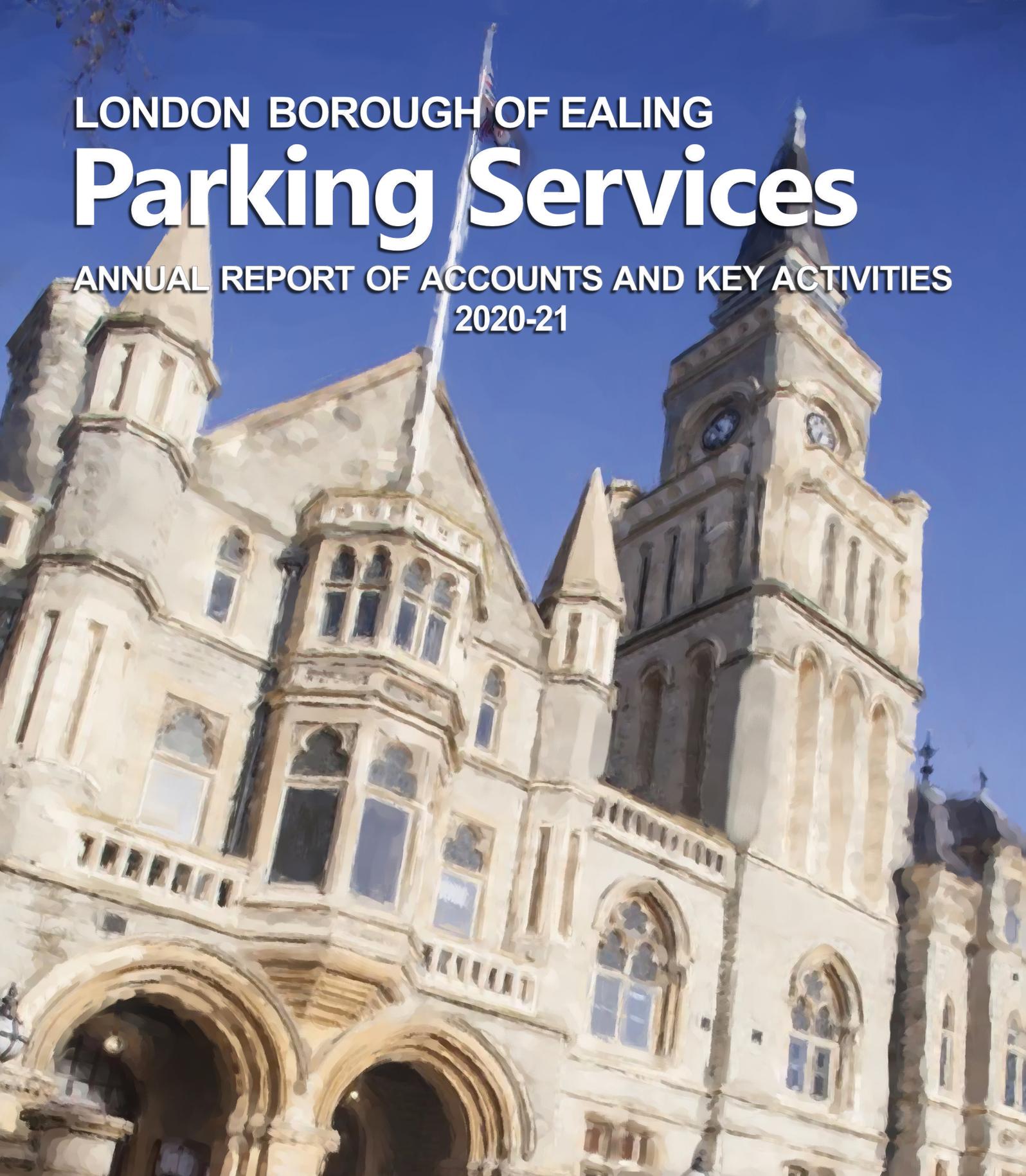


LONDON BOROUGH OF EALING

Parking Services

ANNUAL REPORT OF ACCOUNTS AND KEY ACTIVITIES
2020-21



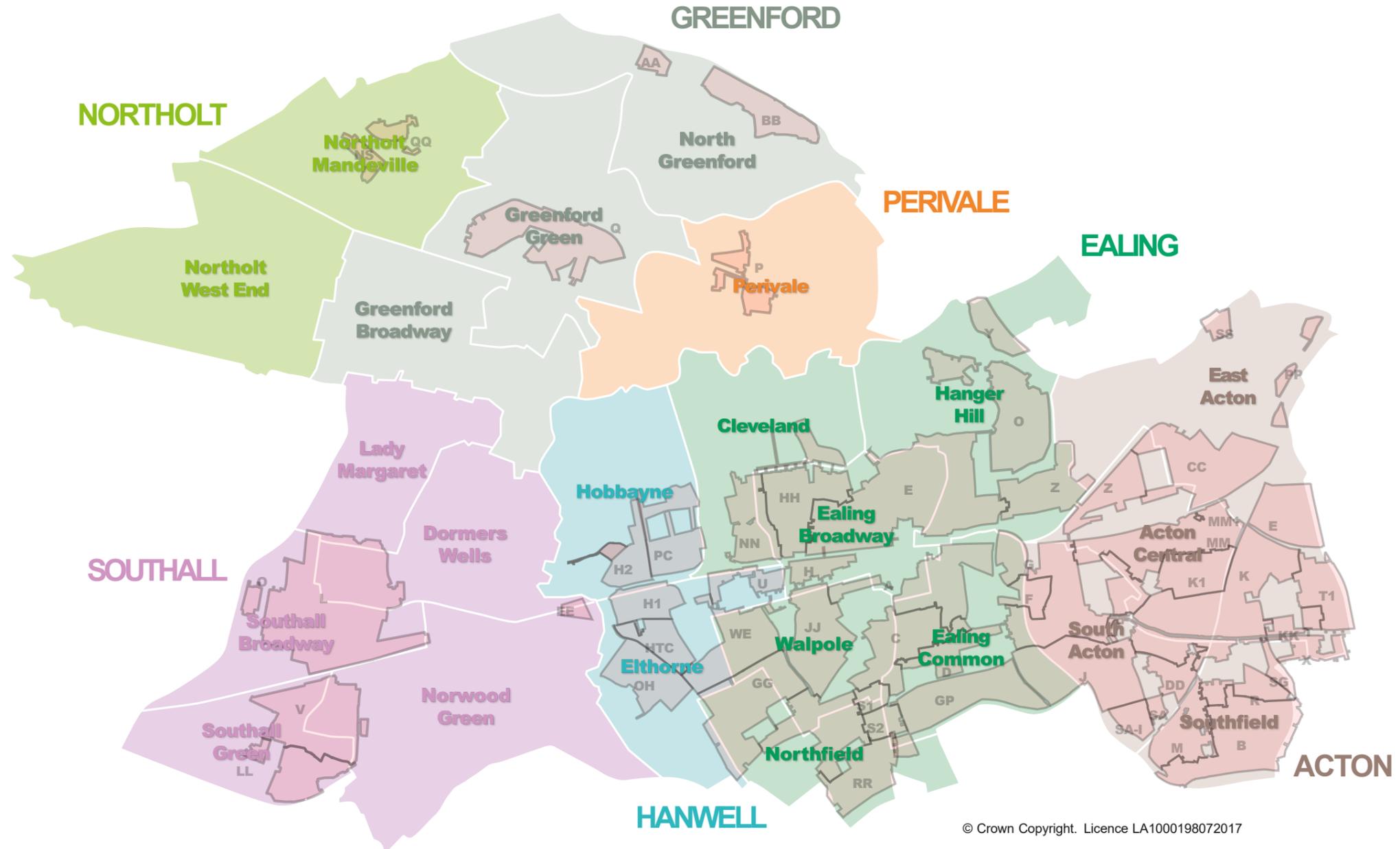
Ealing

www.ealing.gov.uk

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CPZ MAP



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A	Central Ealing	Mon - Thurs Fri - Sat Sun	8:30am - 7:30pm 8:30am - 11pm 10am - 4pm	O	Hanger Hill	Mon - Fri	9am - 10am & 3pm - 4pm	BB	Sudbury Town	Mon - Fri	10am - 11am & 3pm - 4pm	RR	Little Ealing	Mon - Fri	10am - 11am & 3pm - 4pm
B	Bedford Park	Mon - Fri	9am - 6pm	P	Perivale	Mon - Fri	9am - 10am & 2pm - 3pm	CC	Gypsy Corner	Mon - Fri	10am - 11am & 3pm - 4pm	SS	Wesley Estate	Mon - Fri	10am - 11am & 3pm - 4pm
C	Thames Valley University	Mon - Fri Sat	10am - 7:30pm 10am - 4pm	Q	Greenford Station	Mon - Fri	10am - 11am & 2pm - 3pm	DD	Bollo Bridge	Mon - Fri	9:30am - 5:30pm	SA	South Acton Estate	Mon - Fri	9am - 10am & 2pm - 3pm
D	Thames Valley University	Mon - Fri	10am - 7:30pm <small>(1st Oct to 30th June only)</small>	R	Southfields	Mon - Fri	9am - 6pm	EE	Brentvale	Mon - Sat	9:30am - 5:30pm	GP	Gunnersbury Park	Mon - Fri	9am - 10am & 2pm - 3pm
E	East Acton	Mon - Fri	9am - 10am & 2pm - 3pm	S1	South Ealing	Mon - Fri	10am - 7:30pm & Sat 10am - 4pm	FF	Buxton Gardens	Mon - Fri	9am - 10am & 3pm - 4pm	H1	Hanwell Station	Mon - Fri	9am - 10am & 3pm - 4pm & 6pm - 7pm
F	Ealing Common	Mon - Fri	9am - 10am & 3pm - 4pm & 6pm - 7pm	S2	South Ealing	Mon - Fri	10am - 7:30pm & Sat 10am - 1pm	GG	Boston Manor	Mon - Fri	10am - 11am & 2pm - 3pm	H2	Hanwell Station	Mon - Fri	9am - 10am & 3pm - 4pm
G	Ealing Common	Mon - Fri	9am - 10am & 3pm - 4pm	T	The Vale	Mon - Sat	9am - 7pm	HH	West Ealing	Mon - Fri	9am - 10am & 3pm - 4pm	WE	West Ealing Town Centre	Mon - Fri	9am - 10am & 2pm - 3pm
H	West Ealing Home Zone	Mon - Fri	9:30am - 5:30pm	T1	The Vale	Mon - Sat	9am - 9pm	JJ	Ealing Dean	Mon - Fri	10am - 11am & 3pm - 4pm	NS	Northolt Station	Mon - Fri	9am - 10am & 2pm - 3pm
J	Acton Town	Mon - Fri	9am - 10am & 3pm - 4pm	U	Green Man	Mon - Sat	9:30am - 5:30pm	KK	The Vale Estate	Mon - Sat	9am - 7pm	PC	Poets Corner	Mon - Fri	11am - 2pm
K	Acton Central	Mon - Fri	9:30am - 5:30pm	V	Southall V	Mon - Sat	8:30am - 6pm & Sun 2pm - 6pm	LL	Southall LL	Mon - Sat Sun	8:30am - 6pm 2pm - 6pm	HTC	Hanwell Town Centre	Mon - Sat	8am - 6pm
K1	Acton Central Extension	Mon - Fri	9am - 10am & 3pm - 4pm	W	Ealing Broadway	Mon - Fri	9am - 10am & 3pm - 4pm	MM	Friars Green	Mon - Fri	9am - 10am & 4pm - 5pm	OH	Old Hanwell	Mon - Fri	8am - 10am, 1pm - 3pm & 6pm - 8pm
L	Southall L	Mon - Sat	10am - 8pm & Sun 2pm - 8pm	X	Valetta Road	Mon - Sun	9am - 9pm	MM1	Friars Green - The Drive	Mon - Sat	8am - 6pm	SG	Stanley Gardens & Warple Way	Mon - Fri	9am - 7pm
M	Acton Green	Mon - Fri	9:30am - 5:30pm	Y	West Twyford	Mon - Fri	9am - 10am & 3pm - 4pm	NN	Drayton Green	Mon - Fri	10am - 11am & 2pm - 3pm	SA-I	South Acton Industrial	Mon - Fri	8am - 6pm
N	Northfields	Mon - Sat	9am - 10am & 3pm - 4pm	Z	West Acton	Mon - Fri	10am - 11am & 2pm - 3pm	PP	Old Oak	Mon - Fri	10am - 11am & 3pm - 4pm				
				AA	Sudbury Hill	Mon - Fri	10am - 11am & 3pm - 4pm	QQ	Northolt	Mon - Sun	9am - 9pm				

WELCOME

Ealing is an open, transparent and inclusive council and I am pleased to introduce Ealing Council's Parking Annual report for 2020/21 so residents can see for themselves how the service is being run. I know that congestion on our streets is a big issue for many residents. That's why Ealing Council works so hard to keep our streets clear of badly parked cars, in order to increase safety on our roads and pavements and to reduce air pollution.

Covid has made this another hugely challenging year but our parking service has been central to the council's response to the pandemic. As well as providing free parking to key workers such as nurses and teachers, our parking service also assisted with food deliveries to vulnerable families and provided free parking for testing and vaccination centres.

Tackling the climate emergency is one of our top priorities. It is vital that we support residents to make a shift towards walking cycling, and electric vehicles. We have installed nearly 180 dedicated electric vehicle charging points across the borough, and have plans to install a further 150 so that all residents are within a 10 minute walk of one. We are working with partners to offer flexible, low emission car clubs for residents. We are also expanding our cycle network and rolling out a further four school streets to add to the 10 already in place. We take a firm but fair approach to those who contravene parking and traffic restrictions and all fines are ploughed back into the service to help pay for transport initiatives, including the Freedom Pass, which is a lifeline for many older and disabled residents.

We are committed to continuing to be open and transparent about all the parking decisions we make. Thank you for reading this report.

Clr Deirdre Costigan
Deputy Leader of Ealing Council and Cabinet Member for Climate Action



It gives me great pleasure to present Ealing Council's 2020/2021 Parking annual report. Ealing Parking Services have made tremendous achievements throughout unprecedented times in the past year.

The Service provided over 5,000 key worker dispensations that helped the NHS, Critical Care Staff and teachers park throughout the borough. We protected our residents and visitors by providing essential services during the pandemic, including helping to provide food boxes to vulnerable residents during lockdown. The Service supplied car parks for Covid testing and free parking for visitors to Covid Vaccination centres.

The Service continues to play an integral part in tackling climate emergency, introducing new products and implementing fees and charges to encourage the use of sustainable modes of travel such as public transport, cycling and walking. As well as helping reduce the environmental impact of transport, we do this to make our roads safer and less congested, and to minimise the detrimental impact of transport on air quality. As part of our drive to environmental improvements we have introduced 177 electric charging points across the borough.

As in previous years, this report explains how surplus parking revenue was allocated to meet our wider transport objectives, in particular the provision of the Freedom Pass to older residents and disabled residents

I am privileged to lead such a versatile and talented team who care so much about the work they do to improve residents' lives.

Gina Cole
Head of Parking Services



OVERVIEW

As well as fulfilling the Council's statutory obligations, the purpose of this document is to help the reader understand the context in which parking restrictions are used in Ealing. The Council is committed to being open and transparent about its parking operation. We publish our annual parking report each year to keep the local community and other interested parties abreast of any changes we have made.

The Ealing Council Transport Strategy sets out our aims in respect to transportation and parking. Regulating parking and traffic within Ealing is a cornerstone of our approach, which is designed to improve road safety (by reducing congestion and dangerous manoeuvres) and reduce vehicular emissions (which are detrimental to both air quality and the environment). The way in which parking is managed in the borough helps achieve these aims. We believe that parking issues affect everyone who uses our streets, not only car users.

The last year has been extremely challenging for all the residents and businesses with the pandemic having impacted nearly every aspect of life in the borough. Parking is no exception. This is reflected throughout the report, with much lower-than-average use of parking facilities due to lockdowns and the precautions of many drivers.

“ The Ealing Council Transport Strategy sets out our aims in respect to transportation and parking. Regulating parking and traffic within Ealing is a cornerstone of our approach, which is designed to improve road safety (by reducing congestion and dangerous manoeuvres) and reduce vehicular emissions (which are detrimental to both air quality and the environment). The way in which parking is managed in the borough helps achieve these aims. We believe that parking issues affect everyone who uses our streets, not only car users. ”



Last year we installed fewer charging points than expected due the pandemic. The climate change emergency means that it's still just as important as ever to transition to more sustainable modes of transport such as electric vehicles. Therefore, we hope to accelerate the number of charging points installed in Ealing's streets in 2021.

To find an electric charging point in Ealing, anyone can visit the link below.

www.zap-map.com/live

Figure 2: Table showing rise in the number of on-street and public car park charging points in Ealing

Type of charging point	Time taken to charge a vehicle	No. of electric vehicle bays as of 31 March 2019	No. of electric vehicle bays as of 31 March 2020	No. of electric vehicle bays as of 31 March 2021	Planned no. of electric vehicle bays as of 31 March 2022
Standard charging points (including lamp columns)	6+ hrs	57	64	64	124
Fastcharging point	1-4 hrs	0	72	104	194
Rapid charging point	Up to 1 hour	2	8	14	14
Total charging points in Ealing by the end of the fiscal year		59	144	177	327

CAR CLUBS

Currently there are around 80 'back to base' car club vehicles available based in Ealing. These vehicles can be picked up from and returned to a designated parking space in the borough. Most of these vehicles are provided in Acton and Ealing, where demand is highest. In Greenford, Southall and Northolt, car club operators report that the 'back to base' model is less viable because the areas have relatively high rates of car ownership.

In 2020/21 we investigated a model called 'floating car club' vehicles that do not need to be returned to base but can use permitted parking bays anywhere in the borough. This will provide additional flexibility for users and give better access to car clubs, boroughwide.

In July one of our car club operators, Zipcar Flex, started a trial with 20 vehicles in LB Ealing. If popular, this may rise to 60 vehicles, across Ealing. Initially some 20% of these vehicles are electric vehicles and it is expected that this proportion will rise over time.

Residents are able to register with the car club operator as members, set up an account with them and are billed based on the time for which they hire the vehicles. The hire charges include vehicle running costs such as fuel, insurance, breakdown cover and maintenance.

To determine if the restrictions across the borough are appropriate and working well the Parking Services Team use lots of different data, such as the number of penalty charge notices (PCNs) issued, the number of PCNs which people have appealed and the number of those appeals that were successful.

The unique circumstances in which parking services were delivered over the last year means that far fewer PCNs were issued for parking contravention than in an average year. This is largely a consequence of the reduced number of vehicles in use, particularly during the first lockdown in Spring 2020.

Figure 3: PCN issued and appealed by the motorist

	2020/21	2019/20	2018/19
Total number of Penalty Charge Notices issued	181,240	172,855	218,764
Number of Penalty Charge Notices against which an informal challenge was made	13,054	13,426	14,841
Number of Penalty Charge Notices cancelled in response to informal challenge	1,997	1,638	2,108
Number of Penalty Charge Notices against which a formal representation was made	23,736	21,169	13,113
Number of Penalty Charge Notices cancelled in response to formal representation	2,232	2,328	6,798
Number of appeals made to independent adjudicator	722	1,067	1,241
Number of PCNs cancelled in response to appeal at independent adjudicator	235	459	789

* Estimated as were previously reported as a single figure

Figure 4: Breakdown of PCNs issued and paid (*estimated as were previously reported as a single figure)

	2020/21	2019/20	2018/19
Total PCNs Issued	181,240	172,855	218,764
Civil Enforcement Officer	74,254	63,519	94,042
CCTV (Sub Total)	106,986	109,336	124,722
CCTV – Bus Lane	20,531	27,433	33,640
CCTV – Parking	3,991	8,002	6,092
CCTV – Moving	82,464	73,901	84,990
Total PCNs Paid	123,142	121,749	147,999
– at Discount	112,468	109,889	135,908
– at Full Rate	6,662	7,078	5,542
– at Surcharge	3,635	4,059	5,898
– once warrant for collection was issued	0	723	617
– after warrant for collection expired	0	0	34
Number of Penalty Charge Notices written off for other reasons	10,466	111	77

COMPLAINTS

Ealing Council defines a complaint as:

“Any expression of dissatisfaction about a council service that requires a response.”

Telling us that you are dissatisfied with a service provided by the Council, or telling us about a failure in service provision, can help us to stop making the same mistakes again and help us to improve our services.

The following data doesn't show all the complaints received by Parking Services during the last two years – only those where the correspondent was dissatisfied with the response they received to an informal complaint or enquiry and wished to escalate the matter through the Council's formal complaint procedure.

The 'Complaints' column denotes that the origin is from individuals. 'Members Enquiries' are complaints or questions received from Councillors or MPs on behalf of constituents; 'Late' means the number of complaints/enquiries responded to past the designated time frame (10 working days).

Figure 5: Breakdown of complaints and members enquiries

Month	2020/21			2019/20			2018/19		
	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	15	22	0	3	12	0	6	11	0
May	20	16	0	0	8	0	1	6	0
June	18	11	1	1	13	0	2	16	0
July	17	27	0	3	6	1	2	15	0
August	18	17	1	1	17	0	0	6	0
September	24	14	10	1	19	0	0	3	0
October	31	10	6	1	16	0	0	6	0
November	8	22	1	3	15	3	0	19	0
December	8	18	6	3	4	0	0	3	0
January	7	22	4	1	12	2	2	6	0
February	8	25	1	3	9	1	0	2	0
March	9	23	1	3	2	0	2	4	0
Totals	183	134	31	23*	133	7	15*	97	0

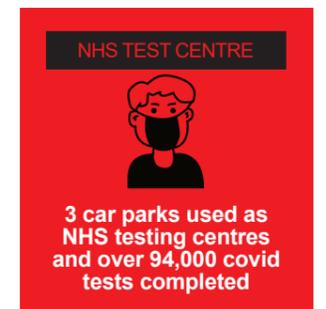
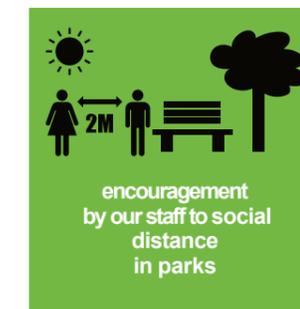
* Formal complaints only – 2020/21 figure includes formal and informal complaints – but not queries or appeals

COVID-19

During 2020/21 the Parking Services Team responded to the changing needs of borough's residents and businesses in a variety of different ways. These included:

- Reducing parking enforcement during lockdown periods. focussing on key areas around health centres to ensure keyworkers could find spaces to park
- Offering special parking dispensations to thousands of key workers
- Redeploying some staff to help issue food parcels to vulnerable people during the first pandemic
- Suspending parking spaces to allow greater social distancing around some shopping parades
- Repurposing some car parks as covid-testing facilities
- Providing staffs in parks to encourage social distancing

We are now well into the recovery phase of the pandemic, with good vaccination rates contributing to a reduction in the number of hospitalisations and deaths across Ealing, though we will not be complacent and continue the impact that this disease is having on the needs residents and businesses. Most of the special measures that were put in place at the beginning of the pandemic have now given way to business as normal, though some of our car park sites will continue to be used as covid testing locations, and we will continue to focus on the disinfecting of shared surfaces within our multi-storey car parks.



LOW TRAFFIC NEIGHBOURHOODS

In December 2020 we introduced the first Low Traffic Neighbourhoods (LTNs) in Ealing. The purpose of these new restrictions was to encourage use of public and active transport by preventing access to some roads for motorists who did not reside in them. This approach was supported by TfL because of the positive impact it was designed to have on road safety, air quality and the environment. Following feedback from residents a decision has been taken to remove 7 of the zones that were initially introduced.

The Council remains committed to active travel and in 2021/22 will champion several new initiatives aimed at achieving these goals, such as the scheme in Fishers Lane, reserving it's use for cyclists and buses – but we recognise the importance of being open and transparent, and will listen to those who are impacted by the schemes we introduce.

FINANCIAL INFORMATION

The objective of Parking Services

is to manage parking demands in a safe and appropriate way rather than generate income or revenue. However, any income generated through parking enforcement is ring-fenced by law and must be spent on transport and highways related initiatives.

The tables below give a breakdown of both the income generated and expenditure from within the service. Any remaining surplus after direct costs are covered is used to contribute towards projects in the areas of Transport and Highways.

Figure 6: Income Source breakdown by on and off street incomes

£000's	2020/21			2019/20			2018/19		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Penalty Charge Notice Income *	-£9,126	-£9,126	-£9,126	-£10,159	-£10,159	-£10,159	-£10,895	-£10,895	-£10,895
On-street permits and vouchers	-£3,955	£0	-£3,955	-£3,547	£0	-£3,547	-£3,916	£0	-£3,916
Off-street permits and vouchers	£0	-£64	-£64	£0	-£300	-£300	£0	-£262	-£262
On-street pay and display	-£2,222	£0	-£2,222	-£2,891	£0	-£2,891	-£2,456	£0	-£2,456
Off-street pay and display	£0	-£854	-£854	£0	-£1,516	-£1,516	£0	-£1,754	-£1,754
Other income (inc suspensions) *	-£1,523	-£1,523	-£1,523	-£2,429	-£2,429	-£2,429	-£2,549	-£66	-£2,615
Debt Adjustment #	£0	£0	£0	-£558	-£558	-£558	-£233	-£233	-£233
TOTAL INCOME (A)	-£16,826	-£918	-£17,744	-£19,584	-£1,816	-£21,400	£20,049	-£2,082	-£22,131

Figure 7: Direct Costs breakdown by on and off-street costs

£000's	2020/21			2019/20			2018/19		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Direct costs of parking enforcement									
Council Staffing Costs *	£1,125	£1,125	£1,125	£968	£968	£968	£1,024	£1,024	£1,024
Civil Enforcement Officers (CEO) Contract Costs *	£3,067	£3,067	£3,067	£2,786	£2,786	£2,786	£3,231	£3,231	£3,231
Other Contractual Services (Telephony, Processing, IT)	£478	£3	£481	£263	£4	£267	£1,406	£0	£1,406
Premises Costs	£29	£563	£592	£270	£495	£765	£151	£614	£765
Transport Costs *	£2	£2	£2	£4	£4	£4	£11	£11	£11
Traffic Enforcement Centre (TEC) fees *	£377	£377	£377	£377	£377	£377	£291	£291	£291
Internal Recharges	£200	£2	£202	-£73	£314	£241	£364	£4	£368
Equipment Purchase	£84	£1	£85	£24	£5	£29	£17	£0	£17
Bad-Debt Provision Charge #	£1,556	£1,556	£1,556	£0	£0	£0	£0	£0	£0
Other Supplies (Postage, Printing, Storage, etc) *	£178	£178	£178	£206	£206	£206	£74	£74	£74
TOTAL EXPENDITURE (B)	£7,097	£568	£7,665	£4,826	£818	£5,644	£6,569	£618	£7,187

* These figures cannot be separated into on/off and have therefore been merged.

'Debt adjustment' and 'Bad Debt Provision' are very similar processes, achieved through different accountancy treatments. They both refer to debts owed that are no longer deemed recoverable and must be written off. Where the figure is negative, it represents a recovery rate better than originally forecast. Where the figure is positive, as in 2019/20, the expected recovery rate is lower (in this instance for reasons such as the cessation of debt collection enforcement during much of the pandemic).

Figure 8: Funding Expenditure breakdown

£000s	2020/21	2019/20	2018/19
Schemes funded by civil enforcement related income using surplus	On-Street	On-Street	On-Street
Concessionary Fares (Freedom Pass)	£14,251	£12,167	£11,980
Parking Places Reserves Account	£0	£0	£1,390
Infrastructure Investment	£1,583	£3,589	£110
Provision for LTN Related Potential Cost	£610	£0	£0
Covid Loss of Income Claim (expected support from Central Government)	-£6,365	£0	£0
TOTAL EXPENDITURE (A-B)	£10,079	£15,756	£13,480

In 2020/21, £17.744m was raised from on and off-street parking income. The expenditure items directly associated with running a parking service totalled £7.665m. The remaining income is classed as 'surplus' and totals £10.079m. A contribution of £14.251m was made towards the council's cost of concessionary fares in 2020/21, including funding of the Freedom Pass.

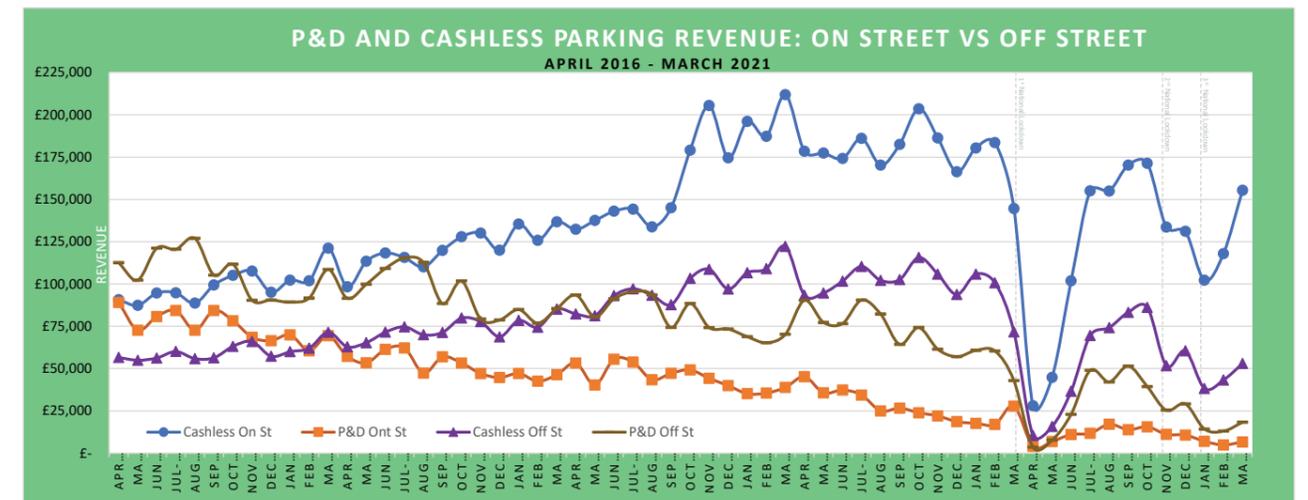
The surplus contributes towards the part funding of the Freedom Pass, which provides free travel inside London to older and disabled residents.



For further information on the scheme please call **0845 275 7054** or visit:

www.londoncouncils.gov.uk/services/freedompass/

The surplus generated by the service also funded several projects including the introduction of Controlled Parking Zone extensions, the removal of graffiti from street furniture and the parking enforcement operation into the investigation and prevention of blue badge misuse. Income was also used for court and tribunal services related to PCNs.



APPENDIX 1

Parking prices in Ealing

Description of Fee/Charge	Charge basis (e.g. per hour, per day etc)	2020-21 Charge £	2019-20 Charge £	Increase/ (Decrease) %
Civil Enforcement Officer (CEO)– Enforcement	Per contravention	TBA–Set by London Councils	Various	0.00%
Bus Lane Enforcement	Per contravention	TBA–Set by London Councils	Various	0.00%
Civil Parking Enforcement	Per contravention	TBA–Set by London Councils	Various	0.00%
Decriminalised Traffic Enforcement	Per contravention	TBA–Set by London Councils	Various	0.00%
Parking on street in Central Ealing (Tier 1) – cost for one hour	Per hour	£3.00	£3.00	0.00%
Parking on street in Ealing Town Centres experiencing significant parking stress (Tier 2) – cost for one hour	Per hour	£2.00	£2.00	0.00%
Parking on street in quieter roads in Ealing (Tier 3) – cost for one hour	Per hour	£1.00	£1.00	0.00%
Parking in busier off street car parks in Ealing (Tier 4) – cost for one hour	Per hour	£1.00	£1.00	0.00%
Parking in quieter off street car parks in Ealing (Tier 5) – cost for one hour	Per hour	£1.20	£1.20	0.00%
Parking in Northolt Leisure Centre Car Park	Per hour	First 30 mins free, £0.20 per hour, up to 3 (further) hours £20 all day	First 30 mins free, £0.20 for 2 hours, £0.40 for 3 hours, £20 all day	100.00%
Parking in Herbert Road Car Park	Per hour	Weekdays: £1.50 per hour Weekends: £2.00 per hour	Weekdays: £1.50 per hour Weekends: £2.00 per hour	0.00%
Parking in Springbridge Road Car Park	Per hour	Weekdays: £1 per hour, up to £7 all day Saturday: £1 per hour, up to £3 all day Sunday: £1 all day	Weekdays: £1 per hour, up to £7 all day Saturday: £1 per hour, up to £3 all day Sunday: £1 all day	0.00%
Annual Car Park Permit – Featherstone Terrace, George Street, Greenford Broadway car parks	Per Permit	£280.00	£250.00	12.00%
Annual Car Park Permit – Herbert Road, Southall Market car parks	Per Permit	£500.00	£500.00	0.00%
Annual Car Park Permit – Perivale Station Car Park	Per Permit	£500.00	£550.00	-50.00%
Annual Car Park Permit – Salisbury Street Car Park	Per Permit	£400.00	£400.00	0.00%
Annual Car Park Permit – Springbridge Road Car Park	Per Permit	£750.00	£750.00	0.00%
Quarterly Car Park Permit – Herbert Road, Southall Market car parks	Per Permit	£200.00	£150.00	50.00%
Quarterly Car Park Permit – Perivale Station Car Park	Per Permit	£200.00	£175.00	25.00%
Quarterly Car Park Permit – Salisbury Street Car Park	Per Permit	£300.00	£110.00	172.73%
Quarterly Car Park Permit – Springbridge Road Car Park	Per Permit	£215.00	£300.00	39.53%

Description of Fee/Charge	Charge basis (e.g. per hour, per day etc)	2020-21 Charge £	2019-20 Charge £	Increase/ (Decrease) %
Basic permit price range (excluding the variables of diesel, number of vehicles in household or CPZ type)		(Weighted average based on sales)		
(This row summarises the next 13 rows)	Per Permit	£50-£125	£50-£125	0.00%
CO2 emission (g/km) up to 100	Per Permit	£50.00	£50.00	0.00%
CO2 emission (g/km) 101-110	Per Permit	£75.00	£75.00	0.00%
CO2 emission (g/km) 111-120	Per Permit	£75.00	£75.00	0.00%
CO2 emission (g/km) 121-130	Per Permit	£75.00	£75.00	0.00%
CO2 emission (g/km) 131-140	Per Permit	£75.00	£75.00	0.00%
CO2 emission (g/km) 141-150	Per Permit	£100.00	£100.00	0.00%
CO2 emission (g/km) 151-165	Per Permit	£100.00	£100.00	0.00%
CO2 emission (g/km) 166-175	Per Permit	£100.00	£100.00	0.00%
CO2 emission (g/km) 176-185	Per Permit	£100.00	£100.00	0.00%
CO2 emission (g/km) 186-200	Per Permit	£125.00	£125.00	0.00%
CO2 emission (g/km) 201-225	Per Permit	£125.00	£125.00	0.00%
CO2 emission (g/km) 226-255	Per Permit	£125.00	£125.00	0.00%
CO2 emission (g/km) Over 255	Per Permit	£125.00	£125.00	0.00%
Discount for part day zone	Per Permit	£-15.00	£-20.00	-25.00%
Discount for electric vehicles	Per Permit	£-30.00	£-20.00	0.00%
Multiplier applied to each additional vehicle in household	Per Permit	£50.00	£50.00	50.00%
Nitrous Oxides emissions charge	Per Permit	£50.00	£50.00	0.00%
Annual Business Permit	Per Permit	£800.00	£800.00	0.00%
Annual Charity Permit	Per Permit	£800.00	£800.00	0.00%
Annual All Zone Permit	Per Permit	£1,000.00	£1,000.00	0.00%
Annual Allotment Permit	Per Permit	£33.00	£30.00	10.00%
Annual Car Club Permit	Per Permit	£800.00	£800.00	0.00%
Annual Carers Permit – for friends and relatives	Per Permit	£45.00	£45.00	0.00%
Annual Carers Permit – for businesses	Per Permit	£45.00	£45.00	0.00%
Annual Disabled Bay Permit (for permit spaces)	Per Permit	£30.00	£30.00	0.00%
Annual Doctors/Vets Permit	Per Permit	£800.00	£800.00	0.00%
Annual Essential Users Permit	Per Permit	£350.00	£350.00	0.00%
Annual Religious Permit (Discounted if bought in bulk – 20 for the price of 15)	Per Permit	£175.00	£100.00	75.00%
Dispensations for Trade – for parking bays	Per day, per parking space	£10.00	£10.00	0.00%
Dispensations for Trade – for yellow lines	Per day, per 5m section of yellow line	£15.00	£10.00	50.00%
Dispensation for Residents	Per day, per 5m section	£8.00	£5.00	60.00%
Suspensions (per day per bay for general uses)	Per day, per parking space	£30.00	£30.00	0.00%
Suspensions (per day per bay for filming)	Per day, per parking space	£20.00	£10.00	100.00%
Funeral cessation of enforcement	Per Road, Up to 3 roads	£50.00	£50.00	0.00%
Service Voucher/Business Visitor Permit	Per Permit	£2.40	£2.40	0.00%
Resident visitor voucher/permit (all day zone) (all day voucher)	Per Permit	£4.50	£4.50	0.00%
Resident visitor voucher/permit (all day zone) (1 hour voucher)	Per Permit	£0.60	£0.60	0.00%
Resident visitor voucher/permit (part day zone) (1 hour voucher)	Per Permit	£0.60	£0.60	0.00%

APPENDIX 2

Sale of parking products (by volume)

Type	Category	2020-21	2019-20	2018-19
Permits	Allotment	13	14	17
	Business	231	348	396
	Business Trader	31	28	28
	Car Club	47	61	56
	Carers	16	22	20
	Councillor (Perceval House Car Park)	57	59	75
	Doctor	8	13	6
	Disabled Bay	44	51	54
	Essential Users	165	175	149
	Honorary Freeman	53	3	10
	Premier	1	1	3
	Resident	28,419	31,349	35,052
	Religious	228	343	346
	Car Park	243	576	703
	Veterinary	1	1	1
Total		29,557	32,991	36,916
Vouchers and Visitor Permits	Business	2,202	1,269	803
	Resident	256,768	282,779	300,503
	Service	7,970*	35,369	63,369
	Total	266,940	319,702	364,702
Short Stay Visitor Parking	Pay & Display machine tickets	252,939	600,525	899,242
	Cashless parking sessions	823,980	1,216,703	1,180,659
	Total	1,076,919	1,877,228	2,079,901
Suspensions & Dispensations	Suspensions	1,113	1,880	1,123
	Online Suspensions	1,812	2,375	2,411
	Dispensations	270	1,324	1,471
	Total	3195	5,579	5,005

* Paper 'Service Voucher' only

APPENDIX 3

Residential permits sold, broken down by controlled parking zone

Scheme	Zone	Permits Issued 2020/21	Permits Issued 2019/20	Permits Issued 2018/19
CENTRAL EALING	A	650	694	810
SUDBURY HILL	AA	32	29	25
BEDFORD PARK	B	1758	1,967	2,153
SUDBURY TOWN	BB	180	215	246
THAMES VALLEY UNIVERSITY	C&D	1112	1,227	1,406
GYPSY CORNER	CC	468	524	670
CORFE, HARLECH & BEUMARIS TOWER CP	CHB	87	96	105
CORONATION ROAD	CR	1	0	2
BOLLO BRIDGE	DD	329	343	423
EAST ACTON	E	204	227	276
BRENTVALE	EE	35	44	45
EALING COMMON	F&G	976	1,062	1,275
BUXTON GARDENS	FF	119	129	160
BOSTON MANOR	GG	1514	1,487	1,749
GUNNERSBURY PARK	GP	352	490	382
GEORGE ST	GS1	15	17	21
WEST EALING HOME ZONE	H	203	240	292
HANWELL STATION	H1	478	524	592
HANWELL STATION (ZOO)	H2	380	431	489
WEST EALING	HH	409	599	668
ACTON TOWN	J	444	450	521
EALING DEAN	JJ	783	981	1,108
ACTON CENTRAL	K	1233	1,305	1,480
ACTON CENTRAL EXTENSION	K1	606	639	752
THE VALE ESTATE	KK	161	145	171
SOUTHALL	L	2221	2,538	2,860
SOUTHALL 5	LL	652	751	834
ACTON GREEN	M	820	969	1,168
FRIARS GREEN	MM	806	867	978
THE DRIVE	MM1	1	2	7
NORTHFIELDS	N	1078	1,255	1,402
DRAYTON GREEN	NN	602	656	746
NORTHFIELDS	Ns	52	61	104
HANGER HILL	O	415	468	513
PERIVALE	P	151	149	186
POET'S CORNER	PC	897	865	-
OLD OAK	PP	166	149	190
GREENFORD	Q	398	460	612
NORTHOLT	QQ	47	47	54
SOUTHFIELDS	R	536	636	738
RUFFORD TOWER & MORTON TOWER CP	RM	92	102	94
LITTLE EALING	RR	667	976	1,102
SOUTH EALING	S	418	485	566
SOUTH ACTON ESTATE	SA	81	86	92
SOUTH ACTON INDUSTRIAL	SA-I	150	-	-
WARPLE WAY & STANLEY GARDENS	SG	37	-	-
WESLEY ESTATE	SS	127	115	138
THE VALE	T&T1	306	344	354
KENT GARDENS	TT	146	162	176
TRINITY WAY CP	TW	94	67	96
GREEN MAN	U	303	334	376
SOUTHALL 2	V	837	888	1,022
EALING BROADWAY	W	1104	1,277	1,520
WEST EALING TOWN CENTRE	WE	1619	1,537	1,836
VALETTA ROAD	X	333	386	427
WEST TWYFORD	Y	111	110	142
WEST ACTON	Z	623	742	893
TOTAL		28,419	31,349	35,047

APPENDIX 4

Penalty charge notices (PCNs) issued in 2020/21, broken down by contravention code

Method by which PCN is issued: <i>Civil Enforcement Officer on street</i>				
Contravention Code	Description	2020-21	2019-20	2018-19
01	Parked in a restricted street during prescribed hours	9,758	7,502	12,682
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	590	1,024	1,682
05	Parked after the expiry of paid for time	363	608	1,270
06	Parked without clearly displaying a valid pay & display ticket or voucher	3,896	3,443	5,718
11	Parked without payment of the parking charge	1,143	1,036	1,749
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	27,554	20,038	27,940
14	Parked in an electric vehicles' charging place during restricted hours without charging	87	10	-
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	242	95	212
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	9	36	3
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	1,557	1,834	2,938
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited	1	3	3
21	Parked wholly or partly in a suspended bay or space	1,719	3,223	3,757
22	Re-parked in the same parking place or zone within the prescribed time period after leaving	9	9	19
23	Parked in a parking place or area not designed for that class of vehicle	593	617	468
24	Not parked correctly within the markings of the bay or space	618	663	793
25	Parked in a loading place or bay during restricted hours without loading	2,160	1,774	3,984
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	268	114	233
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	2,313	3,097	4,362
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	117	122	294
30	Parked for longer than permitted	3,913	2,857	3,466
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge in the prescribed manner	1,063	1,111	1,508
45	Stopped on a taxi rank	6	19	98
47	Stopped on a restricted bus stop or stand	3,968	7,387	258
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	244	839	212
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	50	13	65
56	Parked in contravention of a commercial vehicle waiting restriction	0	0	2
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	126	123	109
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	11,043	8,737	13,334
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	174	223	392

Method by which PCN is issued: <i>Civil Enforcement Officer off street</i>				
Contravention Code	Description	2020-21	2019-20	2018-19
70	Parked in a loading place or bay during restricted hours without loading	18	12	12
71	Parked in an electric vehicles' charging place during restricted hours without charging	4	14	54
73	Parked without payment of the parking charge	1,445	323	340
80	Parked for longer than permitted	0	0	8
81	Parked in a restricted area in a car park	71	131	279
82	Parked after the expiry of paid for time	247	479	675
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	2,266	2,797	3,671
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	354	784	828
86	Not parked correctly within the markings of a bay or space	127	213	298
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	127	211	274
91	Parked in a car park or area not designated for that class of vehicle	0	0	16
93	Parked in car park when closed	1	-	-

Method by which PCN is issued: <i>Moving</i>				
Contravention Code	Description	2020-21	2019-20	2018-19
31	Entering and stopping in a box junction when prohibited	3,279	8,271	9,407
32	Failing to proceed in the direction shown by the arrow on a blue sign	5,058	2,377	2,261
33	Using a route restricted to certain vehicles	0	0	1
37	Failing to give way to oncoming vehicles	1	-	-
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign (must pass to the left)	1,662	3,211	2,533
50	Performing a prohibited turn	24,291	36,749	44,075
51	Failing to comply with a no entry restriction	7,490	17,754	13,663
52	Failing to comply with a prohibition on certain types of vehicle	38,025	5,539	13,050
53	Failing to comply with a restriction on vehicles entering a pedestrian zone	2,658	-	-

Method by which PCN is issued: <i>Bus Lane</i>				
Contravention Code	Description	2020-21	2019-20	2018-19
34	Being in a bus lane	20,531	27,433	33,640
Grand Total		181,240	172,855	218,764

MORE INFO

London Councils Latest
Contravention code list
[https://www.londoncouncils.gov.uk/
services/parking-services/parking-and-
traffic/parking-information-professionals/
contravention-code](https://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-information-professionals/contravention-code)



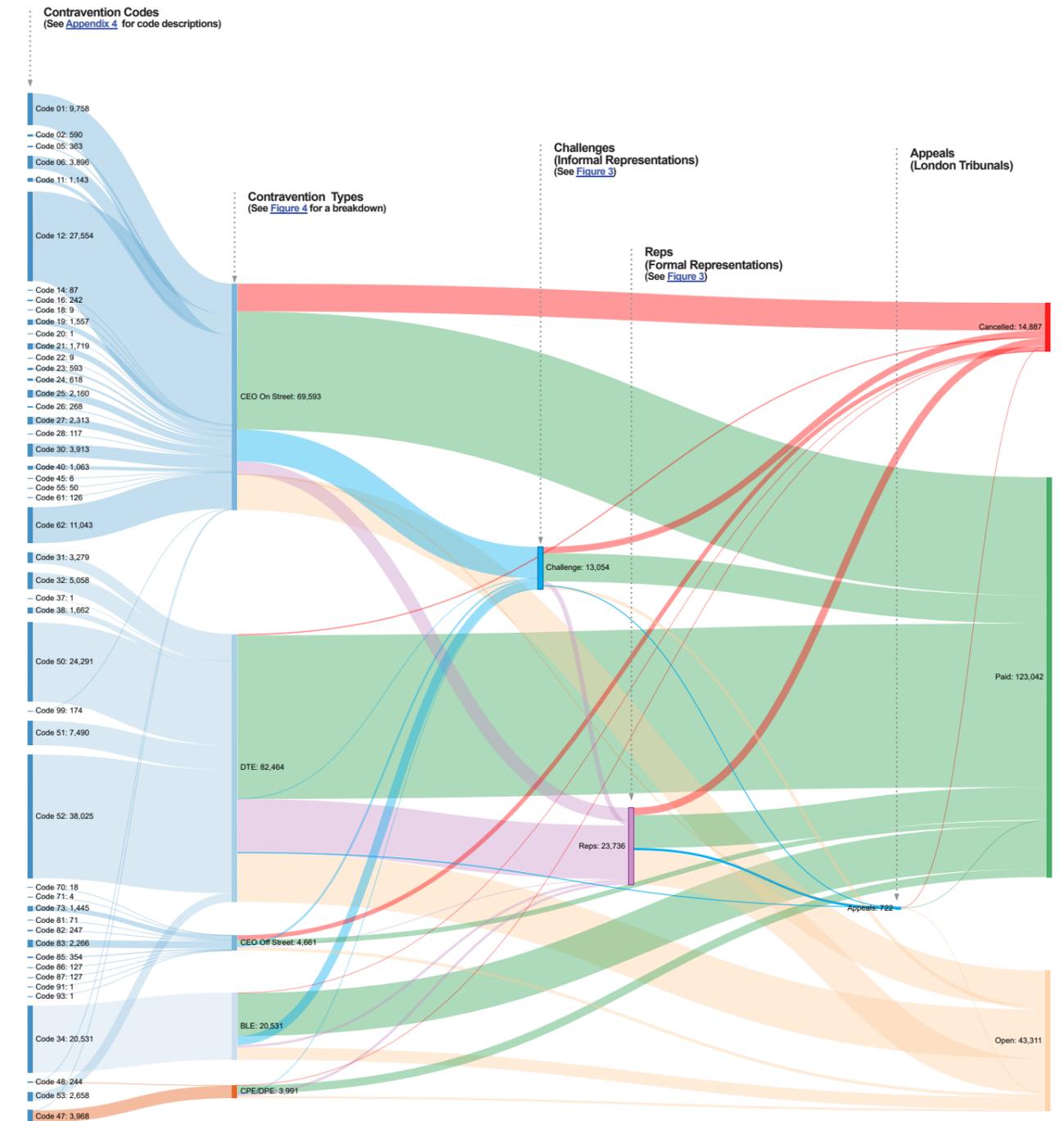
APPENDIX 5

Public pay and display car parks in Ealing

Name & Location	Designation of Spaces	Parking Tariff	Days & Hours of Enforcement
Arden Road Car Park West Ealing W13 8RP PayByPhone:37218	27 x Regular spaces 2 x Disabled spaces 3 x Motorcycle spaces	£1.50 per Hour maximum charge £12 all day	Mon-Sun 08:00-18:00
Dean Gardens Car Park West Ealing W13 9DA PayByPhone:37217	46 x Regular spaces 4 x Disabled spaces 3 x Electric charging spaces	£1.50 per hour, £12 all day	Mon-Sun 08:00- 18:00
Featherstone Terrace Car Park Southall UB2 5AL PayByPhone:37216	133 x Regularspaces 7 x Disabled spaces 3 x Electric charging spaces	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
George Street Car Park Hanwell W7 3TA PayByPhone:37215	83 x Regular spaces 3 x Disabled spaces 1 x Motorcycle space	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
Greenford Broadway Car Park Greenford UB6 9PY PayByPhone:37214	149 x Regularspaces 10 x Disabled spaces 3 x Motorcycle spaces	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
Herbert Road Multi-storey Car Park Southall UB1 1LH PayByPhone:37213	243 x Regular spaces 19 x Disabled spaces	£1.00 per hour (Mon-Fri) £2.00 per hour (Sat& Sun) £12 all day	Mon-Sun 08:00-18:00 (Car Parklocked overnight between 22:30 and 08:00)
Maitland Yard Car Park West Ealing W13 9DA PayByPhone:37201	11 x Regular spaces 7 x Shared use space 2 x Loading spaces	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00
Norwood Road Car Park 1 Southall UB2 4JT PayByPhone:37212	35 x Regular spaces 4 x Disabled spaces 2 x Motorcycle spaces	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
Norwood Road Car Park 2 Southall UB2 4DD PayByPhone:37211	24 x Regular spaces 1 x Motorcycle space	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
Perivale Station Car Park Perivale UB6 8LE PayByPhone:37210	100 x Regular spaces 6 x Disabled spaces 1 x Motorcycle space	£1.00 per hour, £5 all day	Mon-Sun 08:00-18:00
Perceval House Car Park Ealing W5 2UQ PayByPhone:37209	85 x Regular spaces 6 x Disabled spaces	£1.00 per hour, £3 all day After 6pm weekdays (free) and all weekend 08:00-18:00	Staff Permit Holders Mon-Fri until 6pm Public Car Parkafter 6pm
Salisbury Street Car Park Acton W3 8NW PayByPhone:37208	62 x Regular spaces 4 x Disabled spaces 4 x Motorcycle spaces 1 x Car Club space	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00
South Ealing Road Car Park Ealing W5 4QT PayByPhone:37206	28 x Regular spaces 2 x Disabled spaces 5 x Motorcycle spaces	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00
Southall Market Car Park Southall UB1 3DG PayByPhone:37203	77 x Regular spaces 2 x Disabled spaces 2 x Electric charging spaces	£1.20 per hour, £9 all day	Mon-Sun 08:00-18:00
Springbridge Road Multi-Story Car Park Ealing W5 2AB PayByPhone:37205	465 x Regular spaces 8 x Disabled spaces 9 x Motorcycle spaces 9 x Parent & Child	£1.00 per hour (Mon-Fri) £1 per hour, £3 all day (Sat) £1 all day (Sun)	Mon-Sun 07:00-18:00
William's Road Car Park Ealing W13 0RJ PayByPhone:37207	26 x Regular spaces 2 x Motorcycles paces	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00
Witham Road West Ealing W13 0TU PayByPhone:37204	19 x Regular spaces 1 x Disabled space	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00

APPENDIX 6

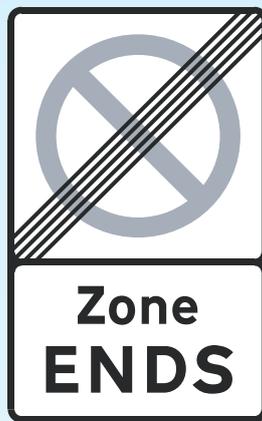
Sankey Diagram of 2020-2021 PCN Progression



This Sankey diagram shows PCN's Progression flow lines from one state to another. Each flow line will be thicker or thinner to indicate the volumes of PCN flowing from one state to another state. Each state bar will be taller or shorter depending on the total volume that flows through that state. Flow lines will be a faded colour of the next state's colour, to easily identify the flow's next direction.

MORE INFO

To find out what is a Sankey Diagram, see the following article.
https://en.wikipedia.org/wiki/Sankey_diagram



**Parking Services
Ealing Council
Perceval House
14/16 Uxbridge Road
Ealing W5 2HL**

www.ealing.gov.uk/parking



Parking Services
[@ealingparking](https://twitter.com/ealingparking)