



London Borough of Hounslow



Parking Annual Report Hounslow 2019/20

Foreword by Cllr Hanif Khan



Welcome to the London Borough of Hounslow's Annual Parking and Traffic Enforcement Report. 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.

Parking Services provides a range of services to the residents, businesses, and visitors to the borough. These include the provision of parking permits, Pay & Display and cashless paid for parking, ensuring compliance of bus lanes, moving traffic, and parking restrictions, dealing with correspondence contesting parking tickets and administering concessionary travel schemes.

The annual report provides an overview of these activities and the performance of the service.

In December 2019, the Council awarded a number of new contracts for parking services. Serco will once again be responsible for providing a wide range of services including enforcement by Civil Enforcement Officers and CCTV, permits and suspensions. We will work with them to build on previous successes in improving services and driving efficiencies and savings.

We also welcome Pay by Phone as the provider of our cashless parking solution. They bring with them a wealth of experience, as well as innovations aimed at making parking easier for residents and visitors.

Finally, we have moved Enforcement Agencies to Marston Ltd and Newlyn PLC. They provide an efficient but fair service, ensuring the Council receives its outstanding debts where motorists choose not to pay, but that debtors are treated respectfully and in accordance with their needs.

The Council aims to provide an effective and efficient service for its residents and visitors to the Borough, and this report aims to show how we are achieving this. I hope you find it useful and informative.

Councillor Hanif Khan
Cabinet Member for Transport and One Hounslow

Contents

Glossary of Terms.....	4
1. Introduction.....	5
2. Parking Enforcement.....	6
2.1 Penalty Charge Notices (PCNs).....	6
2.2 Where do we enforce?.....	7
2.3 CCTV Enforcement.....	10
2.4 Removals.....	11
2.5 Appeals.....	12
3. On-Street and Car Park Income.....	13
4. Permits.....	14
5. Concessionary Travel.....	15
6. Financial Information.....	16

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.

PCN - Penalty charge notice

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

TfL - Transport for London

TMA - Traffic Management Act (2004)

TMO - Traffic Management Order

1. Introduction

The London Borough of Hounslow is required to produce an annual report about its enforcement activities within six months of the end of each financial year. The report has to be published and as a minimum it has to cover the financial, statistical, and other recommended data on Civil Parking Enforcement activity.

The Traffic, Transport and Parking team delivers three core services: enforcement of parking and traffic regulations, repair and maintenance of parking facilities and administration of permits. It also provides transport inclusion services such as Blue Badges, Taxi Card, etc. but these do not fall under the auspices of the Traffic Management Act (TMA) 2004. This report focuses on the services regulated by the TMA and their performance including income derived from on-street parking charges and on- and off-street enforcement activity. Car park charges will be covered but this has no legislative bearing.

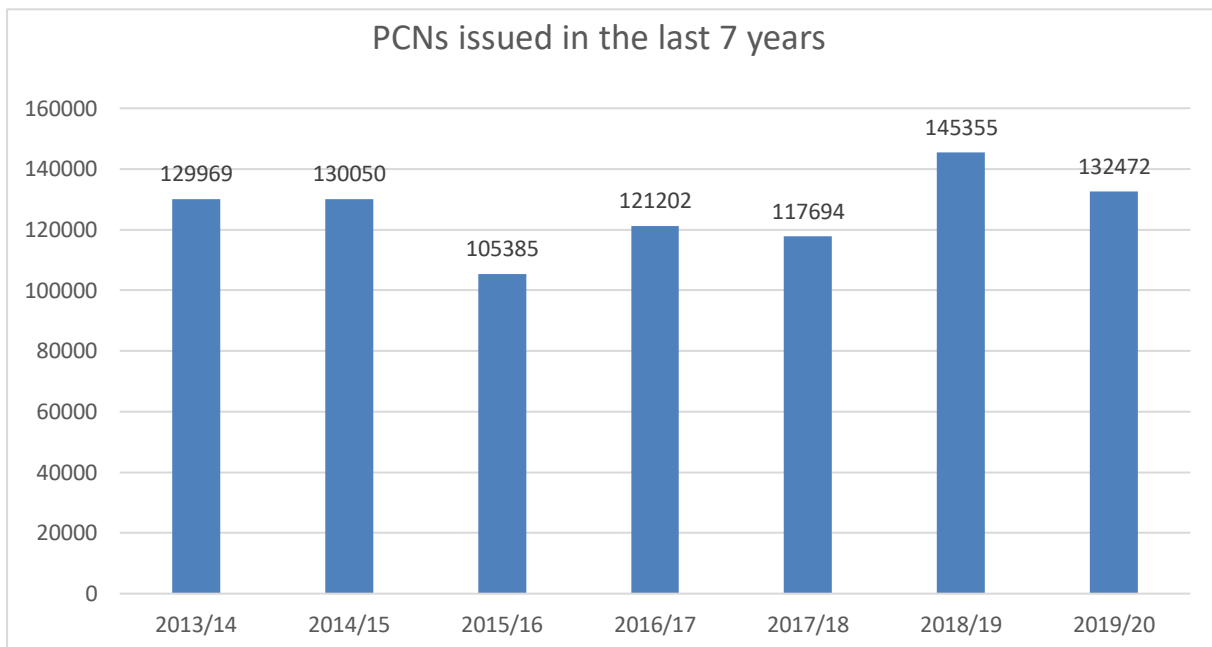
Any parking surplus generated, excluding income from car park charges, is governed by legislative restrictions contained within section 55 (as amended) of the Road Traffic Regulations Act 1984 and contributes to the cost of transport inclusion services.

2. Parking enforcement

2.1. Penalty Charge Notices (PCNs)

Overall, in Hounslow, the total number of PCNs issued was 132,472, an 8.8% decrease on 2018/19.

8.8%
Decrease in the number of
PCN issues in Hounslow
compared to 2018/19



PCNs by debt type

Table 1: PCNs by debt type

Debt Type	Number of PCNs
MTC	27483
CCTV Parking	6850
BUS Lane	5176
CEO	92963

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 decreased by 3% to 99,813
- Bus Lane PCNs increased by 15.1% to 5176 from 4,497
- Moving Traffic enforcement PCNs decreased by 27.5% to 27,483 from 37,948

PCNs are charged based on the seriousness of the contravention. The lower charge for PCNs is £60 and the higher charge is £110. These charges are discounted by 50% if paid within 14 days. 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. Moving Traffic contraventions are charged at £130. Examples of a moving traffic contraventions include doing a prohibited turn and being in a bus lane.

Of the 99,813 PCNs issued for parking contraventions over 75% issued fell into the higher charge rate.

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.

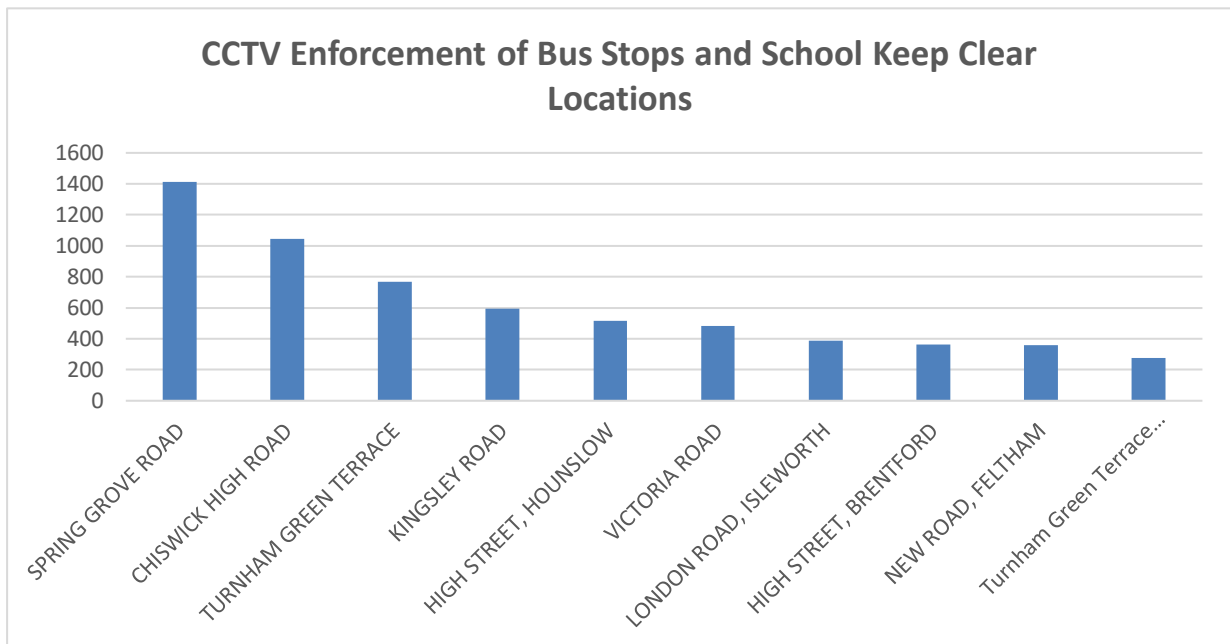
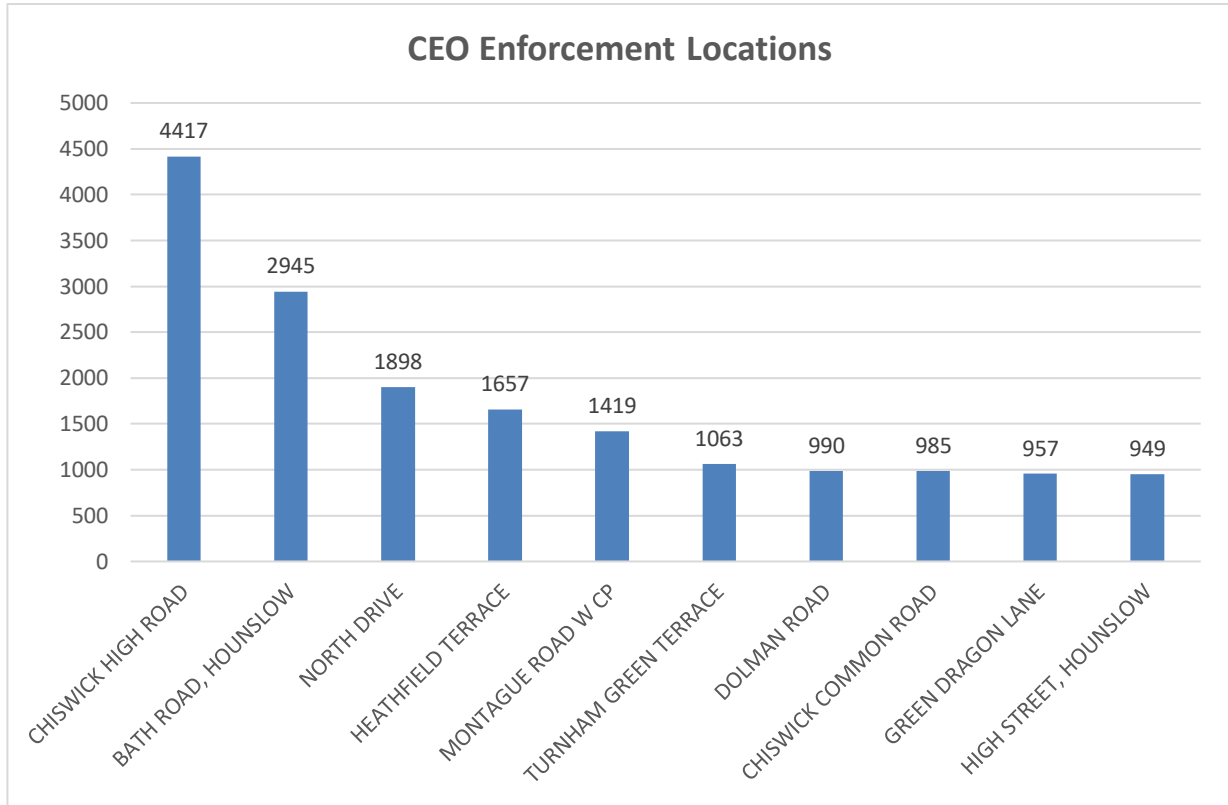
2.2. Where do we enforce?

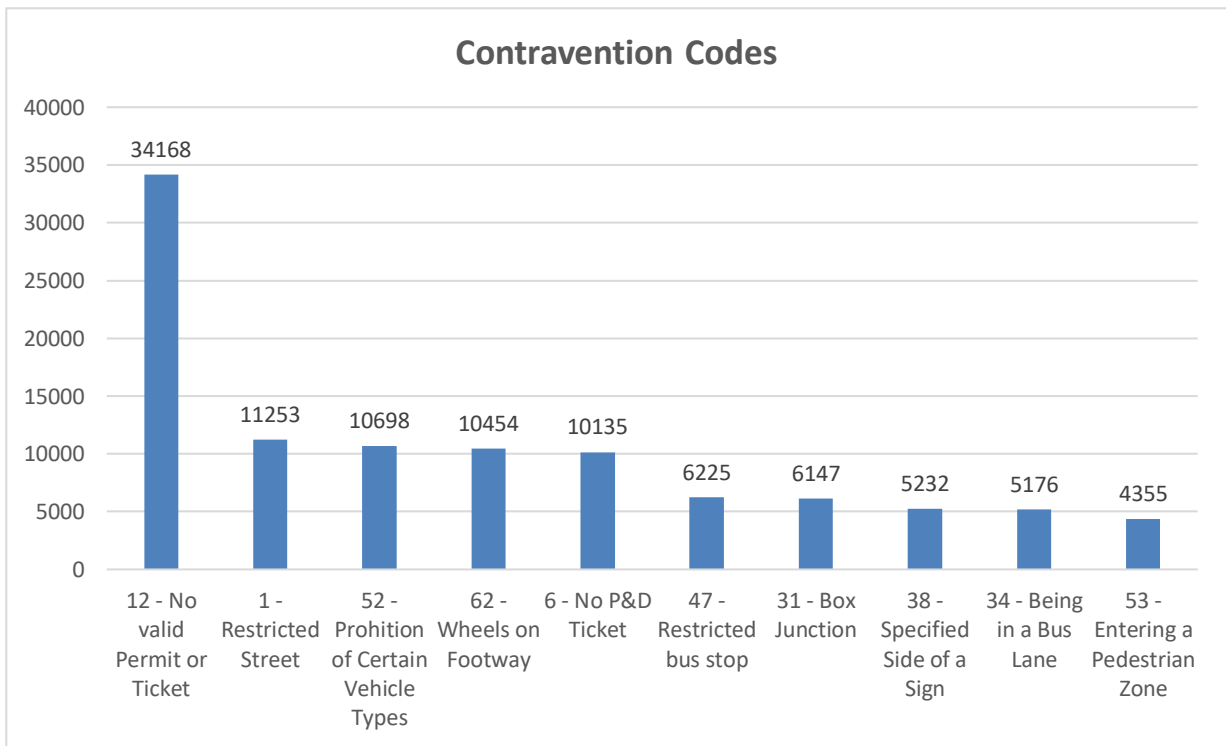
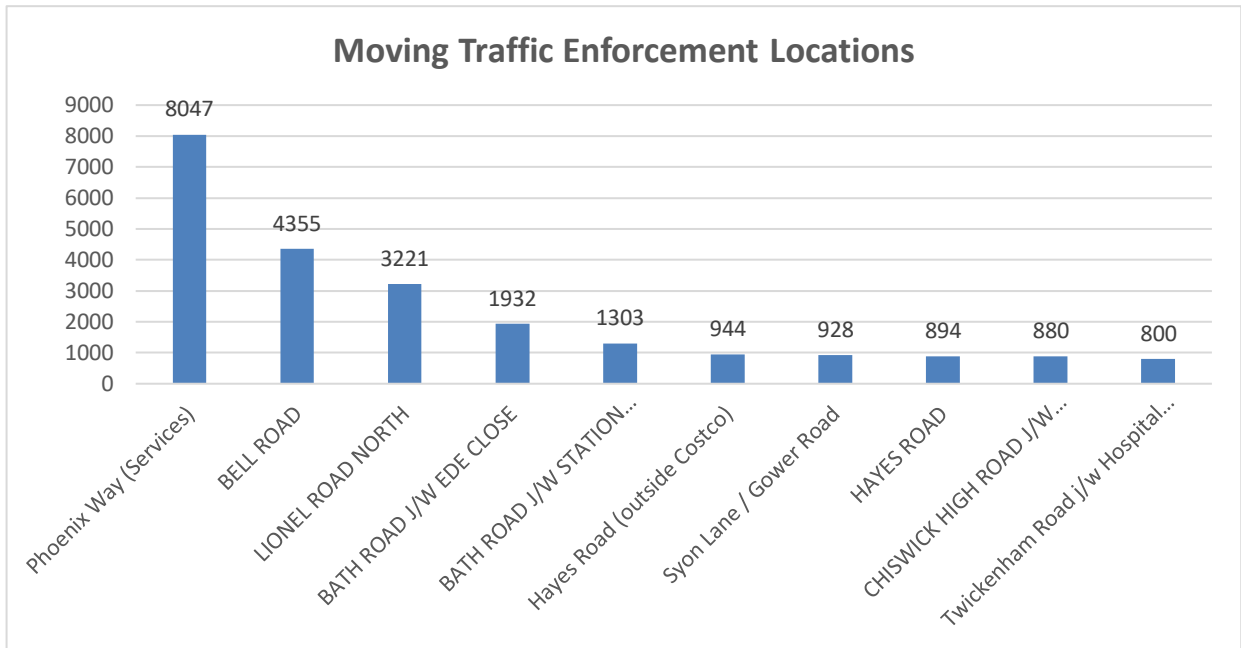
The following charts highlight areas in the borough where the highest number of contraventions occur.



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.





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.

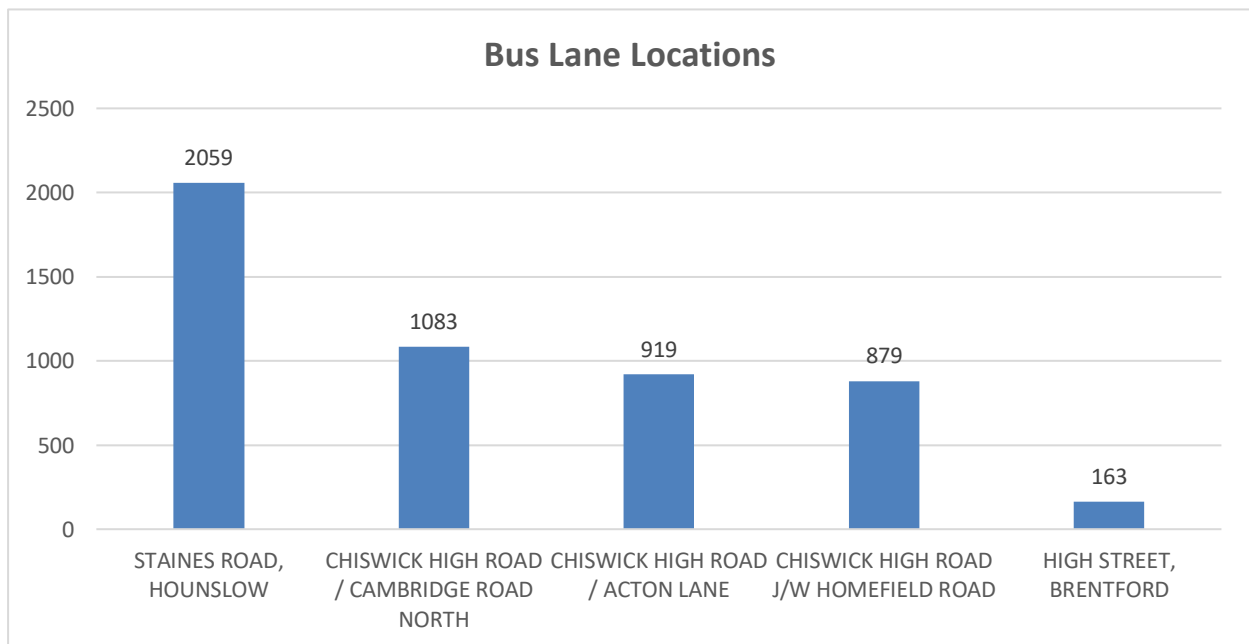
The introduction of new cameras and technology has seen efficiencies in the processing of contraventions, in the volume of contraventions observed and in the deployment of resources. The unattended cameras record all vehicles committing contraventions and log them ready for an operator to review and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

Below chart shows least compliance and most PCN issues in bus lanes within the Borough



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. They also patrol some Controlled Parking Zones.

School Keep Clear CCTV Enforcement

We recognize 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 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.

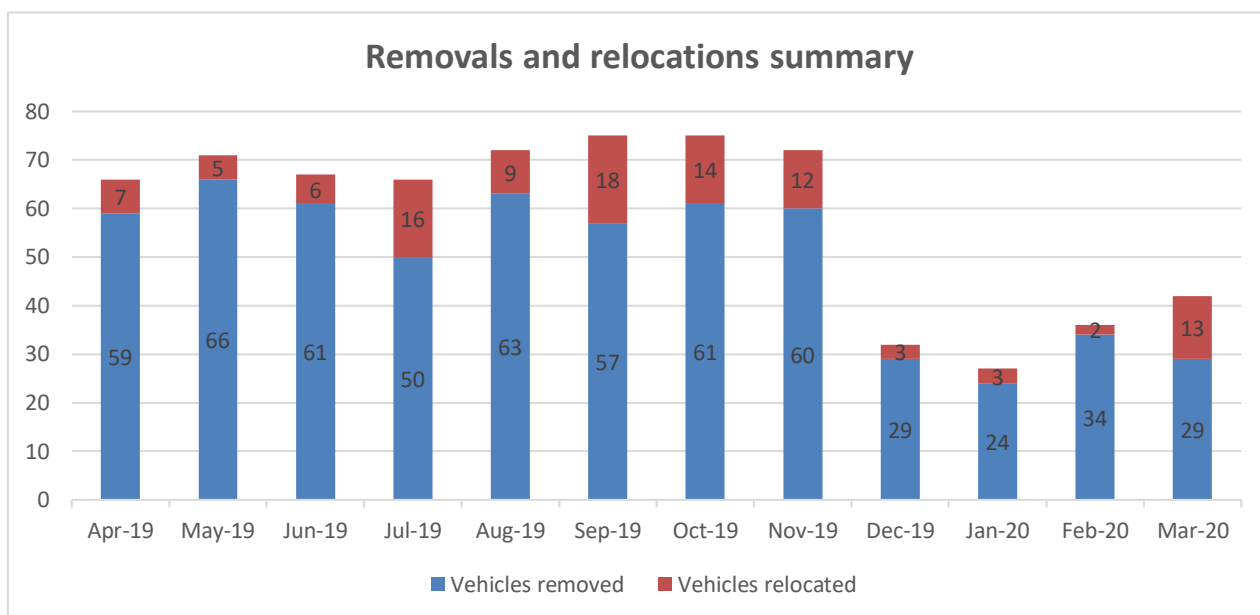
2.4. Removals

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 2019/20 was 593 – down on the previous year. In addition to the removals, there were 108 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 £
2017/18	182,248
2018/19	164,754
2019/20	145,555



2.5. Appeals

Across London the number of appeals lodged with the independent appeals body London Tribunals in 2018/19 dropped by 2% in 2019/20.

In 2019/20, 36,288 appeals were lodged with London Tribunals across London, or just 0.58% of all PCNs issued. This compares with 37,051 or 0.62% appeals in 2018/19. In Hounslow, in 2019/20, 807 or 0.6% of PCNs went to London Tribunals, of these 58% were refused by the independent adjudicator. London-wide 43% of decisions were refused.

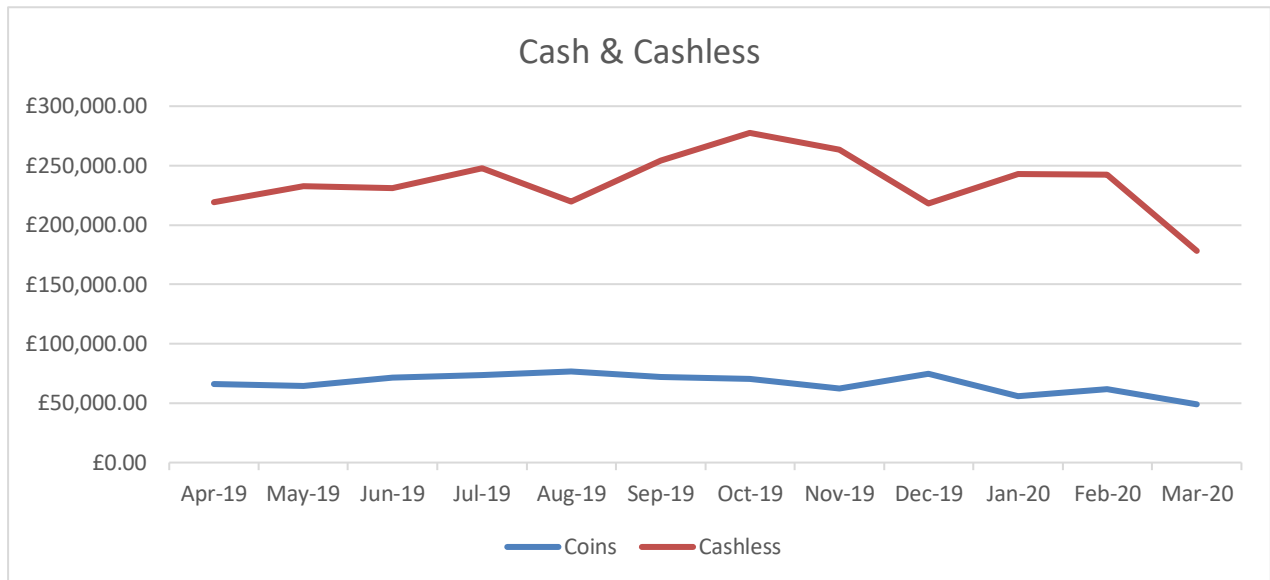
These figures reflect the quality of the work undertaken by the correspondence teams in ensuring that the initial challenges and representations are investigated and that the response addresses all the issues raised by the motorist.

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

Following a competitive tender, PayByPhone, the global leader in mobile parking payments, replaced RingGo on 16 December 2019 as the cashless parking payment provider in Hounslow's council-run on- and off-street parking, comprising 2,346 parking spaces in 88 locations across the borough. The PaybyPhone contract will run for five years.



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. Many 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.

4. Permits

Permits are offered to meet the needs of various groups within Hounslow and include resident, carers', temporary resident, business, 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 essential Council staff and some contractors working on behalf of the Authority who require the use of their vehicle while carrying out their work.

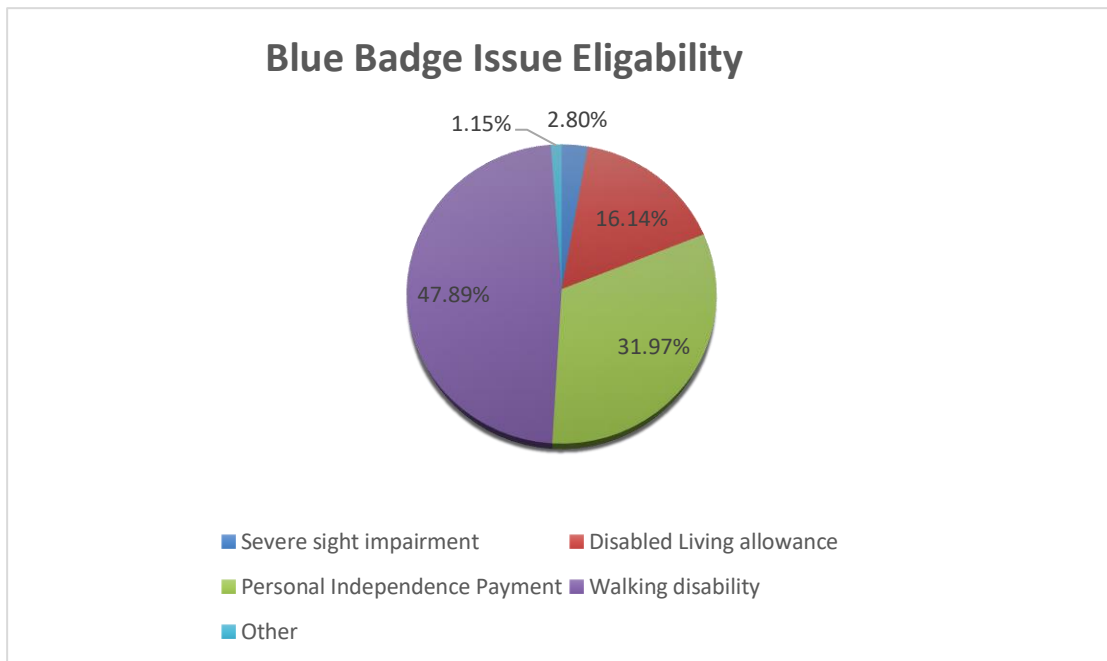
Table 3: Permit type

Permit Type	Number Issued
Resident	9,916
Business	279
Disabled Resident	33
Doctors	10
Operational	708
Resident Carers	65
Temporary	952
Season Tickets	63

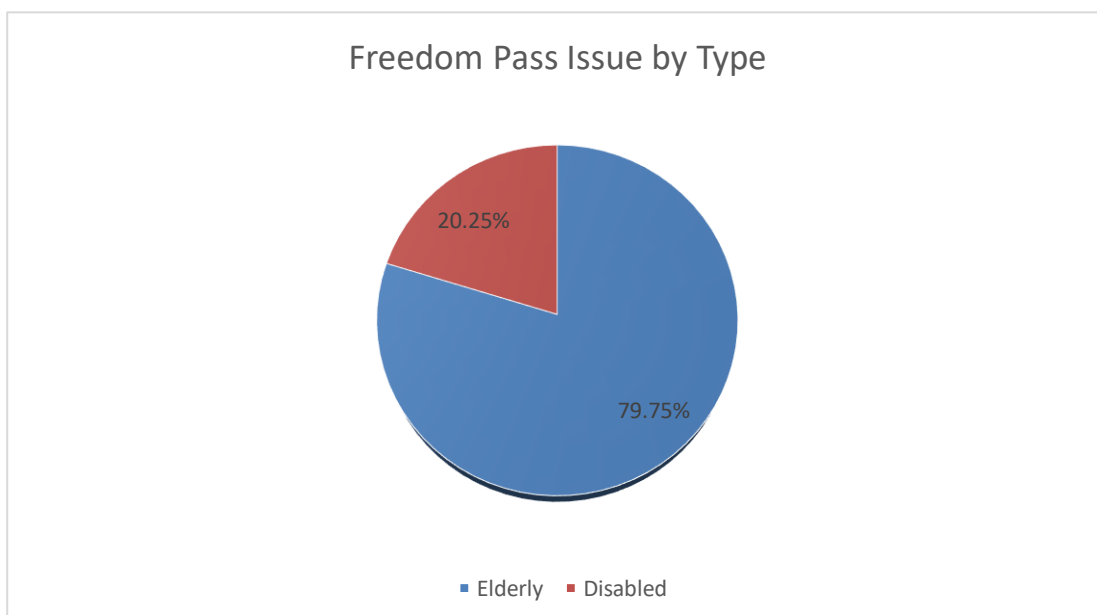
5. Concessionary Travel

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



6. Financial information

Financial Information:	Actuals in £'000					
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20 ¹
On Street Parking Income & Expenditure						
PCN Income	5646	4656	5793	5509	6699	6436
Machine Collections	2693	2737	2866	3149	3229	3116
Permits & other	2056	2122	2543	2669	3032	2867
Total Income - On Street Parking	10395	9515	11203	11327	12960	12419
Total Expenditure - On Street Parking	-3393	-2258	-2056	-1936	-2359	-4521
Net Surplus - On Street Parking	7002	7257	9147	9391	10601	7898
Off Street Parking Income & Expenditure						
PCN Income	325	242	210	185	124	110
Machine Collections	1505	1410	1452	1116	802	645
Permits & other	198	208	188	263	119	99
Total Income - Off Street Parking	2029	1859	1850	1564	1045	854
Total Expenditure - Off Street Parking	-1565	-2376	-2186	-1908	-2642	-368
Net Surplus - Off Street Parking	464	-517	-335	-344	-1596	487
Net Income - On/Off Street Parking	7466	6740	8811	9047	9005	8385
Concessionary Fares	-9305	-9447	-9397	-9127	-9150	-9123
Remaining Surplus after application to Concessionary Fares and Off Street Parking	0	0	0	0	0	0
Other Costs						
Gross Traffic and Transport expenditure	-3008	-3681	-2691	-3333	-3240	-3178
Net Traffic and Transport expenditure	-1686	-959	-1080	-972	-1048	-904
Gross PFI expenditure	-18242	-19659	-21701	-22271	-23568	-24033
Net PFI expenditure	-5876	-6424	-8424	-9264	-10032	-9643

Notes

1 - From 2019/20 the apportionment of the Parking Service contract expense is being split between on-street and off-street (car parks) differently to better reflect the volume of work being carried out by our supplier in these areas.