



**London Borough
of Hounslow**



Parking Annual Report

2023-2024

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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.

Debt type – This means either Parking, Moving Traffic or Bus Lane contraventions

DLA – Disability Living Allowance

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

MTC – Moving Traffic Contravention

PCN - Penalty Charge Notice

PIP – Personal Independence Payment

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

TfL - Transport for London

TMA - Traffic Management Act (2004)

TMO - Traffic Management Order



Hounslow House – Hounslow Civic Offices

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1. Introduction

This report is produced to meet the council's reporting requirements outlined in the Traffic Management Act 2004 (TMA) 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.

Three core services are delivered by the Parking Team: enforcement of parking and traffic regulations, repair and maintenance of parking facilities and the administration of parking permits. Other services provided include Blue Badges and Taxi Cards and Freedom passes, but do not fall under the auspices of the TMA.

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.

On 30th November 2023, our Parking Contractor, SERCO, ended their contract with the Council. NSL took over from 1st December 2023 for a period of two years. This covers Civil Enforcement Officer deployment, CCTV review operation, CCTV Community Safety, the first stage of CEO PCN challenges, Permit issues and suspensions.

At the end of this report, in an appendix, are some useful web page links that can provide further information to that stated in this report. One of the links provides the Parking Enforcement Team contact details. Some links contain e-forms to make various applications, such as to apply for a permit, a School Street or South Chiswick Liveable Neighbourhood access permit.

Photo shows neatly parked cars within a Controlled Parking Zone (CPZ)



2. Parking Enforcement

The Parking Enforcement Team operates on roads across the borough (on street) and in Council controlled car parks (off street). The core of their work is done by Civil Enforcement Officers (CEOs) and in some limited circumstances by Closed Circuit Television (CCTV) Operators. 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.

The Council enforces numerous restrictions, including yellow lines, bus stops, school keep clear markings and certain red routes via the Parking CCTV camera network.

Some examples of anti-social illegal parking

Below are just a few examples of anti-social parking that occur daily across the borough.



Footway parking



Double yellow line parking



Illegal School Keep Clear Parking



Parking on a grass verge

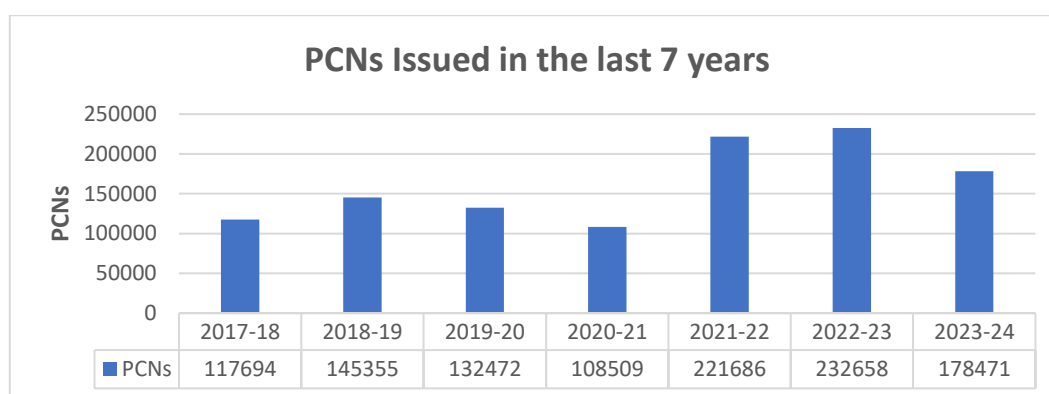
2.1. Penalty Charge Notices (PCNs)

There was a 23.29% decrease in the number of PCNs issued in Hounslow compared to 2022/23

The total number of PCNs issued this year was 178,471 compared to 232,658 the previous year, this highlights a significant decrease on the year 2022-23 of PCNs. The decrease was mainly related to moving traffic contraventions – static CCTV camera enforcement – as more motorists became familiar with the contraventions in the area and compliance of the restrictions in the year.

The below bar chart, Figure 1, shows a comparison of PCN issues in the last 7 years

Figure 1



PCNs by Debt Type

The table below, Table 1, shows the breakdown of PCNs issued by type. CCTV enforced parking contraventions made up a total of 46.5% and CEO (Civil Enforcement Officer) PCNs made up 53.5%. Moving Traffic PCNs made up 96% of all CCTV PCNs and Bus Lanes 2.1%. CEO On-Street PCNs made up 90.1% of all CEO issued PCNs, Off-Street (car parks) PCNs made up the remaining 9.9%.

Table 1- PCNs issued by contravention type

Contravention Type	Number of PCN's Issued
MTC	79707
CCTV(P)	1533
BUS Lane	1781
CEO On-Street	85983
CEO Off-Street	9467

Level of PCN charges

The level of the PCN charge is set within London by the London Councils 'Traffic and Environment Committee' in conjunction with the Mayor of London. The levels are 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 pay to park bay On-Street without payment or occupying a pay to park bay Off-Street (in a car park) after a paid for session has expired.

PCNs contravening higher level parking restrictions result in a penalty charge of £130, discounted to £65 if paid within 14 days. PCNs for contravening lower-level parking restrictions result in a penalty charge of £80, discounted to £40 if paid within 14 days.

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

Of the total 95,450 combined on and off-street parking PCNs, 69.20% were issued at the higher charge rate, reflecting the enforcement team emphasis on contraventions likely to impact on the safety of the public or the flow of traffic are given higher priority.

2.2. Challenges, Representations and Appeals

If you have been issued with a PCN which you believe was incorrectly or unjustly issued, you are entitled by law to contest it. There are many different reasons why a PCN might be cancelled, including that you were carrying out an exempted activity that was not evident at the time, or there were compelling reasons why you believe the PCN should be cancelled.

Who deals with your representations depends at what stage they are made, and for what contravention type. Originally SERCO, now NSL are contracted by the council to deal with informal challenges, which means those made in response to a PCN issued on foot by a Civil Enforcement Officer, or a postal bus lane PCN. The Council is responsible in law for responding to all other representations, submitted in response to a Notice to Owner, moving traffic postal PCN or bus lane Enforcement Notice.

Of the PCNs issued in 2023/24 a total of 39,094 were contested, which represents a contestation rate of 22%, down from 27.6% in 2022/23.

Of PCNs contested, 8,881 were cancelled outright, which amounts to a cancellation rate of around 23%, down from 32.9% in 2022/23.

If your representations are rejected by the Council, you can formally appeal to an Environment and Traffic Adjudicator (sitting at London Tribunals), whose decision is generally binding on both sides (subject to potential review at the Tribunal or Judicial Review).

Table 2 - PCNs issued and contested

Number of:	2023/24	2022-23	2021-22	2020-21	2019-20
PCNs issued	178,471	232,658	221,686	108,509	132,472
Challenges received	18,201	13,732	22,885	8,975	13,079
Of which, PCNs cancelled	4076	3,686	4,955	3,502	4,902
Formal representations received	20,893	50,500	26,681	14,719	17,089
Of which, PCNs cancelled	4,735	17,407	7,121	4,211	3,868
PCNs subject to an appeal to the independent adjudicator (decided cases only)	793	1,291	999	424	807
Cancelled due to appeal being not contested/upheld	349	576	302	153	336

The total number of PCN appeals received by London Tribunals for the whole of London (including Transport for London) in 2023-24 has decreased by 2.03% from 2022-23 levels to 42,193. The total number of appeals allowed was 16,947 in 2023-24, an increase of 18.2% from last year.

More information on the general trends can be found online here:

<https://www.londoncouncils.gov.uk/news-and-press-releases/2024/london-councils-enforcement-and-appeals-statistics-2023-24>

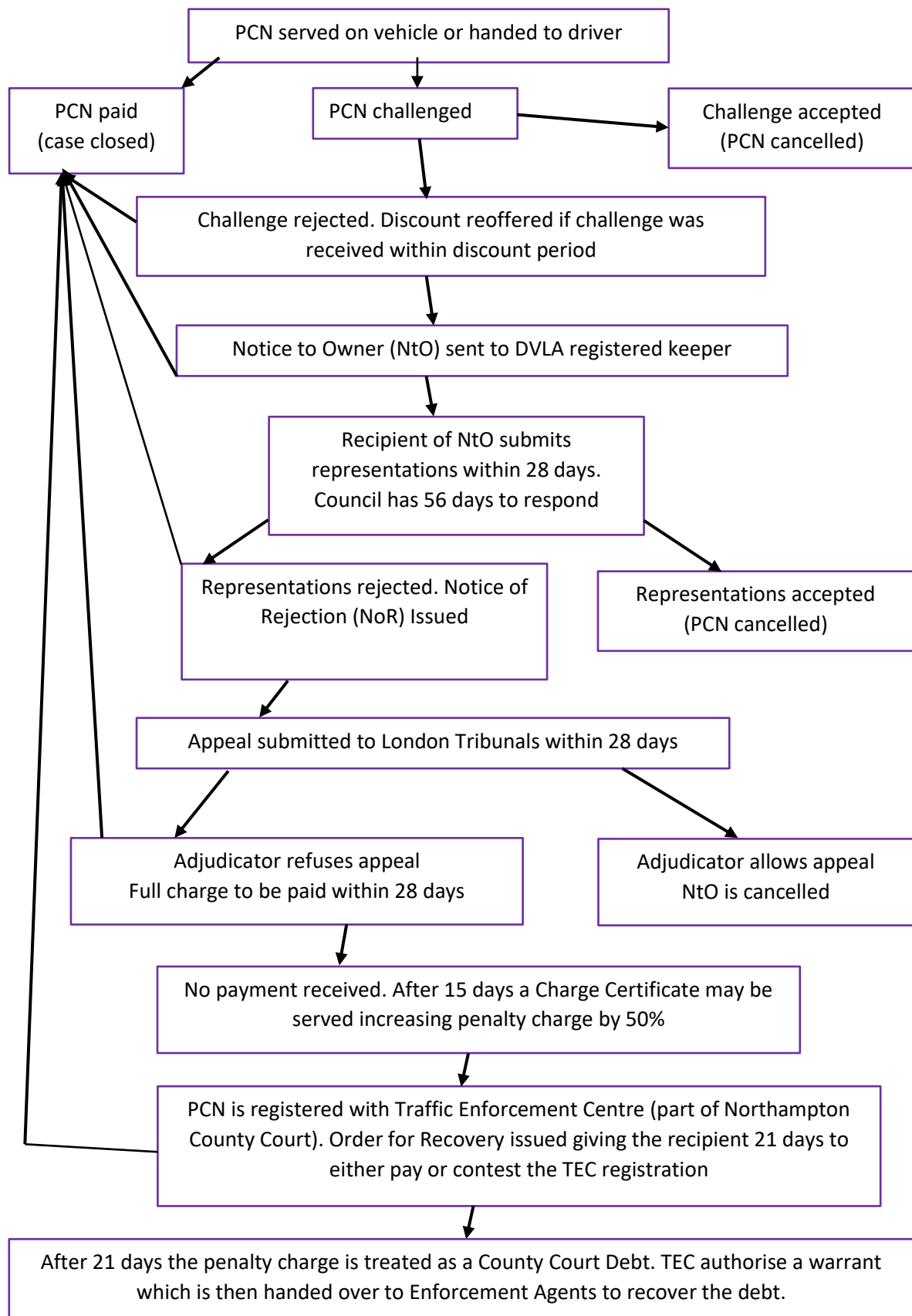
The number of appeals heard at London Tribunals for Hounslow in 2023/24 was 793, which means that only around 0.44% of all council PCNs make it to the tribunal. This is down from 0.55% in 2022/23. Of those appeals, 44% were allowed by an Adjudicator, which is similar to the previous year, and above the London average of 48.6%.

These figures reflect the ongoing work undertaken by both the enforcement team and correspondence teams to ensure that PCNs are issued correctly, with good supporting evidence, and that 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:

<https://www.londoncouncils.gov.uk/services/parking-services/enforcement-and-appeals-statistics>

Flowchart showing the lifecycle of a reg 9 PCN, issued for a parking contravention.



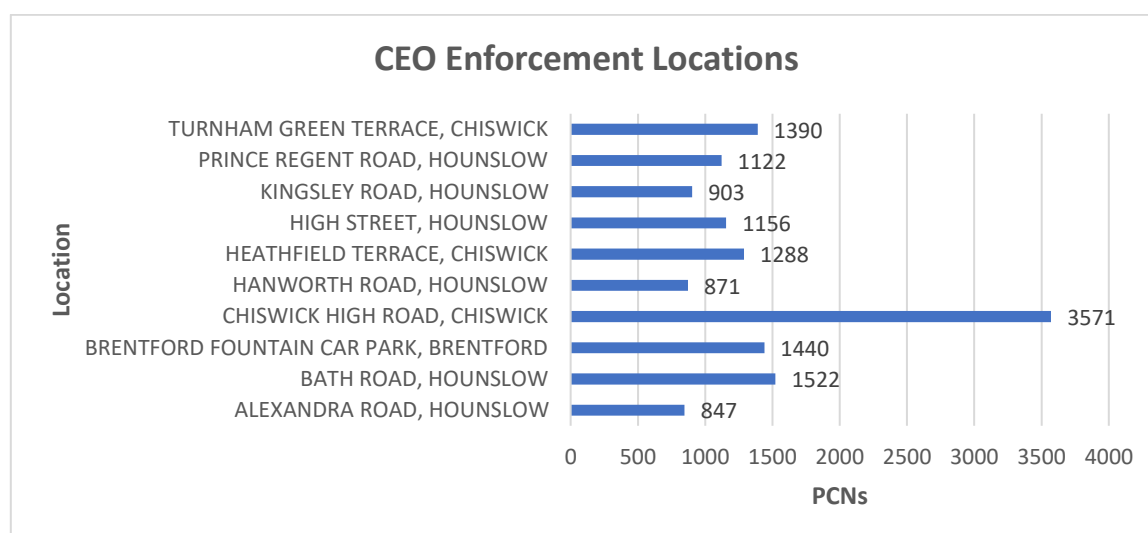
2.3. Where do we enforce?

The following charts highlight locations in the Borough where the highest number of enforced contraventions occur. These numbers generally relate to either traffic volume or number of parking spaces involved. The council aims to tackle compliance of parking restrictions in a proactive manner and accepts that not all contraventions can be seen, and vehicles issued with a PCN. However, your Council works closely with its residents and businesses to obtain intelligence to enable the council's enforcement provider to deploy CEOs to the locations where the contraventions are taking place.

The top 10 enforcement hotspots (on-street)

The below bar chart, Figure 2, shows the top ten locations where CEOs have monitored and identified the highest number of contraventions (parking infractions) where a PCN has been issued.

Figure 2.



Chiswick High Road is a very popular shopping destination and generates a high volume of PCN's due primarily to its length, but also the high volume of non-compliance, and therefore requires monitoring, education and enforcement by the CEOs. By monitoring the area, the CEO's identified that most contraventions due to low compliance of parking restrictions. 704 more PCNs were issued this year, compared to last year.

Parking enforcement along this main road helps support the provision of Pay by Phone and stop and shop facilities (see appendix below, for information regarding paying to park including Pay by Phone and Pay Point locations where a motorist can go into a shop to pay to park rather than use a mobile phone), with parking bays, loading bays, double and single yellow line restrictions.

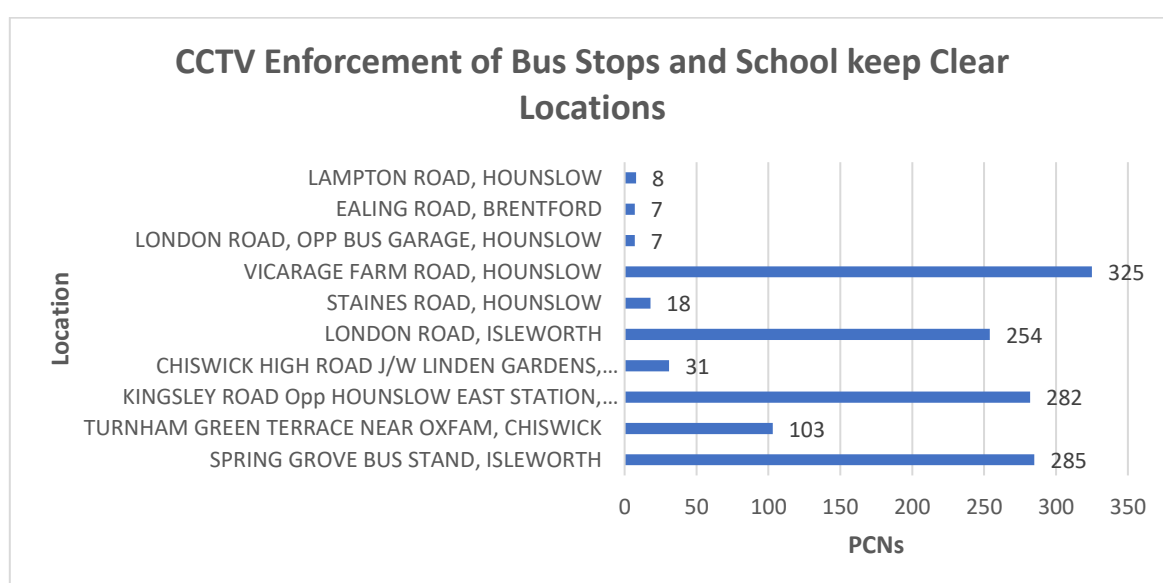


Due to the volume of traffic during peak hours the bus lanes are enforced to keep the traffic moving and ensure easy flow of public transport, which aligns with Mayor Sadiq Khan's Transport strategy.

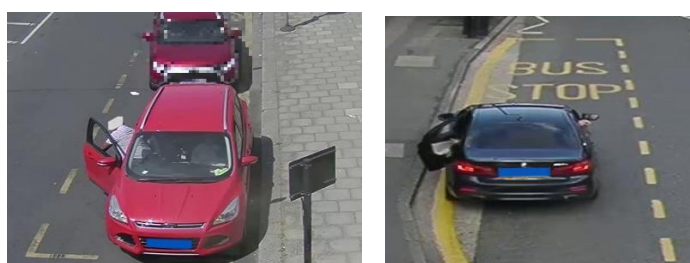
The top 10 Parking CCTV enforcement hotspots

The below bar chart, Figure 3, shows the top ten locations where PCNs have been issued by CCTV for parking in bus stops and School Keep Clear locations. CCTV enforcement provides a more effective deterrent to ensure compliance, especially for 'no stopping' contraventions, where drivers will drive off before the PCN has been served and the PCN is then sent by post. This helps maintain the safety of pedestrians and the efficient running of the borough's bus network.

Figure 3.



Whilst Vicarage Farm Road, Hounslow and London Road, Isleworth have increased in illegal parking (203.7% and 75.1% respectively – PCN issues) compared to last year, overall CCTV enforcement has contributed to a decline in illegal parking across the borough. For example, last year, Kingsley Road opposite Hounslow East Station has shown a 63.4% decline in illegal parking; Turnham Green Terrace near Oxfam a 51.4% decrease and Spring Grove bus stand a 23.5% decrease in PCN issues.

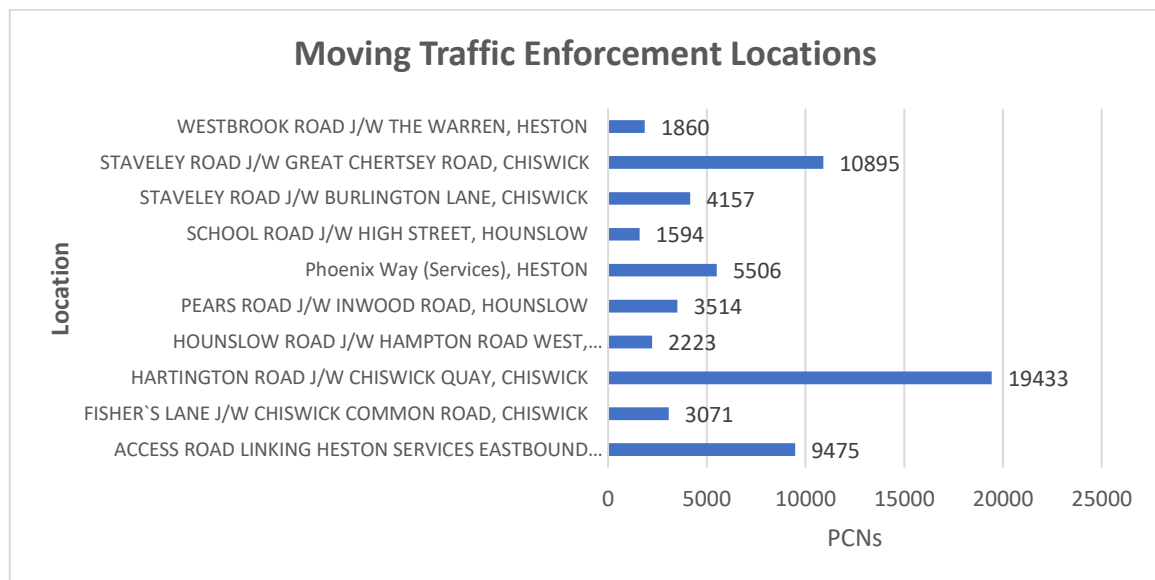


London Road, Isleworth bus stop (left picture) has shown a significant increase in illegal parking, whilst the bus stop in Kingsley Road, Hounslow opposite the tube station (right picture) has shown a significant decrease in illegal parking.

Top 10 moving traffic enforcement hotspots

The below bar chart, Figure 4, shows the top ten locations where PCNs have been issued by CCTV for moving traffic contraventions. Schemes, wherever possible are aimed at reducing the flow of traffic around schools and in residential areas, improving safety for pedestrians and cyclists, as well as reducing vehicle emissions in the area.

Figure 4.



The above bar chart, Figure 4, shows a significant drop in CCTV capture of moving contraventions. For example, Hartington Road junction with Chiswick Quay, Chiswick (below picture) shows a 32.6% drop in PCNs compared to last year, and Staveley Road junction with the Great Chertsey Road, Chiswick showed an 80.2% drop in PCN issues.



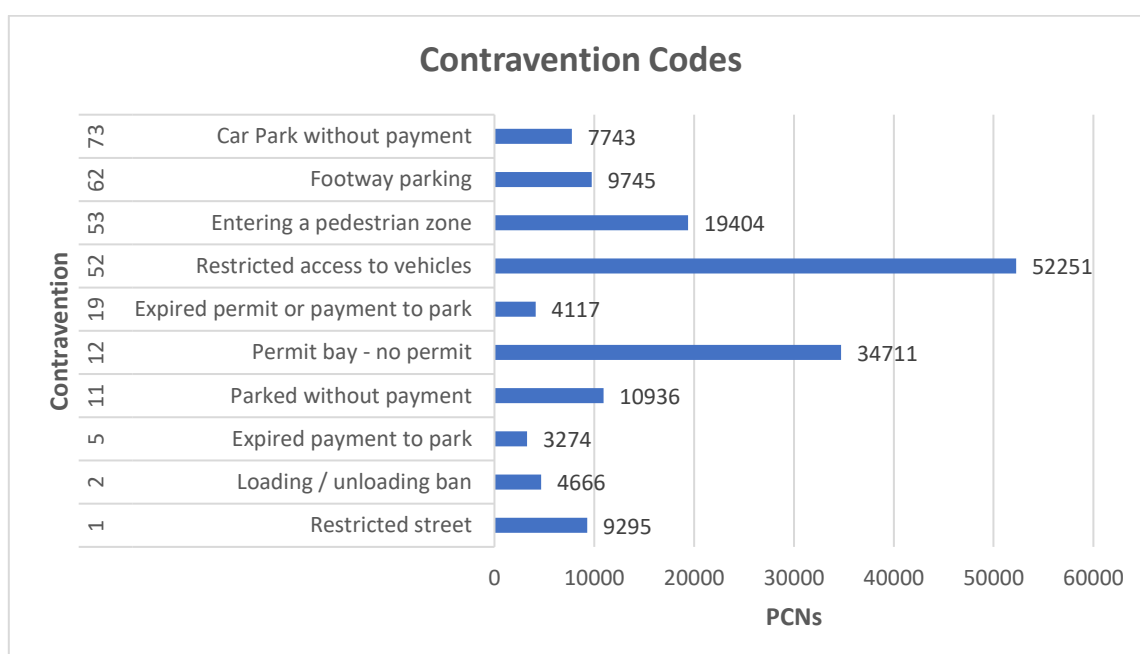
Hartington Road junction with Chiswick Quay, Chiswick

Prior to the introduction of the restricted access, Hartington Road, Chiswick was one of the busiest residential roads in the Chiswick area, with nearly 8,000 vehicles on the average weekday at its busiest point. Two thirds of all traffic was heading in a northbound direction. The northbound dominance of traffic continued to Bolton Road, Grove Park Road and Sutton Court Road, Chiswick, which highlighted the degree to which traffic uses this route as a cut through between the A316 and A4 to avoid Hogarth Roundabout, Chiswick.

Top 10 contravention codes used by both CEOs and CCTV

The below bar chart, Figure 5, shows the top ten contravention codes applied by both CEOs and CCTV.

Figure 5.



This chart, Figure 5, shows that whilst CCTV PCNs have decreased substantially in some years; compared to last year, CEO PCN issues have increased for certain contraventions, such as contravention 01 (parked on yellow lines) 9295 PCNs were issued this year compared to 7150 PCNs last year and contravention 19 (parked after the expiry of a permit or after the expiry of paid to park payment) 4117 PCNs issued this year compared to 3745 PCNs last year.

2.4. CCTV Enforcement

CCTV enforcement cameras, both static and mobile 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, yellow box junctions and school keep clear areas.

Unattended static 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 and a link to view the CCTV footage online.

CCTV can enforce static contraventions, such as a vehicle illegally parked on a School Keep Clear area in addition to Bus lanes and Moving Traffic contraventions. Further details are below.

2.4.1. Moving Traffic

Moving traffic contraventions relate to traffic controls in the Highway Code and include contraventions such as driving through a 'No Entry' sign, turning left or right when instructed not to do so or entering box junctions and stopping due to a stationary vehicle.

Some examples of moving traffic restrictions. Do you know what the signs mean?



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

The below CCTV photos show two different roads where motorists have decided to make their own way along the road despite keep left signage saying that they should keep to the left of signage on the central reservation. A clearer picture of a keep left sign is above. Note the picture on the right – the white vehicle on the wrong side of the road (opposite the bus) is headed towards a vehicle approaching in its correct lane.



Examples of some of the traffic signs the Council enforces using CCTV



Below are some further examples of contraventions captured by CCTV



No right turn – vehicle turned right



Yellow Box junction



One way road



Restricted access – permit holders only

2.4.2. Bus Lanes

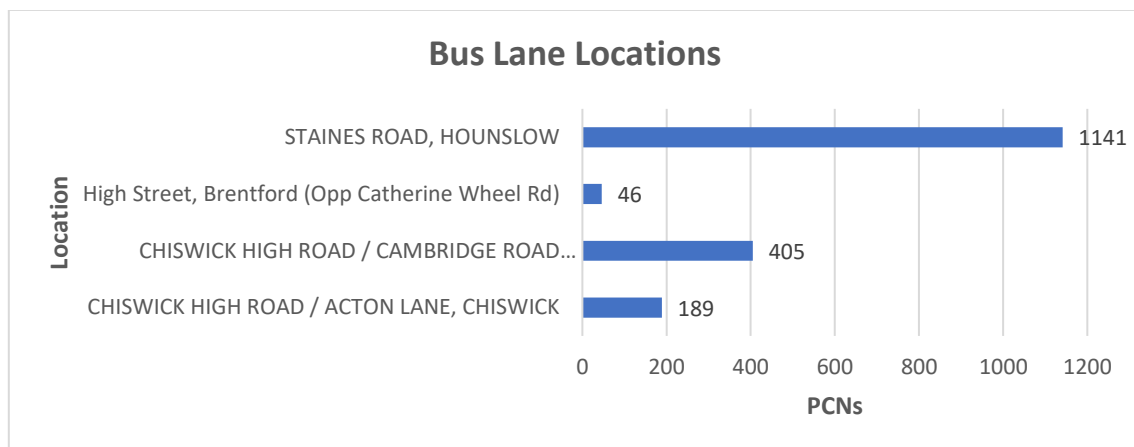
Bus Lanes are limited to buses and taxis on certain days and times to speed up public transport that could otherwise be delayed in traffic congestion. There are clear road markings and signage indicating a bus lane, and its operational days and hours.

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. In 2019, Hounslow Council declared a climate emergency. Part of that action was and is to improve public transport options. Bus lanes are part of this.

Bus lanes are enforced by static CCTV camera.

The below bar chart, Figure 6, shows the top four locations where there has been the illegal use of a bus lane and a PCN has subsequently been issued.

Figure 6



Looking at a comparison with last year, Staines Road, Hounslow has increased in infringement by 22.2%. But this is still less than half the amount of PCNs for the period 2020-21. High Street, Brentford infringement has decreased by 66%, Chiswick High Road junction with Acton Lane, Chiswick a 52.8% decrease and Chiswick High Road junction with Cambridge Road North, Chiswick a 43.9% decrease. Overall, very positive results.

Below two pictures of Staines Road, Hounslow bus lane



Despite infringements increasing in Staines Road, Hounslow bus lane, the overall performance does show that CCTV reduces wrongful traffic movement and helps keep traffic flowing correctly.

2.4.3. Mobile CCTV Enforcement

Our Service operates three mobile CCTV vehicles with Automatic Number Plate Recognition (ANPR) that can quickly establish if vehicles are legitimately parked.

This makes the Authority more flexible to respond to public demands where action is needed, for example, motorists are often tempted to take short-cuts through 'No entry' areas and School Keep Clear areas, where there is no fixed camera to enforce.

The mobile ANPR vehicles also patrol Controlled Parking Zones, checking vehicle number plates against the permit database to ensure only authorised vehicles are parked during restricted hours.

Below is a photo of one of our mobile ANPR Units.



2.4.4. Schools Enforcement

Road safety outside schools is paramount, and with more than 60 schools within our borough, enforcement can be challenging, as can changing the way in which parents and other motorists park near schools.

We have developed a school enforcement plan which is aimed at tackling problem parking, and we work closely with schools, the Council's School Travel Planning team, the Police and other stake holders to continually improve the service. This includes enforcement of the "School Keep Clear" markings.

In addition to implementing School Streets (CCTV enforced restricted access – see Section 3, below), we work with schools to improve safety in surrounding roads through infrastructure measures as well as active travel and road safety initiatives.

These measures are summarised in the table below.

Infrastructure measures	Educational measures
20mph limits	Helping schools to achieve TfL STARS accreditation.
Pedestrian crossings	School Travel Planning

Traffic calming (speed humps, raised tables, build outs)	Active travel initiatives: cycle and scooter training, Beat the Street competition, park & stride, walk to school week, bike week, anti-idle campaigns
School Keep Clear markings enforced by CCTV	Road safety initiatives: pedestrian training, junior road-watch, Theatre in Education, perfect parking pledges

Enforcement of School Keep Clear areas are carried out by Civil Enforcement Officers (CEOs), mobile CCTV and static CCTV. Pedestrian crossings are enforced by CEOs.

Feedback from both schools and parents has been positive and acknowledges that CCTV and other enforcement improve driver behaviour and increases compliance.

As there are offences that the CEOs cannot enforce, there are times when the Police will carry out a joint operation with CEOs or work independently to tackle other illegal actions, such as driving on the footway, parking in the middle of the road and speeding. These occasions are carried out unannounced and can be at any location in the borough.



The above two photos show enforcement by a static CCTV camera (left photo) and by a Civil Enforcement Officer on foot (right photo). The CCTV camera (left photo) also shows the additional congestion caused by the vehicle stopped in the middle of the road – congestion for other road users and an additional hazard for children attempting to cross the road. The vehicle enforced by an Officer on foot (right photo) is also parked next to the clear signage whilst parked on the “School Keep Clear” area during restricted times.

3. School Streets 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.

3.1 What is a School Street?

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 particulates, which especially impact young people

How it works

Resident only access restrictions ("School Streets") restrict access to a road or road(s) around a school's access at school start and finish times, Monday - Friday. Typically, they cover a period of 1 hour in the morning (e.g. 8.15 – 9.15am) and 1 hour in the afternoon (e.g. 2.45 – 3.45pm). The specific times of a particular restriction are set out on signs as you enter the School Street – please check before entering the road.

During these times, only pedestrians, cyclists, and vehicles registered by residents are permitted to enter the road(s). School staff in Hounslow can be exempted by contacting SchoolStreets@hounslow.gov.uk from a valid school email address with their vehicle registration and place of work. Any other vehicle entering would receive a penalty charge notice (PCN). There is no impact on traffic leaving the road(s) during the hours of operation – vehicles can therefore leave the road at any time without receiving a PCN.

The restrictions are enforced by the Council using CCTV, which could be either mobile or fixed cameras.

Full details can be found at the Council's web page : [School Streets | London Borough of Hounslow](#)

If you **live or work** within a School Streets scheme area and would like to register free of charge a vehicle for an exemption (for yourself, another member of your household, or visitor) from the restricted access restrictions that operate during school pick up and

drop off times, please complete the exemption form on the Council's web page: [Registering for vehicle exemption | School Streets | London Borough of Hounslow](#)

This exemption, where granted, does not exempt vehicles from other contraventions, such as parking on yellow lines, footway or School Keep Clear areas where a Penalty Charge Notice (PCN) can still be issued.

During 2023/24 two additional School Streets were added, with several more planned for the forthcoming year to improve the safety for our children.

An example of a School Street on Star Road, Isleworth is in the below picture.



Advance warning signage of the restricted access, London Road, Isleworth

4. Removals and Relocations

If a vehicle receives a PCN for being parked in contravention, and falls within our removal criteria, it may be removed and either relocated to a safe location or taken to the Storage pound to await retrieval. This will incur a removal fee, as well as additional storage charges, if the vehicle is not claimed promptly from the pound the storage charges will accumulate.

Vehicles removed or relocated by councils can be found by contacting the London-wide TRACE service. More information about locating a removed or relocated vehicle can be found at : [Towed vehicle tracing | London Councils – Home](#) or by contacting TRACE on Freephone telephone number 0300 077 0100.

Priority vehicles for removal are those parked on yellow lines on main roads and near junctions, in disabled bays, on footways and obstructing dropped kerbs and crossovers. Persistent evaders (more than 3 unpaid and un-challenged PCN's) are also targeted in addition to those vehicles that do not have a registered keeper per DVLA.

Vehicles relocated are generally those in areas that have been suspended, and records show that the vehicle was parked before signage was erected or has a permit for that CPZ.

The removal of vehicles has decreased substantially this year. This was due to our providers pound being closed in July 2023 and a new provider opened in December 2023. Between August and November, only relocations were carried out.

Many of those relocations carried out in 2023/24 were to support the Hounslow Highways' programme of carriageway and footway resurfacing, pothole repairs and street cleaning. The total number of removals for 2023/24 was 203. This is a 54% decrease on last year (446), with 175 relocations carried out, an 80% increase on last year (75).

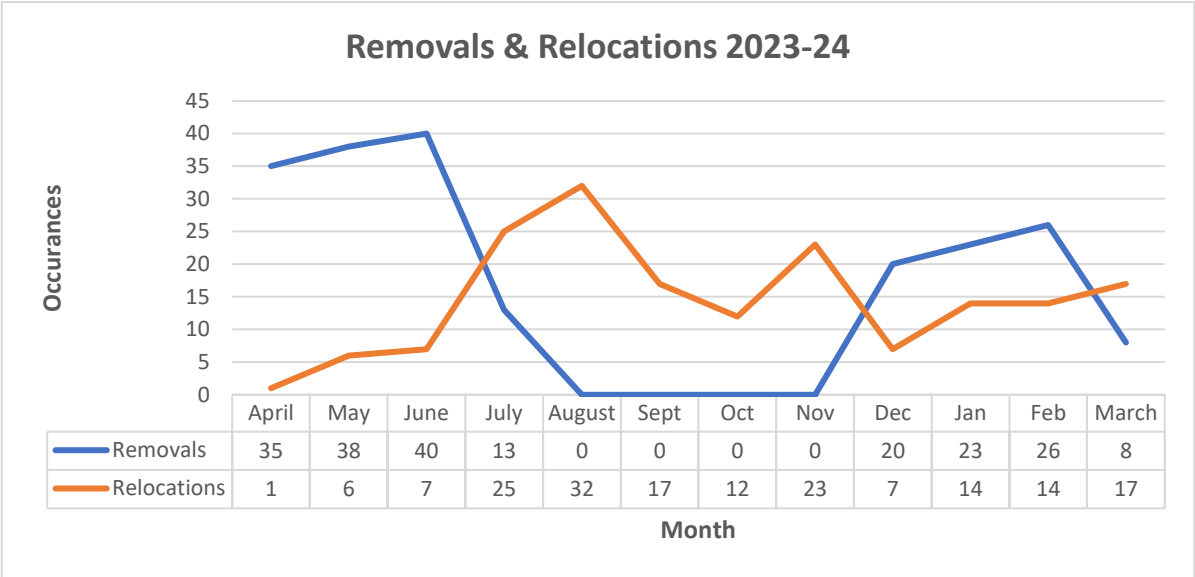
The below table, Table 3, shows a comparison of removals income by financial year.

Table 3.

Year	Removal Income £
2020/21	110,105
2021/22	155,265
2022/23	125,951
2023/24	50,675

The below graph, Figure 7, shows the number of removals and relocations carried out each month.

Figure 7



5. On-Street and Car Park Income

A Council decision was taken to decommission the old pay and display machines around the borough. This was to save money due to maintenance and repairs, often because of end of life, vandalism and theft. Although decommissioned, there are a number of machines still in situ and a planned removal has been taking place and continues. The decommissioning and removal of a machine involves the electricity being switched off and made safe, the removal of the machine itself and the resulting hole in the ground being repaired. This requires three different Teams to co-ordinate and work together. Depending on location and availability, trees have been planted in place of a machine to help make the borough greener.

5.1. Cashless Parking

There are currently just over 4,800 parking spaces within the borough which accept cashless parking. They all accept the phone payment option, with payment being taken directly from your debit or credit card. This removes the need to carry change around with you and to display a ticket.

The telephone parking service is supplied by Pay by Phone (PbP).

To assist those motorists that do not have a mobile phone, there are approximately 140 PayPoint shops around the borough where you can pay for a parking session.

In some areas we allow people to park for free for a period before it becomes chargeable, however a parking session must still be obtained either via the mobile phone app or from a PayPoint shop. Where this arrangement is in place, more information will be available on local signage.

In mid-February 2024, a new 6-month trial started in 20 locations. 13 locations are in Council-controlled car parks and 7 on-street locations. The METRIC terminals accommodate free on-street parking for Blue Badge holders, as well as 30 minutes' free parking sessions at park and shop locations, and emissions-based charging.

The new contactless tap and go bank card / credit card payment method will be digitally inclusive and provide an alternative to people who find other technologies, like parking apps, challenging. This new option is quick and easy to use, and available in 6 languages: English, Punjabi, Polish, Romanian, Urdu and Nepalese.

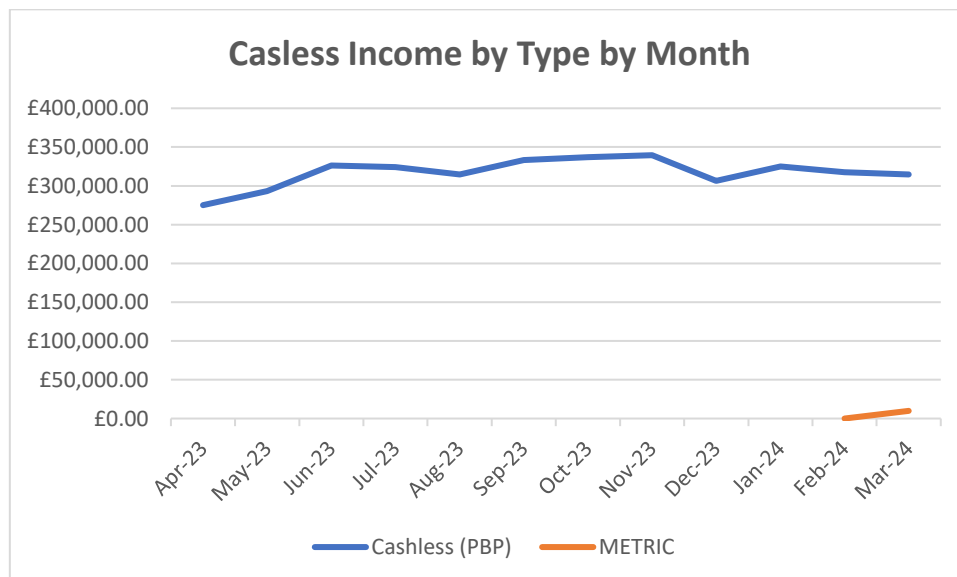
The 6-month trial will add card payments to the existing PayByPhone parking app, and in-person payments using cash or a card, at more than 200 PayPoint retailers across the borough.



More details about cashless parking, as well as the 20 trial locations can be found from the Council's webpage : [Cashless parking | London Borough of Hounslow](#)

The below graph, Figure 8, shows Cashless income type - PayByPhone and the new METRIC trial by month.

Figure 8



5.2. Emissions-Based Charging

Walking, cycling and the use of public transport are the most carbon effective and sustainable transport options. Where a vehicle is required, the council supports the transition to electric vehicles to reduce both air pollution and carbon emissions.

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 and Transport Strategy.

When purchasing a parking permit, using the trial METRIC terminals, or paying to park by phone, 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.

Details of the Action Plan be found via the Council's web page : [Hounslow's climate emergency declaration | Climate emergency | London Borough of Hounslow](#)

6. Parking Schemes Update

Controlled Parking Zones (CPZs) are roads or sets of roads where the parking places and single yellow lines which form the CPZ are controlled for a certain period during the day, with the aim (for the most part) of prioritising local parking. Details about Permits and applications can be found in Section 7, below.

There have been no new CPZs nor adjustments to CPZs during this year.

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, making the area safer for our children. Details about School Streets and applications for access can be found in Section 5, below.

During this year, two school streets have been created by installing signage and fixed CCTV cameras at the three locations, as follows :

Heath Road j/w Atcham Road, Hounslow	Hounslow	Creating a School Street for Chatsworth Primary school
Heath Road, Hounslow	Hounslow	Creating a School Street for Chatsworth Primary school
Upper Sutton Lane, Hounslow	Heston	Junction Westbrook Road for Westbrook Primary school creating a School Street

7. Electric Vehicles and Car Clubs

The London Borough of Hounslow Council declared a climate emergency in 2019. Since then, we have been taking urgent action to help achieve zero carbon status as soon as possible.

Although as a council we are prioritising the delivery of projects that encourage more trips on foot, by bike or public transport, as part of our wider transport strategies, we recognise that this is not possible for every journey or individual. We consider that it is therefore important that the council encourages Car Clubs and delivers the charging point infrastructure that is necessary to support the increase in cleaner vehicles.

7.1 Electric Vehicles

The London Borough of Hounslow Council declared a climate emergency in 2019. Since then, we have been taking urgent action to help achieve zero carbon status as soon as possible.

In November 2022, we approved our [Hounslow Electric vehicle charging strategy and consultation | Electric vehicle charging points | London Borough of Hounslow](#) which aims to deliver over 2,000 new charge points across the borough, providing a range of different charge point types, with the aim of delivering a good minimum level of service for all residents and businesses. During the year 2023-2024, we have been working towards this goal installing new charge points.

In addition to aligning with the council's net-zero goals, the strategy also aims to address the projected increase in demand, which will emerge from the UK Government's ban on new conventional petrol and diesel cars and vans from 2030 and the ban of hybrid vehicles from 2035.

More information can be found at the Council's web page : [Charging your electric vehicle | Electric vehicle charging points | London Borough of Hounslow](#)

The below two pictures show vehicles in an electric vehicle bay that has charging points. The two vehicles are not charging, so received a PCN because of this (in the yellow envelope).



7.2 Car Clubs

Car clubs can provide drivers with access to a car or van when they need one, without being tied into vehicle ownership. For less frequent drivers, there are significant savings to be made by paying for car use on a trip-by-trip basis, rather than having to pay large lump sums for vehicle purchase/lease, tax, insurance, maintenance, fuel and other fees.

There are already over 6,000 car club members registered within the borough, and this figure is growing monthly. Given the growing number of car club members in the borough, the council is currently considering the possibility of increasing the number of car club bays provided across the borough.

Hounslow's Transport Strategy recognises the important role that car clubs have to play in improving local air quality and helping to tackle the climate emergency.

There are currently two car club operators with vehicles located in the borough. For further details on driver eligibility, latest pricing (including current promotions) and vehicle locations, please check the below links to the operator websites:

- Visit the [Enterprise website](#)
- Visit the [Zipcar website](#)

At the time of writing this update, a variety of membership options are available from operators, ranging from free annual membership to monthly subscriptions.

Most car club operators provide a range of different vehicle types, from small city cars and SUVs to vans. Examples of vehicles currently seen in the borough include the following: Toyota Yaris, Vauxhall Corsa, VW Polo/Golf, Ford Puma, Renault Captur, Kia Niro and VW Transporter. At present, vehicles are hired from specific car clubs' bays in the borough, with the vehicle returned to the same bay at the end of your trip.

Most of the 34 vehicles currently available in the borough (across both operators) are on-street, but some bays are located off-street within new residential developments that are always publicly accessible.

8. Permits

Controlled Parking Zones (CPZs) are roads or sets of roads where the parking places and single yellow lines which form the CPZ are controlled for a certain period during the day, with the aim (for the most part) of prioritising local parking.

The operational times of a CPZ will be indicated on the entry boards, which are positioned to face traffic coming into the area. If a yellow line operates at different times to the CPZ it will be individually signed.

Residents and their visitors, as well as local businesses, will be entitled to apply on-line for a permit. There are usually many different types of parking within a CPZ, so always check the signs to ensure you are entitled to park there.

Types of parking available depend on size and location of the CPZ, and the needs of residents and local businesses, which can include:

- Resident permit holder bays.
- Pay to Park or shared use - pay to park / permit holder bays (more than one type of parking will be mentioned on the sign).
- Business bays.
- Disabled bays.
- Disabled permit bays.
- Loading or goods only loading bays (usually located near shops).
- Zip Car or Enterprise club bays.
- Limited waiting / free bays. (usually located near shops)

Find out if a property is located within a CPZ

To find out if an address is within a CPZ you can use this map: [Aurora](#)

Find out if an address is eligible for a resident permit

Not all properties within a CPZ are eligible for parking permits, for instance they may be subject to a planning condition or legal agreement preventing occupiers from obtaining permits (this tends to apply to new builds). You can find out more about a specific property by emailing hounslow.permits@nsl.co.uk

Permit types

Permits are offered to meet the needs of multiple groups within Hounslow. Current permit types include Resident, Carer, Temporary Resident, Business, and Doctor. Season Tickets - are available to park in Council-owned car parks. They are available to any business or resident within that CPZ 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 introduced 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.

More details about permits and for links to apply for a permit, please go to the Council's web page : [Parking permits | London Borough of Hounslow](#)

The below table, Table 4, details the number of permits issued by type during the year.

Permit Type	Number of permits issued
Visitor Permits / Vouchers	14591
Resident Permit	5341
Temporary Resident Permit	2465
Operational Permits	313
Business Permits	107
Resident Carer Permits	18
Season Tickets (car parks)	27
Disabled Resident permits	11
Doctors permit	7
Total	22880

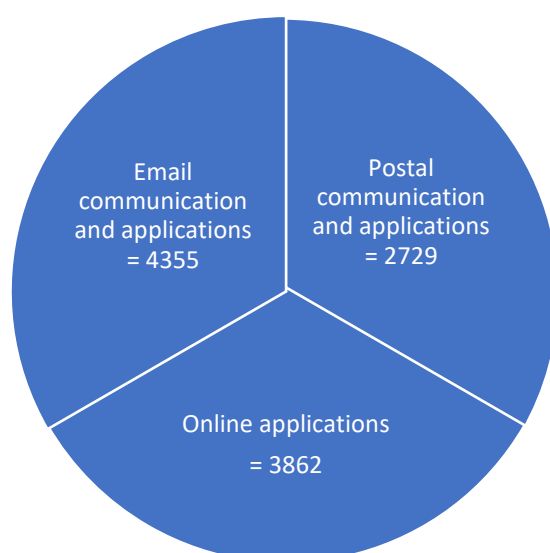
9. Concessionary Travel

The Concessionary Transport Unit (CTU) handles all applications for Disabled Persons Parking Badges (Blue Badges) application process and Disabled Persons Freedom Passes requests made by residents of the borough.

Correspondence and applications are received online, via Royal mail and email. The team also handle incoming phone queries regarding applications for our residents.

Details of incoming communication and application requests handled by the team during 2023/2024 :

Total number of Blue Badge and Disabled Freedom Pass applications and communications



The budget surplus from Parking Enforcement and parking charges funds the concessionary travel schemes.

The figures below show the breakdown of successful applications Blue Badges and Disabled Persons Freedom Passes.

9.1. 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 transports people that need a Blue Badge.



If you have mobility issues or are visually impaired, you may be eligible for a Blue Badge parking permit. With a blue badge you can park closer to your destination and in some circumstances, you can enjoy free parking and sometimes stop on double yellow lines.

Within the London Borough of Hounslow Blue Badge Holders may park in: -

- on-street pay to park bays
- disabled bays (except those designated for specific disabled permit holders)
- on-street resident permit/ shared use bays
- all Hounslow Council managed car parks in pay to park or disabled bays.
- up to three hours on single or double yellow lines (except where there are yellow kerb stripes)
- Blue badge holders can park for a maximum of three hours on a single or double yellow line if there is no prohibition on loading/unloading and the vehicle is not deemed to be causing an obstruction (please refer to The Blue Badge scheme: rights and responsibilities in England, a leaflet produced by the Department for Transport).
- In the London Borough of Hounslow Controlled Parking Zones (CPZ) blue badge holders may park in resident parking bays, shared use or pay to park bays free of charge and for unlimited periods. They may also park in any of the Council's off-street, car parks free of charge. When parking in any of the above locations your disabled blue badge must be displayed in the vehicle.

Who is eligible?

There are two types of eligibility criteria, which you can apply for a Blue Badge under.

- Type 1: 'Eligible without further assessment'
- Type 2: 'Eligible subject to further assessment'

Applications received under "Eligible subject to further assessment" will be sent for assessment by our assessors, who are responsible for carrying out all desk-based assessment and onsite Face to Face assessment at Hounslow House.

Blue Badges issued between 01/04/2023 – 31/03/2023 = 3631

Disability that affects both arms = 3	Severely Sight impaired / Blind = 121	Child under 3 years = 1
DLA/PIP = 1876	After further assessment = 1627	War Pensioners Mobility Supplement = 3

9.2. Freedom Passes

Disabled Person 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 eligible disabled people get around. To be eligible for a Disabled Persons Freedom Pass you must reside within the Borough and have any of the statutory disabilities listed in the Transport Act 2000.



The Freedom Pass currently takes the form of a contactless smartcard compatible with Oyster card readers and the scheme is funded by the London boroughs and the City of London and co-ordinated by London Councils.

Disabled Persons Freedom Passes issued between 01/04/2023 – 31/03/2024

= 1316

Partially sighted/severely sight impaired (Blind) = 60	Further assessment = 706	Learning disability = 15	DLA/PIP = 445
Profoundly/severely deaf = 23	Refused license to drive = 67		

Older Persons Freedom Pass

The Older Persons Freedom Pass gives you free travel on buses, tubes, trains, Docklands Light Railway, and trams in London. To have an Older Person's pass you must meet the age criteria.



You can get an older person's bus pass when you reach State Pension age, which is currently 66 for both women and men.

Older Persons Freedom Passes issued between 01/04/2023 – 31/03/2024 = 6815

60+ London Oyster photocard.

If you're 60 or over and live in London, then you can get free travel on buses, trains and other modes of transport in and around London with a 60+ London Oyster photocard.



The London Borough of Hounslow is not responsible for the processing or issuing of the Older Persons Freedom passes or the 60+ London Oyster card. These are managed solely by London Councils (Freedom Passes) and Transport for London (60+ Oyster card)

9.3. Taxicard

The London Taxicard Scheme provides subsidised transport in taxis and private hire vehicles (minicabs) for people with serious mobility or visual impairments, making it very difficult or impossible to use mainstream public transport such as buses and tubes.



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

Our assessors will carry out the assessments for all our Taxicard Applications.

Taxicard is for people with long-term disabilities, not for short-term problems such as broken legs etc.

If you are eligible, you can use your Taxicard to make journeys in licensed London taxis and private hire vehicles. It can be used when shopping, visiting friends. While you can use your Taxicard at any day or time, it is subject to taxi availability.

You can use this for a maximum of 104 journeys a year.

As of the 31st of March 2024, there were 1638 active Taxicards

10. Financial Information

Financial Information:	Actuals in £'000			
	2020/21	2021/22	2022/23	2023/24
On Street Parking Income & Expenditure				
PCN Income	4,901	9,508	13,046	8,574
Machine Collections	1,705	2,919	2,822	3,187
Permits & other	3,115	3,555	3,285	4,196
Total Income - On Street Parking	9,721	15,982	19,152	15,957
Total Expenditure - On Street Parking*	- 4,391	- 4,620	- 5,517	- 6,301
Net Surplus - On Street Parking	5,330	11,363	13,635	9,656
Off Street Parking Income & Expenditure				
PCN Income	61	124	294	476
Machine Collections	338	507	578	660
Permits & other	53	121	40	78
Total Income - Off Street Parking	452	753	912	1,214
Total Expenditure - Off Street Parking	- 367	- 474	- 561	- 732
Net Surplus - Off Street Parking	85	279	350	482
Net Income - On/Off Street Parking	5,415	11,642	11,901	10,138
Concessionary Fares, Blue badge, Freedom pass	- 9,069	- 7,770	- 5,250	- 5,510
On street surplus after application to Concessionary Fares	- 3,654	3,139	8,385	4,146
Other Costs				
Net Traffic and Transport expenditure**	- 1,076	- 1,720	- 1,823	- 1,809
Central support cost share ***	- 659	- 879	- 1,149	- 1,053
Concessionary Fare budgeted contribution to PRA****				
Surplus income contribution to Parking Revenue Account	-	540	5,413	1,284
Gross PFI expenditure				
Net PFI expenditure				
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				
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				
Note : Off-street 21/22 total expenditure £40k adjustment relates to Covid19 sales fees and charges				

APPENDIX

Parking Enforcement Team – contact details + Abandoned vehicle reporting information

[Parking Enforcement Team contact details | London Borough of Hounslow](#)

Overview of the PCN process

[Overview | Penalty charge notice appeal process | London Borough of Hounslow](#)

Parking Contravention codes and what they mean

[Overview | PCN contravention codes | London Borough of Hounslow](#)

Vehicle Removal

[PCN for a parking contravention \(vehicle removal\) | Penalty charge notice appeal process | London Borough of Hounslow](#)

Tracing a towed vehicle in the London area

[Towed vehicle tracing | London Councils – Home](#)

Paying to park – Cashless Parking

[Cashless parking | Parking on the street | London Borough of Hounslow](#)

[in-person payments using cash or a card, at more than 200 PayPoint retailers](#) across the borough - click link for map.

Controlled Parking Zones

[Controlled parking zones | London Borough of Hounslow](#)

Parking permits – including links to apply

[Parking permits | London Borough of Hounslow](#)

Reserve Parking Spaces – suspend a bay within a CPZ

[Reserve parking spaces | London Borough of Hounslow](#)

South Chiswick Liveable Neighbourhood

[South Chiswick Liveable Neighbourhood | London Borough of Hounslow](#)

School Streets

[School Streets | London Borough of Hounslow](#)

[Frequently asked questions | School Streets | London Borough of Hounslow](#)

Climate Emergency

[Hounslow's climate emergency declaration | Climate emergency | London Borough of Hounslow](#)

Emission-based charging

[Overview of changes to parking charges | Emissions based parking charges | London Borough of Hounslow](#)

Electric Vehicles

[Hounslow Electric vehicle charging strategy and consultation | Electric vehicle charging points | London Borough of Hounslow](#)

[Charging your electric vehicle | Electric vehicle charging points | London Borough of Hounslow](#)

We understand that EVs and their associated charging infrastructure might be new to many people. If you have questions about how you might be affected, please contact us by email at electricvehicles@hounslow.gov.uk.