

Parking, Mobility & Transport Services Annual Report 2015 - 2016

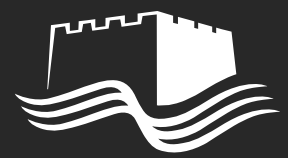


4 - 6 pm



Mon - Sat
10 am - 4 pm

 Disabled
badge
holder



TOWER HAMLETS



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 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' eighth annual report.

Our Service

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

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.

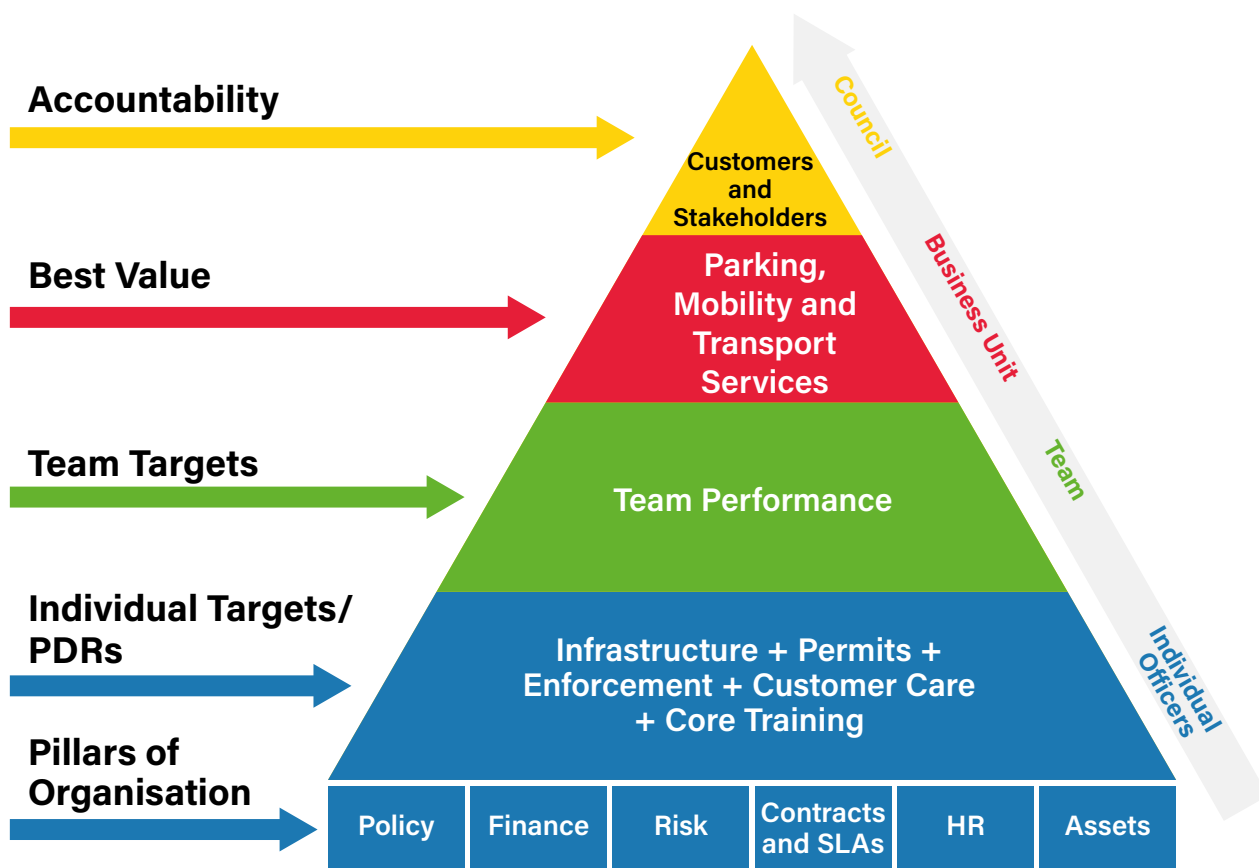
To do this, our mission is to:

- 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 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.

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 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.

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
- 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
- we will tell passengers what time they will be picked up and delivered home, and let them know of any changes.
- we will wait for up to 3 minutes past the scheduled pick up time in case passengers are late and we will report to the client officer if they are regularly late



- we will take passengers to a place of safety and leave a note giving full details of where they are if they cannot be delivered home
- 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 improvements
- passenger fleet vehicles will be serviced every 6 weeks and will have an annual service and MOT and appropriate testing and compliancy for on-board equipment.

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 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.

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
- to contribute to improving the environment
- to manage kerbside space.

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 process applications for suspensions, dispensations and skips within 5 working days of receipt. We will ensure that 7 days clear notice is given of suspensions.
- **Journey length for transporting adults and 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 and 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

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. 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.

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. A balance must be struck between parking provision, parking controls, levels of charges and enforcement.

Passenger Transport

Passenger transport arranges 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, trips to residential centres, voluntary and community-based groups and 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 received appropriate training in dealing with children and adults with disabilities. Staff wear uniform, carry photographic identification, and are routinely checked through the Disclosure 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 and supports 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 had an annual spending of just under £9.5m to provide Freedom Passes, Taxicards, Blue Badges, and undertake mobility assessments in relation to Personalised Disabled Bays.

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 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.

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

Our aim is to provide a high quality, accessible transport 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 are 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 Disclosure Barring Service (DBS).
- 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. 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 295,200 in June 2015 and represented an increase of around eleven thousand people over the year - a percentage increase of 3.9 per cent - the second largest percentage rise in England & Wales, after the City of London (+8.5 per cent). Over the decade to 2015, the Tower Hamlets population has increased by 38.3 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, 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 four 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 overleaf shows the London Borough of Tower Hamlets divided into its current Controlled Parking Zones followed by the associated restrictions and parking charges. This map includes the new mini zone (B4) which was introduced in December 2015 at Fish Island.

East end life article 30th November – 6th December 2015

Fish Island parking changes

FOLLOWING concerns about traffic, parking and road safety, Bow's Fish Island will be a controlled parking zone from Monday, December 14.

Letters have been hand delivered to residents and local businesses, explaining the scheme. The restrictions are considered necessary because on-street parking has increased and is expected to continue to grow, due to new developments.

The zone will operate from Monday to Saturday, 8.30am-

7.30pm. During these times, motorists wishing to park will need to display a valid permit, such as an on-street resident parking permit or visitor scratch card, or pay for parking.

Until January 11, 2016 the council will issue warning notices to vehicles not displaying a permit. After that date, penalty charge notices will be issued.

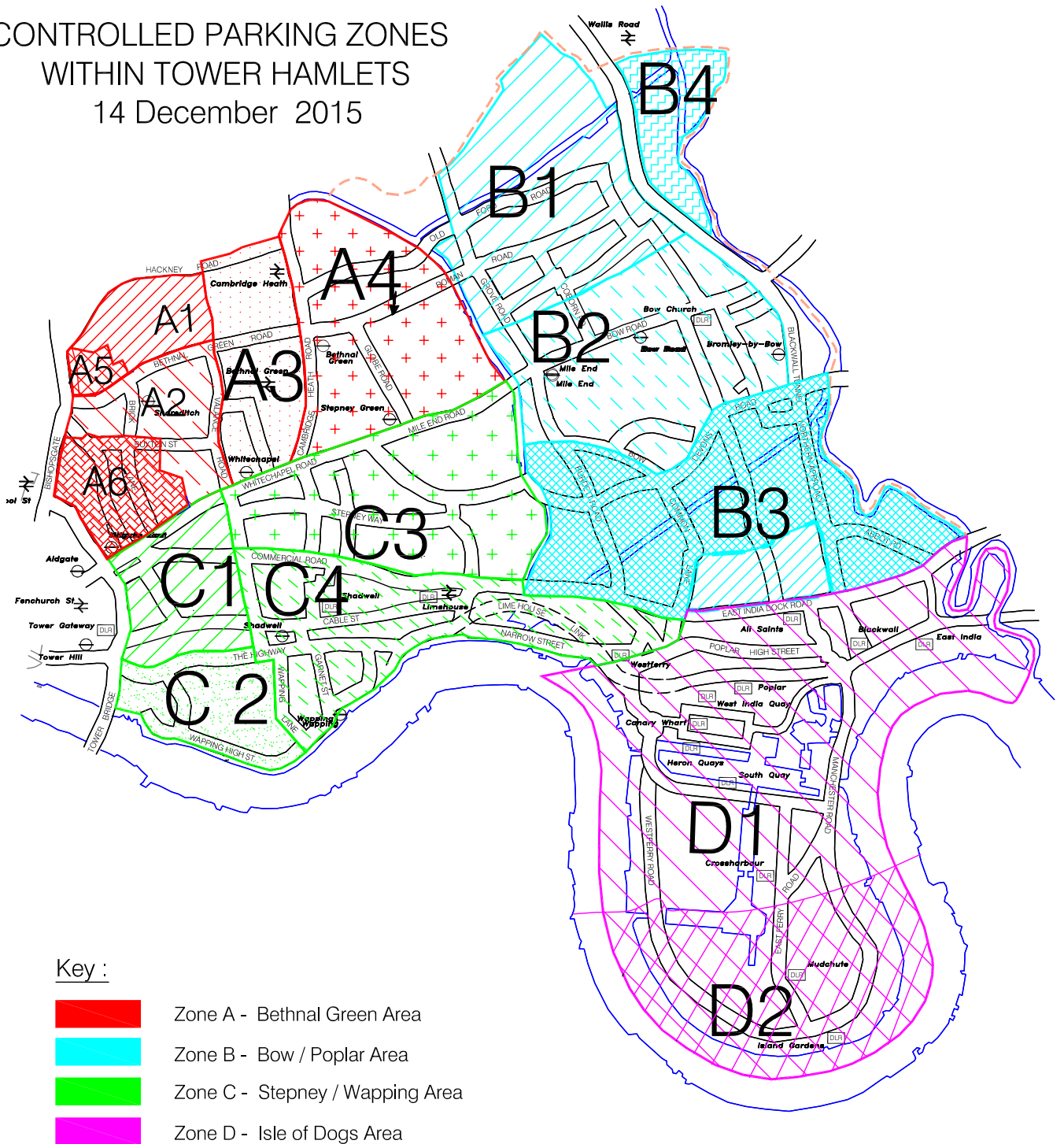
The council will hold drop-in sessions to answer questions at Hub67, 67 Rothbury Road, E9 on Tuesday, December 1 and December 8, from 10am-2pm.

30 NOVEMBER – 6 DECEMBER 2015



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
A1	Monday-Friday Sunday	8.30am-5.30pm 8.30am-2pm		£4.40
A2	Monday-Friday Sunday	8.30am-5.30pm 8.30am-2pm		£4.40
A3	Monday-Saturday	8.30am-5.30pm		£3.80
A4	Monday-Friday	8.30am-5.30pm		£3.80
A5	Monday-Friday Sunday	8.30am-7pm 8.30am-2pm		£4.40
A6	Monday-Friday Sunday	8.30am-7pm 8.30am-2pm	Controls on residents bays apply in certain streets Monday-Sunday 8.30am-10pm	£4.40
B1	Monday-Saturday	8.30am-5.30pm	Except Cadagon Terrace Monday-Friday 8.30am-5.30pm	£3.40
B2	Monday-Friday	8.30am-5.30pm		£3.40
B3	Monday-Friday	8.30am-5.30pm	Chrip Street Market area Monday-Saturday 8.30am-5.30pm	£3.40
B4	Monday-Saturday	8.30am-7.30pm	Fish Island	£3.40
C1	Monday-Friday	8.30am-5.30pm		£4.40
C2	Monday-Friday	8.30am-5.30pm		£4.40
C3	Monday-Friday	8.30am-5.30pm		£3.80
C4	Monday-Friday	8.30am-5.30pm		£3.80
D1	Monday-Friday	8.30am-5.30pm		£3.40
D2	Monday-Friday	8.30am-5.30pm		£3.40



Our Focus on Customer Service

Our aim for 2016-17 is to be accredited 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 to improve our services.

Service Achievements in 2015-16

Parking in the Community Finalist

The service was a finalist for the 2016 Parking in the Community Award by British Parking Awards.

The British Parking Awards is presented by Parking Review and is held every year to reward excellence and innovation.

The British Parking Awards recognises car park management, enforcement, design and team work.

The entries are reviewed by a panel of independent experts and the judges look for imagination, innovation, insight and tangible evidence of achievement.





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 2015-16.

ISO was established in 1947 and is the world's most widely recognised quality management standard.

The Kite Mark is certification of compliance with ISO 9001 and 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 a commitment to excellence.





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.

Haverfield Road and Roman Road car parks were assessed through the Safer Parking Scheme and were awarded a Park Mark® award in June 2015 & March 2016. This followed Victoria Park & St Marks Gate, which were previously awarded the same status back in October 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.

Car park wins award

A COUNCIL car park in Mile End has been given an award after a number of improvements.

It received the Park Mark Safer Parking award after a risk assessment conducted by police and the British Parking Association.

The car park in Haverfield Road on the edge of Mile End Park has been resurfaced.

New disabled and parent & child bays, and improved fences and lighting have also been added and it operates a cashless pay-and-display system.

It was previously a magnet for abandoned cars and fly-tippers.

31 AUGUST – 6 SEPTEMBER 2015



Making paid for parking easier across the borough

Cashless Parking

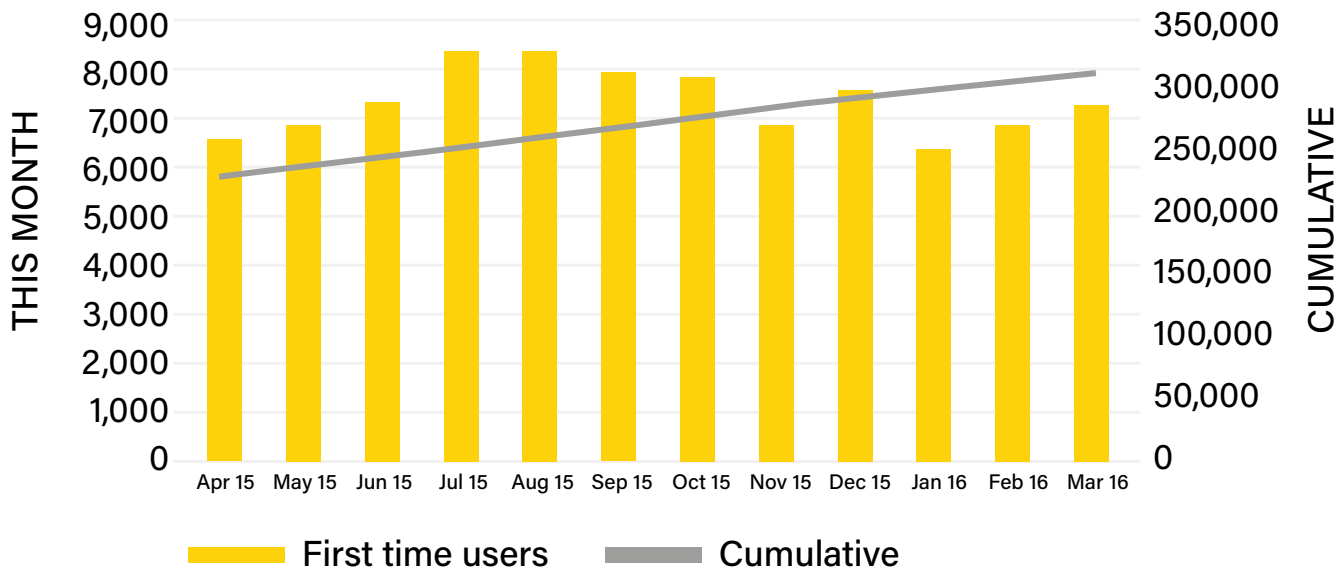
Tower Hamlets 'on-street' pay & display, shared-use bays and car parks on council highway have a "Pay by Phone" parking service.

Cashless parking has a number of benefits for motorists. It avoids the need for drivers to ensure they have sufficient coins 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 1 April 2015 - 31 March 2016*



*Data from PayByPhone Monthly Report for Tower Hamlets - April 2016



Parking Zones and Costs

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 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	A	A1	£4.40			
Bethnal Green	A	A2	£4.40			
Bethnal Green	A	A3	£3.80			
Bethnal Green	A	A4	£3.80			
Bethnal Green	A	A5	£4.40			
Bethnal Green	A	A6	£4.40			
Bow/Poplar	B	B1	£3.40			
Roman Road Car Park	B	B1	£3.40			
Bow/Poplar	B	B2	£3.40			
Bow/Poplar	B	B3	£3.40			
Bow/Poplar	B	B4	£3.40			
Stepney/Wapping	C	C1	£4.40			
Stepney/Wapping	C	C2	£4.40			
Stepney/Wapping	C	C3	£3.80			
Stepney/Wapping	C	C4	£3.80			
Isle of Dogs	D	D1	£3.40			
Isle of Dogs	D	D2	£3.40			
Lawton Road Car Park	B	B1	Mon-Sun up to 1 hour £2	Mon-Fri All day £7	Sat-Sun 4 hours £3	Sat-Sun All day £5
Victoria Car Park	B	B1				
St Marks Gate	B	B1				
Haverfield Road Car Park	B	B2				



Parking Services Charges

Resident Permits

Band	Engine size (cc)	CO2 Emissions (g/km)	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
C	1101-1300	121-150	35	57
D	1301-1600	151-165	46	80
E	1601-1800	166-185	57	102
F	1801-2000	186-225	69	125
G1	2001-3000	226-325	80	141
G2*	>3000	>325	91	170

* 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)	Charge (£)		
			3 months	6 months	12 months
Electric	n/a	n/a	7	7	7
A		<=100	229	340	549
B	<=1100	101-120	242	360	582
C	1101-1300	121-150	262	387	621
D	1301-1600	151-165	288	426	687
E	1601-1800	166-185	290	460	696
F	1801-2000	186-225	313	464	751
G1	2001-3000	226-325	327	484	784
G2**	>3000	>325	340	499	817

** Multi-vehicle permits are charged at Band G2.



Market Trader Permits

Charge (£)		
3 months	6 months	12 months
173	292	475

Other Permits

Type	Charge (£)
Car Club Permits	206/year
Daily Contractor Permits	25/day
Temporary Resident Permits	6/day

Scratchcards

Type	Time permitted per scratchcard	Scratchcards per book	Charge (£) per book
Business	20 minutes	15	22
Market Trader	1 day	5	26
Public Service	3 hours	10	37
Resident Visitor	6 hours***	10	15

*** Resident visitor scratchcards issued before the implementation of these charges only permit 5 hours parking per scratchcard.

Suspensions

Type	Charge (£)
Administration for residents, emergency services and registered charities	82
Administration for businesses and companies	82
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

Dispensations and Skip Licences

Type	Charge (£)
Administration for residents, emergency services and registered charities	18
Administration for businesses and companies	57
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 (£)
3,400



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

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

If a machine is faulty then you must use the next nearest machine – normally within a five-minute walk. We insist on this to prevent machines deliberately being vandalised to obtain free parking.

If you have lost money in the machine please use an alternative machine and report the faulty machine 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 & Transport Services
Mulberry Place
P O Box 14790
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 Police.





Customer Surveys

The Customer Survey period for 2015-16 was conducted from September 2015 to March 2016, to get 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. From the Customer Survey responses there are a few areas where the service can use the feedback obtained.

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 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 journey easier with the aim of increasing customer satisfaction and also assisting Customer Access and looking at ways to channel shift.



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 Onslow 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.



Online Parking and Mobility Services Customer Survey

Parking & Mobility Services has now placed its Customer Survey online to encourage customers 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.

<https://webforms.towerhamlets.gov.uk/AF3/an/default.aspx/RenderForm/?F.Name=ApsZB3txUvw&HideToolbar=1>

Compliment Samples

From:
Sent: 3/2/2016
Subject: Blue Badge application

Thank you for your e-mail, you have been very helpful and demonstrated quality customer services.

From: Chair of Tower Hamlets Accessible Transport Forum
Sent: October 2016
Subject: Mobility Support Services

To thank you and your staff for the work you have done enabling Tower Hamlets to be the borough that provides the best Taxi Card service for its users. The Taxicard is the only 'on demand' travel facility available to people with mobility difficulties and often provides a safety net when people are out which makes it a very important service and I'm pleased to say that you have managed to maintain the highest level of service



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 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.

From 1 April 2015 – 31 March 2016, 16 % of residents applied for a resident parking permit online.

Up to 63 % 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.

Online Application Check

Before you apply online you must attach the documents below in an email:

- UK driving licence – this must show your full name and address in Tower Hamlets
- Page 2, sections 4 to 8, of your UK registration certificate (V5C) – this must show your full name and address in Tower Hamlets.

Please note: we do not accept the new keeper supplement (green slip).

Email: permits@towerhamlets.gov.uk and in the subject line you must enter Online Application Check

We will email you within two working days the permit price band and the link to apply online.

If your application is accepted you will have to allow up to five working days to receive your permit. In the meantime, it is solely your responsibility to make alternative parking arrangements.



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 and 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. 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.

Challenge a PCN by Email

A PCN can also be challenged by writing to:
tickets@towerhamlets.gov.uk



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 three days' notice however the service is now aiming to give up to five 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 are registered disabled 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 exercise for passes expiring on 31 March 2016. The Mobility Support team worked hard to renew passes that expired on 31 March 2016 issued by Tower Hamlets.

Renewals occur each year as a person's five year Disabled Persons Freedom Pass expires on 31 March. The team collectively processed 1,150 renewal applications so Resident Passes could be renewed as soon as possible.





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.

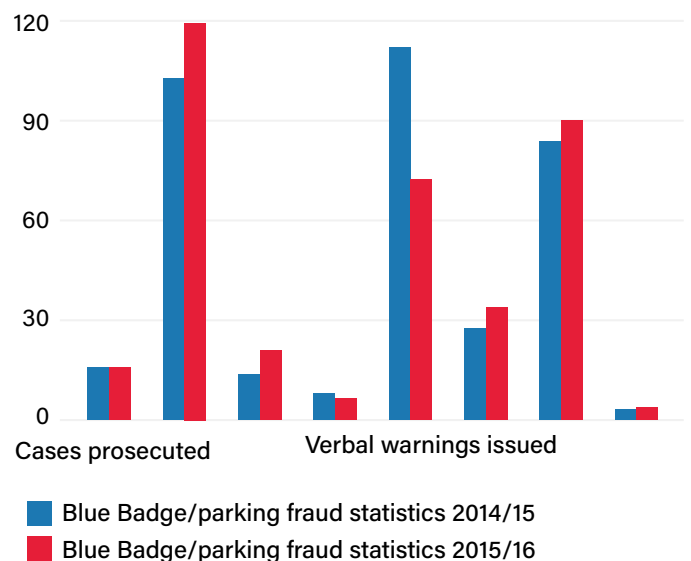
Since 2014-15 the number of Blue Badges seized and vehicles removed has increased along with the number of criminal cautions given for resident parking fraud.

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

In 2014-15 and 2015-16, Tower Hamlets had the following successes in dealing with Blue Badge fraud and resident parking permit fraud:

Blue Badge/parking fraud statistics*	2014/15	2015/16
Cases Prosecuted for Blue Badge Fraud	16	16
Blue Badge seized at road side	103	120
Vehicles Removed due to Blue Badge fraud	14	21
Cautions for Blue Badge Fraud	8	7
Verbal Warnings issued for Blue Badge Fraud	112	72
Residents Parking Permits Returned and Cancelled	28	34
Criminal Cautions carried out by the Benefit Investigations Team for resident parking permit fraud	84	90
Prosecutions carried out by the Benefit Investigations Team for resident parking permits fraud	3	4

*Statistics correct at December 2016





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

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.



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

Number of Bays in London Borough of Tower Hamlets

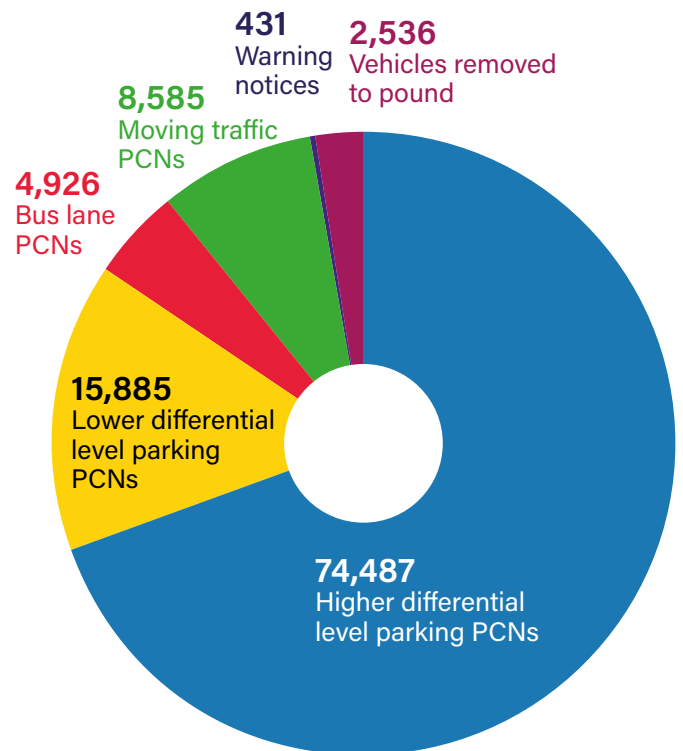
Description of bay	Number
Ambulance	12
Business Permit Holders Only	401
Business Permit Holders and Pay & Display	207
Business Permit Holders and Resident Permit Holders	5,202
Business Permit Holders, Resident Permit Holders and Market Traders	10
Business Permit Holders, Resident Permit Holders and Pay & Display	29
Taxi Ranks	12
Car Club	132
Coach	21
Disabled Badge Holders Only	122
Doctor Permit Holders Only	31
Goods Vehicles Loading Only	47
Loading Only	126
Market Traders Only	3
Pay & Display/Pay by Phone	946
Pay & Display and Market Traders	16
Personalised Disabled Permit Holders Only	282
Police Vehicles Only	37
Resident Permit Holders Only	12,754
Resident Permit Holders and Market Traders	4
Resident Permit Holders and Pay & Display	4,414
Resident Permit Holders, Market Traders and Pay & Display	29
Solo Motor Cycles Only	223
Off-Street	
Disabled Badge Holders Only	14
Pay & Display/Pay by Phone	141



Statistical Reporting

Enforcement Statistics for 1 April 2015 - 31 March 2016

PCNs and Vehicle Removal	Number
Higher differential level parking PCNs under the TMA 2004*	74,487
Lower differential level parking PCNs under the TMA 2004	15,885
Total PCNs	90,372
Bus lane PCNs issued under the LLAA 1996	4,926
Moving Traffic PCNs issued under the LLA and TfL Act 2003	8,585
Total PCNs (Excluding Warning, Tests and Spoils)	103,883
Warning Notices	431
Total Vehicles removed to pound	2,536



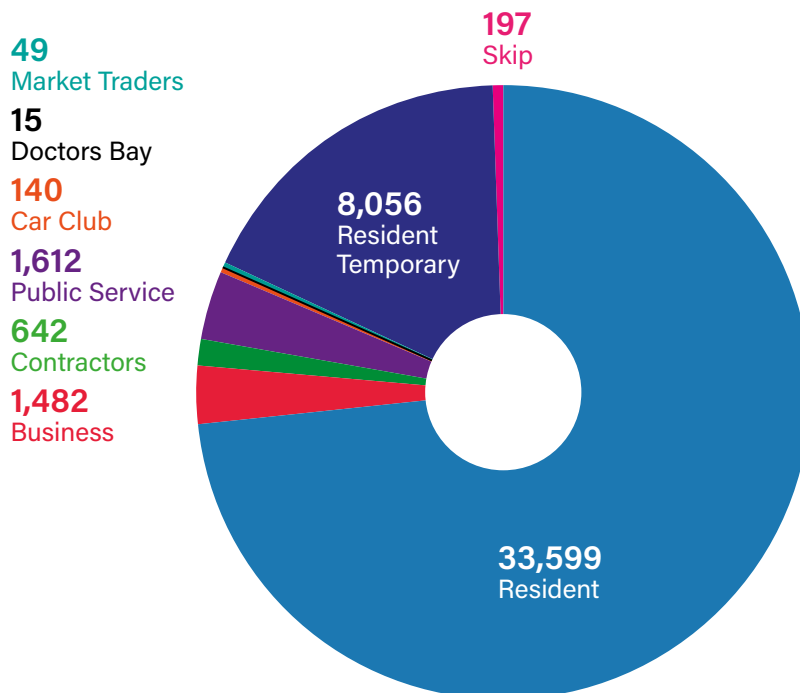
*Higher and lower differential level parking is explained in the Traffic Management Act 2004



Parking Permits

Number of Permits Issued

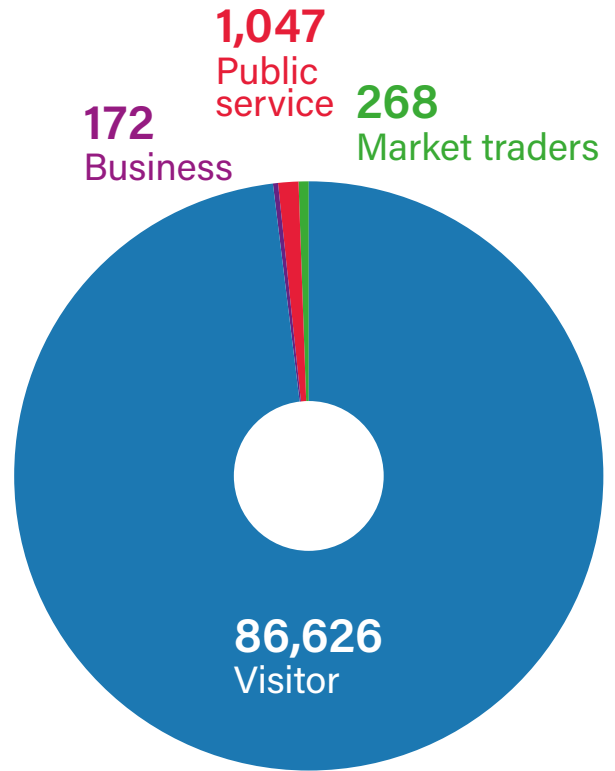
Type	First issue	Renewals	Total	Percent
Resident	15,809	17,790	33,599	73.37%
Business	922	560	1,482	3.24%
Contractors	409	233	642	1.4%
Public Service	904	708	1,612	3.52%
Car Club	42	98	140	0.31%
Doctors Bay	1	14	15	0.03%
Market Traders	16	33	49	0.11%
Resident Temporary	8,056	n/a	8,056	17.59%
Skip	197	n/a	197	0.43%
Total	26,356	19,436	45,792	100%





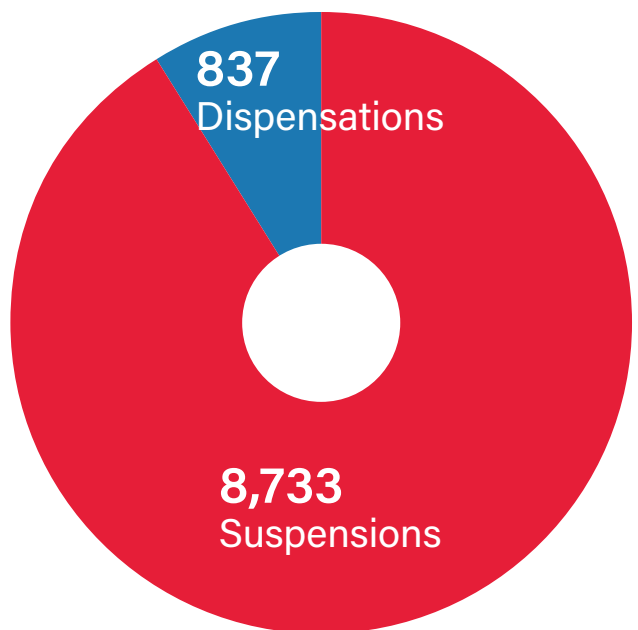
Parking Scratchcards

Type	Total issued	Percent
Visitor	86,626	98.31%
Business	172	0.20%
Public Service	1,047	1.19%
Market Traders	268	0.30%
Total	88,113	100%



Other Services

Type	Total issued	Percent
Suspensions	8,733	91.25%
Dispensations	837	8.75%
Total	9,570	100%

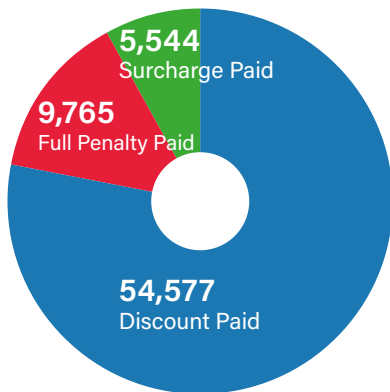




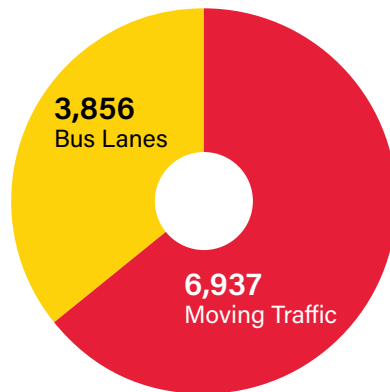
PCNs Paid

Amount	On street	Off street	CEP parking	CCTV parking	Bus lane	Moving traffic	Total CCTV	Total
Discount Paid	44,519	119	44,534	1,035	3,162	5,846	10,043	54,577
Full Penalty Paid	8,802	27	8,829	67	423	446	936	9,765
Surcharge Paid	4,509	12	4,521	107	271	645	1,023	5,544

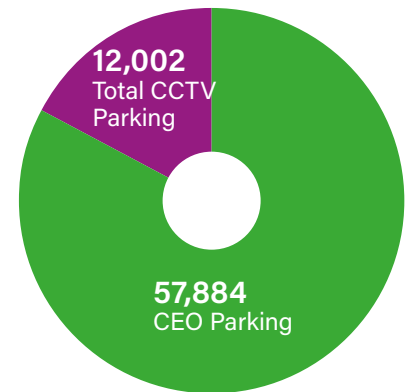
PCNs Paid by Payment Stage



Moving PCNs Paid by Type



Parking PCNs Paid by Enforcement Method





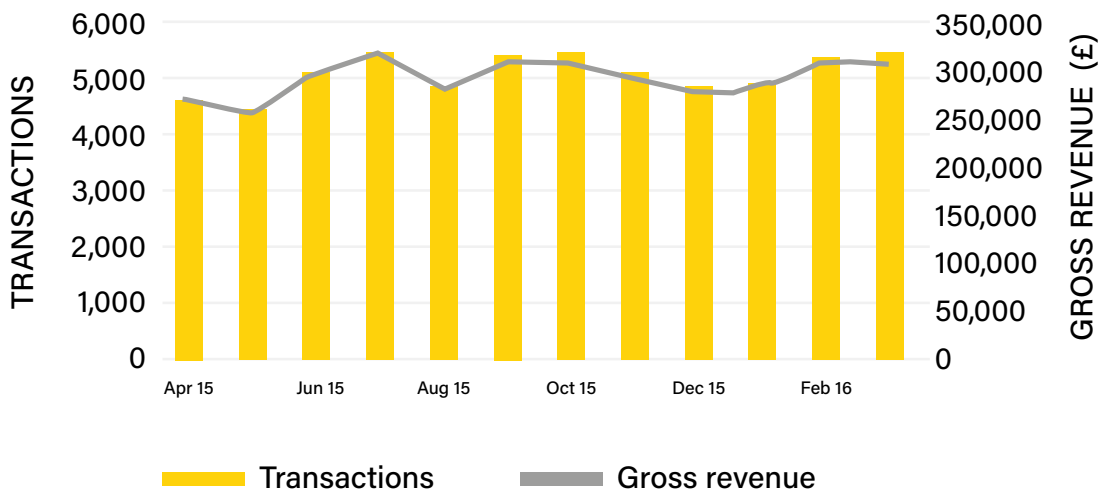
Pay & Display Income

Breakdown for 1 April 2015 - 31 March 2016

Type	£
Parking Pay & Display Charges	4,540,958
Off Street	62,379

Pay by Phone

Number of transactions and revenue April 2015 - April 2016*



*Data from PayByPhone Monthly Report for Tower Hamlets – April 2016



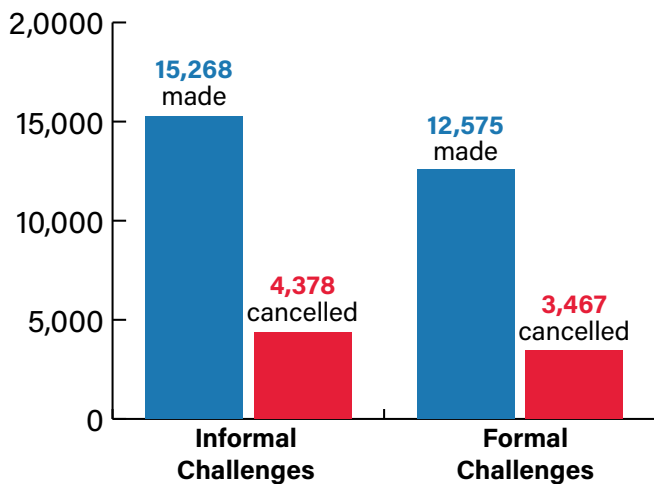
Challenges and Representations

Informal Challenges

Type	Number
PCNs against which an Informal Challenge was made	15,268
PCNs cancelled as a result of an Informal Challenge	4,378
Percent cancelled	29%

Formal Representation

Type	Number
PCNs against which a Formal Challenge was made	12,575
PCNs cancelled as a result of a Formal Challenge	3,467
Percent cancelled	28%



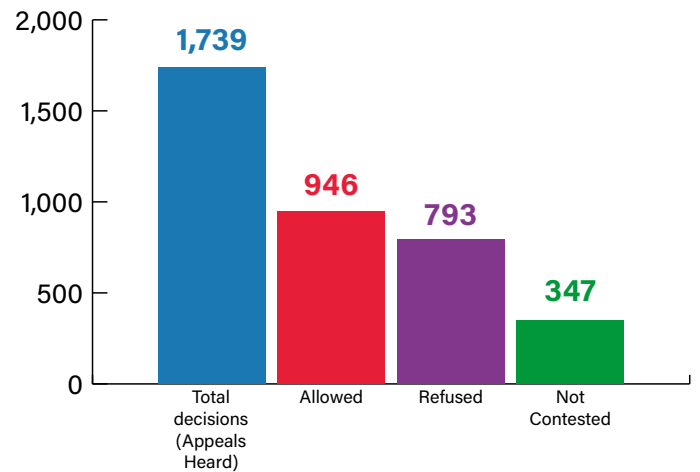
Figures relate to the number of challenges received in the financial year, irrespective of when the PCN was issued.

- Informal Challenge & Formal Representations received are based on date received
- PCN cancellations processed are based on date logged

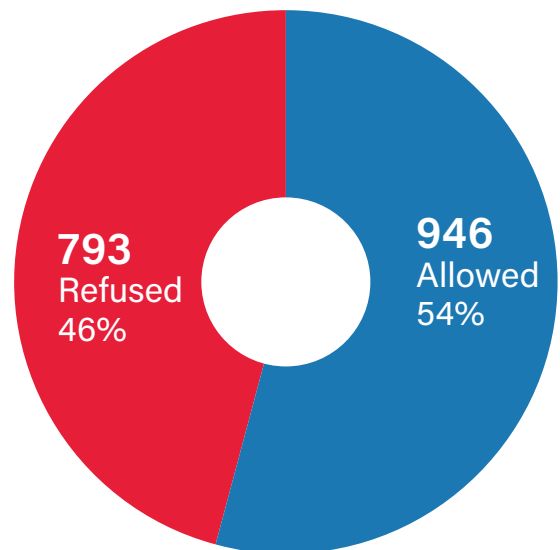


Environment and Traffic Adjudicators

Type	Number/ Percent
Appeals received by Appeal Service	1,908
Total Decisions	1,739
Allowed	946
Percent Allowed/Heard	54.4%
Refused	793
of which Refused with Recommendation	35
Percent Refused/Heard	45.6%
Not Contested	347
Percent Not Contested/Allowed	36.69%
Percent Not Contested/Heard	19.95%
Percent Appeals Heard/PCNs Issued	1.67%



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)	1,366	72,692.66
Cavell Street(Ashfield to Commercial)	1,290	83,127.66
Plumbers Row	1,204	71,704.91
Blackwall Way	1,185	74,573.79
Brady Street	877	52,431.69
Bethnal Green Road	786	38,510.68
Cardigan Road	775	49,546.00
Ashfield Street(Turner to Sidney)	731	37,462.77
Newark Street	690	37,344.15
Millharbour	648	35,279.67
Hanbury Street	647	42,324.68
Greenfield Road	644	41,619.00
Bethnal Green Road(Vallance to Camb Hth Rd)	600	26,311.39
Fieldgate Street	596	33,243.45
Derbyshire Street	571	32,578.00
Columbia Road	489	25,436.93
Raven Row	480	29,689.00
Duckett Street	473	19,912.00
Fairfield Road	472	25,368.00
Club Row	468	31,280.57
Total	14,992	860,437.00



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

CCTV PCNs	Issuance	Income (£)
Wilmot Street	1,773	122,262.99
Hackney Road (Warn Place-Cambridge Heath Road)	1,329	91,226.31
Cambridge Heath Road (Three Colts Lane to BG Road)	1,140	70,199.74
Wentworth Street (Commercial to Osborn)	1,002	70,725.20
Roman Road (Globe to Grove)	780	55,793.23
Bethnal Green Road	765	51,520.49
Lochnager Street	764	46,665.00
Sclater Street	647	47,441.74
Bethnal Green Road(Shoreditch to Vallance Road)	613	43,033.66
Rushmead	561	40,228.00
Tredegar Road	497	32,316.24
Gillender Street	449	23,000.00
Morpeth Street	403	27,484.00
Abbott Road	349	14,804.00
Bethnal Green Road (Vallance to Cambridge Heath Road)	336	21,411.00
Arnold Road	309	19,289.85
Bazely Street	267	17,192.73
Cambridge Heath Road (W/Chapel to Colts Lane)	235	13,785.00
Cardigan Road	215	14,161.00
Toynbee Street	201	12,392.00
Total	12,635	834,932.18



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 (£)
Fieldgate Street	18	1,047.00
Bethnal Green Road (Vallance to Cambridge Heath Road)	15	684.00
Nelson Street	12	734.00
Cardigan Road	11	885.00
Raven Row	11	722.00
Plumbers Row	10	650.00
Adler Street	9	592.00
Alie Street	9	455.00
Cavell Street (Whitechapel to Ashfield)	9	462.00
Kitcat Terrace	9	780.00
Bethnal Green Road	8	787.00
Cavell Street (Ashfield to Commercial)	8	654.00
Greenfield Road	8	705.00
New Road	7	260.00
Wapping Wall	7	585.00
Cannon Street Road	6	235.00
Derbyshire Street	6	387.00
Hessel Street	6	455.00
Leman Street	6	332.00
Millharbour	6	275.00
Watney Street	6	275.00
Total	187	11,961.00



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

Expenditure	2015/16	2014/15
Employee costs	3,935	4,336
Premises	166	162
Transport	170	180
Supplies and services	1,224	1,417
Third party payments	471	475
Support services	1,950	1,745
Capital financing	0	0
Increase in provision for bad debts	397	202
Total Expenditure	8,313	8,517
Income	2015/16	2014/15
Permits	4,401	4,116
Parking Pay & Display Charges	4,541	4,179
Off Street	62	30
Fees - Traffic Management Orders	161	118
Meter and Bay suspensions	2,114	1,201
Removal charges	493	520
Enforcement Agents	690	638
Parking Penalty Charges	5,312	7,174
Other	19	0
Decrease in provision for bad debts	0	0
Total Income	17,793	17,975
(Surplus)/Loss for the year	9,480	9,458



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	1,918	912
Surplus for year	9,480	9,458
Contribution towards Concessionary Fares	-8,103	-8,452
Balance at 31 March	3,295	1,918