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Parking and Mobility Services Annual report 2022-2023

Foreword

This document has been produced to cover all parking enforcement activity from 1st April 2022 to 31st March 2023 as well as additional information on our service. Parking & Mobility Services in Tower Hamlets is once again proud to publish the 2022/2023 Annual Report in this booklet format.

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

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

Our aim is still to be a flagship in service delivery by using the newest technology, being customer-focussed, transparent, robust in enforcement, and efficient in overall service provision.

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

London Borough of Tower Hamlets

Tower hamlets continue to have one of the fastest-growing populations nationally and now has an estimated population of 324,745. Tower Hamlets population density is currently 16,237 persons per square kilometre. This ranks Tower Hamlets as the most densely populated local authority in the country, which also places significant pressure on our existing transport infrastructure.

There are 28,373 marked bays for vehicle use of which around 25,006 are available for residents to park. This shows that although the borough has good transport links, we are still experiencing high levels of vehicle use and need to manage this to ensure the network doesn't get congested.



Why does the council regulate parking and traffic schemes?

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

- To balance the needs of all road users
- To enable the most vulnerable to be able to travel
- To support and stimulate the local economy.
- To contribute to the delivery of mayor's transport scheme and general transport strategy and objectives
- To improve road safety of all stakeholders
- To reduce congestion and emissions
- To contribute to improving the environment
- To manage the kerbside space

The need for parking controls in Tower Hamlets is evident. Parking & Mobility Services helps to maintain a safe and efficient traffic flow across the Borough, ensuring safe and fair parking for all stakeholders.

The Traffic Management Act 2004 (TMA) was implemented on 31 March 2008, allowing civil parking enforcement to be conducted by authorities across England and Wales. The aim of the TMA is to provide a consistent set of regulations and procedures throughout England and Wales, while allowing parking policies to suit local circumstances. It also seeks to ensure that the system is fair to the motorist as well as effective in enforcing parking contraventions when they occur.

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

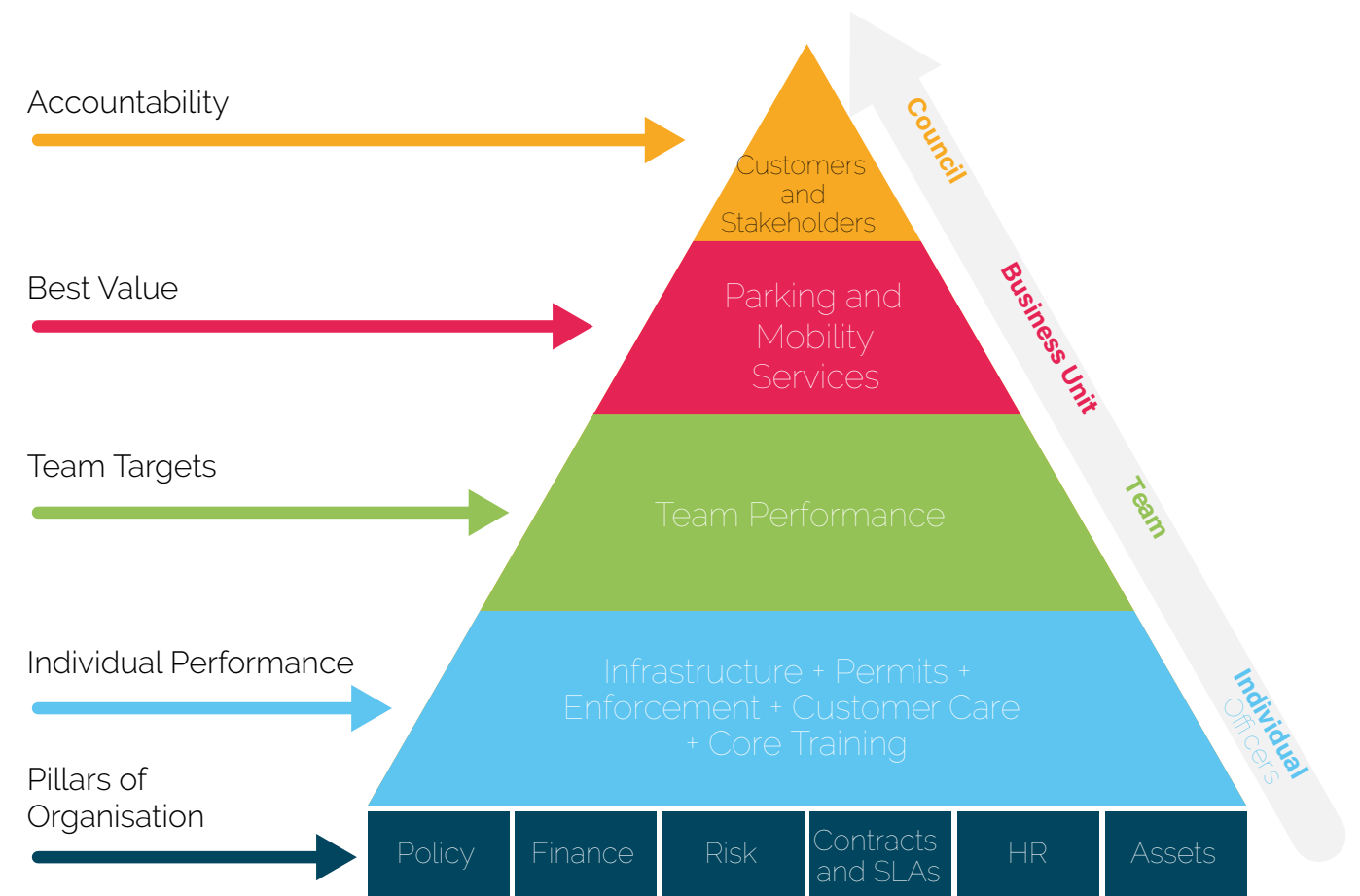
Our service: vision and mission

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

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

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

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



Our customer charter

Our Customer Charter sets out our promises and commitments to all our customers and stakeholders and our aim to be transparent in delivering the services. It also sets out how we aim to deliver our services to the community.

Our Charter can be found on our website and sets out our commitments to our customers and gives a clear direction for all our staff on our expectations.

Our customer promise:

- Staff will identify themselves and their section
- Be polite, helpful and honest
- Treat you with respect
- Treat you fairly
- Listen to your views
- Make it clear what we can and cannot do
- Be accountable for the service we provide
- Consider your needs when designing our service
- Deliver services that anticipate your needs
- Admit when things go wrong and do our best to put them right
- To comply with the statutory legislation and appropriate policies
- Review all contractors and agency providers regularly, to ensure high level quality of service and identify potential for further efficiencies and improvements

Why the council regulates parking and traffic schemes

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What we expect from you

- That you make reasonable efforts to check for signs, suspension notices and other enforcement when parking
- That you are prepared to use our pay-by-phone service when you park
- To check all details of your parking session is valid when using our pay-by-phone services
- That you buy enough time to cover your stay, allowing for the possibility of delays
- That you do not ignore Penalty Charge Notices, 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 Blue Badge is clearly displayed before leaving your vehicle
- To ensure your virtual permit/visitor voucher is activated online when you park
- That you notify us of any suspected abandoned vehicles on the highway
- That your vehicle is correctly registered with DVLA
- That you provide all the required documentation to accompany mobility support and permit applications

Parking and Mobility Services' commitment to provide a quality service:

Contractors and agency providers to work with us in reviewing performance and quality of service to identify realistic efficiencies and improvements where possible.

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

Disabled bays – We will aim to install all disabled bays within six months of request, subject to meeting the council's criteria.

Abandoned Vehicle Service – An officer will aim to visit a reported vehicle to assess whether it can be removed. When a vehicle is confirmed as abandoned, we will aim to remove it within 48 hours of being legally permitted. This applies to council highways and not estates.

Parking Permits – We will aim to confirm your application for a virtual permit and issue within 3 working days, provided you meet the necessary criteria.

Freedom Passes/Taxicards – We will aim to process applications for Disabled Persons Freedom passes and Taxicards within 14 days, on the condition that all required documentation is submitted with the application.

Blue Badges – We will aim to process applications for Disabled Persons Blue Badge within 12 weeks, on the condition that all required documentation is submitted with the application.

Penalty Charge Notices (PCNs) – We aim to respond to challenges and representations against PCNs within 21 days (our statutory requirement is 56 days).

Emergency Parking Enforcement – We will aim to remove vehicles blocking driveways, using disabled parking bays without displaying blue badges or causing serious danger or obstruction within two hours of being reported during our specified times. This applies to council highways and not estates.

Complaints – We will aim to reply to you within ten working days, however please note that there is a separate legal process for challenging a PCN.

Suspensions – We require applications to be requested at least seven days in advance and we will aim to process them within two working days. We will try to ensure that three working days' notice is given of suspensions. However, there may occasionally be emergency situations where this is not possible.

Dispensations – We require applications to be requested as least three working days in advance and we will aim to process them within two working days.

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

What concessionary travel and parking schemes do we offer?

Disabled Person's Freedom Pass

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



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

For further information please visit our website www.towerhamlets.gov.uk

Taxicard scheme

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 users. Please note that the scheme is not available to people who suffer temporary disabilities, for example, a broken leg.

The Taxicard may be used for any type of journey, for example, shopping, visiting friends, GP appointments, but should not be used for hospital appointments, for which the health authority should provide transport. For further information please visit our website www.towerhamlets.gov.uk

Blue Badges scheme

A blue badge scheme helps you park closer to your destination if you are disabled. The Department for Transport introduced the new non-visible (initially called hidden disability) criteria on the 31 August 2019. Since the last financial year (21/22), there has been an additional 12% increase in Blue Badge applications. For more information and how to apply please visit: www.gov.uk



What concessionary travel and parking schemes do we offer?

Personalised disabled bays

The London Borough of Tower Hamlets also provides a Personalised Disabled Bay which is a disabled parking bay provided near resident's homes and residents with severe disabilities may be eligible to apply for one. Permits will generally only be issued to disabled drivers 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.

Parking permit scheme

A Controlled Parking Zone (CPZ) can assist groups with specific parking needs, such as:

- Residents who need to park near their home.
- Business users who require access to business premises.
- Disabled residents who need to park near their home (where a specific bay has been provided).

The creation of CPZs allows the Council to control the kerb side space including, residents, businesses, disabled badge holders, visitors and casual parking for how long.

The Council currently offers the following permit types:

- Resident Permits
- Business Permits
- Public Service Permits
- Contractors Permits
- Visitor Vouchers
- Car Club permits
- Doctors Permits
- Market Trader permits.
- Exemption Permits
- School Street Permits

Each permit type has its own eligibility criteria and terms and conditions. The majority of our permits are charged based on the CO2 emissions of the vehicles. Details of diesel vehicle, surcharging, permit prices and parking charges can be found here on our website - [parking charges \(towerhamlets.gov.uk\)](https://www.towerhamlets.gov.uk/parking-charges)

Air quality

Overview

Air pollution is a major environmental risk to health. Lung function in our children is 5 to 10 percent less than the national average because of air pollution and poor air quality is attributed to 9000 deaths each year. Air quality affects everyone, from the young to elderly so we all have a part to play.

Pollution in Tower Hamlets comes from variety of sources, including from outside of the borough. Nitrogen Dioxide and particulate matter are the two main pollutants originating in Tower Hamlets. The main sources of Nitrogen Dioxide are transport and domestic emission from boilers. Traffic emissions and particles from traffic sources such as brake and tyre wear are the main sources of particulate matter pollution.

The Council is also committed to continuing to focus and develop our response to climate emergencies. Parking & mobility services will be building on the work we have begun, developing the Tower Hamlets Net Zero Partnership Action Plan and being part of the Mayoral climate emergency task force, which will be committed to acting on climate change.

This means introducing measures to improve air quality and tackle carbon emissions in Tower Hamlets, including encouraging sustainable transport options, planting more trees, and reducing emissions from transport.



What are we doing to improve air quality?

Emission-based charging and diesel surcharge for permits

There is growing evidence of the harmful effects diesel fumes can have on health and life expectancy. Road transport is a major source of air pollution that harms human health and the environment. Vehicles emit a range of pollutants including nitrogen oxides (NOx) and particulate matter (PM).

Pollution in Tower Hamlets is at unacceptable levels. For this reason, the council has a supplementary charge for diesel vehicles to park in the borough to address the impact of diesel fuel on poor air quality and health and to encourage a move away from polluting vehicles.

As part of the plan to reduce pollution and improve air quality Tower Hamlets Council will continue with the Emission based charging and Diesel Surcharge element for permits. Permits will be charged based on the vehicles CO2 emission categories in line with the data the DVLA holds.

Electric vehicle charging points

As part of the climate emergency, more road users are encouraged to change their polluting vehicles to more environmentally friendly options. As part of the council's transport strategy, the council has successfully bid for funding to install electric charging points within the borough. This includes the use of lighting columns adjacent to parking bays. This will allow a driver to charge electric or hybrid vehicles at any of the charging points located within the borough. The charging points will also allow the motorist to refuel and reduce their emissions while making quieter, less polluting journeys.

For more information on charging point coverage please visit [On Street Charging \(acceleratedinsightplatform.com\)](https://www.acceleratedinsightplatform.com)

School Streets scheme

The council has created areas where children can safely walk or cycle to and from school. These schemes aim to encourage walking and cycling activities, reduce pollution, and help growth, learning and development. For more information on the schools we have introduced the scheme to, please visit [School Street permit \(towerhamlets.gov.uk\)](https://www.towerhamlets.gov.uk).



What are we doing to improve air quality?

Bus gateways

The council has continued to review the ongoing and further introduction of bus gateways around the borough. The current schemes are in place to protect residents from the blight of drivers using their streets as a rush hour rat-run. Traffic is restricted at various times of the day. Only buses and bicycles are permitted to pass through during those hours with signs warning motorists and automatic number plate recognition (ANPR) cameras enforcing the restrictions.

The gateways are aimed at improving safety and reducing noise and air pollution for residents who suffer from thousands of vehicles using the roads as a shortcut in and out of central London.



Car clubs

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

Car clubs are a new way to use a vehicle without owning it. There is no need to worry about servicing or maintenance, no need to pay for insurance or tax, all this will be dealt with by the car club operator.

The council is keen to support on-street car club operations. Car clubs provide vehicles to hire on a short-term basis and allow people who do not own a vehicle to use one at their convenience, for example for purchasing bulky or heavy items that would be difficult to carry on public transport. Car clubs provide residents and businesses with the option to make more sustainable transport choices.

There are currently two main models of car club schemes – the “fixed-point” model and the “free-floating” model.

- The fixed-point model has been in place in Tower Hamlets for approximately ten years. Each car has its own designated bay and must be returned to that bay by the end of the hire period.
- The free-floating model, where a vehicle does not require a specific bay as it can be picked up and dropped off in any bay permitted by a participating local authority. This means that a vehicle can be picked up in Tower Hamlets, driven to another participating borough (or somewhere else in Tower Hamlets) and parked in a valid bay there at the end of the hire period.

Car club companies which operate fixed point and free-floating models in Tower Hamlets are:



Paid for parking

The council currently contracts paid for parking through its partner RingGo, the UK's market leader in pay-by-phone parking. They provide cashless parking services to hundreds of local authorities around the UK. The service helps cities, towns, and boroughs to improve efficiency and save money.

Cashless parking. Everywhere.

Park at over 12,000 locations and find over 5,000 EV charging stations.



Free one hour Parking around markets

The council has introduced a new initiative through the introduction of free one-hour parking bays which are situated within close vicinity of some local markets. This new initiative has had a positive impact on market traders, and other local businesses through supporting growth and sustainability within the economy and encouraging residents and visitors to shop local.

Fraud Team

The Parking Fraud team works closely with the Police and other enforcement agencies including Community Safety, Trading Standards and Markets, etc on proactive exercises that involve the removal and recovery of lost, stolen and misused Blue Badges and, where the evidence allows, seek to prosecute offenders.

See nearby locations

Check the sign and tap the one that matches or search for a location by code.

Customer compliments

Parking and mobility services take pride in ensuring effective and quality service to our customers, below are just some of the compliments received for our service.

"Hello I would like to provide some positive feedback regarding the excellent service I received from Mark in the Parking permits department today. I was having issues applying for a new residents permit after having previously changed my name and therefore creating a new account. Mark took his time looking into the issue for me, having to call me back on a few occasions throughout the day until we were able to sort the problem. He was incredibly friendly and helpful throughout, nothing seemed too much trouble for him, and his commitment to customer service was wonderful. Mark ensured that we were able to resolve the issue and his demeanor was lovely, he seemed very genuine. I would like to thank Mark for his assistance and for his friendly manner."

"I wish you a good afternoon. I am writing to thank you for care and prompt reaction to my subject. You were an oasis when I lost every hope to find a response to my serious matter. God bless you and many thanks from all the family,"

Statistical report

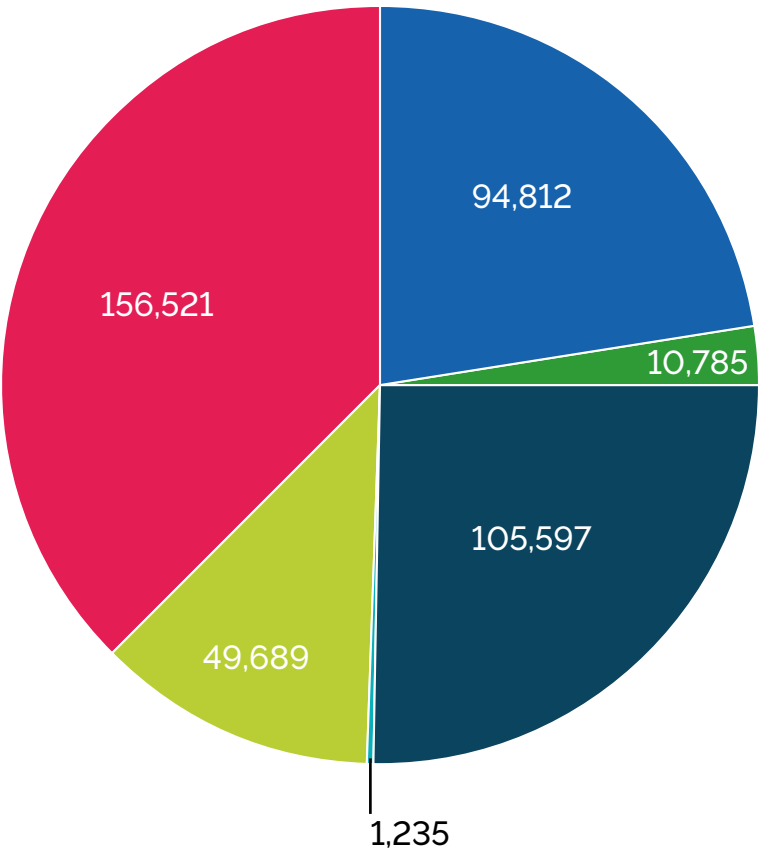
Parking and Mobility Services would like to share the following statistical data for the period 01 April 2022 to 31 March 2023.

Enforcement Statistics (PCNs)

Number of PCNs and vehicle removal	
Higher differential level parking PCNs under the TMA Act 2004	94,812
Lower differential level parking PCNs under the TMA Act 2004	10,785
Total PCNs	105,597
Bus lane PCNs issued under the LLAA 1996	1,235
Moving traffic PCNs issued under the LLA & TfL Act 2003	49,689
Total PCNs (excluding warning, tests, and spoils)	156,521
Total CEO errors	1014
Total vehicles removed to pound or relocated	2,373

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

- Higher differential level parking PCNs under the TMA Act 2004
- Lower differential level parking PCNs under the TMA Act 2004
- Total PCNs
- Bus lane PCNs issued under the LLAA 1996
- Moving traffic PCNs issued under the LLA & TfL Act 2003
- Total PCNs (excluding warning, tests, and spoils)



Statistical report

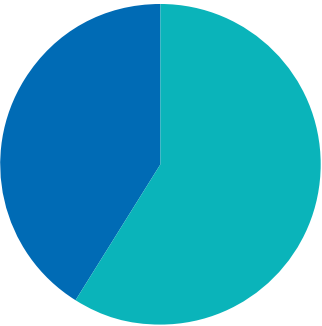
Penalty Charge Notices paid

Amount	On-street	Off-street	CEO parking total
Discount paid	54268	1084	55352
Full penalty paid	9727	194	9921
Surcharge paid	2237	49	2286
Total	66232	1327	67559

Amount	Bus lane	Moving traffic	CCTV total	Total
Discount paid	647	31146	31793	87145
Full penalty paid	123	2006	2129	12050
Surcharge paid	23	2294	2317	4603
Total	793	35446	36239	103798

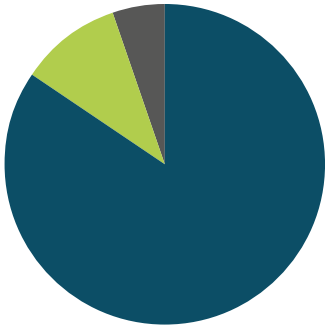
PCNs paid by enforcement method

CEO parking total CCTV total

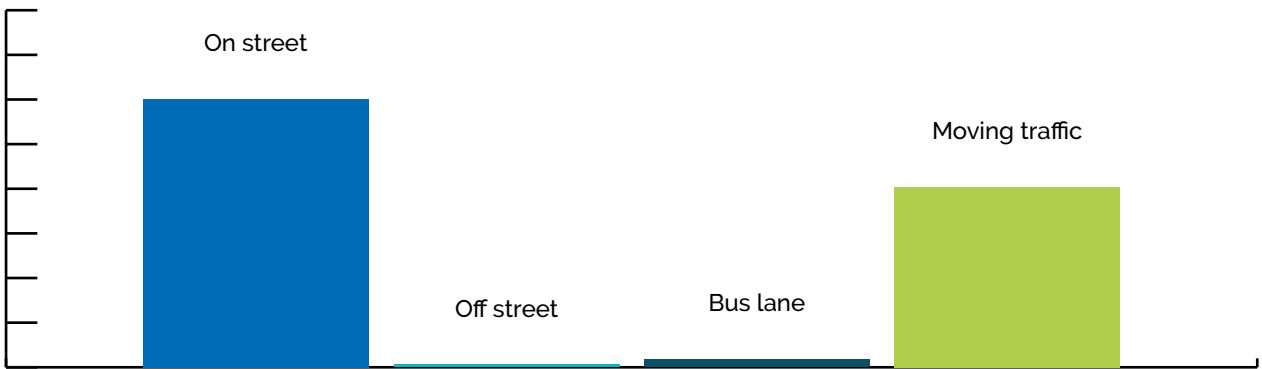


PCNs paid by payment stage

Discount paid Full penalty paid Surcharge paid



PCNs paid by type



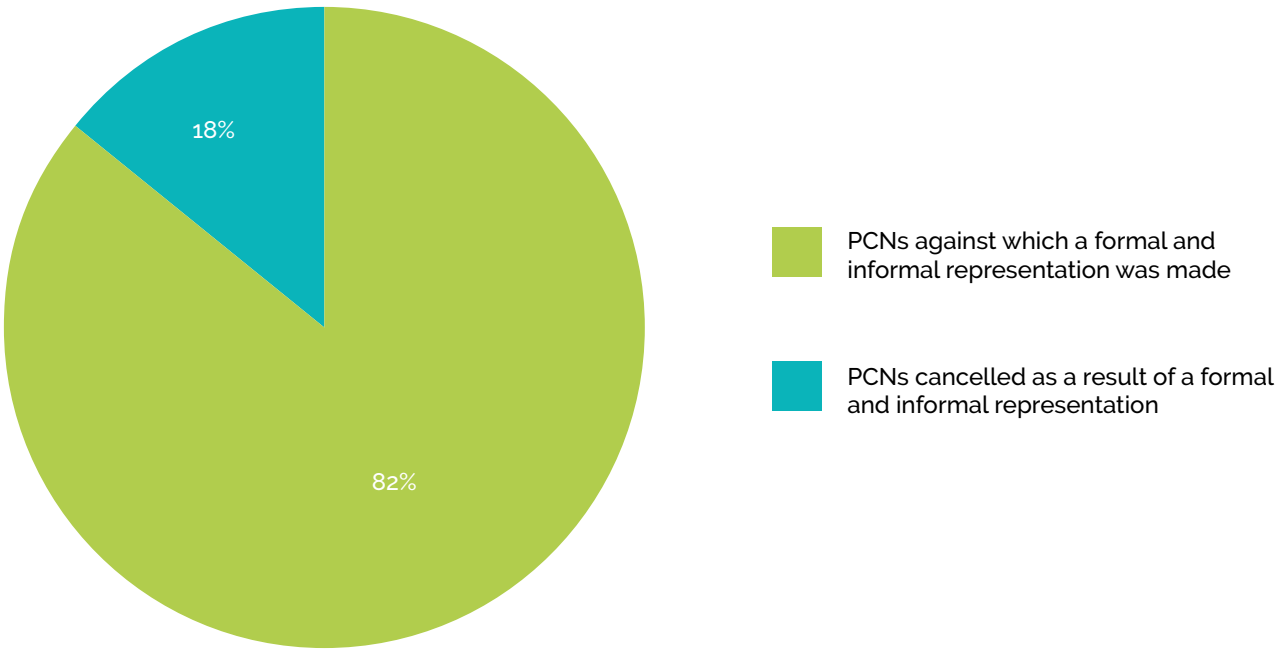
Statistical report

Challenges and representations

The below table outlines the number of all representations received during the period 01 April 2022 to 31 March 2023. It also provides the number of PCN's cancelled because of the representation.

All Representations (01 April 22 – 31 March 23)	
Penalty charge notices against which an informal or formal representation was made	33,470
Penalty charge notices cancelled as a result of an informal or a formal representation is successful	7,111

All representations



Statistical report

Parking permits issued by type

Below outline the number of permits issued and renewed by type between 01 April 2022 to 31 March 2023

Permit type	Issued	Renewed	Total
Resident	8530	22222	30752
Daily temporary	16516	N/A	16516
Public service	727	256	983
Business	287	542	829
Contractor	125	91	216
Car club	100	0	100
Market	11	25	36
Total	26296	23136	49432

Number of suspensions, dispensations and skip permits issued

Permit type	Issued
Suspensions	3423
Dispensation	812
Skips	149

Number of vouchers issued by type

The below table provides details of the number of online vouchers by type issued from 2022 to 2023.

Permit type	Online
Resident 60+	252,215
Resident	246,446
Carers	11223
Public service	2146
Market trader	341
Total	512,371

Statistical report

Number of paper scratch cards issued

Paper scratch cards are available for residents who are 60+ or have a career. Applications are approved provided the eligibility criteria is met, including, proof of residency, proof of age, and proof of carer documentation.

Paper scratch cards	
Resident 60+ and carer	44,710

Blue Badges, Disabled Persons Freedom Pass and Taxicards

Type of concession	Number issued
Disabled persons freedom pass	2629
Taxi Card	239
Blue Badge	3263

Statistical report

Paid for parking total number of transactions

The table below highlights a breakdown of the total number of transactions for paid for parking for the period 2022/2023.

Total number of transactions	Total number of transactions with diesel surcharge	Percentage where diesel surcharges were applied
758,884	342,399	45

Paid for parking transaction by method types

The table below provides a breakdown of the methods used to make payments for on-street parking.

	Number of transactions	Per cent of transactions
IVR	106,152	14
Web	27,192	3.6
iPhone	425,218	56
Android	200,000	26.4
SMS	6	0
Shop	5	0
CarPlay	170	0
In-car	71	0
Total	758,884	100

Abandoned vehicle statistics

Enforcement activity	Total
Vehicles reported as abandoned	629
Vehicles inspected	122
Vehicles removed and disposed of	42

Statistical report

Types and number of parking spaces in the borough 2022 - 2023

Bay total for all zones	Total
Ambulance parking place	9
Business permit holders / Pay & Display Parking	220
Business permit holders only	385
Cab Ranks At Any Time	15
Car Club Bays	107
Coach Bays	10
Doctor permit holders only	8
Disabled Badge Holders Only	41
Disabled Badge Holders Only 3hrs	43
Disabled Badge Holders Only 3hrs No Return Same Day	35
Disabled Badge Holders Only 3hrs No Return Within 2hrs	10
Disabled Badge Holders Only Mon-Fri 8.30am-5.30pm 3hrs	1
Disabled Badge Holders Only 3hrs No Return Within 1hr	4
Loading only (incl. Goods Vehicle)	106
Market traders	48
Motorcycles only bays	81
Pay & Display Parking	957
Permit holders only (excluding X zone)	5821
Personalised. Disabled permit holders only (excluding X zone)	131
Police vehicles only bays	32
Resident permit holders only (excluding X zone)	14457
Shared Use Parking Place (Permit / Payment)	4728
Electric Vehicle Charging Place	23
'X'zone – On street parking	144
Off Street Parking	957
Total number of parking spaces in all zones	28373

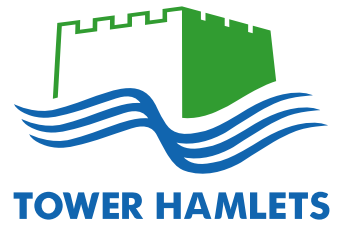
*The spaces available, may be dependent on the length or size of vehicles occupying them.

Statistical report

Financial information

Parking income, expenditure, and surplus information for this financial year will be provided at a later date.

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For further enquiries

Parking and Mobility Services
Tower Hamlets Town Hall,
160 Whitechapel Road
London, E1 1BJ