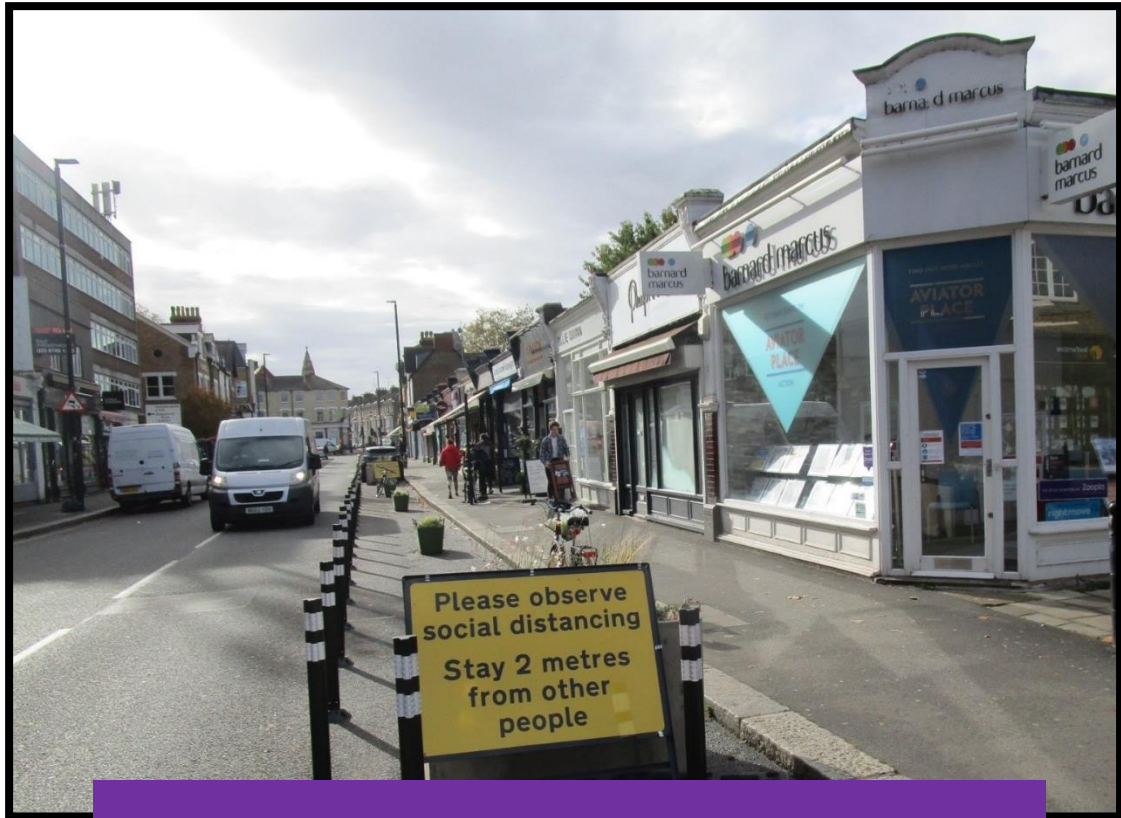




London Borough of Hounslow



Parking Annual Report Hounslow 2020 / 21

Forward

Parking Services 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.

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

Along with the rest of society, Parking Services needed to adapt to meet the impact and challenges of the Covid-19 pandemic. New ways of working were introduced for Council and contractor staff to ensure social distancing, home working and other necessary precautions were possible, whilst still ensuring services to residents and others were delivered efficiently.

We provided parking dispensations to more than a thousand frontline health and emergency services workers to carry out their roles effectively. And supported carers and volunteers assisting vulnerable residents in the community.

The Council introduced several schemes across the Borough to help improve walking and cycling, allow for necessary social distancing, and reduce traffic in residential areas. Parking Services has been key in ensuring the Streetspace Programme and School Streets schemes are a success through effective enforcement and management.

The service has also played its part in meeting the aims of the Climate Emergency Action Plan and Green Recovery Board. We introduced emissions-based charging for customers using the PaybyPhone service, to encourage the use of greener vehicles. And our contractors Serco have begun replacing their regular fuel vehicles with electric vehicles.

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.

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Glossary of Terms

CEO - Civil Enforcement Officer

CCTV – Closed Circuit Television

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, outlined in the Traffic Management Act 2004 guidance (as amended) The report needs to be published and as a minimum it should to cover the financial, statistical, and other recommended data on Civil Parking Enforcement activity.

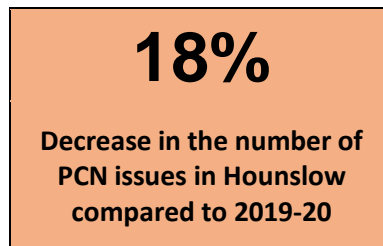
The Parking team delivers three core services: enforcement of parking and traffic regulations, repair and maintenance of parking facilities and administration of permits. It also provides services such as Blue Badges and Taxi Cards, but these do not fall under the auspices of the Traffic Management Act (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 concessionary transport services.

2. Parking Enforcement

Parking enforcement in London can take place either on- 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.

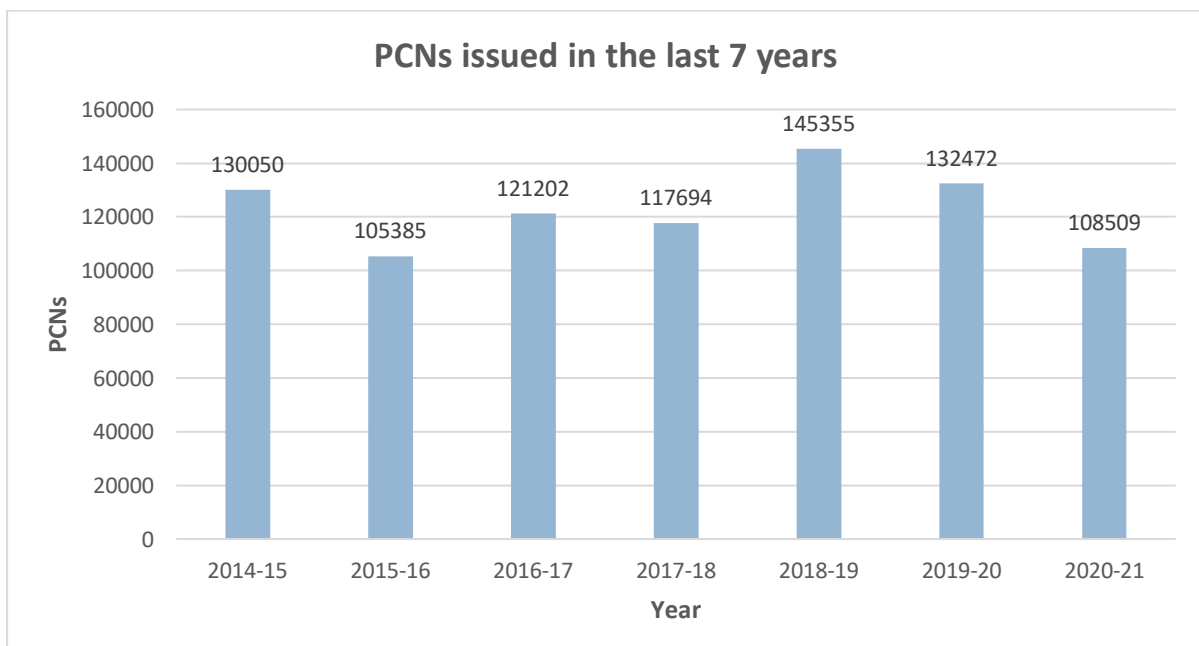
2.1 Penalty Charge Notices (PCNs)



The total number of PCNs issued this year was 108,509, compared with 132,472 last year. This shows a significant decrease, primarily the result of the Covid-19 Pandemic and the subsequent lockdown imposed by Central Government and the instruction to work from home where possible.

The Office of National Statistics reported that 46.4% of employed people in London worked from home at some point during 2020. Our own Council published on the 21st October 2020 that data showed 40% of the Borough workforce was now unemployed or on furlough. These changes meant that journeys around the borough decreased, and the likelihood of people contravening parking and traffic restrictions reduced accordingly.

Figure 1



PCN's by debt type

The following chart shows the breakdown of PCN's issued by type. CCTV parking contraventions accounted for 1.5% of PCN's, bus lanes 3.56% and moving traffic contraventions 36.35%. CEOs accounted for the remaining 58.59% of PCNs.

Table 1: PCN's by debt type

Debt Type	Number of PCNs
MTC	39442
CCTV	1635
BUS Lane	3861
CEO	63571
Total	108509

Since last year:

- CCTV parking PCNs decreased by 76% from 6850 to 1635
- Bus Lane PCNs decreased by 66% from 5176 to 3861
- Moving Traffic PCNs increased by 44% from 27483 to 39442
- CEO PCNs decreased by 32% from 92963 to 63571

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 paid for session has expired. Of the 65,206 Parking PCNs 76% were issued at the higher charge rate. Bus Lane and Moving Traffic contraventions are charged at £130. Examples of moving traffic contraventions includes banned turns, yellow box junctions, restricted access. These charges are discounted by 50% if paid within 14 days.

2.2 Where do we enforce

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

Figure 2

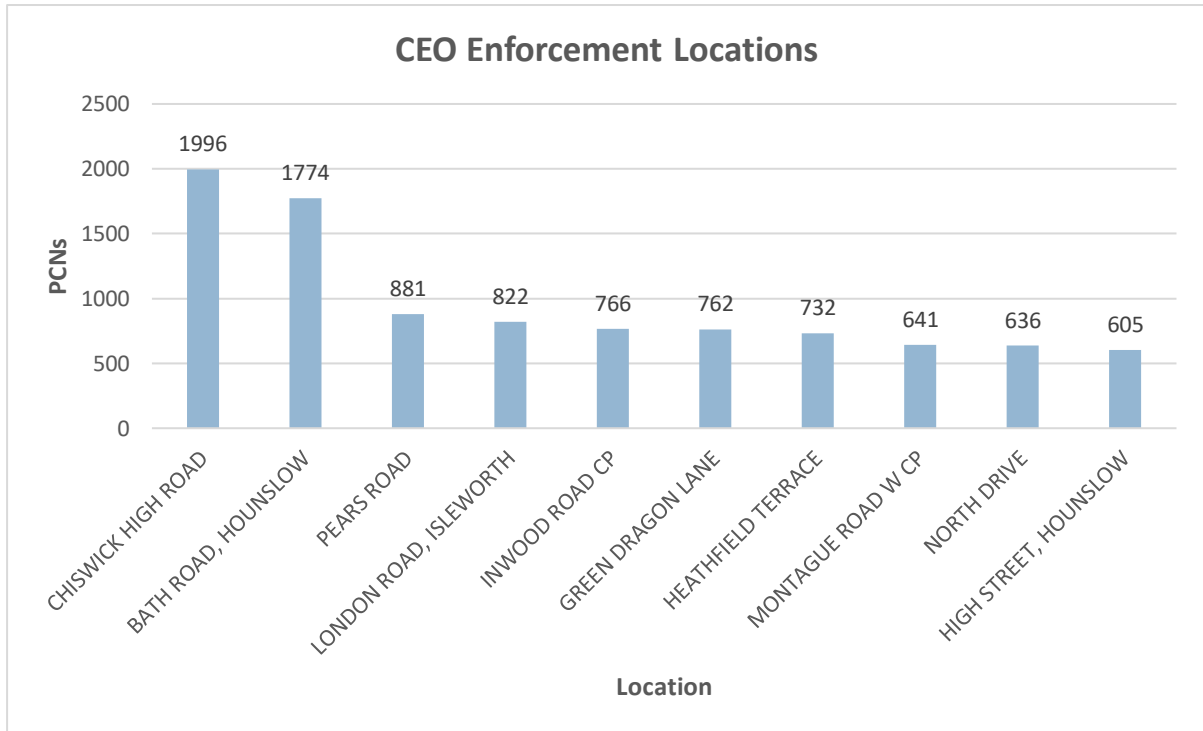


Image of Chiswick High Road



Chiswick High Road is the principal retail and dining street in Chiswick and is almost 1.6 miles in length. Its high usage and length mean it is one of the main areas of low compliance with parking restrictions in the Borough. In addition, due to the volume of

traffic during peak hours the enforcement of bus lanes is considered essential to ensure easy flow of public transport.

Figure 3

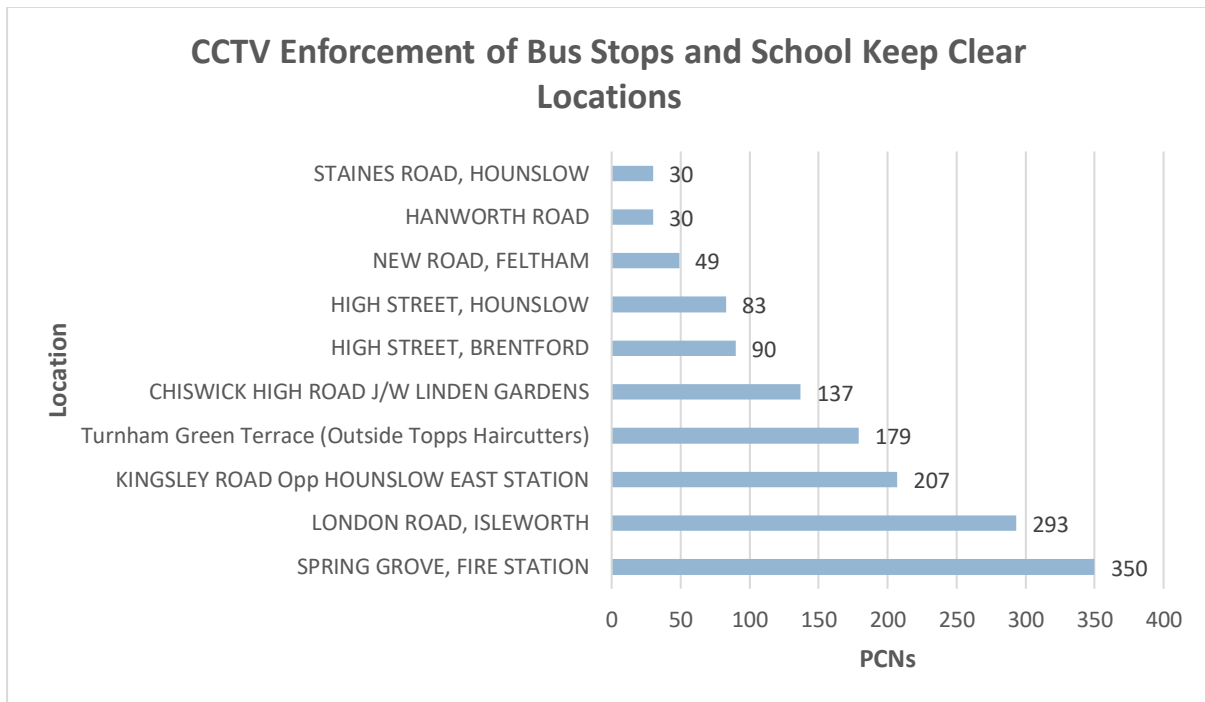


Image of the rear of Feltham Railway Station



The area at the rear of Feltham Railway Station, New Road, Feltham (in the far west of the Borough) has seen a substantial drop in parking contraventions, in part because of the deterrent of CCTV enforcement but also due to changes in travel habits. PCNs have reduced from 1,160 in 2016 to 49 in 2020.

Figure 4

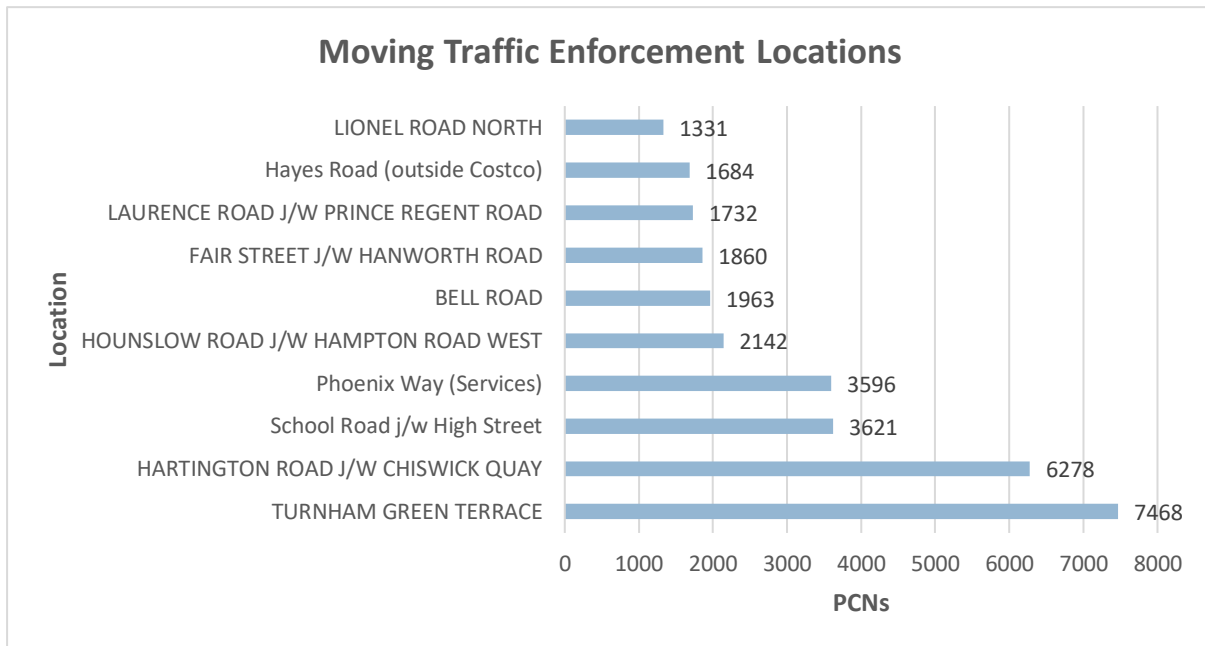
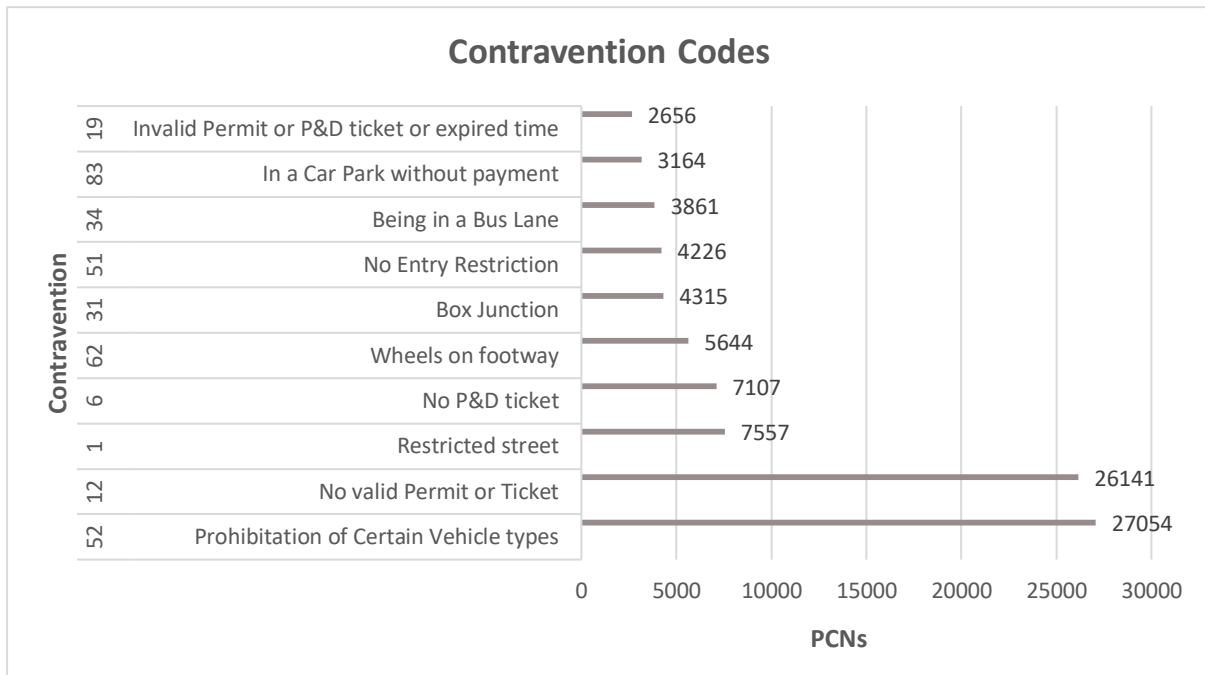


Image of Lionel Road North



The introduction of CCTV works towards reducing the level of contraventions. For example, in Lionel Road North offending has reduced from 8260 PCNs in 2018-19, to 3221 in 2019-20 and 1331 this year.

Figure 5



Examples of footway parking and grass verge contraventions



Footway parking (which we issue for contravention 61 and 62) can cause problems for pedestrians, especially wheelchair users, parents with baby buggies and those who are visually impaired. Having to walk in the road seriously increases the risk of being hit by a passing vehicle.

Parking in this way can damage the footway and grass verges, making the surfaces dangerous and unsightly, and costing a significant amount to repair. As a result, we carry out enforcement against vehicles parking in this way, unless there are exemptions which allow it. There is an ongoing review of footway parking across the borough to ensure that exemptions are formalised where needed and appropriate taking into account the needs of pedestrians, motorists and the layout of the road.

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 to view by the driver 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.

Images showing entering a box junction when the exit is not clear and turning right when instructed not to do so



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

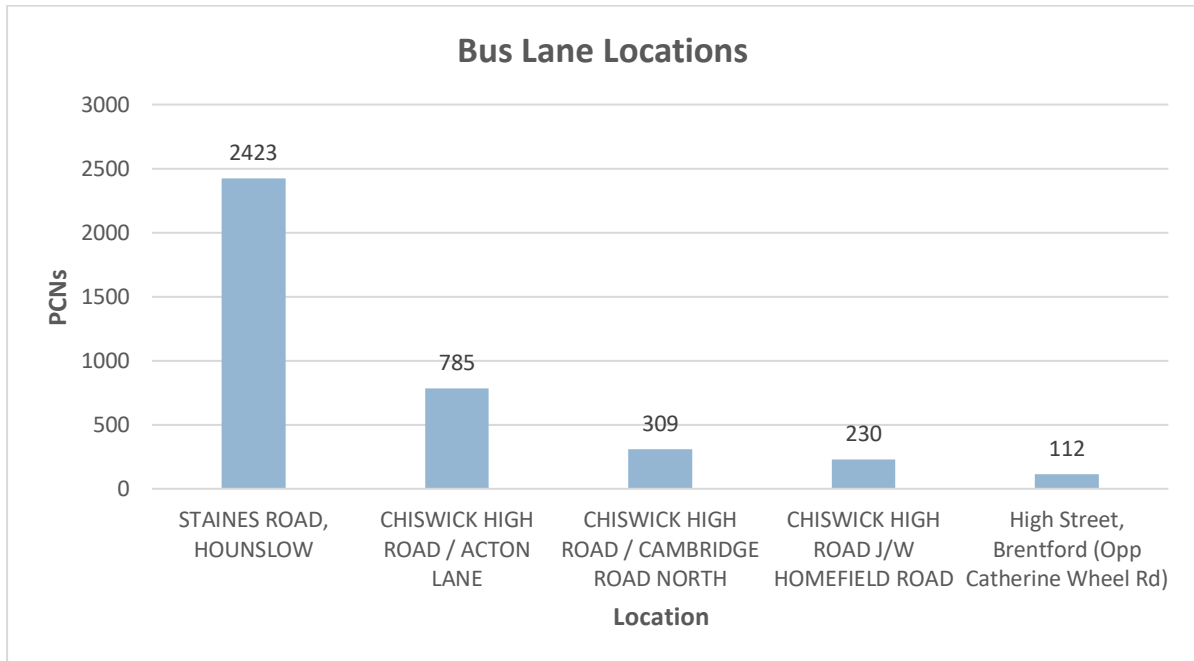


Image of Staines Road, Hounslow bus lane



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.

Image of school keep-clear markings



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.

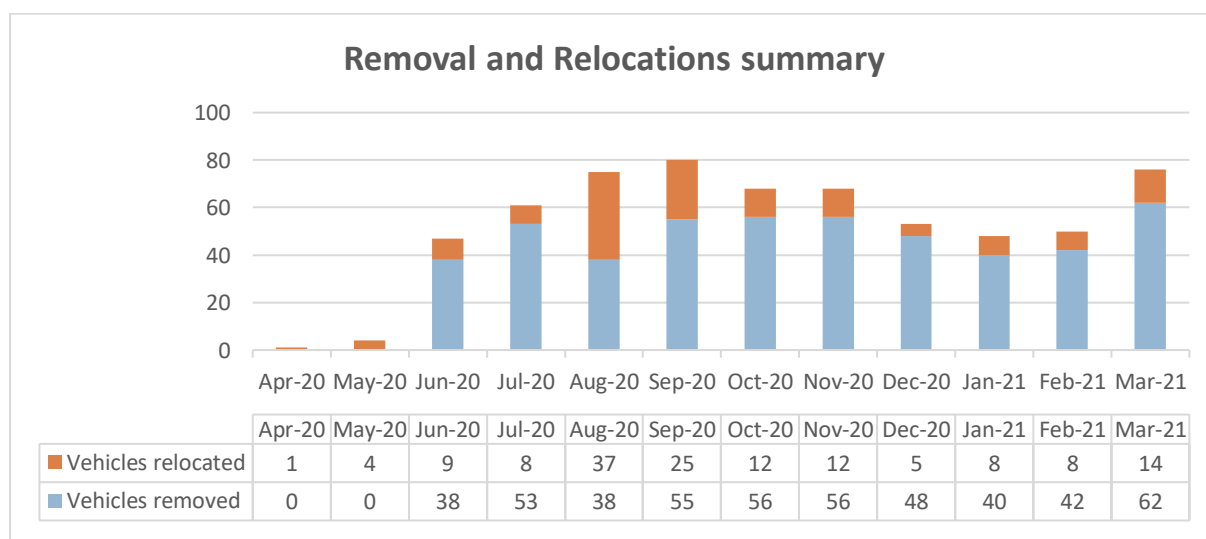
The Council generally carries out relocations in areas where parking has been suspended and the records show that the vehicle was parked before the signs were erected or has a permit for that CPZ. However, the bulk of the relocations carried out in 2021/22 were to support Hounslow Highways' programme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

The total number of removals for 2020/21 was 488, with 143 relocations carried out. This is down on the previous year, reflecting the reduced traffic on the road due to the imposed lockdown because of the Covid-19 Pandemic.

Table 2: Removals Income

Year	Removal Income £
2018/19	164,754
2019/20	145,555
2020/21	110,105

Figure 7



2.5 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.

The number of appeals received by London Tribunals in 2020/21 reduced by 9.7% to 32,767. Much of this can be attributed to the reduction in parking PCNs. The ratio of PCNs issued to appeals lodged remained constant at around 0.6%.

London Councils states “A reduction in parking PCNs.... was due to councils responding to the Covid-19 pandemic by changing and adapting enforcement priorities to facilitate parking for key workers.” “They also issued permits for key workers during the lockdown to help individuals undertake their vital work and services when travel choices were restricted and continue to support the care and NHS workers.”

Across London the number of appeals lodged with the independent appeals body London Tribunals in 2019/20 dropped by 10.68% in 2020/21.

In 2020/21, 32,780 appeals were lodged with London Tribunals across London, or just 0.6% of all PCNs issued. This compares with 36,284 or 0.58% appeals in 2018/19. In Hounslow, in 2019/20, 424 or 0.39% of PCNs went to London Tribunals, of these 58% were refused by the independent adjudicator. London-wide 53% of decisions were refused.

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](#)

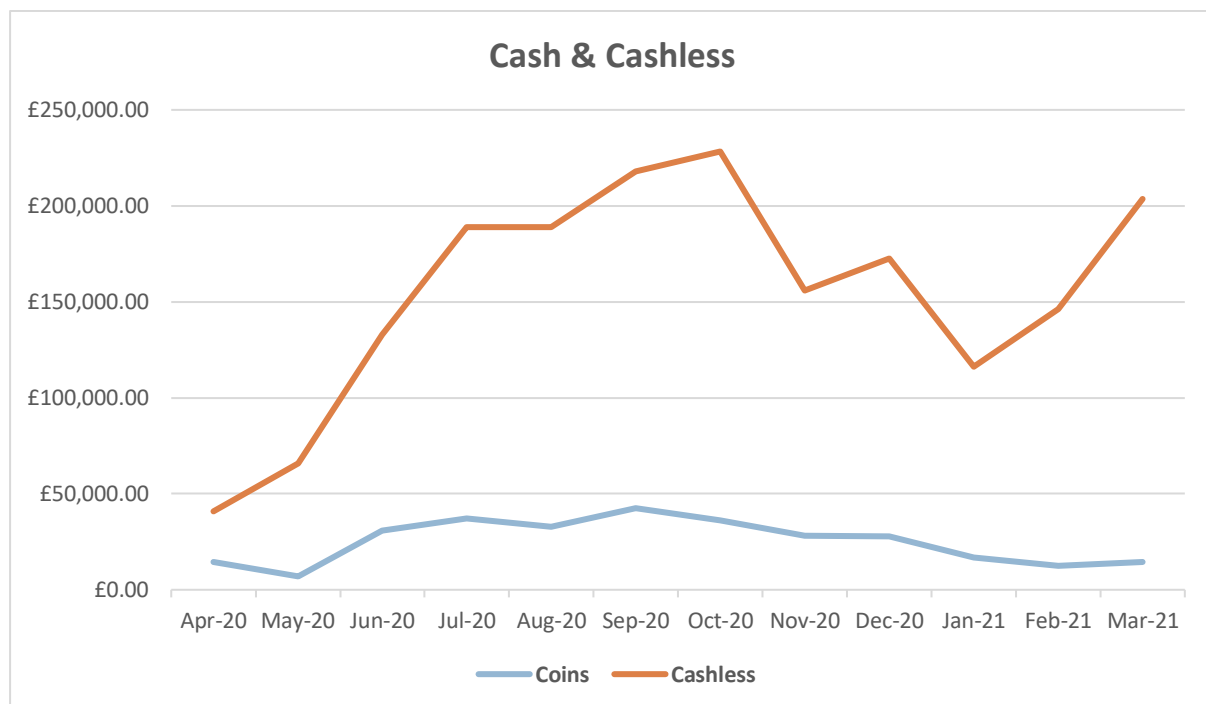
3 On-Street and Car Park Income

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 2020, there were 203 active P&D machines on-street. This was reduced to 141 P&D machines by the 31st March 2021.

Figure 8



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 are benefit from being charged the lowest possible tariff that applies to their vehicle.

4 Parking Schemes Updates

Image of a CPZ entry board



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](#)

NEW CPZs				
CPZ	Area	Region	Operational days / hours	Start date
KBR	Kew Bridge Road (service road)	Brentford	Mon-Fri 09:00-19:00	03/08/2020
TM	The Maltings	Isleworth	Mon-Fri 09:30-18:00	11/01/2021
LP	Lampton Park	Hounslow	Mon-Fri 09:30-18:00; Sat 09:30-12:30	08/02/2021

Expansion of CPZ's				
CPZ	Area	Region	Operational days / hours	Start date
HTCN	Hounslow Town Centre North	Hounslow	Mon-Fri 09:30-18:00 & Sat 09:30-12:30	24/08/2020
TA	Thornbury Avenue	Isleworth		24/08/2020

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.

Image of a School Streets entry plate



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

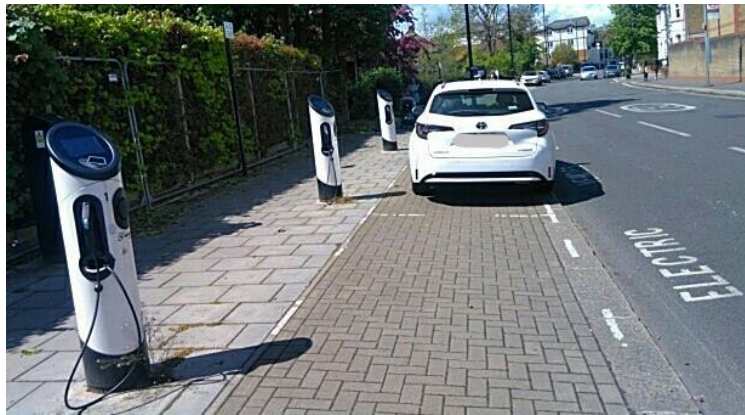
Further information on School Streets, including how to register for an exemption, is available here: https://www.hounslow.gov.uk/info/20053/transport/2157/school_streets

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.

Image of Electric vehicle charging bays



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 3 Permit Type

Permit Type	Number Issued
Resident	16,394
Business	295
Disabled Resident	7
Doctors	6
Operational	677
Resident Carers	107
Temporary Resident	1789
Season Tickets	19

In addition to the above, a total of 12,233 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.

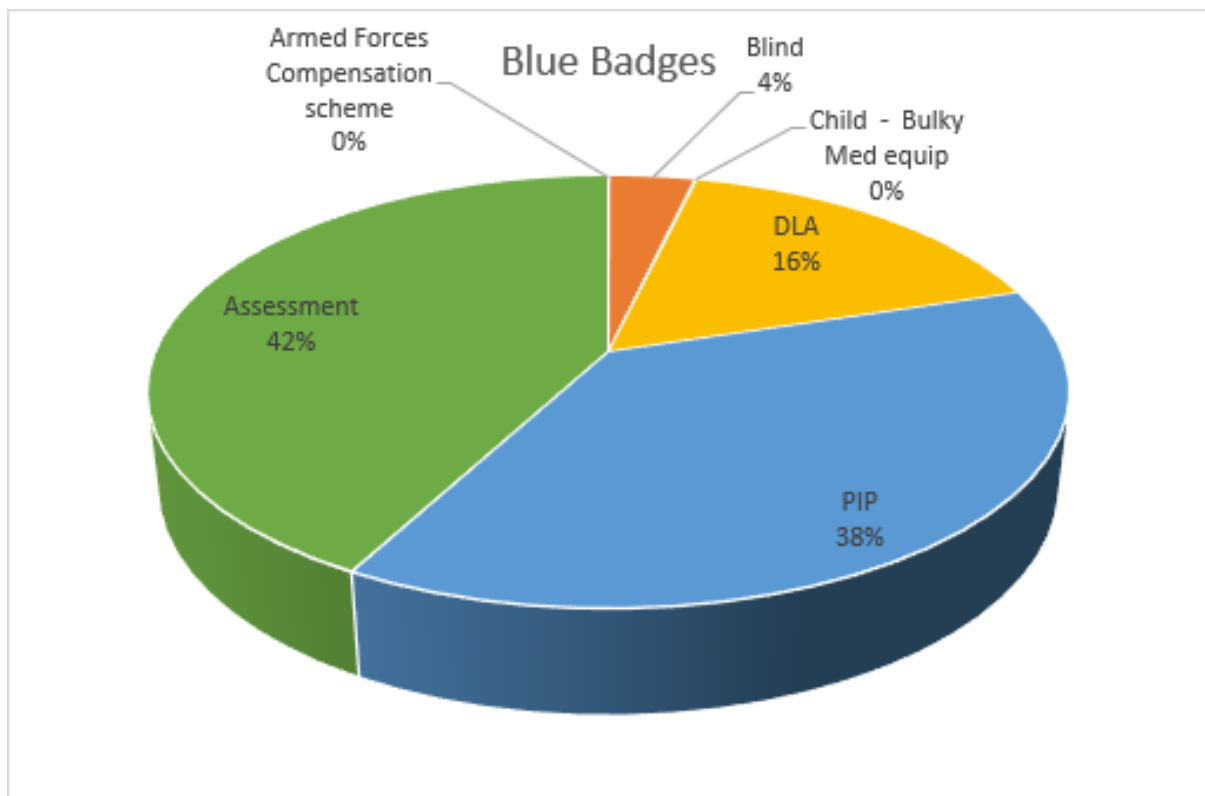
Blue Badges



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 transports people that need a Blue Badge.

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

Figure 9



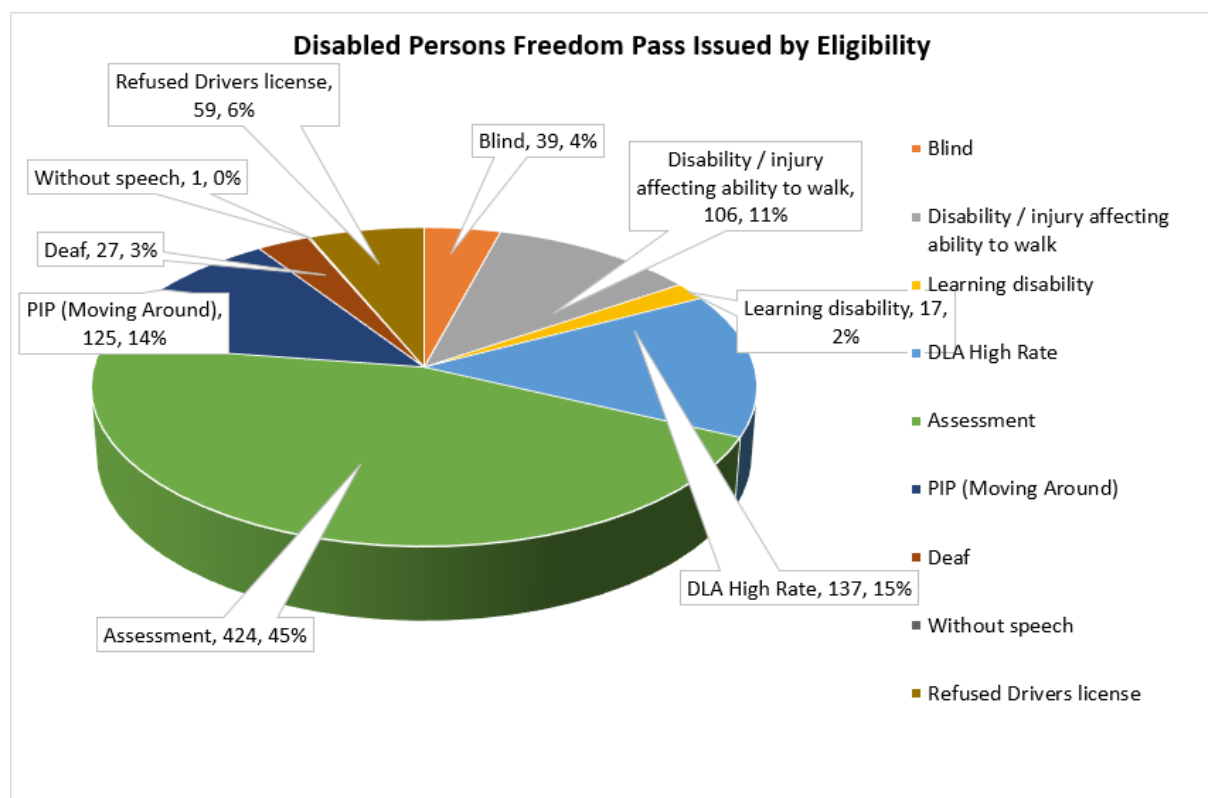
Freedom Pass



The Freedom Pass gives qualifying residents 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 have at least one of the statutory disabilities listed in the Transport Act 2000.

The Older Persons' Freedom pass is processed by London Councils, while the Disabled Freedom pass is assessed by Hounslow. To have an Older Person's pass you must meet the age criteria.

Figure 10



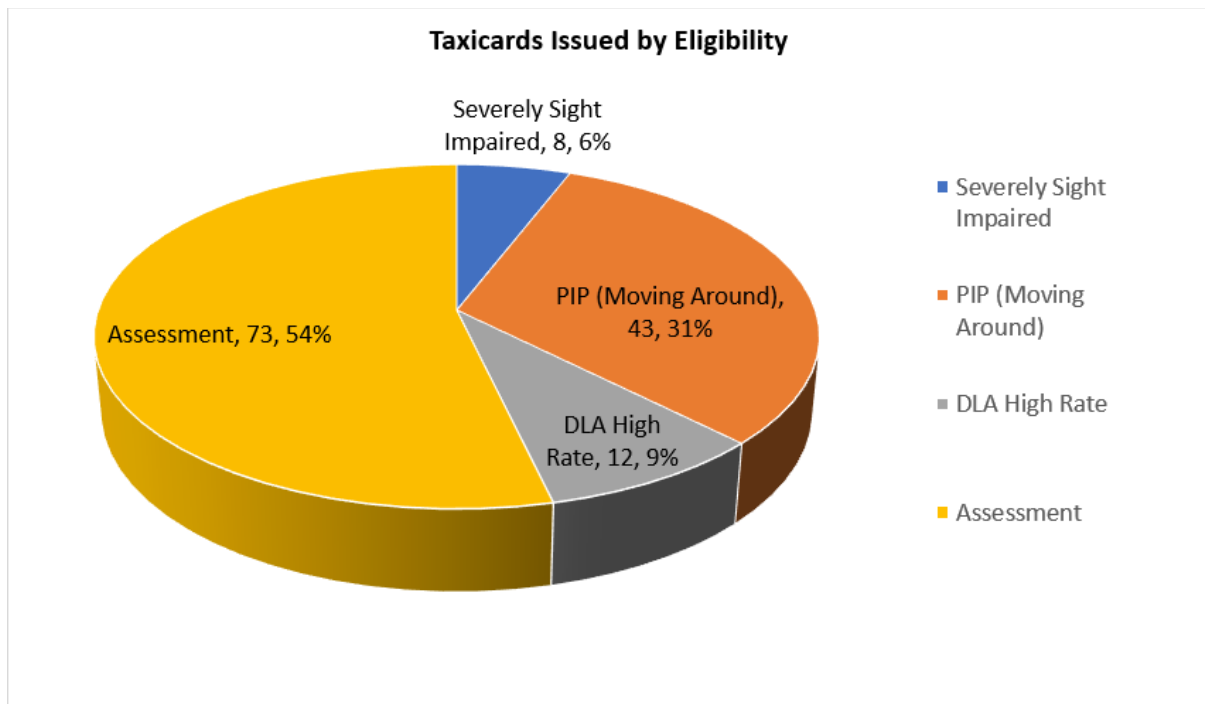
Taxicard



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.

Figure 11



9 Financial Information

	Actuals in £'000	
	2019/20¹	2020/21
On Street Parking Income & Expenditure		
PCN Income	6436	4901
Machine Collections	3116	1705
Permits & other	2867	3115
Total Income - On Street Parking	12419	9721
Total Expenditure - On Street Parking	-4521	-4391
Net Surplus - On Street Parking	7898	5330
Off Street Parking Income & Expenditure		
PCN Income	110	61
Machine Collections	645	338
Permits & other	99	53
Total Income - Off Street Parking	854	452
Total Expenditure - Off Street Parking	-368	-367
Net Surplus - Off Street Parking	486	85
Net Income - On/Off Street Parking	8384	5415
Concessionary Fares, Blue badge, Freedom pass	-9123	-9069
Surplus after application to Concessionary Fares and Off Street Parking (Excluding Off street income)	0	0
Other Costs		
Net Traffic and Transport expenditure	-898	-1076
Central support cost share	-1046	-659
Surplus moved to Parking Revenue Account	0	0

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