



# ANNUAL PARKING REPORT 2017/18

LONDON BOROUGH OF HAMMERSMITH AND FULHAM

# CONTENTS

## Glossary

## Introduction and Background

Overview .....	4
The need for parking regulations and why they are enforced.....	5
The purpose of this document.....	5
Parking in Hammersmith and Fulham .....	6
Resident Parking .....	7
Resident Permit Appeals.....	7
Disabled Parking .....	8
Car Clubs .....	9
Cycle Parking .....	9
Motorcycle Parking .....	10
Electric vehicles .....	10
Inter-borough co-operation.....	<b>Error! Bookmark not defined.</b>
Parking Operation .....	10
Parking Enforcement .....	11
Moving Traffic and Bus Lane Enforcement .....	11
Enforcement Agents .....	12
The PCN Appeals Process .....	12
Parking Appeals.....	13
Parking Suspensions .....	13
RingGo Parking.....	14
Resident Visitor Permits (RVP) .....	14
Pay and Display .....	14

## Looking Ahead

Idling Engine Penalty Notices .....	15
CPZ Reviews .....	15

## Statistics, financial information, reviews and monitoring

Financial statistics.....	16
Parking income and expenditure.....	16
Application of surplus .....	16
Penalty charges .....	18
Payment of PCNs.....	18
PCN recovery rate.....	19
Appeals and Adjudication.....	20
Annual statistics on civil enforcement officers' safety.....	20

# 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 and 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>NTD</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 and 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.
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# INTRODUCTION AND BACKGROUND

## Overview

This is the London Borough of Hammersmith and Fulham's Annual Parking and Enforcement Report for 2017/2018.

This report will focus on four key areas:

- Introduction and Background
- Parking in the London Borough of Hammersmith and Fulham
- Reviews and Monitoring
- A Look Ahead

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 and Fulham is available on our website at:

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

## The need for parking regulations and why they are enforced

This annual report sets out the important facts and figures of the London Borough of Hammersmith and Fulham's parking and enforcement activity. Our parking policy principles are summarised as:

Parking controls play an important part in the Council's transport strategy by regulating the amount of traffic within the Borough and encouraging the use of public transport.

We believe that parking issues affect everyone who uses our streets, not only car users.

We seek to maintain a balance between the different demands – from residents, businesses and visitors, whilst ensuring there is good access for pedestrians, cyclists, buses and other vehicles. Our general policy is to provide the maximum number of car parking spaces while allowing the satisfactory and safe movement of traffic and the maintenance of a good quality residential environment.

We constantly monitor and review our parking policies to ensure that they meet the needs of the local community and reflect our transport policy objectives.

## The purpose of this document

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 mind set 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.

## Parking in Hammersmith and Fulham

All roads controlled by the London Borough of Hammersmith and 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.

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
Standard Shared Use Parking Bay	<b>39845</b>
2 Hour Parking Bay	<b>1413</b>
4 Hour Parking Bay	<b>913</b>
1 Hour Parking Bay	<b>600</b>
Disabled Parking Bay	<b>410</b>
Loading Bay	<b>128</b>
Permit Only Parking Bay	<b>105</b>
Pay and Display Only Parking Bay	<b>59</b>
Car Club Bay	<b>47</b>
Electric Parking Bay	<b>107</b>
Motorcycle Parking Bay	<b>41</b>
Doctors Parking Bay	<b>35</b>
Market Trader Bay	<b>34</b>
Taxi Parking Bays	<b>29</b>
Diplomatic Parking Bay	<b>6</b>
Ambulance Parking Bay	<b>4</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).

## 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 and 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
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

The number of residents permits issued has risen through 2018. This is because residents on several housing estates joined the main parking permit scheme as part of a phased program of work.

Resident First	29,836
Resident Special	443
Housing Estates First	3,223
Housing Estates Special	36
<b>Total</b>	<b>33,538</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 2017/18 = 18  
(Number upheld = 1, Number not upheld = 4)

## 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.

We take fraudulent use of disabled badges very seriously and employ officers specifically to investigate and prosecute offenders. Between 1 April 2017 and 31 March 2018, 171 blue badges were seized. This is up from 169 (2016/17) and 195 (2015/16) in the previous three years.

The national 2017/18 disabled badge prosecution statistics released by the Department for Transport (DfT) show that the London Borough of Hammersmith and Fulham had 137 prosecutions. As a national comparison, the top five prosecuting boroughs were as follows:

Borough	Prosecutions
Hammersmith and Fulham	137
Newham	88
Leeds	78
Kensington and Chelsea	70
Ealing	61

This year, in recognition of the work Hammersmith and Fulham has undertaken with BBFI, our Disabled Badge Investigator contractor, and the Metropolitan Police, we won a prestigious British Parking Award for the 'Best Parking Partnership' in the United Kingdom.

The judging panel had this to say about our award winning partnership:

**"This award recognises the importance of partnership working in the parking sector. The award seeks to recognise partnerships that are deeper and more ambitious than a conventional term contract"**

**british  
parking  
awards  
2018  
WINNER**



## 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.

We also introduced London's first electric vehicle Car Club, in partnership with providers Bluecity. There is a network of on-street electric vehicle charging points, including in residential streets, across the Borough and electric Car club members can use any of these charging points. As the Bluecity scheme now runs London-wide, the amount of vehicles parked and available in the Borough may fluctuate.

The latest initiative we are exploring is the "free-floating" Car Club model, whereby users can 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 bay. The free floating Car Club is open to members across London Boroughs who host the service which provides greater flexibility and a wider area for non-round trip journey's.

## Cycle Parking

The demand for on street cycle parking continued throughout the financial year and was met by two different initiatives. Firstly, we continued to respond to individual requests from our residents to install 'Sheffield style' cycle stands across our Borough streets and installed another 72 hoops providing 144 spaces for residents to park their bikes. In addition, developers such as Westfield have also added a further 60 Sheffield Stands (120 spaces) adjacent to the new John Lewis store.

Early in the year we asked our residents to advise us on locations for secure cycle parking units. These are called 'Bikehangers' and each secure unit stores 6 resident bikes. We have installed 22 of these units and enabled 132 Resident Bikes to be securely stored. We have a current demand for another 200 spaces and this demand will be met from a combination of LiP and Developer funding.

## Motorcycle Parking

We have a small number of designated on street solo motorcycle only bays within the Borough. We designate these in locations where there is high demand, such as commercial town centres and where there is a higher proportion of motorcycle theft. We work with the Metropolitan Police, residents and ward councillors to determine these locations.

The Council has historically allowed the free parking of motorcycles in all its shared-use parking bays in recognition of the fact that they use up less space and cause less congestion than cars. The difficulties in finding a safe and secure place to display a paper ticket were also cited as reasons not to impose a charge on motorcyclists. However, with RingGo phone payment and VRN identification technology now accessible for civil enforcement purposes, the council is reviewing its motorcycle parking policy to consider new and effective ways of managing on-street motorcycle parking.

## Electric vehicles

In partnership with Blue Point London, the operators of the Source London network, the council has installed 134 7kwh 'destination' charge points at 47 locations across the Borough providing a charge point within 400m of almost every residential property. In addition, two 22 kWh 'fast' charging points have been installed in Hammersmith Grove.

The council will continue to work with Source London to identify suitable site for further expansion of the network with a particular focus on delivering more 22 kWh charge points.

Following a successful trial of lamp column charging technology; the council has secured funding to deliver a further phase of residential lamp column charge points. It is anticipated these will be delivered in Spring 2019. The council continues monitor developments in residential charging technology and are committed to delivering sustainable charging solutions for all residents.

LBHF were one of the first London boroughs to have installed multi-point rapid charge points on their network (three in Scrubs Lane) that provide a 50kWh charging option. We continue to work closely with TfL on delivering additional rapid charge points in the borough.

## Parking Operation

In 2018 we procured the pay and display machine and maintenance contract, which was awarded to Parkeon.

In the same year we have awarded a pay and displays cash collection service contract to Jade Security Services, who collect cash from the pay and display machines within the borough.

## Parking Enforcement

The LBHF Enforcement Team is one of the few remaining in-house parking enforcement units in Britain, and has been since its inception in October 1991. Since then, we have contracted our own parking attendants, now known as Civil Enforcement Officers (CEOs), to enforce all parking restrictions including yellow line restrictions.

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 and 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. We are also looking into the feasibility of issuing Idling Engine Notices, with more information this to be found in the 'Looking Ahead' section on page 15

## Moving Traffic and Bus Lane Enforcement

Since 1999 the London Borough for Hammersmith and Fulham has been using Attended CCTV cameras to enforce Bus lane regulations, using the powers granted by the London Local Authorities Act 1996. In 2003 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. Finally, since 2006, Moving Traffic contraventions 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, 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 42 cameras, of those 26 are deemed regularly useful.

## Enforcement Agents

LBHF continue to use Marston Holdings as their primary contracted Enforcement Agent, with Equita working on the warrants returned by Marston.

Marston have continued to review their ethical debt framework and have made a number of developments in this area, including:

- Marston were the first in the industry to roll out BWV to all of our enforcement agents which protects the enforcement agent and the customer
- Award winning Vulnerability strategy's where Marston were recognised for their ethical approach with customers
- Dedicated Welfare team Samaritan trained.
- Dedicated Welfare team implemented prior to TCE
- All staff received Vulnerability training (CICM award-winning)
- Marston provide access to advice for customers such as StepChange Debt which Marston has supported for 10 years
- Marston run debt surgeries in conjunction with the Citizens Advice Hammersmith and Fulham (CAHF)
- Marston has an independent Advisory group chaired by Elizabeth Filkin CBE (Former Parliamentary Commissioner for Standards). The advisory board focuses on how they can continue to improve all aspects of their service to uphold the highest standards in ethical delivery.

Marston have also set up a trust fund process for customers who live within the borough, who have been identified as in financial hardship or have a health vulnerability. These cases are either referred by Citizens Advice Hammersmith & Fulham (CAHF), the client or identified by Marston. Once identified, Marston complete checks including financial statements to see if the customer is eligible for the trust fund. Marston have already had a successful candidate who was extremely grateful that he had been successful in meeting the trust fund criteria. The maximum payment to be matched is £250.00. For example, if the customer keeps to the arrangement and pays up to the value of £250.00 Marston would then pay off the £250.00 remaining to clear the customer's debt. This is a process Marston have put in place to support local customers who are in financial hardship or vulnerable state and need assistance in clearing their debt.

## 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 or representation' before the Council issues a Notice to Owner (NtO)

- 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 of the 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 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 2017/18 statistics from the London Tribunals show that the Council won 67.5 per cent of appeals. This independent score is a key indicator for the Parking Service.

## Parking Suspensions

The London Borough of Hammersmith and 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>.

## RingGo Parking

In December 2016, we begun the rollout of RingGo – a pay and park facility. Residents and visitors to the Borough are now able to pay for their parking session on their mobile phones by using the Ringo app, or through an automated voice service. The whole of the Borough now has the Ringo facility, with 82% of all pay and park transactions made via the Ringo system.

## Resident Visitor Permits (RVP)

We updated our visitor permit system earlier this year because the old system has been discontinued by the supplier. We know that changing the system can cause frustration, and we're sorry about that.

The new visitor permits are part of RingGo cashless parking. You may already be using RingGo to park outside your home zone. It's a far more 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 8,551 RingGo RVP users across the Borough and have recently extended the scheme to include all LBHF Estates.

## Pay and Display

In December 2017, the Council introduced 400 new pay and display machines across the borough. These machines run in parallel with the RingGo parking system, referred to on page 11. Each pay and display machine allows drivers to pay the parking charge by credit or debit card. In addition, 50 of the machines are located near commercial/shopping areas, allowing the drivers to pay with cash.

# LOOKING AHEAD

## Idling Engine Penalty Notices

London has some of the worst air pollution in Europe and vehicle exhausts is one of the main sources of fine particles and gases. Exhaust pollution from moving and idling vehicles harms the local environment and people's health. Diesel vehicles such as coaches and taxis can release high levels of fine particles, which increase breathing problems such as asthma.

Under the Road Vehicle Regulations (1986) it is an offence to leave vehicle engines running unnecessarily whilst parked. Councils can now ask drivers to switch them off, and issue Fixed Penalty to drivers who refuse.

## CPZ Reviews

Each year, the Parking Projects and Policy team commit to a programme of controlled parking zone reviews. This programme is subject to change throughout the year and is influenced by several factors including changes to parking pressures through local developments, section 106 funding allocation for specific areas and local events/traffic management measures which affect parking stress in certain areas.

There are also other influences which arise throughout the course of the financial year which necessitate urgent reviews of parking restrictions. For minor changes to parking layouts and restrictions, we make changes through a quarterly programme of traffic order advertisements where lots of similar minor requests are addressed in batches.



# 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 2016/17 totalled £35 million, and the expenditure to provide the on-street service was £12.2 million. The surplus of £22.7 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.

<b>On-street Account</b>			
<b>Income</b>	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>
Pay and Display	14,237,757	12,970,149	11,808,093
Residents Parking Permits	3,736,882	3,760,151	3,660,856
Doctors Parking Permits	0	0	504
Business Parking Permits	845,931	866,781	834,208
Parking Suspension Income	2,324,880	3,217,801	3,507,815
Parking Penalty Charge Notices	7,633,620	6,654,325	6,852,033
Bus Lane Penalty Charge Notices	1,455,749	1,492,578	1,578,141
CCTV Parking Penalty Charge Notices	27,220	30,207	47,763
Moving Traffic Penalty Charge Notices	5,813,162	5,846,155	6,678,160
Clamping and Removals Income	265,024	255,910	327,989
Other Income	36,604	90,356	0
<b>Total Income</b>	<b>£36,376,829</b>	<b>£35,094,413</b>	<b>£35,295,562</b>
<b>Expenditure</b>	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>
Parking on Street Enforcement Staffing	2,882,165	2,498,743	2,147,664
Other Staffing	3,244,642	2,932,749	2,882,782
Non-Staffing Costs	7,096,426	6,867,546	8,064,726
<b>Total Expenditure</b>	<b>£13,223,233</b>	<b>£12,299,037</b>	<b>£13,095,172</b>
<b>Surplus</b>	<b>£23,153,596</b>	<b>£22,795,376</b>	<b>£22,200,390</b>

Application of parking surplus			
	2017/18	2016/17	2015/16
Surplus (Deficit)	£23,153,596	£22,795,376	£22,200,390
Brought forward	0	0	0
Contribution to capital schemes (controlled parking zones and lamp columns)	700,000	700,000	700,000
Concessionary Fares	9,339,938	9,597,691	9,693,933
Taxicard	156,997	206,800	198,054
Highways Maintenance	11,870,483	10,958,683	10,437,211
Street Trees	357,464	349,212	318,331
Lighting, traffic signs, pedestrian crossings	728,714	982,990	852,861
Carried forward	0	0	0

## 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 and 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.

## 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.

## PCN recovery rate

Recovery rate is calculated as the number of PCNs paid (in part or in full) as a percentage of PCNs issued. Hammersmith and Fulham's recovery rates for 2017 - 2018 was 77%.

PCNs Issued 2017 - 2018	HF LLAA CCTV MV	HF RTA BUS	HF TMA CCTV	HF TMA HH	TOTAL
<b>No. Higher level issued</b>	78,489	21,993	0	108,903	<b>209,385</b>
<b>No. Lower level issued</b>	N/A	N/A	N/A	29,041	<b>29,041</b>
				<b>Total</b>	<b>238,426</b>

PCNs Paid 2017 - 2018	HF LLAA CCTV MV	HF RTA BUS	HF TMA CCTV	HF TMA HH	TOTAL
<b>Total number of PCNs paid</b>	69,600	17,775	299	94,960	<b>183,511</b>
<b>No. of PCNs paid at discount</b>	62,782	15,681	273	76,042	<b>154,778</b>
<b>No. of PCNs paid at face value</b>	2,140	1,274	10	13,276	<b>16,700</b>
<b>No. of PCNs paid at Charge Certificate</b>	2,217	263	6	2,956	<b>5,442</b>
<b>No. of PCNs where a representation was made</b>	15,442	856	55	9,785	<b>26,138</b>
<b>No. of PCNs cancelled as a result of representation (mitigation)</b>	1,619	722	6	12,759	<b>15,106</b>
<b>No. of PCNs cancelled for other reasons</b>	500	260	1	5,156	<b>5,917</b>

<b>No. of representations that are rejected</b>	5,830	486	55	3,422	<b>9,793</b>
<b>No. of vehicles removed</b>	N/A	N/A	N/A	975	<b>975</b>

## Appeals and Adjudication

Appeals and Adjudication			
	2017/18	2016/17	2015/16
No. of appeals received	893	1250	1675
Ratio of appeals to PCNs issued	0.37%	0.47%	0.66%
Appeals not contested	134	124	236
Appeals allowed by Adjudicator	302	354	598
Appeals refused by Adjudicator	628	772	917

*Note: figures reflect activity throughout the year*

## 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

	2017/18	2016/17	2015/16
<b>Code red</b>	10	11	14
<b>Code yellow</b>	12	20	21

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.