

# Annual Parking Report 2018/19









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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>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 & 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 <b>responsible for</b> .
<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 2018/19.

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 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.







A photograph of a residential street in Hammersmith & Fulham. Several cars are parked along the side of the road, including a dark grey car in the foreground and a silver car behind it. The background shows white residential buildings and green trees. The text 'Parking in Hammersmith & Fulham' is overlaid in large white font.

# **Parking in Hammersmith & 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 and traffic schemes have a large role to play in reducing CO2 and air pollution emissions from vehicles by influencing driver behaviour, the trips they can make and the vehicles they own. Prioritisation of road space for vehicles with greener credentials is a national trend that growing and the boroughs parking layout will have to respond to this trend.

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.

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

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

Vehicle ownership per household is low compared to national statistics, but in line with the rest of London. Priority for parking during the working day is given to residents through the use of a permit. 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	Permit 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 the year. This is because residents on several housing estates joined the main parking permit scheme as part of a phased program of work.

Business Permit First	702
Business Permit Second	198
Resident First	28,608
Resident Special	475
Housing Estates First	1774
Housing Estates Special	21
Total	31,778

## 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 2018/19 = 22  
(Number upheld = 15, Number not upheld = 7)



## 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 2018 and 31 March 2019, 158 blue badges were seized. As a three year comparison: 171 (2017/18) 169 (2016/17) and 195 (2015/16).

Of the 158 badges seized this year, 119 cases went to court and 118 were convicted. 11 of the 118 cases were prosecuted under the Fraud Act 2006.

The Council takes blue badge fraud very seriously and we have provided a clear message to drivers that blue badge misuse will not be tolerated. It is also important that drivers with disabilities know we are doing our utmost to deal with this long-standing issue in our borough, and that we are creating spaces for disabled drivers, whether they be visitors or residents in our borough, to park.

## 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 number of vehicles parked and available in the Borough may fluctuate.

The latest initiative we will be introducing in early 2020 is the "free-floating" Car Club model, whereby members 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 are currently consulting on another twenty units for installation but current demand is still increasing for another 200 spaces and this demand will be met from a combination of LiP and Developer funding.

## 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. We continue to work with the Metropolitan Police, local residents and ward councillors to determine new locations.

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 H&F) in recognition of the fact they use less space and cause less congestion than cars. Motorcycles cannot be parked in specific bay types such as disabled or doctors bays, and also suspended parking bays or on the pavement.

## Electric vehicles

The Council has installed over 135 destination charging points across the borough, which includes a mix of 7 kWh and 22 kWh, and 50 kWh rapid charge points. This network continues to grow and we are expecting five more 50kWh rapid charge points in H&F in early 2020.

The Council also appreciate that demand for charge points is growing amongst our residents and so are now prioritising providing convenient EV charging facilities 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. In 2018/19 the Council installed over 80 lamp column charge points in residential streets and are now reviewing these locations for improvement and, where appropriate investigating the feasibility of providing dedicated electric vehicle bays adjacent to lamp column charge points to prevent spaces being occupied by non-EV, thus maximizing resident's chances of being able to access the charge points. The council has committed to installing an additional 1000 charging points over the next 3 years.



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 too far from their nearest residential charge point.

To support future development of our charge point network the Council is exploring all funding streams including a recently submitted bid to the Go Ultra Low Cities Scheme to fund the installation of further residential charge points. The Council is also actively working with a number of key stakeholders and potential partners to develop and improve the charging options available in H&F.







## 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 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. Ideally we would like all vehicles to be parked correctly and observe the parking layout as it specifically designed to fairly distribute the road space based on rational set criteria. Enforcement is only necessary because compliance is never 100%.

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.

Our LBHF Enforcement team play an integral role in providing intelligence and evidence to help build a case against fraudulent activity. All Civil Enforcement Officer's (CEOs) are trained at their own bases twice a year in the disabled badge enforcement process. The BBFI team are also able to provide staff with examples of the new styles of fake badge for CEOs to look out for, which means they are always fully briefed to any new trends of potential misuse.

Regular feedback is given to the CEOs on how the blue badge enforcement team are performing and recognition is given to CEOs who play a key part in any future prosecutions. This creates a continuous learning loop, with intelligence shared and key hot spot misuse areas highlighted.

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.



## 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. 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 42 cameras, of those 26 are deemed regularly useful. All CCTV Officers are either BTEC or City & Guilds trained in CCTV Skills.



## 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 also reviewed 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 & 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.





## 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 2018/19 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 & 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>.





## Paying to Park

We've upgraded our ticket machines and introduced mobile phone payments, which has led to a wider choice of ways to pay than in many London boroughs.

Paying by mobile phone and online: 85 per cent of people now use our simple mobile parking app provided by 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 via contactless payments, at our new on-street ticket machines and, in our town centres, you can also pay using cash.

## 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 8,007 RingGo RVP users across the Borough including all LBHF Estates.







A red Land Rover Discovery is parked on a street. The vehicle is shown from a rear three-quarter view. It has a yellow license plate and a black bumper. The word "DISCOVERY" is visible on the rear door. A sticker on the rear window reads "T.H. WHITE" and "LAND ROVER". A dark blue car is partially visible to the left. In the background, there is a building with white columns and a stone wall. The text "Looking ahead" is overlaid in white, bold, sans-serif font across the middle of the image.

**Looking ahead**





## 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 will disaggregate in December 2019 and will revert back to a single borough focus. We anticipate that our services will be unaffected by this structure change and our high levels of service will be maintained.

## Improving Air Quality

One of the Council's biggest drivers moving forward will be to improve air quality in the borough and to balance ongoing vehicle usage with protecting the health of residents and visitors. Travel within, and through, the borough is incredibly well served by public transport (buses, trains, DLR), and there are miles of cycle routes and quiet walkways around the borough, with more being developed and planned for.

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. Our Parking Enforcement Team have adopted these powers and frequently advise drivers of the merits of turning off idling engines.



## Digital Improvements

The council declared a Climate Emergency this year and are committed to reducing the amount of carbon generated in operating its services. As part of that, the parking service will be more digital going forward reducing the amount of paper generated through the use of e-parking and more online service offerings.

Current pay & display and Smart Visitor parking uses e-parking, which utilises the vehicle number plate as the permit and links it to the type of parking paid for. We are looking to expand the number of permits offered this way which will improve the speed of service, improve efficiency and reduce the impact on the environment.



## 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 2018/19 totalled £38 million, and the expenditure to provide the on-street service was £13.3 million. The surplus of £25.4 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>2018/19</b>	<b>2017/18</b>	<b>2016/17</b>
On Street Parking Charges	16,616,437	14,237,757	12,970,149
Parking Suspension Charges	2,407,898	2,324,880	3,127,801
Residents Parking Permits	3,734,852	3,736,882	3,760,151
Doctors Parking Permits	0	0	0
Business Parking Permits	908,233	845,931	866,781
Parking Penalty Charge Notices	8,783,805	7,633,620	6,654,325
Bus Lane Penalty Charge Notices	1,418,301	1,455,749	1,492,578
CCTV Parking Penalty Charge Notices	20,139	27,220	30,207
Moving Traffic Penalty Charge Notices	4,646,202	5,813,162	5,846,155
Clamping and Removals Income	257,466	265,024	255,910
Other Income	37,369	36,604	90,356
<b>Total Income</b>	<b>£38,830,700</b>	<b>£36,376,829</b>	<b>£35,094,413</b>
<b>Expenditure</b>			
Parking on Street Enforcement Staffing	3,181,462	2,882,165	2,498,743
Other Staffing	3,216,942	3,244,642	2,932,749
Non-Staffing Costs	6,994,737	7,096,426	6,867,546
<b>Total Expenditure</b>	<b>£13,393,141</b>	<b>£13,223,232</b>	<b>£12,299,037</b>
<b>Excess Income Over Expenditure</b>	<b>£25,437,560</b>	<b>£23,153,596</b>	<b>£22,795,376</b>

<b>Application of Parking Surplus</b>			
	<b>2018/19</b>	<b>2017/18</b>	<b>2016/17</b>
Contribution to capital schemes (controlled parking zones and lamp columns)	700,000	700,000	700,000
Concessionary Fares	9,197,344	9,339,938	9,597,691
Taxicard	156,800	156,997	206,800
Highways Maintenance	14,452,956	11,870,483	10,958,683
Street Trees	377,817	357,464	349,212
Lighting, traffic signs, pedestrian crossings	552,644	728,714	982,990
<b>Total Surplus</b>	<b>£25,437,560</b>	<b>£23,153,596</b>	<b>£22,795,376</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.

## 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 & Fulham's recovery rates for 2018 – 2019 was 77%

PCNs Issued 2018 - 2019	HF LLAA CCTV MV	HF RTA BUS	HF TMA CCTV	HF TMA HH	TOTAL
No. Higher level issued	61,747	20,495	0	122,103	204,345
No. Lower level issued	N/A	N/A	N/A	26,703	26,703
					<b>231,048</b>

PCNs Paid	HF LLAA CCTV MV	HF RTA BUS	HF TMA CCTV
2018 - 2019			
Total number of PCNs paid	54,974	16,223	187
No. of PCNs paid at discount	50,616	14,462	163
No. of PCNs paid at face value	1,694	1,156	10
No. of PCNs paid at Charge Certificate	1,448	259	5
No. of PCNs where a representation was made	4,744	462	21
No. of representations that are rejected	4,411	411	21
No. of vehicles removed	N/A	N/A	N/A

## Appeals and Adjudication

Appeals and Adjudication			
	2018/19	2017/18	2016/17
No. of appeals received	1019	893	1250
Ratio of appeals to PCNs issued	0.44%	0.37%	0.47%
Appeals not contested	163	134	124
Appeals allowed by Adjudicator	337	302	354
Appeals refused by Adjudicator	663	628	772

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

	2018/19	2017/18	2016/17
Code red	30	10	11
Code yellow	12	12	20

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.

