



# Parking and Mobility Services

## Annual report 2023-2024

# Foreword

This document has been produced to cover all parking enforcement activity from 1st April 2023 to 31st March 2024 as well as additional information on our service. The Tower Hamlets Parking & Mobility Service is once again proud to publish the 2023/24 Annual Report in this booklet format.

We have put considerable effort into this Annual Report, presenting a comprehensive range of information that includes statistics, achievements, and the wider impact of our service on residents, visitors, and all customers in the borough.

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 as we seek to improve our service.

Our aim is still to be a flagship in service delivery by leveraging the latest technology, prioritising customer focus, ensuring transparency, maintaining strong enforcement, and optimising efficiency in our service delivery.

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 continues to have one of the fastest growing populations nationally and now has a population of approximately 320,000 people. Tower hamlets' population density is currently 16,237 persons per square kilometre, making Tower Hamlets the most densely populated local authority in the country and creating considerable pressure on our existing transport infrastructure.

There are 28,877 marked bays for vehicle use, 25,492 of which are available for residents to park in. This shows that although the borough has good public transport links, we are still experiencing elevated levels of vehicle use and need to manage this to ensure the network does not get congested.

# Why does the council regulate parking and traffic schemes?

Maintaining parking provision remains important for the borough for reasons 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 necessity for parking controls in Tower Hamlets is clear. Parking & Mobility Services plays a crucial role in maintaining safe and efficient traffic flow throughout the borough, ensuring that parking is safe and equitable 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 motorists 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.

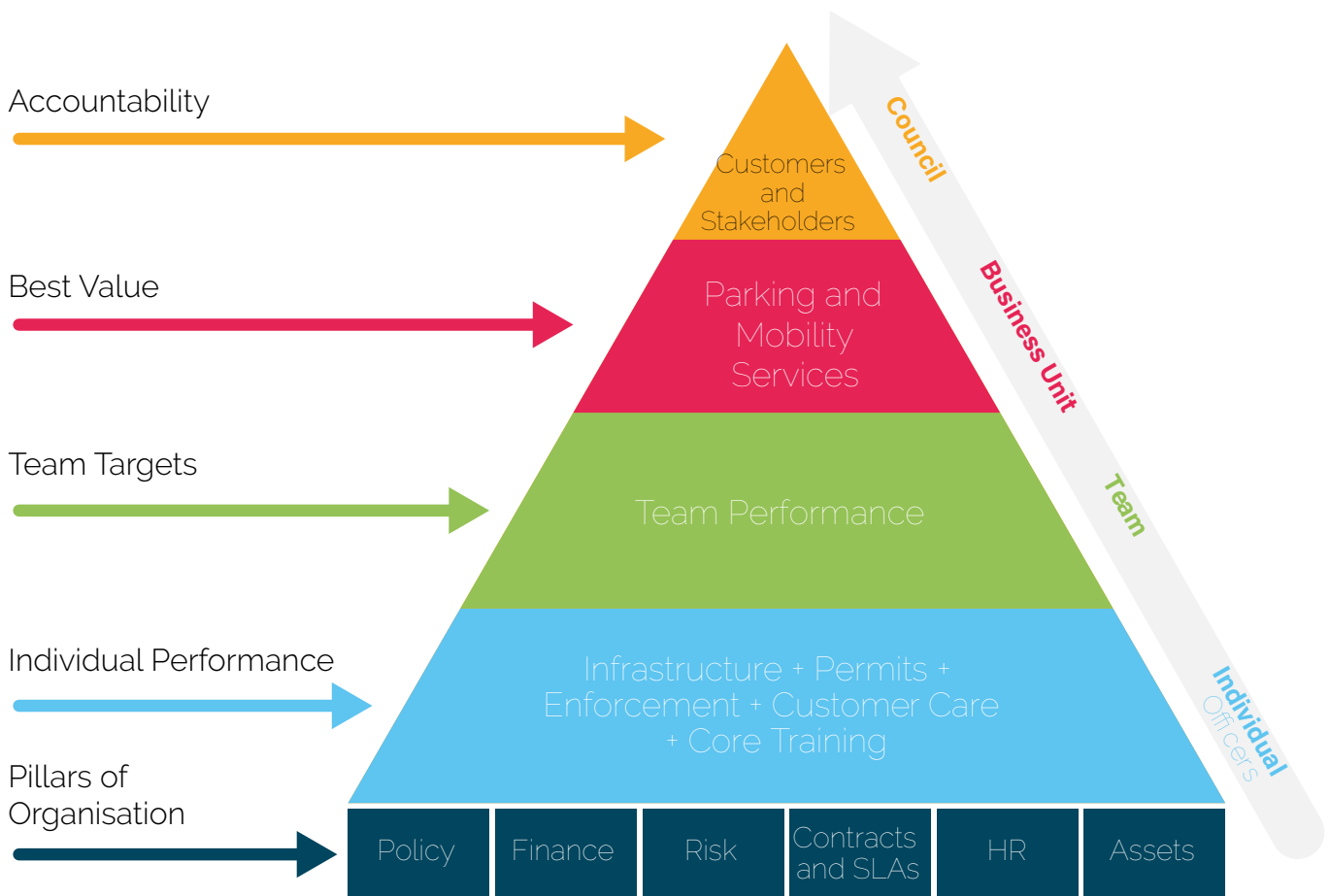
# Our service: vision and mission

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 outline the goals for our service, providing clear direction to our staff and forming an integral part of our service objectives.

Tower Hamlets Council is dedicated to the community and customers it serves, a commitment that is clearly 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, available on our website, outlines our commitments to customers and provides clear guidance for all staff regarding 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

- To balance the needs of all road users
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- To support and stimulate the local economy
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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](http://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 user. Please note that the scheme is not available to people who suffer temporary disabilities, for example a broken leg.

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

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

## 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 31st August 2019. Since then, there has been an additional 40% increase in Blue Badge applications, reflecting the additional eligibility criteria introduced.

For more information and how to apply please visit: [www.gov.uk](http://www.gov.uk)



# 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 homes.
- 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 influence how parking places are used; by whom (residents, businesses, disabled people, visitors etc), for how long (maximum length of stay) and at what cost.

The Council has introduced several permit schemes. These are listed below, and all allow the use of permit holder only bays and shared use bays (unless stated otherwise).

- Resident Permits
- Business Permits
- Public Service Permits
- Contractors Permits
- Visitor Vouchers
- Car Club permits
- Doctors Permits
- Market Trader permits.
- School Streets Permit
- Daily Temporary Parking Permit
- Exemption Permit
- Funeral Waivers

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://towerhamlets.gov.uk/parking-charges)

# Air quality

## Overview of Air Quality Challenges in Tower Hamlets

Air pollution is indeed a significant public health issue, with serious impacts on respiratory health, especially in children. It affects various demographics, and community awareness and participation are crucial in addressing this challenge. Measures such as reducing vehicle emissions, promoting public transport, and increasing green spaces can all contribute to cleaner air.

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 involves implementing measures to improve air quality and reduce carbon emissions in Tower Hamlets, such as promoting sustainable transport options, increasing tree planting, and minimising emissions from vehicles.

# What are we doing to improve air quality?

## **Emission-based charging and diesel surcharge for permits**

The introduction of emission-based charging for permits is a positive step towards improving air quality by incentivising the use of lower-emission vehicles. By linking permit costs to a vehicle's emission band, the policy encourages residents to consider more environmentally friendly options, helping to reduce the number of high-polluting vehicles on the road.

For vehicles registered before 1 March 2001, basing charges on engine size is a practical way to address older, more polluting vehicles, which often have higher emissions. This approach not only discourages their use but also supports the transition to cleaner alternatives.

There is growing evidence of the harmful effects diesel fumes can have on health and life expectancy. The supplementary charge for diesel vehicles is a crucial measure to tackle the significant air pollution issues in Tower Hamlets. By implementing this charge, the council aims to discourage the use of diesel vehicles, which are known to emit higher levels of harmful pollutants that contribute to poor air quality and associated health risks.

Ultimately, these initiatives can lead to a cleaner, healthier environment for everyone in the borough.

## **Resident Parking Permit limit and surcharges**

The council had identified the high number of vehicles owned within the borough. This led to high levels of CO2 emission which reduced the air quality and affected the climate.

Implementing a limit of three resident parking permits per property is an effective strategy to reduce the number of vehicles on the road and alleviate congestion. By capping the number of permits, the council encourages residents to think critically about their vehicle usage and consider alternative transportation options.

The introduction of surcharges for the second and third permits further incentivizes residents to reduce reliance on multiple vehicles. This approach can help lower emissions and improve air quality, contributing to a healthier environment for all residents.



## **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. The installation of over 200 electric charging points is a significant step forward in supporting the transition to electric and hybrid vehicles in Tower Hamlets. Utilizing existing infrastructure, such as lighting columns, is an innovative approach that maximizes space and makes charging more accessible for residents.

These charging points not only facilitate the use of cleaner vehicles but also contribute to reducing emissions and improving air quality in the borough. By making it easier for drivers to switch to electric options, the council is encouraging quieter, less polluting journeys, which benefits both the environment and community health.

## **School Streets scheme**

The council wants to create areas where children can safely walk or cycle to and from school. The school street scheme is a fantastic initiative aimed at creating safer environments for children to walk or cycle to school. By restricting vehicle access during drop-off and pick-up times, these areas can significantly reduce traffic congestion and pollution around schools. Each school has different proposals, but all will feature greener additions to improve air quality and the environment for everyone.

The way many school street schemes operate is by temporarily closing roads outside schools (during term times) to reduce congestion and pollution and make it easier and safer for children to get to and from school. There are over 25 schools throughout the borough with variations on a scheme and all will continue to be reviewed. 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/school-street-permit).

# 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 locations are Wapping High St and Blackwall way. These 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 gives 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. You no longer 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 that operate fixed point and free-floating models in tower hamlets are:**



## Permit Transfer Scheme Review

The Permit Transfer Scheme (PTS) was introduced and adopted by Cabinet in September 2011 as a tool to help reduce the levels of overcrowding in the borough. The aim was to help families living in a three or more-bedroom property who want to downsize to a one or two-bedroom car free property. As part of this process allowing them to retain one on-street resident parking permit per household.

In September 2011, an independent review of the proposed Permit Transfer Scheme (PTS) was undertaken by a transport planning consultancy into the need for a targeted Permit Transfer Scheme. The study found that approximately one fifth of the reasons given for rejecting social rented property in a car-free development were due to its car-free (permit free) status. This refusal level was even higher amongst those households looking to move because of overcrowding (approximately one quarter) due to the social rented home offer being part of a car free housing development.

In December 2021, an Overview and Scrutiny Challenge Report investigated the extent to which the council's parking permit policy influences people's behaviour. The report recommended several changes to the Permit Transfer Scheme. This was reviewed and subsequently signed off by cabinet and implemented as of the November 2023.

## Paid for Parking

The council works in partnership with RingGo for cashless paid for parking services. RingGo is 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, improve efficiency, and save money.





## Fraud Team

The collaboration between the Parking Fraud team and various enforcement agencies is crucial for tackling the misuse of Blue Badges and ensuring that disabled parking privileges are respected.

The council continues to work with the Police, Community Safety, Trading Standards, Markets, and other relevant organisations, through proactive joint up operations to help identify and remove and recover abused Blue Badges, where the evidence allows, seek to prosecute offenders.

Furthermore, the fraud team also carry out the below.

Provide support in the retrieval of stolen mobility vehicles and seizure of Blue Badges when being wrongly used.

Work closely with parking services on persistent evaders and have had success in recovering vehicles that have been generating lots of tickets without payment.

They lead in responding to the National Fraud Initiative, a statutory duty all local authorities are required to deliver as related to Blue Badges

## Day of Action

The recent Blue Badge Days of Action have proven highly effective, with the most recent held on Thursday, October 5, 2023.

During this operation, 131 vehicles were inspected, resulting in the identification of 12 stolen badges. Penalty Charge Notices (PCNs) were issued, and four vehicles were removed.

- One vehicle displayed a badge reported as lost; it was ticketed and removed.
- One badge was found to be misused and was confiscated.
- An expired badge was identified, but the vehicle left the scene before recovery could occur. Its details and location have been recorded for future enforcement.
- A badge with obscured details led to a PCN being issued, and the situation will be closely monitored.

The authority is trailing mobile access to the national Blue Badge database, achieving significant success in daily enforcement and badge confiscation. Plans are underway to provide all officers with access to the database via their handheld devices (HHCs).

We continue to collaborate with the Police and partner services to enforce compliance, confiscate badges in contravention, impound vehicles where feasible, and pursue prosecutions for related offenses.

# 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 during this period. These positive remarks reflect our commitment to delivering excellent service to the public.

*"Big thank you to xxxx from the permits team. I was going round in circles as there was a system mix up with my car and previous permit, but Jamial was very professional and helped me with the situation. Thank you. A true asset to the team"*

*"A special thanks to xxxxxx for always being so helpful and efficient with parking permit queries. He is a credit to the team, and I can always rely on him for help and support with difficulty queries."*

*"Customer called, to say a Traffic warden, was very helpful in helping the customer with advising him that the wallet he uses to store his blue badge, was blocking the numbers, so the customer was very thankful that he at least allowed the customer to change the wallet and thus not giving him a ticket. He is very thankful and said the officer was kind and helpful. His work number is xxxxx, please kindly trace this so that the customer's thanks can be passed to the officer"*

*"Thank you so much for following up. Everything was handled swiftly and was resolved."*

*I'm now back at my permanent residence. Can you please extend a huge thank you to xxxx xxxxx who assisted with the numerous extensions for almost half a year. The parking team has been the smoothest and most efficient of all the Tower Hamlets departments I've had to liaise with over the last few chaotic months. Thank you for the stress-free experience."*

*Wishing you a wonderful rest of your week!"*

*"I wanted to say a big thank you to xxxxx from the Parking Services section. He sorted out a rather complex change of vehicle details (for which, it appears, we had multiple possible accounts on your system) efficiently and patiently. He did a terrific job."*

*Many thanks."*

# Statistical report

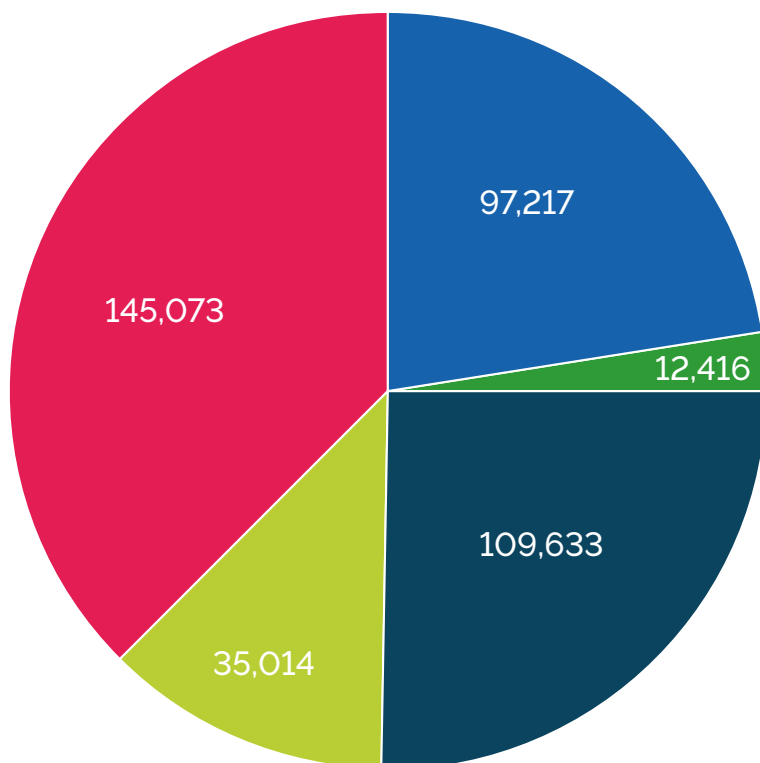
Parking & Mobility Services would like to share the following statistical data for the period 01 April 2023 to 31 March 2024.

## Enforcement Statistics (PCNs)

Number of PCNs and vehicle removal	
Higher differential level parking PCNs under the TMA Act 2004	97,217
Lower differential level parking PCNs under the TMA Act 2004	12,416
<b>Total PCNs</b>	<b>109,633</b>
Bus lane PCNs issued under the LLAA 1996	426
Moving traffic PCNs issued under the LLA & TfL Act 2003	35,014
<b>Total PCNs (excluding warning, tests, and spoils)</b>	<b>145,073</b>
<b>Total vehicles removed to pound or relocated</b>	<b>2,392</b>

\*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
- Moving traffic PCNs issued under the LLA & TfL Act 2003
- Total PCNs (excluding warning, tests, and spoils)





# Statistical report

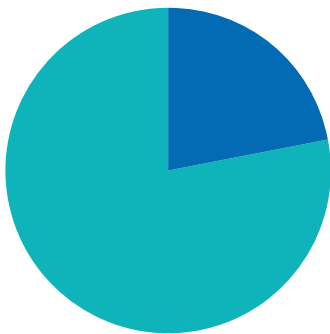
## Penalty Charge Notices paid

Amount	On-street	Off-street	CEO parking total
Discount paid	57111	872	57983
Full penalty paid	11738	171	11909
Surcharge paid	2351	30	2381
<b>Total</b>	<b>71200</b>	<b>1073</b>	<b>72273</b>

Amount	Bus lane	Moving traffic	CCTV total	Total
Discount paid	210	17575	17785	75768
Full penalty paid	24	1045	1069	12978
Surcharge paid	7	1513	1520	3900
<b>Total</b>	<b>241</b>	<b>20130</b>	<b>20374</b>	<b>92647</b>

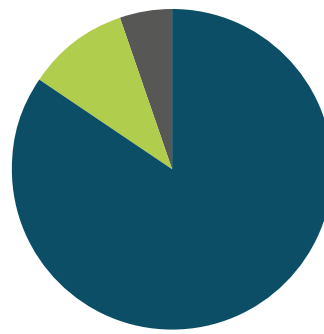
## PCNs paid by enforcement method

CEO parking total CCTV total

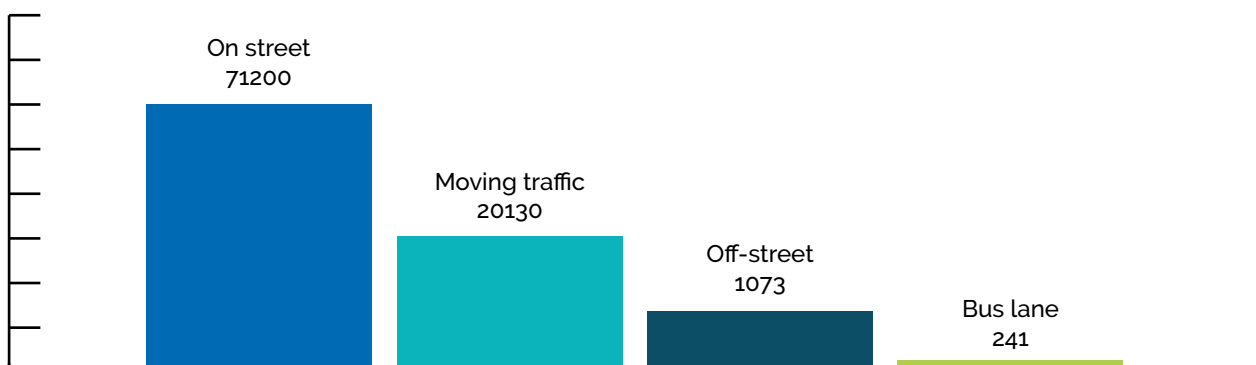


## PCNs paid by payment stage

Discount paid Full penalty paid Surcharge paid



## PCNs paid by type



# Statistical report

## Penalty Charge Notice Recovery Rate

Total PCNs issued	Total PCNs Paid	Recovery Rate %
145,073	92,647	64%

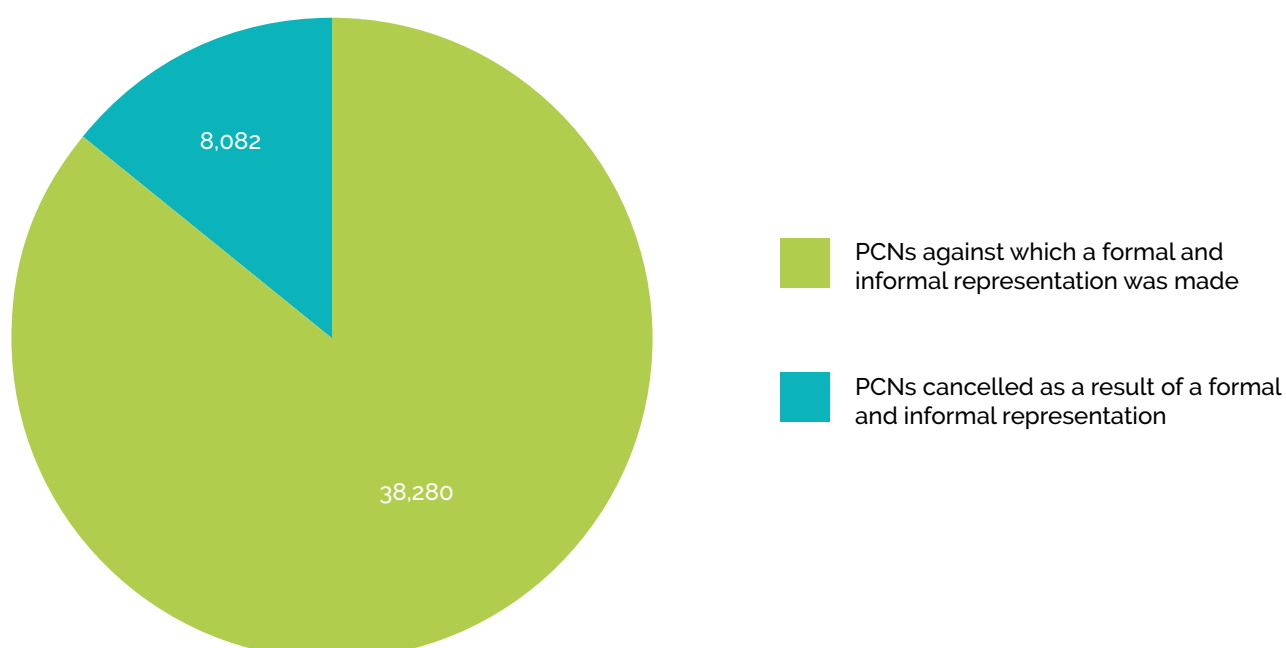
## Challenges and representations

The table below outlines the number of all representations received during this period. It also provides the number of PCN's cancelled because of the representation.

*\*The stats below are inclusive of transfer of Liability*

All Representations (01 April 23 – 31 March 24)	
Penalty charge notices against which an informal or formal representation was made	38,280
Penalty charge notices cancelled as a result of an informal or a formal representation is successful	8082*

## All representations



# Statistical report

The data below outlines cases referred to the Environmental Traffic Adjudicators

Appeals received	Stat dec/wit. stat received	Total decisions	Appeals allowed	Of which not contested
684	2	613	291	150

Appeals refused	Of which refused with rec	Of which withdrawn	Invalid appeals	Stat dec of wit. stat direction
322	8	26	10	1

## Debt recovery

The table below provides a breakdown of warrants issued in 2023/24, along with details of the value of the warrants, amount and subsequent collection during the same period by each enforcement agent.

Enforcement agents	Warrants issued in year	Warrant value (£)	PCN amount (£)	Collected (£)
AGENT A	4350	38,963	825,495	205,846
AGENT B	4244	37,955	802,960	198,619
AGENT C	4394	39,379	821,815	150,472
AGENT D	4345	38,906	821,895	180,165
Refunds				- 5,289
<b>Total</b>	<b>17333</b>	<b>155,203</b>	<b>3,272,165</b>	<b>729,812</b>

# Statistical report

## Personalised Disabled Bays

The table below highlights the number of applications made during this period

Applications	New	Renewal	Total
Received	109	50	159
Accepted	0	18	18
Refused	109	32	141

## Parking permits issued by type

Below outline the number of permits issued and renewed by type between 01 April 2023 to 31 March 2024.

Permit type	Issued	Renewed	Total
Resident	10066	19923	29989
Daily Temporary	15570	0	15570
Public Service	678	222	900
Business	328	473	801
Contractor	107	101	208
Car Club	106	0	106
Market	8	28	36
Exemption Permit	85	345	430
School Street	219	0	219
<b>TOTAL</b>	<b>27167</b>	<b>21092</b>	<b>48259</b>



## Suspensions, Dispensations and Skip Permits

The number of suspensions, dispensations and skip permits issued. between 01 April 2023 to 31 March 2024 can be seen below.

Permit type	Issued
Suspensions (Paid)	3158
Suspensions (Free)	757
Dispensation	491
Skips	155

## Number of vouchers issued by type

The table below provides details of the number of online vouchers by type issued from 01 April 2023 to 31 March 2024.

Permit type	Online
Resident 60+	289,863
Resident	270,884
Carers	10,643
Public service	1765
Market trader	332
<b>Total</b>	<b>573,487</b>

## Number of paper scratch cards issued

**Period: 01 April 2023 - 31 March 2024**

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

The table below provides details of Paper Scratch cards issued during this period

Paper scratch cards	
Resident 60+ and carer	52,548

# Statistical report

## Blue Badges, Disabled Persons Freedom Pass and Taxicards

**Period: 01 April 2023 - 31 March 2024**

The table below provides details of the number of Blue Badges, Disabled Persons Freedom Passes, and Taxi Cards issued during this period:

Type of concession	Number issued
Disabled persons freedom pass	2965
Taxi Card	289
Blue Badge	3647

## 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.

Zone	Total transactions	Transactions with diesel surcharge	Percentage surcharges were applied	Parking session by zone (%)
A	309512	124215	40.1	40.5
B	133156	54304	40.8	17.4
C	213124	98238	46.1	27.9
D	75913	40473	53.3	9.9
Car Parks	32915	8665	26.3	4.3
<b>TOTAL</b>	<b>764620</b>	<b>325891</b>	<b>42.6%</b>	<b>100%</b>

## Sessions booked by duration

The table below presents a breakdown of the number of transactions that occurred in each quarter.

Duration	Q1	Q2	Q3	Q4
0 min	2			
20 min	4574	5385	5436	5952
30 min	39895	43643	41476	41634
1 hrs	55510	61118	58307	57715
1.5 hrs	18784	20153	19355	19405
2 hrs	28843	31081	29048	28738
2.5 hrs	3924	4251	4198	4086
3 hrs	8907	10008	9372	9181
3.5 hrs	1445	1517	1397	1406
4 hrs	20678	21536	19194	19132
5 hrs	19	31	11	19
8 hrs	5	11	2	7
9 hrs	65	53	48	42
10 hrs	517	694	597	484
11 hrs	2	6	3	4
14 hrs	1738	1874	1153	949
<b>Totals</b>	<b>184908</b>	<b>201361</b>	<b>189597</b>	<b>188754</b>

# Statistical report

## Transactions by payment method

	Number of transactions	Per cent of transactions
IVR	87524	11.4
Web	28550	3.8
iPhone	444258	58.1
Android	204059	26.7
SMS	77	0
Shop	0	0
CarPlay	148	0
In-car	4	0
<b>Total</b>	<b>764620</b>	<b>100</b>

## Abandoned vehicles Statistics 2023/2024

The table below provides a breakdown of the number of abandoned vehicles reported, inspected, removed, and disposed of during this period:

Reported abandoned vehicle	Estate	Public	Total
Vehicle reported as abandoned	163	427	590
Vehicles inspected	260	100	360
Vehicles removed and disposed	14	16	30

# Statistical report

## New Traffic Management Orders 2023/2024

The table below outlines the various types of traffic management orders.

Type	Off-street	Moving	Waiting, loading and stopping
Permanent	6	4	17
Experimental	0	17	30
Temporary	0	0	0

## Customer Liaison

The table below provides an overview on the contact received relating to the following enquiry channels:

2023/24					
Enquiry type	Q1	Q2	Q3	Q4	Total
Complaint	39	35	63	89	226
Compliment	3		2	2	7
Mayor enquiry	24	32	51	67	174
Member enquiry	47	51	43	59	200
Query	89	93	64	88	334
<b>TOTAL</b>	<b>202</b>	<b>211</b>	<b>223</b>	<b>305</b>	<b>941</b>

# Statistical report

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

Bay total for all zones	Total
Ambulance parking place	9
Cab Ranks At Any Time	15
Car Club Bays	125
Coach bays	9
Doctor permit holders only	15
Disabled Badge Holders Only (various conditions)	137
Loading only (incl. Goods Vehicle)	116
Market traders	48
Motorcycles only bays	79
Personalised. Disabled permit holders only (excluding X zone)	106
Police vehicles only bays	34
Electric Vehicle Charging Place	23
Permit holders only (excluding estates)	6,083
Resident permit holders only (excluding X zone)	14,595
Business permit holders only	390
Business permit holders / Pay by Phone Parking	218
Pay by Phone Parking	960
Shared Use Parking Place (Permit / Payment)	4,814
<b>OFF STREET PARKING</b>	
Council Car Parks	204
<b>ESTATE PARKING SPACES (ALL)</b>	
On street parking – needs to say permit bay	144
Off-street parking	957
<b>Total number of parking spaces in all zones</b>	<b>28,877</b>

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



# Statistical report

## Financial information

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).

<b>Expenditure</b>	<b>2023/24 £000</b>
Employee costs	5,039
Premises	6
Transport	33
Supplies and Services	1,075
Third Party Payments	543
Support Services	2,355
Increase in provision for bad debts	4,434
<b>Total Expenditure</b>	<b>13,485</b>

<b>Income</b>	
Permits	(5,329)
Cashless Parking	(7,564)
Off Street	(194)
Fees - Traffic Management Orders	(158)
Bay Suspensions	(3,017)
Removal Charges	(542)
Enforcement Agents	(730)
Parking Penalty Charges	(12,066)
<b>Total Income</b>	<b>(29,600)</b>
<b>(Surplus) / Deficit for the year</b>	<b>(16,115)</b>
Opening balance	(8,795)
Surplus for the year	(16,115)
Contribution towards Concessionary Fares	7,371
Contribution towards Highways and Traffic Management	6,515
Contribution towards Environmental Improvements	1,213
<b>Closing balance</b>	<b>(9,811)</b>

For further enquiries

Parking and Mobility Services  
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London, E1 1BJ