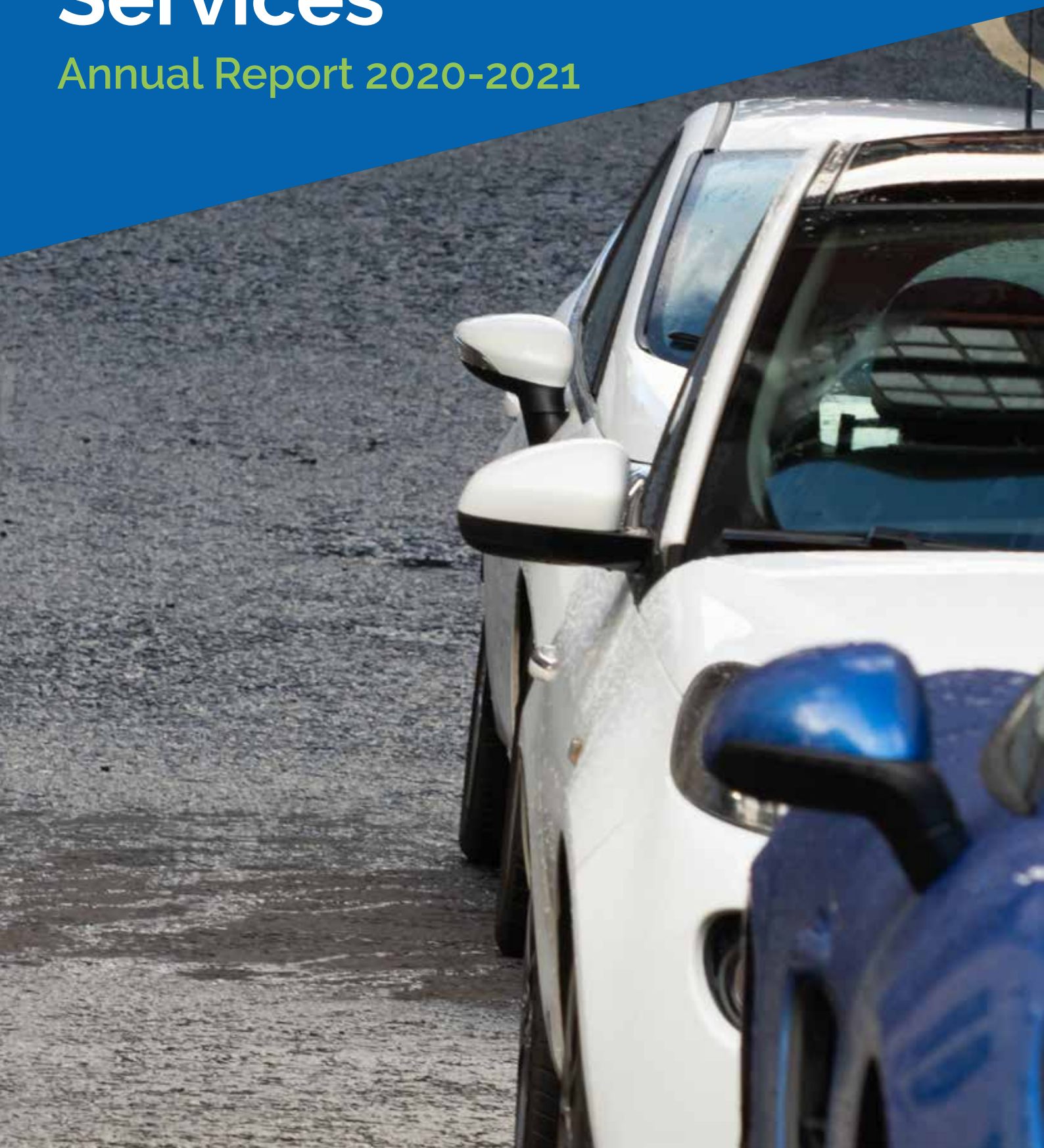


Parking & Mobility Services

Annual Report 2020-2021



Foreword

This document has been produced to cover all parking enforcement activity from 1st April 2020 to 31st March 2021 as well as additional information on our service. Parking & Mobility Services in Tower Hamlets is once again proud to publish the 2020/2021 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.



Introduction

London Borough of Tower Hamlets

Tower Hamlets continues 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 existing transport infrastructure.

There are approximately 27,500 marked bays for vehicle use of which around 24,900 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 the council regulates 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 carried out by authorities across England and Wales. The aim of the TMA is to provide a consistent set of regulations and procedures throughout England and Wales, while allowing parking policies to suit local circumstances. It also seeks to ensure that the system is fair to the motorist as well as effective in enforcing parking contraventions when they occur.

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

Our Service: Vision & Mission

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

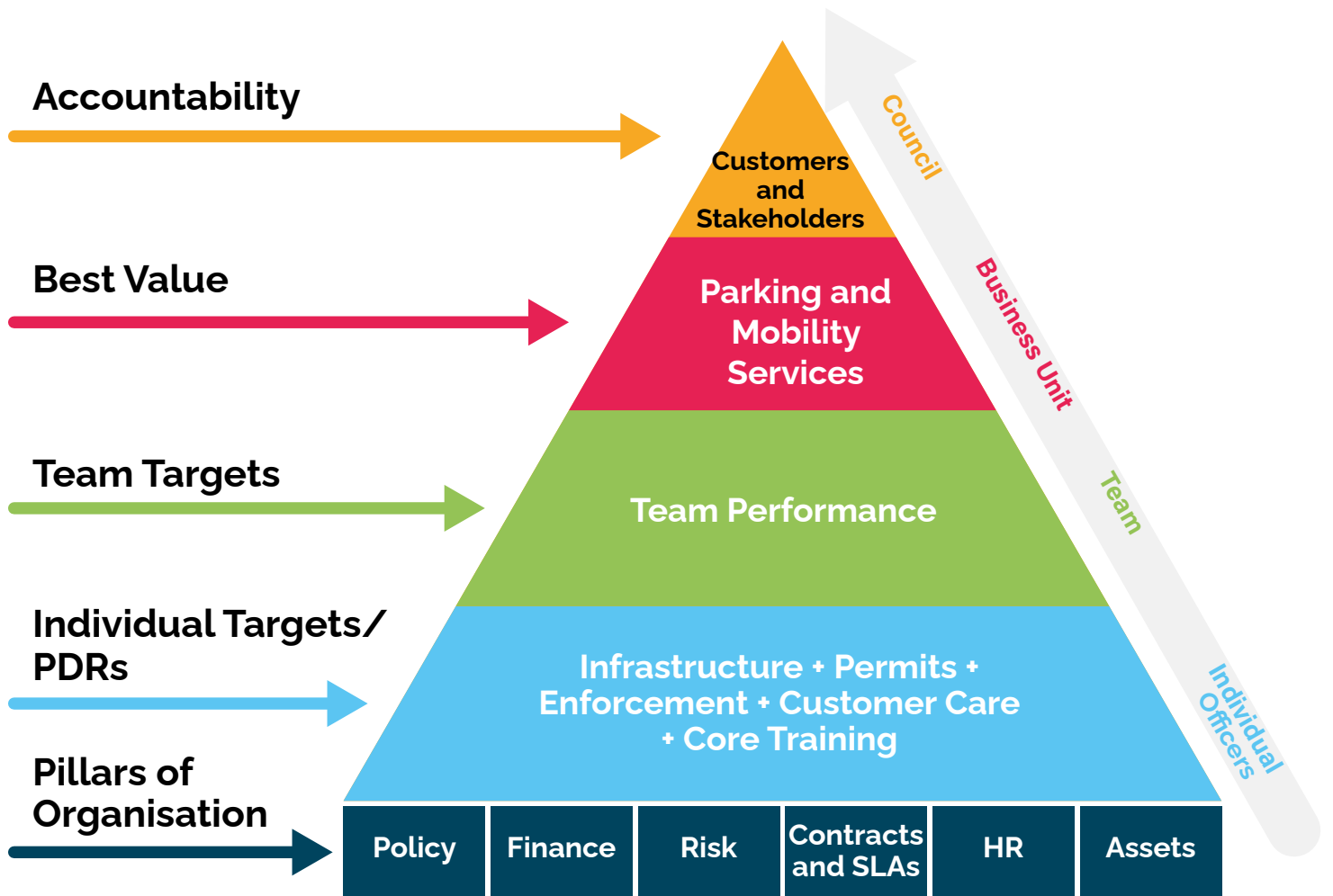
Our Vision and Mission provides the goals for the service and gives a clear direction to staff and forms part of our service objectives.

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

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

To do this our mission is to:

- Provide a range of concessionary travel and parking schemes to give residents with disabilities greater opportunities for independent travel
- Create and maintain safe and efficient traffic flow through the borough
- Provide and maintain the best possible parking infrastructure in terms of bays, signs and lines for parking and ICT
- Provide a 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 focussed processes and seek to improve continually
- Support the council in retaining the Investors in People accreditation



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.

Parking & Mobility Services Customer Charter

Our customer promise:

- Staff will identify themselves and their section
- Be polite, helpful and honest
- Treat you with respect
- Treat you fairly
- Listen to your views
- Make it clear what we can and cannot do
- Be accountable for the service we provide
- Consider your needs when designing our service
- Deliver services that anticipate your needs
- Admit when things go wrong and do our best to put them right
- To comply with the statutory legislation and appropriate policies
- 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
- To enable the most vulnerable to be able to travel
- To support and stimulate the local economy

- To contribute to the delivery of Mayors transport scheme and general transport strategy and objectives
- To improve road safety for all stakeholders
- To reduce congestion and emissions
- To contribute to improving the environment
- To manage the kerbside space

What we expect from you:

- That you make reasonable efforts to check for signs, suspension notices and the like when parking
- That you 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 suspect 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 & 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 as abandoned within 48 hours of being reported. When a vehicle is confirmed as abandoned, we will aim to remove it within 48 hours of being legally permitted. This applies to council 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 criteria.necessary approval criteria.

Freedom Passes/Taxicards – We will aim to process applications for Disabled Persons Freedom passes and Taxicards 14 days of receipt, 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 12 weeks of receipt, on the condition that all required documentation is submitted with the application.

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

Emergency Parking Enforcement – We 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 review continuously and 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 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 www.towerhamlets.gov.uk

The exercise to renew 3000 Disabled Persons Freedom Passes was successfully undertaken and concluded within required timescale.

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 15% increase in Blue Badge applications, reflecting the additional eligibility criteria introduced.

For more information and how to apply please visit www.gov.uk

Personalised Disabled Bays

The London Borough of Tower Hamlets also provide 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 Zones (CPZ) can therefore 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 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 a number of 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 Permit - only used in dedicated doctor bays
- Market Trader permits

Each permit type has its own eligibility criteria and terms and conditions. Majority of our permits are charged based on CO2 emissions of the vehicles.



Coronavirus (COVID 19)

Overview

The COVID 19 virus has caused a major impact on the world, which was spreading and putting many lives at risk. As response to dealing with the virus the government had placed country wide restrictions which were only to travel for necessary reasons. Due to the restrictions, there was a rise in people working from home which caused immense pressure on parking within the borough.

What parking did to assist?

Key Worker Permits

Due to the pandemic, critical workers in the NHS and social care were doing vital and highly valued work to support the most vulnerable in our society, saving lives and keeping our country running. They were working day and night as they stepped up to the unprecedented challenges we faced as a nation. As a result of this we had provided key worker permits to assist in allowing the critical workers to carry out highly valued work. We had introduced and issued around 8000 key worker permits to the NHS, social care, and other emergency services. Along with the keyworker permits the government had also issued COVID 19 government passes which allowed the key workers free parking concessions within the borough.

Ceased enforcement

As the nation was in a pandemic which resulted in government lockdowns, from 25 March 2020 to 1 June 2020 the council had agreed to cease

parking enforcement across the borough. Therefore, enforcement officers were focusing on providing help and advice about where people can and can't park and encouraging poorly parked vehicles to move where possible rather than issuing Penalty charge notices. However, enforcement activity only took place where incidents of obstructive or dangerous parking that could have a significant impact on safety and access for emergency and essential services. This would include yellow lines at junctions, loading restrictions and obstruction of dropped kerbs

Car Free Development vouchers

Residents living in car free developments, were only eligible to 30 visitor vouchers per year. Due to the pandemic and the government lockdown restrictions as a temporary measure to assist those residents in car free developments we had introduced additional vouchers.

Thank You to Keyworkers and NHS

During the pandemic it has been a very difficult and challenging times for the nation. At the heart of facing these difficulties and challenges were the NHS and keyworkers to ensure our safety and saving lives. London Borough of Tower Hamlets would like to say, 'Thank You to all NHS, Keyworkers and essential services for their hard work and efforts throughout the pandemic.'

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. The population are exposed to 77 percent of unsafe levels of pollution and 80 percent of our schools are based in areas that exceed EU and government air pollution guidance. 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.

What are we doing to improve air quality?

Emission based charging and Diesel Surcharge for permits

As part of the plan to improve air quality and introduction of emission-based charging for permits was introduced to reduce the number of high polluting vehicles within the borough. Emission based charging is where the price of a permit is based on the vehicle's emission band. Any vehicles which are registered before 1 March 2001 the charges are based on engine size.

There is growing evidence of the harmful effects diesel fumes can have on health and life expectancy. 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.

Resident Parking Permit limit and surcharges

The council had identified the high number of vehicles owned within the borough. This led to high level of CO2 emission which reduced the air quality and affected the climate. To help improve air quality the council had introduced a limit of 3 resident parking permit per property, which reduces the number of vehicles within the borough. Furthermore, there was also a surcharge introduced for the second and third permit.

Cross zonal parking changes

For residents who have an on-street permit, the terms and conditions allow for the permit to be used in the zone assigned all day and any other zone within the borough for up to 3 hours. Previously the borough consisted of a parent zone and mini zones. Therefore, if a resident permit was obtained for mini zone A1 the permit was allowed all day in the whole of A zone (parent zone).

To help improve air quality and stop the use of a vehicle for short journeys, the council had made changes to the where we now have 16 zones within the borough. The permit obtained for each zone will only be allowed to park in the zone all day and up to 3 hours in any other zone.

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 have successfully bid for funding to install 182 electric charging points within the borough. 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 motorists to refuel and reduce their emissions while making quieter, less polluting journeys.

School Streets Scheme

The Mayor of Tower Hamlets has committed to delivering approximately 50 School Streets by 2022. We want to create areas where children can safely walk or cycle to and from school. The school street scheme aims to encourage activity, reduce pollution, and help growth, learning and development. Each school will have difference proposals, but all will feature greener to improve air quality and environment for everyone.

The way school street scheme operates 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.

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).

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. 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 scheme – 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:

- Zipcar
- Ubeeqo
- Hiyacar

Fraud team

The Parking Fraud team work closely with the Police and other enforcement agencies including Community Safety, Trading Standards and Markets etc on pro-active exercises and remove and recover abused Blue Badges and, where the evidence allows, seek to prosecute offenders.

Furthermore, the fraud team also carry out the below

- Provide support 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.
- Lead on responding to the National Fraud Initiative, a statutory duty all local authorities are required to deliver as related to Blue Badges

The Parking Fraud Team will continue throughout 2020/2021 to work jointly with the police and CEO's to ensure the appropriate action is taken when fraudulent activity is recognised.

Due to the government lockdowns and restrictions placed as a response to the COVID pandemic, the fraud team were unable to carry out duties on street to investigate cases of fraud. However, the team were dealing with reports and cases via remote working. The Fraud hotline was also handled during this time.

Customer compliments

Thank you very much for your help over the phone. I've submitted my application already. You are really great in your job responsibilities.

I just want to give feedback on my recent query, advisor who helped me and respond back to me on time (06/04/2021) was very helpful I just want to say that he/she is a very professional advisor I am very satisfied of their service I would give them 5stars for their service and want to tell them keep doing the good work people like them are needed to help society, I wish you all the best in your career and I'm sure you will go top of the chain with your professional skills,

Just to thank you for sending me more scratch cards & instructions for how to get more if and when needed. It's a great help to have these paper cards as managing the on line system is beyond me and probably a lot of the other older residents. Best wishes

Thanks a lot for the gesture, it is deeply appreciated because not due and unexpected. I am usually very critic with you guys, but this time I have to say you have a done a very good customer service: thank you.

Dear Tower Hamlets Parking, I would like to complement you on the service delivered to me today and yesterday by your wonderful employee: Helen Bougadellis. Not only was Helen professional but what came across so much was her great ability to put me at ease and reassurance that Hellen is here to help and guide me through the process. I can honestly say that Hellen was a wonderful ambassador for Tower Hamlets Parking and the council in general.

I wrote to your office last Thursday morning, because I was worried about not hearing any news of my renewal freedom pass yet, my new freedom pass arrived today Saturday morning. Thank you very much indeed.

Statistical report

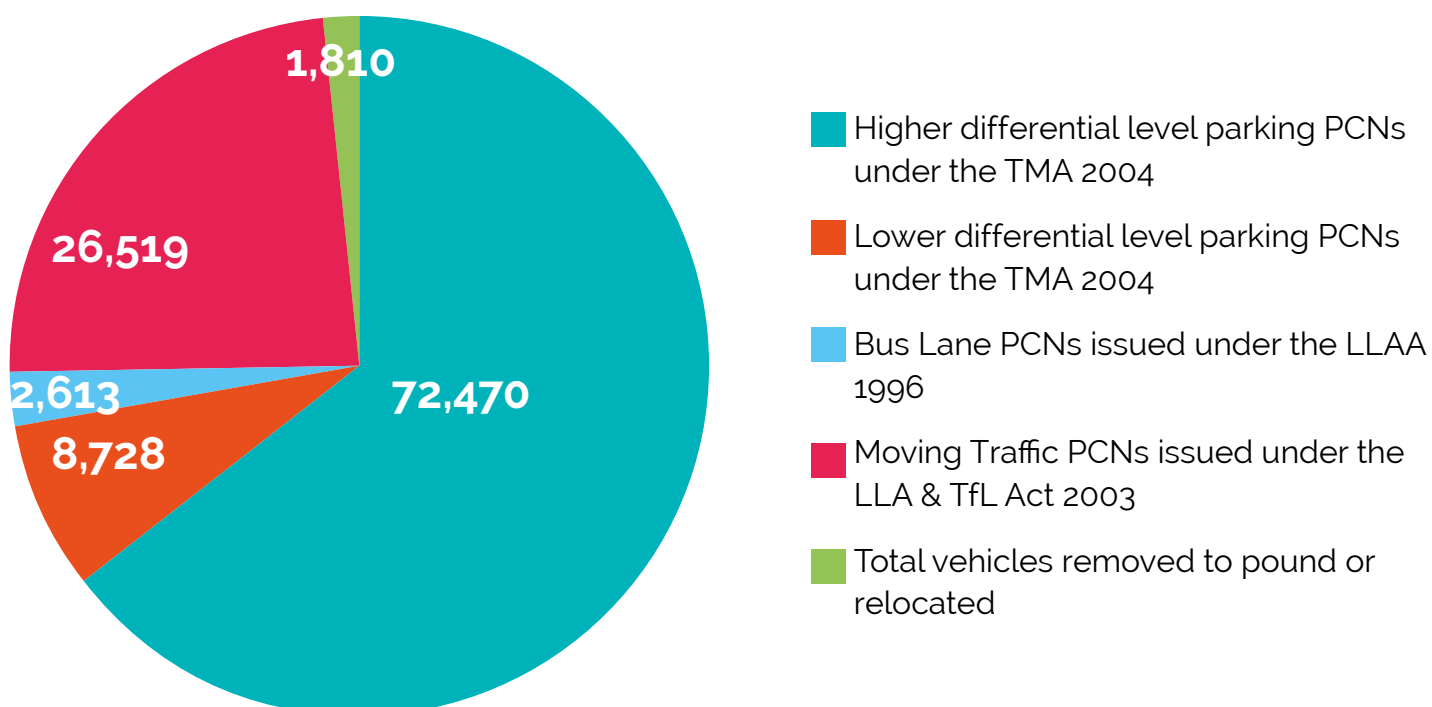
Parking & Mobility Services would like to share the following statistical data for the period 1st April 2020 - 31st March 2021.

Enforcement statistics (PCN's)

PCNs and vehicle removals	Number
Higher differential level parking PCNs under the TMA Act 2004	72,470
Lower differential level parking PCNs under the TMA Act 2004	8,728
Total PCNs	81,198
Bus Lane PCNs issued under the LLAA 1996	2,613
Moving Traffic PCNs issued under the LLA & TfL Act 2003	26,519
Total PCNs (excluding warning, tests and spoils)	110,330
Total vehicles clamped	0
Total vehicles removed to pound or relocated	1,810

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

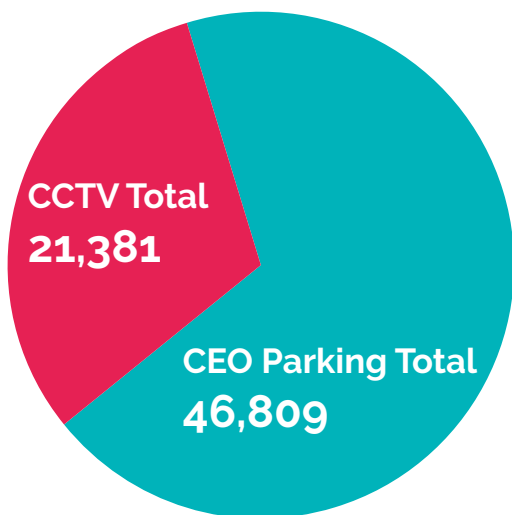
Enforcement statistics



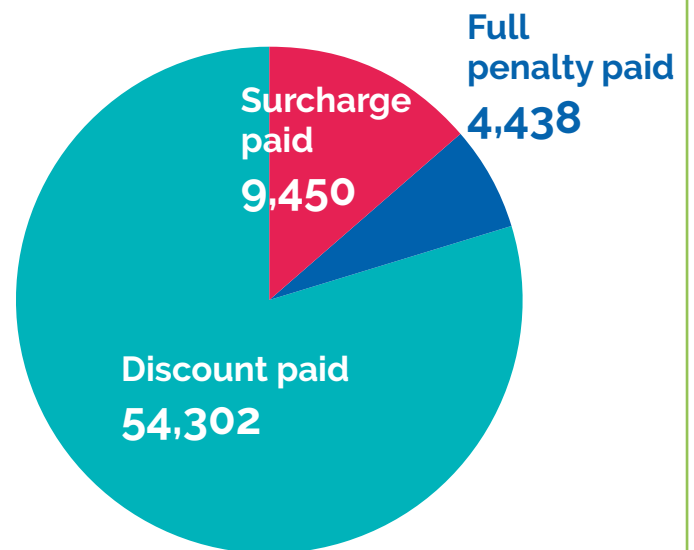
Penalty Charge Notices paid

Amount	On-street	Off-street	CEO parking total	CCTV Parking	Bus lane	Moving traffic	CCTV Total	Total
Discount Paid	35,906	101	36,007	90	1,433	16,772	18,295	54,302
Full Penalty Paid	7,768	7	7,775	5	242	1,428	1,675	9,450
Surcharge Paid	3,027	0	3,027	3	47	1,361	1,411	4,438
Total	46,701	108	46,809	98	1,722	19,561	21,381	68,190

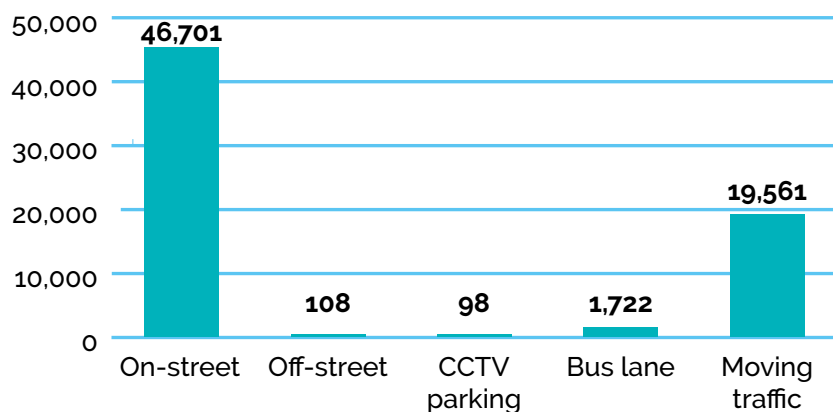
PCN's paid by enforcement method



PCN's paid by payment stage



PCN's paid by type



Penalty Charge Notices Recovery rate

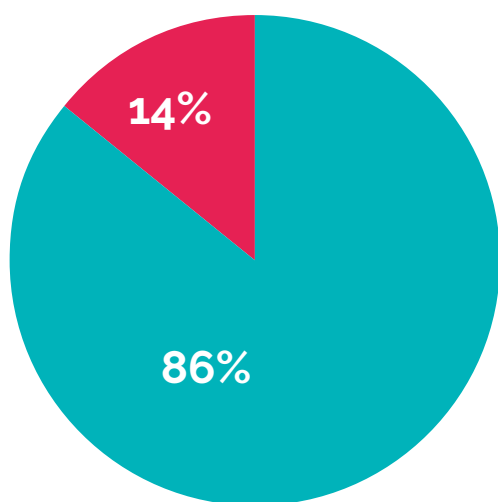
Total PCN issued	Total PCN paid	Recovery Rate
110,330	68,190	61.81%

Challenges and Representations

The below table outlines the number of all representations from 01 April 2020 to 31 March 2021. It also provides the number of PCN's cancelled as a result of representation.

All Representations (1 October 19 – 31 March 20	Number
PCNs against which a Formal and Informal Representation was made	24,247
PCNs cancelled as a result of a Formal and Informal Representation	4,063
% cancelled	16.76%

All Representations



- PCNs against which a Formal and Informal Representation was made
- PCNs cancelled as a result of a Formal and Informal Representation

Parking Permits issued by type

Below outline the number of permits issued and renewed by type between 01 April 2020 to 31 March 2021

Permit Type	Issued	Renewed	Total
Resident	22,054	8,088	30,142
Daily Temporary	12,861	N/A	12,861
Public Service	1,165	57	1,222
Business	687	125	812
Contractor	294	33	327
Car Club	90	0	90
Market	29	4	33
Total	37,180	8307	45,487

Number of suspensions, dispensations and skip permits issued

Permit type	Issued
Suspensions	1,330
Dispensation	304
Skips	51
Total	1,685

Number of vouchers issued by type

The below table provides details of the number of online vouchers by type issued from 01 April 2020 to 31 March 2021.

Voucher type	Online
Resident 60+	175,882
Resident	172,113
Carers	13,967
Public service	845
Market Trader	133
Total	362,940

Number of paper scratchcards issued

Paper scratchcards are available for residents which are 60+ or have a carer. Applications are approved provided the eligibility criteria is met.

We had provided a total of 30310 individual scratchcards between the period of 01 April 2020 to 31 March 2021.

Type of applications	Number of applications received	Numbers
Blue Badge	3,403	2,849
Disabled Person's Freedom Pass	1,231	1,080*
Taxicard	104*	147

* These are the total number of applications (which do not automatically meet the eligibility criteria) sent by London councils to Tower Hamlets to assess.

Abandoned vehicles statistics

Enforcement activity	Total Number
Vehicles reported as abandoned	676
Vehicles inspected	141
Vehicles removed and disposed	46

Number and types of parking spaces in the borough

Description of bay (on street)	Number of spaces
Ambulance	8
Business permit holders / Pay & Display Parking	203
Business permit holders only	411
Cab Ranks At Any Time	15
Car Club Bay	113
Coach Bays	11
Doctor permit holders only	24
Friday Off Peak	161
General disabled bays	120
Goods Vehicles Only	19
Loading only	83
Market Trader (8.30am - 4pm) and Pay by phone (4pm -7pm) and Sunday Market Trader	10
Market traders only	3
Motor cycles only	262
Multi bay & Business Permit holders (Tue, Thu. & Sat)	20
Multi Bay & Sunday Market Trader	49
Multi Bays	4,694
Multi bay & Sunday Resident permit holder	10
P&D and Sunday Market Traders	5
Pay & Display Parking	967
Permit and Pay by Phone (Mon - Fri) and Sunday Permit Holders only	4
Permit Holders & Sunday Market Traders	7
Permit holders only	5,646
Personalised. Disabled permit holders only.	126
Police vehicles only	34
Resident Permit Holders & Sunday Market Traders	6
Resident permit holders only Resident permit holders only	14,468
Sunday Exemption	20

Description of bay (off street council owned car parks)	Number of spaces
Disabled Badge Holders ONLY	183
Pay & Display / Pay by Phone	24

Type of spaces	Number of spaces
On-street	27,499
Off-street council owned car parks	207
Total spaces in the borough	27,708

Financial information

Parking income, expenditure and surplus information will be provided at a later date.

Further enquiries

Parking & Mobility Services

Mulberry Place

PO Box 55739

5 Clove Crescent

London E14 1BY

Parking helpline: 020 7364 5003 (Monday to Friday, 9am to 5pm)

Parking & Mobility Services
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