

# Parking & Mobility Services

Annual Report 2019-2020



# Foreword

This document has been produced to cover all parking enforcement activity from 1st April 2019 to 31st March 2020 as well as additional information on our service as a whole. Parking & Mobility Services in Tower Hamlets is once again proud to publish the 2019/2020 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 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

## 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 existing transport infrastructure.

There are approximately 27,500 marked bays for vehicle use of which around 24,500 are available for residential car parking. 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 the council regulates parking and traffic schemes?

A level of parking provision is important for the borough which is outlined below

- 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 mayor's transport scheme and general transport strategy and objectives

- To improve road safety of 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 & Mobility Services helps 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 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.

# 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.

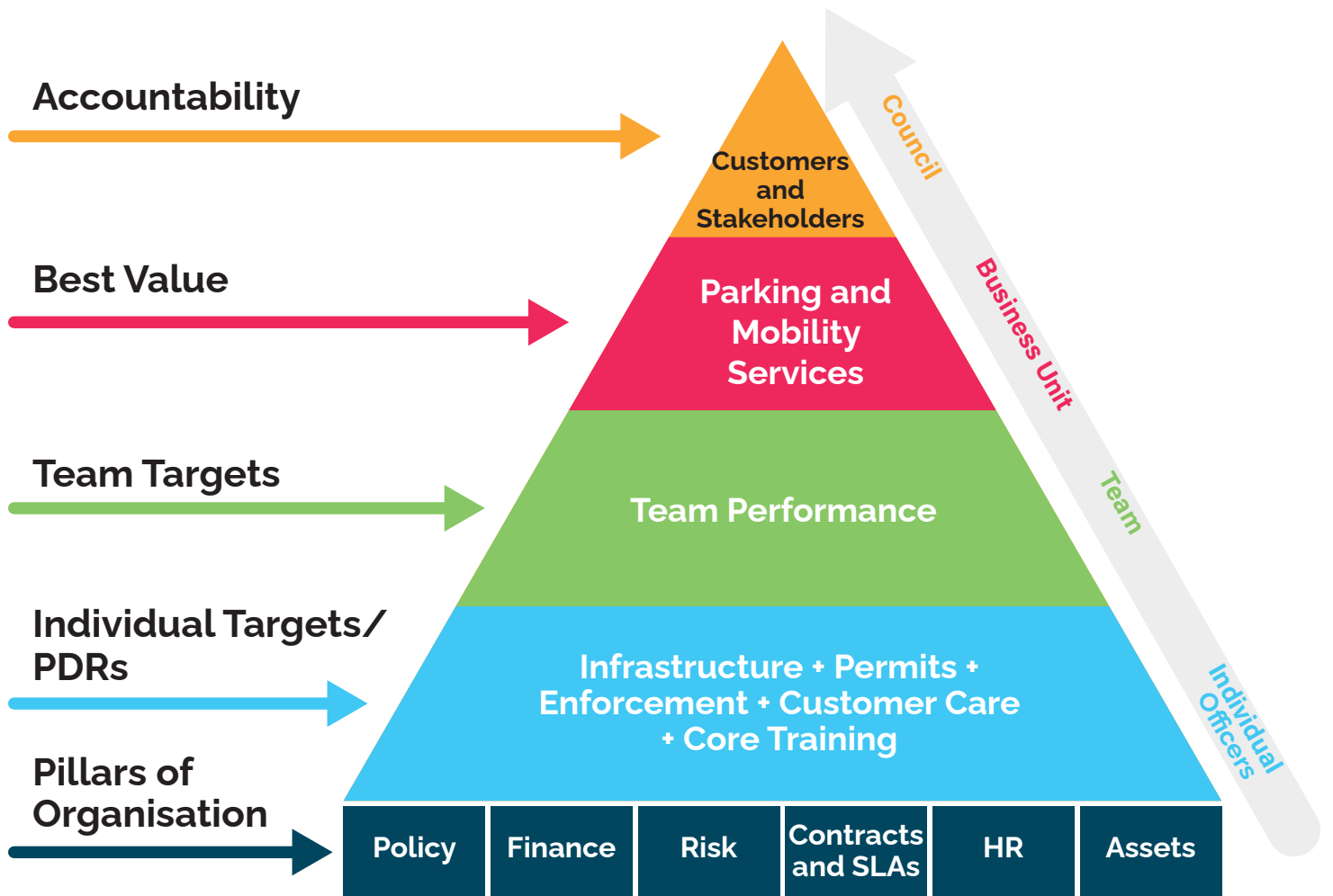
Our Vision and Mission provides the goals for the service and gives a clear direction to staff and forms part of our service objectives.

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

Our vision is for Parking & Mobility Services 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

## 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 for parking and ICT
- Provide a 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 focussed processes and seek to improve continually
- Support the council in retaining the Investors in People accreditation



# 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.

## Parking & Mobility Services Customer Charter

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### 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.

# Excellence Achieved - Awarded ISO 9001:2015

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.

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 British Assessment Bureau (BAB) and has continued to achieve ISO standard for 6 years running with our recent certificate being received in December 2019. ISO 9001:2015 is more comprehensive than 9001:2008 and Parking & Mobility Services achieved it on first attempt.

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.





# Parking Management Information System

After almost a decade of using our current parking IT system (Chipside), the London Borough of Tower Hamlets has procured a new system that will meet the needs and demands of its users more effectively. The implementation project for the newly procured Parking Management Information System which will have interfaces for parking permits, PCN notice processing, dispensations, suspensions, skips, and mobility services is now underway. The vendor for the new software (Taranto) is Taranto Systems LTD which went live from 01 October 2019

With this new system the London Borough of Tower Hamlets seeks to improve the customer journey but also encourage customers to apply for products online and therefore support channel shift and the digital strategy.

The new system will facilitate the desired improvements to the customer journey for parking permit processing which will allow customers to upload supporting evidence and make payment prior to submitting an application thereby allowing a quicker turnaround time for all applications received. It will also enable customers to obtain and activate vouchers online.

# What concessionary travel and parking schemes do we offer?

## Disabled Person's Freedom Pass **Blue Badges scheme**

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](http://www.towerhamlets.gov.uk)

A 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 disabilities) criteria on the 31st 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](http://www.gov.uk)

## Taxicard Scheme

The Taxicard scheme offers reduced fares in Black Cabs and Public Hire Vehicles 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 Black 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.

For further information please visit our website [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

The exercise to renew 3000 Disabled Persons Freedom Passes was successfully undertaken and concluded within required timescale.

## Personalised Disabled Bays

The London Borough of Tower Hamlets also provide a Personalised Disabled Bay, which 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 which 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.

## Car Clubs

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

Once registered, scheme users usually book a vehicle, locate it and unlock it using a mobile phone application. This application can then be used to report faults or damage to the vehicle, provide scheme users of the cost and duration of their use and make payments.

Car clubs are a new way to use a vehicle without owning it. No more 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 scheme – 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.



# Fraud team

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

The Parking Fraud Team work closely with the Police and other enforcement agencies including Community Safety, Trading Standards and Markets etc on pro-active exercises and remove and recover abused Blue Badges and, where the evidence allows, seek to prosecute offenders.

Furthermore, the fraud team also carry out the below

- Provide support in investigating the misuse and recovery of stolen Blue Badges.

- Work closely with parking services on persistent evaders and have had success in recovering vehicles that have been generating lots of tickets without payment or have obtained a permit fraudulently
- 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 continued throughout 2019/2020 to work jointly with the police and CEO's to ensure the appropriate action was taken when fraudulent activity was recognised.



# Customer compliments

A very big thank you to Ms Helen at the parking department for her understanding, support, swift response and professionalism, Much appreciated and if only other members were as kind and supportive as Ms Helen then surely the image of LBTH councils reputation would have been much

I like to thank a member of your staff in the parking visitors permit department for the outstanding & professional service

I just wanted to email you both regarding your member of staff Amran Hussain. He has been very helpful every time I have called up the parking team regarding any parking permit queries whether it was for myself or my father. I would like to say he is a real asset to your team.

Dear sir  
I don't know how to thank you. I am so so so great-full to you sir trust me I am great-full. You have helped me in crisis. I am soooo thankful to you. I have made the payment.

Thank you.

Pearl is always so helpful with regards to parking issues we receive at reception of Mulberry Place. She really goes the extra mile. Thank you so much Pearl!

Thank you so much Mohammed, you have been the most helpful person I have communicated within the parking team in the last 4 months. I have spoken/emailed so many people in the team and they just did not want to take ownership. Much appreciated, they need more people like you in the team and should give you a pay rise, you have restored my trust in the team again

# Statistical report

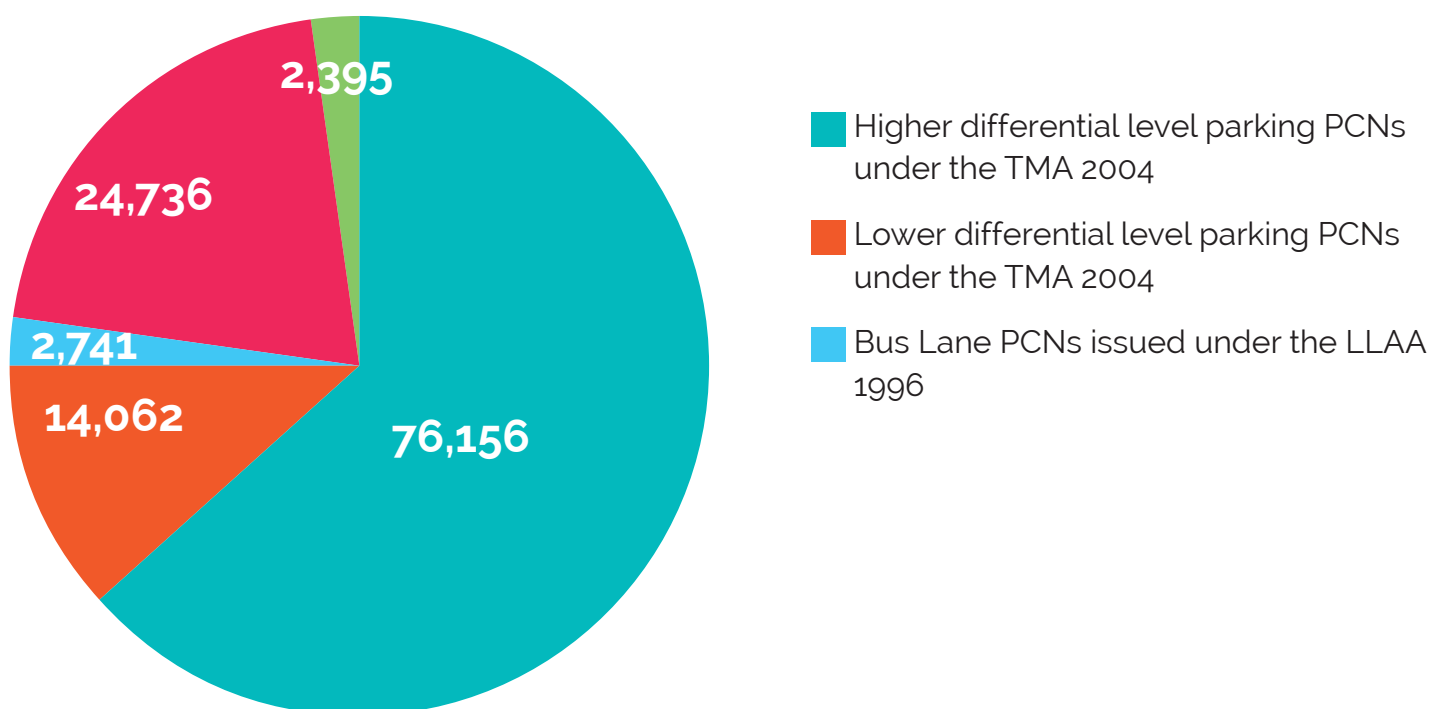
Parking & Mobility Services would like to share the following statistical data for the period 1st April 2019 - 31st March 2020.

## Enforcement Statistics (PCN's)

PCNs and vehicle removals	Number
Higher differential level parking PCNs under the TMA Act 2004	76,156
Lower differential level parking PCNs under the TMA Act 2004	14,062
Total PCNs	90,218
Bus Lane PCNs issued under the LLAA 1996	2,741
Moving Traffic PCNs issued under the LLA & TfL Act 2003	24,736
Total PCNs (excluding warning, tests and spoils)	117,695
Total vehicles clamped	0
Total vehicles removed to pound or relocated	2,395

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

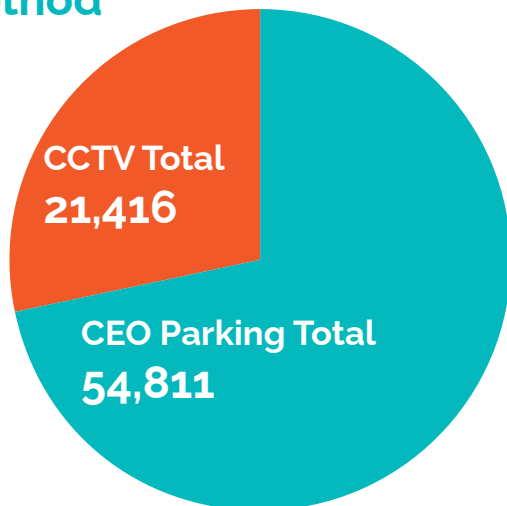
## Enforcement stats



## Penalty Charge Notice's Paid

Amount	On-street	Off-street	CEO parking total	CCTV Parking	Bus lane	Moving traffic	CCTV Total	Total
Discount Paid	39,342	176	39,518	1	748	9	758	40,276
Full Penalty Paid	4,353	20	4,373	0	957	185	1,142	5,515
Surcharge Paid	10,884	36	10,920	198	235	19,083	19,516	30,436
<b>Total</b>	<b>54,579</b>	<b>232</b>	<b>54,811</b>	<b>199</b>	<b>1,940</b>	<b>19,277</b>	<b>21,416</b>	<b>76,227</b>

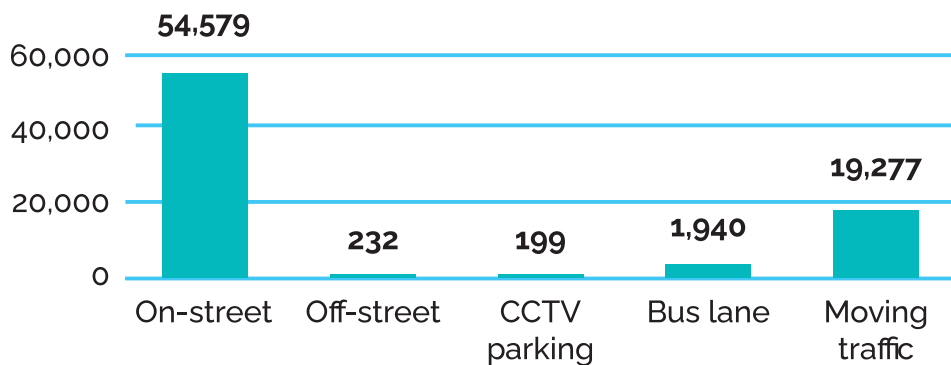
### PCN's paid by enforcement method



### PCN's paid by payment stage



### PCN's paid by type



## Penalty Charge Notices Recovery rate

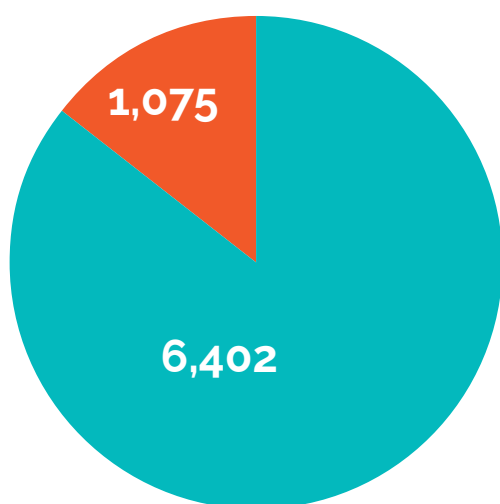
Total PCN issued	Total PCN paid	Recovery Rate
117,695	76,227	64.77%

## Challenges and Representations

Due to the change of parking management information systems, data is only available from 01 October 19 to 31 March 2020.

All Representations (1 October 19 – 31 March 20)	Number
PCNs against which a Formal and Informal Representation was made	6,402
PCNs cancelled as a result of a Formal and Informal Representation	1,075
% cancelled	16.8%

## All Representations



- PCNs against which a Formal and Informal Representation was made
- PCNs cancelled as a result of a Formal and Informal Representation



## Parking Permits issued by type

Due to changes of parking information management systems, we can only provide data from 01 October 2019 to 31 March 2020

Permit Type	Number Issued	Total Percentage
Resident	15,192*	78.71%
Daily Temporary	2,912	15.09%
Public Service	552*	2.86%
Business	444*	2.30%
Contractor	173*	0.90%
Car Club	10*	0.05%
Market	19*	0.10%
Doctors	0	0.00%
<b>Total</b>	<b>19,302</b>	<b>100.00%</b>

\* With the change of parking management information systems, we had requested for all customers who's permits were expiring during this period to register and re-apply for a new permit. The total figure accounts for both renewed and issued permits.

## Number of suspensions, dispensations and skip permits issued

Due to changes of parking information management systems, we can only provide data from 01 October 2019 to 31 March 2020

Permit type	Issued
Suspensions	1,330
Dispensation	304
Skips	51
<b>Total</b>	<b>1,685</b>

## Number of Paper scratchcards and online vouchers issued by type

Due to change of parking management information system, we can only provide data from 01 October 2019 to 31 March 2020.

The data for paper scratchcard is only available between 1 December 2019 to 31 March 2020, as the council had implemented an assisted channel for customers who meet a specific criteria to apply for paper scratchcards.

Voucher type	Paper scratchcards individual Dec 19-Mar 20	Online vouchers Oct 19-Mar 20	Total
Resident 60+	34,900	54,242	89,142
Resident	N/A*	45,529	45,529
Carers	2,550	2,322	4,872
Public service	N/A*	356	356
Market Trader	N/A*	51	51
Total	37,450	102,500	139,950

\* Do not meet the assisted channel criteria to apply for paper scratchcard.

## Blue Badges, Disabled persons freedom pass and Taxicards

Due to change of parking management information system, we can only provide data from 01 October 2019 to 31 March 2020.

Type of applications	Number of applicants received	Numbers issued
Blue Badge	3,323	2,790
Disabled Persons Freedom Pass	1,811	1,620
Taxicard	124*	153

\* These are the total number of applications (which do not automatically meet the eligibility criteria) sent by London Councils to Tower Hamlets to assess.

## Number and types of parking spaces in the borough

Description of bay (on street)	Number of spaces
Ambulance	8
Business permit holders / Pay & Display Parking	215
Business permit holders only	422
Cab Ranks at Any Time	13
Car Club Bay	113
Coach Bays	12
Doctor permit holders only	24
Friday Off Peak	183
General disabled bays	131
Goods Vehicles Only	19
Loading only	74
Market Trader (8.30am - 4pm) and Pay by phone (4pm -7pm) and Sunday Market Trader	10
Market traders only	3
Motorcycles only	306
Multi bay & Business Permit holders (Tue, Thu. & Sat)	20
Multi Bay & Sunday Market Trader	49
Multi Bays	4,746
Multi bay & Sunday Resident permit holder	10
P&D and Sunday Market Traders	5
Pay & Display Parking	965
Permit and Pay by Phone (Mon - Fri) and Sunday Permit Holders only	4
Permit Holders & Sunday Market Traders	7
Permit holders only	5,600
Personalised. Disabled permit holders only.	136
Police vehicles only	34
Resident Permit Holders & Sunday Market Traders	6
Resident permit holders only Resident permit holders only	14,471
Sunday Exemption	20

Description of bay (off street)	Number of spaces
Disabled Badge Holders ONLY	183
Pay & Display / Pay by Phone	24

Type of spaces	Number of spaces
On-street	27,608
Off-street	207
Total spaces in the borough	27,815

## Abandoned vehicles Statistics

Enforcement activity	Total number
Vehicles reported as abandoned	768
Vehicles inspected	412
Vehicles not classed as abandoned	356
Vehicles removed and disposed	56



## Fraud Team Statistics

Month	Vehicle checks	PNCs issued	Vehicle removed	Blue Badge seized	Caution given	Verbal warning	Permits investigated	Permits cancelled
Apr 19	3,313	6	3	39	0	8	0	0
May 19	7,042	5	2	32	2	12	1	1
Jun 19	3,055	7	5	18	0	4	2	2
Jul 19	4,634	13	10	24	0	11	0	0
Aug 19	5,364	8	7	16	1	8	0	0
Sept 19	5,654	1	1	7	0	4	0	0
Oct 19	4,060	8	6	11	0	5	0	0
Nov 19	7,147	3	1	11	0	8	0	0
Dec 19	6,870	5	5	8	0	3	1	0
Jan 20	6,582	4	2	8	1	0	0	0
Feb 20	3,514	5	2	6	0	1	0	0
Mar 20	3,162	4	3	3	1	2	82	0
<b>Total</b>	<b>60,397</b>	<b>69</b>	<b>47</b>	<b>183</b>	<b>5</b>	<b>66</b>	<b>86</b>	<b>3</b>

# Financial information

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

# 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.

Further enquiries

## **Parking & Mobility Services**

**Mulberry Place**

**PO Box 55739**

**5 Clove Crescent**

**London E14 1BY**

Parking helpline: 020 7364 5003 (Monday to Friday, 9am to 5pm)

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