

# Parking & Mobility Services Annual Report 2016 - 2017



**4 - 6 pm**



**Mon - Sat  
10 am - 4 pm**

**Disabled badge holder**  






## Introduction

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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 of London.

Guidance issued under the TMA states that enforcement authorities should publish an annual report six months after the end of the financial year. This is Tower Hamlets' ninth annual report.

During the 2016-17 financial year, responsibility for Transport Services was moved to a different area in the Council. As a result, this Annual Report focuses solely on the parking and mobility aspects of the Service.



## Our Service

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Our aim is to be transparent, efficient and effective ensuring value for money for the council and the residents and community in Tower Hamlets.

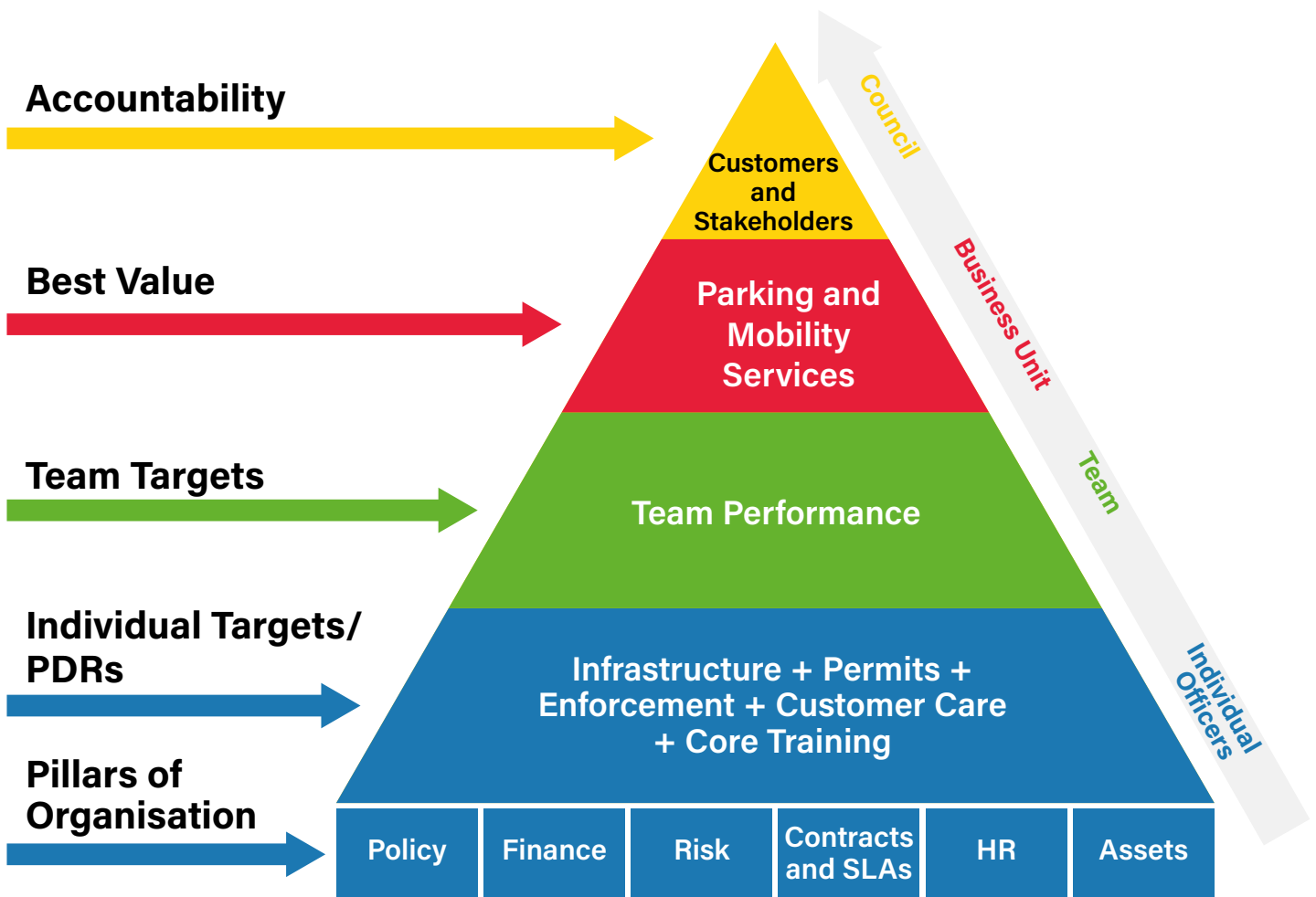
Our Vision and Mission provides the goals for the service and gives a clear direction to staff and forms part of our service objectives.

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 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-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, 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

Parking & Mobility Services are committed to delivering a quality service to all its customers.

The Charter below forms the basis for measuring and improving our service delivery to ensure that excellent customer service is delivered to all residents, businesses and visitors to the borough.

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 on the link below and sets out our commitments to our customers and gives a clear direction for all our staff on our expectations. We welcome feedback on our charter and always aim to deliver the best service to all our customers.

[www.towerhamlets.gov.uk/ignl/transport\\_and\\_streets/Parking/parking,\\_mobility\\_\\_transport.aspx](http://www.towerhamlets.gov.uk/ignl/transport_and_streets/Parking/parking,_mobility__transport.aspx)



## Parking & Mobility Services Management Pledge to Provide a Quality Service for Our Customers

**Our business' vision is for the Service 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.**

This means we are committed to exemplary services that:

- satisfy our customers' needs and regulatory requirements
- are considered as examples of best practice by our customers, other authorities and other council departments
- are viewed as some of the borough's highest-profile public-facing environmental and equalities services delivered in the public-realm.

Our customers include everyone who lives or works in, or travels to or through the borough, or engages with our business in any other way.

Each year we highlight our performance and successes in the Annual Parking & Mobility Services Report. We also want the business to demonstrate that we are achieving our goals by seeking and retaining award of the ISO 9001:2015 Quality Kite Mark.

We will support every member of the team to meet the business' vision and the ISO 9001:2015 criteria by working to ensure that our business:

- promotes a culture of striving for excellence
- is fully process driven
- delivers suitable products and services
- encourages opportunities for ongoing improvement of individuals and the business as a whole
- has suitable resources in sufficient quantities
- has the right working environment in place
- offers the right training so that every colleague can reach a high standard and suitable level of competency
- measures and analyses individual and business performance in the right way.

The Parking & Mobility Senior Management Team and I will take on the ownership and responsibility for the design, measurement, analysis and changes to our processes and products. We want the business to deliver quality services and demonstrate that we are seeking to improve continually. With your help we are confident that we can achieve these goals and by doing so can demonstrate that we are delivering a quality service.

**This is our commitment to you and our business. Thank you for helping deliver success.**

*Signed by Michael Darby  
on behalf of my Management Team*





## Parking & Mobility Services Customer Charter

### 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 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 and Mobility Services

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

Tower Hamlets is one of the smallest boroughs in London but is also the second most densely populated. Tower Hamlets is a fast paced, fast growing and changing borough. Its economy is thriving, more and more people want to live here, and large scale and ambitious regeneration and infrastructure projects continue to bring fresh opportunities. This scale of growth, 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 whilst also aiming to support the most vulnerable to travel.

Parking and traffic enforcement is a significant activity for the council. Parking provision is important for the borough and the convenience of residents and visitors. Parking space and availability is linked to traffic volume, congestion and emissions. A balance must be struck between parking provision, parking controls, levels of charges and enforcement.

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 service processes and supports Disabled Persons Freedom Passes; Taxicards and Blue Badges as well as providing a comprehensive mobility support service that offers advice and assistance to Tower Hamlets residents in relation to Blue Badges, Disabled Persons Freedom Passes and Taxicards.

The service had an annual spending of £9.3m to provide Disabled Persons Freedom Passes; Older Persons Freedom Passes; Taxicards and Blue Badges.

The Service also processes and implements Personalised Disabled Bays (PDB). PDB's are 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.



## What concessionary travel and parking schemes do we offer ?

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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; Overground; Buses; DLR; Trams and National Rail within Greater London.

The Older Persons Freedom Pass is administered by London Councils on behalf of Tower Hamlets, who fund the scheme. As with the Disabled Persons Freedom Pass, it allows free travel on London Underground; Overground; Buses; DLR; Trams and National Rail within Greater London.

The Taxicard scheme offers subsidised 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 and a number of private hire vehicles are wheelchair accessible.

The Taxicard may be used for any type of journey, for example shopping, visiting friends or GP appointments but not for 'time sensitive' events such as hospital appointments for which NHS Passenger Transport Services should provide a vehicle.

## Controlled Parking Zones

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Tower Hamlets is an area of intense development. Over the next 10-15 years the borough will be subject to an enormous amount of residential and commercial growth.

The Office for National Statistics said the population of Tower Hamlets was estimated to be 304,900 in June 2016 and represented an increase of around 9,600 people over the year - a percentage increase of 3.3 per cent - the second largest percentage rise in the UK, after the City of London (+7.3 per cent). Over the decade to 2016, the Tower Hamlets population has increased by 40 per cent - the fastest increase out of all local authority areas in the UK.

The impact of increased densities, rising residential population and rising daytime population coupled with major redevelopment of the City of London, in the City Fringe and the Olympic Park, does impact on-street parking capacity which is close to reaching maximum occupancy levels both during the day and in the evenings. We are at or close to these levels in the west of the borough and in the next three years on-street capacity is likely to come under severe pressure across the rest of the borough.

To assist with parking pressures and capacity, the borough currently has four main controlled parking zones (with mini zones within these). A controlled parking zone, often referred to as a CPZ, is an area where the council has introduced restrictions on parking during certain times. These restrictions





only apply to public roads. Other restrictions apply to private land and streets such as council estates.

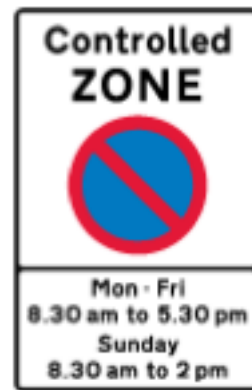
When you enter a controlled parking zone you will see a CPZ entry sign, telling you the days and the hours that the restrictions apply to.

Signs displaying the restricted hours and the mini-zone identification code are also erected on all bays throughout the borough and on pay and display machines.

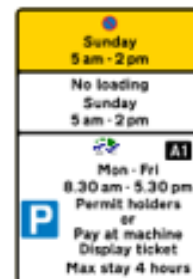
The map on page 10 shows the London Borough of Tower Hamlets divided into its current Controlled Parking Zones, the associated restrictions and parking charges which can also be found on the web link below.

[www.towerhamlets.gov.uk/lgnl/transport\\_and\\_streets/Parking/parking\\_zones\\_and\\_charges/parking\\_zones\\_and\\_charges.aspx](http://www.towerhamlets.gov.uk/lgnl/transport_and_streets/Parking/parking_zones_and_charges/parking_zones_and_charges.aspx)

### CPZ Entry Sign

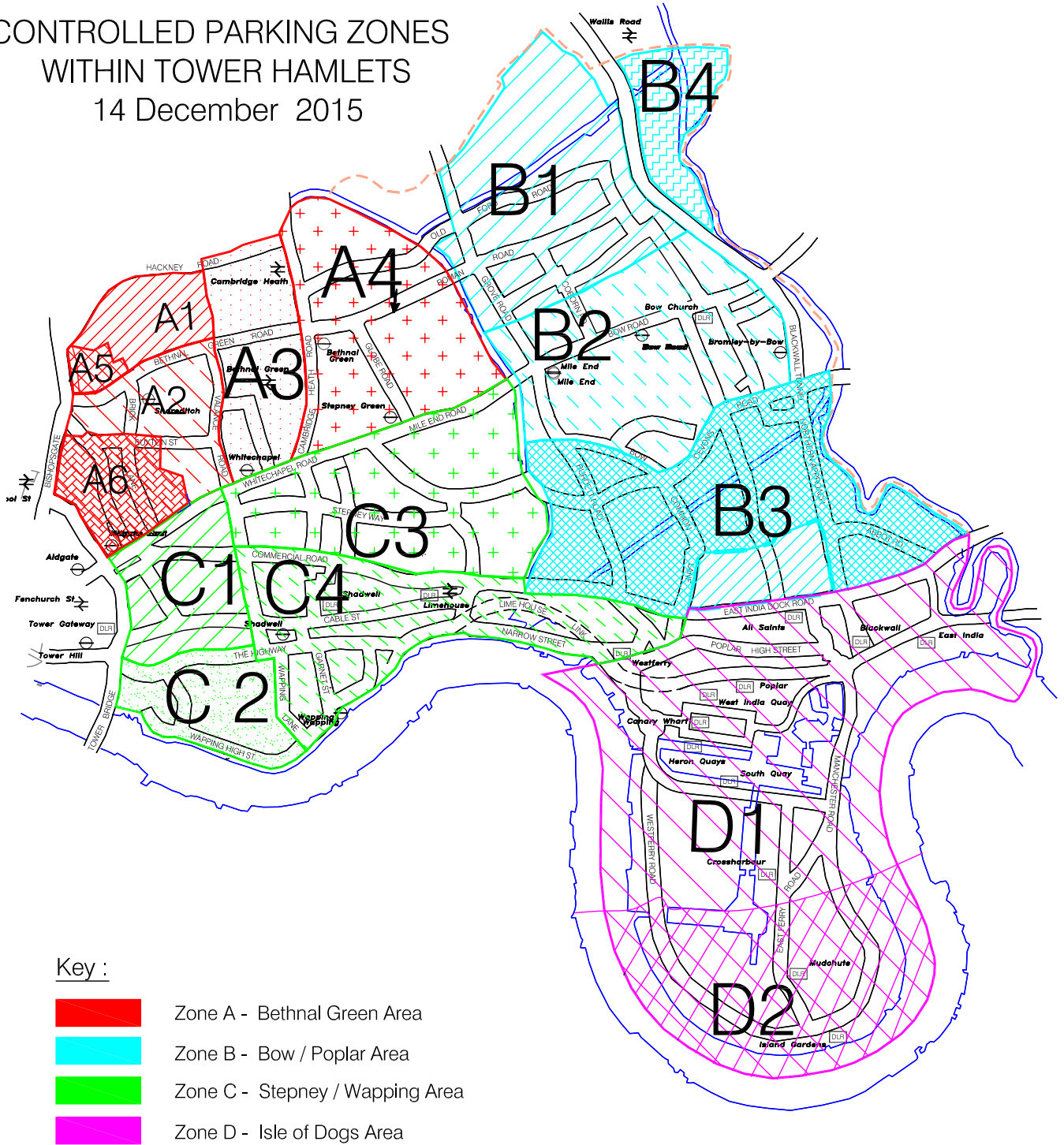


### Restricted Hours Sign Displaying Mini-Zone





# CONTROLLED PARKING ZONES WITHIN TOWER HAMLETS 14 December 2015



Map based upon Ordnance Survey information with the permission of the Controller of Her Majesty's Stationery Office © Crown Copyright



Mini Zone	Days	Times	Exceptions	Pay & Display charges per hour
<b>A1</b>	Monday-Friday Sunday	8.30am-5.30pm 8.30am-2pm		£4.40
<b>A2</b>	Monday-Friday Sunday	8.30am-5.30pm 8.30am-2pm		£4.40
<b>A3</b>	Monday-Saturday	8.30am-5.30pm		£3.80
<b>A4</b>	Monday-Friday	8.30am-5.30pm		£3.80
<b>A5</b>	Monday-Friday Sunday	8.30am-7pm 8.30am-2pm		£4.40
<b>A6</b>	Monday-Friday Sunday	8.30am-7pm 8.30am-2pm	Controls on residents bays apply in certain streets Monday-Sunday 8.30am-10pm	£4.40
<b>B1</b>	Monday-Saturday	8.30am-5.30pm	Except Cadagon Terrace Monday-Friday 8.30am-5.30pm	£3.40
<b>B2</b>	Monday-Friday	8.30am-5.30pm		£3.40
<b>B3</b>	Monday-Friday	8.30am-5.30pm	Chrip Street Market area Monday-Saturday 8.30am-5.30pm	£3.40
<b>B4</b>	Monday-Saturday	8.30am-7.30pm	Fish Island	£3.40
<b>C1</b>	Monday-Friday	8.30am-5.30pm		£4.40
<b>C2</b>	Monday-Friday	8.30am-5.30pm		£4.40
<b>C3</b>	Monday-Friday	8.30am-5.30pm		£3.80
<b>C4</b>	Monday-Friday	8.30am-5.30pm		£3.80
<b>D1</b>	Monday-Friday	8.30am-5.30pm		£3.40
<b>D2</b>	Monday-Friday	8.30am-5.30pm		£3.40



## Our Focus on Customer Service

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As a service we are proud to have been certified with ISO 9001:2008 and value the importance of continual improvement, efficient and effective processes and procedures and customer feedback of which help to improve the service that we offer to our customers and the community.

Our aim for 2017-18 is to be certified with the new standard (ISO 9001:2015) to ensure that we deliver the best possible service to the London Borough of Tower Hamlets residents, businesses and visitors.

We value feedback and work alongside our Customer Contact Centre and other services to improve our services. An example of this was in May 2016; additional training was provided to the Customer Contact Centre and One Stop Shop Staff in relation to the issuing of Parking Permits, procedures and processes. Regular updates, liaison and meetings occur to ensure that the service we deliver has the customer at the forefront of what we do and is as seamless as possible to ensure a quality service.

## Service Achievements in 2016-17

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### Excellence Achieved Awarded ISO 9001:2008

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 BSI and was certified as an ISO 9001:2008 Quality Management Standard compliant service in September 2014. We are also proud to announce that we were reaccredited in 2016 -17.

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

Reaching this standard is another milestone for both the Council and Parking & Mobility Services and highlights our commitment to continual improvement. External independent verification of its performance demonstrates that the team is committed to the highest standards throughout its operations, management and service delivery. The company that assessed the service is called the British Assessment Bureau have over 40 years' experience in the industry and are UKAS accredited and their accredited certificates all come with the coveted 'Crown & Tick' mark, underlining the security that only comes from Government-backed certification.

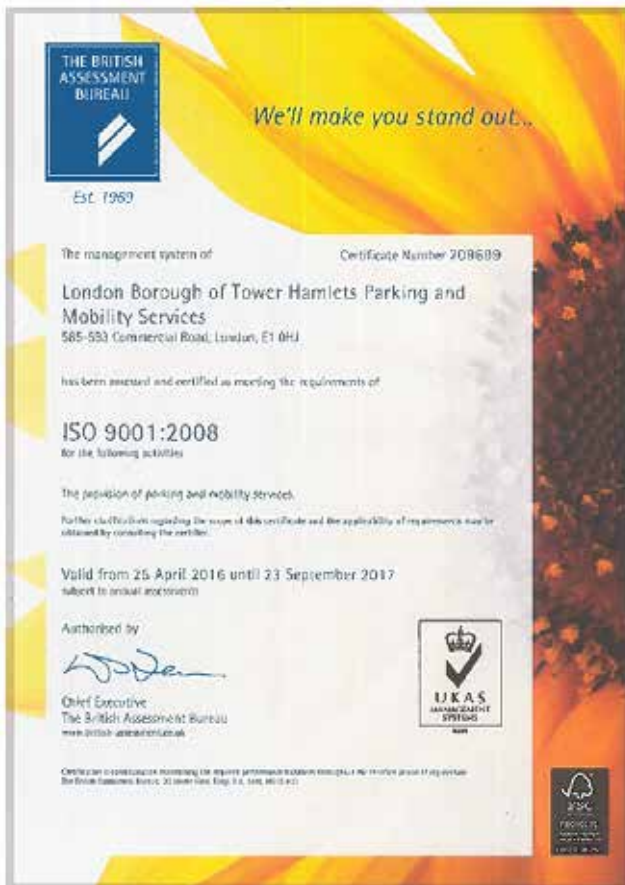


## Council Staff Awards

We are pleased to advise that Members of Parking & Mobility Services' operations team were the winners of the best idea/innovation category at the 2016 council-wide staff awards for the Smart Car Education Project. The awards ceremony took place on 26 April 2016 and celebrated the achievements and determination of staff and teams across the council who are the 'best of the best'.

The smartcar project began in July 2015 and was an initiative to tackle the widespread issue of dangerous and illegal parking outside of schools. The idea arose following the joining together of Transport with Parking & Mobility Services which created a greater understanding of how parking issues surrounding schools affects this service in addition to complaints received by the service from residents, head teachers and parents. At the same time, the service purchased two new smart cars which helped create the idea of using our new vehicles to attend schools to tackle this issue positively.

Discussions and meetings were held with our Road Safety Officer and the campaign 'Smartcar Education Project' was initiated to keep children safe by parking away from school gates. The aim of the campaign was to reduce road casualties in the borough by educating young people about some of the dangers caused when motorists park on School Keep Clear markings - (Zig Zag Lines). The information was fed back by the children to their parents/ about what they had learnt. The children





gave them a letter and leaflet on keeping school road markings clear and road safety awareness gifts.

The aim was to create a positive change in behaviour with regard to parking around schools. The campaign involved a Road Safety presentation and CCTV smart car experience, issuing test tickets by a 'real' Civil Enforcement Officer and the chance for the children to wear some of the uniform.

The target group was year 3 and inclusion of the Junior Travel Ambassadors. The Junior Travel Ambassadors scheme encourages peer-to-peer engagement and provides guidance to promote safer, active and independent travel within the school community.





## Receiving Park Mark Safer Parking Awards for our Car Parks

The Park Mark® Safer Parking Scheme is an initiative of the Association of Chief Police Officers (ACPO/S) and the British Parking Association and is aimed at reducing both crime and the fear of crime in parking facilities.



Safer Parking status, Park Mark®, is awarded by the Association of Police Officers to parking facilities that have met the requirements of a risk assessment conducted by the police. The scheme is dedicated to providing safer surroundings for the public and helps to advise customers that the security standards have been credited by the experts.

The Safer Parking Scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. Park Mark® is awarded to each car park that achieves the challenging standards and the distinctive Park Mark® signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer.

Roman Road and Haverfield Road car parks were re-assessed through the Safer Parking Scheme and were awarded a Park Mark® award in March & June 2016. Following this, Victoria Park & St Marks Gate car parks were re-awarded in October 2016.

Works were carried out at Lawton Road Car Park to improve customer safety and security. This included replacement and introduction of new signage, brighter lighting and replacement of a bin shed to reduce anti-social behaviour. In June 2016 the car park was awarded a Park Mark® award having met the standards for a safer environment for customers.

The service has worked hard to both obtain and retain these awards by putting in place measures that assist in deterring criminal activity and anti-social behaviour. Parking and Mobility Services values these awards as recognition that that we are doing all we can to prevent crime and reduce the fear of crime in our car parks across the Borough.

Each car park has been subjected to a rigorous assessment by specially trained police assessors to receive an award. The car parks that do achieve the award have management practices and security measures assessed and these practices actively reduce crime. Park Mark® car parks look safer and they feel safer.

In addition, to ensure that our car parks meet customer needs they operate a 'cashless' payment system. This allows customers the flexibility to pay for parking by card through a mobile phone, therefore reducing the need for customers to carry coins whilst also reducing the potential for vandalism to the car parks and the reduction of street furniture.

For customers, using a Park Mark® Safer Parking area means that the area has been vetted by the Police and has measures in place in order to create a safe environment.




**ROSWAY ROAD**

Managed by: LONDON BOROUGH OF TOWER HAMLETS

Has achieved the standards of the Safer Parking Scheme and is granted **The Safer Parking Award**

This demonstrates the facility provides Police accredited parking

- ✓ Quality management
- ✓ Effective surveillance
- ✓ Appropriate lighting
- ✓ Clean environment

Days of award: MARCH 2016      Valid until: MARCH 2017

*Neil Rennie*      *Alan Reynolds*

On behalf of the Foundation of the Police Officers' Association      Head of Safer Parking Scheme, British Parking Association



**ST MARKS GATE CAR PARK**

Managed by: LONDON BOROUGH OF TOWER HAMLETS

Has achieved the standards of the Safer Parking Scheme and is granted **The Safer Parking Award**

This demonstrates the facility provides Police accredited parking

- ✓ Quality management
- ✓ Effective surveillance
- ✓ Appropriate lighting
- ✓ Clean environment

Days of award: OCTOBER 2016      Valid until: OCTOBER 2017

*Neil Rennie*      *Alan Reynolds*

On behalf of the Foundation of the Police Officers' Association      Head of Safer Parking Scheme, British Parking Association



**FAVERFIELD ROAD**

Managed by: LONDON BOROUGH OF TOWER HAMLETS

Has achieved the standards of the Safer Parking Scheme and is granted **The Safer Parking Award**

This demonstrates the facility provides Police accredited parking

- ✓ Quality management
- ✓ Effective surveillance
- ✓ Appropriate lighting
- ✓ Clean environment

Days of award: JUNE 2016      Valid until: JUNE 2017

*Neil Rennie*      *Alan Reynolds*

On behalf of the Foundation of the Police Officers' Association      Head of Safer Parking Scheme, British Parking Association



**VICTORIA CAR PARK**

Managed by: LONDON BOROUGH OF TOWER HAMLETS

Has achieved the standards of the Safer Parking Scheme and is granted **The Safer Parking Award**

This demonstrates the facility provides Police accredited parking

- ✓ Quality management
- ✓ Effective surveillance
- ✓ Appropriate lighting
- ✓ Clean environment

Days of award: OCTOBER 2016      Valid until: OCTOBER 2017

*Neil Rennie*      *Alan Reynolds*

On behalf of the Foundation of the Police Officers' Association      Head of Safer Parking Scheme, British Parking Association



**LANTON ROAD**

Managed by: LONDON BOROUGH OF TOWER HAMLETS

Has achieved the standards of the Safer Parking Scheme and is granted **The Safer Parking Award**

This demonstrates the facility provides Police accredited parking

- ✓ Quality management
- ✓ Effective surveillance
- ✓ Appropriate lighting
- ✓ Clean environment

Days of award: JUNE 2016      Valid until: JUNE 2017

*Neil Rennie*      *Alan Reynolds*

On behalf of the Foundation of the Police Officers' Association      Head of Safer Parking Scheme, British Parking Association





# Making paid for parking easier across the borough

## Cashless Parking

Tower Hamlets on-street pay & display, shared-use bays and car parks on council highway have a "Pay by Phone" parking service.

Cashless parking has a number of benefits for motorists. It avoids the need for drivers to ensure they have sufficient coins for a pay & display machine. It allows drivers to pay for the actual parking time that they use and allows them to extend their stay if permitted, from their mobile phone without having to return to their vehicle. Due to the convenience of Cashless parking, the borough has seen an increase in the uptake of Cashless parking.

## How does it work ?

Motorists can sign up to the scheme in advance supplying their personal details and payment details. Whenever they use pay and display or shared use bays in the borough they log into the system when they park and log out of the system when they leave, using their mobile phones. This accurately measures the parking stay and ensures that the driver is charged the appropriate amount for the length of stay, which will automatically be charged to the registered payment method.

## How can the service be used ?

There are four ways to use cashless parking service:

- online [www.paybyphone.co.uk](http://www.paybyphone.co.uk)
- using the PayByPhone apps for smartphones
- call 020 7005 0055
- text 65565.

This variety of options ensures those with hearing impairments have multiple channels to access the cashless parking service. For more information, please visit our current supplier's website:

[www.paybyphone.co.uk](http://www.paybyphone.co.uk)





## Paying Cash

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The pay and display machines accept 5p, 10p, 20p, 50p, £1 and £2. The machines only accept UK currency coins.

If a machine is faulty then the next nearest machine must be used – normally within a five-minute walk. We insist on this to prevent machines deliberately being vandalised to obtain free parking. Alternatively customers have the option to use the cashless parking service currently offered by PaybyPhone.

If money is lost in the machine then an alternative machine should be used and the faulty machine should be reported by calling 020 7364 6820/6586. Refunds must be requested in writing to:

**The Service and Technical Equipment Manager  
On-Street Maintenance Team  
Parking & Mobility Services  
Mulberry Place  
P O Box 14790  
5 Clove Crescent  
London  
E14 1BY**

Or by email to:  
[parking.refunds@towerhamlets.gov.uk](mailto:parking.refunds@towerhamlets.gov.uk)

## Parking Zones, Restrictions and Costs

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Pay and display machines are used across the borough to allow customers to buy tickets for pay and park facilities.

The borough is divided into mini zones and the charges and zones are shown below:

- A1, A2, A5, A6, C1, C2
- A3, A4, C3, C4
- B1, B2, B3, B4, D1, D2

The maximum stay is between two and four hours (as displayed on the relevant signs) and vehicles cannot return within an hour of leaving. The minimum time that can be bought is 30 minutes and payment should be made as soon as possible after parking – leaving the vehicle to find change is not allowed.

The ticket should be displayed clearly visible on the dashboard or windscreen.



Area	Parking Permit Zone	Mini Zone	Pay & Display Charge Per Hour	Parking Control Days	Restriction Hours	Exceptions
Bethnal Green	A	A1	£4.40	Mon-Fri Sun	8.30am-5.30pm 8.30am-2pm	
Bethnal Green	A	A2	£4.40	Mon-Fri Sun	8.30am-5.30pm 8.30am-2pm	
Bethnal Green	A	A3	£3.80	Mon-Sat	8.30am-5.30pm	
Bethnal Green	A	A4	£3.80	Mon-Fri	8.30am-5.30pm	
Bethnal Green	A	A5	£4.40	Mon-Fri Sun	8.30am-7pm 8.30am-2pm	
Bethnal Green	A	A6	£4.40	Mon-Fri Sun	8.30am-7pm 8.30am-2pm	Controls on residents bays apply in certain streets Mon-Sun 8.30am -10pm
Bow/Poplar	B	B1	£3.40	Mon-Sat	8.30am-5.30pm	Except Cadagon Terrace Mon-Fri 8.30am -5.30pm
Bow/Poplar	B	B2	£3.40	Mon-Fri	8.30am-5.30pm	
Bow/Poplar	B	B3	£3.40	Mon-Fri	8.30am-5.30pm	Chrip Street Market area Mon-Sat 8.30am -5.30pm
Bow/Poplar	B	B4	£3.40	Mon-Sat	8.30am-7.30pm	Fish Island
Stepney/Wapping	C	C1	£4.40	Mon-Fri	8.30am-5.30pm	
Stepney/Wapping	C	C2	£4.40	Mon-Fri	8.30am-5.30pm	
Stepney/Wapping	C	C3	£3.80	Mon-Fri	8.30am-5.30pm	
Stepney/Wapping	C	C4	£3.80	Mon-Fri	8.30am-5.30pm	
Isle of Dogs	D	D1	£3.40	Mon-Fri	8.30am-5.30pm	
Isle of Dogs	D	D2	£3.40	Mon-Fri	8.30am-5.30pm	



## Car parks

Area	Parking Permit Zone	Mini Zone	Pay & Display Charge Per Hour	Parking Control Days	Restriction Hours	Exceptions
Roman Road car park	B	B1	£3.40	Mon-Sat	up to 2 hours	
Lawton Road car park	B	B1	£2	Mon-Sun	up to 1 hour	
			£7	Mon-Fri	All day	
			£3	Sat-Sun	4 hours	
			£5	Sat-Sun	All day	
Victoria car park	B	B1	£2	Mon-Sun	up to 1 hour	
			£7	Mon-Fri	All day	
			£3	Sat-Sun	4 hours	
			£5	Sat-Sun	All day	
St Marks Gate	B	B1	£2	Mon-Sun	up to 1 hour	
			£7	Mon-Fri	All day	
			£3	Sat-Sun	4 hours	
			£5	Sat-Sun	All day	
Haverfield Road car park	B	B2	£2	Mon-Sun	up to 1 hour	
			£7	Mon-Fri	All day	
			£3	Sat-Sun	4 hours	
			£5	Sat-Sun	All day	



# Parking Services Charges

## Resident permits

Band	Engine size (cc)	CO2 Emissions (g/km)	Permit charge (£)	
			6 months	12 months
Motor cycles	Any	Any	n/a	16
Electric	n/a	n/a	6	6
A		<=100	6	6
B	<=1100	101-120	29	46.50
C	1101-1300	121-150	35	57.50
D	1301-1600	151-165	46.50	81
E	1601-1800	166-185	58	103
F	1801-2000	186-225	70	126
G1	2001-3000	226-325	81	142
G2*	>3000	>325	92	172

(\* Multi-vehicle permits and permits for foreign-registered vehicles are charged at Band G2. Foreign-registered vehicles are only eligible for 6-month permits.

## Business, contractor, doctor and public service permits

Band	Engine size (cc)	CO2 Emissions (g/km)	Permit charge (£)		
			3 months	6 months	12 months
Electric	n/a	n/a	7	7	7
A		<=100	231	343	554
B	<=1100	101-120	244	364	554
C	1101-1300	121-150	265	391	627
D	1301-1600	151-165	291	430	694
E	1601-1800	166-185	303	448	726
F	1801-2000	186-225	316	469	759
G1	2001-3000	226-325	330	489	792
G2**	>3000	>325	343	504	825

(\*\*) Multi-vehicle permits are charged at Band G2.



## Market trader permits

Charge (£)		
3 months	6 months	12 months
175	295	480

## Other permits

Type	Charge (£)
Car Club Permits	208/year
Daily Contractor Permits	25/day
Temporary Resident Permits	6/day

## Scratchcards

Type	Charge (£)
Administration for residents, emergency services and registered charities	83
Administration for businesses and companies	83
Bay per day – zones A1, A2, A5, A6, C1, C2	40
Bay per day – zones A3, A4, C3, C4	40
Bay per day – zones B1, B2, B3, D1, D2	40

## Suspensions

Type	Charge (£)
Administration for residents, emergency services and registered charities	83
Administration for businesses and companies	83
Vehicle/skip per day – zones A1, A2, A5, A6, C1, C2	40
Vehicle/skip per day – zones A3, A4, C3, C4	40
Vehicle/skip per day – zones B1, B2, B3, D1, D2	40

## Dispensations and skip licences

Type	Charge (£)
Administration for residents, emergency services and registered charities	18
Administration for businesses and companies	58
Vehicle/skip per day – zones A1, A2, A5, A6, C1, C2	40
Vehicle/skip per day – zones A3, A4, C3, C4	40
Vehicle/skip per day – zones B1, B2, B3, D1, D2	40

## Traffic management orders

Charge (£)
3,435

## New charges

Type	Charge (£)
Permit administration – refund for returned permits	25/per item



## Customer Surveys

Parking & Mobility Services conducted a customer survey from September 2015 to March 2016, to obtain customer opinions on the service provided.

The surveys consisted of seven questions that covered each team and asked customers on prioritising initiatives, speed of responses, quality of responses and information given and overall what their opinion is on the service offered.

A total of 660 surveys were distributed. Of the responses received from the face-to-face interviews and postal responses, valuable feedback was obtained.

The service reviewed the findings from the Customer Survey responses and developed an action plan, which included looking at informing customers and promoting the work that the service provides to the community more effectively. This action aimed to improve the perception of Parking & Mobility Services by helping customers understand the role that the service plays in the borough, see products and services that they may need to access and contact us in relation to those services.

Also part of the plan was to investigate ways to make the customer journey easier with the aim of increasing customer satisfaction and also assisting Customer Access and looking at ways to channel shift. These actions have now been completed. Some are also continuing or are ongoing improvements and priorities for the service.

The improvements we have made to date include:

- Looking at the availability of parking bays at every site visit and at the request of residents, businesses and Councillors whilst aiming to manage the requests of all stakeholders.
- The service carried out a survey looking at occupancy rates in Fish Island.
- The service received good feedback on the Accessible Transport Forum and has continued to attend and promote the work of the Mobility support Team.
- The service carried out some website enhancements and further enhancements are currently being looked into with a view to improving the customer journey.
- The service has reviewed and amended the customer survey and may conduct a further customer survey in the future that aims to capture more accurate and varied customer opinions on the service provided.
- Made the survey available online and provided to customers



## Questionnaire sent to residents from September 2015 to March 2016



Freeport Plus RTKI-SZAS-ABAZ  
 Parking & Mobility Services  
 London Borough of Tower Hamlets  
 PO Box 14790  
 London  
 E14 2WA

### Parking & Mobility Services Customer Survey

*We value customer feedback and our commitment to our customers is to review our service continually in order to improve our service.*

*Your opinion is important to us and we would appreciate your time in completing and returning this short survey.*

1. Please tick all the services that you have contacted us about or used within the last 12 months.

- Parking Permits
- Suspensions/Dispensations/Skip Permits
- Car Parks (Roman Road/Victoria Park/St.Marks Gate)
- Mobility Support (Blue Badges/Taxi Cards/Freedom Passes/Personalised Disabled Bays)
- Cashless Parking (Pay by Phone)
- Changes to or Defects with Signs, Lines or Bays
- Abandoned Vehicles
- Parking Advice/Information
- Receiving or Challenging a Penalty Charge Notice (Parking Ticket)
- Enforcement Request
- One Stop Shop - Chrisp Street/Watney Market/Rushmead/John Orslow House
- Other (please specify) \_\_\_\_\_

2. Please rate your experience of the service that you received.

	Excellent	Above average	Below average	Poor
a) Politeness and helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Accuracy and speed of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Ease of getting in contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Confirmation and receipt of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Final product or service received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Parking & Mobility Services only enforce parking on borough roads as estate parking is enforced by the estate management. Do you feel that there is sufficient parking enforcement on borough roads to manage and prevent illegal parking?  
 Yes  No

4. Parking & Mobility Services initiatives include the following. Please tick the two initiatives that you feel the Council should prioritise.
- \_\_\_ Tackling Blue Badge Fraud
  - \_\_\_ Working with the Police to recover unpaid parking penalties that have been passed to bailiffs
  - \_\_\_ Increasing parking bays/space across the borough
  - \_\_\_ Reducing congestion and improve journey times by enforcing bus lanes, moving traffic contraventions and illegal parking
  - \_\_\_ Enforcing and managing parking bays across the borough
  - \_\_\_ Inspecting and removing abandoned vehicles

5. Did you know that Parking & Mobility Services provide a comprehensive mobility support service offering advice and assistance to Tower Hamlets residents in relation to Blue Badges, Freedom Passes, Taxi Cards and Personalised Disabled Bays?  
 Yes  No

6. Overall, how satisfied are you with the service provided by Parking & Mobility Services?  
 Excellent  Above Average  Below Average  Poor

7. Do you have any other comments in relation to your contact with Parking & Mobility Services or how we can improve the customer experience? If so, please let us know below.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for taking the time to complete this survey which will help us improve the services that we offer to the community and other stakeholders.





# Revised Customer Survey



## Parking & Mobility Services Customer Survey 2017-18

We value customer feedback and our commitment to our customers is to review our service continually in order to improve our service.

Your opinion is important to us and we would appreciate your time in completing and returning this short survey.

1. Please tick all the services that you have contacted us about or used within the last 12 months.

- Parking Permits
- Suspensions /Dispensations/Skip Permits
- Car Parks (Haverfield Road/John Orwell/Lawton Road/St. Mark's Gate/Roman Road/Victoria Park)
- Mobility Support (Blue Badges /Taxi Cards/Disabled Persons Freedom Pass)
- Paid for Parking (Cashless Parking/Pay and Display)
- Changes to or Defects with Signs, Lines or Bays
- Abandoned Vehicles
- Personalised Disabled Bays
- Parking Advice/Information
- Receiving or Challenging a Penalty Charge Notice (Parking Ticket)
- Enforcement Request
- One Stop Shop – Chrisp Street/Watney Market/Rushmead/John Onslow House
- Other (please specify).....

2. Please rate your experience of the service that you received.

<b>a) Politeness and helpfulness of staff</b>	Excellent	Good	Satisfactory	Poor
<b>b) Accuracy and speed of response</b>	Excellent	Good	Satisfactory	Poor
<b>c) Ease of getting in contact</b>	Excellent	Good	Satisfactory	Poor
<b>d) Confirmation and receipt of communication</b>	Excellent	Good	Satisfactory	Poor
<b>e) Final product or service received</b>	Excellent	Good	Satisfactory	Poor

3. Parking & Mobility Services only enforce parking on borough roads as estate parking is enforced by the estate management. Do you feel that there is sufficient parking enforcement on borough roads to manage and prevent illegal parking?  
Yes No

4. Please choose two initiatives from the list below you believe the council should prioritise.

- Tackling Blue Badge Fraud.....
- Increasing parking bays/space across the borough.....
- Reducing congestion and improve journey times by enforcing bus lanes, moving traffic contraventions and illegal parking.....
- Provide a comprehensive mobility support service to assist vulnerable residents.....
- Enforcing and managing parking bays across the borough.....
- Inspecting and removing abandoned vehicles.....
- Ensure a careful balance between parking provision, parking controls, levels of charges and enforcement to ensure that we optimise the social, environmental and economic wellbeing for local citizens, as well as for sustainability and environmental issues.....

5. Did you know that Parking & Mobility Services provide a comprehensive mobility support service offering advice and assistance to Tower Hamlets residents in relation to Blue Badges, Disabled Persons Freedom Passes and Taxi Cards?  
Yes No

6. Overall, how satisfied are you with the service provided by Parking & Mobility Services?

Excellent	Good	Satisfactory	Poor
-----------	------	--------------	------

7. Do you have any other comments in relation to your contact with Parking & Mobility Services or how we can improve the customer experience? If so, please let us know below.

Date: ...../...../.....

Thank you for taking the time to complete this survey which will help us improve the services that we offer to the community and other stakeholders.



V1.2

V1.2



## Online Parking and Mobility Services Customer Survey

Parking & Mobility Services' Customer Survey is available online to provide customers with a facility to provide their feedback so we can review and improve our service.

Please see the link below to complete our online Parking & Mobility Services Customer Survey which will only take five minutes of your time.

<http://thvlpa01/default.aspx/RenderForm/?F.Name=ApsZB3txUvw&HideToolbar=1>

The response rate of the online customer survey has been low so further promotion of this facility is planned to be carried out in the future.

## Comments, Compliments and Complaints

Tower Hamlets is committed to giving the best possible service. It is only by listening to your views that we can find out what we are doing well and what needs to improve. If you are making a complaint we will carry out enquiries independently and fairly, deal with your complaint as quickly and effectively as we can while maintaining confidentiality and keeping you informed of progress. We want to reassure you that the service you get will not be affected if you raise concerns or make a complaint.

Whenever you contact us, we will always:

- be polite and treat you with respect
- give you honest and clear advice
- make it clear what we can and cannot do
- not pass you from one person to another
- listen to your views
- admit when things go wrong and do our best to put them right.

If you are making a complaint, we will also:

- carry out enquiries independently and fairly
- deal with your complaint as quickly and effectively as we can
- maintain confidentiality, and
- keep you informed of our progress.



What we ask you to do:

- treat us politely and with respect
- tell us when things go wrong so that we can put them right.

Please note that using the council's complaint procedure or contacting a councillor does not replace any formal appeals procedures.

You can make a complaint, comment or compliment by visiting the link below.

[http://www.towerhamlets.gov.uk/lgnl/council\\_and\\_democracy/complaints.aspx](http://www.towerhamlets.gov.uk/lgnl/council_and_democracy/complaints.aspx)

Staff in One Stop Shops can help you set down your views in writing. Alternatively, you can contact the Complaints Team on 020 7364 4161.

## Sample of compliments

**From:**  
**Sent:** 26 May 2016  
**Subject:** thank you

Just a quick note to say thank you- my replacement permit arrived this morning.

**From:**  
**Sent:** 19 May 2016  
**Subject:** Compliment

Pearl that is so very kind of you, my faith in the noble vocation of civil service is restored!  
Many thanks and best wishes,

**From:**  
**Sent:** 17 February 2017  
**Subject:** Email DVLA - Vehicles Form 80

You have been so helpful and I am very grateful would love to leave a review somewhere!

**From:**  
**Sent:** 30 March 2017  
**Subject:** Taxicard

Dear Mr Collins,  
Just to let you know my taxicard xxxxx has arrived.  
I just wanted to thank you once again for your support and empathy in extending my Taxicard, which will be very helpful to me.

**From:**  
**Sent:** 26 October 2016  
**Subject:** Re: Blue Badge Application Form

Hi Terry,  
It would be good now and thank you again you've been very helpful!



## Easier Applications for Residents Parking Permits

### Applying for a new resident permit online

The facility to renew all parking permits has been available since March 2011. We have implemented a system for residents to apply for a resident parking permit online.

This has been introduced to help to make the application process easier, faster and more convenient for customers and to reduce the need to attend our One Stop Shops or send documents in the post.

From 1 April 2016 – 31 March 2017, 73% of customers benefitted from renewing their parking permits online, often from the comfort of their own home or at a time convenient to them.

### How to apply online

Resident parking permit applications can be made online by visiting the link below.

[https://www.towerhamlets.gov.uk/lgnl/transport\\_and\\_streets/Parking/parking\\_permits/parking\\_permits.aspx](https://www.towerhamlets.gov.uk/lgnl/transport_and_streets/Parking/parking_permits/parking_permits.aspx)

If you're applying for a new resident parking permit, your UK Driving Licence and UK Registration Certificate must both show your full legal names and address in Tower Hamlets. We do not accept a document only showing your initials or a shortened name.







## Renewing your parking permit online

---

You can renew your permit online provided:

- you have received a renewal letter containing your unique web code
- your name, address and vehicle details on the renewal letter are correct and have not changed
- you wish to renew for the same period as your previous permit (see 'Permit Duration' in your renewal letter)
- you wish to pay by credit or debit card (please note that all major cards are accepted apart from American Express and Diners Club)

You should renew your permit at least five working days before it expires as your permit will be posted to you. If your name, address or vehicle details have changed, you must complete a new application form. The link to apply for a new residents parking permit or renew a parking permit can be found on our Tower Hamlets website.

## Answering customer correspondence

---

Responding to customer correspondence in a timely fashion is part of our Customer Charter. Our response time has improved since 2012 and our target is to respond within 21 days and we will aim to continue exceeding this target where possible. Our statutory requirement is 56 days however, we understand the importance of responding sooner to customers.

As part of our commitment to our customers and ISO 9001 we continually review our processes and procedures to ensure that we deliver quality at all times. We also quality assure our responses to ensure that we respond to all customer questions and that we deliver a service that meets customer needs and expectations.



## Did You Know You Can Challenge a Penalty Charge Notice Online ?

Due to legislation, Penalty Charge Notices (PCNs) can only be challenged in writing and this facility is available online. Images and CCTV footage can also be viewed online by drivers. PCNs cannot be challenged or a representation cannot be made once the charge has been paid unless it is a removal. To make a challenge or representation online, please visit our Tower Hamlets website and complete the Online PCN Representation Form.

Please provide as much detail as you can and any evidence you feel may support your claim. Parking enforcement is often the result of motorists making a mistake because regulations have not been correctly observed or complied with. Errors, accidents and lateness are not likely to result in a successful appeal. If you feel the PCN was invalid, the restrictions were not clear or illegal parking was undertaken due to mitigating circumstances, please explain this in your challenge or formal representation.

If you have any queries in relation on how to make a representation, you may telephone our Contact Centre on 0207 364 5003 and they will assist you.



## Suspensions and Dispensations

The service understands the important role that suspensions play in our community, as this allows the public to request for bays to be suspended for various reasons such as removals, highway works, new developments, and filming.

Suspensions for Domestic Removals are free of charge for up to two spaces for one day. There is a non-refundable Service charge per application for all approved applications.

A parking dispensation allows you to wait or load on a single yellow line (or in special cases on double yellow lines). Unless there are exceptional circumstances, dispensations will be granted only where there is no alternative parking available for the reasons set out in the application.



Our Customer Charter aims to process applications within two working days and 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.

Suspensions and Dispensations can be requested online by completing a web form under the 'Apply for it' section of the councils' website.

## Disabled Persons Freedom Pass Renewal



If you meet one of the 7 eligibility criteria and are a permanent resident in a London Borough, you can apply for a Disabled Persons Freedom Pass which can be found on the London Councils Freedom Pass website. 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, London Underground, Overground, National Rail within Greater London, Docklands Light Railway and Trams.

The Mobility Support team regularly undertake Disabled Persons Freedom Pass renewal exercises in relation to holders whose 5 year pass expires on the 31st of March each year. The next exercise will relate to 478 pass holders whose passes expire on the 31st March 2018.





## Blue Badges

In operation since 1st December 1971, the aim of the scheme is to help disabled people with severe mobility problems to access goods and services, by allowing them to park close to their destination. Badges are normally valid for a 3 year period and the eligibility criteria for their issue is set down in guidance issued to local authorities by the Department for Transport. The scheme is open to eligible disabled people irrespective of whether they are travelling as a driver or a passenger.

In 2016/17 The Mobility Support Team issued 2049 Blue Badges to either new applicants or those badge holders wishing to renew their badge's that expire after 3 years.

## Taxicards

Taxicards provide disabled persons with the ability to use taxis at a subsidised cost in order to assist them to travel independently. The criteria for the issue of a Taxicard are the same as for the issue of a Blue Badge. Taxicard members in Tower Hamlets enjoy a higher level of subsidy on their trips and the potential to have more trips than in any other London Borough. The Mobility Support Team issued 261 Taxicards in 2016/17.

## Accessible Forum Event

The work of the Mobility Support Team was promoted at the annual Accessible Transport Event that took place at Mile End Arts Pavilion on the 15th September 2016 and was attended by approximately 150 residents, either as individuals or as part of organised disabled persons groups.





## Combating Blue Badge Fraud

The service is proud to report that it is continuing to combat and prosecute against Blue Badge and Parking Fraud. Tower Hamlets understands the importance of the Blue Badge Scheme and keeping these valuable bays available for those that are eligible to use them.

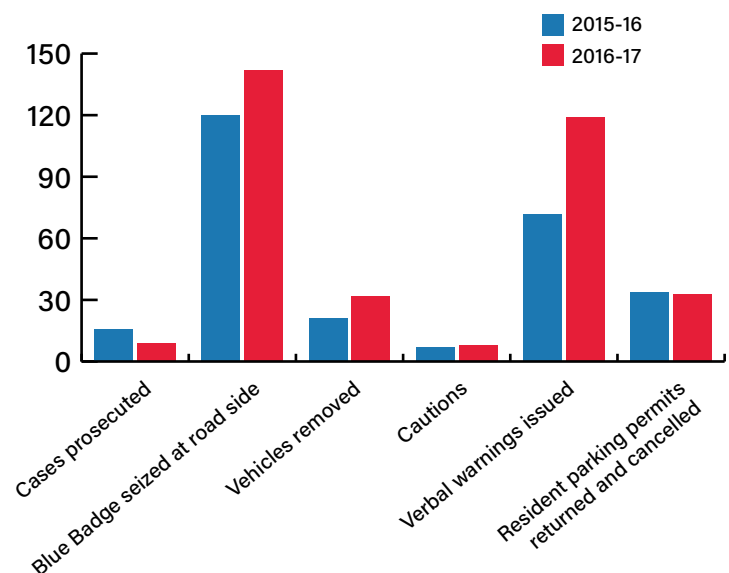
Since 2015-16 the number of Blue Badges seized and vehicles removed has increased along with the number of verbal warnings issued for resident parking fraud.

Tower Hamlets Council continues the work against Blue Badge fraud and has a dedicated team of investigators who work and patrol the borough. We continue to identify fraud through the National Fraud Initiative, whistle-blowers, data-matching council records and site visits.

In 2015-16 and 2016-17, Tower Hamlets had the following successes in dealing with Blue Badge fraud & resident parking permit fraud:

Blue Badge/parking fraud statistics*	2015/16	2016/17
Cases Prosecuted for Blue Badge Fraud	16	9
Blue Badge seized at road side	120	142
Vehicles Removed due to Blue Badge fraud	21	32
Cautions for Blue Badge Fraud	7	8
Verbal Warnings issued for Blue Badge Fraud	72	119
Residents Parking Permits Returned and Cancelled	34	33

\* Statistics correct at September 2017



To report the misuse of a blue badge please contact us on please call us on 020 7364 6945 or email [parking.fraud@towerhamlets.gov.uk](mailto:parking.fraud@towerhamlets.gov.uk). All reports are treated in strictest confidence.



## Offering Free Products to Customers

Parking & Mobility Services continues to offer a number of free products to assist residents and visitors to the Borough. Many residents are unaware that we offer a number of free products and these are demonstrated in the table below.

Vehicle surrenders	If a resident has a vehicle that they want to get rid of then they can contact us and we'll remove it free of charge. Please make sure that you've removed your belongings before we take the vehicle away.
Funeral waivers	We realise that funerals are a difficult time for all involved and to help make things easier we offer funeral waivers for vehicles to allow free parking in certain bays for the whole day.
Free permits for disabled blue badge holders	Disabled person's badges (blue badges) are not useable in residents bays on their own. Tower Hamlets residents who hold a blue badge however can apply for a free Resident Permit.
Free scratchcards for residents who have a daily carer	Residents who are eligible qualify for a maximum of 48 books of visitor scratchcards in a rolling 12 months to park in the mini-zone they live.
Free scratchcards for the over 60s	Residents aged 60 years and over are also entitled to a maximum of 24 books of visitor scratchcards in a rolling 12 months to park in the mini-zone they live.



## Parking Statistics

Parking & Mobility Services would like to share the following statistical data for the period 1 April 2016 - 31 March 2017.

### London Borough of Tower Hamlets Parking & Mobility Services Number & Type of Parking Spaces

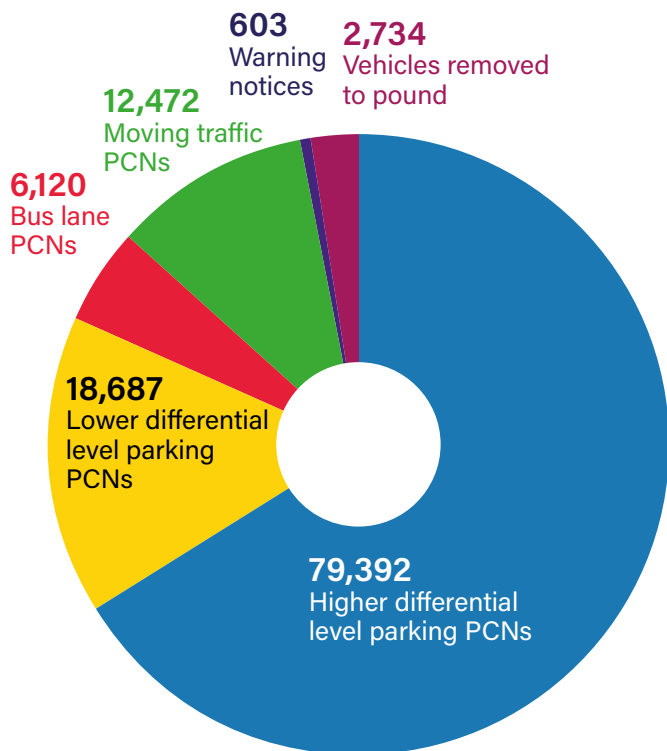
Description of bay	Number
Ambulance	12
Business Permit Holders Only	401
Business Permit Holders and Pay & Display	207
Business Permit Holders and Resident Permit Holders	5,210
Business Permit Holders, Resident Permit Holders and Market Traders	10
Business Permit Holders, Resident Permit Holders and Pay & Display	29
Taxi Ranks	12
Car Club	130
Coach	21
Disabled Badge Holders Only	113
Doctor Permit Holders Only	30
Goods Vehicles Loading Only	36
Loading Only	127
Market Traders Only	3
Pay & Display/Pay by Phone	949
Pay & Display and Market Traders	16
Personalised Disabled Permit Holders Only	286
Police Vehicles Only	37
Resident Permit Holders Only	12,776
Resident Permit Holders and Market Traders	4
Resident Permit Holders and Pay & Display	4,429
Resident Permit Holders, Market Traders and Pay & Display	29
Solo Motor Cycles Only	235
<b>Off-Street</b>	
Disabled Badge Holders Only	14
Pay & Display/Pay by Phone	141



## Enforcement statistics for 1 April 2016 to 31 March 2017 PCNs and Vehicle Removal

PCNs and Vehicle Removal	Number
Higher differential level parking PCNs under the TMA 2004*	79,392
Lower differential level parking PCNs under the TMA 2004	18,687
<b>Total PCNs</b>	<b>98,079</b>
Bus lane PCNs issued under the LLAA 1996	6,120
Moving Traffic PCNs issued under the LLA and TfL Act 2003	12,472
<b>Total PCNs (Excluding Warning, Tests and Spoils)</b>	<b>116,671</b>
Warning Notices	6031
Total Vehicles removed to pound	2,734

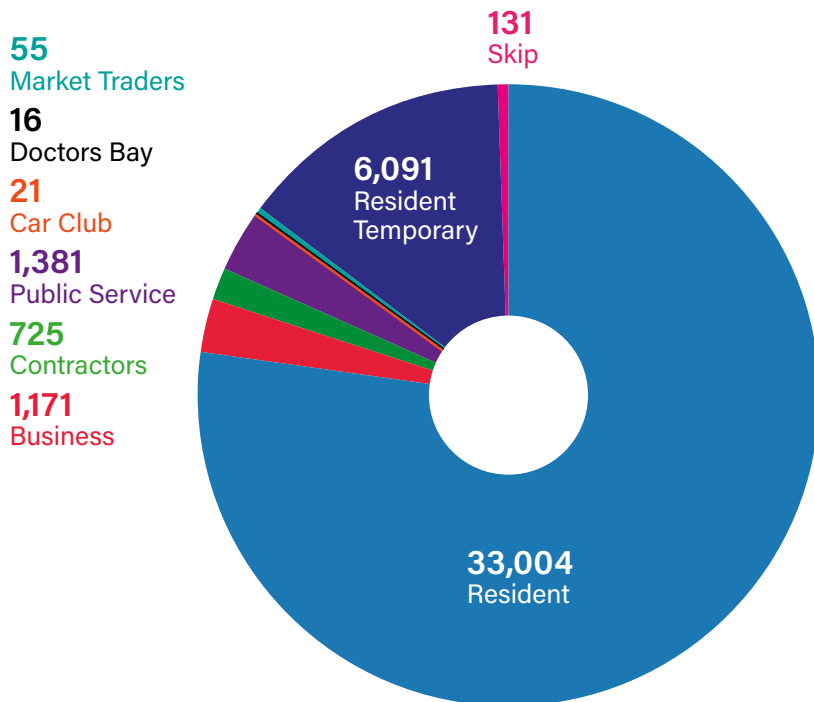
\* Higher and lower differential level parking is explained in the Traffic Management Act 2004





## Parking Permits

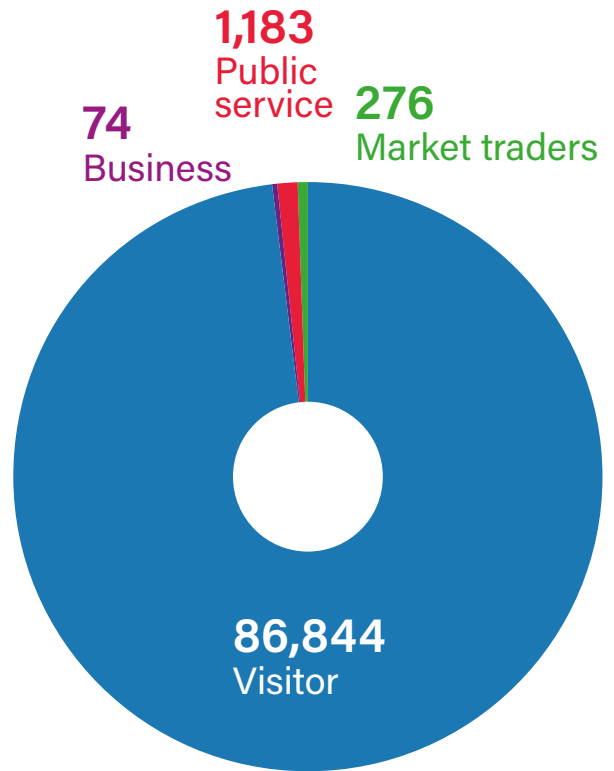
Type	First issue	Renewals	Total	Percent
Resident	12,933	20,071	33,004	77.48%
Business	521	650	1,171	2.75%
Contractors	483	242	725	1.70%
Public Service	567	814	1,381	3.24%
Car Club	21	0	21	0.05%
Doctors Bay	2	14	16	0.04%
Market Traders	15	40	55	0.13%
Resident Temporary	5,824	267	6,091	14.30%
Skip	131	0	131	0.31%
<b>Total</b>	<b>20,497</b>	<b>22,098</b>	<b>42,595</b>	<b>100.00%</b>





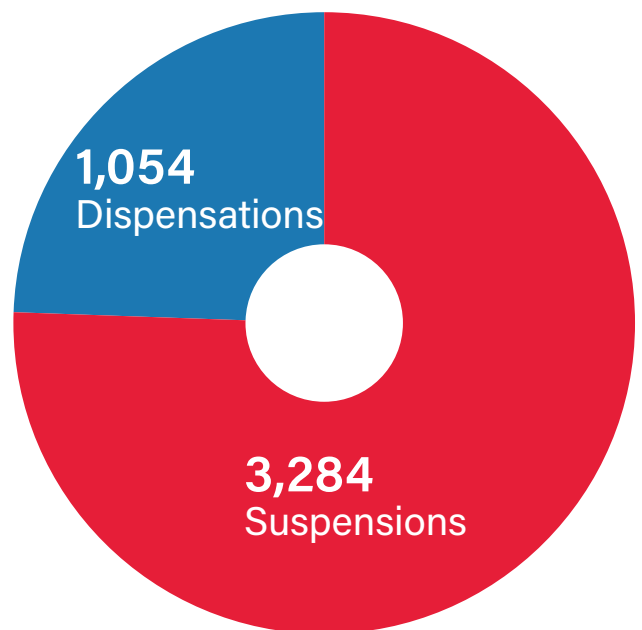
## Parking Scratchcards

Type	Total issued	Percent
Visitor	86,844	98.27%
Business	74	0.08%
Public Service	1,183	1.34%
Market Traders	276	0.31%
<b>Total</b>	<b>88,377</b>	<b>100.00%</b>



## Other services

Type	Total issued	Percent
Suspensions	3,284	75.70%
Dispensations	1,054	24.30%
<b>Total</b>	<b>4,338</b>	<b>100.00%</b>

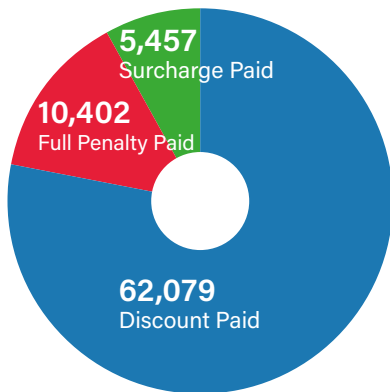




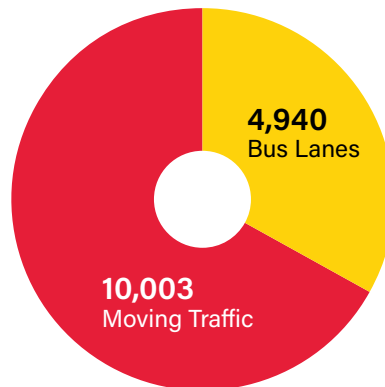
## PCNs Paid

Amount	On street	Off street	CEO parking	CCTV parking	Bus lane	Moving traffic	Total CCTV	Total
Discount Paid	48,727	167	48,894	562	4,071	8,552	13,185	62,079
Full Penalty Paid	9,154	26	9,180	28	607	587	1,222	10,402
Surcharge Paid	4,227	29	4,256	75	262	864	1,201	5,457

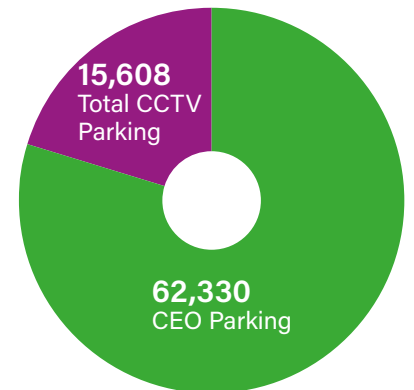
PCNs Paid by Payment Stage



Moving PCNs Paid by Type



Parking PCNs Paid by Enforcement Method







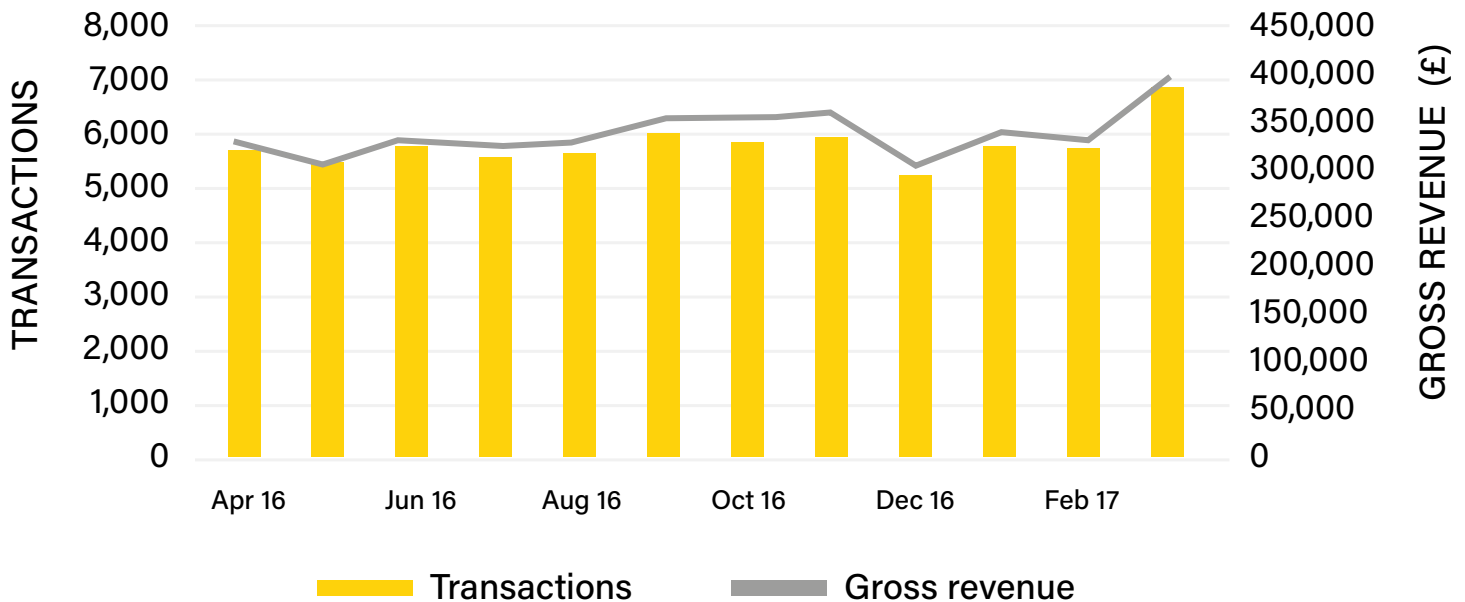
## Pay & Display Income

Breakdown of Pay & Display Income for 1 April 2016 - 31 March 2017

Type	£
Parking Pay & Display Charges	4,845,685.20
Off Street	112,289.48

## Pay by phone

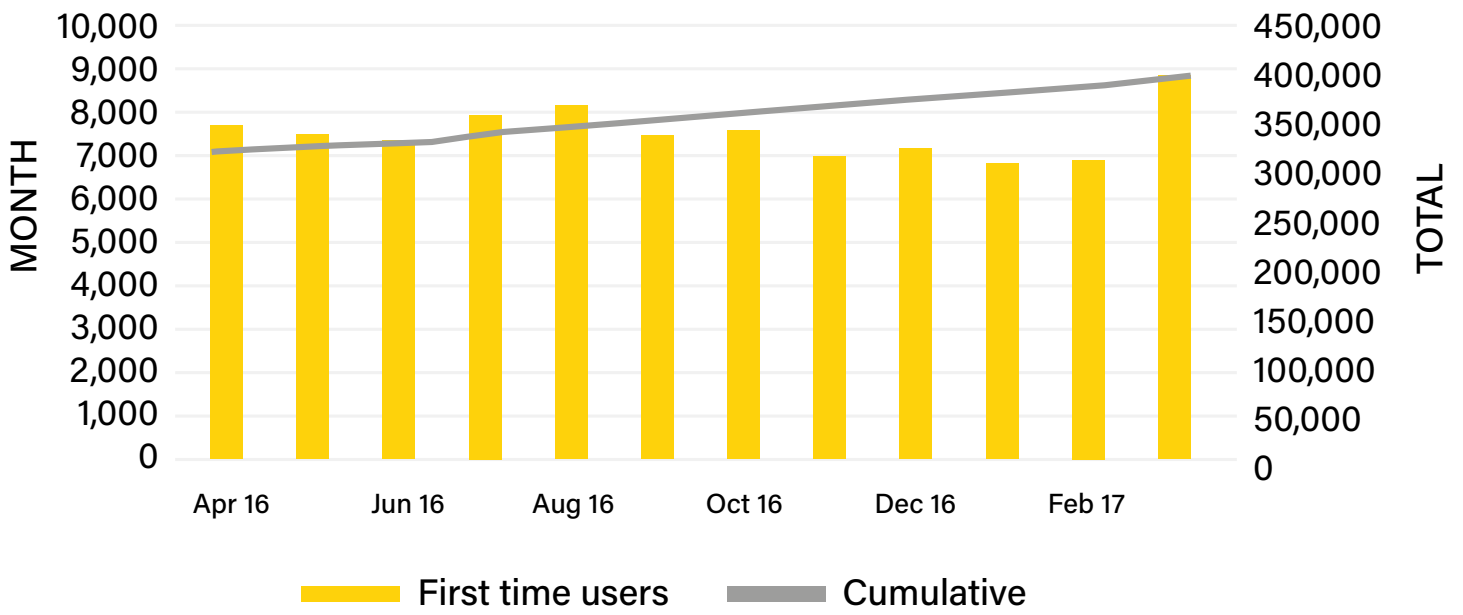
Graph showing the number of transactions & revenue April 2016 - April 2017\*



\* Data from PayByPhone Monthly Report for Tower Hamlets - April 2017



Graph showing the number of first time users 1 April 2016 - 31 March 2017\*



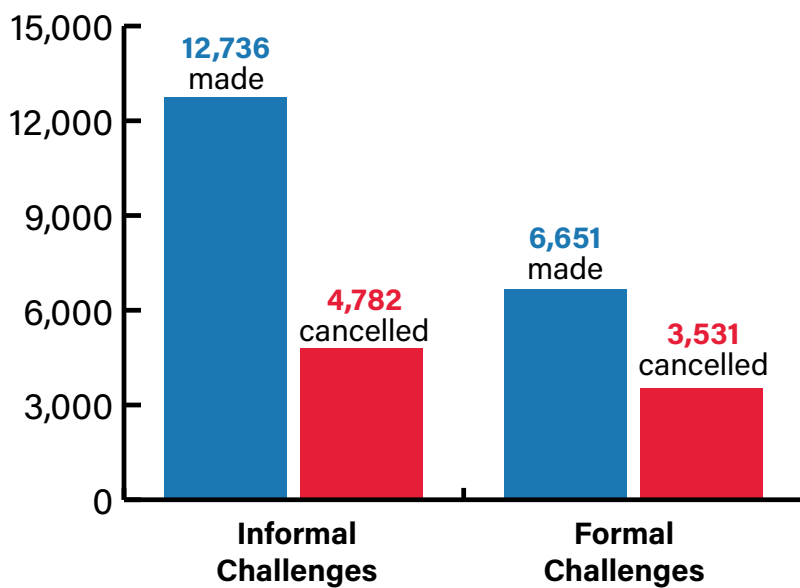
\* Data from PayByPhone Monthly Report for Tower Hamlets - April 2017



## Challenges and Representations\*

Informal Challenges	Number
PCNs against which an Informal Challenge was made	12,736
PCNs cancelled as a result of an Informal Challenge	4,782
<b>Percent cancelled</b>	<b>38%</b>

Formal Representation	Number
PCNs against which a Formal Challenge was made	6,651
PCNs cancelled as a result of a Formal Challenge	3,531
<b>Percent cancelled</b>	<b>53%</b>



\* Figures relate to the number of challenges received in the financial year, irrespective of when the PCN was issued.

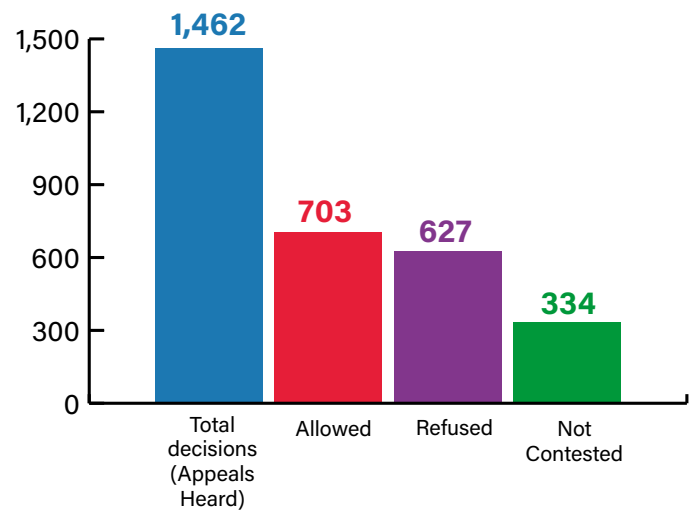
○ Informal Challenge & Formal Representations received are based on date received

○ PCN cancellations processed are based on date logged

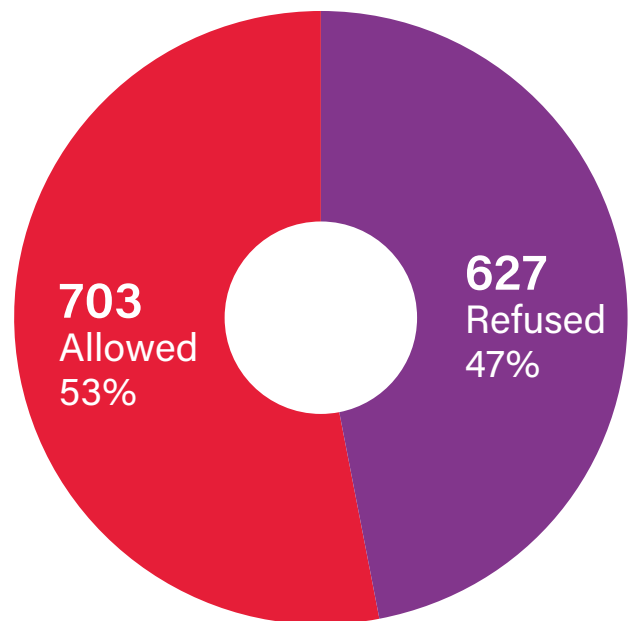


## Environment and Traffic Adjudicators

Type	Number/ Percent
Appeals received by Appeal Service	1,462
Total Decisions	1,330
Allowed	703
Percent Allowed/Heard	52.9%
Refused	627
of which Refused with Recommendation	42
Percent Refused/Heard	47.1%
Not Contested	334
Percent Not Contested/Allowed	47.51%
Percent Not Contested/Heard	25.11%
Percent Appeals Heard/PCNs Issued	1.14%



Number of appeals refused and allowed





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

On street locations	Issuance	Income (£)
Cavell Street(W/Chapel to Ashfield)	1,578	76,311.21
Cavell Street(Ashfield to Commercial)	1,132	67,706.13
Blackwall Way	939	49,931.04
Plumbers Row	881	48,311.00
Millharbour	817	41,557.33
Cardigan Road	760	48,773.59
Bethnal Green Road(Vallance to Camb Hth Rd)	756	32,076.00
Brady Street	706	38,610.00
Bethnal Green Road	706	35,922.59
Hanbury Street	695	42,494.97
Derbyshire Street	669	35,784.00
Ashfield Street(Turner to Sidney)	649	29,887.80
Fieldgate Street	614	34,244.75
Newark Street	606	33,654.00
Columbia Road	579	34,751.00
Raven Row	571	33,430.02
Greenfield Road	534	33,286.00
Rounton Road	493	14,067.00
Alie Street	493	26,609.94
Club Row	459	29,907.00
<b>Total</b>	<b>14,637</b>	<b>787,315.37</b>



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

CCTV PCNs	Issuance	Income (£)
Wentworth Street (Commercial to Osborn)	3,650	246,828.96
Hackney Road	3,025	201,660.09
Wilmot Street	2,358	159,398.95
Rushmead	969	63,856.15
Old Ford Road (Sewardstone to Grove)	962	58,985.00
Tredegar Road	877	48,795.00
Bethnal Green Road	806	55,953.00
Sclater Street	795	53,876.49
Bethnal Green Road (Shoreditch to Vallance Road)	672	42,783.00
Roman Road (Globe to Grove)	625	40,812.59
Cambridge Heath Road (Three Colts Lane to BG Road)	585	36,381.00
Morpeth Street	364	23,568.00
Bethnal Green Road (Vallance to Cambridge Heath Road)	353	23,990.11
Quaker Street	349	26,108.00
Old Ford Road (Grove to St Stephens)	333	20,645.00
Gillender Street	320	15,908.00
Arnold Road	272	15,703.00
Hackney Road (Warn Place to Cambridge Heath Road)	232	15,054.00
Cambridge Heath Road	192	12,357.00
Cambridge Heath Road (Whitechapel to Three Colts Lane)	180	10,667.00
<b>Total</b>	<b>17,919</b>	<b>1,173,330.34</b>



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

CCTV PCNs	Issuance	Income (£)
Cardigan Road	18	1,235.00
Bethnal Green Road	17	795.00
Bethnal Green Road (Vallance to Cambridge Heath Road)	16	778.00
Kitcat Terrace	16	1,820.00
Plumbers Row	13	455.00
Nelson Street	9	430.00
Brady Street	8	325.00
Cavell Street (Ashfield to Commercial)	8	325.00
Raven Row	8	260.00
Cannon Street Road	7	260.00
Fairfield Road	7	510.00
Violet Road	7	260.00
Adler Street	6	398.00
Derbyshire Street	6	520.00
Fieldgate Street	6	260.00
Roman Road (Grove Road to St Stephens Road)	6	508.00
St Katharines Way	6	585.00
Watney Street	5	402.00
Roman Road (St Stephens Roads to Legion Terrace)	5	195.00
Leman Street	5	325.00
Cardigan Road	18	1,235.00
<b>Total</b>	<b>179</b>	<b>10,776.00</b>



# 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.

<b>Expenditure</b>	2016/17	2015/16
Employee costs	4,118	3,935
Premises	165	166
Transport	162	170
Supplies and services	1,419	1,224
Third party payments	476	471
Support services	2,360	1,950
Capital financing	0	0
Increase in provision for bad debts	339	397
<b>Total Expenditure</b>	<b>9,039</b>	<b>8,313</b>
<b>Income</b>	2016/17	2015/16
Permits	4,406	4,401
Parking Pay & Display Charges	4,862	4,541
Off Street	94	62
Fees - Traffic Management Orders	108	161
Meter and Bay suspensions	2,374	2,114
Removal charges	529	493
Enforcement Agents	559	690
Parking Penalty Charges	5,610	5,312
Other	1	19
Decrease in provision for bad debts	0	0
<b>Total Income</b>	<b>18,543</b>	<b>17,793</b>
<b>(Surplus)/Loss for the year</b>	<b>9,504</b>	<b>9,480</b>





This account records all income and expenditure attributable to on-street parking activities, including enforcement. The account may incur a deficit in the year in which case the deficit must be made good from the General Fund at the year end. The use of any surplus is prescribed by legislation and is restricted largely to reinvestment within the service and highways and transportation initiatives.

Balance at 1st April	3,295	1,918
Surplus for year	9,504	9,480
Contribution towards Concessionary Fares	-9,504	-8,103
<b>Balance at 31 March</b>	<b>3,295</b>	<b>3,295</b>