

PARKING ANNUAL REPORT

2023/2024

London Borough of Hillingdon

**London Borough Of Hillingdon
Civic Centre
High Street
Uxbridge
UB8 1UW**



HILLINGDON
LONDON

www.hillingdon.gov.uk

Foreword

Welcome to Hillingdon Council's Parking Annual Report.

Parking Services provides a range of services to residents, businesses and visitors to the borough. These include the provision of parking permits, suspensions, cashless parking, pay and display machines, car park management, ensuring compliance with bus lanes and moving traffic and parking restrictions across the borough, as well as dealing with Penalty Charge Notice (PCN) correspondence and processing.

The Council aims to provide an effective and efficient service for residents and visitors to the borough, whilst working towards the Council's wider goals in keeping residents safe, helping the local economy to thrive, taking steps to become a sustainable borough and implementing modern technology.

This year, the Council has remained committed to putting residents first and ensuring everyone has access to convenient, accessible public parking that offers value for money.

Preferential rates for Hillingdon *First* Card members continued, and quarterly resident parking permits were also introduced to provide residents with greater flexibility and the ability to spread the cost of these.

The introduction of cashless parking via the launch of PayByPhone across the borough, is evidence of continued modernisation within our services, offering an additional method of payment to meet the needs and preferences of residents while retaining cash and card options for those who prefer to use those methods. Since launching PayByPhone, use of this method has continued to grow.

Revenue collected is reinvested in maintaining and further improving the service, and this year, a range of improvement projects have been completed in our car parks to improve safety and accessibility.

These works have also included initiatives to reduce our carbon emissions by installing new LED intelligent lighting systems.

This annual report provides an overview of the service, activities undertaken and its performance.

Cllr Eddie Lavery

Cabinet Member for Residents Services

Contents

Foreword	2
Contents	3
Introduction.....	4
Why Regulate Parking?	4
Our Commitment	5
Parking Initiatives 2023/2024	6
Working Towards A Greener Future	6
Electric Vehicles.....	6
Introduction of Yellow Box Junction Enforcement	6
School Streets.....	6
Car Park Improvements	6
Cashless Parking.....	6
Enforcement	7
Penalty Charge Notice Banding.....	7
Penalty Charge Notices	7
CCTV Enforcement.....	8
Moving Traffic	8
Bus Lanes.....	8
Parking CCTV.....	8
On-Street and Off-Street Enforcement	9
Challenges, Representations and Appeals.....	11
On and Off Street Parking PCN – Issued by a Civil Enforcement Officer (CEO)	11
CCTV Parking	11
Moving Traffic	11
Bus Lane.....	11
Paid Parking.....	12
Pay and display parking.....	12
Cashless Parking.....	12
HillingdonFirst Card	12
Controlled Parking Zones.....	14
Parking Permits	14
Resident Permits by Zone	15
Resident permit issued by duration	15
Carer Permits.....	16
Business Permits	16
Brown Badges.....	16
Car Park Permits.....	16
Car Parks – ParkMark Safer Parking	17
About The Scheme	17
Car Parks Awarded.....	17
Blue Badges.....	18
On-street parking	18
Off-street parking	18
Disabled Persons Parking Bays	18
Disabled Bay Permits.....	18
Parking Dispensations	19
Suspensions	19
Parking Waivers.....	19
Total Income and Expenditure for Parking Services.....	20

Introduction

This report has been designed to fulfil the Council's reporting obligations, as well as provide an overview of Hillingdon's Parking Enforcement activity from April 2023 to March 2024.

Our aim is to be open and transparent whilst providing quality service to our residents, customers and stake holders. Included you will find financial and statistical data relating to parking enforcement, permits and paid for parking, together with details of our service and the changes implemented throughout the financial year.

Hillingdon is the second largest borough in London, covering 42 square miles. As the home of Heathrow Airport, it is also London's foremost gateway to the world. It shares its borders with Three Rivers, Buckinghamshire, Spelthorne, Slough, Hounslow, Ealing, and Harrow. In addition to Heathrow Airport, Hillingdon is also home to RAF Northolt and Ruislip Lido.

Why Regulate Parking?

It is estimated that in Britain 68% of all journeys are made by car, and at the start and end of these journeys, motorists must use some form of parking provision. It is therefore essential for the public, that effective parking management is in place. The aim being to:

- Improve road safety.
- Ensure good access and accessibility.
- To reduce congestion.
- To support the local economy.
- To managing kerbside space.
- Balance the needs of all road users.
- Reduce emissions and contribute to improving the environment.
- Provide funding for parking and wider transport improvements.
- Contribute to the delivery of Mayors transport scheme and general transport strategy and objectives.



Our Commitment

- To make it as easy as possible to find and pay for parking in Hillingdon.
- To ensure accessibility for disabled and elderly residents as well as those with small children.
- Limit fraud and take appropriate action where fraud is identified.
- Support the local economy.
- Consider the needs of users when designing our service.
- Ensure officers are visible and respectful, providing advice where to park and carrying out enforcement where appropriate.
- Comply with statutory legislation and policies.
- To be as energy efficient as possible.
- Be transparent about how much income is generated, where we invest the surplus and be clear about how much parking services costs.
- Be accountable for the service we provide.

Parking Initiatives 2023/2024

Working Towards A Greener Future

Blyth Road Car Park, Grainges and Cedars Multi Storey Car Parks have been given LED lighting upgrades to improve safety for visitors and make them more energy efficient. The new 24-volt intelligent lighting system will cut energy costs and carbon emissions and tackle residents' concerns about safety by ensuring, bright, evenly distributed light at night.

In our multi storey car parks, Cedars and Grainges, the new LEDs will deliver energy savings of 85,000 Kw/h per year and a reduction of carbon emissions of 18.87 tonnes – the equivalent of around 19 transatlantic flights. Savings at Blyth Road car park won't be as significant but still reduced due to the site being smaller with fewer lights.

Electric Vehicles

In July the Council approved its borough-wide "Electric Vehicle Infrastructure Strategy" which lays out plans to deliver hundreds of charging points in the borough by 2030 to meet demand as more drivers switch to electric vehicles.

The plans include reviewing the authority's existing charging points and either repairing or removing out-of-date equipment, introducing new public charging points on off-street council property in 2026, and adding more based on demand by 2030 to develop a high-quality, accessible and convenient charging network.

Introduction of Yellow Box Junction Enforcement

Late 2023 and early 2024, saw the introduction of 18 yellow box junction enforcement cameras around the borough, in areas where drivers were not complying with the restriction in place and

causing junctions to be blocked for other motorists.

School Streets

A school street is a scheme where the street outside a school is closed to traffic at school drop off and pick up times. The zone is enforced by cameras; non-registered vehicles entering the zone during operating hours will automatically be issued a Penalty Charge Notice. Only vehicles with a valid exemption will be permitted. This may include blue badge holders, staff and parents/students at the school with a blue badge.

Highfield Primary School

Currently, the only school street restriction in Hillingdon operates outside Highfield Primary School. Charville Lane West, Hillingdon (from the junction with The Dingle to the dead end) is a pedestrian and cycle only zone Monday to Friday between 8.15am and 9.15am and between 2.30pm and 4pm.

Car Park Improvements

A programme of works was also carried out to improve a number of the Council's car parks, this included the remarking of Linden Avenue, Kingsend South Long Stay, Devonshire Lodge, Fairfield Road, Brandville Road, Kingsend North and Long Lane car parks.

Cashless Parking

The Council introduced the convenient and flexible parking payment system, PayByPhone across the borough. Since launching on 5 June 2023, initially in just four wards and then live for the rest of the borough on 31 July 2023 there has been an ongoing increase in parking being purchased via this cashless provider.

Enforcement

Enforcement is carried out by our external contractor APCOA Parking UK, who are responsible for managing our on/off-street enforcement and reviewing our CCTV camera captures.

Legislation governs the issuing and progression of Penalty Charge Notices. The relevant statutory instruments are:

On-Street and Off-Street Parking - *Traffic Management Act 2004 (as amended)*

CCTV Parking - *Traffic Management Act 2004 (as amended)*

Moving Traffic - *London Local Authorities and Transport for London Act 2003 (as amended)*

Bus Lanes - *London Local Authorities Act 1996 (as amended)*

Penalty Charge Notice Banding

The level of a Penalty Charge Notice is set by the Mayor of London and the Secretary of State for Transport and applies to all London Boroughs. For parking contraventions there are two different bands with different levels of fees depending on the type of offence. In 2023/2024, Hillingdon operated as a Band B borough.

	Higher	Lower
Band A	£130	£80
Band B	£110	£60

Higher level penalties apply to contraventions which are considered more serious, such as parking on yellow lines or where an obstruction is caused. Lower level penalties apply generally where parking is permitted but the regulations are contravened, such as overstaying in a pay and display bay.

Bus lane and moving traffic contraventions have one level banding, this is detailed below.

Bus lane contraventions	£130
Moving traffic contraventions	£130

Penalty Charge Notices

The below table shows the total number PCN's issued each month during the financial year. This is broken down by offence type.

	Bus Lane	CCTV Parking	Moving Traffic	On Street Parking	Off Street Parking	Total
Apr-23	153	140	1,153	4,821	698	6,965
May-23	258	178	669	4,899	637	6,641
Jun-23	274	168	937	5,386	802	7,567
Jul-23	6	144	937	4,676	666	6,429
Aug-23	7	67	879	4,708	733	6,394
Sep-23	77	115	4,521	4,804	776	10,293
Oct-23	85	97	3,299	4,857	1,079	9,417
Nov-23	131	122	2,958	4,617	1,157	8,985
Dec-23	127	110	2,733	4,750	1,131	8,851
Jan-24	63	92	3,096	4,732	1,103	9,086
Feb-24	0	125	3,192	4,697	988	9,002
Mar-24	0	155	3,891	4,949	1,052	10,047
Total	1,181	1,513	28,265	57,896	10,822	99,677

CCTV Enforcement

CCTV enforcement cameras are installed across the borough, operating where there is a high level of non-compliance with parking, moving traffic and bus lane restrictions.

In addition, there are CCTV cameras outside the majority Hillingdon schools to ensure safety of all school children in the borough. During the restricted hours, vehicles are not permitted to stop or wait on the yellow school keep clear markings, even for the purpose of dropping off, or picking up passengers, or loading or unloading, regardless of the length of time involved.

Moving Traffic

Moving traffic contraventions include offences such as yellow box junctions, driving in the wrong direction, proceeding through a restricted route, prohibited turn, no entry, prohibited vehicle and pedestrian zones. Included below is a table broken down by the type of contravention and the number of PCNs issued.

Contravention Code and Description	PCNs
31J - Entering and stopping in a box junction	5,658
32JD - Wrong Direction	209
33J - Vehicle restricted route	5,252
50J - Prohibited Turn	3,571
50JR - Prohibited Right Turn	7,876
51J - No Entry	3,450
52J - Prohibited vehicle	1,553
53J - Entering Pedestrian Zone	688
54J - Waiting Pedestrian Zone	8

Bus Lanes

A number of bus lanes are enforced by the Council during their restricted days and times. Included below is a table broken down by the type of contravention and the number of PCNs issued.

Contravention Code and Description	PCNs
34j - Being in a bus lane	1,181

Parking CCTV

With the introduction of the Deregulation Act in 2015, use of CCTV for the enforcement of parking restrictions was restricted across the UK by Parliament. This means the Council is only permitted to enforce bus stops or school keep clear markings via the use of CCTV cameras. Other types of parking restrictions can only be enforced by Civil Enforcement Officers (CEO).

Included below is a table broken down by the type of contravention and the number of PCNs issued.

Contravention Code and Description	PCNs
47j - Restricted Bus Stop	444
48j - Outside school	1,069

On-Street and Off-Street Enforcement

Enforcement of parking restrictions is carried out by CEOs, deployed on foot, bicycle, moped and car. They are required to monitor all parking restrictions across the whole borough and also attend enforcement requests when they are received by the enforcement hotline.

CEOs patrol in the borough in all weathers and deal with a high level of conflict and abuse by drivers and members of the public. The Council regular works with the Metropolitan Police to ensure any reported incidents of verbal or physical assaults against CEOs are investigated appropriately.

The Council will not tolerate verbal or physical abuse towards Council officers or their contractors from residents, business or visitors to the Borough.

Included below is a table broken down by the type of contravention and the number of PCNs issued.



Contravention Code and Description	PCNs	Type
01 – Parking in a restricted street during prescribed hours	9,656	On Street
02 – Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	2,962	On Street
05 – Parked after the expiry of paid for time	2,766	On Street
06 – Parked without clearly displaying a valid pay & display ticket or voucher	7,433	On Street
07 – Parked with payment made to extend the stay beyond initial time	2	On Street
11u – Parked without payment of the parking charge	1	On Street
12 – Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	13,048	On Street
14 – Parked in an electric vehicles' charging place during restricted hours without charging	1	On Street
16 – Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	1,204	On Street
19 – Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	493	On Street
21 – Parked wholly or partly in a suspended bay or space	562	On Street
23 2 – Parked in a parking place or area not designated for that class of vehicle	6	On Street
23 – Parked in a parking place or area not designated for that class of vehicle	1,513	On Street
24 – Not parked correctly within the markings of the bay or space	636	On Street
25 – Parked in a loading place or bay during restricted hours without loading	79	On Street
26 – Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	157	On Street
27 – Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	2,128	On Street
28 – Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	24	On Street
30 – Parked for longer than permitted	464	On Street

40 – Parked in a designated disabled person’s parking place without displaying a valid disabled person’s badge in the prescribed manner	2,111	On Street
45 – Stopped on a taxi rank	134	On Street
46 – Stopped where prohibited (on a red route or clearway)	64	On Street
47 – Stopped on a restricted bus stop or stand	324	On Street
48 – Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	17	On Street
49 – Parked wholly or partly on a cycle track or lane	12	On Street
55 – A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	45	On Street
61 – A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	34	On Street
62 – Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	11,709	On Street
71 – Parked in an electric vehicles’ charging place during restricted hours without charging	23	Off Street
78 – Parked wholly or partly in a suspended bay or space	34	Off Street
80 – Parked for longer than permitted	8	Off Street
81 – Parked in a restricted area in an off-street car park or housing estate	9	Off Street
82 – Parked after the expiry of paid for time	1,590	Off Street
83 – Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	7,477	Off Street
85 – Parked without a valid virtual permit or clearly displaying a valid physical permit where required	935	Off Street
86 – Not parked correctly within the markings of a bay or space	278	Off Street
87 – Parked in a designated disabled person’s parking place without displaying a valid disabled person’s badge in the prescribed manner	468	Off Street
91 – Parked in a car park or area not designated for that class of vehicle	25	Off Street
99 – Parked causing an obstruction	286	Off Street

Challenges, Representations and Appeals

If someone receives a PCN which they believe has been incorrectly issued they are entitled by law to contest it. Depending on the contravention different legislative appeals processes are in place. Any appeals must be made in writing, either online via our website or by post to the address provided on the PCN.

Once the Council has received a challenge, representation or appeal against a PCN the case is placed on hold and remains on hold until it is reviewed by Parking Services. If a challenge or representation is made during the discount period as stated on the PCN then the case will be held at the discount amount and if the challenge or representation is rejected the discount amount would be re-offered.

On and Off Street Parking PCN – Issued by a Civil Enforcement Officer (CEO)

Informal Challenge: can be made after the initial PCN is issued by the CEO either by attaching it to the vehicle or handing it to the driver.

Formal Representation: can be made by the registered keeper of the vehicle after a Notice to Owner has been issued by post.

Independent Appeal: can be made once the Council has received a Formal Representation and issued a formal rejection letter. The rejection letter will give information on how to appeal to an independent adjudicator.

CCTV Parking

Formal Representation: can be made by the registered keeper of the vehicle after a PCN has been issued by post.

Independent Appeal: can be made once the Council has received a Formal Representation and issued a formal rejection letter. The rejection letter will give information on how to appeal to an independent adjudicator.

Moving Traffic

Formal Representation: can be made by the registered keeper of the vehicle after a PCN has been issued by post.

Independent Appeal: can be made once the Council has received a Formal Representation and issued a formal rejection letter. The rejection letter will give information on how to appeal to an independent adjudicator.

Bus Lane

Informal Challenge: can be made after a Bus Lane PCN has been issued by post to the registered keeper of the vehicle.

Formal Representation: can be made by the registered keeper of the vehicle after an Enforcement Notice has been issued by post.

Independent Appeal: can be made once the Council has received a Formal Representation and issued a formal rejection letter. The rejection letter will give information on how to appeal to an independent adjudicator.

Paid Parking

Pay and display parking

Operating hours are usually Monday to Saturday, although times and days may vary depending on the location. It is always advised to check the signs in place at the location of where you have parked. Outside of operating days and hours and on Bank Holidays you can park for free.

The only exception to the above is the Leisure Centre Car Parks (Botwell, Hillingdon Sports and Leisure and Highgrove), Grainges and Cedars Multi Storey Car Parks, Ruislip Lido Main Car Park and Willow Lawn Car Park which are all operational Monday to Sunday including Bank Holidays.

Charges and maximum stay vary depending on the individual location. Prices and terms and conditions will be displayed on each machine.

Cashless Parking

This year the Council partnered with PayByPhone, a digital parking payment provider, that offers motorists the convenience of paying for parking on the go, using an app or web browser without having to buy a ticket from a pay and display machine.

PayByPhone was released in two phases, phase 1 went live on 5th June 2023 in four wards, Eastcote, Ruislip, Ruislip Manor, South Ruislip. Phase 2 which was the rest of the borough went live 31st July 2023. It was then introduced in Grainges and Cedars Multi Storey Car Parks on 10th October 2023. This means the service is available in all the council owned car parks and on street pay and display bays. Pay and display machines remain in place throughout the borough which accept both coins and contactless payment cards.

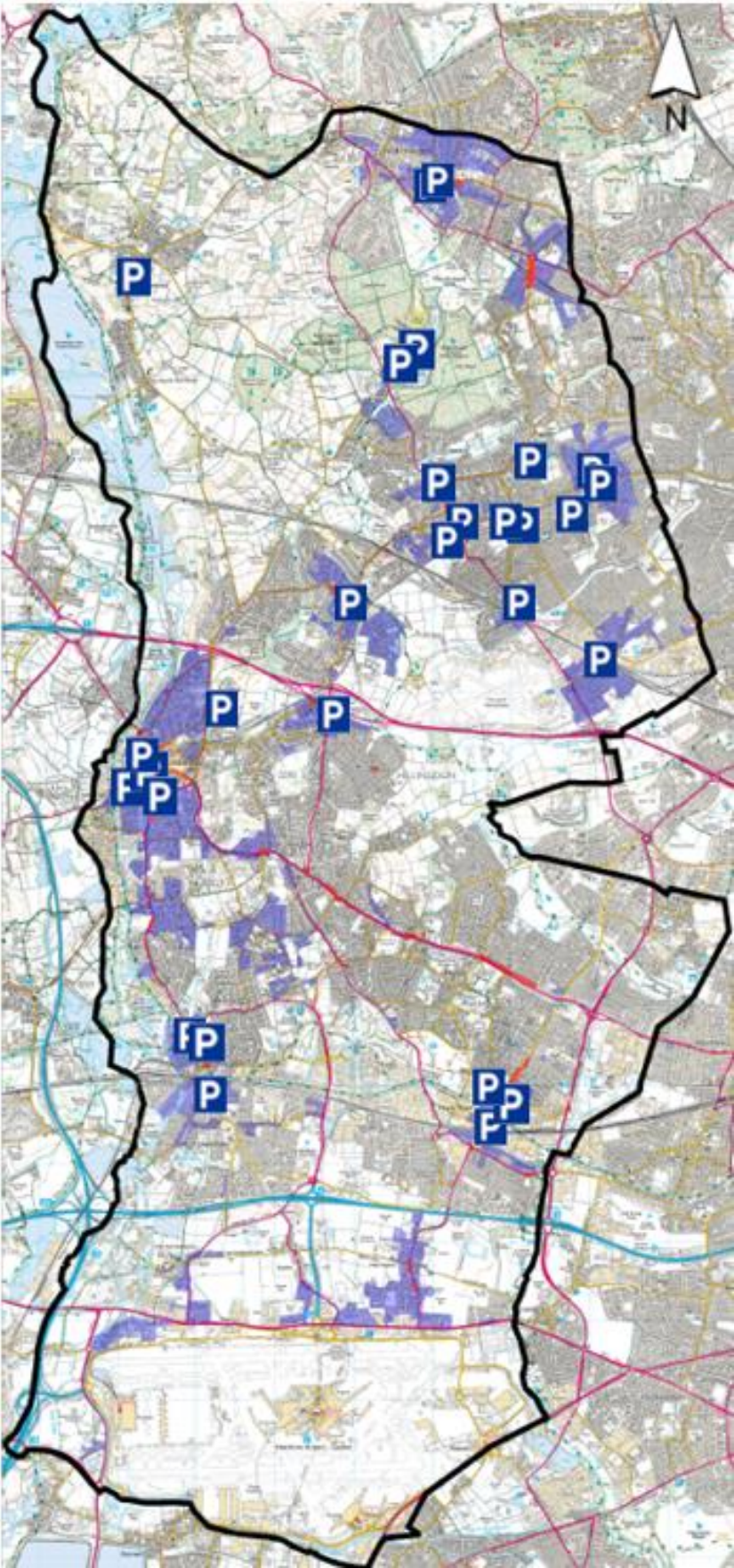
HillingdonFirst Card





Hillingdon residents (over the age of 18) can apply for a HillingdonFirst Card that offers preferential parking rates at our on-street parking bays and in our local car parks. The HillingdonFirst card can also be linked to a PayByPhone account, offering residents reduced parking rates without the need to carry their card.



The majority of our parking bays offer 30 minutes free parking with a HillingdonFirst card, both at our pay and display machines and via PayByPhone.

Permit Zones and Car Parks



-  Parking Management Schemes
-  Stop & Shop Schemes
-  Council Operated Car Parks
-  Borough Boundary

Controlled Parking Zones

The Council currently operates 71 different Controlled Parking Zones, known in Hillingdon as Parking Management Schemes, throughout the borough. In most cases these are located close to Train Stations, High Streets, or the Airport and are implemented at the request and backing of the residents.

Within each zone, a variety of parking permits are available, all of which are zone specific.

Between April 2023 and March 2024, one new zone was implemented (WD8) and one zone was extended (WR2).

Parking Permits

For the application and issue of permits we operate an online virtual system, known as 'My Parking Permit Account'. Once a vehicle has a valid virtual permit registered against its vehicle registration number the patrolling CEOs are able to check if a vehicle holds a valid permit by entering the registration number into their hand-held device.

The below table summarises the total number of permits issued during the financial year. Depending on the type of permit, they are either issued for four weeks; three, six, nine or 12 months; or three years.

Permit Type	Permits Issued
Breakspear Crematorium*	26
Business	29
Car Park	489
Carers	98
Courtesy	243
Disabled Bay	188
Extended Waiver	128
Leisure Centre**	9,088
Mobile	1,827
Residents	10,473
School	284
Visitor***	5,135
Ward Councillor	4
<i>Total</i>	<i>28,012</i>

**Breakspear Crematorium permits are only issued to those that are permitted to park within Breakspear Crematorium Cottages Car Park.*

***Leisure centres are provided through the virtual permit system, however, they can only be obtained directly from the leisure centre, as they are offered as part of the leisure centre membership. They cannot be applied for automatically through the online self-serve system.*

****This is the total number of visitor permits issued, not voucher sessions. A visitor permit gives the resident access to the voucher session booking page. The first visitor permit applied for at a property provides 10 free all day voucher sessions. Residents can then top up each visitor permit by an addition 40 sessions, totally 50 sessions per visitor permit. If more sessions are required, the resident can apply for another visitor permit up to 9 at a property per year, this gives a maximum of 450 all day visitor vouchers per property per year.*

Resident Permits by Zone

The below table lists the number of resident permits issued to each zone in 2023/2024.

Zone	Total	Zone	Total	Zone	Total
C1	361	IC4	1	U1	586
C2	7	IC5	5	U3	128
C3	10	MW	11	U4	156
DR	13	N	470	U5	757
E	408	N1	29	U6	522
E1	59	N2	41	U7	18
E2	110	NH	152	U8	13
E3	9	NWH	586	U9	3
H1	1066	PG	4	UK	8
H2	33	R1	12	UM	14
HE	12	R2	107	VC	1
HH	490	RG	93	WD1	240
HN1	97	RL	20	WD2	22
HR	46	RL2	72	WD4	34
HY1	296	RL3	6	WD5	133
HY2	189	RL4	528	WD6	45
HY3	5	RM	6	WD7	24
HY4	55	RM2	49	WD8	25
HY5	10	RM3	17	WR1	144
HY6	5	SR	962	WR2	14
IC	241	SR2	13	Y1	436
IC2	363	SR3	8	Y2	19
IC3	14	TC	25	YL1	15

Resident permit issued by duration

In April 2023 the Council introduced the option of quarterly resident parking permits. The option of three, six, nine and 12 month permits not only allows flexibility, but also gives residents the option to spread the cost over different times across the year.



Carer Permits

Carer permits allow a vehicle to park in a resident permit only bay during the controlled hours, provided that the zone on the permit matches the zone on the bay sign in which the vehicle is parked. These permits are only permitted to be used when the driver is required to attend the resident's property to provide care.

You are entitled to a Carer Permit if: your usual place of residence is within a Parking Management Scheme, and you require regular and ongoing care provided by an organisation or persons outside your household.

The permit is issued to the applicant and must be kept at the address to which it has been issued. It should be displayed in the carer's vehicle during the time that care is being administered and at the end of the care session must be returned to the applicant.

Business Permits

Commercial properties operating within business zones may be able to apply for a business permit to be able to park in a designated business parking bay. Business addresses able to apply for a business permit would be defined as per the Traffic Management Order.

With a valid business permit you can park in bays displaying a 'Business permit holders only' sign for that applicable business zone.

Business permits will only be granted to those that require the use of the vehicle for the needs of the business, such as loading and unloading. They will not be granted for the purpose of commuter parking.



Brown Badges

If you are a Hillingdon resident and over the age of 65, you can apply for a Brown Badge free of charge. The badge allows holders to use dedicated brown badge bays; on the street, in council owned car parks and in some privately operated car parks in Hillingdon.

Brown badge bays are located close to car park exit points and where possible near pay and display machines, as holders must pay the appropriate parking charge unless displaying a Blue Badge at the same time. A valid Brown Badge must be displayed clearly when parking in a Brown Badge Bay. Brown badges are issued for a period of 3 years and renewals are posted automatically.



The total number of applications received during 2023/2024 was 1,258. As of 31st March 2024; 13,392 brown badges were active.

Car Park Permits

Permits can be applied for in a select number of car parks within the borough of Hillingdon. There is a limited number of permits that can be obtained per car park; therefore, if you apply for a permit but there is no space available, your application will be placed into a waiting list.

This permit does not guarantee you a space.

For information on the available car parks, please visit www.hillingdon.gov.uk/parking-permits

Car Parks – ParkMark Safer Parking

About The Scheme

The Safer Parking Scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. Each car park undergoes a rigorous assessment by specially trained police assessors and a Park Mark is awarded to each car park that achieves the challenging standards.



The Safer Parking Scheme is managed by the BPA on behalf of Police Crime Prevention Initiatives Ltd, a subsidiary of the Mayor's Office for Policing and Crime (MOPAC).

Car Parks Awarded

The Council has ParkMark awards for 28 of the car parks enforced by Parking Services, these are as follows:

- Blyth Road Car Park
- Botwell Green Leisure Centre (Central Avenue) Car Park
- Botwell Green Leisure Centre (Main) Car Park
- Brandville Road Car Park
- Civic Hall Car Park
- Community Close Car Park
- Devon Parade Car Park
- Devonshire Lodge Car Park
- Fairfield Road Car Park
- Falling Lane Car Park
- Grainges Yard Car Park
- Green Lane Car Park
- Harefield House Car Park
- Highgrove Car Park
- Hillingdon Sports & Leisure Complex Car Park
- Kingsend North Car Park
- Kingsend South Long Term Car Park
- Linden Avenue Car Park
- Long Lane Car Park
- North View Car Park
- Oaklands Gate Car Park
- Pembroke Gardens Car Park
- Pump Lane Car Park
- Rockingham Recreation Ground Car Park
- Ruislip Lido Main Car Park
- Sidmouth Drive
- St Martins Approach Car Park
- Willow Lawn Car Park

Blue Badges

The Blue Badge scheme gives a range of parking concessions for badge holders and operates throughout the UK. Parking concession can vary between different boroughs.

On-street parking

In Hillingdon Blue Badge holders can park free of charge for an unlimited time in the following on-street bays: disabled bays, pay and display bays, free time-limited bays (known as stop and shop bays) and resident bays (except zone RL2).

Maximum stay restrictions do not apply for Blue Badge holders when parking in these bays, except for Resident Management Scheme RL2, which has a 30-minute time limit for Blue Badge holders in all resident bays.

Blue Badge holders can also park on single or double yellow lines, where loading restrictions do not apply, for a maximum stay of three hours. A time clock is required to be displayed alongside the Blue Badge to indicate the time of arrival.

Off-street parking

Blue Badge holders can park free of charge for an unlimited period in any council-managed car parks. Blue Badge holders can park in any bay except for those specifically reserved for other use, as indicated by signs and bay markings (e.g. permit holders only or Brown Badge bays - unless you have a valid Brown Badge, which you must display alongside the Blue Badge).

Disabled Persons Parking Bays

A disabled person's parking bay is a parking space marked on the public highway by a white painted box, with a sign indicating it's for Blue Badge holders only, and operational at all times.

The Council can install parking bays solely for the use of disabled motorists. We assist people with disabilities by providing bays close to their home wherever possible. However, even when a bay is provided in response to a request from a householder, the bay is available for any Blue Badge holder to use and is not specifically reserved for the resident.



Disabled Bay Permits

Residents who have a disabled bay outside their property can apply for a disabled bay permit. The permit is only valid in the disabled bay outside the resident's property and does not grant the applicant exclusive use of the disabled bay; however, it does mean they do not need to display the blue badge in the vehicle when parked in said bay.

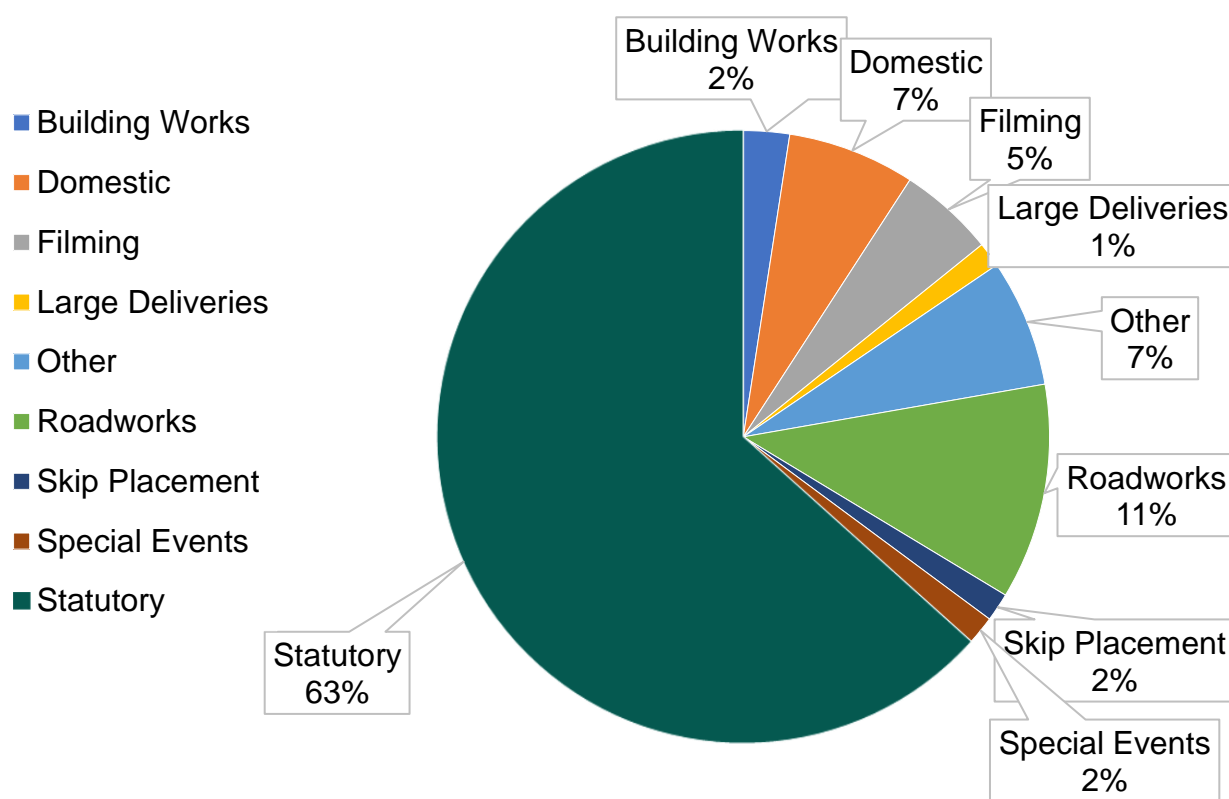
Parking Dispensations

Suspensions

Parking bays around the borough can be suspended at a cost for a number of reasons. The most common operating times of parking suspensions are 8am to 6.30pm, Monday to Friday; however, under certain circumstances, the suspension can be operational 24 hours a day. When a parking bay is suspended, notification signs will be erected on the nearest lamppost or street sign 7 to 5 days prior to the start of the suspension commencing. In emergency instances, such as a gas leak or burst water pipe, bays may be suspended without notice.

If a suspension sign is in place at a location, the driver should check this sign to ensure they do not park during the suspended period. No vehicles are permitted to wait, park or load/unload in a suspended bay unless the vehicle has been specifically exempted on the suspension sign.

Between April 2023 and March 2024, 536 suspensions were issued.



Parking Waivers

A parking waiver is a permission granted by parking services, that allows a vehicle to park in contravention of a traffic management order. Parking waivers are only granted when it is deemed necessary to park near a location when any alternative arrangement would be unsatisfactory, for example, removals, building maintenance or repair works. The activity for which a parking waiver is issued must be taking place in order for it to be valid.

Between April 2023 and March 2024, 30 parking waivers were issued.

Total Income and Expenditure for Parking Services

The following information provides a full Parking Revenue Account statement on income generated and associated expenditure.

The Parking Revenue Account is maintained in accordance with section 55 of the Road Traffic Regulation Act 1984 which provides that a London Borough Council must keep an account of the income and expenditure in respect of parking places on the highway and sets out how any deficit must be treated and limitations on the use of any surplus.

<u>Parking Revenue Account</u>	2023/24 £000
Penalty Charge Notices	(4,508)
On Street Pay & Display/Cashless Parking	(1,787)
Parking Permits	(892)
Other Income (e.g. Suspensions/Waivers)	(665)
Total	(7,852)
Allocation of income from EMR	(525)
Overall Income Total	(8,377)
Expenditure	4,523
Surplus	(3,854)

<u>Use of Surplus</u>	2023/24 £000
Concessionary Fares*	3,315
Development of Parking Management Schemes	194
Provision of Off-Street Parking	161
Traffic Management	184
Total Use of Surplus	3,854

<u>PRA Reserves</u>	2023/24 £000
Opening Balance	52
Closing Balance	52

Included below is income generated from car parks for paying to park and car park permits. Income generated from car parks is subject to VAT, the totals included are net income. Income generated from car parks does not fall within Section 55 as car parks are assets owned by the Council. Any surplus generated from off street car parks contributes to the Council's general fund.

<u>Off Street Parking (Car Parks)</u>	2023/24 £000
Income (Net)	(2,274)

*The Council full concessionary fares obligation for 2023/24 was £5,016k