



London Borough of Hounslow



Parking Annual Report Hounslow 2018/19

Foreword by Cllr Hanif Khan

Welcome to the London Borough of Hounslow's Annual Parking and Traffic Enforcement Report for the 2018/19 financial year. This report is produced to meet the council's reporting requirements as outlined in the Traffic Management Act 2004 guidance, as amended in November 2010.

As this report makes clear, the council provides a range of parking services for our residents, businesses and visitors to the borough. In turn our work in this area contributes to a wide range of strategic outcomes including safety, public health, environmental protection and economic growth. For example;

-) Improving air quality by offering discounts on permits for low emission vehicles.
-) Reducing danger for all road users by enforcing against dangerous driving and anti-social parking – particularly when it occurs outside schools.
-) Supporting the productive turnover of parking spaces in town and neighbourhood centres, helping ensure there is good availability of parking spaces for prospective customers of our businesses.
-) Improving traffic flow by enforcing against drivers who flout restrictions and cause congestion – this can help reduce the cost of servicing our businesses and the general time taken to travel around the borough by all road users.

Overall the number of Penalty Charge Notices has increased with most of this in the area of Moving Traffic, which includes Yellow Box Junctions and banned turns, and bus lane enforcement.

It is important to note that any financial surplus made from parking charges or fines is primarily used to cover the cost of our Concessionary Transport schemes, including Blue Badges, Taxi Cards and Freedom Passes, which are managed within the same service. However, as can be seen from this report the service faced an overall shortfall requiring additional funding from the council's general fund to cover.

A significant change has been the introduction of Late Evening Enforcement in February 2018. The team of 6 patrol the borough from 07:00 – 01:00 every evening. As well as covering the Controlled Parking Zones they enforce yellow lines on junctions, footway parking and other complaint areas.

The Parking Service contract partnership with Ealing and Brent ended in July 2018. Each borough has agreed separate extensions with Serco and Hounslow agreeing to extend until December 2019. Further updates on the procurement of a new service will therefore be provided in next year's report.

Councillor Hanif Khan
Cabinet Member for Transport and Corporate Property

Glossary of Terms

CEO - Civil Enforcement Officer

CPZ - Controlled Parking Zone; parking is restricted to permit holders during set periods of the day

Contravention - This refers to a breach of parking regulations.

Enforcement - In this document 'enforcement' activity by the council covers that of parking controls.

MTS - Mayor's Transport Strategy

PCN - Penalty charge notice

Recovery rate - The percentage of PCNs issued that have been paid

STARS - (Sustainable Travel: Active, Responsible, Safe) is a Transport for London accreditation scheme for schools and nurseries

TfL - Transport for London

TMA - Traffic Management Act (2004)

TMO - Traffic Management Order

1. Introduction

The 2018/19 Annual Parking Report provides information to the public about the objectives, priorities and challenges of managing parking in Hounslow.

The London Borough of Hounslow is responsible for providing, managing and enforcing on-street parking facilities across the borough. As this report makes clear, the council provides a range of parking services to balance the needs of and usage between residents, businesses and visitors. This is particularly important where the demand for parking outweighs the supply and as we work towards achieving targets outlined in the Mayor's Transport Strategy.

The Parking Enforcement team delivers three core services: management of the enforcement of parking and traffic regulations, repair and maintenance of off-street parking facilities and administration of permits. It also provides transport inclusion services such as Blue Badges, Taxi Card and other concessionary fares.

The authority's late evening enforcement team have been patrolling the borough since February 2018. They provide enforcement cover for Controlled Parking Zones finishing in the late evening as well as enforcing inconsiderate and obstructive parking across the borough.

The procurement process will be commencing to secure a new service provider for all parking services. The authority will be looking for a contractor who can continue to provide value for money as well as innovative solutions to the parking problems encountered in the borough.

In addition to transport projects, our work in this area contributes to a range of wider strategic outcomes including safety, public health, environmental protection and economic growth. For example:

- Improving air quality by offering discounts on permits for low emission vehicles.
- Reducing danger for all road users by enforcing against dangerous driving and anti-social parking – particularly when it occurs outside schools.
- Supporting the productive turnover of parking spaces in town and neighbourhood centres, helping ensure there is good availability of parking spaces for prospective customers of our businesses.
- Improving traffic flow by enforcing against drivers who flout restrictions and cause congestion – this can help reduce the cost of servicing our businesses and the general time taken to travel around the borough by all road users.



Parking at Hounslow House

In Spring 2019, the council moved into our new purpose built and energy efficient office in the heart of Hounslow. The new building provides zero staff parking and is encouraging staff to commute to work using public transport, walking and cycling.

The new development has also freed up space for much needed housing on the site of the old Civic Centre.

2. Parking enforcement

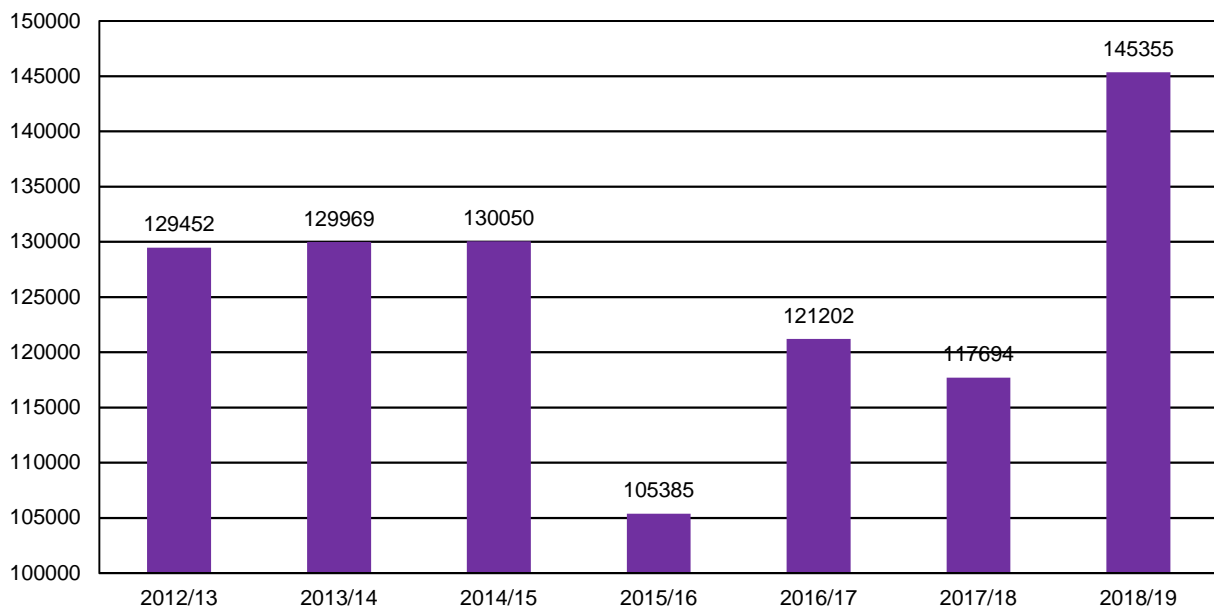
2.1. Penalty Charge Notices (PCNs)

Overall in Hounslow, the total number of PCNs issued was 145,355, a 23.5% increase on 2017/18.

Much of this increase is the result of the deployment of CCTV cameras and the work of the Late Evening Enforcement team. The cameras are situated at locations such as yellow box junctions and banned turns. The late evening team were deployed after many complaints from residents that motorists continue to park inconsiderately or in a dangerous manner after normal working hours.

23.5%
increase in number of
PCNs issued in
Hounslow compared
to 2017/18

PCNs Issued in the last 7 years



PCNs are charged based on the seriousness of the contravention. The lower charge for PCNs is £60 and the higher charge is £110. Examples of the higher charge penalties include parking on yellow lines, on footways and across dropped kerbs. Less serious contraventions include parking in a permitted bay without payment or occupying a bay after a Pay & Display ticket has expired.

Of the 102,910 PCNs issued for parking contraventions over 79.5% were issued fell into the higher charge rate. A 50% discount applies if paid within 14 days. Bus Lane and Moving Traffic PCNs are charged at £130.

PCNs by Debt type

Debt Type	Number of PCNs
Parking	102,910
Moving Traffic	37,948
Bus Lane	4,497

Parking contraventions include yellow lines, footway parking, parking on School Keep markings and pedestrian zig-zags as well as not paying for parking or overstaying paid-for parking.

Since last year:

- Parking enforcement PCNs increased by 21.8% to 102,910
- Bus Lane PCNs decreased by 44.7% to 6224 from 4,497
- Moving Traffic enforcement PCNs increased from 27,005 to 37,948

The Council is committed to ensuring that debts are paid by motorists who contravene restrictions, and we and our Enforcement Agents take rigorous measures to ensure payment is received. As a result, our recovery rate for PCNs continues to exceed 75% throughout the year. This figure may be affected by the number of unregistered vehicles, persistent offenders and foreign registered vehicles.

2.2. Where do we enforce?

The following charts highlight areas in the borough where the highest number of contraventions occur.

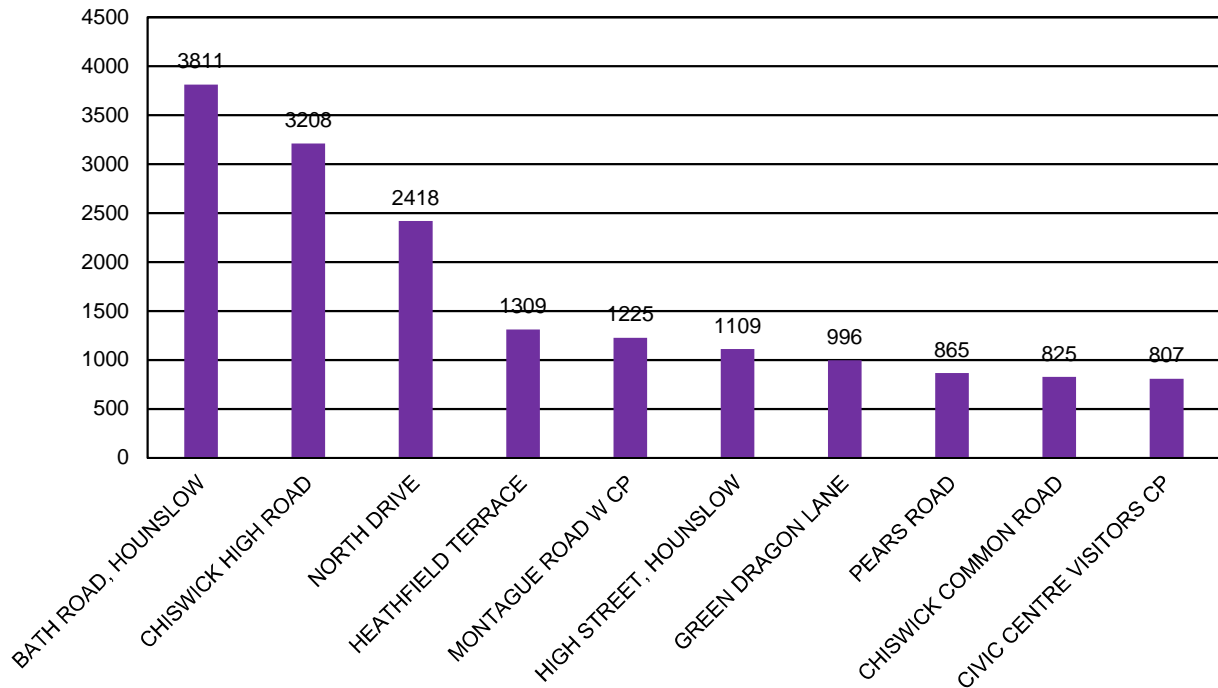


Chiswick High Road continues to be an area of low compliance. Parking enforcement along this road includes the Pay and Display and yellow lines restrictions. Due to the volume of traffic during peak hours the enforcement of bus lanes to ensure easy flow of public transport is considered vital.

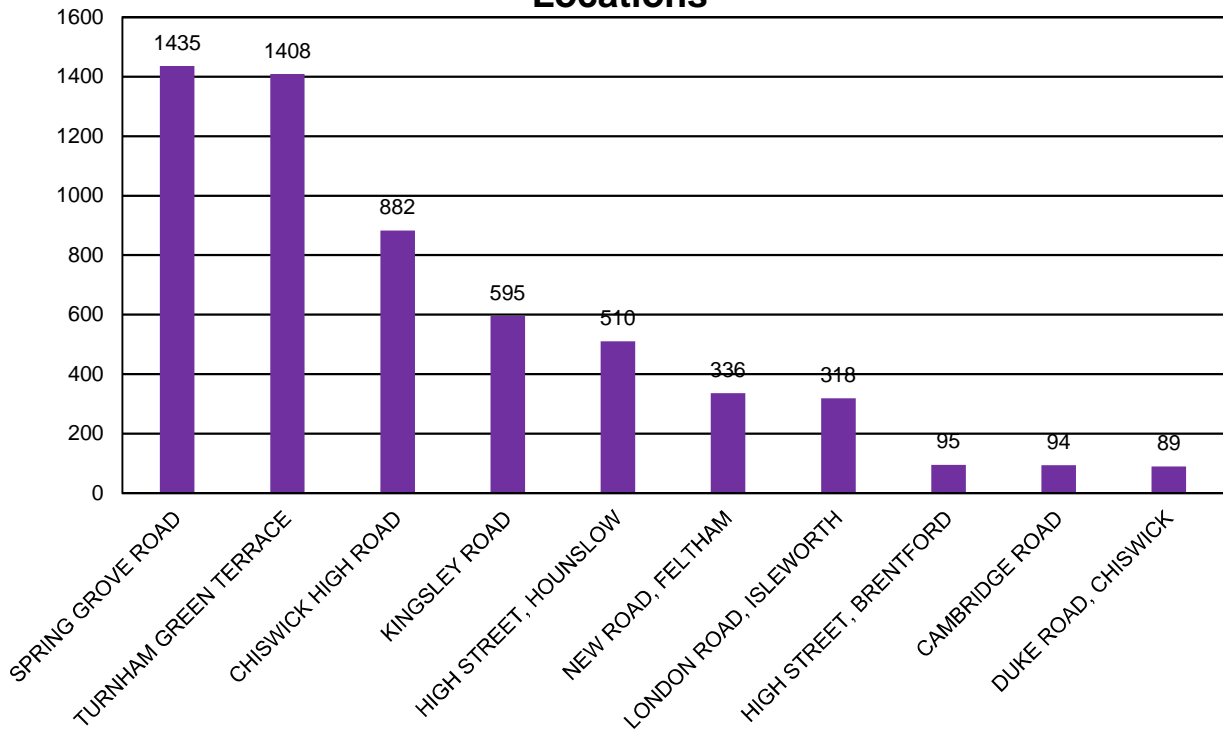


The low level of compliance along Lionel Road North continues. Vehicles fail to pass the pedestrian refuge on the side indicated by the arrow. This site is enforced using a CCTV camera and a review of the layout shows there has been no significant improvement to compliance.

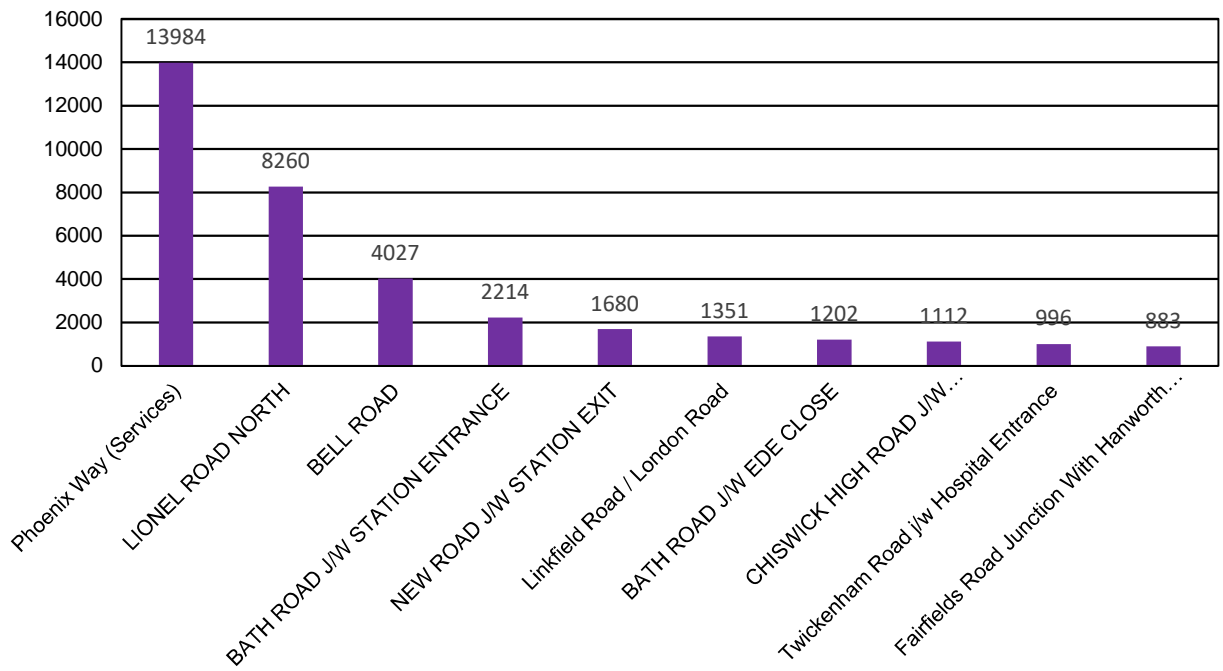
CEO Enforcement Locations



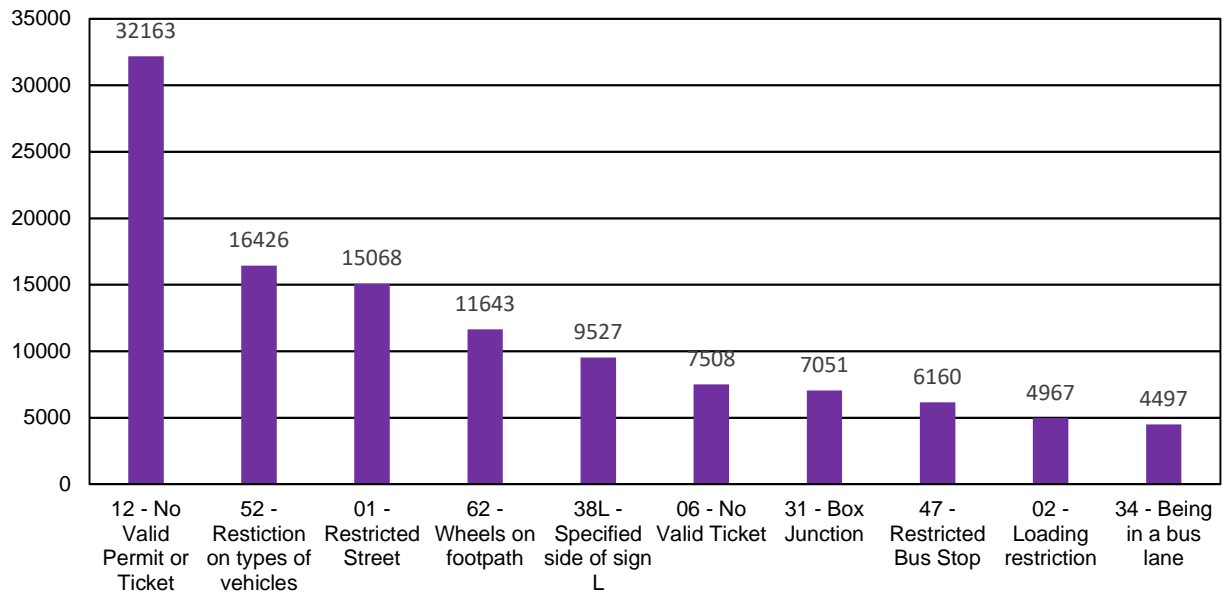
CCTV Enforcement of Bus Stop and School Keep Clear Locations



Moving Traffic Enforcement Locations



Contravention Codes



2.3. CCTV Enforcement

Closed circuit television (CCTV) cameras for enforcement are used to improve traffic flow and encourage compliance. It also helps to reduce congestion and unnecessary obstructions in parking, and to ease traffic for buses, taxis and other motorists. CCTV cameras are used to enforce bus stops, moving traffic and bus lane restrictions.

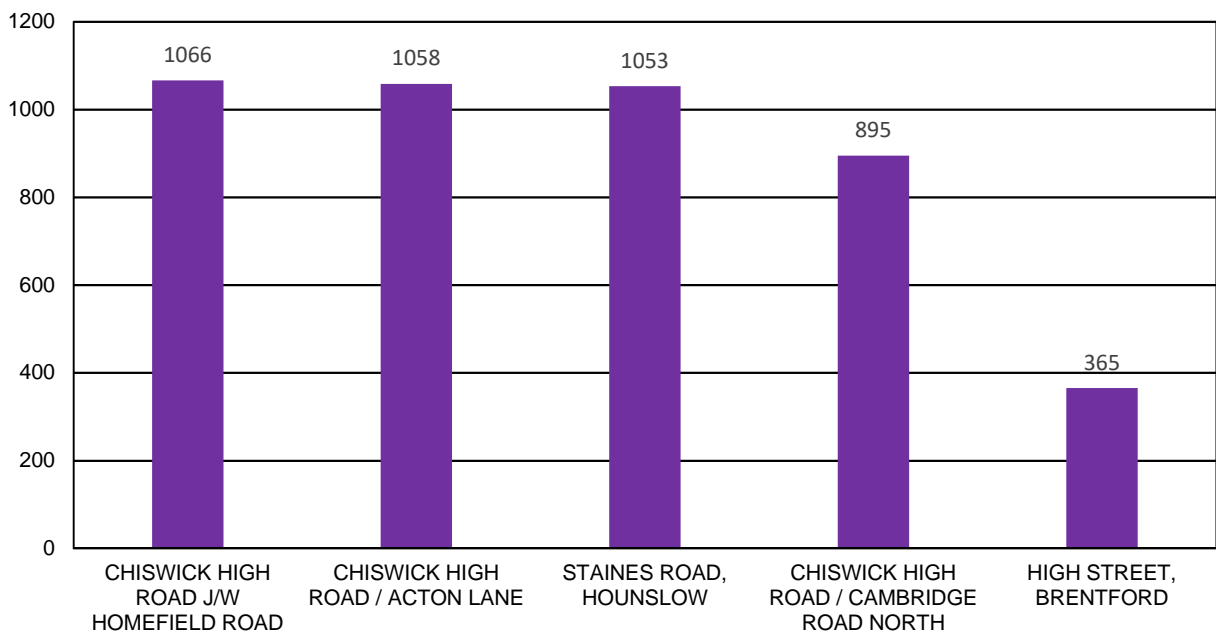
The introduction of new cameras and technology has seen efficiencies in the processing of contraventions, in the volume of contraventions observed and in the deployment of resources. The unattended cameras record all vehicles committing contraventions and log them ready for an operator to review and approve before issuing a Penalty Charge Notice (PCN). This requires considerably less staff to operate and the saved resources can be utilised elsewhere.

The CCTV cameras and equipment used by the council are approved and certified by the Department for Transport (DfT). Penalty Charge Notices (PCN) issued through CCTV observations are sent through the post.

Bus Lanes

Keeping bus lanes free flowing is vital in ensuring that buses are a reliable and efficient means of transport.

Bus Lane Locations



Mobile CCTV Enforcement

The service also operates two mobile CCTV vehicles equipped with Automatic Number Plate Recognition (ANPR) which have the ability to quickly establish if vehicles are legitimately parked, improving the levels of efficiency for officers. It has also given us more flexibility to respond to demands from the public for action to be taken. These vehicles are normally seen at locations such as junctions where there are banned turns, and outside school areas.

School Keep Clear CCTV Enforcement

We recognise the importance of road safety, especially at schools, and we deploy to schools daily to enforce School Keep Clears to assist with the free flow of traffic and to maintain the safety of pupils and other road users. The council has worked closely with MET Police to identify ways of improving safety outside schools and have developed a school enforcement plan which is aimed at tackling parking on school keep clear markings.

The council has purchased 4 cameras to be used to enforce school Keep Clear restrictions. They will be deployed at schools where significant parking issues are identified. As compliance improves, they will then be redeployed to another school.

The use of CCTV has improved driver behaviour and increased compliance. Feedback from schools and parents has been positive and acknowledges that the work we have undertaken has made a real difference to the safety of pupils and parents.

School Streets (Nishkam School)



To combat traffic related issues posed by the relocation of Nishkam School West London to Osterley, the council introduced measures to manage the volume of vehicles parking on local roads. These controls included, Red Route parking restrictions (enforced by ANPR) and resident only access on nearby cul-de-sacs at school drop-off and pick-up times.

Additionally, Nishkam benefits from a Park & Stride scheme at the Osterley Garden Centre and Tesco Osterley. This enables pupils' parents and guardians to safely drop them off without obstructing traffic on the highway.

Paired with travel planning, these measures make walking, cycling and public transport more attractive options for the school run and have led to an uptake in pupils travelling to school via Nishkam's private coaches.

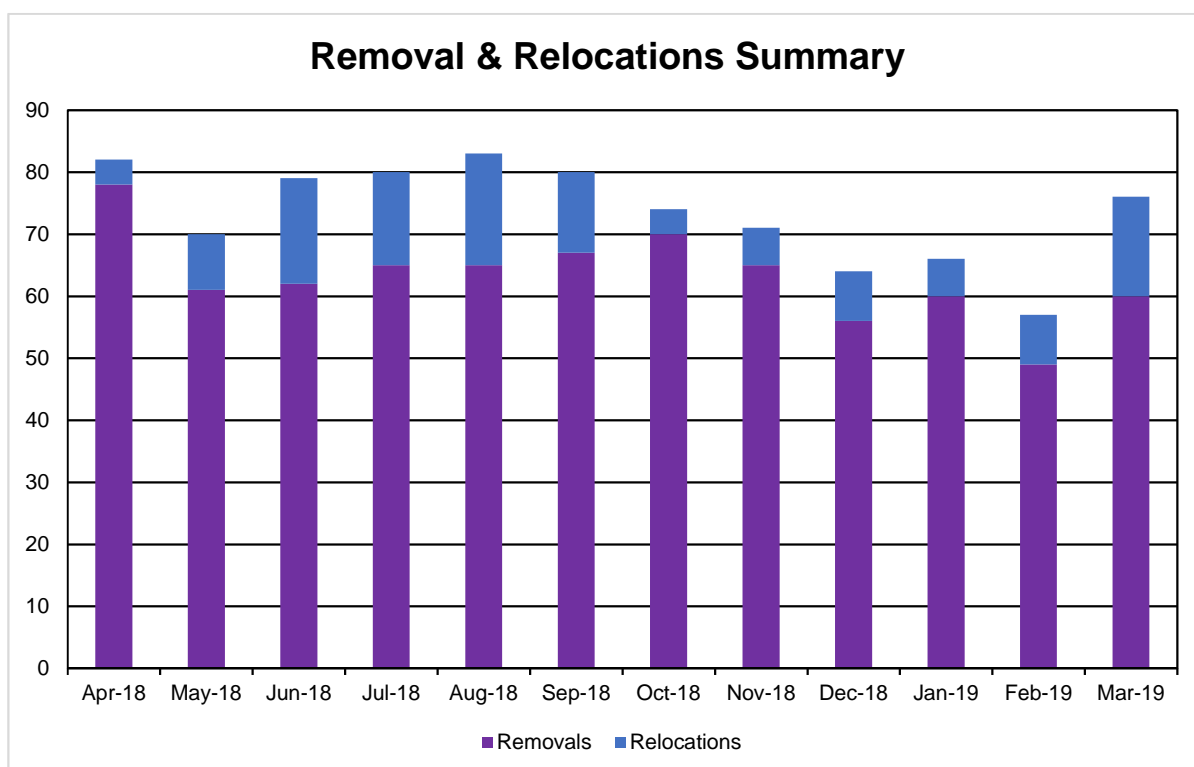
2.4. Removals

Vehicles parking on yellow lines near junctions, disabled bays, footways and obstructing dropped kerbs/crossovers are removed as a priority.

The total number of removals for 2018/19 was 758 – down slightly on the previous year. In addition to the removals, there were 124 relocations carried out. The authority carries out relocations in areas where parking has been suspended and the records show that the vehicle was parked before the signs were erected. However, the bulk of the relocations carried out were to support Hounslow Highway's programme of carriageway and footway resurfacing.

Table 2: Removal Income

Year	Removal Income £
2016/17	127,000
2017/18	182,248
2018/19	164,754



2.5. Appeals

Across London the number of appeals lodged with the independent appeals body London Tribunals dropped by 2.64%. Hounslow followed this trend with the number of appeals lodged as a percentage of total PCNs also decreasing.

In 2018/19, 37,041 appeals were lodged with London Tribunals across London, or just 0.62% of all PCNs issued. This compares with 38,093 or 0.68% appeals in 2017/18. In Hounslow, in 2018/19, 770 or 0.53% of PCNs went to London Tribunals, of these 57% were refused by the independent adjudicator. London-wide 52% of decisions were refused.

These figures reflect the quality of the work undertaken by the correspondence teams in ensuring that the initial challenges and representations are investigated and that the response addresses all the issues raised by the motorist.

A breakdown of appeals statistics and London Tribunal’s annual reports, published towards the end of each calendar year, can be found at <http://www.londontribunals.gov.uk/about/annual-reports-and-appeal-statistics>.

3. On-Street and Car Park Income

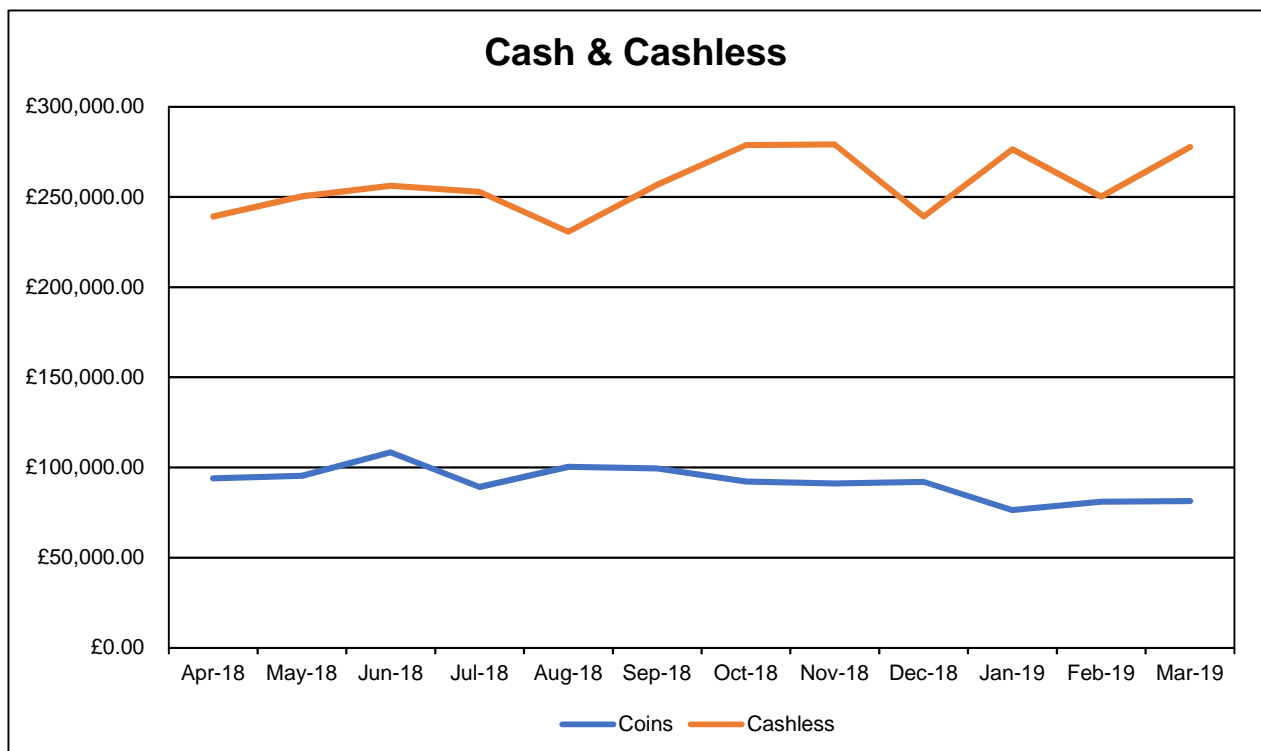
In 2018/19, RingGo continued to provide the council's cashless parking payments solution. This is a convenient method of payment in the council run car parks and on-street parking areas. There is a requirement to use RingGo at any on-street locations where the machine is out of order either through vandalism or equipment failure. The continuing reduction in proportion of parking fees paid in cash supports the council's ongoing programme of rationalising parking meters.



Cashless Parking

The pay by phone facility is a convenient way to pay for parking without the need to carry the correct change for a pay and display machine.

Several areas around the borough now only accept 'pay by phone'. This has the benefit of saving the council in maintenance and cash collections costs and the absence of any machines improves the street scene.



During 2018/19 there were approximately 66,000 repeat users each month paying by the cashless method with around 850 new users per month.

4. Parking scheme updates

Car park closures

During 2018/19 three council owned car parks were closed for development.

-) New Road, Feltham
-) Sydney Road, Feltham
-) Brentford High Street

New Controlled Parking Zones

16 new Controlled Parking Zones (CPZs) were implemented and a further 4 were consulted on. The council's interactive map is available to residents and visitors to find out whether a road or area is within a CPZ. The days and hours of operations are shown by clicking on a zone.

5. School road safety

The Road Safety Team deliver a number of initiatives in schools working with both parents and children, promoting behaviour change for safe and active travel. In 2018/19, 27 schools ran over 80 promotional activities and 168 educational events were held. Below are some examples of the projects delivered throughout the school calendar:

Child Pedestrian Training

The pedestrian training scheme for children aged 7 and 8 (year 4) runs throughout the year in schools around the borough. Children are taken out of the school environment and practice safe ways to cross roads and how to cope with traffic in the neighbourhood around their school. In 2018/19, 2940 children participated in pedestrian training.

School Gate Parking

School gate parking around most schools causes many problems. To target this, we work with the Police team to encourage parents to park safely and further away from the school and walk the rest of the journey.

Walk to School Week

The initiative encourages schools across the country to join in a major effort to increase levels of sustainable and active travel in order to improve the health and well-being of children and young people. Highlighting to parents there are many active ways to travel to and from school, thus avoiding the need to drive what is often a comparatively small distance.

Theatre in Education

Child pedestrian and cycling injuries peak during the early years of secondary school at a time when more children begin to travel to and from school unsupervised. The presentation uses a mixture of discussions, films and a quiz to challenge attitudes to risk-taking. These are delivered in both primary and secondary schools in the borough.

Safe Drive Stay Alive

In a bid to reduce the number of collisions involving young drivers in the borough, we run interactive, hard hitting, multi-agency performances for sixth form students. The aim is to educate and encourage good behaviour in young drivers of the future before they are legally able to drive.

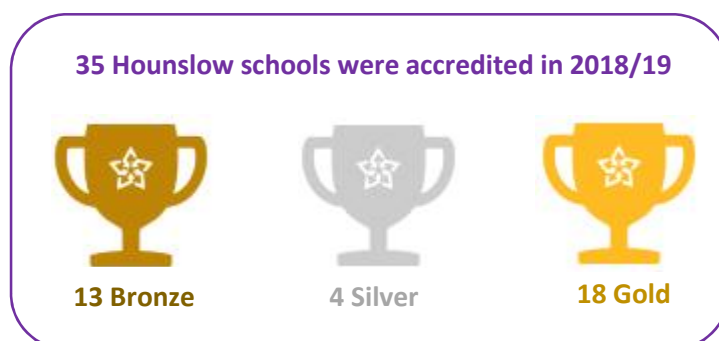
All of these schemes complement the TfL STARS programme which accredits schools based on their engagement and uptake of active travel.

STARS

STARS is TfL's online accreditation scheme that inspires young Londoners to think differently about travel, and its impact on their health, wellbeing and the environment. The programme also looks at issues such as congestion at the school gates, road safety and air quality. Examples of the initiatives we run include Hounslow's Perfect Parking Pledge campaign, the Mayor of London's [Idling Action Project](#) and Bike Week. The benefits of taking part can be far reaching, making the area around our schools safer and more pleasant places to be for pupils, parents and local residents.



STARS is an important scheme for London boroughs as we try to reduce car dependency and work towards the active travel targets outlined in the Mayor's Transport Strategy. 35 schools in Hounslow were accredited in 2018/19 and a number of new schools are already working hard on their travel plans to gain accreditation next year.



6. Electric vehicles & Car Clubs

Following the 60% growth in the sale of electric vehicles over the last year and the Department for Transport's (DfT) announcement to invest £37m in charging infrastructure, the council remains committed to making it increasingly easier to drive an electric vehicle in Hounslow. As the second largest provider of charge points across London, we aim to build on this success by doubling the number of public and lamp column charge points by the end of 2020.

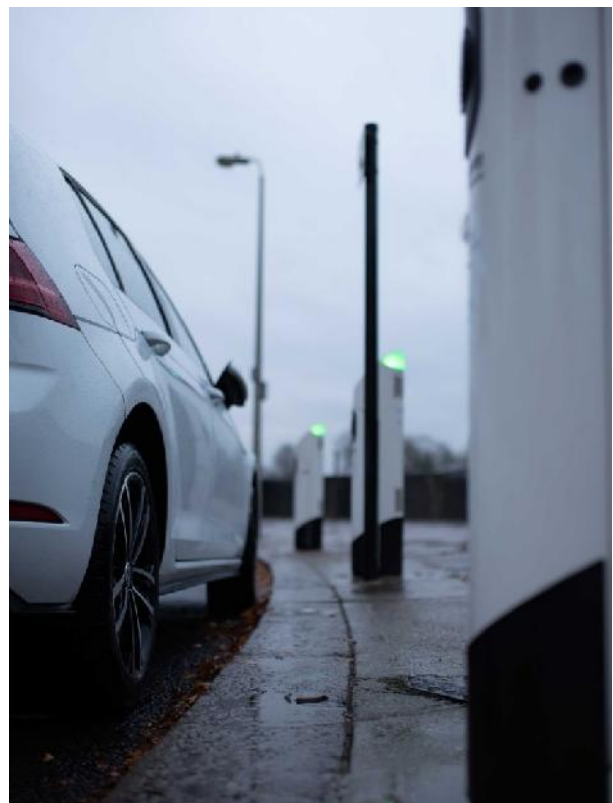
There are currently 27 public and 47 lamp column charge points across the borough which can be found on our [website](#) under the Electric Vehicle map layers. There are also 30 Source London rapid charging points in Hounslow which can be [reserved](#) ahead of time. In 2018-19, 38 on-street EV charge points were implemented, 31 of which were lamp columns, 5 were Source London and 2 were Rapids.



7. Car Clubs

Along with the rise in car free developments, car clubs are growing in popularity as an option for sustainable, low emission vehicles. In Hounslow, 8 on and off-street car club bays have been implemented by Zipcar across Brentford, Isleworth, Chiswick and Hounslow.

Our aim for the coming year is to expand car clubs into the west of the borough and make the council's current fleet for staff fully electric. These actions will help us work towards targets set out in the upcoming climate emergency action plan.



8. Permits

Permits are offered to meet the needs of various groups within Hounslow and include resident, business, carers, temporary resident and doctors' permits. Seasonal tickets are available to park in the council car parks either because they are ineligible for a resident permit or to come to work in the borough. Operational permits are available to Council staff who require the use of their vehicle while carrying out their work. These permits restrict staff from parking within a ten minute walking distance of their place of work to ease congestion.

Permit Type	Number Issued
Resident	14,944
Business	349
Disabled Resident	24
Doctors	20
Operational	1250
Resident Carers	133
Temporary Resident	971
Season Tickets	94

9. Cycling

Cycling infrastructure

- 42 on-street and 62 off-street cycle parking spaces were installed.
- 1.8km of new/upgraded segregated cycle infrastructure implemented on Bedfont Road and Boston Manor Road. 200m of greenway upgraded with lighting in Carville Hall Park North.
- 6 junctions were treated to improve cycling on Bedfont Road, Boston Manor Road, Prince Regent Road and High Street.

Boston Manor Road Cycle Track



The Boston Manor Road (A3002) cycle track is situated in the Great West Corridor area, between Boston Manor Underground Station and the M4 flyover. The off-road, bi-directional track is approximately 1km in length and was completed in May 2018, creating a safer and more attractive route for cyclists.

The cycle track received a London Cycling Campaign award and has been commended by cycling groups in Hounslow for meeting safety and sustainability goals. The design:

-) Protects cyclists from the busy road where 18,000 vehicles and 700 HGVs pass per day.
-) Retained residential parking to meet the needs of all road users and local residents.
-) Includes step free access across the track for pedestrians (especially those with mobility impairments).
-) Allows cyclists priority over motor traffic at side road junctions where appropriate.

Bikeability

Cycling confidently on the road is a life-long skill that can be instilled at a young age or developed for the first time in adulthood, encouraging a healthy lifestyle, boosting confidence and developing independence. Bikeability supports this by teaching the necessary skills to ride confidently on today's roads. In Hounslow, a total of 783 adults and 3,022 children were Bikeability trained for the period 2018/19:

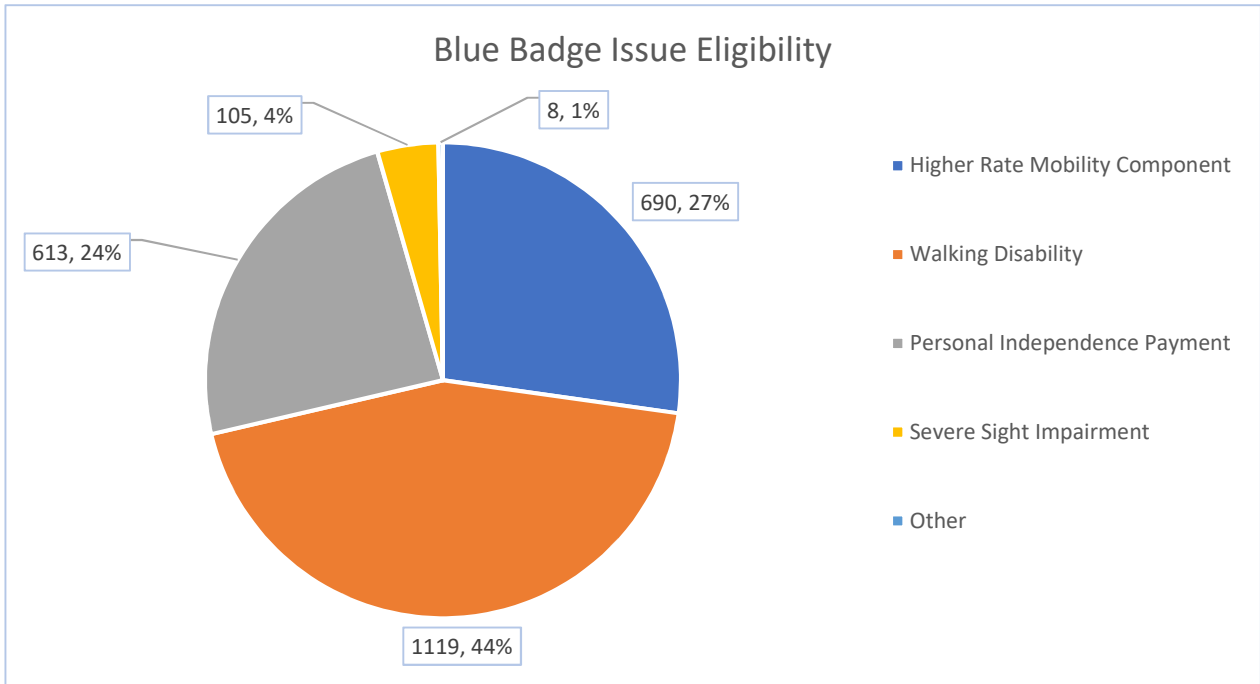
-) 404 adults were trained to Bikeability Level 1
-) 247 adults were trained to Bikeability Level 2
-) 132 adults were trained to Bikeability Level 3

-) 1540 children trained to Bikeability level 1
-) 1482 children trained to Bikeability level 2

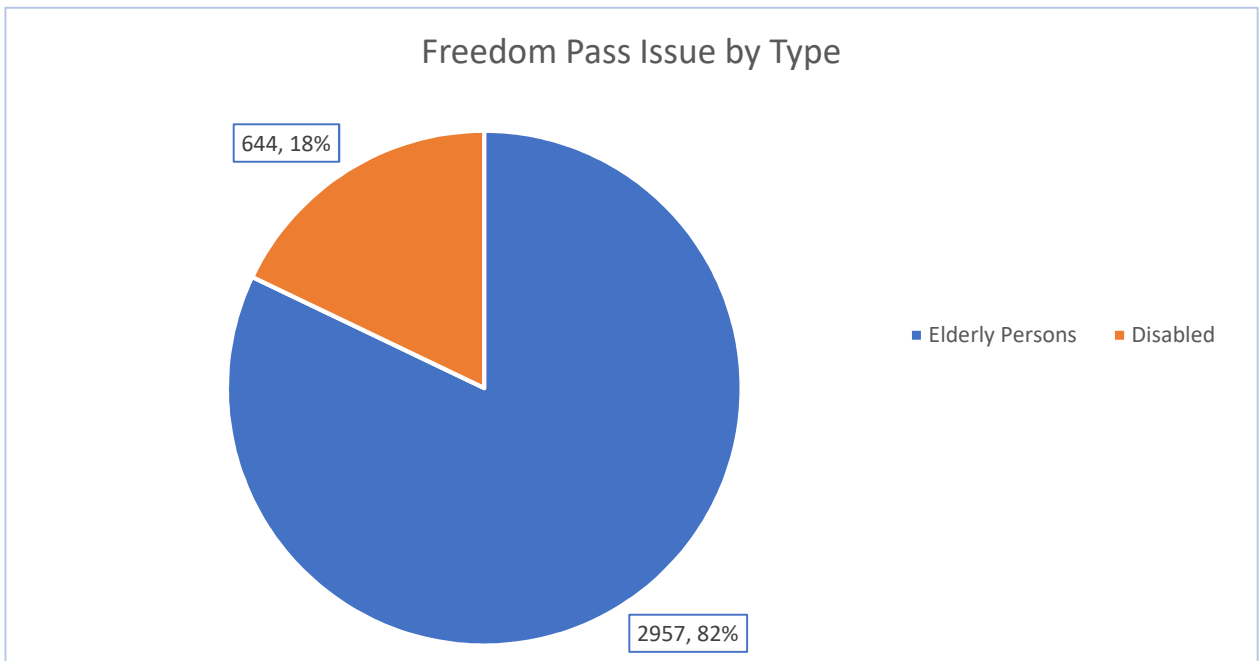
10. Concessionary Travel

The Concessionary Transport Unit (CTU) handles all applications for Disabled Persons Parking Badges (Blue Badges) and Disabled Persons Freedom Passes made by residents of the borough. The budget surplus from Parking enforcement and parking charges funds the concessionary travel schemes. Elderly Persons Freedom Pass applications by residents of the borough are processed by London Councils.

Blue Badge applications are processed by Hounslow Council and the following chart shows a breakdown of successful applicants.



Elderly Freedom passes are processed by London Councils while Disabled Freedom passes are assessed for eligibility by Hounslow.



11. Financial information

Financial Information:	Actuals in £'000				
	2014/15	2015/16	2016/17	2017/18	2018/19
On Street Parking Income & Expenditure					
PCN Income	5646	4656	5793	5509	6699
Machine Collections	2693	2737	2866	3149	3229
Permits & other	2056	2122	2543	2669	3032
Total Income - On Street Parking	10395	9515	11203	11327	12960
Total Expenditure - On Street Parking	-3393	-2258	-2056	-1936	-2359
Net Surplus - On Street Parking	7002	7257	9147	9391	10601
Off Street Parking Income & Expenditure					
PCN Income	325	242	210	185	124
Machine Collections	1505	1410	1452	1116	802
Permits & other	198	208	188	263	119
Total Income - Off Street Parking	2029	1859	1850	1564	1045
Total Expenditure - Off Street Parking	-1565	-2376	-2186	-1908	-2642
Net Surplus - Off Street Parking	464	-517	-335	-344	-1596
Net Income - On/Off Street Parking	7466	6740	8811	9047	9005
Concessionary Fares	-9305	-9447	-9397	-9127	-9150
Remaining Surplus after application to Concessionary Fares and Off Street Parking	0	0	0	0	0
Other Costs					
Gross Traffic and Transport expenditure	-3008	-3681	-2691	-3333	-3240
Net Traffic and Transport expenditure	-1686	-959	-1080	-972	-1048
Gross Highways PFI expenditure	-18242	-19659	-21701	-22271	-23568
Net Highways PFI expenditure	-5876	-6424	-8424	-9264	-10032