



Annual Parking Report 2020/21



Contents

Foreword	1
Introduction to Parking Services	3
Healthy School Streets	5
Low Traffic Neighborhoods	9
MiPermit	11
Emissions Based Parking	12
Blue Badge & Disabled Resident Parking	13
1. Service Performance	14
2. Financial Summary	21



Councillor James
Asser

Cabinet Member -
Environment,
Highways and
Sustainable
Transport
September 1, 2021

Foreword

This annual parking report provides information on the activities of the Newham Parking Service during 2020/21 and sets out key performance figures and financial data relating to parking enforcement, parking permits, and those initiatives implemented during 2020/21 to improve air quality and sustainable transport within the borough.

Newham residents are exposed to high levels of toxic pollution caused by vehicles; causing the highest rate of deaths in England - with 96 people dying prematurely each year. We also have the highest number of our children admitted to hospital due to asthma-related conditions. Part of the reason is because some of our more established neighbourhoods are by busy main roads, but we also have high rates of 'through-traffic' vehicles from outside of Newham using our residential roads as rat-runs

The Mayor's Air Quality Action Plan published in 2019 clearly outlined Newham's commitment to introduce innovative initiatives to improve air quality for Newham's residents, and that underpins almost every action taken by the Parking Enforcement service.

This includes the introduction of our programme of Healthy School Streets, new Low Traffic Neighbourhoods, and the emissions based permit system. These are examples of delivering on the Mayor's air quality improvement commitments by rebalancing travel in the borough and providing people with more choices for the benefit of all residents.

In addition to the above the council has also introduced a new fully on-line virtual parking permit system (MiPermit) which went live in December 2020. The implementation of this system aims to improve customer experience, when applying for a permit and contributes to the reduction in the overall paper footprint for the Council and we continue to take feedback to improve the service and ensure it continues to develop and meet the needs of the residents of the borough. We have also been modernising the car pound creating a fairer system and ensuring that we are moving older and uncollected vehicles on. Additionally we are improving our services to ensure we are quicker and more efficient in replying to resident queries.

Alongside these newly introduced policies and processes, the council has a statutory responsibility to carry out enforcement of illegal parking, keep bus lanes free and prevent moving traffic contraventions such as stopping in box junctions, making banned turns, and illegal no entries.

Efficient management of our parking bays, bus lane and ensuring roads signs are followed benefits all residents, businesses and visitors to the borough as it reduces illegal parking, keeps the roads free flowing but also improves road safety for pedestrians, cyclists and other drivers.

The key aim of the service is to deliver an efficient service that makes our roads work better. We aim to create parking space for residents, improve bus journey times, help commercial journey times, reduce congestion and improve road safety. The service uses a number of methods to achieve this including On-street Civil Enforcement Officers, CCTV cameras and the issuing of penalty charge notices.

In this report you can find out information on the number of penalty charge notices issued in Newham in the last year; there are details on the number of requests we have received from residents for help with parking enforcement as well as information on the key strategies implemented in 2020/21

The last year has presented unique challenges because of the Covid19 pandemic, but despite these challenges the Council has managed to introduce some key high profile strategies to improve air quality and improve the service. As we emerge from the pandemic and the lockdowns we will continue to improve the service and address the issues residents are raising with us to improve our streets and make travel in Newham easier.

Introduction to Parking Services

Newham is one of the most diverse boroughs in the country and has one of the fastest growing populations. There are currently 364,346 people living in the borough with approximately 50% of households owning a vehicle. Our aim as a service is to provide the residents of this borough a healthier and safer environment to live, work and travel.

As a council it is imperative that we offer a level of parking provision for the safety of our residents and to support business within Newham. The requirement for parking controls within Newham is apparent. As a Parking Service, we support the council in sustaining a safe and efficient traffic flow across the Newham, whilst ensuring safe and fair parking for all stakeholders.

The Traffic Management Act 2004 (TMA) was implemented on 31 March 2008, allowing civil parking enforcement to be carried out by authorities across England and Wales. The aim of the TMA is to provide a consistent set of regulations and procedures throughout England and Wales, while allowing parking policies to suit local circumstances. It also seeks to ensure that the system is fair to the motorist as well as effective in enforcing parking contraventions when they occur.

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

Our objective is to promote compliance and reduce the number of PCNs issued each year. Our Civil Enforcement Officers (CEOs) patrol the streets of the borough and promote more compliant parking by, dealing with parking contraventions in relation to, but not limited to the following:

- on-street parking places
- car parks
- yellow lines
- bus stops
- taxi ranks
- commercial vehicles
- loading restrictions
- suspended parking bay
- footways and verges
- double parking
- obstruction of lowered kerbs
- school keep clear restrictions
- disabled parking bays
- Pedestrian crossings and zigzag markings.

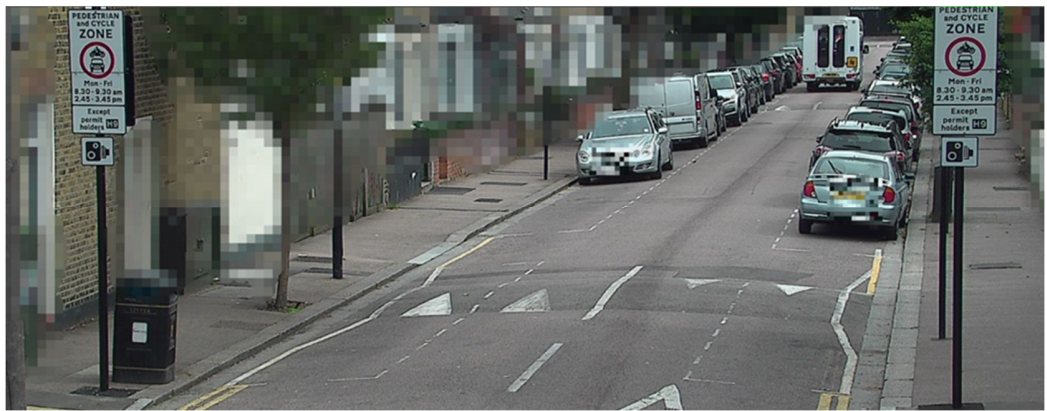
This annual report outlines the activities carried out by the London Borough of Newham last financial year (2020/21). We will report on data and information relating to the work we do as a service including on-street enforcement, with a comparison against how we have performed in previous years.

This report will also contain data and information to demonstrate that we as a parking service are providing a high quality, transparent, unbiased and value for money service to our residents and other stakeholders. We look forward to the year ahead so we can continue growing as a service and building on the foundations we have set this year.

Healthy School Streets

Our Healthy School Streets programme aims to improve the street environment outside schools across the Borough.

We want to make sure that children breathe cleaner air, are safe from cars near the school gates and choose to walk and cycle to school. This will help us create active and healthy environments near our schools.



The Healthy School Streets programme proposes a series of interventions outside of schools to improve air quality, and encourage more families to make journeys to school on foot or by bike.

In August 2019, we installed air quality monitoring devices outside 96 schools in the Borough to monitor levels of air pollution and to determine which schools are impacted the most. We are working with local schools to consider how we can improve the street environment outside their school.

This could include:

- Improving footways and pedestrian crossings
- Placing drop kerbs at desirable crossing locations
- Improving cycle routes and cycle facilities
- Introducing timed road closures near school entrances at pick-up and drop-off times
- Providing more planted areas near schools
- Installing green planted screens to shield school entrances or playgrounds from emissions
- Setting up a 'walking bus' programme where local children walk together to school, accompanied by a responsible adult.

Why are Healthy School Streets being proposed?

The purpose of our Healthy School Streets programme is to:

- Improve local air quality near the school
- Make it safer and easier to walk or cycle to school
- Encourage children, parents and carers to have an active journey to school
- Make it safer for school children to cross the road with less cars parked or waiting and obstructing visibility
- Make the street environment outside of schools more attractive
- Reduce traffic on the road and improve traffic flows
- Make it easier for local residents who drive to enter and exit their street.

Walk, cycle or scoot to school

We are working on various schemes and programmes to support with social distancing and to encourage people to have active and healthy journeys to school. This includes travel plans for schools, Healthy School Streets, cycle training sessions, and new cycle/scooter parking facilities as well as strategic schemes such as Low Traffic Neighborhoods and new cycle routes in the borough. Working together with [Transport for London](#), we want to make school travel safe, comfortable and sustainable as the need for social distancing remains in place. With more people walking, cycling and scooting, children will breathe cleaner air and enjoy a healthy and active journey to school.



Data available so far indicates the following:

- Improved air quality- Air quality surveys carried out after the introduction of Healthy School Streets has shown an average 30% reduction in co2 emissions, during the hours of prohibition at the locations where healthy school streets have been installed.
- Reduction in traffic flow – Available data post introduction of HSS shows an average reduction in the number of morning school vehicle drop offs to be 86% and for afternoon pick ups an average reduction of 93%.

Although the review of resident and school feedback remains on going, below is a snapshot of the type of positive response being received:

I'm a resident in Newham and I just wanted to email to say that I've been very concerned about the local levels of air pollution, especially the effects on young people, so I'm very pleased that the council is going ahead with introducing more health school streets. I figured you might get a lot of push back against the initiative so I just wanted to voice my support! Thanks very much,

Brampton Primary Resident

As a local resident who lives beyond the parking allocation I would confirm that we consider two hours of restrictions a day to ensure the safety of the children and their health and wellbeing is completely acceptable We would have no objections to the scheme being put in place

Brampton Primary Resident

Hello, may I suggest the traffic order is put in place in Plaistow where southern road, Plaistow primary and lister school are please because the amount of cars is ridiculous. So much traffic as there are three schools in a small area. It's definitely not good for asthma sufferers like myself.

Plaistow Area Resident

I'd like to share some feedback on the new Park Primary E15 Healthy School Streets changes. First of all, I'd like to say how delighted I am that this has gone live as it will help reduce air pollution and noise pollution from families driving their kids to school and make our neighbourhood much healthier for all. We suggest to extend the hours that the restrictions run to an even earlier hour and later than 4 pm as well as wider along Ham Park Road. Hope you take the above points as an actionable recommendation as the scheme continues. Thank you,

Park Primary Resident

This is to STRONGLY SUPPORT the creation of a school street at Kay Rowe and I applaud the early start time of 7am. My only suggestion for modification is that the END TIME be later than 5pm because there is a substantial number of children being picked up at or after 5pm, often as late as 5:30pm by car so I would extend it to 6pm to rule out those car movements as well.

Kay Rowe Resident

Yes, there'll definitely be representation from the school. Overall, we are very pleased with how it's going so far. Yes, there are some issues where staff members are held up and made late in the mornings, but in the greater scheme of things, safer and healthier roads around the school, it's a winner.

Brampton Head Teacher

What a huge improvement in safety for our students now that #healthyschoolstreets is in place – no more crowding, beeping, shouting & cars diverting onto pavements. And less pollution too!

Lister Head Teacher

I'm absolutely delighted by the success of our Healthy School Street on Sheringham Avenue

Sheringham Head Teacher

Low Traffic Neighborhoods

Newham Council is committed to creating people-friendly streets and making it easier and safer for all our residents to consider sustainable modes of transport. Whether travelling by foot, cycling, scooting, using a wheelchair or other mobility aids, this will all contribute towards creating a cleaner and healthier borough.

The Covid-19 pandemic has highlighted the urgent need to improve London's streets for walking and cycling, to reduce pressure on our road and public transport networks, and to support with social distancing. This is why we have accelerated our delivery programme and are introducing experimental Low Traffic Neighborhoods (LTNs), as well as other measures, in the borough.

With limited capacity on public transport and with approximately over 50% of Newham households not owning a car, we need to ensure that residents have a safe and attractive alternative to get to where they need to for work, schools and local amenities, subject to government advice and the restrictions in place for social distancing.

What is a Low Traffic Neighbourhood?

A Low Traffic Neighbourhood (LTN) aims to improve street environments and local neighbourhoods for walking and cycling by reducing traffic volumes. An LTN uses access restrictions, known as 'modal filters', to prevent motorised vehicles from using local streets as a cut-through to avoid main roads. Often, motorised vehicles will use local streets to shorten their journey times, but at the same time increasing local traffic, road danger and pollution levels, and therefore making it harder for residents to choose walking or cycling for local journeys.

Newham and Waltham Forest Councils have come together to create a cross-boundary low traffic scheme that is set to improve the lives of residents in both boroughs.

The Covid-19 pandemic has made the imperative to improve streets for walking and cycling, to reduce pressure on road and public transport networks, and to support social distancing, even more urgent.

With London's public transport capacity currently significantly reduced, millions of journeys a day now have to be made on other modes of transport. If even a small fraction of these are replaced by car journeys, roads will become heavily congested, air quality will worsen, and road safety reduced.

The scheme aims to stop this kind of road use, but local residents, businesses, visitors and services, such as waste collection and emergency services will still be able to access every address within the LTN boundary.

Councillor Asser, the Executive Lead Member for Parking & Sustainable Transport has reiterated the council's position on this strategy as follows: "With less traffic, noise and pollution, local streets will be safe and more pleasant to use, especially for children to cross the road and walk and cycle to school. The LTN will reduce the level of harmful emissions from motorised vehicles driving through the area, help people stay physically active and healthy, and encourage a shift to more sustainable ways of getting around."

Since 2018, when Newham and Waltham Forest first considered bidding for the TfL funding, there has been engagement with residents who have highlighted that vehicle speeds, safety and lack of cycle routes were key barriers to people walking and cycling.

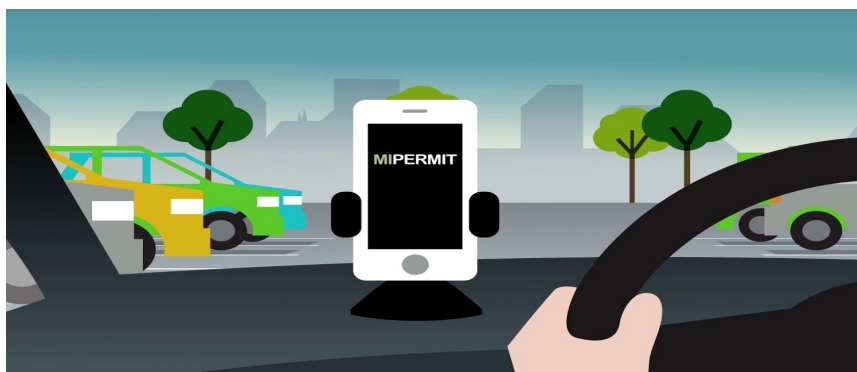


Councillor Asser has further advised "I am delighted we have been able to work with our neighbours and colleagues in Waltham Forest to get this unique scheme off the ground, especially in the light of the difficulties and complications created by the suspension of TfL funding, and the Covid-19 crisis.

"Newham is committed to improving the quality of life for our residents by creating more pleasant environments in the streets where they live, but critically we do not want to simply push the problems across our borders into neighbouring boroughs. This scheme recognises that traffic rarely recognises such borders, and this co-operative approach will ensure the benefits are felt for both sets of residents."

MiPermit

Newham has a new online parking permit system called MiPermit Newham where all your parking permit needs can be managed from a handy online account. When your existing paper-based permit is due for renewal you can do so online.



Parking permits are subject to emissions based charging. Emissions based charging costs are applied to resident, business, charity business and industrial permits. Any emissions based charging and/or additional permit costs will be calculated automatically in MiPermit Newham.

Due to the financial impact of Covid 19 in 2021 residents applying for permits had more flexible payment options by being able to apply for a 3 month, 6 month or 12 month permit to spread the costs. Newham residents & businesses can apply for a parking permit by registering for our online parking system MiPermit Newham.

The following permits are available through MiPermit Newham:

- Residents
- Disabled
- Visitor
- Free parking allocation
- Business
- Industrial
- Charity business
- Healthy School Streets Access
- Browning Road Bridge Access
- Trade
- Courtesy

Emissions Based Parking

- To support the aims of the Mayors Air Quality Action Plan, Newham Council has introduced emissions based charging for resident, business, charity business and industrial permits.
- Newham residents are exposed to high levels of toxic pollution from vehicles, contributing to the highest death rate in England, according to Public Health England, with 96 people dying each year due to the poor quality of the air that they breathe. The health impact of our polluted air on residents, including children, is the same as smoking 159 cigarettes a year.
- The new parking permit charges are aimed at addressing our poor air quality and lowering vehicle emissions by encouraging residents to switch towards less polluting vehicles and to encourage more local trips to be made by sustainable modes of transport, like walking and cycling.
- We're also making available new electric vehicle charging points across the borough making it easier for those who choose to make the switch to electric vehicles to have greater access to public charging points.
- The new permit charges will apply for all applications and renewals for resident, business, charity business and industrial permits and came into effect from 6 January 2021, with permit charges based on CO2 categories used by DVLA. Permit holders with renewals due in early 2021 were encouraged to check the publicized new permit fees chart in advance of any permit renewal date.
- In recognition of the financial impacts of Covid-19, and listening to concerns raised by residents, a one-off Covid discount was applied to the overall cost of the first resident's permit for each household in 2020/21.

Blue Badge & Disabled Resident Parking

In addition to fully participating in the Blue Badge scheme and as a demonstration to its commitment to its disabled residents Newham also provides an almost unique permit type known as a Disabled Residents Permit. Qualifying residents/households can have a disabled resident parking bay marked outside or near their property and will be issued with a free disabled residents permit per property which will be allocated to the qualifying residents vehicle. All residential streets in Newham are now within residential parking zones and the disabled resident parking permit can be used in any disabled resident's bay situated within the zone for which the permit has been issued

To clarify Blue Badges are only valid in Blue Badge bays they are not valid in disabled residents bays as they are quite rightly prioritized for Newham residents over blue badge holders who may not live within Newham



Who can apply for a disabled resident parking bay?

To apply for a new disabled resident parking bay you must:

- Have a valid Blue Badge
- Live in Newham
- Receive the higher rate of the mobility component of Disability Living Allowance or the enhanced rate of the mobility component of Personal Independence Payment, or the higher rate of Attendance Allowance
- Not have off-road parking, such as a garage or driveway
- Have a car registered with the DVLA to your address.
- You do not need to be able to drive yourself to qualify.

1. Service Performance

1.1 Penalty charge issue statistics

Table 1.1.1 – Valid penalty charge issue comparison

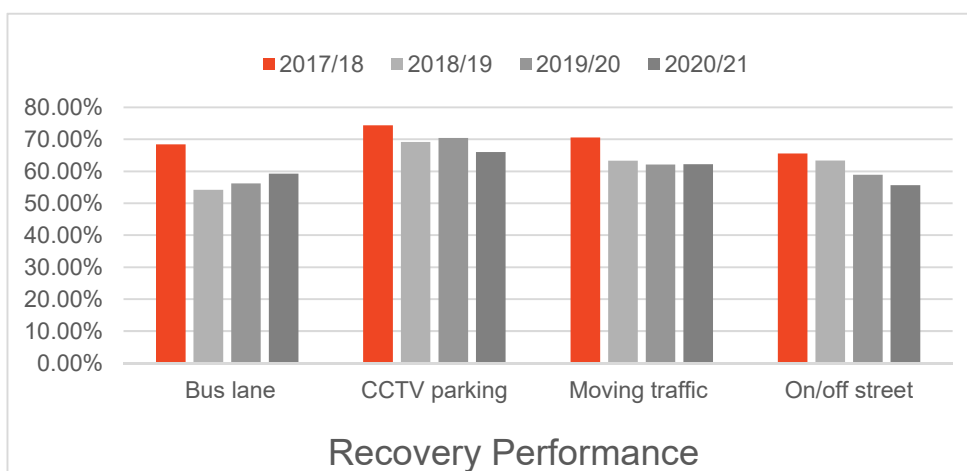
Year	Higher level parking	Lower level parking	Bus lane	Moving Traffic	Total issued
2017/18	120,525	17,784	9,107	73,911	221,327
2018/19	120,517	25,164	20,554	67,396	233,633
2019/20	136,631	35,350	18,858	81,208	272,047
2020/21	72,044	11,282	11,547	117,143	212,016

1.2 Recovery Performance*

Table 1.2.1 – Recovery rate comparison

Year	Bus lane	CCTV parking	Moving traffic	On/off street	Overall
2017/18	68.4%	74.4%	70.6%	65.6%	67.6%
2018/19	54.2%	69.2%	63.3%	63.4%	62.7%
2019/20	56.2%	70.4%	62.1%	58.9%	59.8%
2020/21	59.4%	66.1%	62.5%	55.9%	60.2%

*Recovery performance is based on the number of penalty charge notices (PCNs) issued in the financial year and the number of those that were paid



1.4 Appeals to the Environment and Traffic Appeals service (ETA)

The environment and traffic appeals service is an independent body, coordinated by London Councils. Recipients of PCNs can appeal to this body for free if the local authority has rejected their formal challenge against the PCN being issued.

Table 1.4.1 – On/off street parking appeal statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2017/18	1,149	590	51%
2018/19	1,376	674	49%
2019/20	1,037	476	46%
2020/21	628	362	58%

Table 1.4.2 – Bus lane statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2017/18	38	20	53%
2018/19	86	56	65%
2019/20	123	63	51%
2020/21	75	41	55%

Table 1.4.3 – Moving traffic statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2017/18	577	273	47%
2018/19	772	373	48%
2019/20	468	249	53%
2020/21	1208	346	29%

ETA statistical data will only differentiate between parking, bus lanes and moving traffic, it will not provide data by contravention type. ie school zig zags, yellow box junctions and banned turns Etc

1.5 Removals

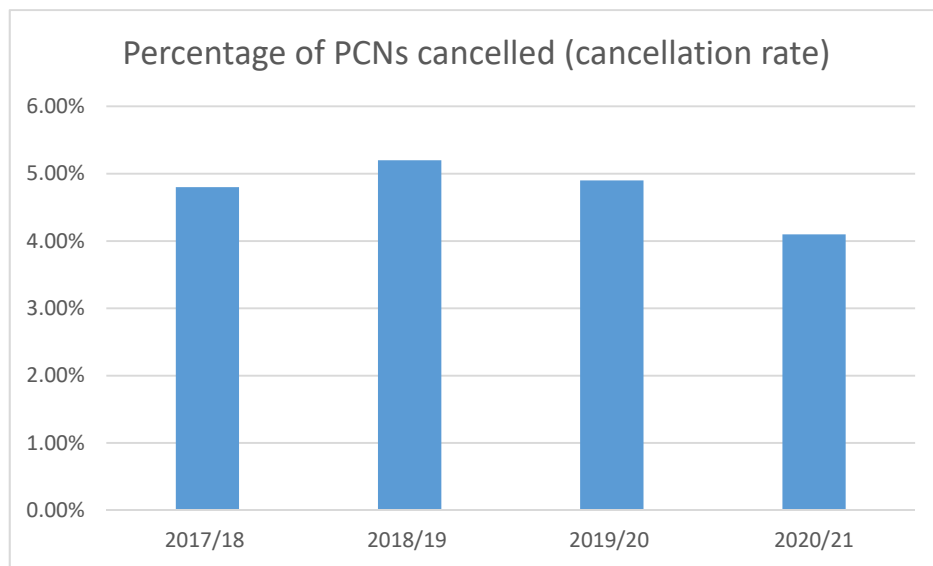
Table 1.5.1 – Removal statistics

Year	Total removals	Removals from formal disabled bays	Removal truck hours
2017/18	7,427	47	10,214
2018/19	7,479	59	10,500
2019/20	7,624	297	12,240
2020/21	2,988	179	9,114

1.6 Cancellations

Table 1.6.1 – Cancellation rate comparison

Year	Percentage of PCNs cancelled (cancellation rate)
2017/18	4.8%
2018/19	5.2%
2019/20	4.9%
2020/21	4.1%



A reduction in cancellation rates is taken as an indication of an improvement in the accuracy and validity of the PCNs being issued. The more accurate the PCN, the less likely that it can be successfully challenged and ultimately cancelled.

1.7 Permits

Table 1.7.1 – CRM Permit issue statistics

Permit Type	Total Paper Permits Issued between 1 Apr 20 and 31 Mar 21 *stopped issuing on 9th Jan when MiPermit went live)
Business (12 months)	8
Business (3 months)	628
Business (6 months)	976
Business Courtesy Vehicle	9
Carer	523
Disabled	1450
Disabled Courtesy Vehicle	8
Industrial (3 months)	26
Industrial (6 months)	19
Resident	38856
Resident Courtesy Vehicle	355
Staff Business	1419
Trade	269
Visitor 6	4019
Visitor 10	699
Visitor 24	107

Visitor Free; book of 10	2276
visitor free; book of 30	395
Total	52042

Table 1.7.2 – Mipermit Virtual Permit issue statistics

Permit type MiPermit (6th Dec to 31Mar21)	3 month	6 month	12month
Resident 1st	1903	3170	31875
Resident 2nd	1099	1374	4826
Resident 3rd	254	257	690
Business	126	239	781
Staff Business(upto)	1052	1498	3
Industrial	6	2	17
Business charity	3	7	48

Visitor Permit Type	Number of books
Visitor - 6 hour sessions	5452
Visitor – 12 hour books (5 cards)	2195

Visitor – 24 hour books (5 cards)	269
Visitor – Free (All Zones; lots of 8; 2hrs/month)	6979
Visitor - Free (30 all day sessions 12 months; lots of 10)	2290

Permit type	Duration	Number of Permits
Disabled courtesy(2wk)	2 weeks	8
Resident courtesy(2wk)	2 weeks	392
Disabled resident	12 months	774
Carer		851
Trade		870
Care Home		7
Access Permit (inc. Browning Road)		666

2. Financial Summary

2.1 Income – 2020/21

Table 2.1.1 – Parking and traffic enforcement income

Item	Income (£)
Penalty Charge Notice (PCN)	£11,852,926
Removals	£684,770
On Street Pay and Display	£1,040,125
On Street Permits and Vouchers	£5,622,461
Suspensions	£2,049,177
Other Income	£152,400
Total Income	£21,401,858

2.2 Expenditure – 2020/21

Table 2.2.1 – Parking and traffic enforcement expenditure

Item	Expenditure (£)
Employee Costs	£6,005,096
Premises	£61,388
Transport	£43,627
Supplies and Services	£1,137,934
Third Party Payments	£958,469
Support Services	£3,232,270
Capital Financing	£0
Total Expenditure	£11,438,785
Surplus	£9,963,073

2.3 Application of surplus and balance – 2020/21

Table 2.3.1 – Parking and traffic enforcement application of surplus

Item	Expenditure (£)
School Crossing Patrols	£482,244
Roads Maintenance and Environmental Improvements	£9,480,829
Total expenditure	£9,963,073
Balance	£0

The surplus from on-street parking helps to fund Low Traffic Neighborhoods, Healthy School Streets and electric charging points, in addition to other measures that support active and sustainable travel'

2.4 Off Street Parking Income and Expenditure

Table 2.4.1 – Parking and traffic enforcement off street income

Item	Income (£)
Off Street Pay and Display	£901,593

Table 2.4.2 – Parking and traffic enforcement off street expenditure

Item	Expenditure (£)
Premises	£457,763
Supplies and Services	£128,332
Third Party Payments	£574
Support Services	£3,500
Capital Financing	£118,500

Total expenditure	£708,669
Surplus	£192,924