



London Borough of Hounslow



Parking Annual Report Hounslow 2021 / 22

Forward by Cllr Salman Shaheen

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

The Parking team provides a range of services to 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.

The year saw the Borough continuing to deal with the challenges of the Covid-19 Pandemic, then gradually move to a 'post-Pandemic' world. This impacted the way people moved and parked around the Borough, with a continued trend for home working as well as reduced visits to our shops and High Streets. Parking Services were key in ensuring parking space was managed effectively so it remained available for residents and visitors to the Borough.

The financial crisis began increasing pressure on residents' finances, so the Council froze parking and permit charges to lessen the burden on motorists. However, this was not done at the expense of the environment, with reduced charges for lower emissions vehicles to encourage their use over their more polluting counterparts.

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

Councillor Salman Shaheen



Cabinet Member for Parking, Parks, and Leisure

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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.

MTC – Moving Traffic Contravention

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

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. The report needs to be published and as a minimum it should cover the financial, statistical, and other recommended data on Civil Parking Enforcement activity.

The 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 services such as Blue Badges and Taxi Cards, 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

Parking enforcement in London can take place either on the street or off-street (in car parks) by Civil Enforcement Officers (CEOs) or in some limited circumstances by Closed Circuit Television (CCTV) cameras. The cameras used for parking enforcement are either static i.e. fixed to poles or lamp columns, or vehicle mounted to allow for mobile deployment.

2.1 Penalty Charge Notices (PCNs)

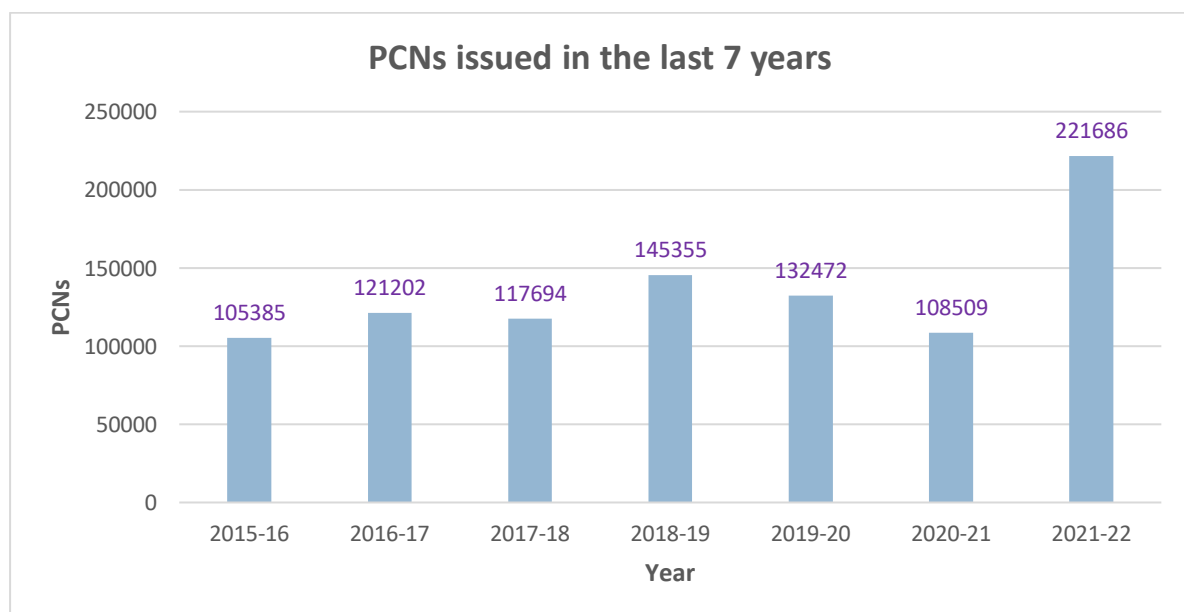
104%

Increase in the number of PCNs issued in Hounslow compared to 2020-21

The total number of PCNs issued this year was 221,686. This shows a significant increase, due in part to the Covid-19 Pandemic lockdown imposed by Central Government coming to an end and the introduction of restrictions including Low Traffic Neighbourhoods (LTNs) and School Streets, such as closing Staveley Road to through traffic from the Great Chertsey Road and Burlington Lane where Chiswick Community school is located. These came into force across London, supported by Transport for London, to help authorities to manage traffic flows and encourage social distancing during the pandemic, whilst also improving road safety and air quality, especially around schools for the protection of school pupils and residents within the locality.

This has made a significant impact in addressing enforcement and the principles now feed into the Councils Corporate Plan 2022-2026 by focusing on the ambitions for a greener, healthier, cleaner, thriving, safer and liveable borough.

Figure 1.



PCNs by debt type

The following chart shows the breakdown of PCNs issued by type. CCTV enforced parking contraventions made up 1.12% of PCNs, 1.64% were bus lanes and 56.22% were for moving traffic contraventions. CEOs accounted for the remaining 41.02% of PCNs. Of those PCNs issued by CEOs, 89.55% were issued on-street and 10.45% were issued off-street (in car parks).

Table 1.

Debt by Type	PCNs Issued
MTC	124,637
CCTV (Parking)	2,486
BUS Lane	3,620
CEO (on-street)	82,340
CEO (off-street)	8,603

The level of the PCN charge is based on the perceived seriousness of the contravention. 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 paid for session has expired.

Hounslow is in Band B meaning lower charge PCNs are £60 and higher charge are £110. These charges are discounted by 50% if paid within 14 days.

Of the 93,429 Parking PCNs, 70.68% were issued at the higher charge rate. This reflects the emphasis of the enforcement team in ensuring that the contraventions likely to impact on the safety of the public or the flow of traffic are given higher priority.

Bus Lane and Moving Traffic contraventions are charged at £130. Examples of moving traffic contraventions includes prohibited turns, yellow box junctions and restricted access.

Image of cars on a box junction.



2.2 Where do we enforce?

The following charts highlight locations in the Borough where the highest number of contraventions occur. These numbers generally relate to either traffic volume or number of parking spaces involved.

Figure 2.

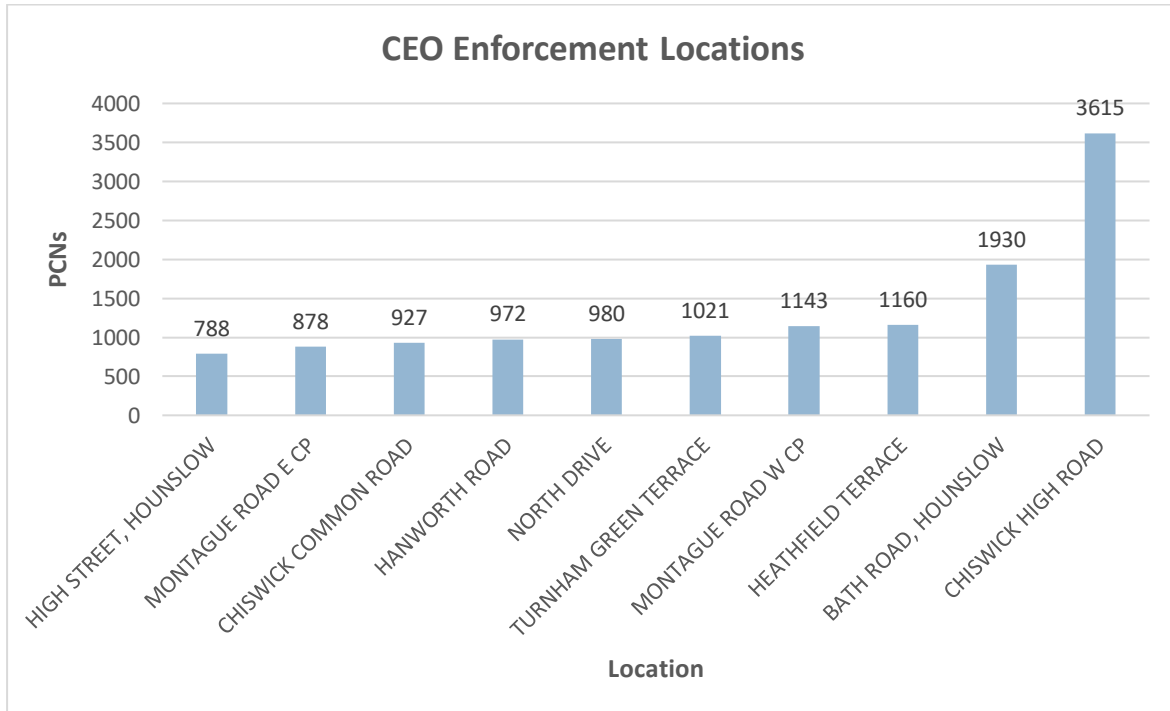


Photo of a bus stop.



Chiswick High Road continues to be an area of low compliance of parking restrictions. Parking enforcement along this road includes 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.

Figure 3.

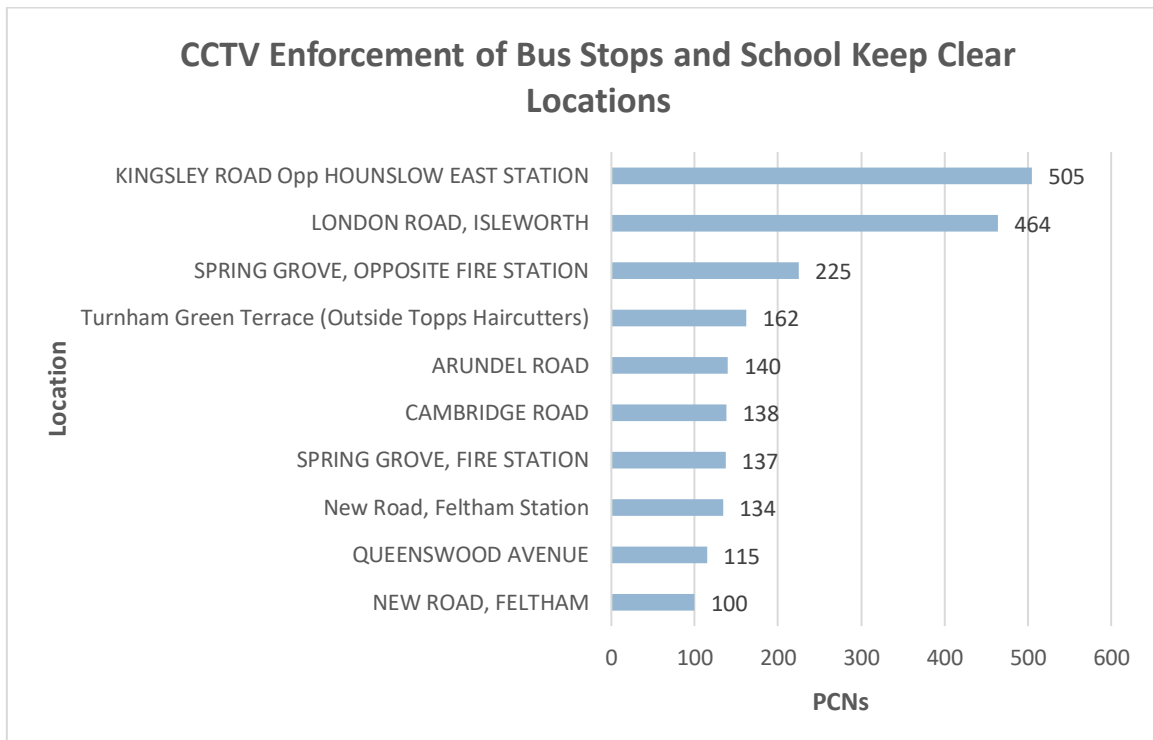


Image of a car stopped on a bus stop.



Kingsley Road, opposite Hounslow East Tube Station

Image of the rear of Feltham Rail Station.



New Road, Feltham has seen a substantial drop in PCNs issued, in part because of the deterrent of CCTV enforcement but also due to changes in travel habits. PCNs have reduced from 1160 in 2016 to 134 in 2021-22.

Figure 4.

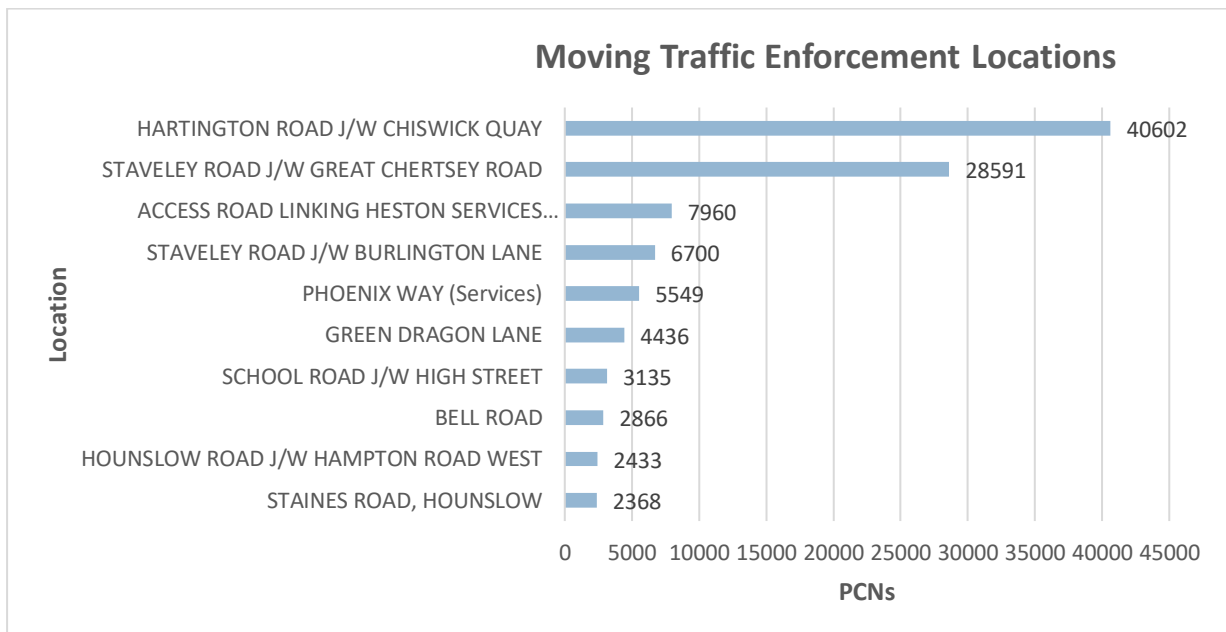
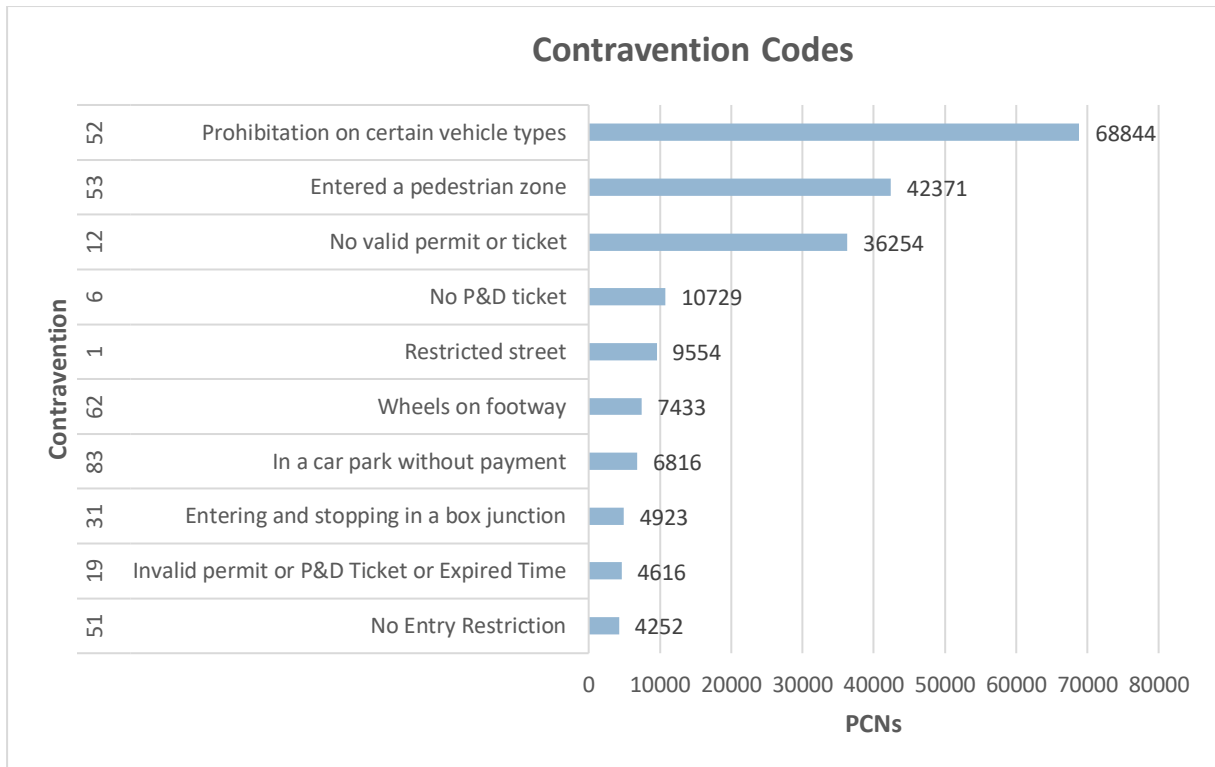


Image of a car driving the wrong side of a 'keep left' bollard.



Moving traffic contraventions continue to occur, but the introduction of CCTV works towards reducing the levels of offences. For example, in Lionel Road North offending has reduced from 8,260 PCNs in 2018-19, to 1,011 PCNs this year.

Figure 5.



Three photos of cars parked on pavements and a grass verge.



Parking on the footway where not permitted (which we issue for contravention code 61 or 62) can cause problems for pedestrians, especially wheelchair users, parents with baby buggies and those with sight issues. It can also damage the footway and grass verges, making the surfaces dangerous, unsightly, and costing a significant amount for the council to repair.

2.3 CCTV Enforcement

CCTV enforcement cameras are used to encourage compliance with various restrictions. This can help improve traffic flow for public transport and other motorists, reduce congestion and help prevent unnecessary obstructions such as parking in bus stops.

The introduction of new cameras and technology has seen efficiencies in the management of enforcement. Unattended cameras record all vehicles committing contraventions, with the footage logged for an operator to review and approve before a PCN is issued. 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) where required. PCNs issued through CCTV observations are sent through first class post with images of the vehicle available either on the PCN or via a link to view the CCTV footage online.

2.3.1 Moving Traffic

Moving traffic contraventions include contraventions such as:

- driving through a 'No Entry' sign
- turning left or right when instructed not to do so
- entering box junctions when your exit is not clear.

We have the responsibility of enforcing certain moving traffic contraventions which makes our roads safer for everyone and less congested. Enforcement of these contraventions are carried out by CCTV camera - using both fixed cameras and mobile CCTV camera vehicles.

Photo of a junction where right turns are prohibited.



2.3.2 Bus Lanes

Keeping bus lanes free flowing is vital in ensuring that buses are a reliable and efficient means of transport. This is especially important as we encourage more people to move away from a reliance on private motor vehicles on to other, greener forms of transport where those options are available and reasonable.

Figure 6.

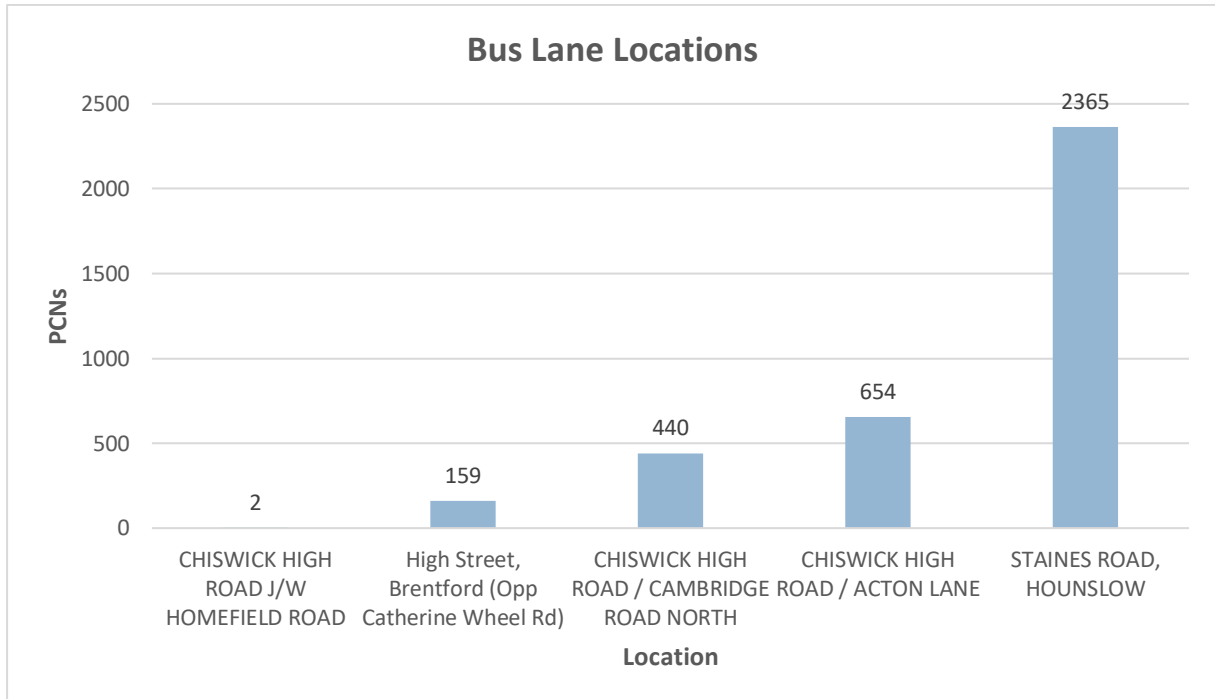


Photo of a bus lane on Staines Road, Hounslow.



2.3.3 Mobile CCTV Enforcement

The service also operates three mobile CCTV vehicles equipped with Automatic Number Plate Recognition (ANPR) that can quickly establish if vehicles are legitimately parked. This improves the levels of efficiency and has given the Authority 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 schools where there are 'keep clear' markings. They also patrol Controlled Parking Zones, checking the number plates of vehicles against the permit database to ensure only authorised vehicles are parked during restricted hours.

2.3.4 School Enforcement

The Council recognises the importance of road safety at schools, including enforcement of 'keep clear' markings. We have developed a school enforcement plan which is aimed at tackling problem parking, and work closely with schools, the Council's School Travel Planning team, the Police and other stake holder's team to continually improve the service.

Changing the way in which parents and other motorists park near schools can be challenging, especially given there are over 60 schools in the Borough. However, feedback from schools and parents has been positive and acknowledges that CCTV and other enforcement has improved driver behaviour and increased compliance. The work we undertake continues to make a real difference to the safety of pupils and parents.

Photo of keep clear markings outside of a school.



2.4 Removals

If a vehicle is parked in contravention of a restriction, and falls within the removal criteria, it may be removed and either relocated to a safe location nearby or taken to the Pound in Park Royal. The owner of the vehicle can clearly identify where the vehicle has been relocated or removed to by contacting London Councils' TRACE service. More information on this here: <https://www.londoncouncils.gov.uk/services/parking-services/trace-towed-vehicle-tracing-service> .

Vehicles parking on yellow lines near junctions, disabled bays, footways, and obstructing dropped kerbs/crossovers are removed as a priority. We also target persistent evaders and vehicles which do not have a registered keeper.

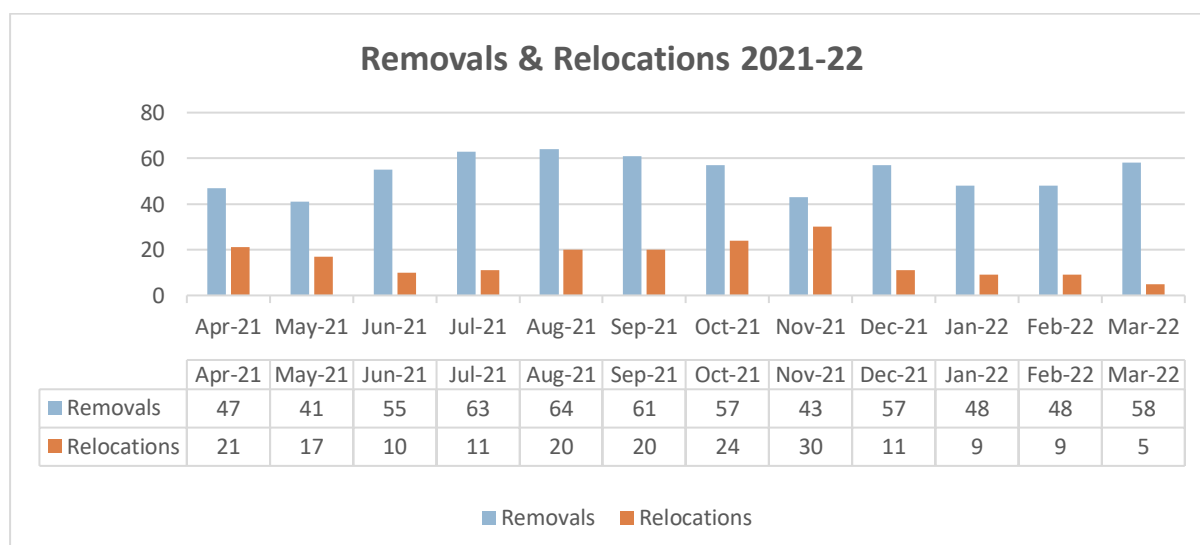
The Council generally carries out relocations in areas where parking has been suspended and the records show that the vehicle was parked before the signs were erected or has a permit for that CPZ. However, the bulk of the relocations carried out in 2021/22 were to support Hounslow Highways' programme of carriageway and footway resurfacing, pothole repairs and street cleaning.

The total number of removals for 2021/22 was 642, with 187 relocations carried out. This is up on the previous year, reflecting the increased traffic following the Government imposed lockdown coming to an end and the assistance given to Hounslow Highways to remove or relocate vehicles so that their works can be carried out.

Table 2. Removal Income.

Year	Removal Income £
2019/20	145,555
2020/21	110,105
2021/22	155,265

Figure 7.



2.5 Challenges, representations, and appeals

If someone receives a PCN which they believe has been incorrectly or unjustly issued, they are entitled by law to contest it. It may be that they were exempt in some way or had strong mitigating reasons which they believe should be considered.

Who deals with it depends at what stage it is made, and for what contravention type. Serco are contracted by the Council to deal with informal challenges, which means those made in response to a PCN issued on foot, or a postal bus lane PCN. The Council is responsible for responding to all other challenges (known as formal representations) which are made in response to a Notice to Owner, moving traffic postal PCN and bus lane Enforcement Notices.

Of the PCNs issued in 2021/22, a total of 49,566 were contested. This represents a contestation rate of 22.3%, which is roughly in line with previous years.

Of PCNs contested, 12,076 were cancelled outright, which amounts to 24.4%, down from 32.6% in 20/21.

Only if formal representations are rejected by the Council can an appeal be made to an Environment and Traffic Adjudicator (sitting at London Tribunals), whose decision is binding on both the Council and the motorist. Notwithstanding the possibility of Judicial Review this represents the final stage of the statutory appeal process.

Table 3. PCNs issued and contested.

Number of:	2021-22	2020-21	2019-20
PCNs issued	221,686	108,509	132,472
Challenges received	22,885	8,975	13,079
Of which, PCNs cancelled	4,955	3,502	4,902
Formal representations received	26,681	14,719	17,089
Of which, PCNs cancelled	7,121	4,211	3,868
PCNs subject to an appeal to the independent adjudicator (decided cases only)	999	424	807
Cancelled as a result of appeal being not contested/upheld	302 (30.2%)	153 (36.1%)	336 (41.6%)

Table 4. Appeals to an Environment and Traffic Adjudicator.

Type	London Tribunals appeals received	Hounslow PCNs to Tribunal	Hounslow % PCNs to Tribunal	Refused Hounslow Decisions
CEO	19893	296	1.49%	58.48%
MTC	23692	690	2.91%	74.49%
Bus Lane	1293	13	1.01%	76.92%
TOTALS	44878	999	0.45%	69.77%

The number of appeals received by London Tribunals in 2021/22 increased by 36% to 44,878. Much of this can be attributed to the increase in Moving Traffic PCNs over this period. However, the ratio of PCNs issued to appeals lodged reduced from 0.6% to 0.45%.

These figures reflect the quality of the work undertaken by the enforcement and correspondence teams in ensuring that PCNs are correctly issued, and that initial challenges and representations are investigated, with responses addressing pertinent issues raised by the motorist.

A full breakdown of appeals statistics and London Tribunal's annual reports, published towards the end of each calendar year, can be found at:

[Parking enforcement and appeals statistics | London Councils](#)

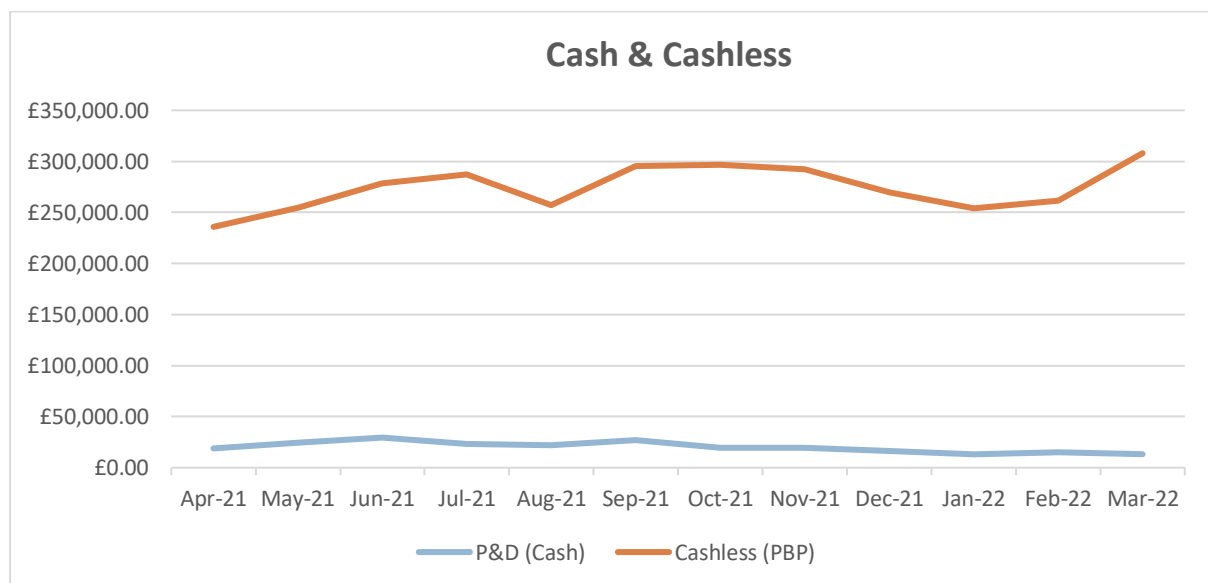
3. On-Street and Car Park Income

The Council is currently reducing the number of Pay and Display (P&D) machines on the Borough's streets and instead offering payment via telephone, online or an app. This has the benefit of saving the Council money on costs including maintenance and repairs for machines that have come to the end of life and are prone to increased frequency of faults which also increase the overall repair costs per machine, cash collections as more people rely on making transactions by card and subsequent banking.

P&D machines are a target for thieves, so reducing the number of machines reduces the potential for loss of revenue due to theft. The removal of machines also improves the street scene by reducing street clutter.

On the 1st April 2021, there were 141 active P&D machines on-street. This was reduced to 62 P&D machines by the 31st March 2022.

Figure 9.



3.1 Cashless Parking

The telephone parking service is supplied by Pay by Phone (PbP). The PbP facility is a cashless and convenient way to pay for parking without the need to have the correct change for a P&D machine.

Users have the option to use the app, telephone, or web to make payment, and the system has the benefit of being universally accepted in many other Boroughs and private parking areas.

3.2 Emissions-based charging

From Monday 15 February 2021, prices for a number of parking services changed with parking charges introduced based on the CO2 emissions of a vehicle.

Reducing emissions in the borough is in line with the Council's Climate Emergency Action Plan

[Hounslow's Climate Emergency Declaration | Climate emergency | London Borough of Hounslow](#)

On-street and car park emission-based charges are only available using the Pay by Phone facility, as vehicle registration numbers are checked against the emissions register at the time of making payment. This means that in addition to the convenience of using Pay by Phone, users benefit from being charged the lowest possible tariff that applies to their vehicle.

4. Parking Schemes Updates

Controlled Parking Zones (CPZs) are areas that have specific restrictions giving priority parking for residents and their visitors and local businesses in that area. Restricted hours and days vary depending on the needs of an area

There is a consultation process before a CPZ is introduced, with residents given the ability to provide feedback on the days and hours of restriction.

Parking is controlled by permit, visitors permit, and some pay to park areas. CPZs have large signs showing the entry and exit points, as well as signs for specific parking places in the zone

To check if you are in a CPZ, please click on the link:

[Find My Nearest | London Borough of Hounslow](#)

Table 5. New CPZs and amended hours.

NEW CPZ's				
CPZ	Area	Region	Operational days / hours	Start date
WR	Worple Road	Isleworth	Mon-Sun 09:00-11:00 & 17:00-19:00	05/04/2021

Amended CPZ Operational Hours			
CPZ	Date Changed	Original Hours	Changed to
BE	02/08/2021	Monday to Saturday 9am to 6pm	Monday to Friday 9am to 11am & 5pm to 7pm and Saturday & Sunday 2pm to 4pm
SH	12/08/2021	Monday to Friday 10am to 12noon	Monday to Friday 10am to 12noon and 6pm to 8pm and Saturday & Sunday 2pm to 4pm
SotG	12/08/2021	Monday to Friday 10am to 12noon	Monday to Friday 10am to 12noon and 6pm to 8pm and Saturday & Sunday 2pm to 4pm

Examples of different bay signs.



5. School Street Schemes

In recent years, the council has stepped up its efforts to tackle problems associated with traffic around schools at drop-off and pick-up times, notably road safety concerns, poor air quality, and inconvenience to residents.

School Street schemes aim to restrict motor traffic in the immediate vicinity of a school and reduce the use of private vehicles on the journey to and from school. The restrictions are aligned with Hounslow Council's aim to promote active and healthy communities by:

- Improving road safety for pupils, residents, and visitors to the borough
- Increasing walking, cycling and active lifestyles for pupils and their parents and guardians
- Minimising anti-social behaviour arising from inconsiderate parking and dangerous manoeuvres
- Reducing engine idling and pollution in the area, including airborne particulates, which especially impact young people

The Authority assess streets outside schools that have low to medium levels of traffic which can reasonably be closed to motor traffic during school opening and closing times.

Photo of a restricted entry sign.



Within the Borough, School Streets are enforced by Automatic Number Plate Recognition (ANPR) cameras and are identifiable by signs in place. They work by temporarily restricting access to nearby roads for non-resident motor traffic during drop-off and pick-up times. Pedestrians, cyclists, and resident and authorised visitor vehicles are not restricted. Unauthorised vehicles that enter the road during operating times will be issued a PCN

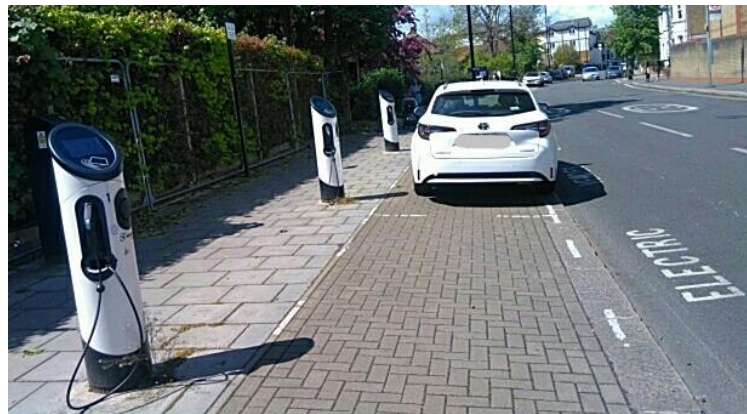
Further information on School Streets, including how to register for an exemption, is available here: https://www.hounslow.gov.uk/info/20053/transport/2157/school_streets

6. Electric Vehicles & Car Clubs

Electric Vehicles

The Authority has introduced public charge points across the borough close to town centres and public car parks; these are made up of fast charge points which are operated by Source London, and rapid charge points operated by BP Chargemaster. We carry out enforcement against vehicles not actively charging in these bays to ensure they are available for genuine users when they need them.

Photo of a car parked at an electric vehicle charging point.



The London Borough of Hounslow will continue to expand the public charge point network, including lamp column charge points.

Further information on electric vehicle charging points, including how to request a point in your area, is available here:

https://www.hounslow.gov.uk/info/20053/transport/1497/electric_vehicles_-_charging_points

Car Clubs

Car clubs are short-term car rental services that offer members access to a locally parked car without owning one. Car clubs offer an alternative model to private car ownership and can help to encourage a reduction in private car ownership and a mode shift away from car travel.

Benefits include not having to privately own a vehicle; freeing up parking spaces; reducing road emissions; reducing congestion and improving our environment

For further information on Car Clubs, including how they work, please click on the below London Councils webpage link: <https://www.londoncouncils.gov.uk/our-key-themes/transport/car-clubs-london/overview-car-clubs-london>

7. Permits

Permits are offered to meet the needs of various groups within Hounslow. Current permit types include Resident, Carer, Temporary Resident, Business, and Doctor.

Season Tickets are available to park in owned Council car parks. They are available to any business or resident and offer savings over the cost of paying daily.

Operational permits are available to essential Council staff and contractors working on behalf of the Authority who require the use of their vehicle whilst carrying out their duties.

The London Borough of Hounslow began introducing emissions-based permit charging in 2017 in an effort to help reduce our carbon footprint and reduce harmful emissions.

Resident and Business permit prices are dependent on the fuel type and emissions of the vehicle, as well as the number of vehicles in the household.

Table 6. Parking permits issued by type.

Permit Type	Number Issued
Resident	16519
Resident Carer	19
Temporary Resident	2315
Disabled Resident	9
Business	227
Operational	666
Season Tickets	51

In addition to the above, a total of 17,764 visitor's vouchers were also issued

8. 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.

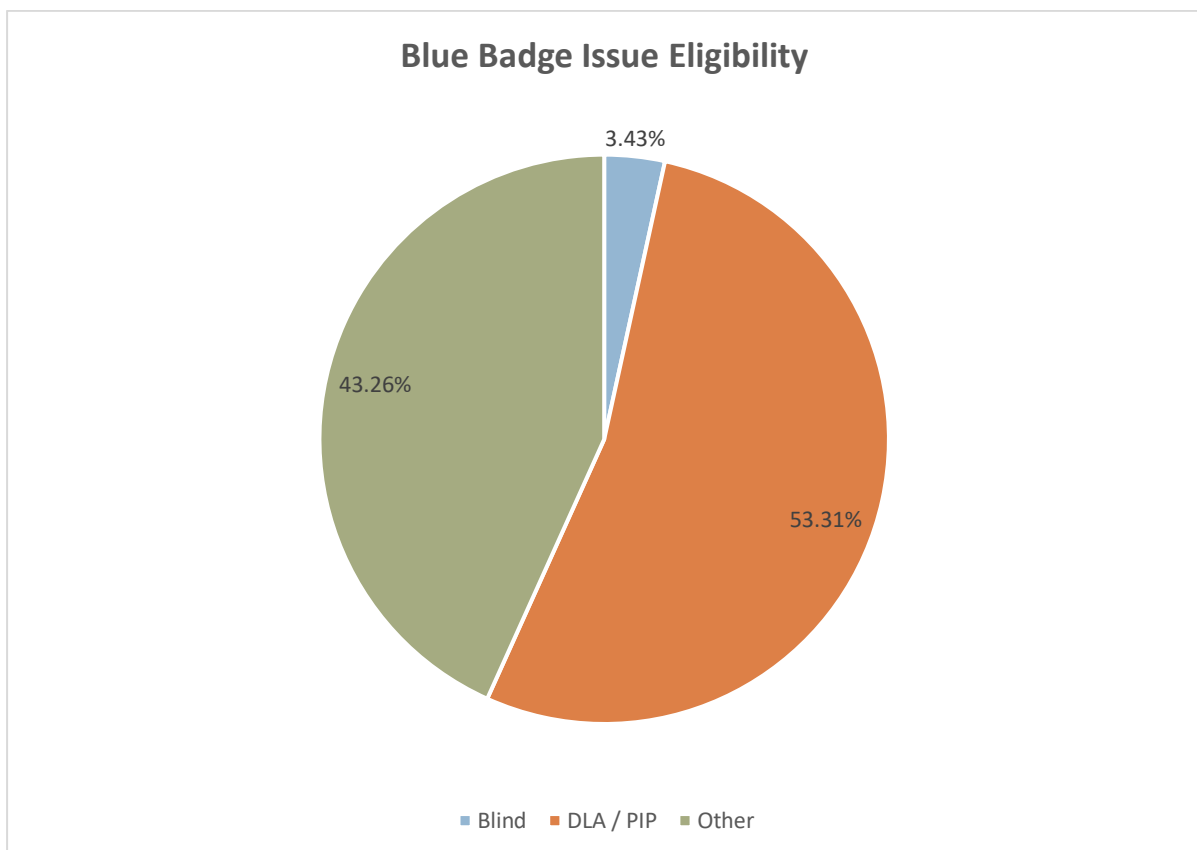
8.1 Blue Badges



Blue Badges help people with disabilities or health conditions park closer to their destination. You can apply for a badge for yourself, on behalf of somebody else or an organisation that regularly transports people that need a Blue Badge

The chart below shows the breakdown of successful applications for Blue Badges.

Figure 10.



8.2 Freedom Pass

The Freedom Pass gives you free travel on buses, tubes, trains, Docklands Light Railway, and trams in London. It is paid for by your local Council to help both older and eligible disabled people get around. To be eligible for a Disabled Persons Freedom Pass you must reside within the Borough and prove to us that you have at least one of the statutory disabilities listed in the Transport Act 2000 (as amended).

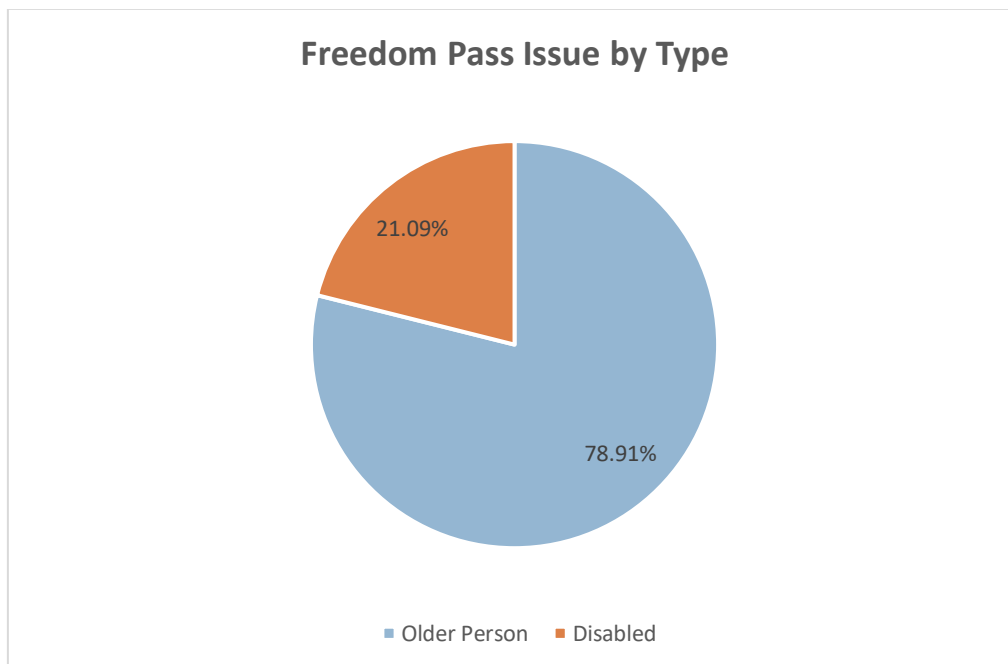
Image of the front of a Freedom Pass.



Elderly Freedom passes are processed by London Councils on behalf of the Council, whilst Disabled Freedom passes are assessed for eligibility by Hounslow. To have an Older Person's pass you must meet the age criteria.

The chart below shows the breakdown of successful applications for Freedom Passes

Figure 11.



8.3 Taxicard

Photo of someone holding a Taxicard.



The London Taxicard scheme provides subsidised door to door journeys in licensed taxis and private hire vehicles for London residents who have serious mobility or visual impairments

It is funded by the London Boroughs and Transport for London and managed by London Councils on their behalf.

203 Taxicards were issued between 01/04/2021 – 31/03/2022

9. Financial Information

Figure 12.

Financial Information:	Actuals in £'000		
	2019/20 ¹	2020/21	2021/22
On Street Parking Income & Expenditure			
PCN Income	6436	4901	9508
Machine Collections	3116	1705	2919
Permits & other	2867	3115	3555
Total Income - On Street Parking	12419	9721	15982
Total Expenditure - On Street Parking	-4521	-4391	-4620
Net Surplus - On Street Parking	7898	5330	11363
Off Street Parking Income & Expenditure			
PCN Income	110	61	124
Machine Collections	645	338	507
Permits & other	99	53	81
Total Income - Off Street Parking	854	452	712
Total Expenditure - Off Street Parking	-368	-367	-433
Net Surplus - Off Street Parking	486	85	279
Net Income - On/Off Street Parking	8384	5415	11642
Concessionary Fares, Blue badge, Freedom pass	-9123	-9069	-7790
Surplus after application to Concessionary Fares and Off Street Parking (Excluding Off street income)	0	0	3139
Other Costs			
Net Traffic and Transport expenditure	-898	-1076	-1720
Central support cost share	-1046	-659	-879
Surplus moved to Parking Revenue Account	0	0	540

1 - From 2019/20 the apportionment of the Parking Service contract expense was 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