

# Parking Annual Report 2014



London Borough  
of Hounslow

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## Foreword



Welcome to the London Borough of Hounslow's Annual Parking 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.

It is through these reports that the council is able to provide an overview of the activities and performance of the Parking team. The team carry out a number of functions including issuing permits, enforcing compliance of parking restrictions, dealing with representations against parking fines and administering concessionary travel schemes, including the provision of Blue Badges.

Parking is an area of life that attracts considerable debate; however, the consequences if this is not carried out can be severe. It is therefore not a question of whether we should carry out this work but how it is done. As the demands for kerb space and traffic flow increases it is imperative that parking and traffic enforcement is done in a sensitive but robust manner. This will help to ensure that all motorists drive and park in a responsible manner and everyone is able to move around safely.

The new contract with Serco commenced in August 2013 and despite a few teething problems has settled in well. Hounslow with its partners Ealing and Brent continue to look to Serco to provide additional savings and improvements in service delivery using new technology.

Improvements to the delivery of the permit system are anticipated in the coming year which is expected to provide a quicker and easier process for requesting and renewing a permit.

I trust the information contained within this report is of value and I thank you for taking the time to read it.

Councillor Richard Foote  
Cabinet Member for Community Protection

# Introduction

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.

Strategic Commissioning – Parking in Hounslow 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.

Any queries on this report are contained in FAQs or you can email [environmentalcomplaints@hounslow.gov.uk](mailto:environmentalcomplaints@hounslow.gov.uk)

## **Parking Policy**

The London Borough of Hounslow has compiled a comprehensive document outlining the roles and responsibilities of Strategic Commissioning – Parking. The policy document will be reviewed by early in 2015 to ensure it remains up to date and represents best practise. The purpose of the document is to:

- Communicate clearly Hounslow Council's parking enforcement policy to motorists, who reside, work in or visit the Borough.
- Ensure that Hounslow Parking officers apply policy as required.
- Assist Hounslow Strategic Commissioning – Parking officers in the decision making process, ensuring that consideration to parking matters demonstrate consistent high quality decision making.
- Help ensure that there is a consistent approach to initial advice and all parking matters by officers across the Borough.

The document is available by visiting the council's website

[http://www.hounslow.gov.uk/index/transport\\_and\\_streets/parking.html](http://www.hounslow.gov.uk/index/transport_and_streets/parking.html)

## **London Parking Trends and Hounslow**

### **General enforcement activity**

The total number of Penalty Charge Notices (PCNs) issued across London remained fundamentally unchanged for the second year in a row at 4.9m.

Parking Enforcement PCNs increased slightly from 4.04m in 2012/13 to 4.08m in 2013/14, a 0.9% increase. Bus Lane enforcement increased by 5% from 242,541 to 254,677. Moving Traffic enforcement increased from 606k to 650k.

Hounslow's total enforcement increased marginally, increasing from a total of 129,452 to 129,969 PCNs issued over the year. Parking enforcement PCNs fell by 10.32% to 105,786. Bus Lane contraventions increased by 70% to 18,706. This increase was due to the rollout of additional ANPR (Automatic Number Plate Recognition) cameras. It is expected that the use of these cameras will lead to an improvement of the bus traffic flow across the borough.

### **Appeals to the Adjudicator**

Of the 4.08m PCNs issued in 2013/14 1.3% of these were taken to the independent Adjudicators at the Parking and Traffic Appeals Service (PATAS).

Overall across London the number of PATAS cases heard decreased to 56,166 in 2013/14, a drop of 3%. Of the 1262 Hounslow cases which were reviewed by PATAS the decisions were decided in the motorists' favour on 40.3% occasions and this compares with the London wide rate of 46%.

These figures demonstrate that the authority is exercising proper consideration of representations from motorist at an early stage of the process.

A breakdown of appeals to the adjudicators can be found at <http://www.patass.gov.uk/about/annualreports.htm>

# Parking Operations at Hounslow

## Parking Award Success



There was success for the Hounslow Parking team at The British Parking Awards, organised by “Parking Review”, held in March 2014, where they won the Parking Partnership Award 2014. The British Parking Awards are a national award scheme established to acknowledge and award excellence in the industry. The award was in recognition of the innovative joint procurement exercise which will generate significant savings across the three boroughs.

## Serco Parking Contract

On the 5<sup>th</sup> August 2013 Serco commenced a five year contract to deliver the bulk of the council’s parking services. The range of services which Serco now provide include:-

- Civil Enforcement Officers and CCTV enforcement
- Informal challenges
- 1<sup>st</sup> Line maintenance of Pay & Display machines
- Cash collection from Pay & Display machine
- Permits

Formal representations against the issuing of a parking fine will still be carried out by Hounslow staff. This contract is in partnership with Ealing and Brent and is expected to provide savings and the introduction of new technology to ensure a high quality service is provided.

## Season Tickets for car parks

There are a total of 25 car parks within the London Borough of Hounslow, mainly situated in 5 areas: Hounslow, Brentford, Chiswick, Feltham and Isleworth.

Season tickets are available in many of them and applications are judged on a first come, first served basis. Annual permits can be paid quarterly, six monthly or annually and offer significant saving on daily P&D ticket purchase.

Contact the Season Tickets team by emailing [seasontickets@hounslow.gov.uk](mailto:seasontickets@hounslow.gov.uk) about your requirements and someone will contact you.

## Stop and Shop parking

Stop and Shop parking continues to be reviewed. Thirty minutes free shopping is available at a number of locations throughout the borough. This provides valuable support for small shopping precincts. If you intend stopping for longer than 30 minutes then you need to pay for the entire period of stay when you arrive.

For a list of current locations please see Appendix A.

## Online Permit Application and Virtual Permits

There are plans to introduce some changes to the permit system in the coming year. The first changes, expected before the end of the year will be the online permit application system called "EasiPermits". This will enable you to submit your application along with supporting documentation and payment online. The application will then be processed and the permit sent out.

A further development, planned for 2015 will be virtual permits. As the name implies there will be no paper permit for you to display in your car. The enforcement officers will receive updates on their handheld units advising them of the existence of the permit. Initially this will be trialled with the visitor's permits.

These changes will not only provide a better service to residents and businesses but also provide additional savings for the council.



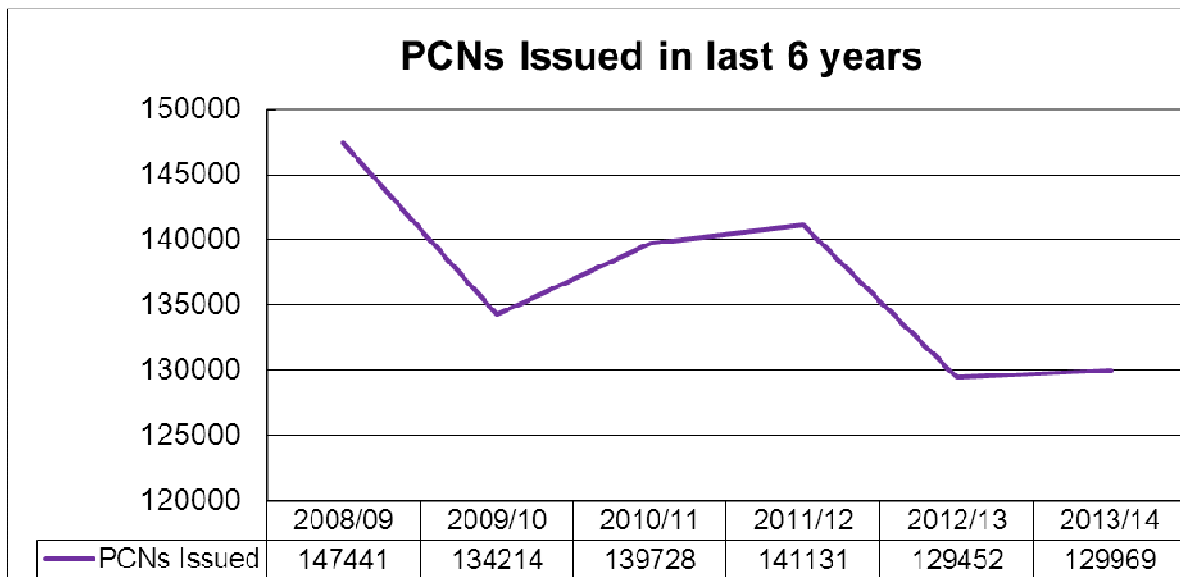
Council run car parks are all being reviewed to ensure that they are clean and safe places to park. The Park Mark scheme is designed to reduce crime and the fear of crime inside parking facilities by ensuring that the council implement a number of crime deterrents, including good lighting and surveillance. Three car parks currently have the Park Mark award in Alexandra Road, Holloway Street and the Civic Centre visitors' car park. It is hoped by the end of the current financial year that additional car parks in Feltham, Brentford and Chiswick will also receive this award.

# Performance

## Enforcement



Although there had been a slight, 0.9 percent, increase in parking enforcement across the capital in Hounslow there was a 10.3% decrease. Overall the number of PCNs issued in Hounslow including parking, bus lane and moving traffic contraventions increased by 0.4% against a 1.9% across London.



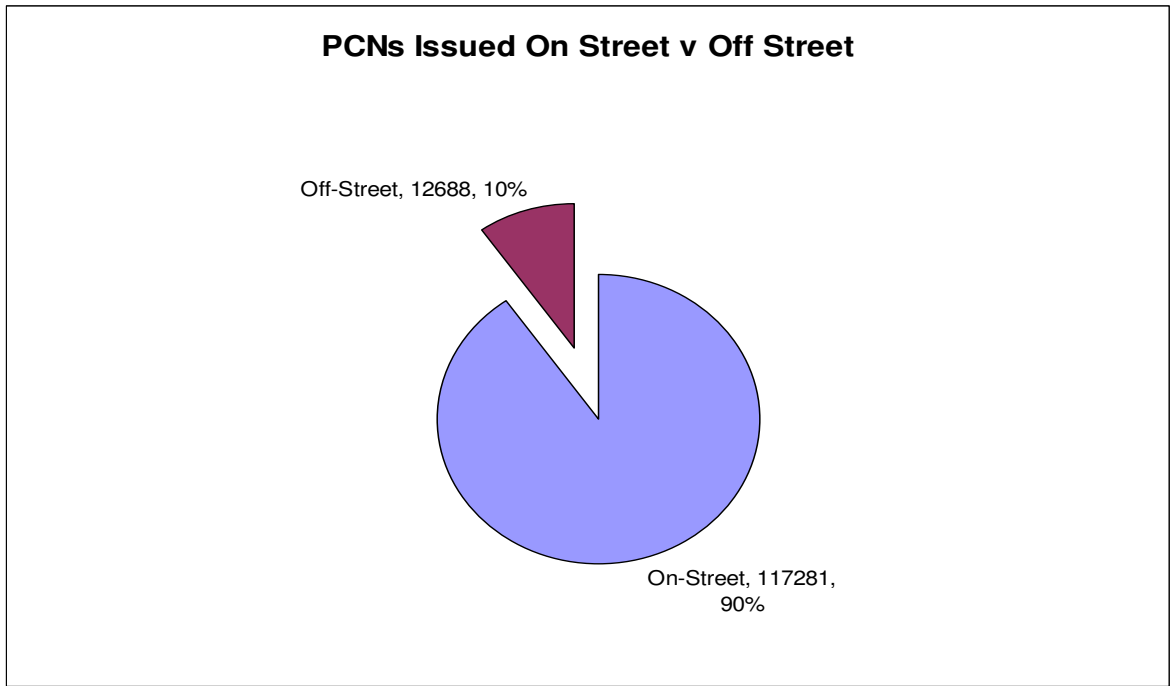
CCTV enforcement covers parking enforcement, moving traffic and bus lane contraventions and represented 53% of total PCNs issued. Enforcement of bus lanes rose to 14% of the total, up from 7% from last year. Moving traffic enforcement continues to be rolled out to enforce against banned turns and weight restrictions. Civil Enforcement Officers (CEOs) accounted for 47% of the total PCNs issued.

In July 2007 charges for PCNs were changed so that they were based on the seriousness of the contravention. Examples of the higher charge penalties include parking on yellow lines, parking in residents' bays, on footways and across dropped kerbs. Less serious contraventions include parking in a permitted bay

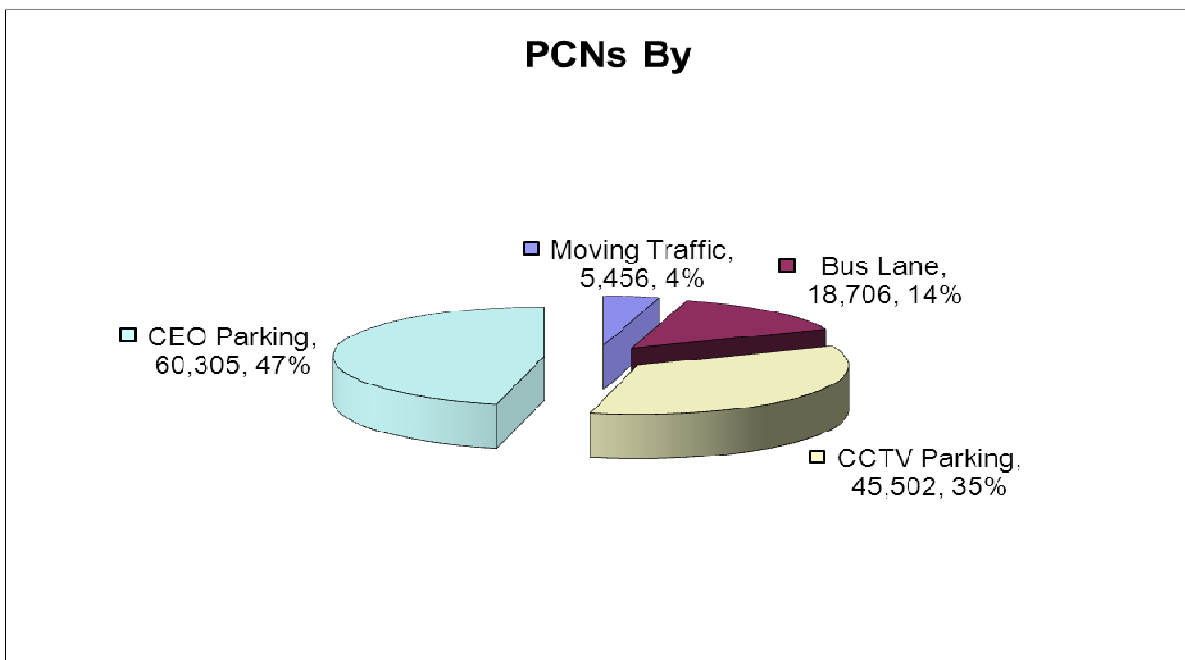


without payment or after a Pay & Display ticket has expired or parking beyond the bay markings. PCNs issued for contraventions at the higher charge represent 73% of the total issued by CCTV cameras and CEOs. This reflects the emphasis of the enforcement team in ensuring that the contraventions likely to impact on the safety of the public or the flow of traffic are given higher priority.

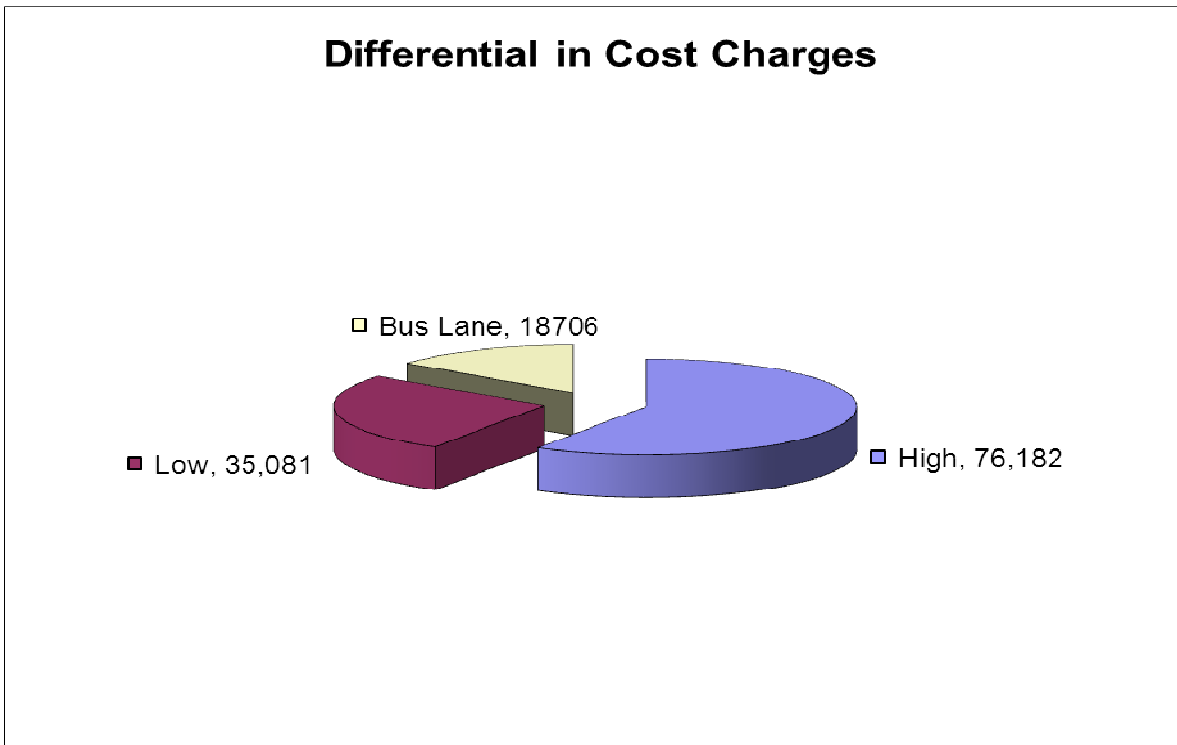
The following diagram shows the breakdown of PCN issuance between on-street and off-street (car parks) locations. For the current period of 2013/14 on-street enforcement accounted for 90% of PCNs issued.



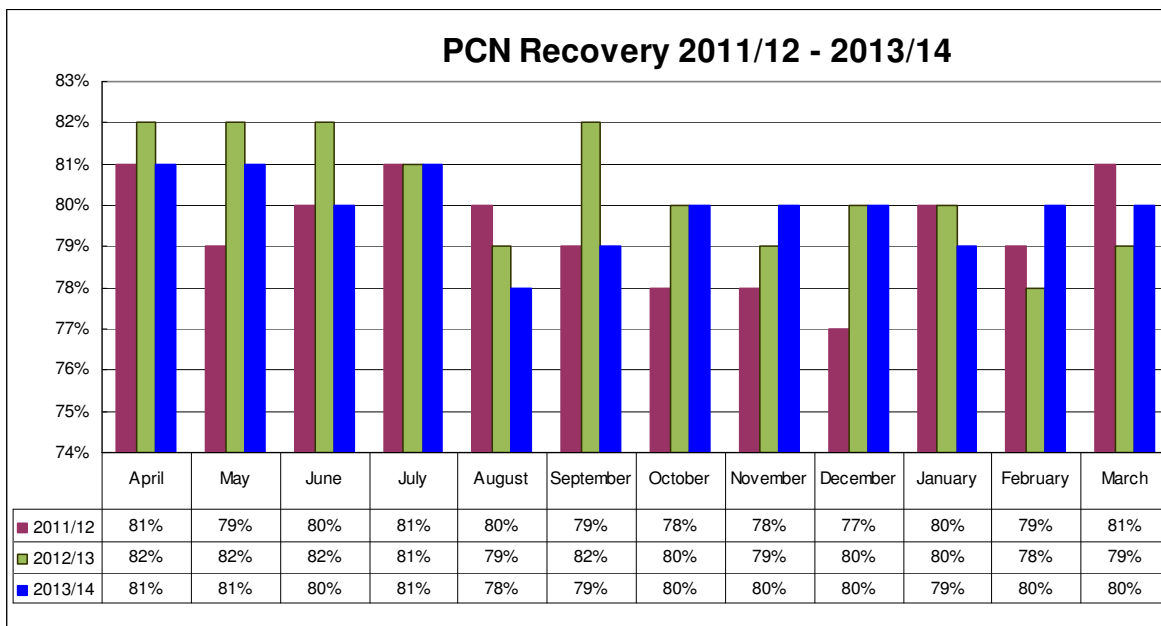
The following chart shows the breakdown of PCN issuance. CCTV was used to issue 35% of parking PCNs along with 14% for bus lanes and 4% moving traffic contraventions. CEOs accounted for the remaining 47% of PCNs.



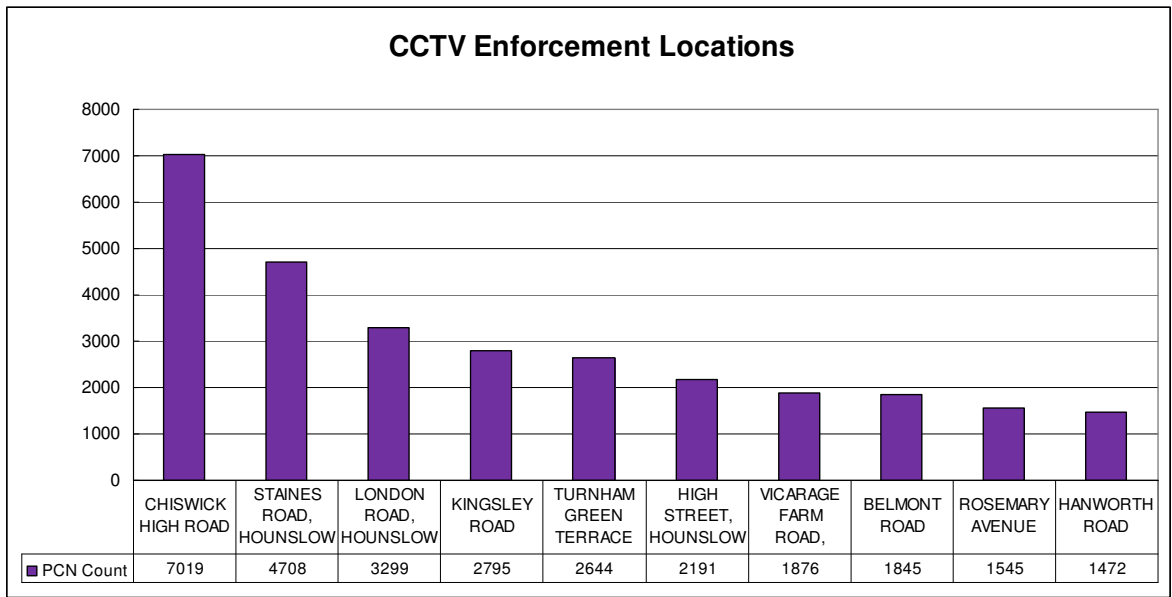
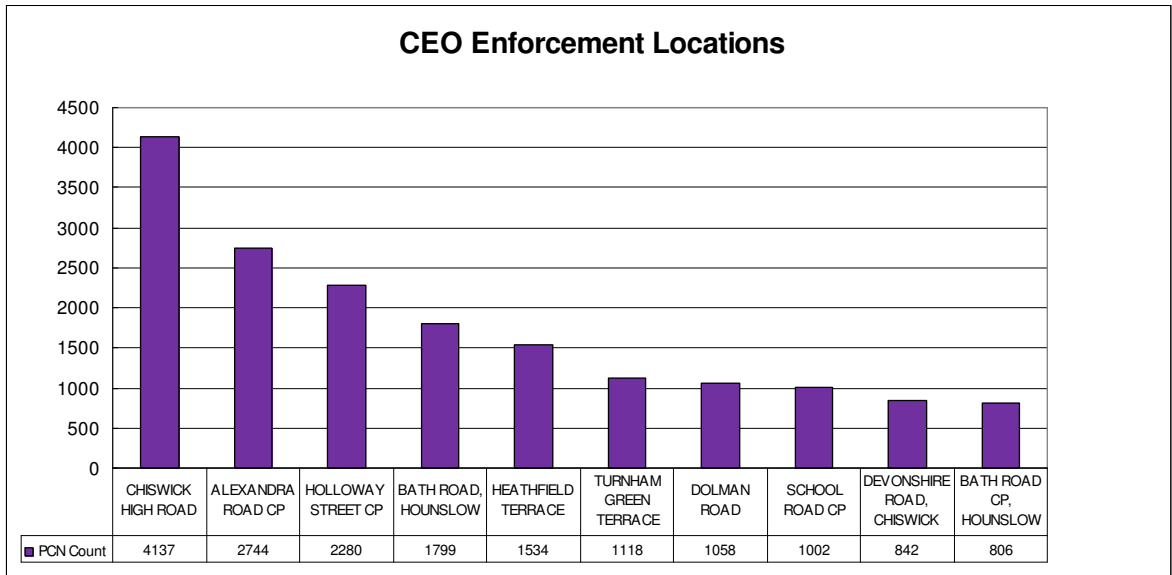
Over 75% of Penalty Charge Notices issued were issued to vehicles deemed to be parking in an area likely to be causing a hazard to motorists or pedestrians or impacting on traffic flow.

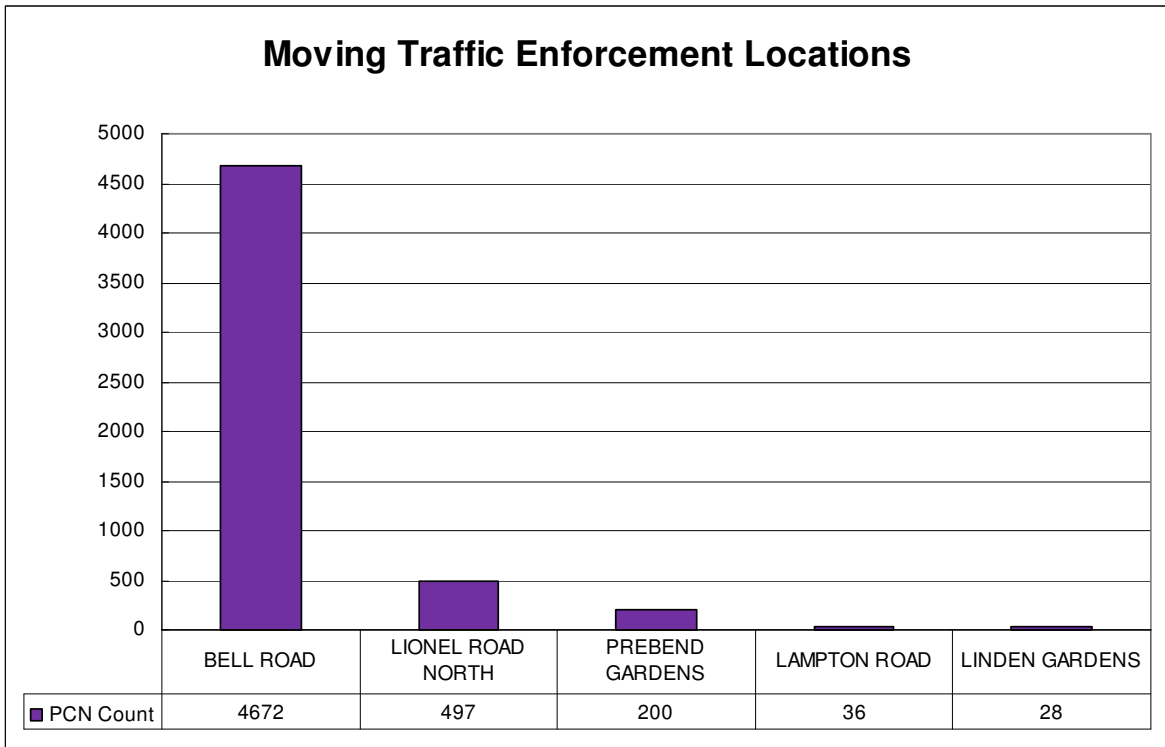
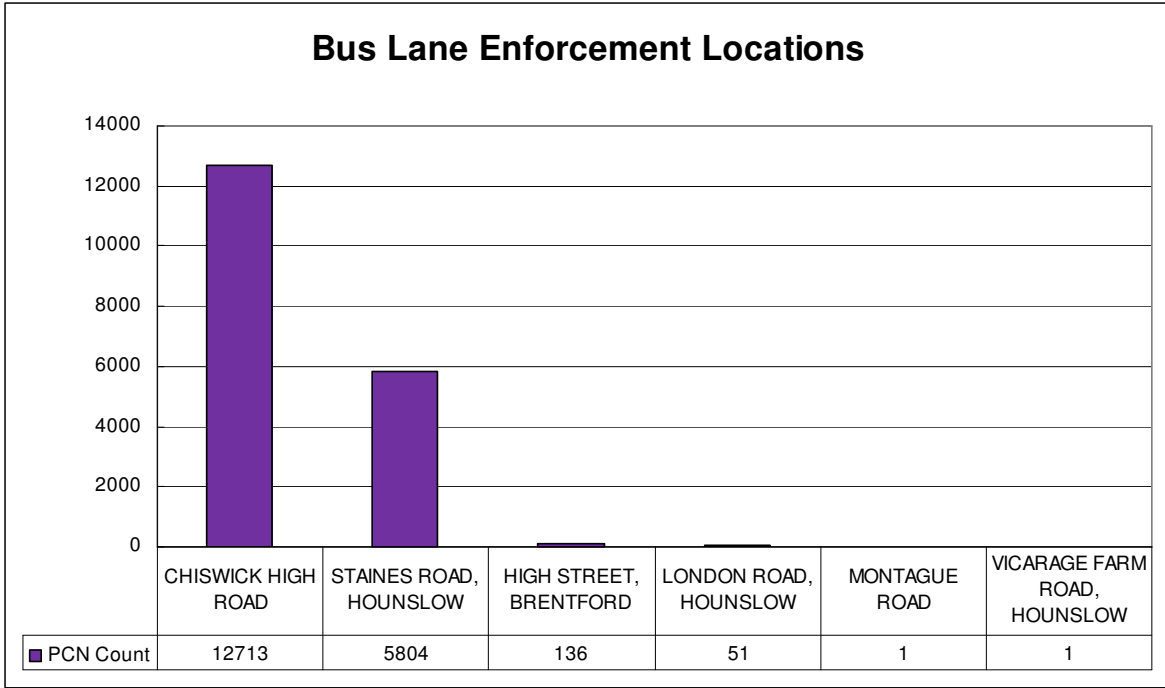


The recovery rate for PCNs continues to exceed 75% throughout the year. This figure may be affected by the number of unregistered vehicles, persistent offenders and foreign registered vehicles.

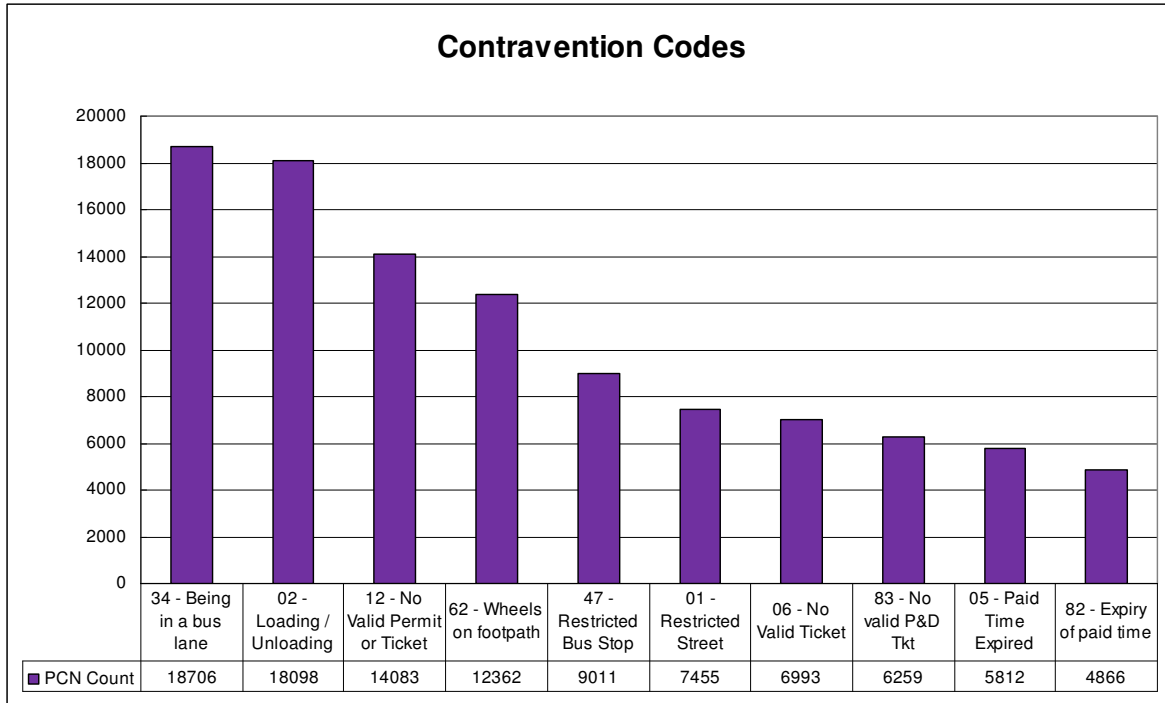


The following charts highlight areas in the borough where the highest number of contraventions occurs. These numbers generally relate to either traffic volume or number of parking spaces involved. The enforcement figures are provided for Civil Enforcement Officers, CCTV Parking, Bus Lane and Moving Traffic.



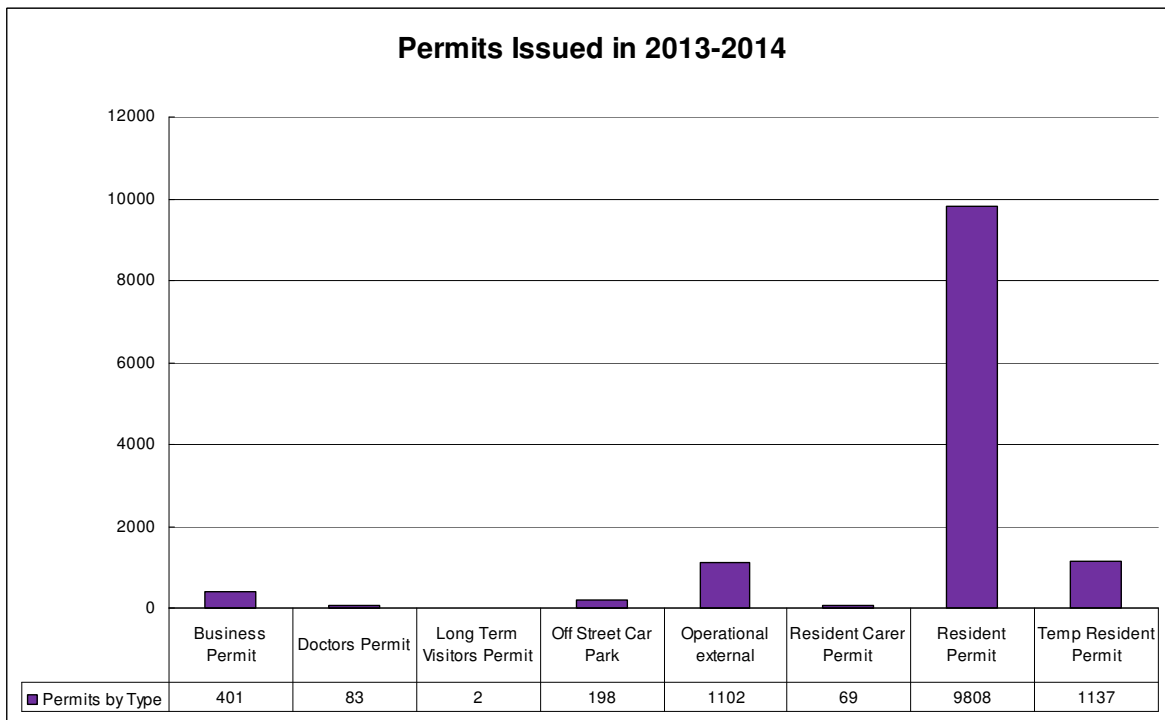
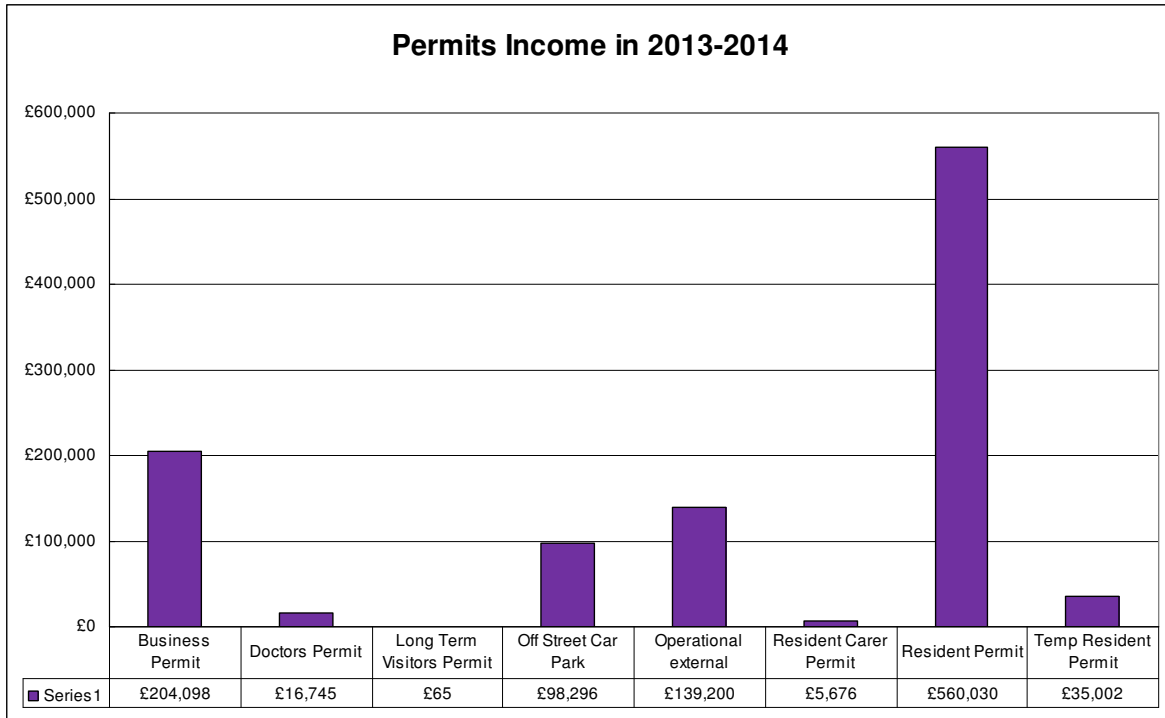


The increase use of Automatic Number Plate Recognition cameras in bus lanes has seen a 70% increase in bus lane contraventions. There was a small decrease in enforcement of footway parking due in part to the continued formalisation of areas for footway parking.



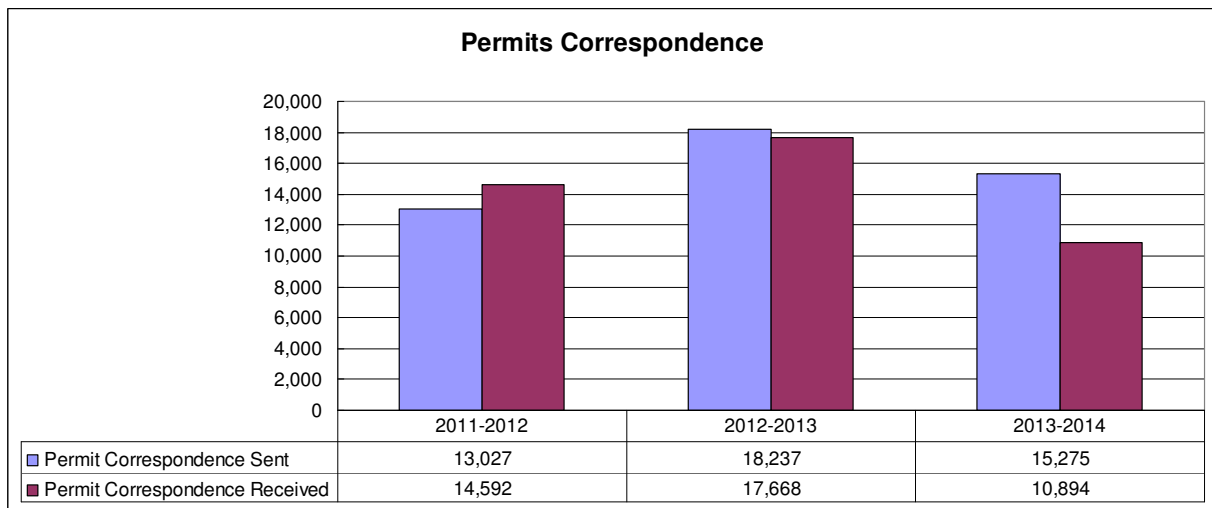
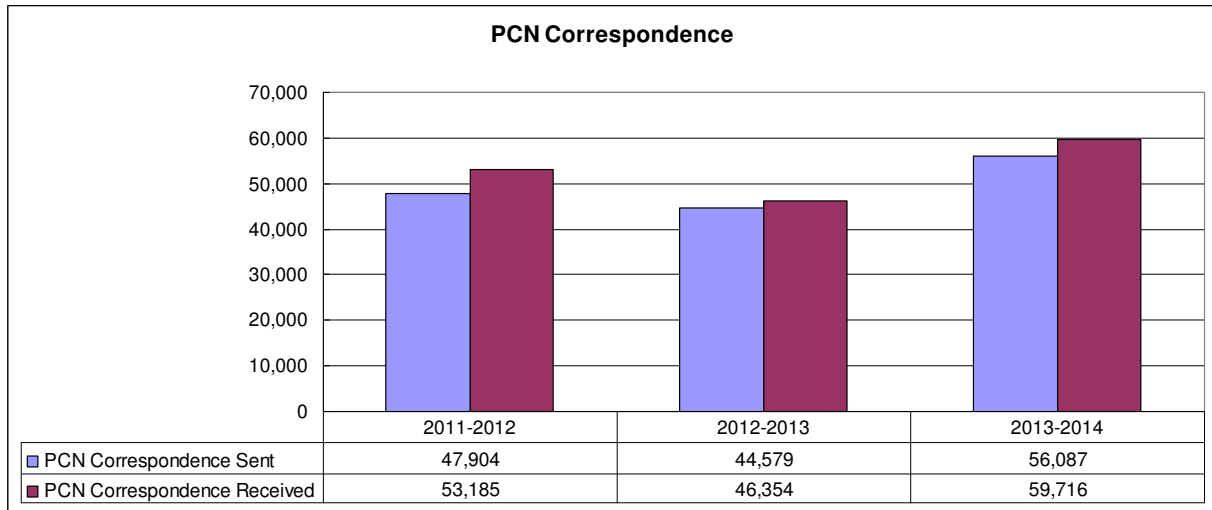
## Permits

Permits are offered to meet the needs of various groups within the authority including residents, business and to a less degree carers and medical permits. The charts below show that three quarters of these permits are residents' permits.



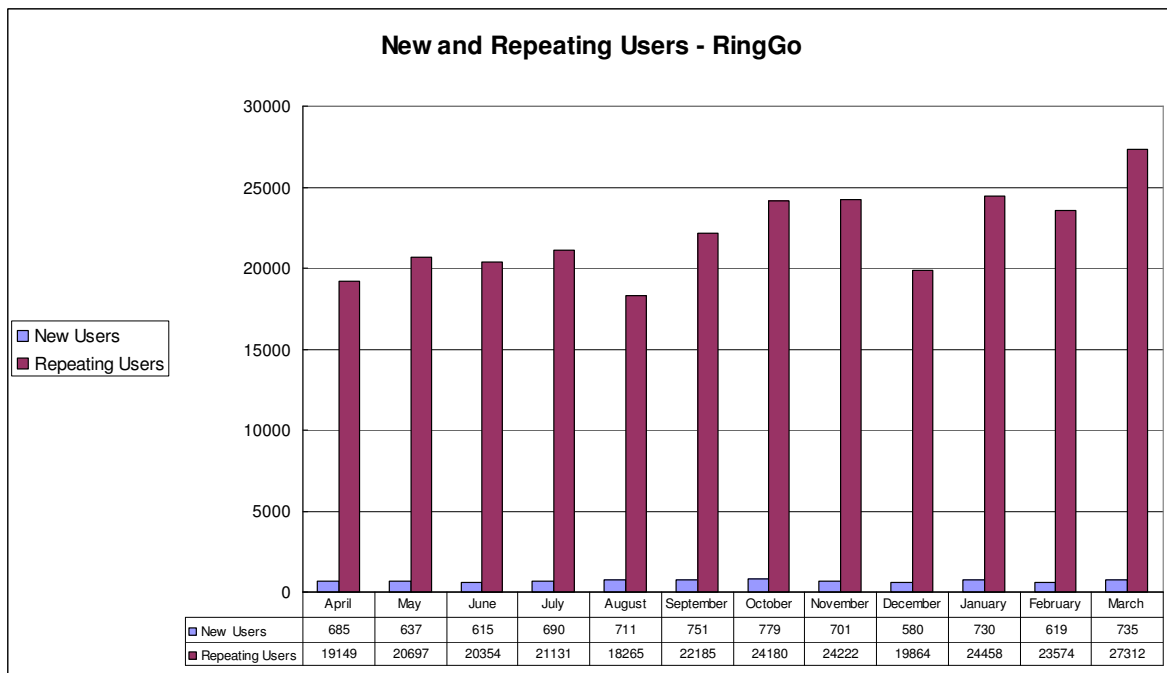
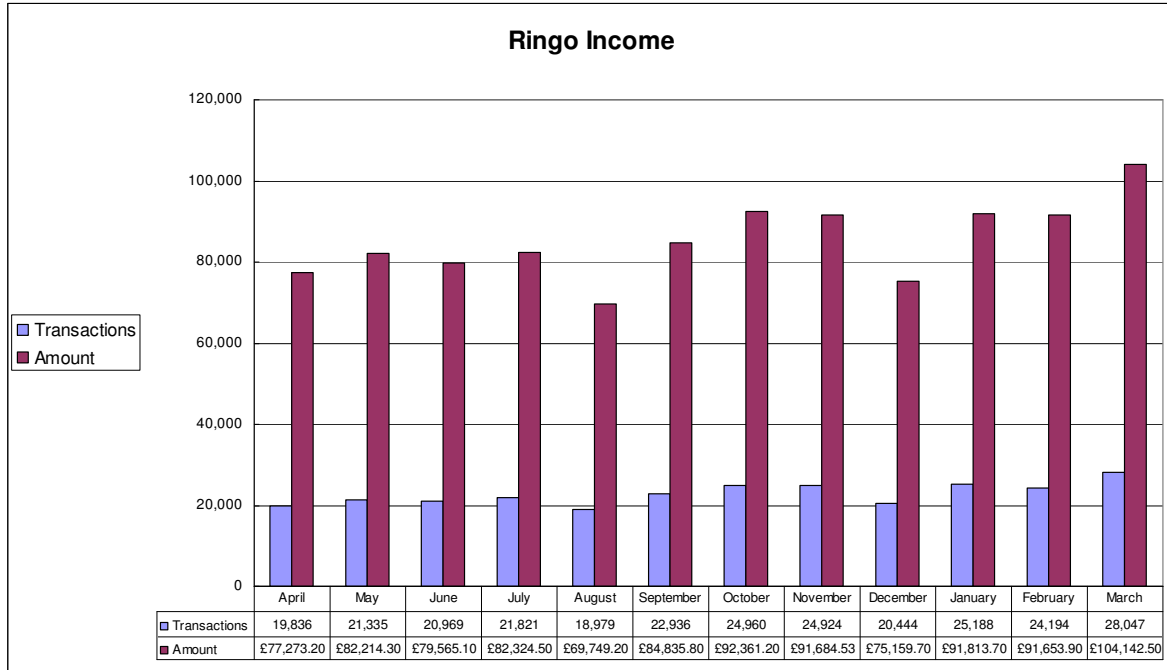
## Correspondence

The charts below detail the level of correspondence that has been received and responded to during the period of this report. The figures include all challenges, representations, and permit applications received as well as all general and non statutory correspondence.



## Cashless Parking - RingGo

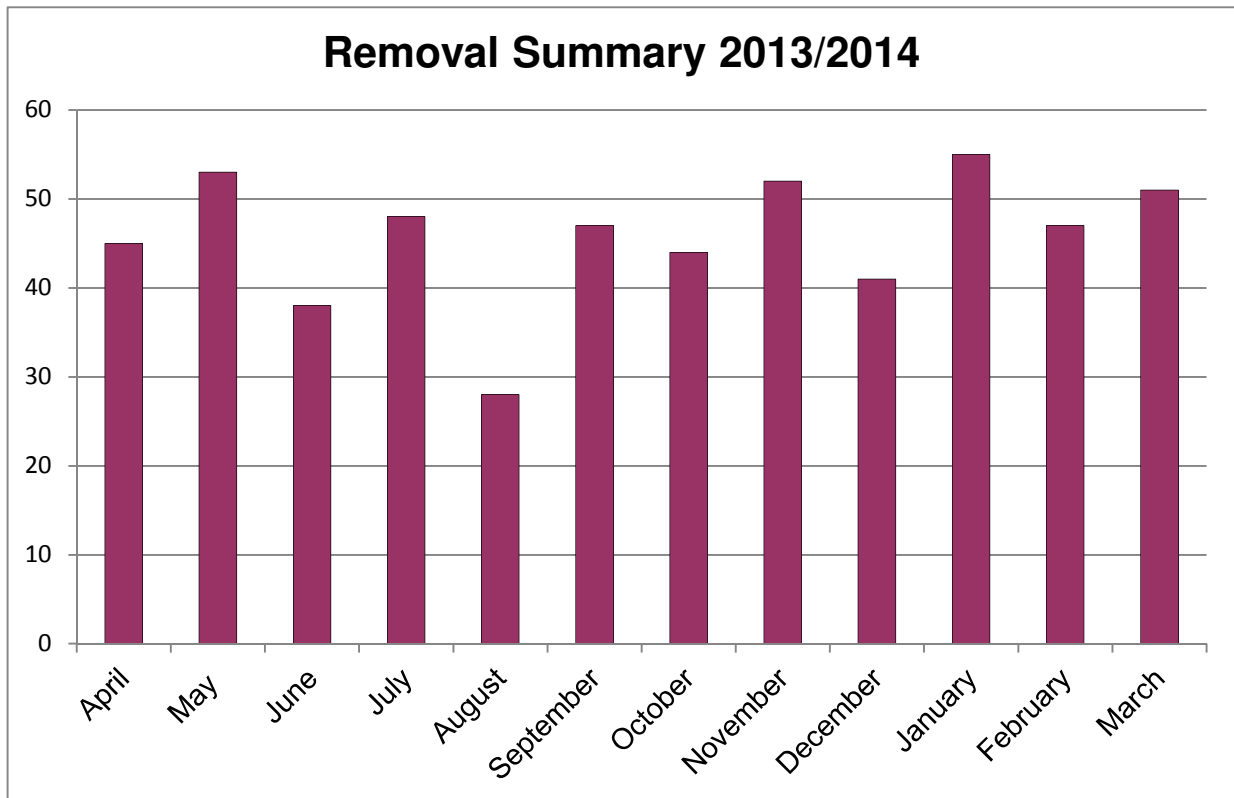
RingGo continues to provide the council's cashless parking payments solution. This is a convenient method of payment in the council run car parks and on-street parking areas. There is a requirement to use RingGo at any on-street locations where the machine is out of order either through vandalism or equipment failure.





## Removals

The total number of removals for 2013/14 was 549. The authority also carries out relocations in areas where parking has been suspended and the records show that the vehicle was parked before the signs were erected. Vehicles parking on yellow lines near junctions, footways and obstructing dropped kerbs/crossovers are removed as a priority.



# Financial Report

	2012/13 Actuals	2013/14 Budget	2013/14 Actuals
	£'000	£'000	£'000
<b>On Street Parking Income &amp; Expenditure</b>			
PCN Income	5,442	5,925	5,309
Machine Collections	2,455	2,536	2,536
Permits & other	1,860	1,713	2,287
<b>Total Income - On Street Parking</b>	<b>9,757</b>	<b>10,174</b>	<b>10,131</b>
<b>Total Expenditure - On Street Parking</b>	<b>-834</b>	<b>-3,719</b>	<b>-4,209</b>
<b>Net Surplus - On Street Parking</b>	<b>6,367</b>	<b>6,455</b>	<b>5,922</b>
<b>Off Street Parking Income &amp; Expenditure-</b>			
PCN Income	458	699	276
Machine Collections	1,305	1,269	1,263
Permits & other	189	424	369
<b>Total Income - Off Street Parking</b>	<b>1,953</b>	<b>2,392</b>	<b>1,908</b>
<b>Net Income/ Expenditure - Off Street Parking</b>	<b>-11</b>	<b>-439</b>	<b>-68</b>
<b>Concessionary Fares</b>	<b>-8,387</b>	<b>-8,956</b>	<b>-9,976</b>
<b>Remaining Surplus after application to Concessionary Fares and Off Street Parking</b>	<b>0</b>	<b>0</b>	<b>0</b>

The surplus income from enforcement and parking charges in the main is used to finance the costs of Concessionary Fares initiatives such as Freedom Passes for those reaching retirement age, administration of Blue Badges and meeting the costs of Taxi Card and other disabled persons transport costs.

# Useful Information

## Contacting parking service

### Permits

Permit applications can be found on the council's website. Once completed, the form(s) should be sent to [hounslow.permits@serco.com](mailto:hounslow.permits@serco.com) along with any supporting documentation.

### Challenges and representations

Challenges and representations against the issue of a Penalty Charge Notice can be sent to [hounslow.challenges@serco.com](mailto:hounslow.challenges@serco.com). The case will be put on hold until a response is sent out. In the event a Notice to Owner is sent to you this must be completed and returned. If your challenge is received before the end of the discount period and your challenge is rejected you will be reoffered the opportunity to pay the discounted amount.

London Borough of Hounslow (Parking Services)  
PO Box 211  
Sheffield, S98 1NG

Telephone contact  
020 8583 2000

### Vehicle removals

Vehicles removed by the council are taken to the vehicle pound located at

Unit 20  
Whitby Avenue  
Park Royal  
London  
NW10 7SF  
Tel: 0208 453 3398

Opening times: 8am to 8pm Monday-Sunday

To release your vehicle you will need to go to the vehicle storage pound in person and take the following information:

- Proof of ownership (registration document or full insurance certificate)
- Proof of address (2 utility bills within the last 3 months) and
- Photo ID (passport or driver's licence)

As well as paying the penalty charge amount, you will have to pay £200 to release your vehicle from the pound. There is an additional storage fee of £40 per day the car is left in the pound, (applicable from midnight the day after the vehicle was removed).

## Appendix A – Stop & Shop

The following table shows the location of Stop & Shop zones within the borough. Each zone offers 30 minutes free parking. If staying more than the free period then payment needs to be made for the entire stay.

<b>Car Parks</b>
Bath Road Hounslow West
Brentford High Street
Bethany Way
Albany Parade
<b>On Street P&amp;D</b>
Vicarage Farm Road (A4 – Claypole Drive)
Vicarage Farm Road (Orchard Avenue – New Heston Road)
Bath Road Service Road, Hounslow West
Cranford Lane
London Road Isleworth
Spring Grove Road jct London Road
South Street / Twickenham Road Isleworth
Thornbury Road / Spring Grove Road (North of A4)
Turnham Green Terrace / Devonshire Road
Grove Park Road
Park Road / Burlington Lane
Brentford Town Centre

**The following locations offer free period of parking with a no return period.**

<b>Syon Lane, Isleworth o/s nos. 36 – 48</b> (Limited Waiting Mon-Sat 8.30am-6.30pm 40 mins no return 20 mins)
<b>Heston Road, Heston opp nos. 135 – 141</b> (Limited Waiting 30 mins no return for 1 hour Mon-Sat 8.30am-6.30pm)
<b>Heston Road, Heston opp nos. 129 – 133</b> (Limited Waiting 30 mins no return for 1 hour Mon-Sat 8.30am-6.30pm)
<b>Heston Road, Heston o/s nos. 220 – 228</b> (Limited Waiting 20 mins no return for 20 mins Mon-Sat 8.30am-6.30pm)
<b>New Heston Road, Heston o/s nos. 11 – 17 Central Parade</b> (Limited Waiting 30 mins no return for 1 hour Mon-Sat 8.30am-6.30pm)
<b>Church Road, Heston across nos. 74/76</b> (Limited Waiting 30 mins no return for 1 hour Mon-Sat 8.30am-6.30pm)
<b>Bath Road, Hounslow o/s Hounslow West tube station</b> (Waiting 5 minutes)
<b>Staines Road, Hounslow opp nos. 382 - 384</b> (Limited Waiting 1 hour no return for 1 hour Mon-Sat 7am-6.30pm)
<b>Staines Road, Hounslow o/s nos. 391 – 397</b> (Limited Waiting 1 hour no return for 1 hour Mon-Sat 7am-6.30pm)
<b>Staines Road, Hounslow o/s nos. 358 – 368</b> (Limited Waiting 30 mins no return for 1 hour Mon-Sat 7am-6.30pm)
<b>Hounslow Road, Feltham o/s nos. 23 – 29</b> (Limited Waiting 30 mins no return for 1 hour Mon-Sat 7am-6.30pm)