

LONDON BOROUGH OF EALING

Parking Services

ANNUAL REPORT OF ACCOUNTS AND KEY ACTIVITIES
2022-23

CONTENTS

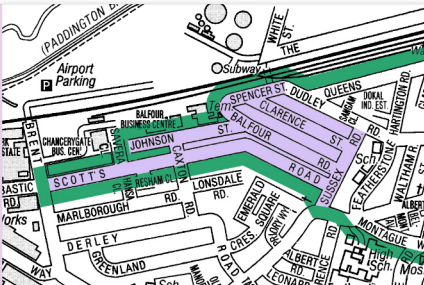
CPZ MAP	4
WELCOME	6
SCHOOL STREETS	7
SUSTAINABLE TRANSPORT	8
CAR CLUBS	8
STATISTICAL REPORTING	9
COMPLAINTS	10
CASHLESS VISITOR PARKING	11
FINANCIAL INFORMATION	12
APPENDIX 1 Parking prices in Ealing	14
APPENDIX 2 Sale of parking products (by volume)	16
APPENDIX 3 Residential permits sold, broken down by controlled parking zone	17
APPENDIX 4 Penalty charge notices (PCNs) issued in 2022/23, broken down by contravention code	18
APPENDIX 5 Public pay and display car parks in Ealing	20
APPENDIX 5 Public pay and display car parks in Ealing	22
APPENDIX 6 Sankey Diagram of 2022-2023 PCN Progression	22
APPENDIX 7 School Street Map	23

CPZ MAP



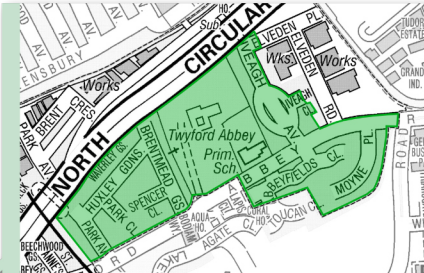
Zone NS Extension is a resident and business permit scheme.

Date Start: Monday 5th June 2023.
Operational Period: Monday to Friday
9.00am-10.00am and 2.00pm-3.00pm



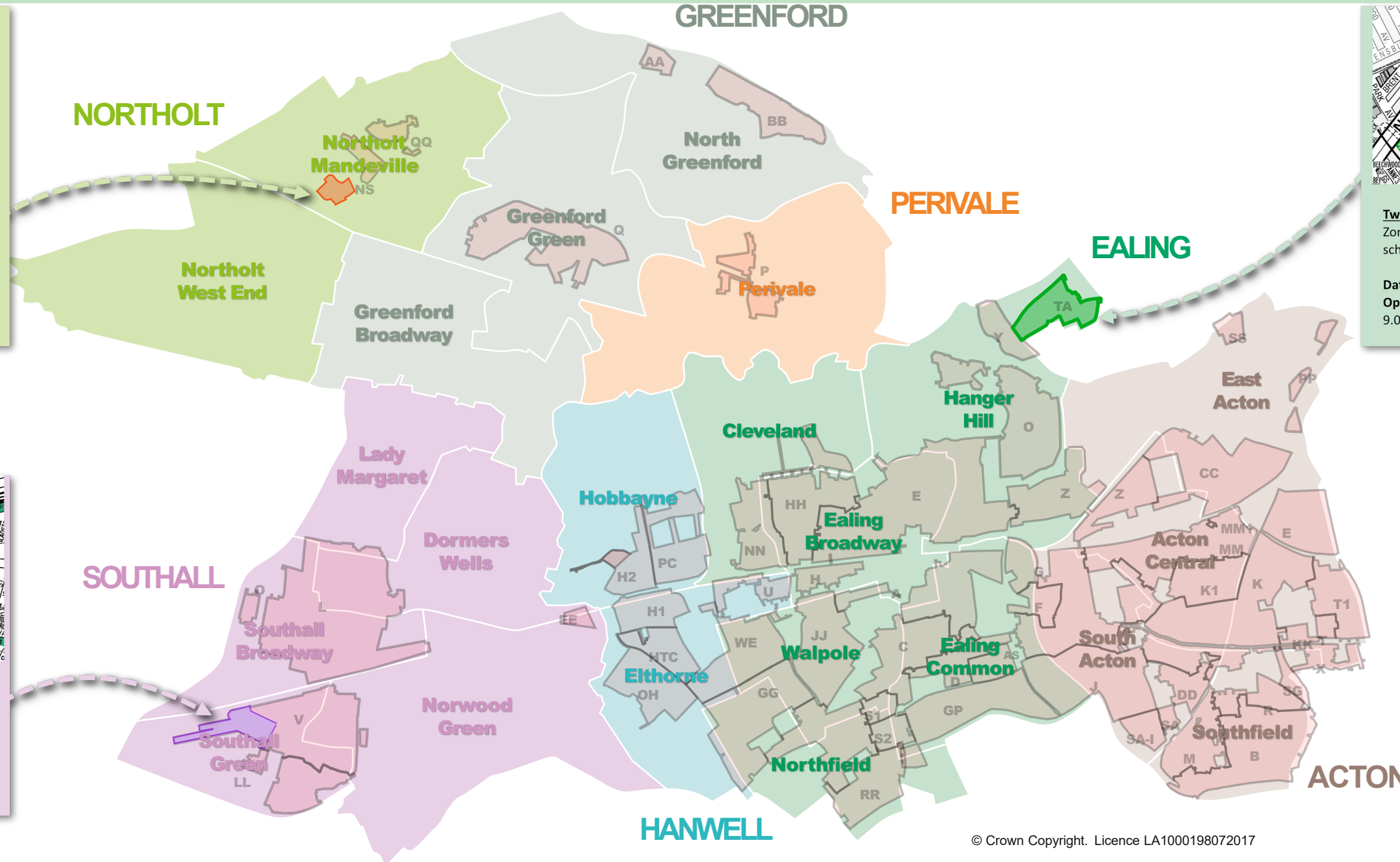
Zone V Extension is a resident and business permit scheme.

Date Start: Monday 20th February 2023.
Operational Period: Monday to Saturday
between 8.30am-6pm and Sunday
between 2pm-6pm



Zone TA is a resident and business permit scheme.

Date Start: Monday 24 July 2023
Operational Period: Monday to Friday
 9.00am-11.00am and 3.00pm-5.00pm



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



I'm very proud of our parking team who have done great work in the last year to improve our streets and to cut down on dangerous and illegal parking. We have continued to take a firm but fair approach to the small minority that park illegally, reducing congestion and freeing up streets for other road users.

Our staff do incredible work in often difficult circumstances. The successes that we've had this year, particularly with our new regular evening patrols in Southall and other town centre hot spots, are making our streets safer and leaving more room for walking and cycling.

As we continue to seek new ways to improve, I am delighted we will be bringing parking enforcement back 'in house' over the next year, and I look forward to welcoming our parking team into Greener Ealing, our wholly owned council provider.

Our commitment to improvement is matched only by our commitment to consulting, listening and responding to the concerns of our residents. We know that there are still too many streets where unnecessary engine idling is damaging the health and quality of life of our residents. This year we ramped up fines for idling to the maximum, and we'll shortly see new signage warning motorists of this. We will continue to use all the tools that we have to protect communities from those who drive irresponsibly.

So, as we move forward into the next year, I am pleased to have this opportunity to celebrate our success. But I also want to be clear that we are already looking forward to the improvements that we can push ahead with over the next year, working in partnership with our great staff team.

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



I am proud to publish our 22/23 Annual Report.

I hope the report shows our commitment to providing a high quality service to our residents, customers and stakeholders. It is my pleasure to lead such a talented and committed parking team who together embrace existing and new challenges.

We will continue to develop our services in an innovative way and in response to our users feedback. This year we have introduced new parking zones and school streets, both of which will have a positive impact on the safety of road users, as well as improving air quality and reducing harmful emissions. We have started holding debt surgeries to help those who are in debt because of a penalty charge, find a repayment solution that is affordable to them. We also began preparing to introduce a new enforcement contractor in April 2024.

This report is designed to meet the Council's statutory obligations, whilst also helping to provide useful information about parking services in Ealing. The Council remains committed to being open and transparent about its parking operation. An annual parking report is published each year to make sure we honour this commitment.

Thank you for taking the time to read our 2022/23 Parking Annual Report.

Gina Cole
Head of Parking Services



School Streets are schemes where the streets near schools are closed to most traffic at opening and closing times, making it easier for families and children on the journey to and from school.

The aim of a School Street scheme is to make the streets around the school a safer and more pleasant environment for everyone, while maintaining access for resident and business vehicles registered within the School Street zone. To do this, access to the road is restricted to permit holders, pedestrians and cyclists only. They are enforced by Automatic Number Plate Recognition (ANPR) cameras.

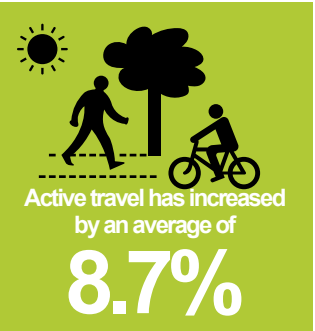
Fundamentally, this means there is less traffic on the road at the busiest times for pedestrians and cyclists.

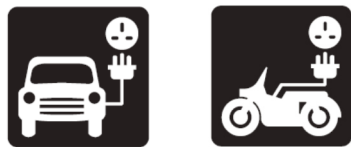
School Streets are part of the council's £10 million investment to increase cycling, walking, running, and scooting and reduce polluting vehicles through active travel schemes. This will help to fight climate crisis and make a positive impact on the health of local people.

The council has implemented School Streets for 24 schools since September 2020, with local residents and almost 11,000 children and their families benefitting from the schemes. We have ambitious plans for School Streets to be implemented for a further 26 schools by March 2026.

Schools with School Streets have engagement and educational programmes in place to encourage children and parents to take up active travel for their school journeys. Active travel has increased by an average of 8.7% at these schools, with some increasing by over 20%.

The Ealing School Streets programme is a collaborative project, managed by Transport Planning with support from colleagues in Highways and Parking Services.





We are accelerating the roll out of fast charge points through our contractor, Believ and have delivered an expansion of street column charge points through other contractors Ubitricity and Source London.

We have also expressed interest in the London wide LEVI funding pot, which will help us form partnerships with other boroughs to deliver more charge points at scale in 2024/25.

This is just for Electric Vehicle Charging Points (EVCPs) on Ealing land; we estimate there are currently approx. 100 points on private land, and this should rise to approx. 200 by 2024.

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	Planned no. of electric vehicle bays as of 31 March 2024	No. of electric vehicle bays as of 31 March 2023	No. of electric vehicle bays as of 31 March 2022	No. of electric vehicle bays as of 31 March 2021
Standard charging points (including lamp columns)	6+ hrs	354	354	97	64
Fast charging point	1-4 hrs	373	136	104	104
Rapid charging point	Up to 1 hour	24	14	14	14
Total charging points in Ealing by the end of the fiscal year		751	504	215	177

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.

The floating car club agreement with Zipcar Flex is now live and residents are able to hire vehicles without returning them to the location they picked them up from. This flexibility allows for one way trips and reduces the need for vehicle ownership in the borough. The majority of the Zipcar flex fleet is now fully electric meaning that this further contributes to the reduction of harmful emissions. There were 47,192 completed trips in financial year 22-23.

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.

Figure 3: PCN issued and appealed by the motorist

	2022/23	2021/22	2020/21
Total number of Penalty Charge Notices issued	223,562	274,235	181,240
Number of Penalty Charge Notices against which an informal challenge was made	13,760	13,894	13,054
Number of Penalty Charge Notices cancelled in response to informal challenge	2,561	2,299	1,997
Number of Penalty Charge Notices against which a formal representation was made	26,868	40,148	23,736
Number of Penalty Charge Notices cancelled in response to formal representation	3,920	7,892	2,232
Number of appeals made to independent adjudicator	645	1,076	722
Number of PCNs cancelled in response to appeal at independent adjudicator	230	411	235

* 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)

	2022/23	2021/22	2020/21
Total PCNs Issued	223,562	274,235	181,240
Civil Enforcement Officer	76,306	71,014	74,254
CCTV (Sub Total)	147,256	203,221	106,986
CCTV – Bus Lane	28,914	38,860	20,531
CCTV – Parking	5,822	4,254	3,991
CCTV – Moving	112,520	160,107	82,464
Total PCNs Paid	160,544	197,965	123,142
– at Discount	144,302	178,433	112,562
– at Full Rate	9,076	9,034	6,667
– at Surcharge	6,744	9,661	3,913
– once warrant for collection was issued	422	837	0
Number of Penalty Charge Notices written off for other reasons	3,390	11,649	10,466

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.

Figure 5: Breakdown of complaints and members enquiries

	2022/23			2021/22			2020/21		
Month	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	117	0	25	3	8	2	15	22	0
May	185	2	25	25	11	4	20	16	0
June	103	7	6	19	18	5	18	11	1
July	69	5	4	12	10	4	17	27	0
August	36	3	7	10	10	3	18	17	1
September	49	9	17	25	16	4	24	14	10
October	64	9	41	120	24	20	31	10	6
November	98	14	69	86	23	21	8	22	1
December	55	1	11	57	20	36	8	18	6
January	57	0	5	54	45	29	7	22	4
February	50	0	2	39	38	20	8	25	1
March	70	4	6	39	29	36	9	23	1
Totals	953	54	218	521	252	184	183	134	31

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

Introducing a new web form for making complaints regarding Parking Services brings efficiency and user-friendliness to the process. This online platform is designed to streamline the lodging of concerns, offering you to specific enforcement issues like signage problems and other services we provide like permit issuance. Its accessibility across devices and availability 24/7 empowers users to submit complaints at their convenience, eliminating time constraints. Moreover, the option to upload files, including photos, enhances the ability to provide evidence and context. This novel service enables Parking Services to promptly gather and address feedback, ultimately leading to quicker issue resolution and heightened customer satisfaction.

MORE INFO

How to make a complaint and complaints Web Form

https://www.ealing.gov.uk/info/201033/council_and_local_decisions/516/complaints/2

CASHLESS VISITOR PARKING

During the last 12 months, the subject of how we pay to park has become a topic of some debate, with numerous newspaper and TV news pieces devoted to the subject – particularly with the respect to mobile phone parking apps.

Ealing has offered phone parking for well over a decade. During this time we have installed paid for parking without installing pay and display machines that accept cash – these have typically been introduced in areas where parking demand was minimal.

Since 2018 we have also reduced the numbers of locations where pay and display machines are used. This is because:

- More people now prefer to use a cashless option, and the number is growing
- Maintaining and collecting from machines is more detrimental to CO₂ emissions and air quality than using a phone
- Machines are prone to theft and vandalism – and the overall cost of providing this service is higher than a phone payment service
- The removal of the machines helps declutter the streets, making for a more attractive streetscape and reducing the number of obstructions for blind and partially sighted road users

Contrary to some media reports, the increasing use of phone payments does not mean drivers must have a smart phone or use an app. Drivers are recommended to download the app as this is the easiest way for those with smartphones to purchase parking sessions and manage their accounts – but drivers have the option of buying sessions by text or by phone call. Ealing and PayByPhone (the Council’s phone parking service provider) have partnered with PayPoint to allow drivers to pay using cash in all local shops that offer PayPoint facilities.

PayByPhone have a call centre that drivers can ring if they had difficulty using the service – and get through to a person who could support them. There are also guides on our website showing how to register, and book a session for resident visitor permit and a regular visitor, who would have formerly used a pay and display machine.

The number of machines was reduced to 125 in 2022/23, from a total of 206 in 2018/19. In 2023/24, we expect to reduce the number further, to 65. We have chosen not to remove all pay and display machines as quickly as other local authorities. Before being removed, our machines are left in situ for at least 3 months after being switched off. This is to allow but a gradual approach, taking into account feedback and the usage of each site before finally making decision whether to take a machine out the ground. We believe that cash will eventually be phased out of this type of parking transaction – however we are committed to doing this in a measured and considered way.

FINANCIAL INFORMATION

Parking Services manage parking demand in a way that is transparent, safe and supportive of the goals identified in our Transport Plan - particularly with respect to environmentally sustainable travel. Making money is not one of these goals. However, the sale of parking products (such as permits or vouchers) and the issuance of penalty charges does create income. This must be managed responsibly. Any income generated through parking enforcement is ring-fenced by law and

must be spent on transport related initiatives.

The tables below provide 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 Sourcebreakdown by on and off street incomes

£000's	2022/23			2021/22			2020/21		
Income by source	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Penalty Charge Notice Income *	-£14,525		-£14,525	-£16,090		-£16,090	-£9,126		-£9,126
On-street permits and vouchers	-£4,850	£0	-£4,850	-£4,873	£0	-£4,873	-£3,955	£0	-£3,955
Off-street permits and vouchers	£0	-£116	-£116	£0	-£146	-£146	£0	-£64	-£64
On-street pay and display	-£2,495	£0	-£2,495	-£2,419	£0	-£2,419	-£2,222	£0	-£2,222
Off-street pay and display	£0	-£1,389	-£1,389	£0	-£1,380	-£1,380	£0	-£854	-£854
Other income (inc suspensions) *	-£2,919		-£2,919	-£2,746		-£2,746	-£1,523		-£1,523
TOTAL INCOME (A)	-£24,789	-£1,505	-£26,294	-£26,128	-£1,526	-£27,653	-£16,826	-£918	-£17,744

Figure 7: Direct Costsbreakdown by on and off-street costs

£000's	2022/23			2021/22			2020/21		
Direct costsof parking enforcement	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Council Staffing Costs *	£1,509		£1,509	£1,296		£1,296	£1,125		£1,125
Civil Enforcement Officers (CEO)Contract Costs *	£2,732		£2,732	2,497		£2,497	£3,067		£3,067
Other Contractual Services(Telephony, Processing, IT)	£511	£26	£537	£424	£2	£426	£478	£3	£481
Premises Costs	-£6	£600	£595	£47	£546	£593	£29	£563	£592
Transport Costs *	£3		£3	£18		£18	£2		£2
Traffic Enforcement Centre (TEC)fees *	£435		£435	£541		£541	£377		£377
Internal Recharges	£292	£1	£293	£257	£0	£257	£200	£2	£202
Equipment Purchase	£130	£0	£130	£103	£0	£103	£84	£1	£85
Bad-Debt Provision Charge #	£543		£543	-£517		-£517	£1,556		£1,556
Other Supplies (Postage,Printing, Storage, etc) *	£317		£317	£173		£173	£178		£178
TOTAL EXPENDITURE (B)	£6,466	£627	£7,093	£4,837	£549	£5,386	£7,097	£568	£7,665

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

'Bad Debt Provision' refers to debts owed to Parking Services in the form of unpaid penalty charge notices. Where the figure is negative, it represents an expected recovery value that is greater at the end of the fiscal year, than it was at the beginning. Where the figure is positive, the expected recovery value is lower.

Figure 8: Funding Expenditure breakdown

£000s	2022/23	2021/22	2020/21
Schemes funded by civil enforcement related income using surplus	On-Street	On-Street	On-Street
Concessionary Fares (Freedom Pass)	£9,271	£13,065	£14,251
Parking Places Reserves Account	£0	£5,781	£0
Infrastructure Investment	£9,931	£4,563	£1,583
Provision for LTN Related Potential Cost	£0	£0	£610
Covid Loss of Income Claim (expected support from Central Government)	£0	-£1,140	-£6,365
TOTAL EXPENDITURE (A-B)	£19,202	£22,268	£10,079

In 2022/23, £26.294m was raised from on and off-street parking income. The expenditure items directly associated with running a parking service totalled £7.093m. The remaining income is classed as 'surplus' and totals £19.202m. A contribution of £9.271m was made towards the council's cost of concessionary fares in 2022/23, 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)	2022-23 Charge £	2021-22 Charge £	Increase/ (Decrease) %
Civil Enforcement Officer (CEO)– Enforcement	Per contravention	(Band 'A' Lower) £80 (Band 'A' Higher) £130	(Band 'A' Lower) £80 (Band 'A' Higher) £130	0.00%
Bus Lane Enforcement	Per contravention	£130	£130	0.00%
Civil Parking Enforcement	Per contravention	(Band 'A' Higher) £130	(Band 'A' Higher) £130	0.00%
Decriminalised Traffic Enforcement	Per contravention	£130	£130	0.00%
Annual Car Park Permit – Featherstone Terrace, George Street, Greenford Broadway car parks	Per Permit	£280.00	£280.00	12.00%
Annual Car Park Permit – Herbert Road, Southall Market, Perivale Station car parks	Per Permit	£500.00	£500.00	0.00%
Annual Car Park Permit – Salisbury Street Car Park	Per Permit	£750.00	£400.00	87.50%
Annual Car Park Permit – Springbridge Road Car Park	Per Permit	£750.00	£750.00	0.00%
Quarterly Car Park Permit – Herbert Road, Southall Market, Perivale Station car parks	Per Permit	£200.00	£200.00	0.00%
Quarterly Car Park Permit – Salisbury Street Car Park	Per Permit	£300.00	£300.00	0.00%
Quarterly Car Park Permit – Springbridge Road Car Park	Per Permit	£300.00	£215.00	39.53%

(Further details on car park’s pay and display car price, please see [APPENDIX 5](#))

MORE INFO

London Councils latest parking and traffic charges in London

https://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-advice-members-public/parking-and-traffic

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Description of Fee/Charge	Charge basis (e.g. per hour, per day etc)	2022-23 Charge £	2021-22 Charge £	Increase/ (Decrease) %
CO2 emission(g/km) up to 100	Per Permit	£50.00	£50.00	0.00%
CO2 emission(g/km) 101-110	Per Permit	£76.00	£75.00	1.30%
CO2 emission(g/km) 111-120	Per Permit	£76.00	£75.00	1.30%
CO2 emission(g/km) 121-130	Per Permit	£76.00	£75.00	1.30%
CO2 emission(g/km) 131-140	Per Permit	£76.00	£75.00	1.30%
CO2 emission(g/km) 141-150	Per Permit	£102.00	£100.00	2.00%
CO2 emission(g/km) 151-165	Per Permit	£102.00	£100.00	2.00%
CO2 emission(g/km) 166-175	Per Permit	£102.00	£100.00	2.00%
CO2 emission(g/km) 176-185	Per Permit	£102.00	£100.00	2.00%
CO2 emission(g/km) 186-200	Per Permit	£130.00	£125.00	4.00%
CO2 emission(g/km) 201-225	Per Permit	£130.00	£125.00	4.00%
CO2 emission(g/km) 226-255	Per Permit	£130.00	£125.00	4.00%
CO2 emission (g/km) Over 255	Per Permit	£130.00	£125.00	4.00%
Discount for part day zone	Per Permit	–£5.00	–£10.00	–50.00%
Discount for electric vehicles	Per Permit	–£30.00	–£30.00	0.00%
Multiplier applied to each additional vehicle in household	Per Permit	£55.00	£50.00	10.00%
Nitrous Oxides emissions charge	Per Permit	£50.00	£50.00	0.00%
Annual BusinessPermit	Per Permit	£805.50	£805.50	0.00%
Annual Charity Permit	Per Permit	£800.00	£800.00	0.00%
Annual All Zone Permit	Per Permit	£1,007.00	£1,000.00	0.70%
Annual Allotment Permit	Per Permit	£35.00	£33.00	6.06%
Annual Car Club Permit	Per Permit	£800.00	£800.00	0.00%
Annual CarersPermit – for friends and relatives	Per Permit	£48.00	£45.00	6.60%
Annual CarersPermit – for businesses	Per Permit	£48.00	£45.00	6.60%
Annual Disabled BayPermit (for permit spaces)	Per Permit	£32.00	£30.00	6.60%
Annual Doctors/Vets Permit	Per Permit	£805.60	£800.00	0.70%
Annual Essential UsersPermit	Per Permit	£365.00	£352.50	3.40%
Annual ReligiousPermit (Discounted if bought in bulk – 20 for the price of 15)	Per Permit	£180.00	£175.00	2.85%
Dispensationsfor Trade– for parking bays	Per day, per parking space	£10.00	£10.00	0.00%
Dispensationsfor Trade– for yellow lines	Per day, per 5m section of yellow line	£16.00	£15.00	6.66%
Dispensation for Residents	Per day, per parking space	£10.00	£9.00	6.66%
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	£20.00	0.00%
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	£0.80	£0.60	33.33%
Resident visitor voucher/permit (part day zone) (1 hour voucher)	Per Permit	£0.80	£0.60	33.33%

APPENDIX 2

Sale of parking products (by volume)

Type	Category	2022-23	2021-22	2020-21
Permits	Allotment	14	15	13
	Business	298	320	231
	Business Trader	108	24	31
	Car Club	46	48	47
	Carers	28	23	16
	Councillor (Perceval House Car Park)	53	49	57
	Doctor	8	12	8
	Disabled Bay	105	55	44
	Essential Users	218	221	165
	Honorary Freeman	2	1	53
	Premier	21	9	1
	Resident	34,581	34,842	28,419
	Religious	259	217	228
	Car Park	293	273	243
	Veterinary	1	1	1
	Total	36,035	36,110	29,557
Vouchers and Visitor Permits	Business	7,753	5,683	2,202
	Resident	359,332	362,777	256,768
	Service	25,917	24,170	7,970
	Total	393,002	392,630	266,940
Short Stay Visitor Parking	Pay& Display machine tickets	189,503	309,994	252,939
	Cashlessparking sessions	2,033,019	1,815,679	823,980
	Total	2,222,522	2,125,673	1,076,919
Suspensions & Dispensations	Suspensions	905	993	1,113
	Online Suspensions	2,989	3,191	1,812
	Dispensations	154	146	270
	Total	4,048	4,330	3195

APPENDIX 3

Residential permits sold, broken down by controlled parking zone

Scheme	Zone	Permits Issued 2022-23	Permits Issued 2021-22	Permits Issued 2020-21
CENTRAL EALING	A	780	772	650
SUDBURY HILL	AA	40	44	32
ALL SAINTS	AS	134	161	–
BEDFORD PARK	B	1967	2085	1758
SUDBURY TOWN	BB	214	216	180
THAMES VALLEY UNIVERSITY	C&D	1224	1270	1112
GYPSY CORNER	CC	540	525	468
CORFE, HARLECH & BEUMARIS TOWER CP	CHB	86	86	87
CORONATION ROAD	CR	3	2	1
BOLLO BRIDGE	DD	379	384	329
EAST ACTON	E	245	204	204
BRENTVALE	EE	46	49	35
EALING COMMON	F&G	1109	1146	976
BUXTON GARDENS	FF	140	132	119
BOSTON MANOR	GG	1573	1576	1514
GUNNERSBURY PARK	GP	449	465	352
GEORGE ST	GS1	20	20	15
WEST EALING HOME ZONE	H	260	273	203
HANWELL STATION	H1	541	550	478
HANWELL STATION (ZOO)	H2	419	406	380
WEST EALING	HH	595	596	409
HANWELL TOWN CENTRE	HTC	354	404	–
ACTON TOWN	J	533	532	444
EALING DEAN	JJ	988	1042	783
ACTON CETNRAL	K	1392	1402	1233
ACTON CENTRAL EXTENSION	K1	596	637	606
THE VALE ESTATE	KK	166	166	161
SOUTHALL	L	2560	2571	2221
SOUTHALL 5	LL	827	786	652
ACTON GREEN	M	1016	1028	820
FRIARS GREEN	MM	895	939	806
THE DRIVE	MM1	1	1	1
NORTHFIELDS	N	1287	1301	1078
DRAYTON GREEN	NN	703	704	602
NORTHFIELDS	Ns	66	76	52
HANGER HILL	O	451	467	415
OLD HANWELL	OH	1027	1139	
PERIVALE	P	154	164	151
POET’S CORNER	PC	833	833	897
OLD OAK	PP	179	178	166
GREENFORD	Q	484	469	398
NORTHOLT	QQ	41	47	47
SOUTHFIELDS	R	639	657	536
RUFFORD TOWER & MORTON TOWER CP	RM	84	80	92
LITTLE EALING	RR	937	994	667
SOUTH EALING	S	535	531	418
SOUTH ACTON ESTATE	SA	109	93	81
SOUTH ACTON INDUSTRIAL	SA-I	159	146	150
WARPLE WAY & STANLEY GARDENS	SG	63	52	37
WESLEY ESTATE	SS	116	114	127
THE VALE	T&T1	344	351	306
KENT GARDENS	TT	150	164	146
TRINITY WAY CP	TW	99	90	94
GREEN MAN	U	360	346	303
SOUTHALL 2	V	1341	958	837
EALING BROADWAY	W	1343	1366	1104
WEST EALING TOWN CENTRE	WE	1687	1698	1619
VALETTA ROAD	X	413	434	333
WEST TWYFORD	Y	125	121	111
WEST ACTON	Z	770	763	623
TOTAL		34,581	34,842	28,419

APPENDIX 4

Penalty charge notices (PCNs)issued in 2022/23, broken down by contravention code

Method by which PCN is issued: <i>Civil Enforcement Officer on street</i>				
Contravention Code	Description	2022-23	2021-22	2020-21
01	Parked in a restricted street during prescribed hours	11,905	9,048	9,758
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	1,059	703	590
05	Parked after the expiry of paid for time	294	401	363
06	Parked without clearly displaying a valid pay & display ticket or voucher	3,301	3,541	3,896
11	Parked without payment of the parking charge	1,437	1,540	1,143
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	25,040	24,859	27,554
14	Parked in an electric vehicles' charging place during restricted hours without charging	223	131	87
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	264	311	242
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	65	4	9
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	2,580	2,375	1,557
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited	0	2	1
21	Parked wholly or partly in a suspended bay or space	1,039	1,165	1,719
22	Re-parked in the same parking place or zone within the prescribed time period after leaving	8	20	9
23	Parked in a parking place or area not designed for that class of vehicle	792	832	593
24	Not parked correctly within the markings of the bay or space	598	745	618
25	Parked in a loading place or bay during restricted hours without loading	2,124	2,485	2,160
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	366	387	268
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	2,540	2,239	2,313
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	127	117
30	Parked for longer than permitted	2,468	3,126	3,913
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge in the prescribed manner	1,485	1,256	1,063
42	Parked in a parking place designated for police vehicles	2	-	-
45	Stopped on a taxi rank	41	66	6
47	Stopped on a restricted bus stop or stand	5,759	4,170	3,968
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	329	261	244
49	Parked wholly or partly on a cycle track or lane	73	-	-
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	2	33	50
56	Parked in contravention of a commercial vehicle waiting restriction	0	0	0
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	43	66	126
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	11,410	9,131	11,043
63	Parked with engine running where prohibited	3	-	-
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	306	211	174

Method by which PCN is issued: <i>Civil Enforcement Officer off street</i>				
Contravention Code	Description	2022-23	2021-22	2020-21
70	Parked in a loading place or bay during restricted hours without loading	15	15	18
71	Parked in an electric vehicles' charging place during restricted hours without charging	1	1	4
73	Parked without payment of the parking charge	1,723	1,353	1,445
80	Parked for longer than permitted	2	0	0
81	Parked in a restricted area in a car park	91	85	71
82	Parked after the expiry of paid for time	321	308	247
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	3,618	3,451	2,266
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	354	368	354
86	Not parked correctly within the markings of a bay or space	55	159	127
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	261	127	127
91	Parked in a car park or area not designated for that class of vehicle	14	13	0
93	Parked in car park when closed	0	0	1

Method by which PCN is issued: <i>CCTV – Moving Traffic</i>				
Contravention Code	Description	2022-23	2021-22	2020-21
31	Entering and stopping in a box junction when prohibited	4,957	6,110	3,279
32	Failing to proceed in the direction shown by the arrow on a blue sign	8,524	5,973	5,058
33	Using a route restricted to certain vehicles	0	0	0
37	Failing to give way to oncoming vehicles	0	1	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)	758	1,375	1,662
50	Performing a prohibited turn	28,602	26,384	24,291
51	Failing to comply with a no entry restriction	6,205	8,258	7,490
52	Failing to comply with a prohibition on certain types of vehicle	40,986	100,030	38,025
53	Failing to comply with a restriction on vehicles entering a pedestrian zone	22,488	11,976	2,658

Method by which PCN is issued: <i>CCTV – Bus Lane</i>				
Contravention Code	Description	2022-23	2021-22	2020-21
34	Being in a bus lane	28,914	38,860	20,531

Grand Total		223,562	274,235	181,240
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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 - Surface West Ealing, W13 8RP PayByPhone: 37218	27 x Regular Bays 2 x Disabled Bays 3 x Motorcycle Bays	Between £1.05 and £2.10 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00-18.00 Mon-Sun
Featherstone Terrace - Surface Southall UB2 5AL PayByPhone: 37216	133 x Regular Bays 7 x Disabled Bays 3 X Electric Charging Bays	Between 84p and £1.60 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00-18.00 Mon-Sun
George Street – Surface Hanwell, W7 3TA PayByPhone: 37215	83 x Regular Bays 3 x Disabled Bays 1 x Motorcycle Bay	Between 84p and £1.60 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00–18.00 Mon-Sun
Greenford Broadway – Surface Greenford, UB6 9PY PayByPhone: 37214	149 x Regular Bays 10 x Disabled Bays 3 x Motorcycle Bays	Between 84p and £1.60 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00-18.00 Mon-Sun
Herbert Road Multi-Story Car Park Herbert Road Southall, UB1 1LH PayByPhone: 37213	243 x Regular Bays 19 x Disabled Bays 2 x Lifts	Between £1.05 and £2.10 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00-18.00 Mon-Sun
Maitland Yard Car Park – West Ealing, W13 9DA PayByPhone: 37201	11 x Regular Bays 7 x Shared use bay 2 x Loading Bays	Between £1.05 and £2.10 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00–18.00 Mon-Sun
Norwood Road 1: Surface Southall, UB2 4JT PayByPhone: 37212	35 x Regular Bays 4 x Disabled Bays 2 x Motorcycle Bays	Between 84p and £1.60 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00-18.00 Mon-Sun
Perivale Station - Surface Perivale, UB6 8LE PayByPhone: 37210	100 x Regular Bays 6 x Disabled Bays 1 x Motorcycle Bay	Between 70p and £1.40 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00-18.00 Mon-Sun
Perceval House - Surface Longfield Avenue Ealing, W5 2UQ PayByPhone: 37209	85 x Regular Bays 6 x Disabled Bays	Between 70p and £1.40 per hour depending on emissions. See hourly tariff 2 in the next table.	Permit Holders Mon-Fri Public Car Park after 18:00 weekdays (free) All day Sat & Sun 08:00 – 18:00
Salisbury Street – Surface Acton, W3 8NW PayByPhone: 37208	62 x Regular Bays 4 x Disabled Bays 4 x Motorcycle Bays 1 x Car Club	Between £1.05 and £2.10 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00-18.00 Mon-Sun
Singapore Road – Surface Ealing, W13 0RJ	7 x Disabled Bays	N/A – Free parking	N/A
South Ealing Road – Surface Ealing, W5 4QT PayByPhone: 37206	28 x Regular Bays 5 x Motorcycle Bays 2 x Disabled Bays	Between £1.05 and £2.10 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00–18.00 Mon-Sun
Springbridge Road Multi-Story Car Park Ealing, W5 2AB PayByPhone: 37205	465 x Regular Bays 8 x Disabled Bays 9 x Motorcycle Bays 9 x Parent & Child 2 x Lifts	Between 70p and £1.40 per hour depending on emissions. See hourly tariff 2 in the next table.	07:00-18.00 Mon-Sun
Witham Road – Surface West Ealing, W13 0TU PayByPhone: 37204	19 x Regular Bays 1 x Disabled Bay	Between £1.05 and £2.10 per hour depending on emissions. See hourly tariff 2 in the next table.	08.00-18.00 Mon-Sun

Emission based Rates - Table 2a			
Location Name	Cashless Location Number	Hourly tariff (see Table 2b)	Daily tariff (see table 2b)
Arden Road Car Park	37218	Hourly rate 4	Daily rate 5
Dean Gardens Car Park *	37217	Hourly rate 4	Daily rate 5
Featherstone Terrace Car Park	37216	Hourly rate 3	Daily rate 3
George Street Car Park	37215	Hourly rate 3	Daily rate 3
Greenford Broadway Car Park	37214	Hourly rate 3	Daily rate 3
Herbert Road Multi Storey Car Park	37213	Hourly rate 4	Daily rate 5
Maitland Yard Car Park *	37201	Hourly rate 4	Daily rate 5
Northolt Leisure Centre	37582	Hourly rate 1	Daily rate 7
Norwood Road Car Park	37212	Hourly rate 3	Daily rate 3
Perceval House Car Park	37209	Hourly payment not available - Mon to Fri Hourly rate 2 - Sat to Sun	All day parking not available - Mon to Fri Daily rate 1 - Sat to Sun
Perivale Station Car Park	37210	Hourly rate 2	Daily rate 3
Salisbury Street Car Park	37208	Hourly rate 4	Daily rate 5
South Ealing Road Car Park	37206	Hourly rate 4	Daily rate 5
Southall Market Car Park *	37203	Hourly rate 3	Daily rate 4
Springbridge Road Multi Storey Car Park	37205	Hourly rate 2 - Mon to Sat Hourly payment not available - Sun	All day parking not available - Mon to Fri Daily rate 1 - Sat Daily rate 8 - Sun
Witham Road Car Park	37204	Hourly rate 4	Daily rate 5

* = Car Park temporarily closed due to development

Rates Summary - Table 2b								
Period Rates	CO ₂ band 1, NO _x charge does not apply	CO ₂ band 2, NO _x charge does not apply	CO ₂ band 3, NO _x charge does not apply	CO ₂ band 4, NO _x charge does not apply	CO ₂ band 1, NO _x charge does apply	CO ₂ band 2, NO _x charge does apply	CO ₂ band 3, NO _x charge does apply	CO ₂ band 4, NO _x charge does apply
Hourly rate 1	£0.14	£0.18	£0.22	£0.26	£0.16	£0.20	£0.24	£0.30
Hourly rate 2	£0.70	£0.90	£1.10	£1.30	£0.80	£1.00	£1.20	£1.40
Hourly rate 3	£0.84	£1.08	£1.32	£1.56	£0.96	£1.20	£1.44	£1.60
Hourly rate 4	£1.05	£1.35	£1.65	£1.95	£1.20	£1.50	£1.80	£2.10
Hourly rate 5	£1.40	£1.80	£2.20	£2.60	£1.60	£2.00	£2.40	£2.80
Hourly rate 6	£2.10	£2.70	£3.30	£3.90	£2.40	£3.00	£3.60	£4.20
Daily rate 1	£2.10	£2.70	£3.30	£3.90	£2.40	£3.00	£3.60	£4.20
Daily rate 2	£3.15	£4.05	£4.95	£5.85	£3.60	£4.50	£5.40	£6.30
Daily rate 3	£3.50	£4.50	£5.50	£6.50	£4.00	£5.00	£6.00	£7.00
Daily rate 4	£6.30	£8.10	£9.90	£11.70	£7.20	£9.00	£10.80	£12.60
Daily rate 5	£8.40	£10.80	£13.20	£15.60	£9.60	£12.00	£14.40	£16.80
Daily rate 6	£9.80	£12.60	£15.40	£18.20	£11.20	£14.00	£16.80	£19.60
Daily rate 7	£14.00	£18.00	£22.00	£26.00	£16.00	£20.00	£24.00	£28.00
Daily rate 8	£0.70	£0.90	£1.10	£1.30	£0.80	£1.00	£1.20	£1.40

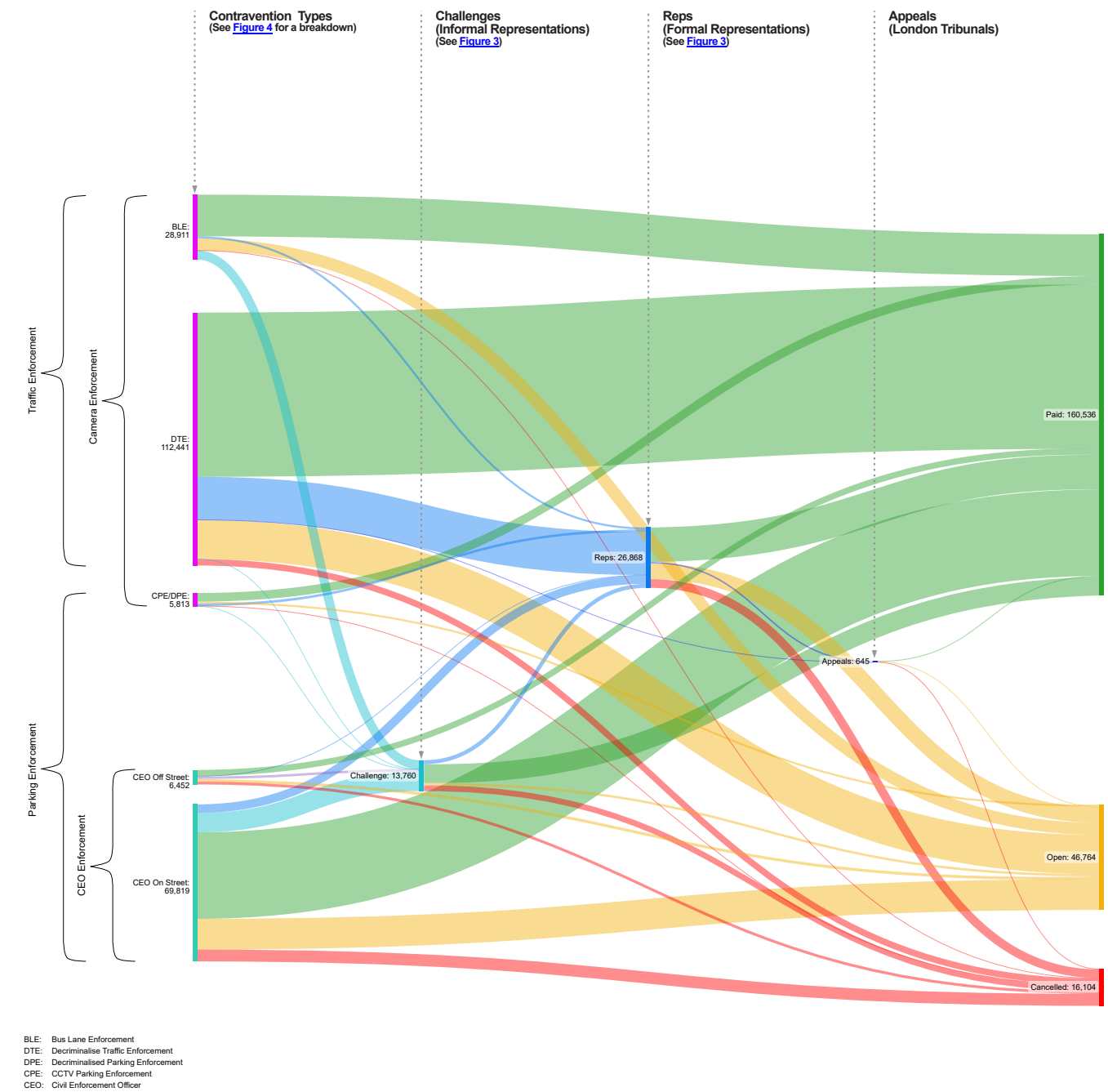
Emissions information

Emissions band 1 (0g - 100g of CO₂ emitted per km)
Emissions band 2 (101g - 140g of CO₂ emitted per km)
Emissions band 3 (141g - 185g of CO₂ emitted per km)
Emissions band 4 (186g+ of CO₂ emitted per km)

Nitrous Oxides (NO_x) charge applies to vehicles using diesel that were manufactured before Euro Emissions Standard 6 was introduced.
We use DVLA and vehicle manufacturer data to determine the tariff. If your vehicle is not recognised, it will be charged at £1.40 per hour.

APPENDIX 6

Sankey Diagram of 2022-2023 PCN Progression



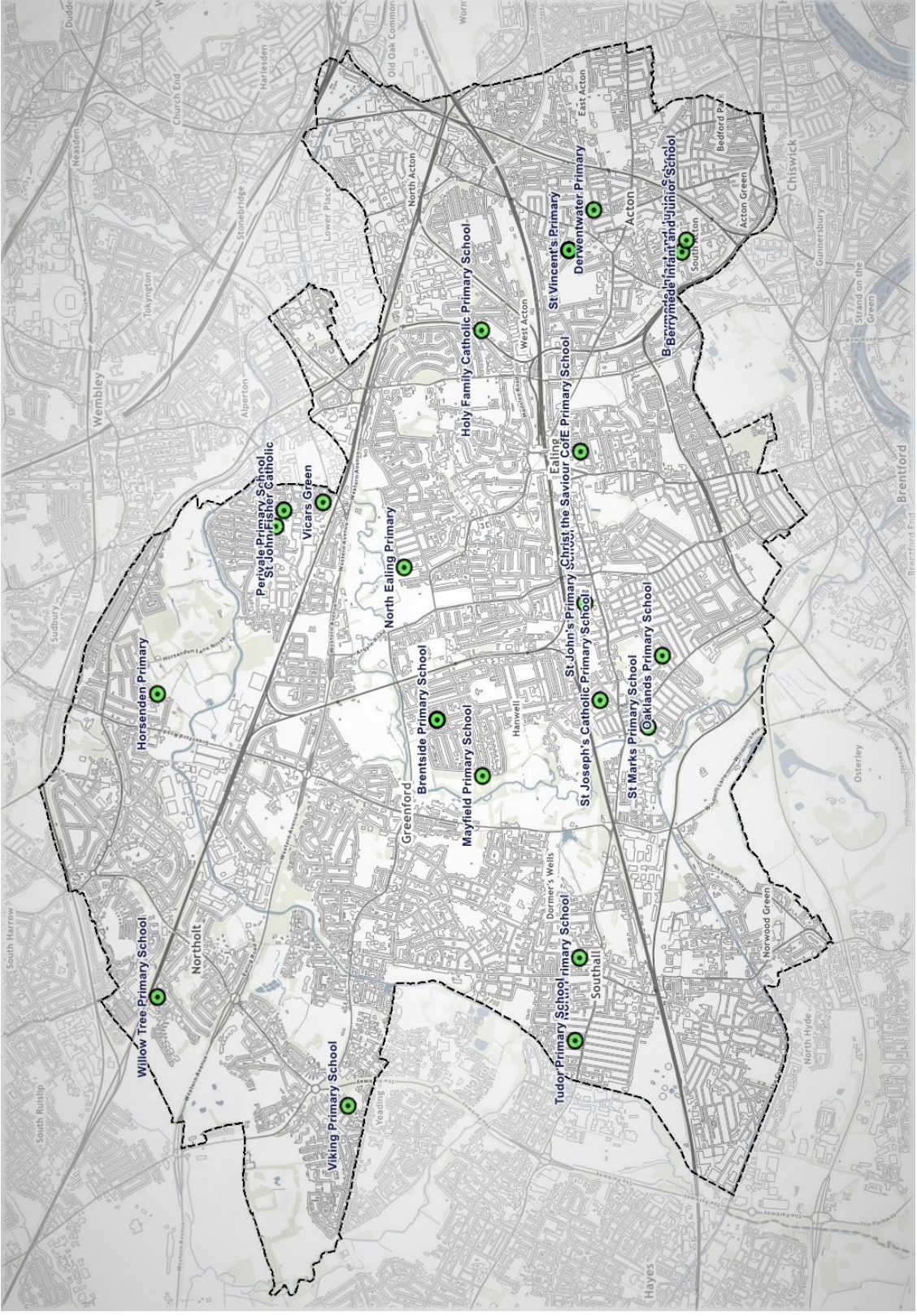
This Sankey diagram shows PCN's Progression flow lines from one state to another. Each flow line will be thicker or thinner to indicate the volumes of PCN flowing from one state to another state. Each state bar will be taller or shorter depending on the total volume that flows through that state. Flow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

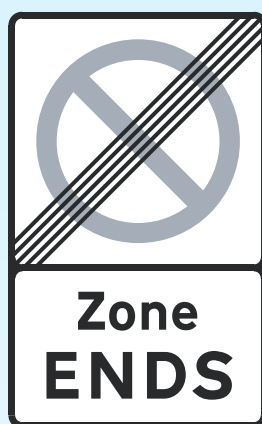
MORE INFO

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

APPENDIX 7

School Street Map





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

www.ealing.gov.uk/parking

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