

Parking, Mobility & Transport Services Annual Report 2014 - 2015

 **Mon - Sat**
8 - 10 am
4 - 6 pm

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

**No return
within 2 hours**



Foreword

Parking, Mobility & Transport Services in Tower Hamlets is once again proud to publish the 2014/15 Annual Report in this booklet format.

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

We are very proud of our achievements and successes throughout the financial year 2014 – 15. 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.

In April 2015 our Vision and Mission was amended due to merging with Transport Services, and the new version has been included in this report. 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.

We hope that you find the report informative and interesting.

Introduction

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

The Traffic Management Act 2004 (TMA) was implemented on 31 March 2008, allowing civil parking enforcement to be carried out by authorities across England and Wales.

The aim of the TMA is to provide a consistent set of regulations and procedures throughout England and Wales, while allowing parking policies to suit local circumstances. It also seeks to ensure that the system is fair to the motorist as well as effective in enforcing parking contraventions when they occur.

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

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

This document covers all parking enforcement activity from 1st April 2014 to 31st March 2015 as well as additional information on our service as a whole.

Our Service: Vision & Mission

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

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

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

Parking, Mobility & Transport Services

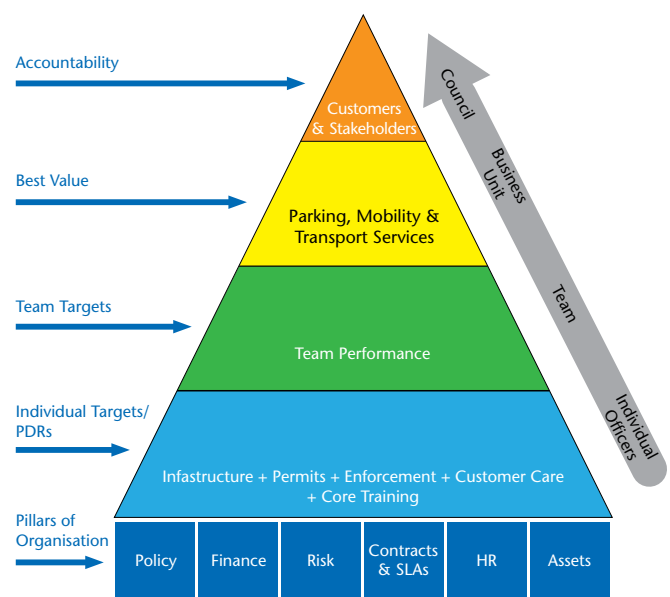
Vision & Mission

Our vision is for Parking, Mobility & Transport 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:

- transport SEN children.
- provide transport for curricular journeys for schools.
- transport vulnerable adults.
- provide accessible and efficient transport facilities for those who need it.
- create and maintain safe and efficient traffic flow through the borough.
- provide and maintain the best possible Parking infrastructure in terms of bays, signs & 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.

Performance Framework




Our Customer Charter

Transport Services joined with Parking & Mobility Services in April 2015. Parking, Mobility & Transport Services are committed to delivering a quality service to all its customers.

The Charter below has been updated and now encompasses all three service areas. It 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 and sets out our commitments to our customers and gives a clear direction for all our staff on our expectations.



Parking, Mobility & Transport Services Customer Charter

<p>Our customer promise:</p> <ul style="list-style-type: none"> • 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 • All staff directly involved with managing children will have up to date DBS checks • Drivers and assistants will wear uniforms and carry photographic ID and be appropriately trained. <p>Why the Council regulates parking and traffic schemes:</p> <ul style="list-style-type: none"> • 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 	<p>What we expect from you:</p> <ul style="list-style-type: none"> • 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 the required documentation to accompany Mobility Support applications • For adults and children to be ready for their scheduled pick up time • Understand that we will aim that our journeys are on time but that this is dependent on traffic and weather conditions • Contractors and agency providers to work with us in reviewing performance and quality of service to identify realistic efficiencies and improvements where possible
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Parking, Mobility & Transport Services Commitment to Provide a Quality Service:

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

Disabled bays - We will aim to install all disabled bays within 6 months of request subject to meeting the Council's criteria.

Abandoned Vehicle Service - An Officer will 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 it will be removed within 48 hours of being legally permitted. This applies to Council highway and not estates.

Parking Permits - We will post permits and scratchcards within 5 working days of receiving an application that meets the necessary approval criteria.

Mobility Support - We will process applications for discretionary Freedom Passes, Taxicards and Blue Badges within 14 days of receipt.

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 2 hours of being reported during our specified times. This applies to Council highway and not estates.

Complaints - We will reply to you within 10 working days; however please note that there is a separate legal process for challenging a PCN.

We will aim to process suspensions, dispensations and skips within 2 working days. We require suspensions to be requested at least 7 working days in advance and dispensations at least 3 working days in advance. We will try to ensure that 5 working days' notice is given of suspensions however, there may occasionally be emergency situations where this is not possible.

Journey length for transporting Adults & Children - We will aim that our journeys take one hour or less (subject to traffic conditions and number of passengers).

Journey times for transporting Adults & Children - We will aim to be punctual and that we meet our arrival and drop off times for each individual school and centre for 85% of journeys (subject to traffic conditions and number of passengers).

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



PARKING, MOBILITY & TRANSPORT SERVICES ANNUAL ACCOUNT REPORT 2014/15

Parking

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

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

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

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

Passenger Transport

Passenger transport arranges and delivers the home to school or centre transport for children with Special Educational Needs (SEN) and adults with care plans. We currently operate 43 daily routes with our own buses and manage approximately 40 regular routes operated by our external partners.

Passenger Transport Services also supports schools and colleges by providing transport to swimming baths, after-school clubs and trips to residential centres. We also provide transport to local voluntary and community-based groups and provide transport provision to holiday schemes throughout the year.

Passenger Transport Services operates a range of vehicles from 15 seat minibuses to 35 seat coaches. The majority of the fleet is fully accessible to wheelchair users.

All staff operating our services have appropriate training in dealing with children and adults with disabilities, wear uniform, carry photographic identification, and are routinely checked through the Disclosure and Barring Service (DBS). Passenger Transport Services also operates the collection service for underground refuse containers on many housing developments in the borough via specialised waste vehicles.

Mobility Support

Parking, Mobility & Transport 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 Disabled 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; Freedom Passes; Taxi Cards and personalised Disabled Bays.

The Service continues to spend £8.5m annually to provide Freedom Passes, Disabled Bays, Taxicards and Blue Badges for the most vulnerable.

What concessionary travel and parking schemes do we offer?

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

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

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

The Taxicard may be used for any type of journey, for example shopping, visiting friends, GP appointments, but should not be used for hospital appointments, for which the health authority should provide transport.

A personalised disabled bay is a disabled parking bay provided near resident's homes and residents with severe disabilities may be eligible to apply for one. Permits will generally only be issued to disabled drivers and are vehicle and bay specific. (No other permit or blue badge is valid for use within the allocated bay except the bay-specific permit.) There are no charges for a personalised disabled bay.

Delivering the Passenger Transport Service throughout 2014-15

Throughout 1st April 2014 – 31 March 2015, we continued to deliver home to school or centre transport for children with Special Educational Needs (SEN) or adults with care plans.

Tower Hamlets being so densely populated combined with the borough's proximity to central London and the busy arterial traffic routes that go through has resulted in ever-increasing traffic which places huge challenges on this service on a daily basis.

The team has worked hard to deliver this service, balancing the needs of all its service users and stakeholders in delivering a quality service.

Our aim is to provide a high quality, accessible transport service to some of the most vulnerable people in the borough on behalf of Children's Services and Adults' Services Directorates.

We ensure that our staff were kept up to date with periodic training and are committed to delivering our service to the best standard as possible. All of our police-checked drivers and passenger assistants have been trained to greet passengers politely and ensure that they travel in comfort and safety.

Service standards

- We will aim that our journeys take one hour or less (subject to traffic and number of passengers).
- We tell passengers what time we will pick them up and deliver them home.
- We will let our passengers know directly, or through their school or centre, if we are going to change these arrangements.
- We will provide appropriate care and security to our passengers while they are on the bus.
- Our staff will wear uniforms and carry photographic identification, be appropriately trained, and have been checked through the Criminal Records Bureau (CRB).
- We will wait for up to three minutes past the scheduled pick up time in case passengers are late.
- We will report to our client officer if passengers are regularly late.
- We will contact passengers, wherever possible, to advise them if the bus is running more than 10 minutes late.



Our continued customer promise

We will always:

- Give you our name and section
- Be polite, helpful and honest
- Treat you with respect
- Treat you fairly
- Take responsibility for assisting you and not pass you around
- 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

Controlled Parking Zones

Tower Hamlets is an area of intense development and increasing density with a finite road network of limited length.

The Office for National Statistics published its mid-2014 population estimates on 25 June 2015. The mid-year estimates are the 'official' estimates of population for local authority areas. From these results for Tower Hamlets, the population of Tower Hamlets was estimated to be 284,000 as at June 2014 and represents an increase of around eleven thousand people over the year - a percentage increase of 4.1 per cent – the second largest percentage rise in England & Wales, after the City of London (+5.5 per cent). Over the decade to 2014, the Tower Hamlets population has increased by 34.5 per cent – the largest increase of all local authority areas in England and Wales.

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 is beginning to result in on-street parking capacity reaching maximum occupancy levels both during the day and in the evenings. We are at or close to such levels in the west of the borough and in the next five years on-street capacity is likely to come under severe pressure across the rest of the borough as well.

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.

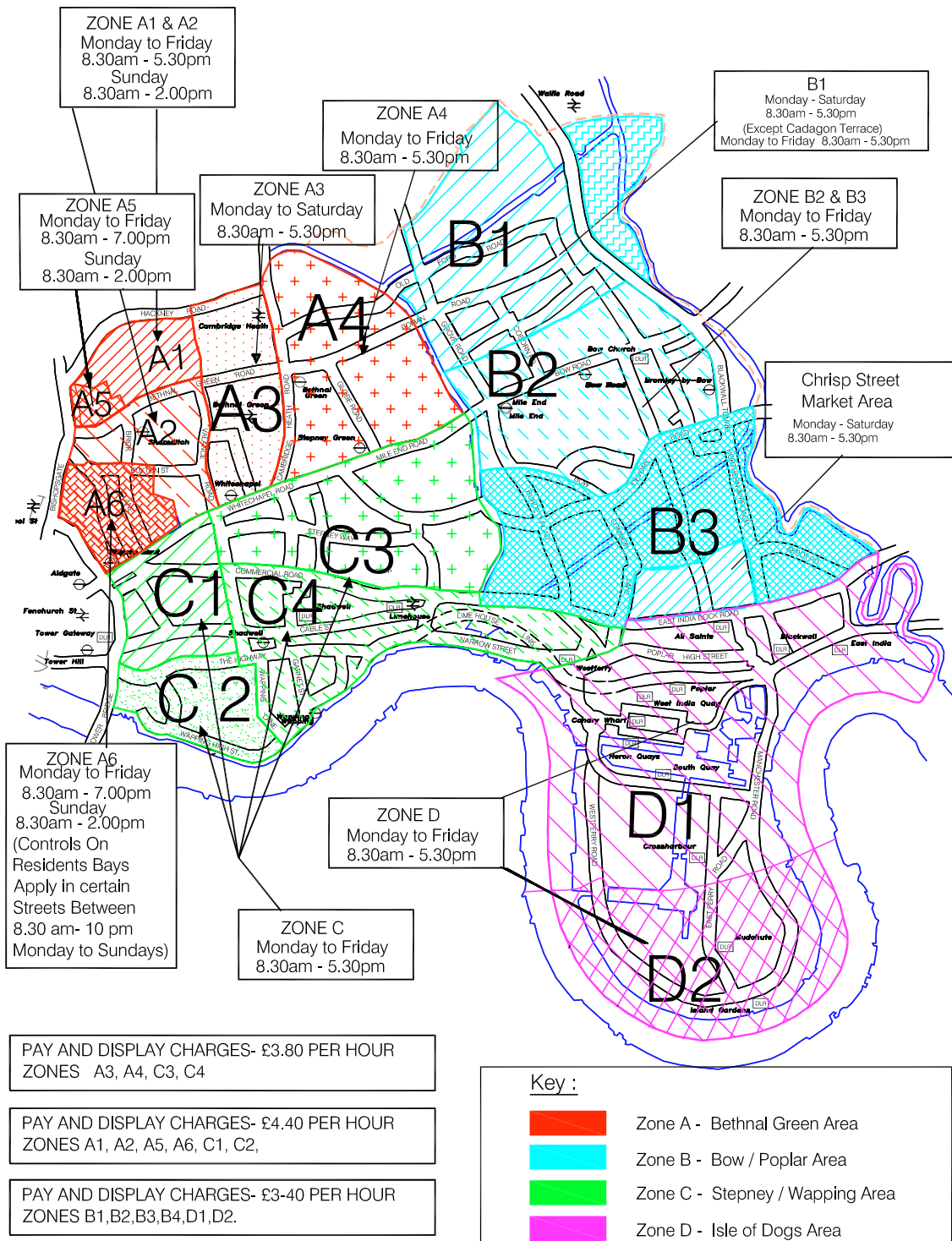
When you enter a controlled parking zone you will see a CPZ entry sign, telling you the days and the hours that the restrictions apply to.

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 overleaf shows the London Borough of Tower Hamlets divided into its current Controlled Parking Zones, the associated restrictions and parking charges.

Map Showing the Controlled Parking Zones within the Borough

CONTROLLED PARKING ZONES
WITHIN TOWER HAMLETS
6th April 2015



Our Focus on Customer Service

Our service has continued to focus on customer service throughout 2014-15 and, in line with ISO standards, monitors its customer commitments on a monthly basis. Customer surveys have also been conducted to obtain customer feedback in order to continually evaluate our service.

Our aim for April 2016 is for Passenger Transport to be accredited with ISO 9001:2008 alongside Parking & Mobility Services 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 to improve our services.

Service Achievements in 2014/15

Customer Service Winners



The service was a finalist for two awards which were Exceptional Customer Service Award and Parking Team of the Year and won the award for Exceptional Customer Services 2015.

The service was awarded a British Parking Award at the national award ceremony for the British Parking Awards 2015.

The British Parking Awards is presented by Parking Review and is held every year to reward excellence and innovation. The British Parking Awards recognises and celebrates the best of the best in the parking industry and awards celebrate leading examples of car park management, enforcement, design and team work.

The awards are open to the private and public sector and the competition was very strong and therefore winning this award is ever greater testament to our success. The entries are reviewed by a panel of independent experts and the judges look for imagination, innovation, insight and tangible evidence of achievement.

The awards provide an exceptional opportunity to associate Tower Hamlets Parking & Mobility Services with excellence in the parking sector and to promote the work that the service is carrying out, and in this challenging and scrutinising time it is fantastic to have won this award.

Article in East End Life 23rd - 29th March 2015



Ade Adepitan with the award winners

We're stars of good service

THE council's parking and mobility services, and customer access teams have won an award for customer service.

They saw off competition from both the private and public sectors to pick up the Exceptional Customer Service award at the national British Parking Awards 2015 ceremony, hosted by Parking Review magazine.

Staff from parking and mobility services were also

finalists for the team of the year.

Mayor Lutfur Rahman said: "I am proud that the hard work and commitment of our staff has been recognised.

"As a council, we pride ourselves on continuing to improve all of our services."

The winners were announced by Ade Adepitan, the Paralympian and TV presenter, at a ceremony at Lancaster London Hotel on March 6.

The audience included parking managers, attendants, traf-

fic engineers, architects, construction companies, parking adjudicators, rail companies and airport operators.

The judges praised the teams for responding to the needs of the community.

They added: "The submission paints a picture of improvement at what was one of the least well performing London councils, at least judged by Parking and Traffic Appeals Service performance, which is normally a good indicator."

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 is now certified as an ISO 9001:2008 Quality Management Standard compliant service.

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.

BSI (British Standards Institution) 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 service was awarded the quality Kite Mark in September 2014 and a 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.

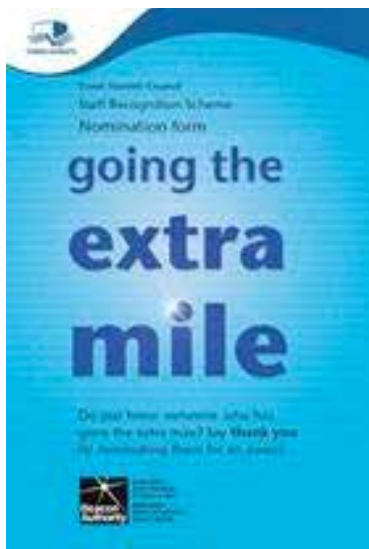
This achievement is an important step in assuring that customers that use or make contact with the Parking & Mobility Services receive the very best in quality. With independent registration of the service by an outside auditor, Parking & Mobility Services can now demonstrate that it is committed to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



Joint Team of the Year 2014

The teams Parking Maintenance and Mobility Support within Parking, Mobility & Transport Services were joint winners of The Best Team 2014 in the annual council-wide staff awards.

The awards ceremony took place on 23rd October 2014 and celebrated the achievements and determination of staff and teams across the council who are the 'best of the best'.



Safer Car Parks across the Borough



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 to parking facilities that have met the requirements of a risk assessment conducted by the police.

Victoria Park & St Marks Gate car parks were assessed through the Safer Parking Scheme and were awarded a Park Mark® award in October 2014. This followed Roman Road, which was previously awarded the same status back in March 2014.

To achieve this award, we put in place measures to help to deter criminal activity and anti-social behaviour, thereby doing everything we can to prevent crime and reduce the fear of crime.

The regeneration of Victoria Park & St Marks Gate took place in conjunction with our Parks & Open Spaces department to provide safer parking for residents and visitors to Victoria Park.

Prior to October 2014, both car parks were underutilised and, as they were free to park, the spaces were used for either day to day visitors to both the parks and surrounding areas. In addition they suffered from commuter parking and anti-social behaviour such as abandoned vehicles and fly tipping.

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, reducing the need for customers to carry coins whilst also reducing the potential for vandalism to the car park and the reduction of street furniture.

Car parks with the award can use signage featuring the distinctive Park Mark® tick, so that drivers know exactly where to go for safe parking. Certain parking facilities that have received the Park Mark® Safer Parking Award have seen a drop in vehicle-related crime of over 80%.

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.



Making Paid Parking Easier across the Borough

Cashless parking

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

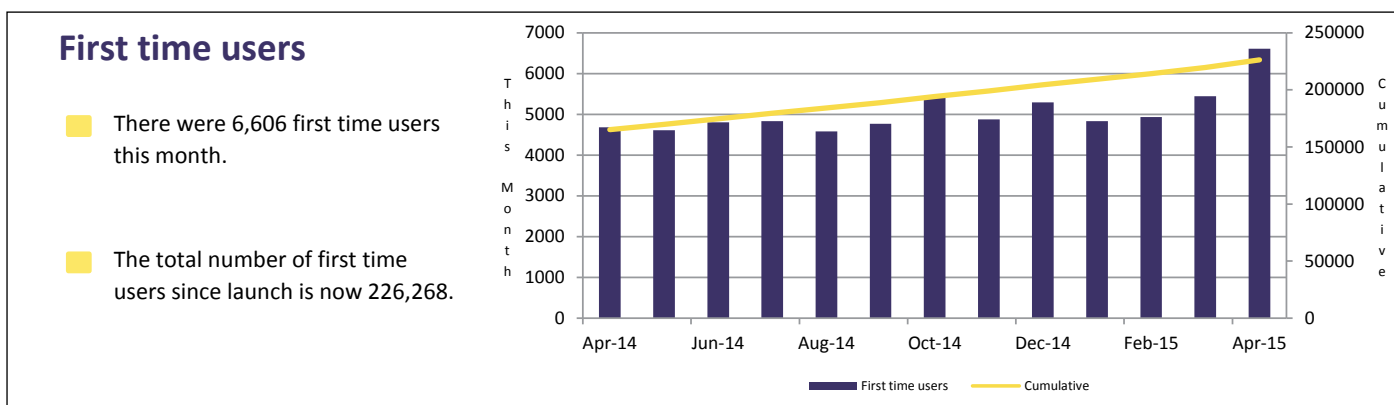
Cashless parking has a number of benefits for motorists. It avoids the need for drivers to ensure they have sufficient change on them when using pay and display facilities in the borough and ensures they will not receive a parking ticket through not having coins of the right denomination on them.

This system allows drivers to pay only for the actual parking time that they use and is convenient for motorists and the borough has seen an increase in uptake.

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.

Graph showing the number of first time users April 2014 - April 2015*



*Data from PayByPhone Monthly Report for Tower Hamlets - April 2015

Parking Zones and Costs

Pay and display machines are used borough wide to allow customer to buy tickets for our 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, D1, D2

The maximum stay is between 2 and 4 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 tickets should be bought not more than five minutes after parking (not in advance).

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

Area	Parking Permit Zone	Mini Zone	Charge Per Hour
Bethnal Green Area	A	A1	£4.40
Bethnal Green Area	A	A2	£4.40
Bethnal Green Area	A	A3	£3.80
Bethnal Green Area	A	A4	£3.80
Bethnal Green Area	A	A5	£4.40
Bethnal Green Area	A	A6	£4.40
Bow/Poplar Area	B	B1	£3.40
Roman Road Car Park	B	B1	£3.40
Bow/Poplar Area	B	B2	£3.40
Bow/Poplar Area	B	B3	£3.40
Stepney/Wapping Area	C	C1	£4.40
Stepney/Wapping Area	C	C2	£4.40
Stepney/Wapping Area	C	C3	£3.80
Stepney/Wapping Area	C	C4	£3.80
Isle of Dogs Area	D	D1	£3.40
Isle of Dogs Area	D	D2	£3.40
Lawton Road Car Park	B	B1	Monday - Sunday up to 1 hour = £2 Monday - Friday all day = £7 Saturday - Sunday 4 hours = £3 Saturday - Sunday all day = £5
Victoria Car Park	B	B1	Monday - Sunday up to 1 hour = £2 Monday - Friday all day = £7 Saturday - Sunday 4 hours = £3 Saturday - Sunday all day = £5
St Marks Gate	B	B1	Monday - Sunday up to 1 hour = £2 Monday - Friday all day = £7 Saturday - Sunday 4 hours = £3 Saturday - Sunday all day = £5
Haverfield Road Car Park	B	B2	Monday - Sunday up to 1 hour = £2 Monday - Friday all day = £7 Saturday - Sunday 4 hours = £3 Saturday - Sunday all day = £5

Pay by Phone 

There are four ways that you can use PayByPhone

- **Online** www.paybyphone.co.uk
- **Using the PayByPhone apps**
- **Call 020 7005 0055**
- **Text 65565**

Paying cash

All our machines accept 10p, 20p, 50p, £1 and £2; they do not accept any foreign coins including the Euro.

If a machine is faulty then you must use the next nearest machine or Pay by Phone. We insist on this to prevent machines deliberately being vandalised to obtain free parking.

If you have lost money in the machine please do not put any more in. Instead you should use an alternative machine and report the faulty machine to us on 020 7364 6820/6586. Refunds must be requested in writing to:

The Service and Technical Equipment Manager, On-Street Maintenance Team, Parking, Mobility & Transport Services, Mulberry Place, P O Box 55739, 5 Clove Crescent, London, E14 1BY.

Council Ensures Safety and Customer Care

Since November 2013, we began to equip our Civil Enforcement Officers with CCTV body cameras and all our Civil Enforcement Officers now use this technology.

Our Civil Enforcement Officers are advised to use their body cameras in any confrontational situation.

They have already been found beneficial in several successful prosecutions, enabling Tower Hamlets to provide the Police with evidence of alleged physical and verbal assaults on our Officers. This move has also been supported by the local Police.



Article in East End Life
28th July - 3rd August 2014

Conviction for parking attackers

THE council is warning that it will be prosecuting people who attack parking enforcement staff after two men were found guilty of assault.

They were found guilty at Thames Magistrates Court for separate physical and verbal assaults on civil enforcement officers (CEOs) in Westport Street, E1, and Abbott Road E14.

Both were sentenced to 100 hours of community service and in each case ordered to pay compensation and costs.

Cllr Shahed Ali, cabinet member for clean and green, said: "Our CEOs should be able to go about their work without fear of attack, intimidation or assault. These prosecutions send out a clear message that such behaviour will not be tolerated in Tower Hamlets. Our staff deserve the right to be able to carry out their work without being assaulted for doing so."

The council has now started serving penalty charge notices (PCNs) for parking contraventions by post, particularly where an enforcement officer is threatened and prevented from serving one.

The postal PCNs are being used to reduce assaults on staff while also tackling drivers who think they can get away with parking illegally by threatening council staff to stop PCNs being served on their vehicles.

For more information on parking and mobility services call 7364 5003 or email parking@towerhamlets.gov.uk

Customer Surveys

In August 2014 – March 2015 Parking & Mobility Services conducted their first ever Customer Satisfaction survey to gauge customer opinions on the service they provide.

The surveys consisted of 7 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.

Article in East End Life 9th – 15th February 2015

Parking services survey

THE council's parking and mobility services are to be routinely and more frequently surveyed.

Residents without cars, parking permit holders, visitors and Blue Badge holders will be sent customer satisfaction questionnaires through the post.

Priorities to be considered include tackling Blue Badge fraud, increasing and managing parking bays/spaces, and removing abandoned vehicles.

The service also wants to tackle bus lane misuse and illegal parking.

For more details call 7364 5003 or email parking@towerhamlets.gov.uk

A total of 651 Customer Surveys were distributed. Of the responses received from the face-to-face interviews and postal responses, valuable feedback was obtained. The service is looking to implement a range of measures to improve customer experience.

The main area that the service can progress is to look at informing customers and promoting the work that the service provides to the community more effectively. This will help to improve the perception of Parking & Mobility Services by helping customers understand the role that the service plays in the borough, see the products and services that they may need to access and contact us in relation to those services.

It is also clear from the responses that the service can investigate ways to make the customer experience easier with the aim of increasing customer satisfaction and also assisting Customer Access and looking at ways to channel shift.

The service plans to conduct further surveys this year.

Compliments

From:

Sent: 11 November 2014 18:42

Subject: Trinity Square

Thank you very much for sorting out the emergency suspensions at Trinity Square, if we did not have the extra space to put the pedestrians over the weekend and today we would have had problems with them and the traffic. We put police barriers on the outside of the bays and that allowed the crowd control staff to put a safe pedestrian route back to the station through the barriers.

There was a thank you to Tower Hamlets from the Royal Historic Palaces and the Police for pulling the stops out after the visitor number overwhelmed them.

Thanks again.

From:

Sent: 11 November 2014 10:43

Subject: Illegal Parking

Dear

I am writing to thank you on behalf of myself and all the other residents of Hawksmoor Mews for actioning the additional street markings on the pavement and road at our entrance. Hopefully the large "KEEP CLEAR" letters and additional pavement signage will deter offenders - one can but live in hope!

Kind regards,

From:

Sent: 26 June 2014 15:40

Subject: Poplar Baths and Residential Projects - Parking Control

Thank you for this.

I understand you and a colleague visited site today and further suggestion of an enclosure along the road, with a temporary Order preventing any traffic turning into the road might be possible.

We look forward to your proposals and statement of associated costs with anticipation as this could be extremely helpful to the success of these projects.

I thank you kindly for the assistance and proactive response we have received in a very quick time.

Many thanks and regards

From:

Sent: 26 June 2014 16:28

Thank you,

You have been really amazing in resolving this longstanding problem and i am so grateful you finally discontinue the enormous distress for all my family, that had for the past nearly 12 months.

I found you utterly professional and very helpful, as well as sympathetic and understanding.

From:

Sent: 21 February 2015 11:33

Subject: Parking fine

...thankyou so much for your help .
Would you be kind enough to thank
the head of parking and his staff
for their very quick response to
my troubling problem. It is another
problem sorted out at this time of
acute crisis. Kindest regards

Sent: 30 May 2014 16:13

To:

Subject: Personalised Disabled
parking Bay

Dear,

we must sincerely thank you for all
the time and effort you have put
into granting us this Disabled Bay.
We are a little lost for words really
because we did not think when you
left us this morning that it would
happen. Thank you so very much. I
was driving when you phoned my
mobile being on our way to the
Bluewater shopping centre.

Wishing you all the Best,
Yours sincerely,

From:

Sent: 28 October 2014 09:17

To:

Subject: Thank You

Dear,

This is to thank you for the consideration and
kindness you have shown me concerning the
parking ticket.

I just want to let you know I have received the
refund which is much appreciated. The death
of my dear Brother has been such a shocking
and sad time for me and my family, I feel that
you reached out to that as a matter of human
kindness. Thank you this has meant a lot to me
as funds are really short.

Easier Applications for Residents Applying for their Parking Permits

New residents parking permits

The facility to renew all parking permits has been available since March 2011. We have now gone further by implementing 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.

From 1st April 2015 – 30th June 2015, 17% of residents applied for a residents parking permit online.

Up to 64% of customers now benefit from renewing their parking permits online, often from the comfort of their own home or at a time convenient to them. This method has risen in popularity however we recognise that some residents may still want to apply in person, so the facilities to renew parking permits and apply for permits by post or at one of our one Stop Shops across the Borough remain in place.

How to apply online

You can apply for a new residents parking permit online provided:-

- The address given on your application is your sole or main residence where you live for a minimum of 4 nights a week and is not a car free property.
- You live in a car free property you can only apply in person or by post if you are a disabled blue badge holder and the vehicle is registered at your address (you do not have to be the registered keeper), a decantee or under the Permit Transfer Scheme.
- Your vehicle does not exceed 2.3m (8'6") in height or 5.2m (16'8") in length.

If your application is successful it can take up to 5 working days for the parking permit to reach you in the post from the day that you apply. In the meantime, you will have to make alternative parking arrangements to avoid being issued with a Penalty Charge Notice.

Renewing your parking permit

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

We have been working hard to respond to customer correspondence in a timely fashion. Our response time has improved since 2012 and our Customer Charter target is to respond within 21 days. We will aim to continue exceeding this target where possible.

We continue to review our processes and procedures to ensure that we deliver quality at all times and regularly review 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?

Penalty Charge Notices (PCNs) can only be challenged in writing and this facility is available online. To make a challenge or representation online, please visit our Tower Hamlets website and complete the Online PCN Representation Form. Please note that you cannot challenge a PCN or make a representation once the charge has been paid.

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 try to assist you.

Suspensions and Dispensations

The service now gives customers longer notice period on suspensions. Our previous Customer Charter advised customers that we will give at least 3 days' notice however the service is now aiming to give up to 7 days' notice to assist residents and improve customer satisfaction. Please bear in mind, however, that in emergency cases this may not always be possible.



Disabled Persons Freedom Pass Renewal

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

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

The Mobility Support team, like all other London local authorities, carried out Disabled Persons Freedom Pass renewal. The Mobility Support team worked hard to renew passes that expired on 31st March 2015 issued by Tower Hamlets.

This major renewal occurs once every five years and was one of the largest renewals that we have carried out. The team collectively processed 3,644 renewal applications to ensure that eligible customers had their passes renewed as soon as possible and worked tirelessly to maintain a service to our community.



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.

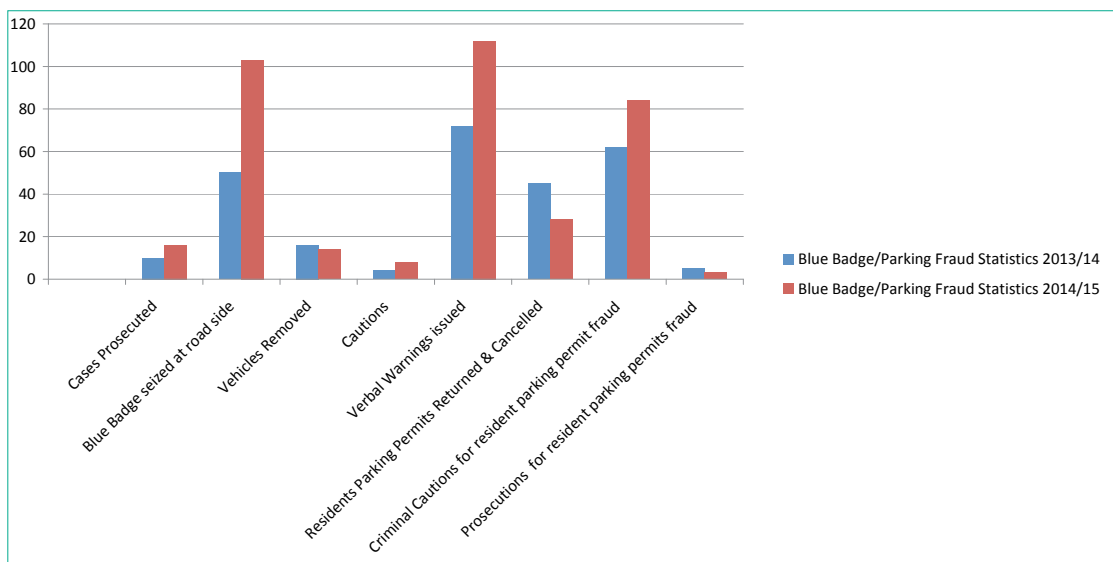
Since 2013/14 the number of Blue Badges seized and prosecutions has increased along with the number of criminal cautions given for resident parking fraud.

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

In 2013/14 & 2014/15, Tower Hamlets had the following successes in dealing with Blue Badge fraud & resident parking permit fraud:

Blue Badge/Parking Fraud Statistics*		
	2013/14	2014/15
Cases Prosecuted for Blue Badge Fraud	10	16
Blue Badge seized at road side	50	103
Vehicles Removed due to Blue Badge Fraud	16	14
Cautions for Blue Badge Fraud	4	8
Verbal Warnings issued for Blue Badge Fraud	72	112
Residents Parking Permits Returned & Cancelled	45	28
Criminal Cautions carried out by the Benefit Investigations Team for resident parking permit fraud	62	84
Prosecutions carried out by the Benefit Investigations Team for resident parking permits fraud	5	3

* Statistics correct at 21/05/2014



Comments, Compliments and Complaints

Tower Hamlets is committed to giving you 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/ign/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.

Providing Free Products for the Community

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.

Weekend free parking	In market areas parking is free in pay and display bays in order to encourage shoppers and boost local businesses.
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 to allow free parking in certain bays for the whole day.
Free permits for residents who meet a certain criteria	Residents in receipt of the DLA higher rate mobility component or Personal Independence Payment (PIP) enhanced rate qualify for a 6 or 12 month free permit.
Free scratchcards for the disabled	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 residents who have a daily carer	Residents aged 60+ are also entitled to free visitors scratchcards across the Borough.
Free scratchcards for the over 60's	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

Number of bays in London Borough of Tower Hamlets

London Borough of Tower Hamlets Parking & Mobility Services: Parking Spaces*	Number of bays
<i>Description of bay:</i>	
Ambulance Bay	12
Business Permit Holders Only	400
Business Permit Holders and Pay & Display	201
Business Permit Holders and Resident Permit Holders	5202
Business Permit Holders, Resident Permit Holders and Market Traders	9
Business Permit Holders, Resident Permit Holders and Pay & Display	29
Taxi Ranks	12
Car Club Bay	132
Coach Bays	25
Disabled Badge Holders Only	113
Doctor Permit Holders Only	31
Goods Vehicles Loading Only	51
Loading Only	124
Market Traders Only	3
Pay & Display/Pay by Phone	938
Pay & Display and Market Traders	14
Personalised Disabled Permit Holders Only	299
Police Vehicles Only	37
Resident Permit Holders Only	12703
Resident Permit Holders and Market Traders	4
Resident Permit Holders and Pay & Display	4277
Resident Permit Holders, Market Traders and Pay & Display	29
Solo Motor Cycles Only	190
Off-Street	
Disabled Badge Holders Only	14
Pay & Display/Pay by Phone	141

* Summary report correct as of 27th May 2015

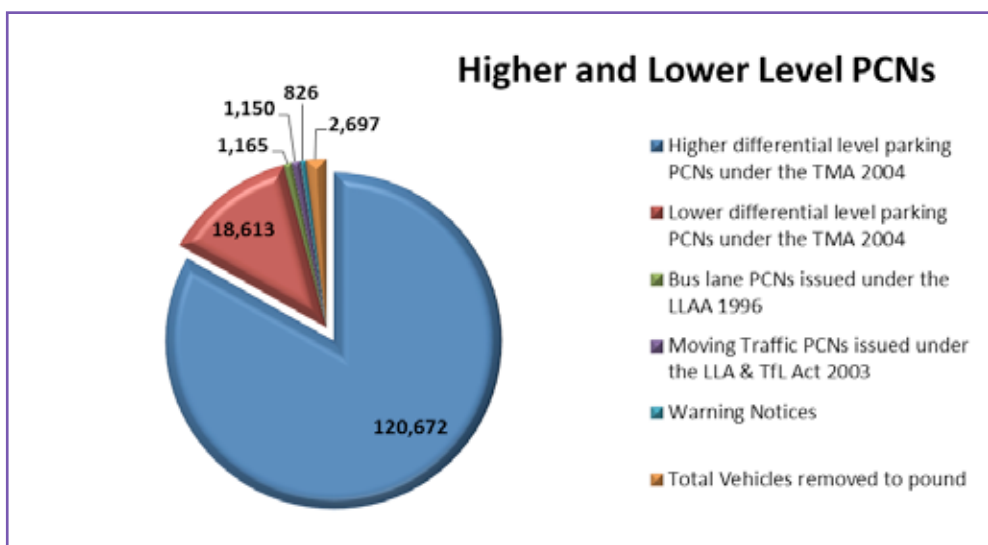
Statistical Reporting

Parking & Mobility Services would like to share the following statistical data for the period 1st April 2014 - 31st March 2015.

Enforcement statistics for 1st April 2014 to 31st March 2015 PCNs and Vehicle Removal

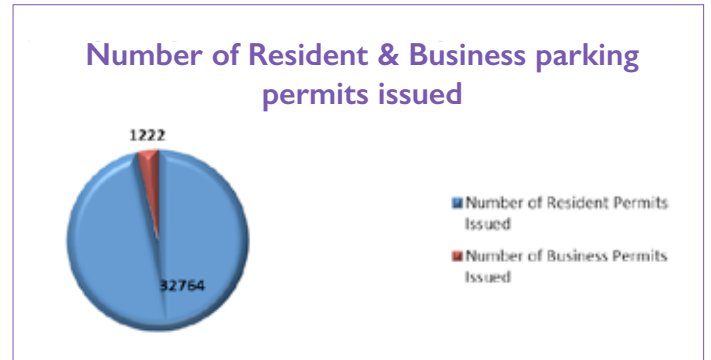
Higher differential level parking PCNs under the TMA 2004	120,672
Lower differential level parking PCNs under the TMA 2004	18,613
Total PCNs	139,285
Bus lane PCNs issued under the LLAA 1996	1,165
Moving Traffic PCNs issued under the LLA & TfL Act 2003	1,150
Total PCNs(Excluding Warning, Tests and Spoils)	141,600
Warning Notices	826
Total Vehicles removed to pound	2,697

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



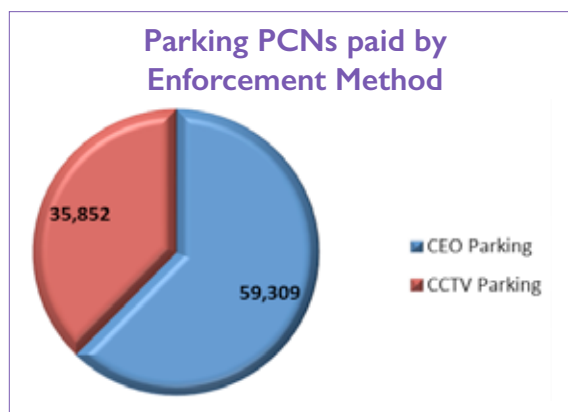
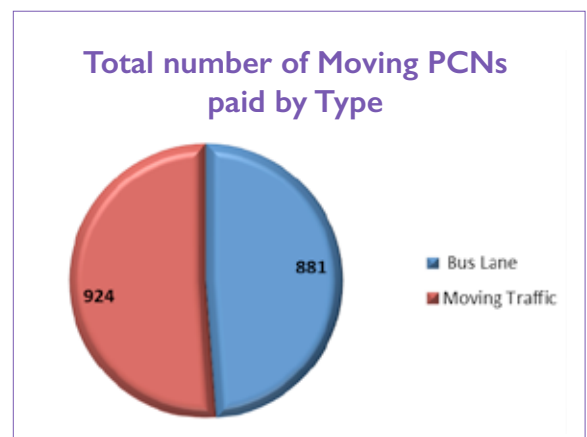
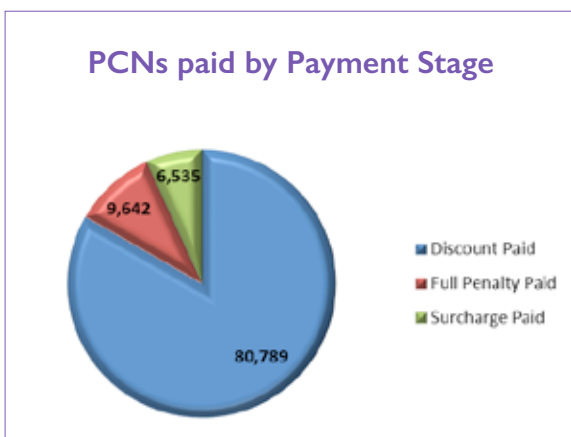
Parking Permits

Permits	
Number of Resident Permits Issued	32764
Number of Business Permits Issued	1222



PCNs Paid

Amount	On Street	Off Street	CEO Parking	CCTV Parking	Bus Lane	Moving Traffic	Total CCTV	Total
Discount Paid	47,727	97	47,824	31,411	750	804	32,965	80,789
Full Penalty Paid	8,038	22	8,060	1,445	84	53	1,582	9,642
Surcharge Paid	3,420	5	3,425	2,996	47	67	3,110	6,535



Pay & Display Income

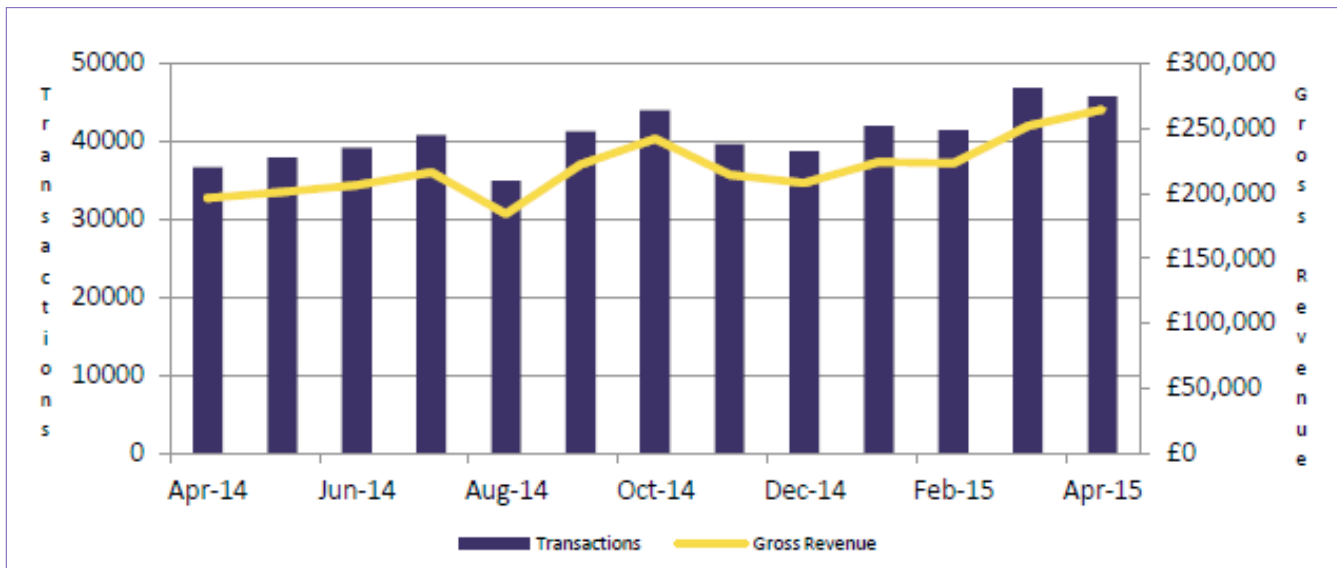
Breakdown of Pay & Display income for 1st April 2014 - 31st March 2015

Parking Pay & Display Charges	£4,179,046
Off Street	£29,971

Pay by Phone

Graph showing the number of transactions & revenue April 2014 - April 2015 *

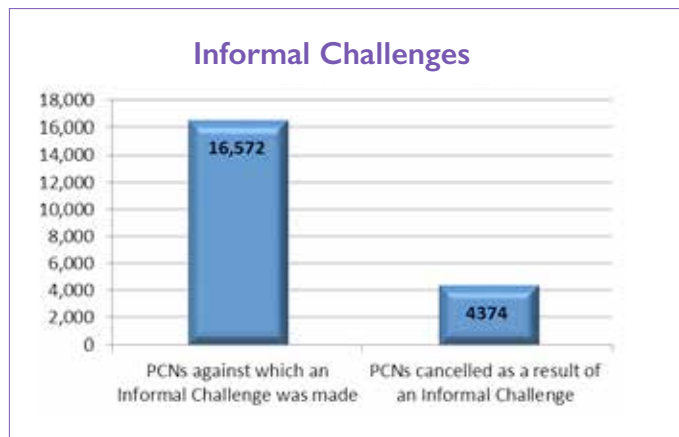
Transactions & Revenue



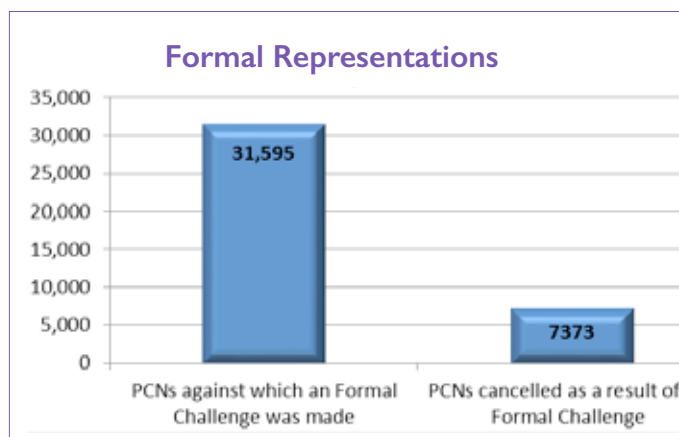
* Data from PayByPhone Monthly Report for Tower Hamlets - April 2015

Challenges & Representations*

Informal Challenges	
PCNs against which an Informal Challenge was made	16,572
PCNs cancelled as a result of an Informal Challenge	4374
% Cancelled	26%



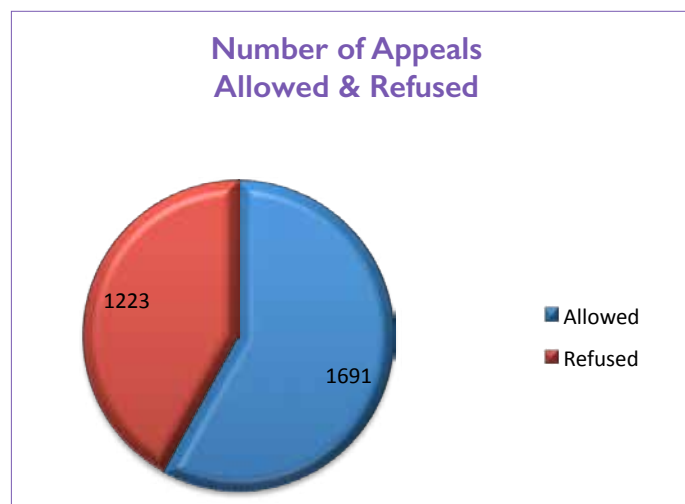
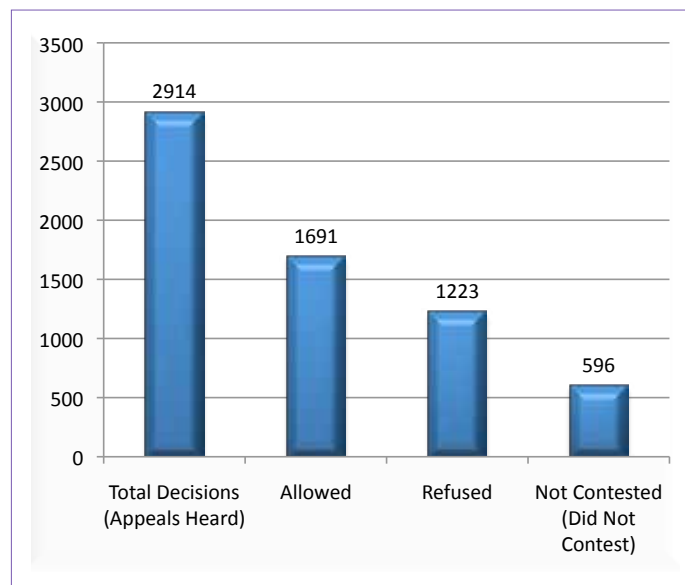
Formal Representation	
PCNs against which an Formal Challenge was made	31,595
PCNs cancelled as a result of an Formal Challenge	7373
% Cancelled	23%



* 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

Parking and Traffic Appeals Service (PATAS) (now called Environment and Traffic Adjudicators)

Appeals received by Appeal Service	Total Decisions	Allowed	% Allowed/Heard	Refused	of which Refused with Recommendation	% refused/Heard	Not Contested	% Not Contested/Allowed	% Not Contested/Heard	% Appeals Heard/PCNs Issued
2777	2914	1691	58.03%	1223	51	41.97%	596	32.25%	20.45%	2.06%



Top 20 Locations for PCNs Issued & Income Received (On Street)

Location (On Street)	Issuance	Income
Cavell Street (Ashfield to Commercial)	1223	£ 68,191.82
Cavell Street (W/Chapel to Ashfield)	1206	£ 57,198.33
Plumbers Row	985	£ 52,398.56
Blackwall Way	912	£ 53,064.00
Greenfield Road	838	£ 48,494.03
Derbyshire Street	836	£ 38,751.00
Ashfield Street (Turner to Sidney)	741	£ 31,329.17
Brady Street	726	£ 41,746.00
Newark Street	722	£ 38,806.00
Cardigan Road	666	£ 36,839.00
Bethnal Green Road (Vallance to Camb Hth Rd)	659	£ 26,942.93
Hanbury Street	650	£ 36,529.00
Bethnal Green Rd	576	£ 26,957.28
Club Row	558	£ 34,538.89
Fieldgate Street	505	£ 26,904.00
Spital Street	505	£ 29,595.00
Columbia Road	485	£ 29,724.00
Raven Row	483	£ 24,488.00
Old Nichol Street	477	£ 27,496.00
Fairfield Road	472	£ 21,873.00
Grand Total	14225	£ 751,866.01

Top 20 Locations for PCNs Issued & Income Received (CCTV)

Location (CCTV)	Issuance	Income
Hackney Road (Warn Pl-Camb Hth Rd)	3980	£ 244,969.96
Brick Lane E1 (Hanbury to Buxton)	3273	£ 192,006.94
Brick Lane (Wentworth to Hanbury)	2707	£ 137,228.54
Davenant Street	2352	£ 147,433.46
Brick Lane (Quaker to Bethnal Gn Rd)	2308	£ 147,585.69
Bethnal Green Road (Vallance to Camb Hth Rd)	2211	£ 128,491.97
Roman Rd (3 Grove to St. Stephens)	2206	£ 127,627.22
Roman Road (3 Grove to St. Stephens)	2119	£ 123,284.38
Osborn Street	2052	£ 112,421.34
Turner Street (Stepney Way to Ashfield)	1987	£ 106,747.76
Roman Road	1843	£ 106,916.92
Wilmot Street	1613	£ 83,424.00
Old Montague Street (Osborn to Greatorex)	996	£ 58,288.67
Stepney Way (New to Sidney)	922	£ 54,772.17
Watney Street	836	£ 43,549.00
Rushmead	747	£ 38,551.85
Martha Street	721	£ 43,199.98
Hackney Rd	701	£ 44,744.00
Cambridge Heath Road (3 BG Rd to Hackney Rd)	689	£ 40,105.33
Birkbeck Street	586	£ 34,915.43
Grand Total	34849	£ 2,016,264.61

**Top 20 Locations for PCNs Issued & Income Received
(Vehicle Driveways & Prevented from Serving i.e. PCN not served at the scene)**

Postal	Issuance	Income
Bethnal Green Rd (Brick Lane to Vallance)	10	£ 605.00
Raven Row	9	£ 722.00
Plumbers Row	8	£ 390.00
Roman Rd (Grove Rd to St Stephens Rd)	8	£ 462.00
Bethnal Green Road(Vallance to Camb Hth Rd)	8	£ 397.00
Bethnal Green Rd	7	£ 260.00
Greenfield Road	7	£ 719.00
Cardigan Road	6	£ 195.00
Watney Street	6	£ 452.00
Fairfield Road	6	£ 340.00
Devons Road	5	£ 435.00
Brownfield Street	5	£ 267.00
Bow Road	5	£ 325.00
Vallance Road (W/chapel to Old Montague)	5	£ 195.00
Roman Rd (St Stephens Rd to Legion Terr)	5	£ 260.00
Cavell Street(W/Chapel to Ashfield)	5	£ -
Cable Street(Leman to Cannon St Rd)	5	£ 352.00
Wolverley Street	5	£ 260.00
Parnell Road	5	£ 130.00
Mulberry Street	4	£ 390.00
Grand Total	124	£ 7,156.00

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.

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.

CONTROLLED PARKING ACCOUNT

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

Expenditure	2014/2015 £'000	2013/2014 £'000
Employee costs	4,336	4,318
Premises	162	153
Transport	180	180
Supplies and services	1,417	1,293
Third party payments	475	534
Support services	1,745	1,603
Capital financing	0	0
Increase in provision for bad debts	202	100
Total Expenditure	8,517	8,181
Income		
Permits	4,116	4,046
Parking Pay & Display Charges	4,179	3,801
Off Street	30	23
Fees-Traffic Mgt Orders	118	42
Meter & Bay Suspensions	1,201	673
Removal Charges	520	489
Enforcement Agents	638	553
Parking Penalty Charges	7,174	6,450
Decrease in provision for bad debts	0	0
Total Income	17,975	16,077
(Surplus)/Loss for the year	9,458	7,896

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	912	1,755
Surplus for year	9,458	7,896
Contribution towards Concessionary Fares	-8,452	-8,739
Balance at 31st March	1,918	912