

Annual Parking Report

2022/23



CONTENTS

Glossary	3
Introduction and Background	4
PARKING IN HAMMERSMITH AND FULHAM	5
Overview	6
Parking objectives and strategies	8
South Fulham Clean Air Neighbourhood project	9
Reducing pollution and improving the air quality	11
Emissions based pay and park tariffs	12
Resident Permits	12
Resident Visitor Permits	17
Car Clubs	18
Cycle Parking	19
EV Parking	19
Motorcycle Parking	20
Parking Enforcement	20
Moving Traffic and Bus Lane Enforcement	20
Paying to Park	21
Parking Suspensions	21
Parking Customer Contact Centre	22
Parking Correspondence	24
LOOKING AHEAD	26
On-Street Asset Audit	27
Business Visitor Access Permit - Clean Air Neighbourhoods	27
Parking Census	27
STATISTICS, FINANCIAL INFORMATION, REVIEWS AND MONITORING	28
Financial statistics	29
Parking income and expenditure	29
Application of surplus	29
Penalty charges	31

Glossary

This glossary explains common acronyms and definitions of technical terms used through the document.

Annual Report	This is the abbreviated name for this document, the <i>Annual Parking and Enforcement Report</i> .
CC	Charge certificate.
CEO	Civil Enforcement Officer. Following the enactment of Part 6 of the <i>Traffic Management Act 2004</i> on 31 March 2008 with respect to civil parking enforcement, 'Parking Attendants' are now referred to as CEOs.
CPZ	<i>Controlled Parking Zone</i> . All public highways in the London Borough of Hammersmith and Fulham are covered by a CPZ.
Contravention	This refers to a breach of parking regulations. This was formerly referred to as an 'offence' when regulations were enforced by the police.
Enforcement	In this document 'enforcement' activity by the Council covers that of parking controls.
KPI	Key performance indicator.
London Councils	This body represents the interests of the 33 London Local Authorities in London. London Councils' <i>Transport and Environment Committee</i> , which is made up of nominated representatives from each London local authority, carries out statutory functions, such as setting the level of Penalty Charge Level for parking contraventions in London. It is responsible for the parking adjudication service and administration of the <i>London Lorry Control Scheme</i> .
London Tribunals	<i>The Parking and Traffic Appeals Service (formerly PATAS)</i>
NTO	Notice to owner.
PCN	Penalty charge notice.
Recovery rate	The percentage of PCNs issued that have been paid. Non-payment of PCNs may be due to those receiving the PCN or as a consequence of the Council not being able to obtain the keeper details from the DVLA (Driver and Vehicle Licensing Agency).
RingGo	Pay and Park facility used in Hammersmith and Fulham
TEC	London Councils' <i>Transport and Environment Committee</i>
TfL	<i>Transport for London</i> , one of the bodies the GLA and the Mayor of London is responsible for.
TMA	<i>Traffic Management Act 2004</i>
TMO	<i>Traffic Management Order</i> . TMO is used as a generic term in this report to cover any traffic management or traffic regulation orders that are used to designate parking and traffic controls.



Introduction and background

This is the London Borough of Hammersmith & Fulham's (LBHF) Annual Parking and Enforcement Report for 2022/23.

This report will focus on three key areas:

- **Parking in the London Borough of Hammersmith and Fulham**
- **A Look Ahead**
- **Statistics, Financial Information, Reviews and Monitoring**

The legislative framework for Local Authorities to carry out parking enforcement changed on 31 March 2008 when Part Six of the *Traffic Management Act 2004 (TMA)*, replaced parts of the *Road Traffic Act 1991*. The *Department for Transport (DfT)* introduced the TMA to improve public perceptions of parking enforcement by providing greater consistency of nationwide parking regulations and providing a fairer and more transparent system.

The TMA required a number of changes to parking enforcement practice, which covered the terminology and documentation used, and the processing of *Penalty Charge*

Notices (PCNs). It also placed additional responsibilities on authorities to publish information regarding parking enforcement, including an annual report.

This document focuses on parking and enforcement issues and the new schemes and processes that we believe will offer a better service to our customers.

The Council is committed to being open and transparent about its parking operation, with the mindset of keeping the local community and other interested parties abreast of any changes we have made and any we are considering for the future.

More information on parking in the Hammersmith and Fulham is available on our website at:

<https://www.lbhf.gov.uk/parking>





Parking in Hammersmith and Fulham



Overview

All roads controlled by the London Borough of Hammersmith & Fulham (LBHF) are part of a *Controlled Parking Zone* (with a few exceptions of private roads) and all kerbside space is therefore dedicated as a parking space or has a yellow line waiting restriction.

Parking schemes must accommodate the needs and expectations of different groups and parking bay restrictions are designed to manage demand and ensure that everyone may benefit from available space, at the times it is most needed.

Parking schemes need correct signage and road markings to be enforceable. The council is responsible for maintenance of existing signs and lines, both within and outside the controlled parking zone, as well as the installation of signs and lines for new parking schemes. Other associated costs include maintaining over 370 pay-and-display machines in some of our busier areas of the borough.

Parking measures have an impact on the safety of pedestrians and cyclists.

Inconsiderate parking can obstruct sight lines, keeping dangerous hazards out of view. It may also result in reduced access on pavements and at crossing points. Bad parking can also block bus routes, causing delays for passengers. Service unreliability may, in turn, lead to more private vehicles on the road.

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Parking schemes must accommodate the needs and expectations of **different groups**

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On-street parking bays are reserved for use by certain users. We have the following types and numbers of bays in the Borough:

Bay Type	Number
1 Hour Parking Bay	590
1 Hour Pay and Display Only Parking Bay	1
2 Hour Parking Bay	1,407
30 Minute Parking Bay	10
4 Hour Parking Bay	911
Ambulance Parking Bay	4
Archived - no longer a bay	920
Beyond Borough Extent	41
Car Club Bay	41
Combined Loading Bay and Standard Parking Bay	3
Cycle Hangar Bay	13
Cycle Hire Bay	135
Diplomatic Parking Bay	6
Disabled Parking Bay	362
Disabled Personalised Parking Bay	60
Doctors Bay	33
Electric Parking Bay	133
Loading Bay	126
Market Bay	34
Motorcycle Parking Bay	43
Pay and Display Only Parking Bay	59
Permit Only Parking Bay	105
Police Parking Bay	2
Standard Parking Bay	39,804
Taxi Night Parking Bays	11
Taxi Parking Bays	20

You can find information concerning parking and examples of road markings and signage in the *Highway Code* and in the *Department for Transport's Know Your Traffic Signs* booklet and in the *Traffic Signs Regulations and General Directions 2016*.

These publications and other useful information related to parking can be found on the *Department for Transport's* website www.dft.gov.uk

Parking objectives and strategies

In 2019, H&F Council declared a climate and ecological emergency and set an ambitious target to reach net zero carbon emissions by 2030 in Hammersmith & Fulham (H&F).

We are committed to the reduction of air pollution in the borough and will work with other Council departments and our residents to ensure this goal is met.

Our commitment to our residents, businesses and visitors is to make it safe, easy and fair to park in the H&F. We will seek to make it as easy as possible for those who need to park in the borough, to find and pay for their parking space.

We will continue to be open and transparent about how much income is generated from the parking service, where we invest the surplus, and how much on-street parking services cost.

We will seek to limit fraud and take appropriate action against those who use disabled badges or residents parking permits fraudulently.

We will continue to support our key workers who provide essential services in the borough by providing key worker permits.

“ Our commitment to our residents, businesses and visitors is to make it **safe, easy and fair to park in the H&F** ”



South Fulham Clean Air Neighbourhood project

Hammersmith & Fulham is the tenth worst area in England for air pollution, according to Public Health England.

Toxic air can lead to dementia, cancers, heart disease, asthma, lung problems and early death. Children are particularly sensitive to dirty air as their body and lungs are developing.

There is no part of the borough where air quality meets *World Health Organisation* targets.

Following the success of the traffic, pollution and congestion scheme to the East of Wandsworth Bridge Road, H&F introduced a *Clean Air Neighbourhood (CLEAN)* trial on the West side in December 2022.

The aim is to tackle toxic air and reduce congestion by discouraging out-of-borough motorists from using our residential streets as a shortcut.

The trial set out to end a decades-old congestion and pollution problem in the streets to the west of Wandsworth Bridge Road that had been exacerbated by the increased use of sat-nav equipment by motorists. It uses smart number plate technology to discourage out-of-borough motorists, who are not stopping to shop or visit friends and family, from using residential streets as cut-throughs.

Clean Air Neighbourhood Trial data				
Average number of vehicles per day				
Road	March 2022 pre trial	March 2023 during trial	Net reduction / increase	% reduction / increase
A Broomhouse Lane	8,419	3,467	-4,952	-58.8%
B Clancarty Road	2,787	1,451	-1,336	-47.9%
C Hurlingham Road*	2,426	1,132	-1,294	-53.3%
D Peterborough Road	7,135	4,341	-2,794	-39.2%
E Studdridge Street	2,627	1,475	-1,152	-43.9%
F Wandsworth Bridge Road South	35,576	29,497	-6,079	-17.1%
G Wandsworth Bridge Road North	21,245	20,291	-954	-4.5%
H New Kings Road (near Munster Road)	17,864	13,950	-3,914	-21.9%
I New Kings Road (near Eelbrook Common)	14,384	14,851	467	3.2%
J Parsons Green Lane	11,571	9,743	-1,828	-15.8%

* Hurlingham Road data is pre-trial September 2022 compared to during trial March 2023.



KEY

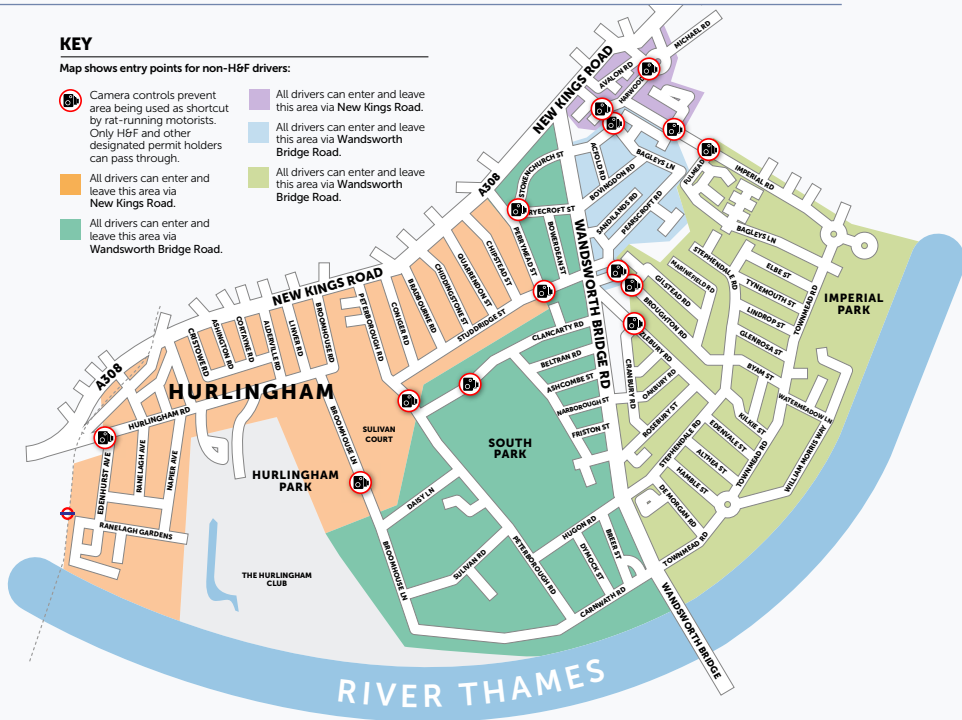
Map shows position of traffic counters.

● Traffic counters

For map including camera locations, see back page.

Five cameras have been carefully positioned to stop non-H&F drivers using the most popular cut throughs such as Studdridge Street, Perrymead Street, Peterborough Road, Broomhoouse Lane and Hurlingham Road. These camera locations have been agreed upon by local residents.

All roads are still accessible for all drivers to enter and exit the area. But non-H&F drivers seeking purely to cut through from New Kings Road to Wandsworth Bridge Road (and vice versa) - unnecessarily using and polluting residential streets - will face fines if they go through the cameras.



Importantly, if you live anywhere in the borough and have an H&F-registered vehicle, you can go through the *Clean Air Neighbourhood* cameras without penalty. And if you book your friends, family, carers, deliveries and tradespeople free access by using *RingGo*, they can go through the cameras, too. This ensures residents can take control of who uses our streets.

Councillors have chaired numerous online meetings with residents to discuss what a trial scheme might look like. Residents also organised their own information sessions. Residents will be fully and properly consulted during the *Clean Air Neighbourhood* trial and we'll make improvements throughout based on what we hear. Within six to 18 months after starting, the trial can be changed, stopped or made permanent. **It will only be made permanent if there is clear support from residents and the data shows it has improved air quality and reduced congestion.**

The South Fulham *CLEAN* west continues to be successfully embedded, with compliance at around 97%:

CLEAN EAST		Month of Offence Date					
Case Payment Status	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	
Total vehicles through Gateway	173,238	190,546	170,528	165,767	160,782	222,891	
No. of vehicles in Contravention	9,946	10,191	6,628	7,454	9,588	10,862	
Paid and Closed	7,200	7,333	4,679	5,333	6,522	7,247	
Paid Amount	£552,688	£576,049	£365,732	£408,483	£516,894	£566,699	
Compliance Rate	95.94%	96.23%	97.30%	96.84%	96.07%	96.83%	

Case Payment Status	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Total vehicles through Gateway	231,468	241,233	206,551	215,476	159,517	209,108
No. of vehicles in Contravention	12,094	10,824	9,333	8,847	4,843	8,259
Paid and Closed	7,932	6,776	5,832	5,424	2,912	5,262
Paid Amount	£625,489	£534,572	£454,880	£416,926	£221,522	£405,438
Compliance Rate	96.66%	97.26%	97.30%	97.54%	98.21%	97.55%

Reducing pollution and improving the air quality

Fifty-six air quality monitors (AQMs) were installed on lamp columns across South Fulham. These form the largest concentrated network of AQMs anywhere in Europe. The live information from these AQMs will be made publicly available.

H&F engineers use data from traffic counters and the *Vortex Air Quality Sensors* to highlight trouble-spots and benchmark the success of the *CLEAN* schemes, including key aims of reducing air pollution and congestion.

The *CLEAN* has contributed to the removal of at least one tonne of CO₂ per day from the area to the east of Wandsworth Bridge Road. The air quality has improved in South Fulham residential area's since the introduction of the schemes.

So far the data shows that the trial to the west of Wandsworth Bridge Road which began in December 2022 by the use of an experimental traffic management order has seen a reduction of over 7,000 vehicles a day

using the side streets, resulting in 0.65 tonnes less of deadly nitrogen oxide (NO_x) polluting the streets and 0.9 tonnes less of climate-damaging carbon emissions every day.

The data suggests that these interventions have not simply moved the poor air quality to roads where no restrictions exist.

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The *CLEAN* has contributed to the removal of **at least one tonne of CO₂ per day** from the area to the east of Wandsworth Bridge Road

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Emissions based pay and park tariffs

In March 2023, the Council introduced new parking tariffs for those using our cashless parking provider, **RingGo**. Charges will continue to be emissions based, and the change in policy will support our net carbon zero 2030 target and *Clean Air Neighbourhood* strategy, while helping residents tackle the cost-of-living crisis. It also supports businesses in the face of a potential recession.

RingGo pay-by-phone/e-parking payments:

- Band 1 (0-75g/km CO2) - **£2.50 per hour**
- Band 2 (76-130g/km CO2) - **£3.50 per hour**
- Band 3 (131-190g/km CO2) - **£4.25 per hour**
- Band 4 (191+g/km CO2) - **£5 per hour**



A diesel surcharge of **£1 per hour** has been applied to diesel vehicles in any of the above bands due to the extremely negative impact of diesel vehicles on air quality.

Resident Permits

Eligibility for a parking permit is based on the resident’s ability to clearly demonstrate their ongoing full time/main residency in Hammersmith & Fulham, their entitlement to a full driving licence and the keepership / main use of the vehicle at an address in the borough.

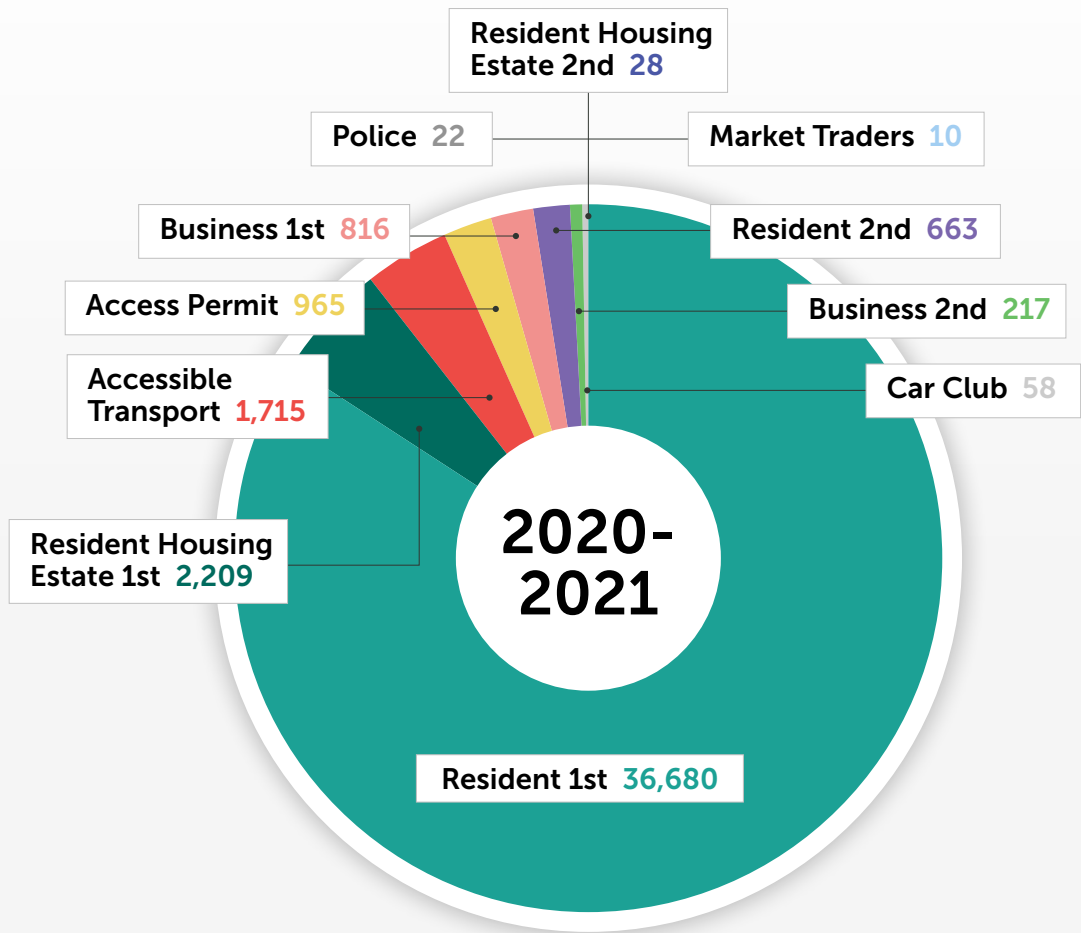
Each member of a household is entitled to apply for a maximum of two permits – a resident first permit for their first vehicle and a resident second permit at the higher price for their second vehicle. Permits can be issued for a period of six or 12 months. Temporary 30-day parking permits are available for new residents and first-time applicants who can apply using reduced proofs and then upgrade the permit to a full annual version at no further charge when any outstanding documents are submitted.

This permit incurs a non-refundable deposit equivalent to a 12-month permit to deter fraud.

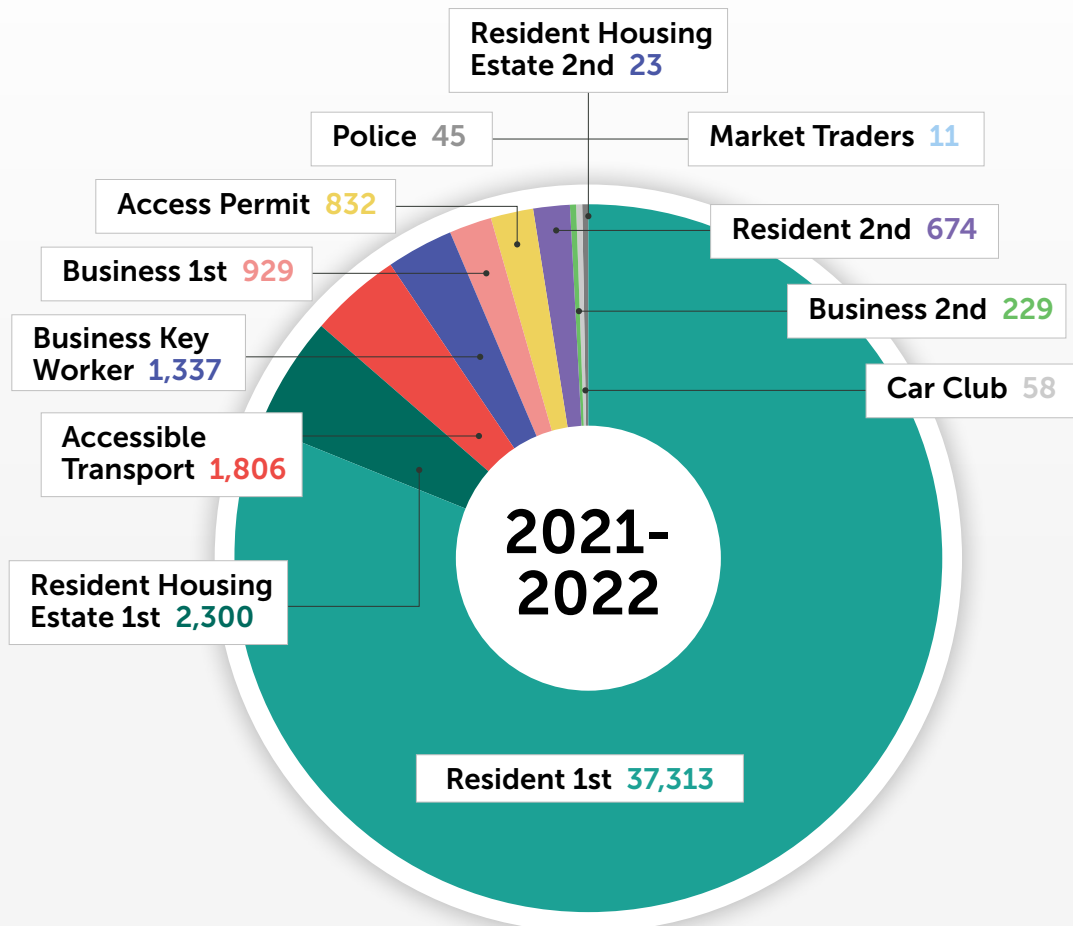
Green vehicle discount is available for residents who use a vehicle that emits 100 g/km or less of CO2. Free permits are available for residents who use a fully electric vehicle. The discounted price or free permit is only available for the first permit. The pricing structure for our permits can be seen below:

Permit Type	Duration	First Permit	Second Permit
Standard	6 months	£71	£260
Standard	12 months	£119	£497
Temporary	30 days	£119	N/A
Green Vehicle	12 months	£60	N/A
Fully Electric Vehicle	12 months	£0	N/A

Permits Per Year	
2020-2021	
Access Permit	965
Accessible Transport	1,715
Business 1st	816
Business 2nd	217
Business Key Worker	-
Car Club	58
Market Traders	10
Police	22
Resident 1st	36,680
Resident 2nd	663
Resident Housing Estate 1st	2,209
Resident Housing Estate 2nd	28
Total	42,383



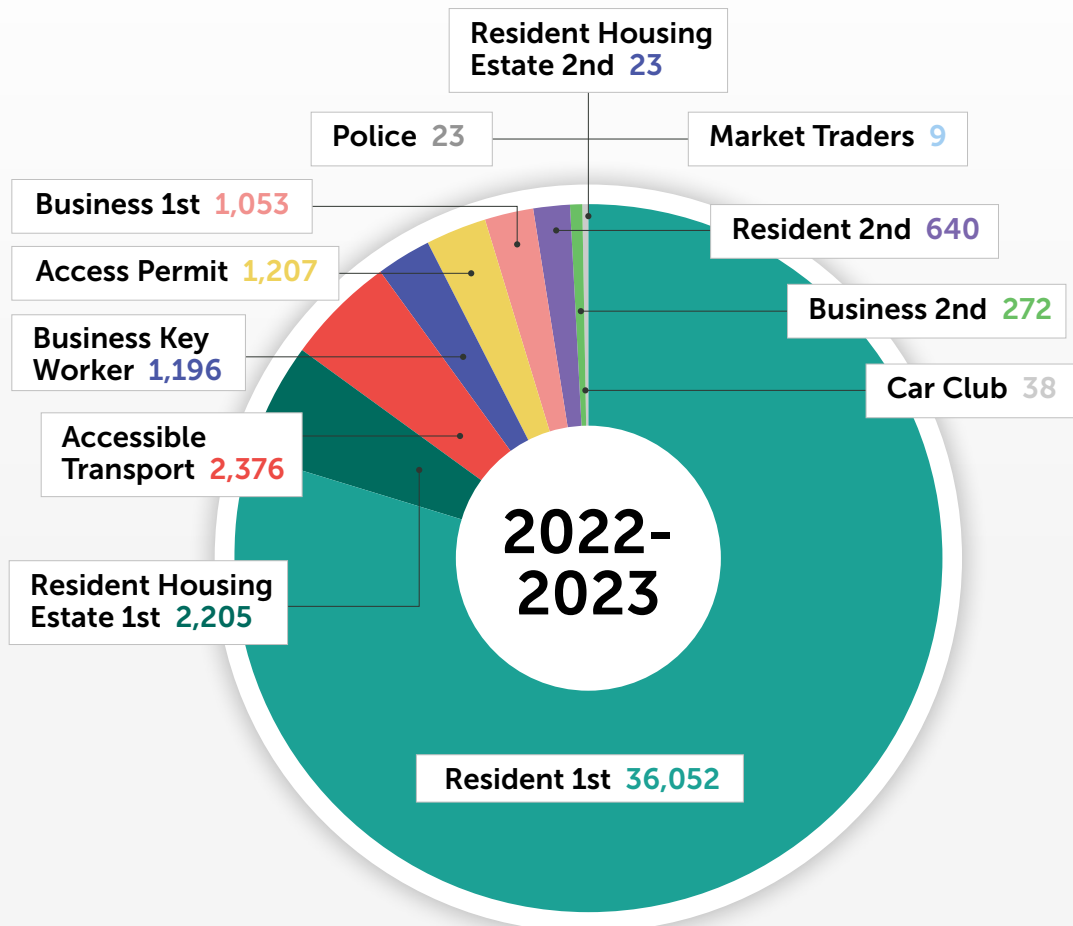
Permits Per Year	
2021-2022	
Access Permit	832
Accessible Transport	1,806
Business 1st	929
Business 2nd	229
Business Key Worker	1,337
Car Club	58
Market Traders	11
Police	45
Resident 1st	37,313
Resident 2nd	674
Resident Housing Estate 1st	2,300
Resident Housing Estate 2nd	23
Total	45,557



Permits Per Year

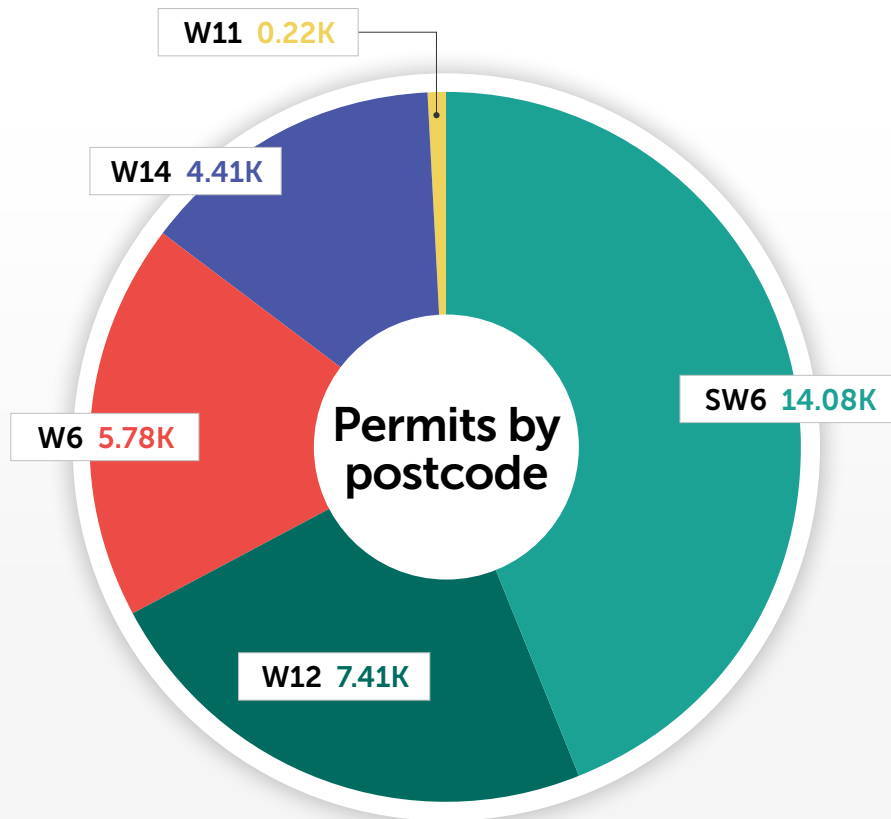
2022-2023

Access Permit	1,207
Accessible Transport	2,376
Business 1st	1,053
Business 2nd	272
Business Key Worker	1,196
Car Club	38
Market Traders	9
Police	23
Resident 1st	36,052
Resident 2nd	640
Resident Housing Estate 1st	2,205
Resident Housing Estate 2nd	23
Total	45,094



Permits By Postcode

SW6	14.08K
W12	7.41K
W6	5.78K
W14	4.41K
W11	0.22K



Resident Visitor Permits

The Resident Visitor Permits (RVP) are part of RingGo cashless parking. They are used by residents to park outside their home zone. It's a modern online system, and many of our residents already have accounts for use across London and beyond.

With a Hammersmith & Fulham RVP, residents can give visitors parking for just £1.80 an hour. It is designed to support our residents when they have visitors to their home AND when they visit friends and family across the borough. We have frozen the RVP at £1.80 an hour for all homes in H&F for the seventh year running.

All residents across H&F can also use the RVP and RingGo system to provide free access for their visitors travelling into the

camera-controlled *South Fulham Clean Air Neighbourhood* area.

“ We have frozen the RVP at £1.80 an hour for all homes in H&F for the **seventh year running.** ”



Car Clubs

We are enthusiastic supporters of car clubs and believe that they offer great potential to reduce both traffic congestion and on-street parking stress.

We aim to ensure that every resident and business has a car club bay within easy access. You can find *Car Club* cars parked on-street in their own designated bays. *Car Clubs* are an alternative to car ownership that gives members of the club access to vehicles when needed. They have been described as a pay-as-you-go form of car ownership, whereby you pay only when you are using the car.

Car Clubs provide people with the convenience of a car, without the cost of privately owning one. Using a *Car Club* means people do not have to worry about tax, insurance, parking permits, servicing or repairs. There are none of the hassles of owning and maintaining a car.

The Basic plan is totally free (with a £10 joining fee) and rates start from £9/hour and from £0.35/minute for Flex.

- **Small cars from £9.00/hour**
- **Medium cars from £10.00/hour**
- **Vans from £11.00/hour**
- **Flex prices from £16/hour**



“ Using a *Car Club* means **people do not have to worry** about tax, insurance, parking permits, servicing or repairs ”

We currently have 46 on-street car club locations, managed by two operators (*Zipcar* and *Enterprise*) which provide two types of *Car Club* usage - round trip (or station-based) and one way (or flexible):

- Round-trip (or station based) *Car Clubs* mean drivers will need to return the vehicle used to its original parking bay when finished using it.
- One-way (or flexible) *Car Clubs* means drivers can pick-up and drop-off the car anywhere. One-way vehicles can be picked up from any parking bay and dropped off in any bay around the borough. No reservation is required. This 'free-floating' model is our latest initiative to make using *Car Club* vehicles as easy as possible. It is open to members across several London boroughs who also host the service which provides greater flexibility and a wider area for non-round trip journeys.

We are also working with operators to move away from diesel vehicles. All of our operators are actively looking to make their fleets fully electric or hybrid. To support future development of a fully-electric *Car Club* fleet in the Borough, we are working directly with *Enterprise* and *Liberty Charge* to introduce '*Car Club Mobility Hubs*' and convert all existing *Car Club* vehicles to electric. We are exploring relocation of existing *Enterprise Car Club* bays to sit within 200m of a *Liberty Charge* EV charge point. This will ensure all *Enterprise Car Club* bays can be converted to an electric car, providing more cleaner, greener and smarter travel opportunities for residents and businesses in the Borough.

Cycle Parking

The demand for cycle parking across the borough continues unabated following the return to work by most people and the continued pressure on residents caused by the cost-of-living crisis.

Cycling in all forms continues to be a very cost-effective alternative to the motor vehicle. This has meant there is continued resident demand for secure on-street parking, and more recently a new demand for secure cargo bike parking.



We have continued to deliver new *Bikehangar* units across the borough despite restrictions in funding with another 16 (96 secure spaces) being installed initially on street with another 47 planned in the early part of 2023.

Funding has been allocated to install new cycle stands along the route (100 in total) as well as four new cargo bike storage units. Additional cycle stands have been installed throughout the borough totalling another 60 stands.

The secure *Hammersmith Cycle Hub* opened in October 2022 allowing 94 cycles to be securely stored and 4 cargo Bikes.

EV Parking

We continue to actively encourage residents and businesses to transition to electric vehicles to improve air quality and meet our carbon reduction targets.

Of note:

- **96%** of homes in H&F are now within a three minute walk of a charge point.
- The borough boasts an extensive network of over **2,500** on-street charging points, making it one of the densest networks in the U.K.
- **2,292** lamp post(low power) charge points have been installed allowing residents to charge their vehicles overnight. This public infrastructure provides reduced charging costs to the user.
- Over **300** destination charge points offer either a 7 kWh or 22 kWh charge, catering to different EV models and charging needs.
- **Eight** high power, on-street 50 kWh rapid charge points - the highest number in London allow EVs to recharge quickly, supporting longer journeys.

- **The world's first** Shell petrol station transformed into an all-electric charging hub on Fulham Road features ten high-powered, ultra-rapid 175 kW charge points.
- **300** dedicated charging bays across the borough provide EV owners with hassle-free charging.

The emerging EV charge point strategy outlines our commitment to improving the accessibility and convenience of our EV infrastructure while prioritising equity. Our aim is to ensure that all residents have easy access to charge points across the borough. In the rapidly evolving environment we also recognise that innovative charging options provide an ongoing opportunity to enhance our network.

Motorcycle Parking

The Council allows free parking for motorcycles in all its shared-use bays. However, motorcycles cannot be parked in specific bay types such as disabled or doctors bays, and also suspended parking bays or on the pavement.

We have introduced dedicated motorcycle bays for delivery drivers who used residential

streets for parking when picking up deliveries from eateries, to ensure the impact on residents is limited and the congregation of these bikes are kept to main roads where possible.

More dedicated motorcycle bays for delivery drivers are planned in parts of the borough where there demand.

Parking Enforcement

Our enforcement teams have three bases across the borough – north, central and south. Having the teams operating in three bases allows us to be more reactive to parking issues when they arise and have a greater enforcement presence when required.

The team continue to be the eyes and ears of the council when patrolling the borough, reporting issues such as graffiti, knocked down lamp columns and fly tipping to the relevant service.

The issue of idling engines continues to be an issue that officers tackle on a daily basis. *The Royal College of Physicians* estimate 40,000 deaths a year in the UK are linked to air pollution, with engine idling contributing to this. The team have changed their approach to enforcing engine idling this year by engaging with drivers on this issue, explaining the impact that an idle engine has on the environment and asking them to turn off their engine when stationary. This approach has been successful, with officers receiving positive feedback from drivers about the engagement instead of active enforcement.

NO VEHICLE IDLING



Maximum penalty charge notice £80



Moving Traffic and Bus Lane Enforcement

H&F continues the adoption of *Unattended Automatic Capture Cameras* for moving traffic offences.

The hardware enables the Council to capture contravention using *Automated Numberplate Technology* and is now embedded in various locations within the borough.





Paying to Park

Paying by mobile phone and online: 94 per cent of people now pay to park by telephone using *RingGo*. It's very easy to register and use, and it means drivers only pay for the time they use and don't have to carry cash.

Paying at on-street ticket machines: People can also use credit or debit cards, including contactless payments. Cash can also be used at some machines.

Shopper bays: There are shopper bays placed in some of the busy shopping areas in the borough, allowing visitors to park, which cost only 20p per 30 minutes (maximum stay one or two hours depending on location) and we are continuing to identify more locations for shopper bays in the borough.

Parking Suspensions

The parking suspensions service plays a crucial part in the organisation of parking controls within the borough and, without parking suspensions all motorists including residents, would feel and see the impact, as there would be an increase in congestion through double parking and illegal parking.

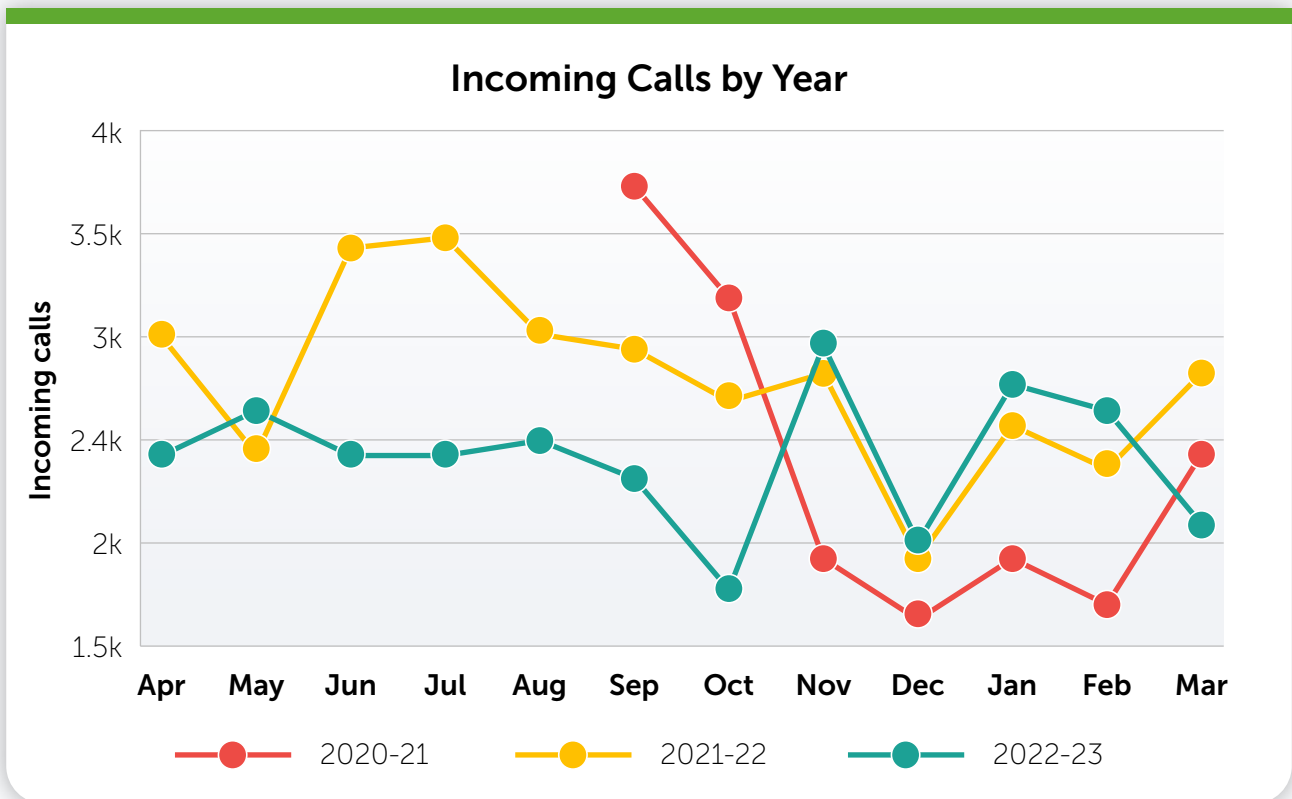
All suspension requests are set with a reasonable notice period to warn other road users of the intention, using *DfT* approved signs on street. These signs act as a warning of the impending plan to suspend parking. Guidelines for both notice periods and the graduated charging scheme are available on the LBHF website at: <https://www.lbhf.gov.uk/parking/suspensions-and-road-closures>.



Parking Customer Contact Centre

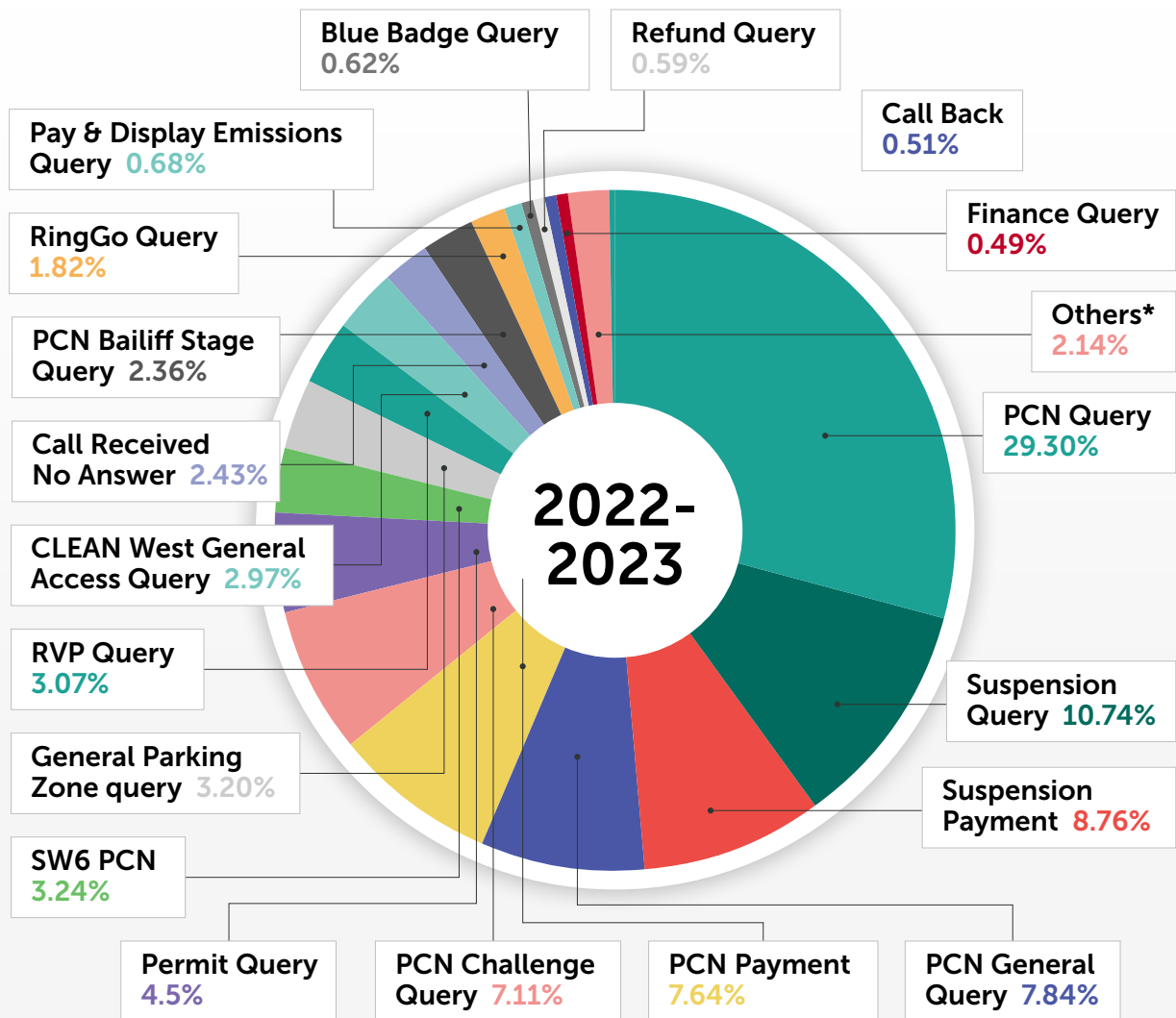
Our Customer Contact Centre deals with all parking related queries. 30% of call queries are PCN-related, commonly customers enquiring about the details of the fine and how to challenge.

In addition to our own *Customer Contact Centre*, a new *Clean Air Neighbourhood* hotline was open in November 2022, providing seven days a week support for customers who had queries about the new scheme.



Incoming Calls By Activity

PCN Query	29.30%	CLEAN West General Access Query	2.97%
Suspension Query	10.74%	Call Received No Answer	2.43%
Suspension Payment	8.76%	PCN Bailiff Stage Query	2.36%
PCN General Query	7.84%	RingGo Query	1.82%
PCN Payment	7.64%	Pay & Display Emissions Query	0.68%
PCN Challenge Query	7.11%	Blue Badge Query	0.62%
Permit Query	4.5%	Refund Query	0.59%
SW6 PCN	3.24%	Call Back	0.51%
General Parking Zone query	3.20%	Finance Query	0.49%
RVP Query	3.07%	Others*	2.14%



* Others: Car Pound Query, CLEAN West Communication About Trial, CLEAN West Congestion Query, CLEAN West RVP Access Request, Duplicate Ticket Query, Motor Cycle Query, PCN at Registration Stage Query, Pre-Debt Letter Query, SW6 Access Query, SW6 Congestion and Delays, SW6 General Query, Zone G Motorcycle Query

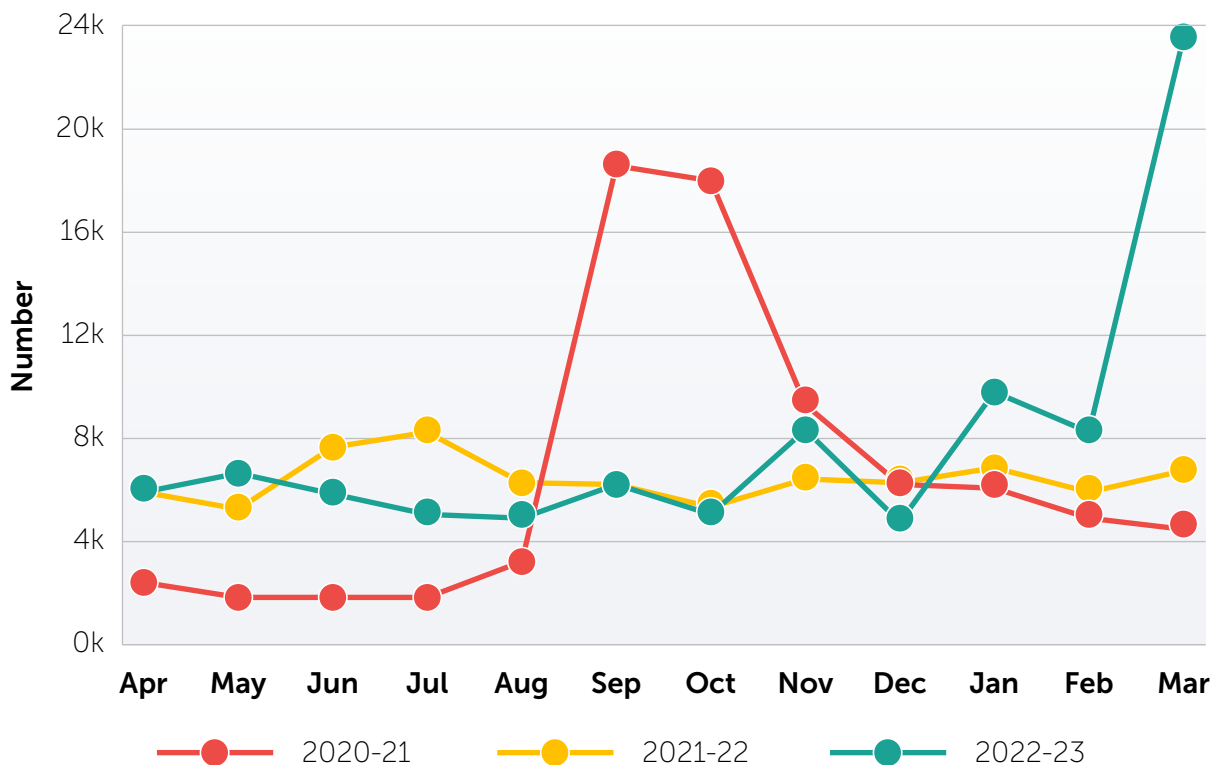


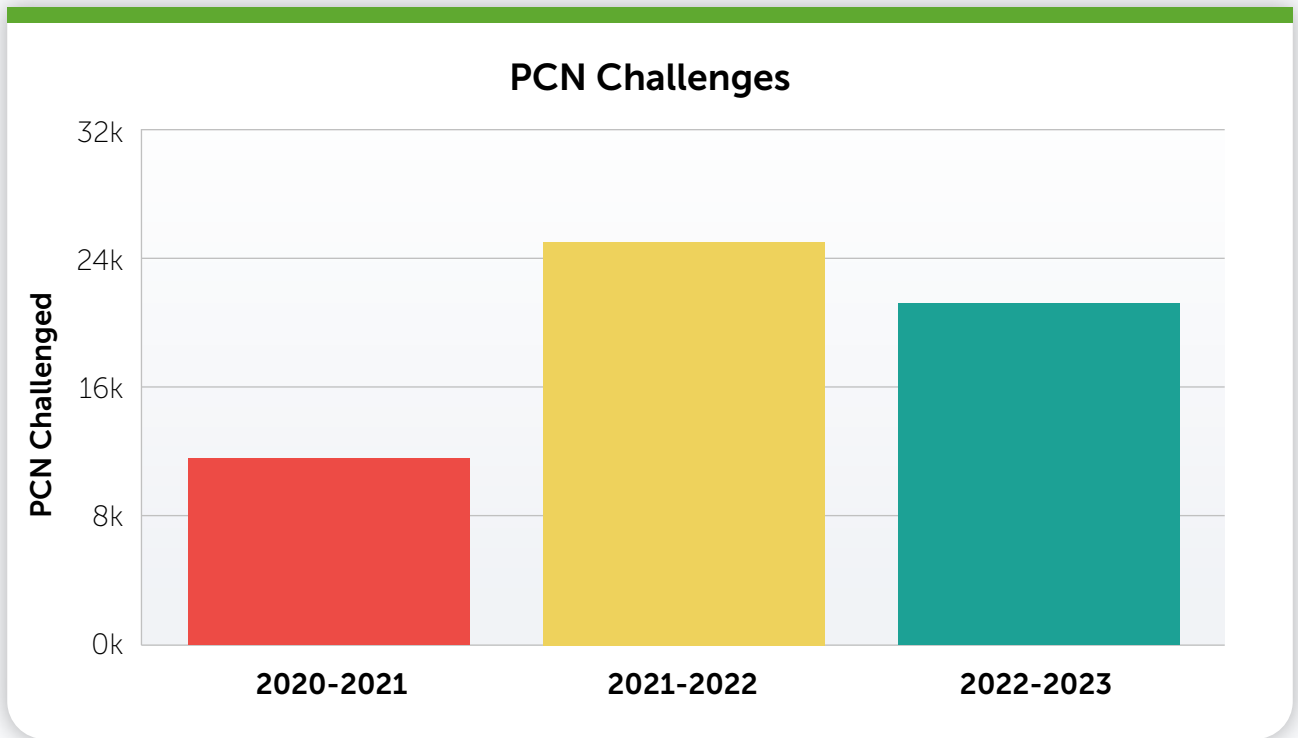
Parking Correspondence

2022/23 remained steady for correspondence prior to the *Clean Air Neighbourhood* trial scheme going live in December 2022, however numbers rose significantly at the turn of the year once the scheme was embedded.

The team deal with all parking and moving traffic challenges and representations, pre-Notice to Owner stage to debt stage.

Correspondence Received Per Month







Looking ahead

On-Street Asset Audit

To ensure that all parking bays are compliant, Officers continue to audit all parking and moving traffic lines and signs within the borough.

This piece of work will ensure drivers are aware and informed of all the restrictions put in place.



Business Visitor Access Permit - Clean Air Neighbourhoods

After extensive feedback from businesses in South Fulham, H&F has decided to introduce an access permit, which will allow a business to provide access to all staff, clients and deliveries, through the *CLEAN* cameras.

The permit will be accessible through a *RingGo* account and any business in South Fulham is able to apply for it.

Parking Census

H&F will be engaging with resident and businesses about parking through a census designed to get a better understanding of the issues faced when parking within the borough.

The results of the parking census will form part of a strategic plan to consult with residents and businesses further about parking controls, to ensure that they are fit for purpose.



The results of the parking census will form part of a strategic plan to consult with residents and businesses further





Statistics, Financial Information, Reviews and Monitoring



Financial statistics

Within H&F's budgeting processes and procedures, the parking account is a 'memorandum account', which is set up and collated from the Council's accounts.

It is necessary to set up the parking account in this way since any surplus generated can be spent only on certain allowable transport, parking, and highways related activities, as specified by law, and accounted for separately in the Council's accounts to show transparency.

Parking income and expenditure

The financial year of 22/23 Parking activities generated a surplus of £32,389,714, the Parking Surplus was allocated to allowable expenditure as specified by law and set out in the table below. A small Parking surplus was carried forward into 23/24.

Although H&F sets the level of permit and pay and display charges, the level of penalty charge notices, clamping, and removal fees are set by *London Councils' Transport and Environment Committee (TEC)*. The highest proportion of income is from visitor parking.

Application of surplus

The Council has discretion on how to spend any surplus that may arise, within the allowable uses set by Section 55 of the *Road Traffic Regulation Act 1984*.

Under current legislation, the application of any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways improvement schemes, highway maintenance, public passenger transport services and certain other service categories.

On-street Account			
Income	2022/23	2021/22	2020/21
Pay and Display	20,565,841	22,211,858	13,602,554
Permits	4,371,574	4,579,677	4,470,737
Suspensions	3,798,287	4,428,511	2,076,874
PCNs	20,367,362	17,326,335	9,155,656
Traffic Management	243,977	393,644	
Total Income	49,347,041	48,940,025	29,305,822
Expenditure	2022/23	2021/22	2020/21
Parking on Street Enforcement Staffing	3,482,875	2,927,809	3,078,723
Other Staffing	4,425,008	3,681,041	3,368,077
Non-Staffing Costs	11,293,998	13,515,920	9,173,319
Total Expenditure	19,201,881	20,124,770	15,620,119
Release of Provision	3,994,554		
Transfer to Parking Reserves	1,750,000		
Surplus	32,389,714	28,815,255	13,685,703
Application of parking surplus			
	2022/23	2021/22	2020/21
Surplus (Deficit)	32,389,714	28,815,255	13,685,703
Street Cleansing	8,538,039	1,113,162	0
Concessionary Fares	5,865,452	7,905,611	9,016,454
Taxicard	111,612	69,201	146,712
Highways Maintenance & Contribution to capital schemes	16,489,021	15,337,323	16,867,790
Street Trees	803,410	715,845	531,439
Lighting, traffic signs, pedestrian crossings	780,880	705,453	524,868
Hammersmith Bridge	3,301,300		
Carried forward	-3,500,000	2,968,660	-13,401,560
Government Grant (Covid)		£0	£10,432,900
Carried Forward		-£0	-£2,968,660

Penalty charges

The amount a council may charge for a PCN is set by *London Councils TEC*, agreed by the *Mayor of London* and ratified by the *Secretary of State*. This is reviewed every four years.

As the demand for road space and parking is more intense towards the centre of London, PCN charges are generally higher in Central and Inner London. The whole of H&F is in the highest parking charge band, Band A.

On 15 April 2011 the Band A penalty charges were set at:

- **Higher rate - £130 reduced to £65 if paid within 14 days**
- **Lower rate - £80 reduced to £40 if paid within 14 days**

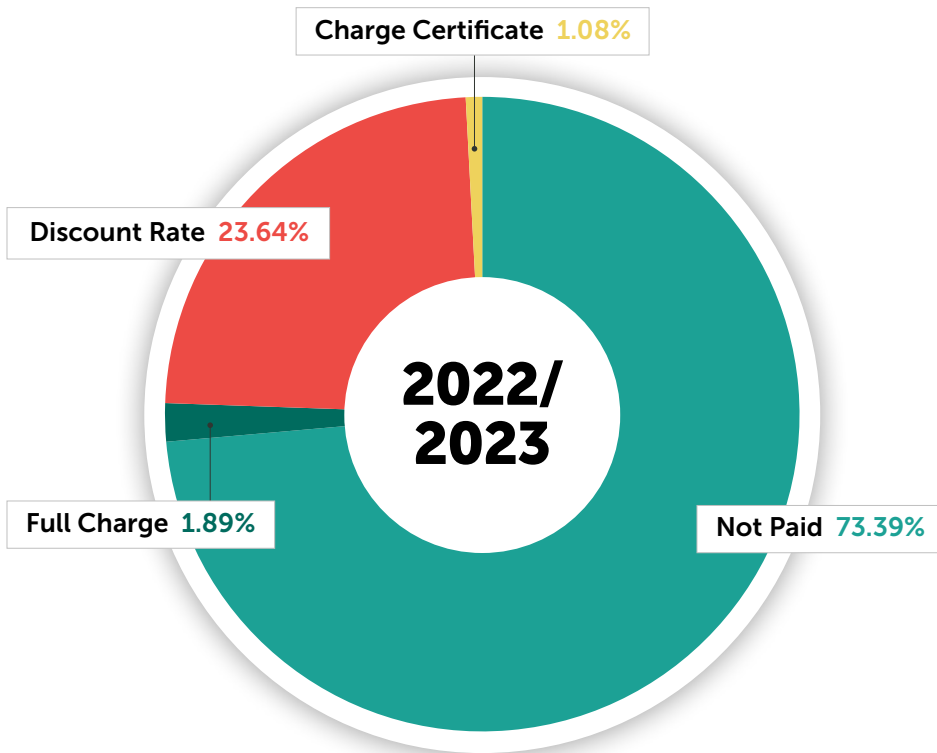
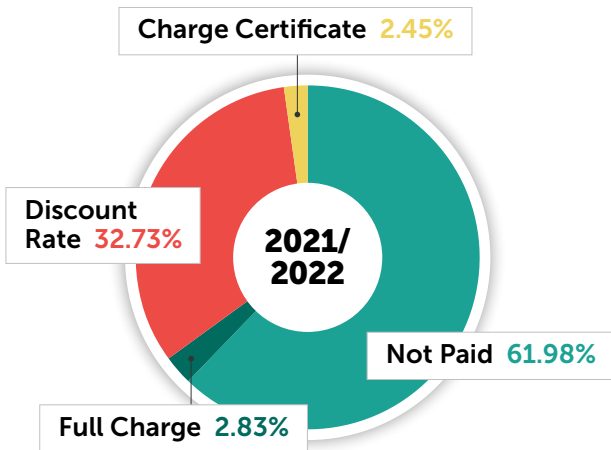
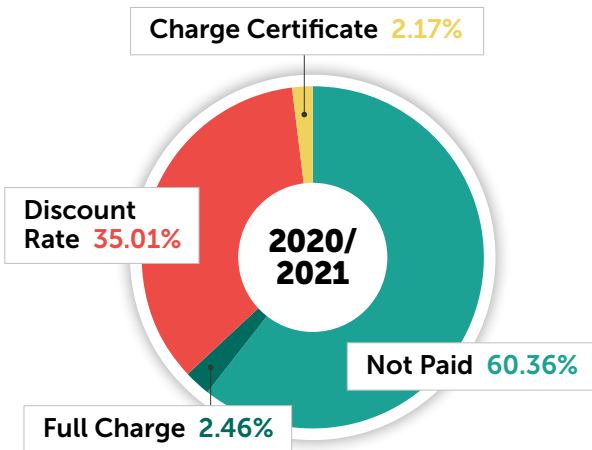
These charges have not increased since then.

The PCN issuance for 2022-23 can be broken down as follows:

“ As the demand for road space and parking is more intense towards the centre of London, **PCN charges are generally higher in Central and Inner London** ”

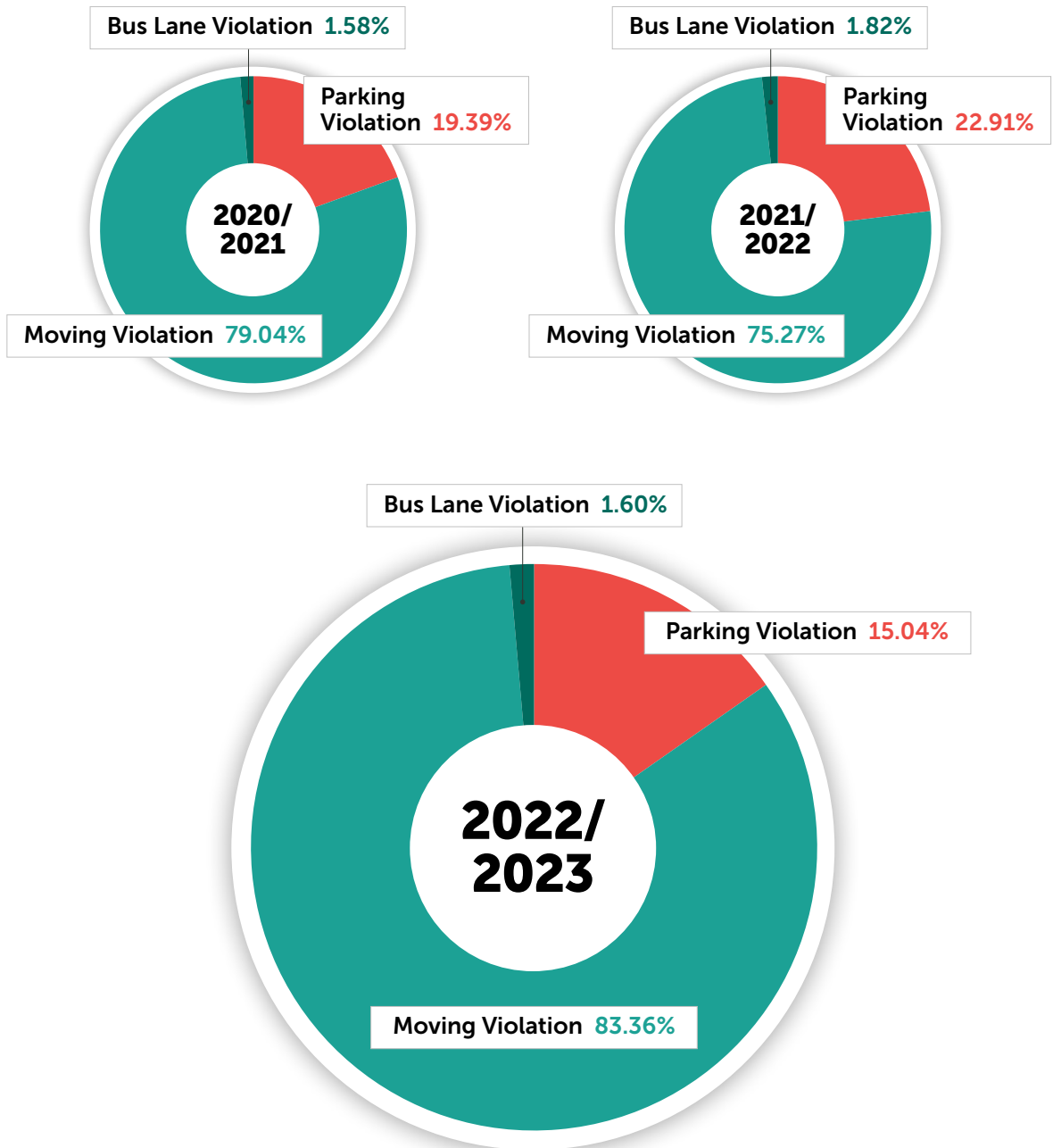


PCN Payments			
Pay amount	2020 - 2021	2021 - 2022	2022 - 2023
Charge Certificate	2.17%	2.45%	1.08%
Discount Rate	35.01%	32.73%	23.64%
Full Charge	2.46%	2.83%	1.89%
Not Paid	60.36%	61.98%	73.39%



PCN Issued by Contravention


Debt Type	2020 - 2021	2021 - 2022	2022 - 2023
Bus Lane Violation	1.58%	1.82%	1.60%
Moving Violation	79.04%	75.27%	83.36%
Parking Violation	19.39%	22.91%	15.04%





If you have any queries please:

 email enquiries@lbhfparking.com or

 call **020 7371 5678**

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