



# Annual Parking Report 2019/20

London Borough of Hammersmith & Fulham



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# Glossary

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

|                         |   |
|-------------------------|---|
| <b>Annual Report</b>    | This is the abbreviated name for this document, the <i>Annual Parking and Enforcement Report</i> .  |
| <b>CC</b>               | Charge certificate.   |
| <b>CEO</b>              | 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.  |
| <b>CPZ</b>              | Controlled Parking Zone. All public highways in the London Borough of Hammersmith & Fulham are covered by a CPZ.  |
| <b>Contravention</b>    | This refers to a breach of parking regulations. This was formerly referred to as an 'offence' when regulations were enforced by the police.   |
| <b>Enforcement</b>      | In this document 'enforcement' activity by the Council covers that of parking controls.   |
| <b>KPI</b>              | Key performance indicator.  |
| <b>London Councils</b>  | This body represents the interests of the 33 London Local Authorities in London. London Councils' Transport and Environment Committee, 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 London Lorry Control Scheme. |
| <b>London Tribunals</b> | The parking and traffic appeals service (formerly PATAS)  |
| <b>NTO</b>              | Notice to owner.  |
| <b>PCN</b>              | Penalty charge notice.  |
| <b>Recovery rate</b>    | 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).  |
| <b>RingGo</b>           | Pay and Park facility used in Hammersmith & Fulham  |
| <b>TEC</b>              | London Councils' Transport and Environment Committee  |
| <b>TfL</b>              | Transport for London, one of the bodies the GLA and the Mayor of London is responsible for.   |
| <b>TMA</b>              | Traffic Management Act 2004   |
| <b>TMO</b>              | Traffic Management Order. 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 Annual Parking and Enforcement Report for 2019/20. This report will focus on three key areas:

- Parking in the London Borough of Hammersmith & 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.

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

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

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 the we have made and any we are considering for the future.

“ The Council is committed to being **open and transparent** about its parking operation ”

## Shared Parking Service Disaggregation

The integrated Shared Parking Service between the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington and Chelsea was established in April 2014, creating arguably the largest parking service in the UK.

After more than five years of working in partnership, the two services disaggregated in December 2019, going back to a single borough focus.





## Parking in Hammersmith and Fulham



## Overview

**All roads controlled by the London Borough of Hammersmith & Fulham 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 and

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.

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





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

| Type of Bay                                   | Number       |
|---|--------------|
| 1 Hour Parking Bay                            | <b>590</b>   |
| 1 Hour Pay and Display Only Parking Bay       | <b>1</b>     |
| 2 Hour Parking Bay                            | <b>1407</b>  |
| 30 Minute Parking Bay                         | <b>10</b>    |
| 4 Hour Parking Bay                            | <b>911</b>   |
| Ambulance Parking Bay                         | <b>4</b>     |
| Beyond Borough Extent                         | <b>41</b>    |
| Car Club Bay                                  | <b>41</b>    |
| Combined Loading Bay and Standard Parking Bay | <b>3</b>     |
| Cycle Hangar Bay                              | <b>13</b>    |
| Cycle Hire Bay                                | <b>135</b>   |
| Diplomatic Parking Bay                        | <b>6</b>     |
| Disabled Parking Bay                          | <b>362</b>   |
| Disabled Personalized Parking Bay             | <b>60</b>    |
| Doctors Bay                                   | <b>33</b>    |
| Electric Parking Bay                          | <b>133</b>   |
| Loading Bay                                   | <b>126</b>   |
| Market Bay                                    | <b>34</b>    |
| Motorcycle Parking Bay                        | <b>43</b>    |
| Pay and Display Only Parking Bay              | <b>59</b>    |
| Permit Only Parking Bay                       | <b>105</b>   |
| Police Parking Bay                            | <b>2</b>     |
| Standard Parking Bay                          | <b>39804</b> |
| Taxi Night Parking Bays                       | <b>11</b>    |
| Taxi Parking Bays                             | <b>20</b>    |

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](http://www.dft.gov.uk)**





## COVID-19 Response

**In March 2020, the Government took the unprecedented step of introducing a national lockdown to mitigate the threat of the coronavirus pandemic.**

The Council's parking service had to ensure that it could still provide an effective service for its residents and took the necessary steps to move the back-office function to remote working, with no significant impact on service delivery. In addition, we moved quickly to support 1,500 key workers ranging from doctors, nurses, refuse collectors to key shop workers providing essential services and products to our communities, by offering special parking arrangements and ensuring that their journey's into work were as safe as possible.

During the height of the pandemic, parking enforcement was reduced significantly London-wide. LBHF took the decision to have an enforcement focus on those vehicles causing an obstruction to traffic flow within the borough, as well as ensuring roads around our hospitals were clear

for ambulances and other emergency vehicles to pass. Our enforcement team's role changed during this period too, with a brief to help and assist residents and visitors with extra support and guidance, to ensure safe social distancing, particularly in public places such as parks, riverside walks and street markets. Our Enforcement Officers dispatched these additional duties with great care and kind-heartedness. The Council are very proud of their efforts which was equally appreciated by many individuals and groups who wrote in to thank us during these extraordinary times.



During the height of the pandemic, parking enforcement was **reduced significantly** London-wide

With lockdown measures reduced and increasing numbers of people driving into the borough, the Council took the decision to go back to normal parking enforcement to effectively manage the high demand for kerb space in the borough. In response to this parking demand, we have now set up a special key worker permit which allows those who participate to park in the borough at much reduced rates. We are proud that we have introduced this scheme at short notice which already has a large take-up of members who have been able to utilise the new permit scheme with greater readiness for the recent second lockdown.

# South Fulham Traffic Congestion Pollution Reduction (TCPR) Scheme

## The vision

**For many months now, the council has been working with residents on a pioneering scheme to reduce traffic, congestion and pollution in South Fulham streets and enhance the area.**

The vision is to:

- stop out-of-borough drivers from using South Fulham residential streets as cut-throughs (out-of-borough traffic accounts for over 80 per cent of all traffic)
- reduce traffic across South Fulham
- improve air quality by cutting congestion
- maintain access for visiting residents and deliveries
- enhance Wandsworth Bridge Road as a place to live, work and visit
- make roads safer for pedestrians and cyclists
- ensure public transport runs smoothly.

Dozens of residents in three working parties for the streets east and west of Wandsworth Bridge Road (WBR) and from WBR itself are meeting regularly with transport engineers and councilors from both political parties.

Initially called the SW6 Traffic Reduction Scheme, following resident comments the scheme has been renamed the South Fulham Traffic, Congestion and Pollution Reduction (TCPR) scheme to reflect its purpose better.

The scheme uses the latest technology with Advanced Number Placed Recognition cameras. This is different from – and places us ahead of – other traffic reduction schemes across the country. It enables all roads to be kept fully open for residents while discouraging out-of-borough drivers from using them as cut-throughs.

Everything we do is informed by up-to-date data collected through the smart cameras, local traffic monitoring counters and GPS tracking.

## Making the current scheme better

Following feedback from residents, we are making improvements to the current scheme to the east of WBR. This has already hugely discouraged out-of-borough drivers from cutting through these streets but we realise it has also confused people.



**h&f**  
hammersmith & fulham

# TCPR update

March 2021

## Reducing traffic, congestion and pollution in South Fulham streets

Since the South Fulham Traffic, Congestion and Pollution Reduction (TCPR) trial scheme began, **traffic has reduced by 75%** in the streets to the east of Wandsworth Bridge Road (WBR) **and by 12% on Wandsworth Bridge Road.**

The TCPR has enabled residents to **take control of local streets** which had become flooded with traffic - 90% of which was made up of rat-running, out-of-borough motorists largely from Surrey, Hampshire and the A3 corridor.

The decades-old and seemingly unmanageable traffic problem in South Fulham has been made worse in recent years by increased use of satnav systems directing arterial road traffic to cut through narrow residential streets.

The TCPR, which was launched in July 2020 and developed by the council working with residents, uses the latest Automatic Number Plate Recognition technology to end this problem. It allows H&F residents who hold residents' vehicle permits, as well as visitors and trades people with day permits, to access all areas freely.

**Streets covered by the TCPR scheme remain freely open to all residents of H&F.** Black taxis, local minicabs, home carers and emergency vehicles are also exempt and can enter and exit through the cameras without penalty.

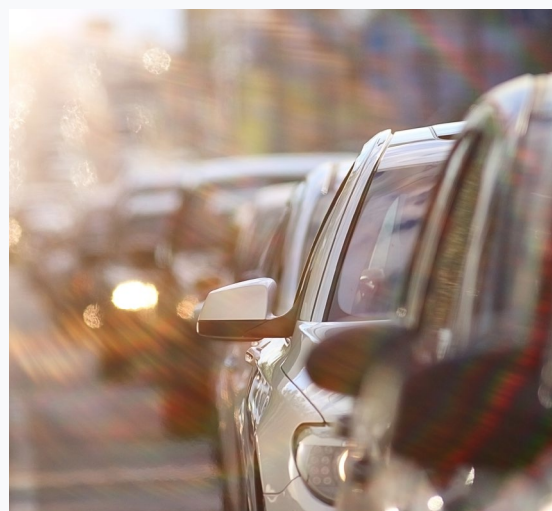
**Ninety-nine per cent of the area remains accessible for deliveries, contractors and visitors without crossing any camera control point.** This may mean some drivers have to access locations via new routes.

Delivery, courier and minicab companies have been updating their guidance systems to reflect the new scheme.

**Aims of the TCPR**

- Reduce traffic across South Fulham
- Make roads safer for pedestrians and cyclists
- Remove through traffic from side roads, stop rat running
- Improve air quality, cut congestion
- Enhance Wandsworth Bridge Road as a place to live, work and visit
- Support local businesses
- Ensure public transport runs smoothly

**“ The TCPR has been developed by the council working with residents. ”**





A lot of the improvements will address how the scheme is communicated, including:

- enhancing the signage
- clarifying how visitors and delivery vehicles can get free visitor access permits via RingGo up to midnight on the day
- clarifying how visitors, delivery vehicles and hire cars can enter the whole area without needing an access permit or incurring a fine
- clarifying who beside residents can drive through control points without incurring a fine, including health and care workers visiting local residents, volunteers delivering food to residents and black cabs.

In another first, we are working with Uber on a technological solution to ensure that its drivers won't incur fines for booked journeys and will continue servicing the controlled area.

We're also reviewing warning periods for out-of-borough drivers who cut through control points.

### Current congestion

**We had planned to introduce the scheme in the early spring of 2020 but were prevented from doing so by the first COVID lockdown. As result, it came in at the same time as a triple whammy of traffic challenges.**

Wandsworth Bridge had months of severe lane restrictions, four London bridges were unpredictably closed (Vauxhall, Hammersmith, Tower and London) and COVID fears are extending the rush hour (across the area and London as a whole) by hours because more people are using their cars. No single one of these is to blame for congestion on WB and to the west but they are all likely to play a role in this.

As mentioned, we're now exploring options with resident groups to reduce traffic west of WBR and cut congestion and pollution on WBR.

As part of tackling pollution throughout the area, we are installing the largest concentration of air quality monitors anywhere in Europe, starting in January 2021. More information on this can be found in the 'Looking Ahead' section of this report.



As part of **tackling pollution** throughout the area, we are installing the **largest concentration** of air quality monitors anywhere in Europe

## Resident Parking

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 license and the keepership / main use of the vehicle at their address in the Borough.

Each member of a household is entitled to apply for a maximum of 2 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 6 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 CO<sub>2</sub>. 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 |
|-------------------------------|------------------|--------------|---------------|
| <b>Standard</b>               | <b>6 months</b>  | <b>£71</b>   | <b>£260</b>   |
| <b>Standard</b>               | <b>12 months</b> | <b>£119</b>  | <b>£497</b>   |
| <b>Temporary</b>              | <b>30 days</b>   | <b>£119</b>  | <b>N/A</b>    |
| <b>Green Vehicle</b>          | <b>12 months</b> | <b>£60</b>   | <b>N/A</b>    |
| <b>Fully Electric Vehicle</b> | <b>12 months</b> | <b>£0</b>    | <b>N/A</b>    |

The number of residents permits issued has remained steady throughout the year:

|                                |               |
|--------------------------------|---------------|
| <b>Business Permit First</b>   | <b>654</b>    |
| <b>Business Permit Second</b>  | <b>167</b>    |
| <b>Resident First</b>          | <b>26,996</b> |
| <b>Resident Special</b>        | <b>393</b>    |
| <b>Housing Estates First</b>   | <b>3,260</b>  |
| <b>Housing Estates Special</b> | <b>34</b>     |
| <b>Total</b>                   | <b>31,541</b> |





## Resident Permit Appeals

**We operate a one stage appeals process for applicants who have been refused a parking permit, except for non-residents and permit free planning agreements.**

Applicants can appeal in writing and a decision is made within 30 days of receipt of the appeal. There is no further right of appeal once a decision has been made.

- **Total number of appeals in 2019/20 = 14**  
(Number upheld = 11, Number not upheld = 3)

## Virtual Permits

**The face to face facility was closed in March this year and the service has been operating remotely ever since.**

The changes were made in response to the Government's implementation of National lockdown measures to control the spread of Coronavirus.

During the last few months, the service has been moving towards a more digitised environment, to ensure continued accessibility. On 23 March paper permits were replaced with virtual permits as we no longer had the ability to print or dispatch. In addition to a reduction in expenditure, virtual permits have been welcomed by most residents. This is because any applications or changes processed result in real time updates and there is no longer any need to wait for a permit to arrive.

We have also introduced online forms to allow residents to replace and refund their permits more easily. This programme of improvements is ongoing and more online options will be introduced during the coming months.

“The service has been moving towards a **more digitised environment**, to ensure continued accessibility”

## Disabled Parking

**The National Disabled Persons' Parking Badge Scheme (Blue Badge Scheme) is fully operational within the Borough.**

Some disabled parking bays are reserved for specific Blue Badge holders and are not available for other Blue Badge holders. These bays are clearly signed and marked.

It is a criminal offence to misuse the badge and doing so can lead to a £1,000 fine. If the badge holder is using the parking concessions as a passenger (as opposed to driving the car themselves), it is their responsibility to make sure that the driver is aware of the rules governing the scheme.

The badge is for the sole use of the person named on it. It must only be displayed if the badge holder is travelling in the vehicle as a driver or passenger, or if someone is collecting them or dropping them off. The badge may not be used by other people to do something on the badge holder's behalf, such as shopping or collecting something for them, unless the badge holder is travelling with them.

We take fraudulent use of disabled badges very seriously and employ officers specifically to investigate and prosecute offenders. In 2019/20, the borough had the second most prosecutions for blue badge misuse in the country:

### Top 5 Local Authority Blue Badge Prosecutions

| Local Authority                 | All prosecutions for abuse of Blue Badge system |
|---------------------------------|---|
| <b>Lambeth</b>                  | <b>154</b>                                      |
| <b>Hammersmith &amp; Fulham</b> | <b>124</b>                                      |
| <b>Birmingham</b>               | <b>121</b>                                      |
| <b>Kirklees</b>                 | <b>79</b>                                       |
| <b>Leeds</b>                    | <b>78</b>                                       |

\*information provided by DfT





## 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.**

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. We currently have 47 on-street car club locations, managed by two operators. Our operators have moved away from diesel vehicles and are actively looking to make all of their fleets fully electric or hybrid.

The latest initiative we introduced in Summer 2020 is the “free-floating” car club model, whereby members can now make a one-way trip instead of the traditional hire of a vehicle for a specific time period then having to return its fixed designated space. The free-floating car club 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.

## Cycle Parking

**The demand for secure on street cycle parking has seen a huge increase in demand since the advent of the Covid-19 pandemic.**

The government advice to residents to use alternative options to the car and public transport, caused many residents to return to and start cycling in the borough, which has led to a greater demand for secure cycle parking on our streets.

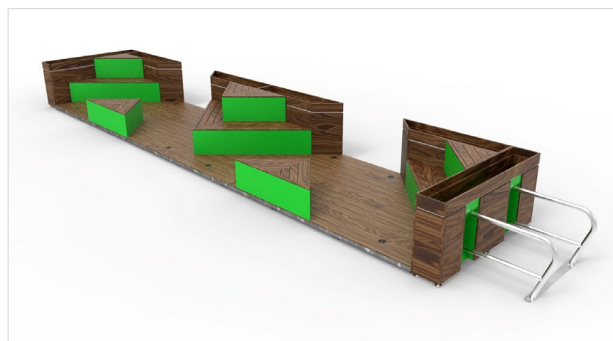


We have unfortunately also suffered from a loss of Transport for London funding for the implementation of both standard cycle hoops as well as Bikehangers. The recent lockdown stopped all installation and therefore only 20 stands (40 spaces) have been added across the borough and another 17 Bike hangers (102 secure spaces).

Funding has been received from the Department for Transport through their Active Travel fund and this will add another 120 spaces for on street parking. This is being delivered currently.

Demand for Bike hanger unit spaces is now over 1000 but due to the uncertainty of TFL funding we are unable to advise when this demand will be satisfied.

In January 2021, the borough also installed a new state of the art secure cycle parking unit under the Gyratory, at the north end of Fulham Palace road which will accommodate 100 cycles in a secure manner. It features the latest turnstile door entry system as well as an App based hire system. Inside the unit individual cycle parking bays are provided giving owners added security for their bikes.



## Motorcycle Parking

**The Council provides designated on-street solo motorcycle only bays within the Borough in locations where there is high demand, such as commercial town centres and an identified higher proportion of recorded motorcycle thefts.**

The Council allows free parking for motorcycles in all its shared-use and pay and display parking bays (the significant majority of parking bays in LBHF) in recognition of the fact they use less space and cause less congestion than cars. However, motorcycles cannot be parked in specific bay types such as disabled or doctors bays, and also suspended parking bays or on the pavement. It is also recognised that motorcycles are a pollutant adversely affecting air quality, particularly as they only carry one passenger, and so LBHF are introducing trials for parking charges for motorcycles.

“The Council allows **free parking for motorcycles** in all its shared-use and pay and display parking bays”

## Electric vehicles

**The Council has installed over 140 destination charge points across the borough, which includes a mix of 7, 22 and 50 kWh points. This network continues to grow with support from GULCS and ORCS funding.**

The Council also appreciate that demand for charge points is growing amongst our residents and so are now prioritizing providing convenient EV charge points for residents, exploring opportunities with several different stakeholders to provide residents who do not have access to private off-street parking the opportunity to charge close to home. To date we have installed 180 lamp column charge points in residential streets and are now reviewing these locations for improvement and, where appropriate providing dedicated electric vehicle spaces adjacent to the lamp column charge point, to prevent spaces being occupied by non-EV, thereby maximizing resident's chances of being able to access the charge points. This network is due to grow by a further 700 - 800 charge points in 2021.

All lamp column charge points are open to use (through a third-party subscription) to all residents (subject to parking zone restrictions) and so far, a substantial spread across the borough has been provided meaning that in many instances' residents are not far from their nearest charge point.

To support future development of our charge point network LBHF continue to explore all funding streams available, including Innovate UK funded projects. The Council is also actively working with a number of key stakeholders and potential partners to develop and improve the charging options available in LBHF.







## Parking Enforcement

**The LBHF Enforcement Team is one of the few remaining in-house parking enforcement units in Britain. We have contracted our own parking attendants, now known as Civil Enforcement Officers (CEOs), to enforce all parking restrictions across the borough.**

We expect CEOs to act in a consistent and professional manner and to treat all motorists equally, without showing favour, bias or prejudice.

When finding a vehicle is parked in contravention of a parking restriction, it is the duty of a CEO to issue a PCN to that vehicle and they have no powers to subsequently cancel or withdraw those notices.

In addition to parking enforcement, CEOs provide advice and guidance to the public, inform the police of suspected criminal activity and report suspected abandoned vehicles, faults with parking equipment and missing/faded road markings and missing/damaged signs. They act as the our 'eyes and ears' on the street and their high profile, uniformed patrols help to deter antisocial behaviour.



Hammersmith & Fulham Council is taking a wide range of actions to tackle air pollution through the enforcement of idling vehicles. At present, Our Civil Enforcement Officers engage with the driver, requesting that the driver switch off their engine, which has proven to be very effective.

“Hammersmith and Fulham Council is taking a **wide range of actions to tackle air pollution** through the enforcement of idling vehicles”

## Moving Traffic and Bus Lane Enforcement

**Since 1999 The London Borough for Hammersmith & Fulham has been using Attended CCTV cameras to enforce Bus lane regulations, using the powers granted by the London Local Authorities Act 1996 (LLA96). In 2003, LLA 2000 Parking Regulations, updated later by the Traffic Management Act 2004, also started to be enforced via Attended CCTV, although a partial Ban was introduced by coalition Government in 2015 leaving only 3 contraventions types for parking.**

Finally, since 2006, Moving Traffic contraventions (LLA&TFL 2003) have also been added as an enforcement type. The introduction of enforcement of traffic regulations by CCTV cameras is one part of a wide-ranging programme of measures to improve the reliability and punctuality of public transport and permitted vehicles, to reduce congestion, pollution and increase road safety. The aim of most traffic management measures, such as bus lanes and parking regulations, is to give priority to certain groups of road users by excluding others during prescribed hours to meet the aims of Highways policy.

CCTV enforcement activities occurs using the shared Manned CCTV network across the Borough. A camera access priority policy has been agreed with key stakeholders, including the Community Safety Division, the Borough Police and Transport for London. The Authority is a member of the "London Councils" body and is represented on the Parking Enforcement Forum's CCTV subgroup. The Authority has also adopted the London Code of practice for CCTV enforcement. LBHF currently uses around 50 cameras. All CCTV Officers are either BTEC or City & Guilds trained in CCTV Skills.

LBHF, since the start of 2020 and due to COVID resilience needs, has now brought forward plans to transition using Unattended Automatic capture cameras which have an ability to use ANPR technology. These cameras will, in future allow for a moveable deployed ability to help with Resident and stakeholder/Partner complaints, once we have established a network. We hope to be using such cameras on Box junctions, Bus lanes and other Moving traffic sites in November 2020 for the first time.

We have also been initiating a trend setting TCPR camera scheme since July 2020. This helps with the above aim of increasing safety & cutting congestion in Residential roads, where non-Resident drivers short cut through. This will also help with climate change aims of LBHF in having less pollution in areas, as schemes increase across LBHF. SW6 EAST TCPR is such a scheme. These type of cameras will aid in resilience/ contingency measures, if camera facilities are lost due to fire damage, power loss and, also aid Viral outbreak resilience and planning, as staff will be unable to work at home or in other locations easily with laptops in secure areas. This is a key current requirement for the service and transition to this aim is currently ongoing.







## The PCN Appeals Process

When a PCN is issued the owner of the vehicle is legally obliged to pay the penalty charge. Vehicle owners may dispute the issuing of a PCN at three stages:

- They can make an informal 'challenge' before the Council issues a Notice to Owner (NtO) or Enforcement Notice (for bus lane contraventions).
- Once a NtO has been served, they can make a formal representation against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds for formal representation against the NtO. However, whether or not those grounds apply, representations may also be made on the basis that, in the particular circumstances of the case, there are mitigating reasons for the cancellation of the PCN
- We will issue a Notice of Rejection if the formal representation is rejected. The owner then has the right to appeal within 28 days to an adjudicator at London Tribunals. The adjudicators have a judicial status: they are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final and they have the power to award costs against either party

After this, no further challenges can be made, other than on a point of law through an application to the High Court for a Judicial Review. Full details of the adjudication service and of the appeals process can be found on their website [www.londontribunals.gov.uk](http://www.londontribunals.gov.uk)



## Parking Appeals

The 2019/20 statistics from the London Tribunals show that the Council won 69.7 per cent of appeals. This independent score is a key indicator for the Parking Service.

## Parking Suspensions

**The London Borough of Hammersmith & Fulham (LBHF) forms part of Inner London, where parking spaces are at a premium.**

For those residents that don't understand the full implications of not having a suspension in place, it is considered an inconvenience, but we have to suspend bays for a number of reasons, and these reasons include furniture removals, utilities and special events. If suspensions were withdrawn, motorists would see the impact of this action, there would be mayhem with increased congestion through double parking and illegal parking. To prevent this happening, suspension requests are set a reasonable notice period to warn other road users. This is done through the use of signs on street, warning of the intention to suspend parking.

Most applications for parking suspensions and payments must be made no later than the eighth day before the date requested. Unless, the request is for more than 30 metres or, the request is for more than three days, when more notice is required, There is also a graduated charge scheme which has encouraged those requesting longer term suspensions to give greater thought to the amount of time and space they need. Guidelines for both notice periods and the graduated charge scheme are available on the LBHF website at: <https://www.lbhf.gov.uk/parking/suspensions-and-road-closures>.

“To prevent this happening, suspension requests are set a **reasonable notice period**”

## Paying to Park

**We have upgraded our ticket machines and introduced mobile phone payments, providing a choice of payment methods.**

**Paying by mobile phone and online:** 88 per cent of people now pay to park by telephone using RingGo. It's very easy to register and use and it means you only pay for the time you use and you don't have to carry change.

**Paying at on-street ticket machines:** You can also use credit or debit cards, including contactless payments. You can also pay using cash at some machines.



## Resident Visitor Permits (RVP)

**The resident visitor permits are part of RingGo cashless parking.**

You may already be using RingGo to park outside your home zone. It's a modern online system, and many of our residents already have accounts for use across London and beyond. The new system is branded as Resident Visitor Permits (RVP) and we've been excited by the take up. We currently have 8,858 RingGo RVP users across the Borough including all LBHF Estates.





**Looking ahead**

## Air Quality Monitors

**We are looking to install the largest concentration of air quality monitors (AQMs) anywhere in Europe as part of our mission to enhance the quality of life for residents.**

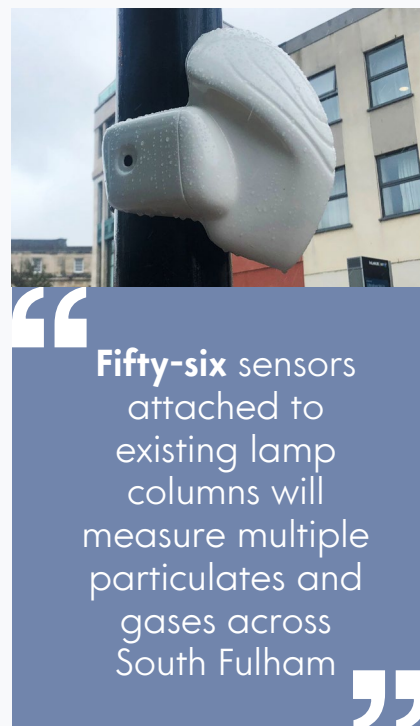
Fifty-six sensors attached to existing lamp columns will measure multiple particulates and gases across South Fulham. The data will be used to target measures to reduce traffic, congestion and pollution.

The move is the latest initiative in the South Fulham Traffic, Congestion and Pollution Reduction scheme, which was launched in July 2020 with restrictions on out of borough traffic using residential streets as cut-throughs.

To assess the impact of the scheme on pollution levels, H&F is partnering with British clean tech firm Vortex IoT who will provide the sensors and the ultra low-power cognitive wireless “Mesh” network to support it.

The data, captured at one-minute intervals, will be published online and a real-time view developed for residents. It will show levels of Nitrogen Dioxide (NO<sub>2</sub>), Ozone (O<sub>3</sub>), and particulates PM<sub>2.5</sub> and PM<sub>10</sub>.

Depending on the successful outcome of the project, the AQMs will be used to monitor other areas of the borough where residents are seeking their own Traffic, Congestion and Pollution Reduction (TCPR) schemes.



## Emissions Based Parking Charging

**Hammersmith & Fulham has already made huge strides towards becoming the greenest borough in Britain including a whole range of policies that:**

- improve air quality
- promote biodiversity
- reduce traffic congestion and pollution
- make our streets cleaner and greener
- work with our community to put environmental concerns at the heart of all we do

The Council is looking to introduce a charging model which charge rates for pay and display parking based on vehicle emissions. This means the less polluting the vehicle is, the less there is to pay – and the more polluting, the more there is to pay.

Although carbon emissions aren't the only factor in our poor air quality, these DVLA groupings are widely understood and easy to understand. Emission based parking is common across London and the model will support the Council's aim of being carbon neutral by 2030.



## ULEZ Expansion

From October 2021, Transport for London (TfL) will extend its Ultra Low Emission Zone to cover the entire borough.

This will require high emitting vehicles to pay an additional charge to enter the area. For more information, please visit **ULEZ expansion - Transport for London (tfl.gov.uk)**



## Developing the TCPR Scheme

We've started working through detailed options with the resident groups for extending the scheme in order to:

- stop out-of-borough traffic cutting through the streets west of WBR
- reduce congestion and pollution on WBR
- transform WBR into a destination street for shoppers.

As the thinking evolves, we'll be holding a series of Town Hall meetings to share and discuss the plans with residents. We'll also be undertaking other activity to gauge residents' views.

### Scheme update

Data shows traffic numbers have tumbled

Bridge closures and the COVID-19 pandemic (which has created an all-day rush hour outside of lockdown) made the introduction of the TCPR more challenging. But the data shows the scheme is working.

An average reduction of **75%** of traffic in the streets to the east

An average reduction of **12%** of vehicles on the Wandsworth Bridge Road

South Fulham (East):  
Weekly traffic volume data

| Survey location                                    | Sept 2019 | Sept 2020  | Change |
|--|-----------|------------|--------|
| BAGLEY'S LANE<br>(South of New Kings Rd)           | 44,990    | 12,675     | -72% ✓ |
| IMPERIAL ROAD<br>(East of Emden St)                | 77,999    | 17,706     | -77% ✓ |
| NEW KINGS ROAD<br>(East of Wandsworth Bridge Road) | 190,486   | 120,925    | -37% ✓ |
| NEW KINGS ROAD<br>(West of Wandsworth Bridge Road) | 107,187   | 93,480     | -13% ✓ |
| TOWNMEAD ROAD<br>(East of Bagleys Lane)            | 65,886*   | 29,000**   | -56% ✓ |
| WANDSWORTH BRIDGE ROAD<br>(South of Studdridge St) | 157,137   | 148,701    | -5% ✓  |
| WANDSWORTH BRIDGE ROAD<br>(South of Oakbury Rd)    | 155,308   | 132,000*** | -15% ✓ |

This table shows the weekly average traffic flows for roads in South Fulham (East), with figures taken from September 2019 and September 2020

\* Data from October 2019  
\*\* Estimate based on counters at Wandsworth Bridge and Imperial Road  
\*\*\* Estimate based on counters at Wandsworth Bridge

How non-residents can avoid the cameras

#### Key

- Arrows show how visitors, deliveries and contractors can enter the area without crossing a camera.
- Area accessible from New King's Road.
- Area accessible from Wandsworth Bridge Road.
- Area accessible from Wandsworth Bridge Road.
- Camera controls prevent area being used as shortcut by rat-running motorists. Only H&F and other designated permit holders can pass through.



Tackling air pollution

Over the last few weeks, 56 air quality monitors (AQMs) have been 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 shortly be made publicly available.



Giving visitors, deliveries and contractors open access

Residents can also give visitors, deliveries and contractors free open access to the TCPR area, allowing them to drive through camera points without penalty.

Here's how:

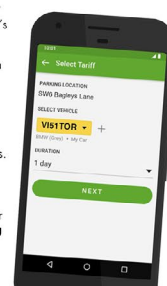
- 1 Register for a Resident Visitor Permit at [www.lbhf.gov.uk/rvp](http://www.lbhf.gov.uk/rvp) or call 020 7371 5678.
- 2 Register via the RingGo App or the website ([www.myringgo.co.uk](http://www.myringgo.co.uk)).
- 3 Supply the registration number of the visitor's vehicle via the RingGo App, website or telephone.

Please note:

- Visitors get free access to the area until midnight. If they stay longer, residents need to book them in again.
- Residents can enter a visitor's registration number up to midnight on the day, even after they've left, to avoid a penalty.
- Most essential services including carers and healthcare workers have already registered with the council to enable free access.

Any questions or problems registering? Please call 020 7371 5678, email [enquiries@lbhfparking.com](mailto:enquiries@lbhfparking.com) or visit [www.lbhf.gov.uk/parking](http://www.lbhf.gov.uk/parking)

RingGo





**Statistics, Financial Information,  
Reviews and Monitoring**





## Financial statistics

**Within the Council'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

**Income from the on-street operation in 2019/20 totalled £38.9 million, and the expenditure to provide the on-street service was £13.8 million.**

The surplus of £25.1 million was transferred to the Council's Car Parking Reserve which we use to fund off-street parking, public transport and other transport and highways related improvements.

Although the Council 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' TEC. The highest proportion of income is from visitor parking reflecting the demand for these facilities.

## 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.

“  
Surplus generated  
**can only be spent**  
on transport,  
parking, and  
highways related  
activities  
”



### On-street Account

|                                       |                    |
|---------------------------------------|--------------------|
| <b>Total Income</b>                   | <b>£38,892,131</b> |
| <b>Total Expenditure</b>              | <b>£13,752,578</b> |
| <b>Excess Income Over Expenditure</b> | <b>£25,139,553</b> |

### Application of Parking Surplus

|  |                    |
|--|--------------------|
| Contribution to Capital Schemes<br>(Controlled Parking Zones and Lamp Columns) | <b>700,000</b>     |
| Concessionary Fares  | <b>9,605,200</b>   |
| Taxicard   | <b>114,500</b>     |
| Highways and Transportation Improvements                                       | <b>13,201,553</b>  |
| Street Trees   | <b>624,300</b>     |
| Lighting, Traffic Signs, Pedestrian Crossings                                  | <b>894,000</b>     |
| <b>Total Surplus</b>   | <b>£25,139,553</b> |

## 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 and 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 Hammersmith & Fulham 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 2019-20 can be broken down as follows:

| PCNs Paid<br>2019 - 2020                   | HF LLAA<br>CCTV MV | HF RTA<br>BUS | HF TMA<br>CCTV | HF<br>TMA HH   | Total          |
|--|--------------------|---------------|----------------|----------------|----------------|
| <b>No. of Higher<br/>Level PCNs Issued</b> | <b>68,839</b>      | <b>18,142</b> | <b>251</b>     | <b>128,602</b> | <b>215,834</b> |
| <b>No. of Lower Level<br/>PCNs Issued</b>  | <b>N/A</b>         | <b>N/A</b>    | <b>N/A</b>     | <b>25,613</b>  | <b>25,613</b>  |
| <b>No. of vehicles<br/>removed</b>         | <b>N/A</b>         | <b>N/A</b>    | <b>N/A</b>     | <b>728</b>     | <b>728</b>     |
| <b>No. of vehicles<br/>relocated</b>       | <b>N/A</b>         | <b>N/A</b>    | <b>N/A</b>     | <b>2,526</b>   | <b>2,526</b>   |

## Payment of PCNs

**If a vehicle owner pays a PCN within 14 days of the date of issue, a 50 per cent discount applies.**

Representations that we receive within the initial 14-day period can result in us cancelling a PCN, but if we decide not to cancel the PCN, we allow a further 14 days from the decision date for payment to be made at the reduced rate.

| PCNs Paid<br>2019 - 2020  | HF LLAA<br>CCTV MV | HF RTA<br>BUS | HF TMA<br>CCTV | HF<br>TMA HH   |
|---|--------------------|---------------|----------------|----------------|
| <b>Total number of<br/>PCNs paid</b>                            | <b>60,456</b>      | <b>14,175</b> | <b>212</b>     | <b>105,004</b> |
| <b>No. of PCNs paid at<br/>discount</b>                         | <b>54,497</b>      | <b>12,616</b> | <b>193</b>     | <b>85,817</b>  |
| <b>No. of PCNs paid at<br/>face value</b>                       | <b>1,614</b>       | <b>982</b>    | <b>5</b>       | <b>13,768</b>  |
| <b>No. of PCNs paid at<br/>Charge Certificate<br/>or beyond</b> | <b>4,345</b>       | <b>577</b>    | <b>14</b>      | <b>4,762</b>   |

### Key:

**LLAA** - London Local Authority Act  
**MV** - Motor Vehicles

**RTA** - Road Traffic Act  
**HH** - Hand-held

**TMA** - Traffic Management Act  
**BUS** - Business



## Annual statistics on civil enforcement officers' safety

**Unfortunately, CEOs are subject to high levels of abuse and assault, both verbal and physical, whilst carrying out their duties.**

In order to provide support to CEOs our contractor has implemented an alarm system that can be sent by personal radio to their control room.

- **Code Yellow** is sent by a CEO when he or she is being subjected to an intense verbal assault that could become physical. CEOs are encouraged to distance themselves from the person who is abusing them at this point
- **Code Red** is sent when a CEO has been subjected to a physical assault or feels that it is imminent. If a Code Red is broadcast all CEOs and mobile units in the area will move to provide support to the threatened CEO

|                    | 2019/20   | 2018/19   | 2017/18   |
|--------------------|-----------|-----------|-----------|
| <b>Code red</b>    | <b>8</b>  | <b>30</b> | <b>10</b> |
| <b>Code yellow</b> | <b>11</b> | <b>12</b> | <b>12</b> |

All of our Civil Enforcement Officers wear a body camera whilst on patrol of the Borough. If a staff member feels that their personal safety is in danger, they will advise the member of the public that they will start recording the interaction. Such efforts can potentially defuse a volatile situation, and in a worst-case scenario, provide extensive evidence for the police to use in prosecution proceedings against the aggressor.





If you have any queries please:



email [enquiries@lbhfparking.com](mailto:enquiries@lbhfparking.com) or



call 020 7371 5678