



**London Borough
of Hounslow**

Parking Annual Report

2022/23

Forward by Cllr Salman Shaheen

Welcome to the London Borough of Hounslow's annual Parking and Traffic Enforcement report.

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

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

The Council continued 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. The Parking Operations team are responsible for enforcement of these School Street schemes, which 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 Council once again froze parking and permit charges to lessen the burden on motorists, whilst encouraging and promoting a shift to more sustainable modes of travel and lower emission vehicles.

The year marked the passing of Queen Elizabeth II. Roads were closed to allow her hearse to pass through our borough on Monday 19th September to her final resting place, and a great many of our residents paid their respects.

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



Councillor Salman Shaheen

Cabinet Member for Parking, Parks, and Leisure

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Glossary of Terms

CEO - Civil Enforcement Officer

CPZ - Controlled Parking Zone; parking is restricted to permit holders during set periods of the day

Contravention - This refers to a breach of parking regulations.

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

1. Introduction

This report is produced to meet the council's reporting requirements as outlined in the Traffic Management Act 2004 guidance, as amended in November 2010. The report needs to be published and as a minimum it should cover the financial, statistical, and other recommended data on Civil Parking Enforcement activity.

Three core services are delivered by the Parking Team: enforcement of parking and traffic regulations, repair and maintenance of parking facilities and administration of permits. Other services provided include Blue Badges and Taxi Cards and Freedom passes, but 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.

Some examples of anti-social illegal parking

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



Footway parking



Double yellow line parking



Illegally parking in a disabled bay

Parking on grass verges

2. Parking Enforcement

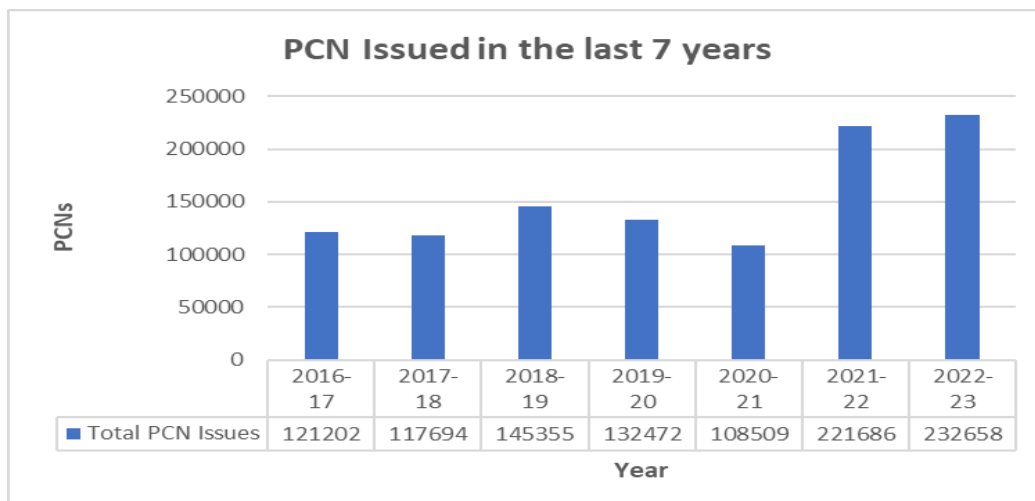
The Parking Enforcement Team operates on roads across the borough (on street) and in Council run car parks (off street). The core of their work is done by Civil Enforcement Officers (CEOs) and in some limited circumstances by Closed Circuit Television (CCTV) Operators. The cameras used for parking enforcement are either static i.e. fixed to poles or lamp columns, or vehicle mounted to allow for mobile deployment. The Council enforces bus stops, school keep clear markings and red routes via the Parking CCTV camera network.

2.1. Penalty Charge Notices (PCNs)

There was a 4.99% increase in the number of PCNs issued in Hounslow compared to 2021/22

The total number of PCNs issued this year was 232,658. This shows an increase, due to people returning to offices and places of work following the Covid-19 Pandemic lockdown imposed by Central Government coming to an end and the introduction of restrictions including a road closure of Fishers Lane for safety purposes, and School Streets/Low Traffic Neighbourhoods to improve road safety and air quality, for the protection of school pupils and residents within the locality.

The below bar chart shows a comparison of PCN issues in the last 7 years.



PCNs by Debt Type

The table below shows the breakdown of PCNs issued by type. CCTV enforced parking contraventions made up 0.74% of PCNs, 0.94% were bus lanes and 66.02% were for moving traffic contraventions. CEOs accounted for the remaining 32.3% of PCNs. Of those PCNs issued by CEOs, 86.8% were issued on-street and 13.2% were issued off-street (car parks).

Table 1

| Contravention Type | Number of PCNs Issued |
|--------------------|-----------------------|
| Moving Traffic | 153,592 |
| CEO On-Street | 65,227 |
| CEO Off-Street | 9,949 |
| Bus Lanes | 2,176 |
| CCTV (Parking) | 1,714 |
| Total | 232,658 |

The level of the PCN charge is set within the capital by London Councils 'Traffic and Environment Committee' in conjunction with the Mayor of London. The levels are based on the 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 without payment or occupying a pay to park bay after a paid for session has expired.

The Mayor of London approved an application to change the charging band for Penalty Charge Notices (PCNs) issued within the London Borough of Hounslow from Band B to Band A. This took effect from Thursday 2nd June 2022.

From this date PCNs for contravening higher level parking restrictions resulted 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. The previous band B charges were £110/£55 for higher and £60/£30 for lower.

The increased charge is designed to encourage compliance with parking restrictions by acting as a more effective deterrent.

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 76,890 combined on and off-street parking PCNs, 67.77% were issued at the higher charge rate. This reflects the emphasis of the enforcement team in ensuring

that the contraventions likely to impact on the safety of the public or the flow of traffic are given higher priority.

2.2. Where do we enforce

The following chart highlights locations in the Borough where the highest number of contraventions occur. These numbers generally relate to either traffic volume or number of parking spaces involved. It is the council aim to tackle compliance of parking restrictions in a proactive manner and accept that not all contraventions can be seen and the vehicle issued with a PCN. However, we work closely with our residents and businesses to obtain eye witness intelligence to enable the councils enforcement provider to deploy CEO's to the locations where the contraventions are taking place.

The top 10 enforcement hotspots (on-street)

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

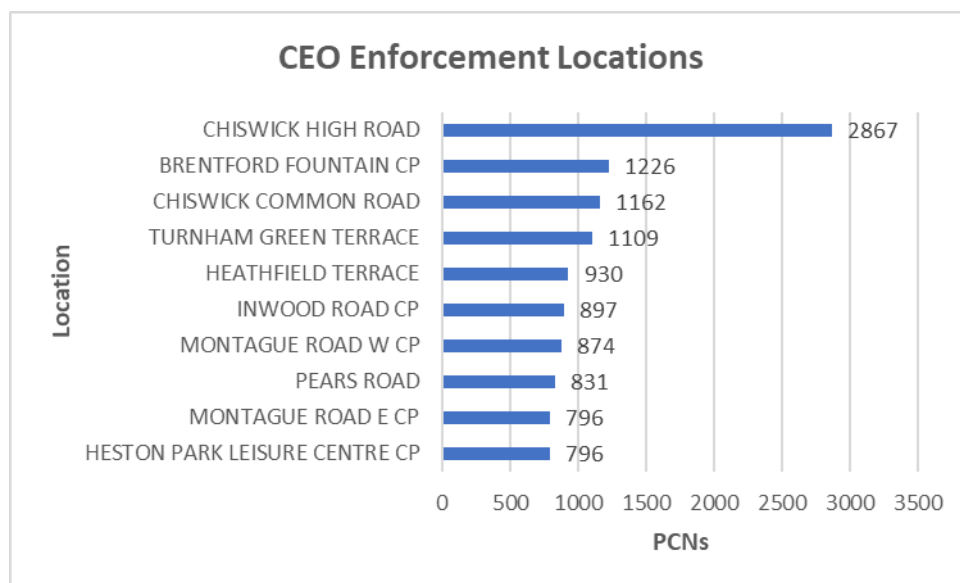


Fig 2.

Chiswick High Road is a vibrant shopping destination and compared to previous years generates a high volume of PCN's by the CEOs. By monitoring the area the CEOs find most contraventions due to low compliance of parking restrictions. Parking enforcement along this main road helps support the provision of Pay by Phone and stop and shop facilities, with parking bays, loading bays double and yellow lines



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 Saddique Khan's Transport strategy.

The top 10 Parking CCTV enforcement hotspots

The below chart 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. This helps maintain the safety of pedestrians and the efficient running of the borough's bus network.

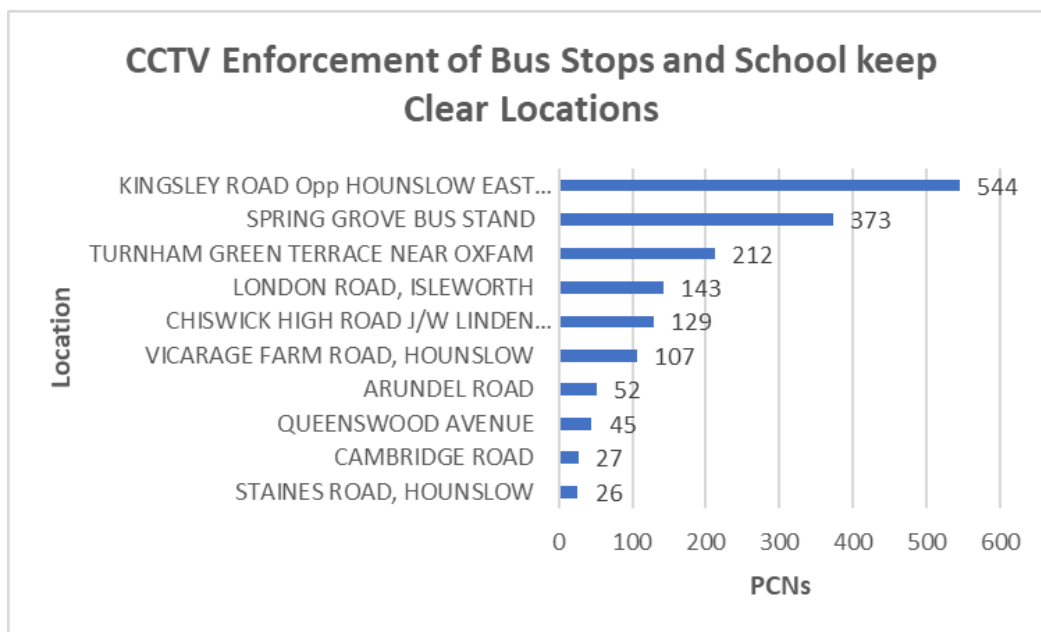


Fig 3.



For the second year in a row, this Kingsley Road bus stop received the most CCTV issued PCNs.

Top 10 moving traffic enforcement hotspots

The below bar chart shows the top ten locations where PCNs have been issued by CCTV for moving traffic contraventions. The majority are schemes 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.

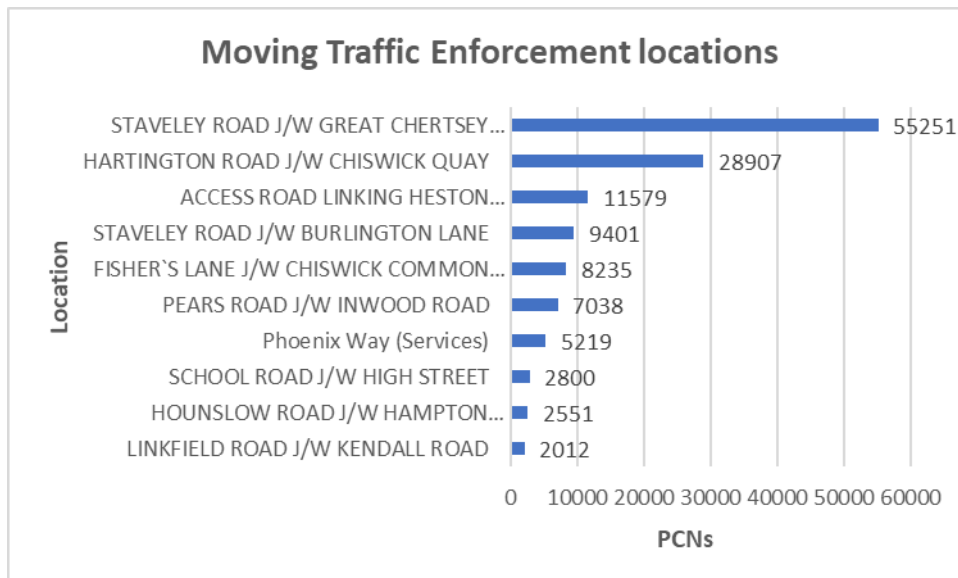


Fig 4.



Staveley Road, which gives access to a large community school, is often used as a cut-through by motorists using the A316, so that they can by-pass the Hogarth Roundabout. There is clear signage on the A316 from both directions warning motorists of this restriction. 88.8% of all PCNs issued for this scheme (and nearby Hartington Road) were issued to vehicles registered outside of the borough, supporting the Council's initial belief that those contravening the restrictions were not local residents.

Top 10 contravention codes used

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

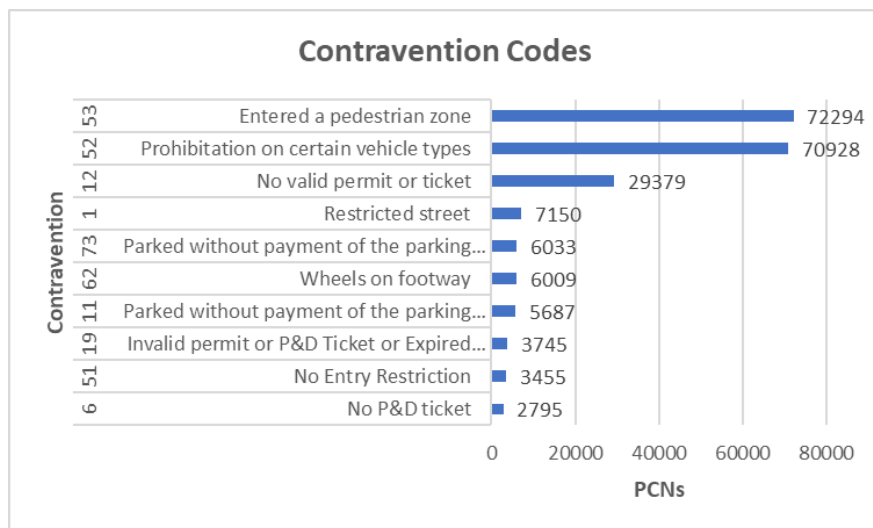


Fig 5.

2.3 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 or via a link to view the CCTV footage online.

2.3.1. 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
- entering box junctions and stopping due to a stationary vehicle

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 photo shows a mandatory left turn. The photo shows a vehicle somewhere in Chiswick travelling in the opposite direction to that directed.



The below CCTV photo shows Twickenham Road, Isleworth access to West Middlesex Hospital box junction. The photo shows that access is blocked for anyone needing it to this Emergency A&E Hospital



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

Bus lanes are enforced by static CCTV camera.

The below chart shows the top five locations where there has been illegal use of a bus lane and a PCN subsequently issued.

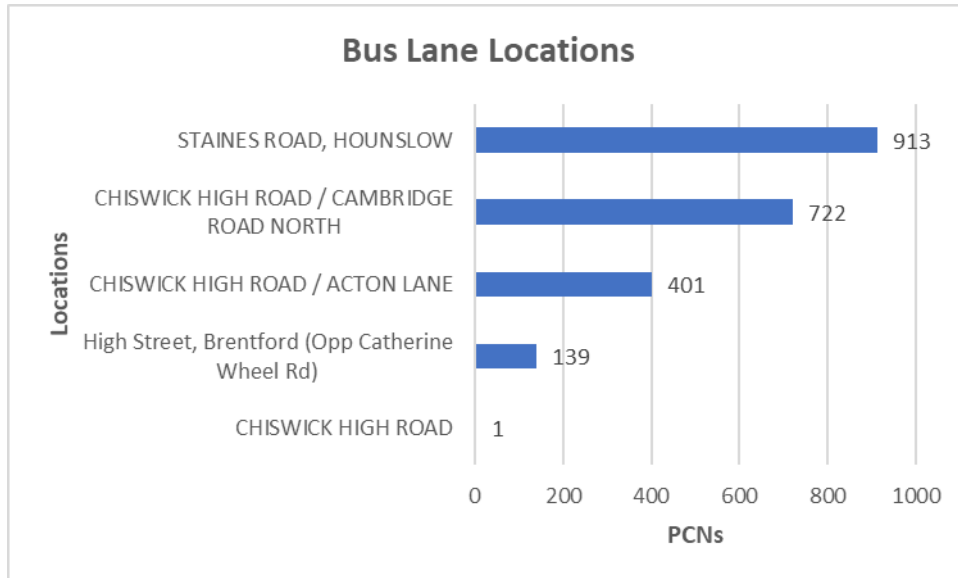


Fig 6.



Moving traffic contraventions continue to occur, but the continued use of CCTV works towards reducing the levels of offences. For example, in Staines Road, Hounslow (above photo) the bus lane saw a reduction from 2,365 PCNs issued in 2020-21, to 913 PCNs issued this year. Although it remains the top bus lane for enforcement reasons, the PCN figures show that the camera deterrent does work.

2.3.3. 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 vehicles 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. Schools Enforcement

Road safety outside schools is paramount, and with more than 60 schools within our borough, enforcement can be challenging, 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 work closely with schools, the Council's School Travel Planning team, the Police and other stake holder's team to continually improve the service. This includes enforcement of the "School Keep Clear" markings.

Enforcement is carried out by both Civil Enforcement Officers, mobile CCTV and static CCTV. Feedback from both schools and parents has been positive and acknowledges that CCTV and other enforcement improves driver behaviour and increases compliance.

The below two photos show enforcement by a Civil Enforcement Officer on foot and enforcement by a static CCTV camera. The CCTV camera (right photo) also shows the additional congestion caused by the illegal parking (footway blocked by vehicle parked on the footway – children have to go into the road to get by, and another vehicle stopping traffic whilst parked on the "School Keep Clear" area during restricted times).



2.4. Removals & Relocations

If a vehicle receives a PCN for being parked in contravention, and falls within the removal criteria, it may be removed and either relocated to a safe location or taken to the Pound. This will incur a removal fee, as well as additional storage charges if the vehicle is not claimed promptly. 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](#) or by contacting TRACE on Freephone telephone number 0300 077 0100

Priority vehicles for removal are those parked on yellow lines near junctions, in disabled bays, on footways and obstructing dropped kerbs and crossovers. Persistent

evaders are also targeted as well as those vehicles that do not have a registered keeper.

Vehicles relocated are generally 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. However, the bulk of the relocations carried out in 2022/23 were to support Hounslow Highways' programme of carriageway and footway resurfacing, pothole repairs and street cleaning. The total number of removals for 2022/23 was 446, with 75 relocations carried out.

Both removals to the pound and relocations have decreased compared to last year.

The below chart shows a comparison of removals income for the financial year.

| Year | Removal Income £ |
|---------|------------------|
| 2020/21 | 110,105 |
| 2021/22 | 155,265 |
| 2022/23 | 125,951 |

Table 2.

Below graph shows the number of removals and relocations carried out by month.

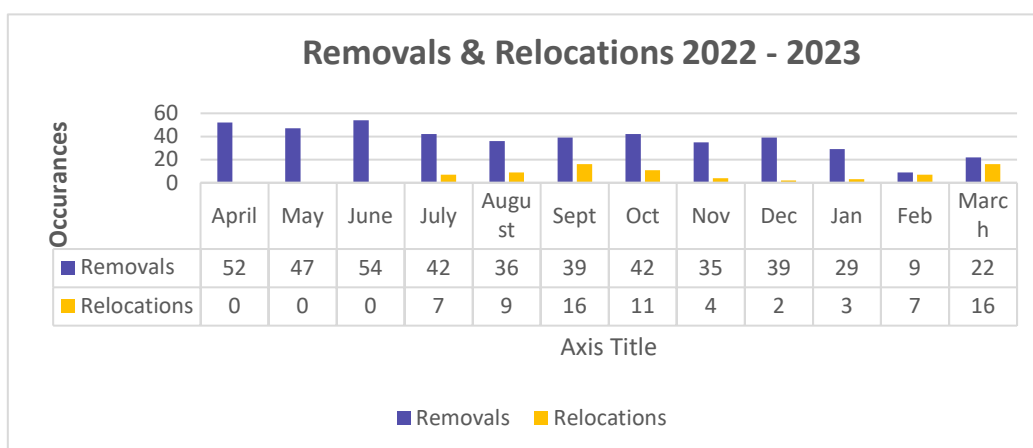


Fig 7.

2.5. Challenges, Representations and Appeals

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

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

Of the PCNs issued in 2022/23, a total of 64,232 were contested. This represents a contestation rate of 27.6%, which is an increase on previous years.

Of PCNs contested, 21,093 were cancelled outright, which amounts to 32.9%, again up from previous years.

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

PCNs issued and contested

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

Table 3.

The total number of appeals received by London Tribunals in 2022-23 has decreased by -4.05% from 2021-22 levels to 43,196. The total percentage of appeals allowed has increased slightly from 42.8% in 2021-22 to 44.5% in 2022-23.

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 2022-23 | London Councils](#)

3. On-Street and Car park Income

At the start of 2022, 62 Pay and Display machines remained active on our roads. However, these have all now been decommissioned by the end of July as the borough has moved to cashless parking. It is planned that all remaining deactivated Pay and Display machines left on our roads are intended to be removed during the financial year 2023-24 and in many cases, these may be replaced by trees to help make our borough greener.

By removing the machines, the Council saves on maintenance and repairs costs for machines. This has been increasing year on year as the machines come to the end of life and are prone to increased frequency of faults, cash collections as more people rely on making transactions by card and subsequent banking. P&D machines are a target for thieves, so removing the machines removes the potential for loss of revenue due to theft.

The below graph showing Cash and Cashless income by month

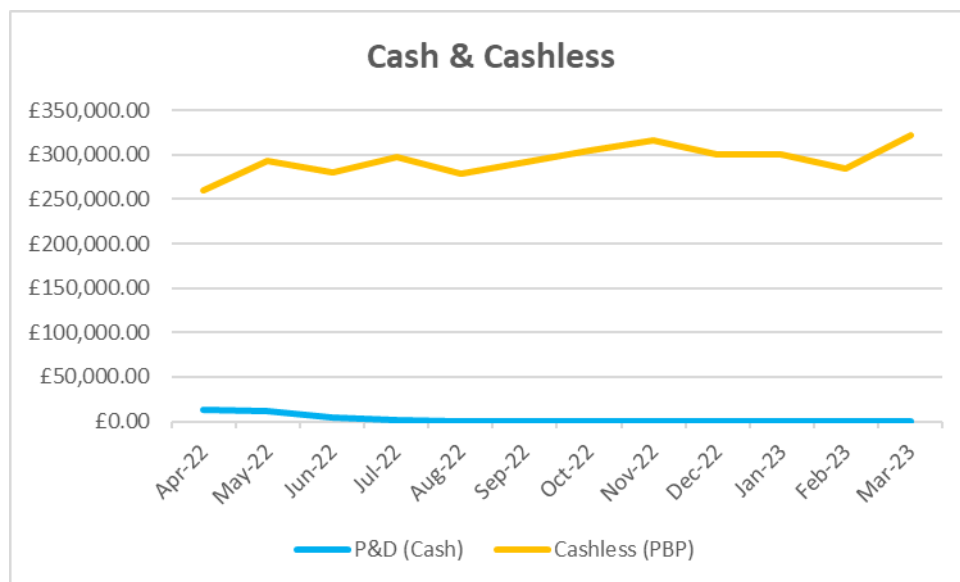


Fig. 8

3.1. 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.

More details about cashless parking can be found from the Council's webpage : [Cashless parking | Parking on the street | London Borough of Hounslow](#)

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

When purchasing a parking permit 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](#)

4. 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.

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 for permits. 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.

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

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).

For more information about permits, and to apply where eligible, please use the Council webpage link : [Parking permits | London Borough of Hounslow](#)

5. School Streets Schemes

The London Borough of Hounslow has trialled several 'School Streets' at a number of schools in Hounslow. The scheme aimed to create safer spaces around schools during drop-off and collection times, to encourage pupils to walk, cycle and scooter on school journeys. Resident vehicles are not restricted but do need to be registered for exemption.

5.1 What is a School Street?

A School Street is a special Pedestrian and Cycle Zone (PCZ) which is created outside a school's main entrance during term-time. They operate in the morning and afternoon during school drop-off and collection times, Monday to Friday. Signage on the roads informs driver of the times of operation at the entrances to the zone.

Vehicle movements are reduced during the operation times so that school children, their parents, carers, and other visitors will have more space to walk, cycle or scoot.

The School Street trial aims to:

- Improve air quality by limiting the pollution from motor vehicles in the area.
- Create a safer and more pleasant environment by limiting the potential dangers caused by motor vehicles.
- Encourage more active travel, such as walking, cycling and scootering.

In Hounslow, School Streets are primarily enforced by Automatic Number Plate Recognition (ANPR). Unauthorised vehicles that enter the road during operating times will be issued a Penalty Charge Notice (PCN).

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

If you live or work within a School Streets scheme area and would like to register a vehicle for an exemption (for yourself, another member of your household, or visitor) from the 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](#)

During 2022/23 two additional School Streets were added, with several more planned for the forthcoming year to improve safety for our children.

An example of a School Street on Summerwood Road.



6. 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 delivers the charging point infrastructure that is necessary to support the increase in cleaner vehicles.

6.1 Electric Vehicles

In November 2022, we approved our [Electric Vehicle \(EV\) Charging Strategy](#), 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.

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.

The below photo shows a vehicle in an electric vehicle bay that has charging points.



6.2 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 in particular, 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 6000 car club members registered within the borough, and this figure is growing monthly.

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.

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, Kiro 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.

The current two car club operators with vehicles located in the borough are Enterprise and ZipCar.

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.

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.

With more vehicles located within a reasonable walking distance from home, we think this will make car club membership an even more attractive alternative to car ownership.

7. Permits

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

Residents and their visitors, as well as local businesses, will be entitled to apply for permits. There are usually many different types of parking within a CPZ, therefore it is important to ensure that drivers check the restriction before parking within the CPZ.

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 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 to links to apply for a permit can be found at the Council's web page : [Parking permits | London Borough of Hounslow](#)

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

| Permit Type | Number of permits issued |
|----------------------------|--------------------------|
| Visitor Permits/Vouchers | 15,426 |
| Resident Permit | 5,683 |
| Temporary Resident Permit | 2,263 |
| Operational Permits | 369 |
| Business Permits | 214 |
| Resident Carer Permits | 43 |
| Season Permits (car parks) | 17 |
| Disabled Resident Permits | 16 |
| Total | 24,031 |

Table 4.

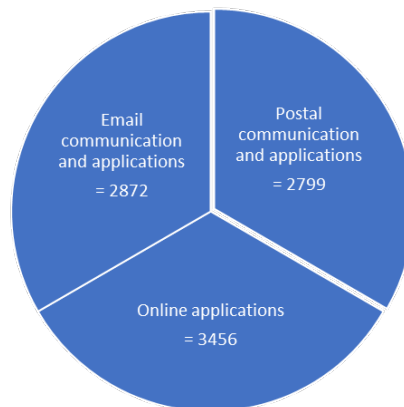
8. Concessionary Travel

The Concessionary Transport Unit (CTU) sits within the Council's Parking Operations team and handles all applications for Disabled Persons Parking Badges (Blue Badges) and Disabled Persons Freedom Passes made by residents of the borough.

Correspondence and applications are received online, via post 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 2022/2023.

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



8.1. Blue Badges

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

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

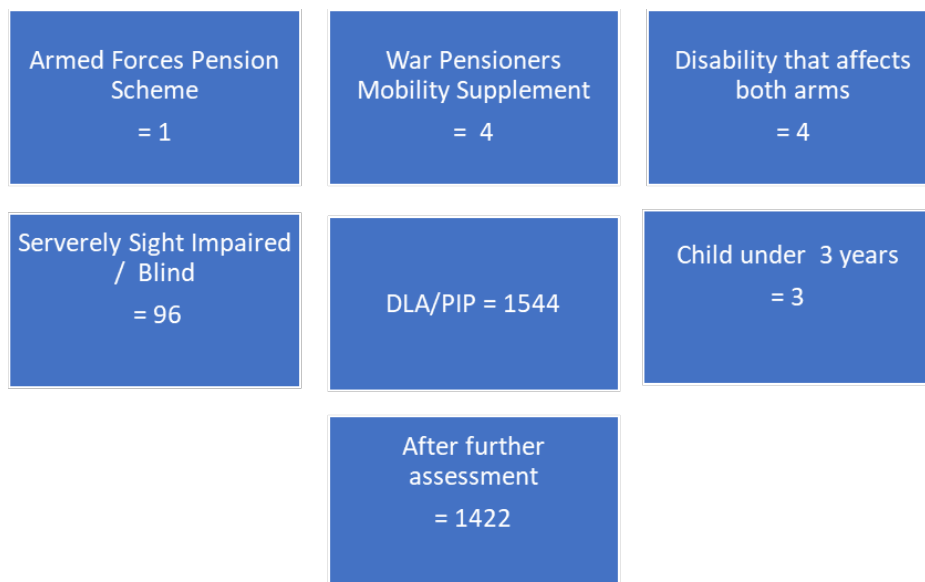
Type 1: 'Eligible without further assessment' and Type 2: 'Eligible subject to further assessment'

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.

Our current contract with Dependability will end in May 2023, therefore we will be starting the procurement process for a new contract at the beginning of 2023.

We are currently working on an internal online application process, which will help streamline the application process for our residents.

Blue Badges issued between 01/04/2022 – 31/03/2023 = 3074



8.2. Freedom Passes

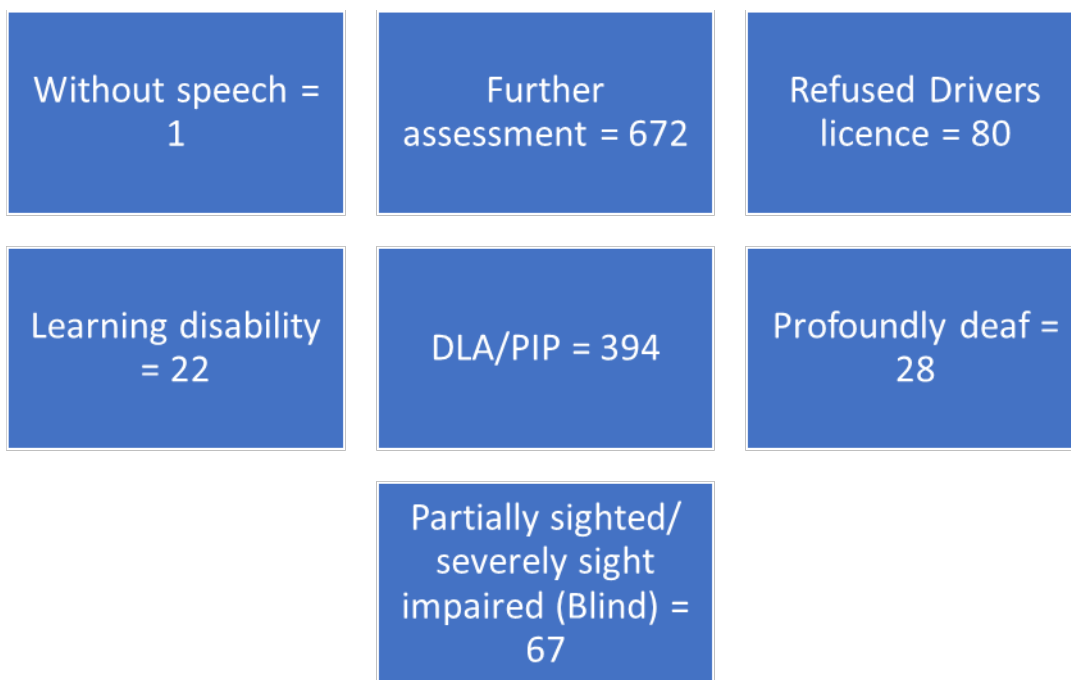
Disabled Persons Freedom Pass

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 01/04/2022 – 31/03/2023 = 1264



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.



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 are not responsible for the processing or issuing of the Older Persons Freedom passes. These are managed solely by London Councils

Older Persons Freedom Passes issued between 01/04/2022 – 31/03/2023 = 7,068

8.3. Taxicard

The Taxicard scheme is funded by the London Boroughs and Transport for London and managed by London Councils on their behalf.



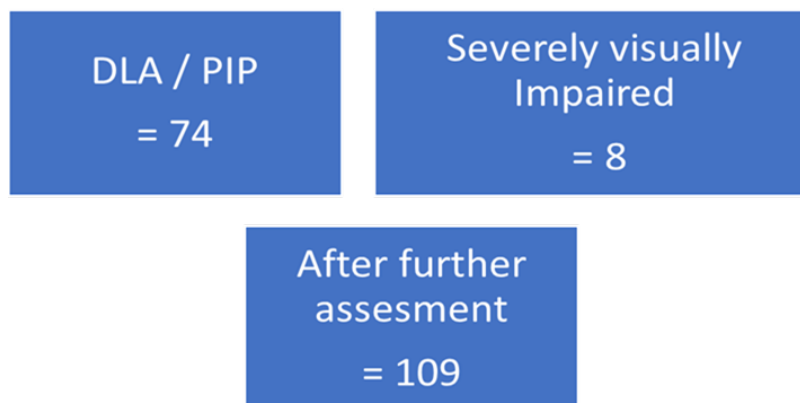
Our assessors will carry out assessments for all applications.

Taxicards are 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.

Taxicards issued between 01/04/2022 – 31/03/2023 = 191



9. Financial Information

Financial Information:



Actuals in £'000

| | 2019/20 ¹ | 2020/21 | 2021/22 | 2022/23 |
|---|----------------------|-------------|--------------|--------------|
| On Street Parking Income & Expenditure | | | | |
| PCN Income | 6436 | 4901 | 9508 | 13046 |
| Machine Collections | 3116 | 1705 | 2919 | 2822 |
| Permits & other | 2867 | 3115 | 3555 | 3285 |
| Total Income - On Street Parking | 12419 | 9721 | 15982 | 19152 |
| Total Expenditure - On Street Parking* | -4521 | -4391 | -4620 | -7602 |
| Net Surplus - On Street Parking | 7898 | 5330 | 11363 | 11550 |
| Off Street Parking Income & Expenditure | | | | |
| PCN Income | 110 | 61 | 124 | 294 |
| Machine Collections | 645 | 338 | 507 | 578 |
| Permits & other | 99 | 53 | 81 | 40 |
| Total Income - Off Street Parking | 854 | 452 | 712 | 912 |
| Total Expenditure - Off Street Parking | -368 | -367 | -433 | -561 |
| Net Surplus - Off Street Parking | 486 | 85 | 279 | 350 |
| Net Income - On/Off Street Parking | 8384 | 5415 | 11642 | 11901 |
| Concessionary Fares, Blue badge, Freedom pass | -9123 | -9069 | -7790 | -5250 |
| On street surplus after application to Concessionary Fares | 0 | 0 | 3139 | 6301 |
| Other Costs | | | | |
| Net Traffic and Transport expenditure** | -898 | -1076 | -1720 | -1814 |
| Central support cost share *** | -1046 | -659 | -879 | -1149 |
| Concessionary Fare budgeted contribution to PRA**** | | | | |
| Surplus income contribution to Parking Revenue Account | 0 | 0 | 540 | 3338 |

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