newark Street, E1	650	£35,873.76
Ashfield Street(Turner to Sidney), E1	642	£26,679.76
Brady Street, E1	632	£41,200.07
Thomas Road, E14	582	£34,928.00
Cuba Street, E14	569	£33,876.00
Buckle Street, .E1	543	£26,577.00
Bell Lane, E1	538	£28,066.12
Nelson Street, E1	517	£25,762.00
Alie Street, E1	488	£27,119.14
Total	15,544	£880,675.48



Top 20 locations for PCNs issued and income received (CCTV)

Location for CCTV	Total issued	Total income
Blackwall Way, E14	6,056	£387,301.75
Wentworth Street (Commercial to Osborn), E1	4,656	£322,813.97
Wilmot Street, E2	3,098	£195,952.99
Rushmead, E2	2,115	£149,273.19
Hackney Road, E2	1,587	£102,403.02
Old Ford Road (Sewardstone to Grove), E2	1,525	£85,838.00
Tredegear Road, E3	1,309	£72,415.50
Sclater Street, E1	982	£66,441.80
Cable Street	901	£55,330.00
Bethnal Green Road, E2	666	£44,321.47
Grove Road (Mile End to Antill), E3	423	£25,015.00
Gillender Street, E14	391	£18,889.35
Cambridge Heath Road, E2	353	£23,155.00
Cardigan Road, E3	272	£18,429.59
Roman Road, E3	170	£11,299.52
Roman Road (Globe to Grove), E2	152	£10,675.00
Cambridge Heath Rd (Three Colts Lane to BG Rd), E2	128	£7,540.00
Bethnal Green Road (Vallence to Camb Heath Rd), E2	109	£6,946.00
Morpeth Street, E2	107	£7,133.00
Bethnal Green Road (Shoreditch to Vallence Road), E1/E2	105	£6,616.35
Total	25,105	£1,617,790.50



Top 20 locations for PCNs issued and income received (vehicle driveways and prevented from serving i.e. PCN not served at the scene)

Locations for postal	Total issued	Total income
Bethnal Green Road (Vallance to Camb Heath Road), E2	14	£893.00
Martha Street, E1	12	£1,074.80
Cavell Street (Whitechapel to Ashfield), E1	10	£365.00
Watney Street, E1	9	£290.00
Raven Row, E1	8	£390.00
Alie Street, E1	8	£260.00
Bethnal Green Road, E2	7	£810.00
Plumbers Row, E1	7	£715.00
Cannon Street Road, E1	6	£354.18
Brick Lane (Wentworth to Hanbury), E1/E2	6	£455.00
Cavell Street (Ashfield to Commercial), E1	6	£130.00
Nelson Street, E1	6	£333.00
Cable Street (Leman to Cannon St Rd), E1	6	£235.00
Three Colts Lane, E2	6	£478.00
Roman Road (Grove Road to St Stephens Road), E3	6	£398.00
Back Church Lane, E1	4	£65.00
Horseferry Road, E14	4	£130.00
Newark Street, E1	4	£168.00
Derbyshire Street, E2	4	£130.00
White Horse Lane, E1	4	£105.00
Total	137	£7,778.98



Number and type of parking spaces in the borough

Description of bay	Amount (2017/2018)
On-street spaces	
Ambulance	12
Business Permit Holders only	401
Business Permit Holidays & Pay & Display	207
Business Permit Holders & Resident Permit Holders	5,211
Business Permit Holders, Resident Permit Holders and Market Traders	10
Business Permit Holders, Resident Permit Holders and Pay & Display	29
Taxi Ranks	12
Car Club	130
Coach	21
Disabled Badge Holders ONLY	116
Doctors Permit Holders ONLY	28
Good Vehicle Loading ONLY	36
Loading ONLY	127
Market Traders ONLY	3
Pay & Display / Pay by Phone	956
Pay & Display and Market Traders	14
Personalised Disabled Permit Holders ONLY	286
Police Vehicles ONLY	37
Resident Permit Holders ONLY	12,768
Resident Permit Holders and Market Traders	4
Permit Holders and Pay & Display	4,426
Resident Permit Holders, Market Traders and Pay & Display	29
Solo Motor Cycles ONLY	228
Off-street spaces	
Disabled Badge Holders ONLY	14
Pay & Display / Pay by Phone	141

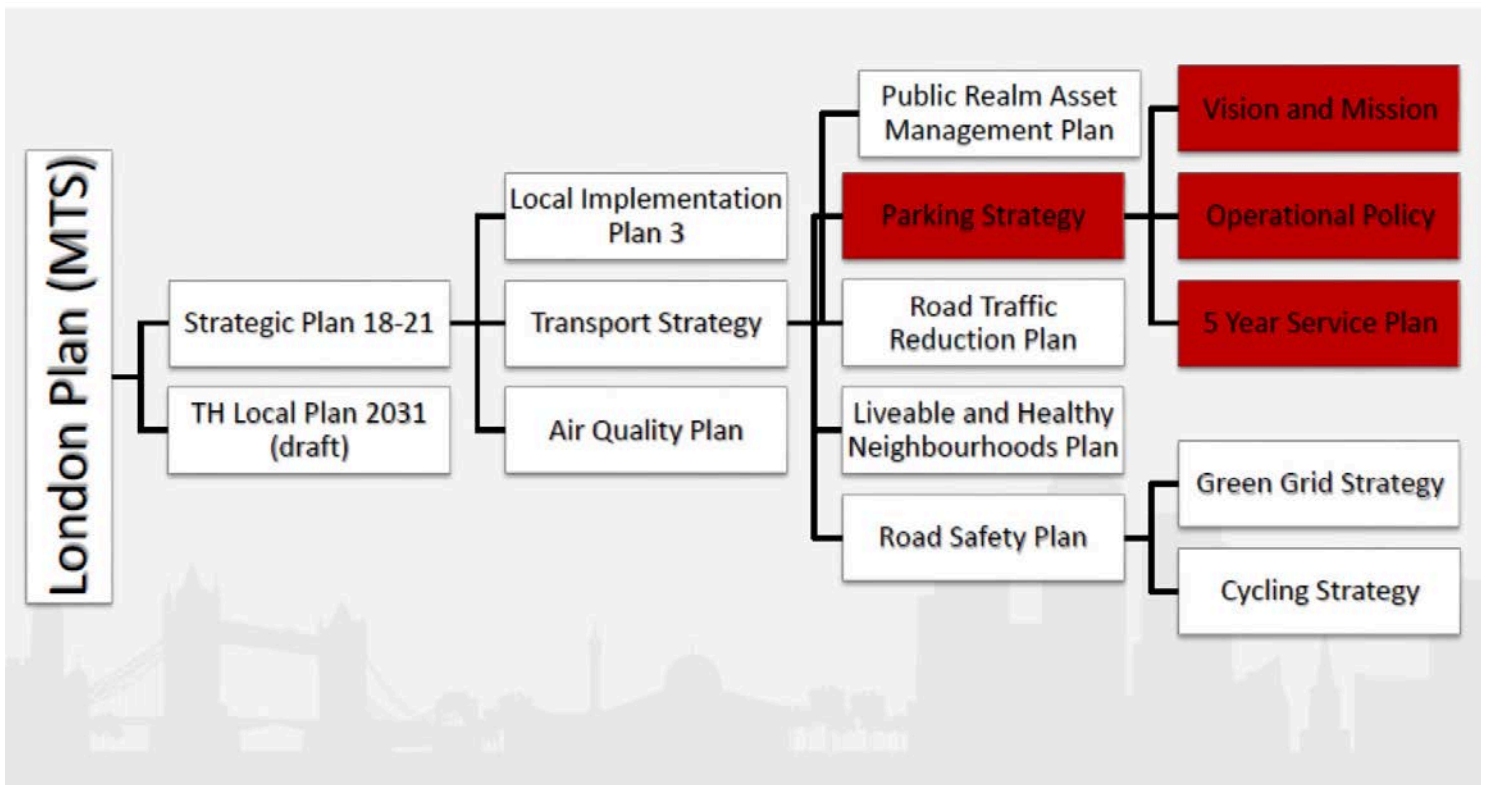


What's next

We are developing a five-year parking strategy for 2019-2024. This strategy will identify key components for supporting the aims and objectives of Tower Hamlets Transport Strategy.

The strategy will also establish our vision and mission and support the service to promote transparency and defined service standards to manage customer expectations.

The graphic below shows how parking fits into London's vision for transport and the Council's vision and priorities.





2017/2018 Financial Account Breakdown

Controlled parking account

The Council operates a separate Controlled Parking Account in accordance with s.55 of the Road Traffic Regulation Act 1984 (as amended by the 1991 Road Traffic Act), the costs of which are incorporated within the income and expenditure for Highways, Roads and Transport Services

Expenditure	2017/18	2016/17	2015/16
Employee costs	4,224	4,118	3,935
Premises	159	165	166
Transport	155	162	170
Supplies and services	1,372	1,419	1,224
Third party payments	463	476	471
Support services	2,102	2,360	1,950
Capital financing	0	0	0
Increase in provision for bad debts	172	339	397
Total Expenditure	8,647	9,039	8,313
Income	2017/18	2016/17	2015/16
Permits	4,277	4,406	4,401
Parking Pay & Display Charges	5,053	4,862	4,541
Off Street	113	94	62
Fees - Traffic Management Orders	126	108	161
Meter and Bay suspensions	2,560	2,374	2,114
Removal charges	443	529	493
Enforcement Agents	627	559	690
Parking Penalty Charges	6,040	5,610	5,312
Other	13	1	19
Decrease in provision for bad debts	0	0	0
Total Income	19,952	18,543	17,793
(Surplus)/Loss for the year	10,605	9,504	9,480
Balance	2017/18	2016/17	2015/16
Balance at 1st April	3,295	3,295	1,918
Surplus for year	10,605	9,504	9,480
Contribution towards Concessionary Fares	(1,060)	-9,504	-8,103
Balance at 31 March	3,295	3,295	3,295

Further enquiries

Parking & Mobility Services
Mulberry Place
PO Box 55739
5 Clove Crescent
London E14 1BY

Parking helpline: 020 7364 5003 (Monday to Friday, 8am to 8pm; Saturday, 8am to 4pm)
Fax number: 020 7364 6797