

PARKING ANNUAL REPORT

2024/2025

London Borough of Hillingdon



HILLINGDON
LONDON

www.hillingdon.gov.uk

Forword

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 to continue to meet our commitment to provide residents with the lowest cost parking in west London. Over the year, 71% of all car parking sessions were obtained using a HFC card to obtain either free or discounted sessions.

Following the introduction of cashless parking in 2023 via PayByPhone, we saw a continued increase in usage of this convenient payment option during the year. Across the year, nearly 34% of parking transactions were carried out by phone.

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 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 Community and Environment

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Overview

This report has been designed to fulfil the council's reporting obligations in relation to its parking functions, as well as provide an overview of Hillingdon's Parking Enforcement activity from April 2024 to March 2025.

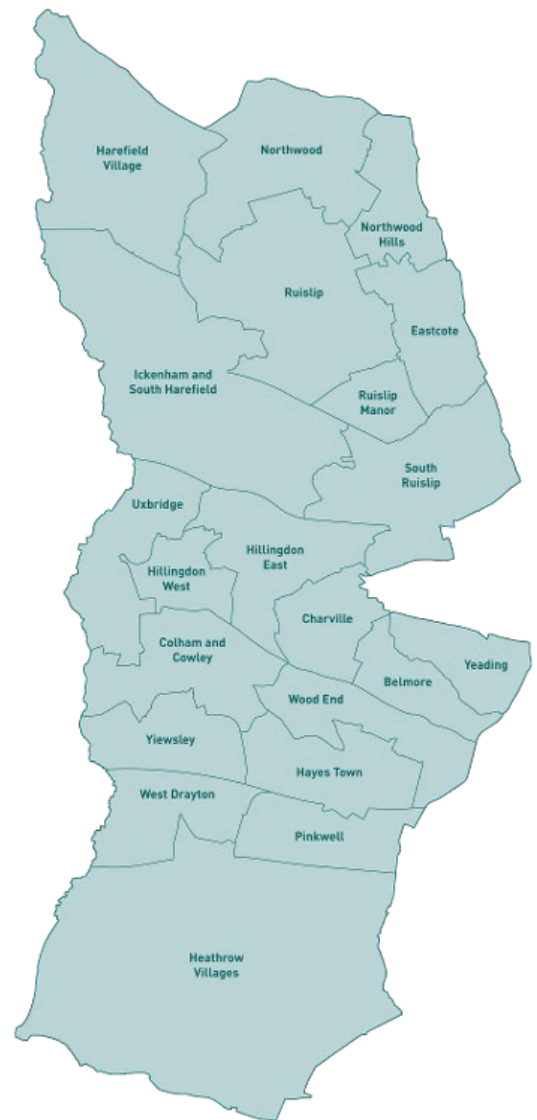
Our aim is to be open and transparent whilst providing quality service to our residents, customers and stake holders. Included you will find financial and statistical data relating to parking enforcement, Permits and paid for parking, together with details of our service and the changes implemented throughout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

- 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.
- 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 2024/2025

New EV charging points go live across Hillingdon

In May new electric vehicle chargers went live across the borough.

The new chargers are the first tranche to launch following the council's new partnership with providers, APCOA, as part of its pledge to deliver a full, accessible electric vehicle (EV) charging network across the borough by 2030.

The total of 46 new chargers includes 24 in completely new locations as well as 22 which have replaced existing EV charging points which had reached end of life.

The network of thirty-two 7-kilowatt chargers were complemented by a 14 rapid charging points (22-kilowatt), to make it even more convenient for residents to charge and get back on the road.

Funding has also been sourced to provide an additional 36 charging points in a second phase of delivery, to be installed once the electrical supplies have been confirmed. Feasibility and planning work is already underway to determine and finalise these locations.

Car Park Refurbishments

Also In May, the council completed its £141,000 refurbishment works at Blyth Road car park which included a fresh coat of paint, new pedestrian walkways, column protection, a new electric shutter, the re-lining of parking bays and the installation of mesh to deter pigeons.

ANPR Parking Technology Tested

In July, the council trialled the use of a new vehicle fitted with Automatic Number Plate Recognition (ANPR) cameras to clamp down on unauthorised parking. During the trial, anyone parking in one of the council's parking management schemes without the correct permits or exemptions faced enforcement action.

The new technology allows Civil Enforcement Officers to carry out more checks across a wider area in less time. The ANPR cameras, linked to the council's parking permit database, highlight potential parking contraventions to the CEOs, who can then follow up with a manual verification and check for valid parking approvals, such as visitor permits and blue badges. Not all alerts resulted in a Penalty Charge Notice.

The results of the trial will be analysed before the council makes a final decision on further implementation of the vehicle across the borough.

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 Enforcement - Traffic Management Act 2004 (as amended)

Parking CCTV -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 2024/2025 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 on 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 2023/2024	Total 2024/2025
Apr-24	4	72	3277	4,765	1,104	6,965	9,222
May-24	9	113	4589	4,811	966	6,641	10,488
Jun-24	7	112	4556	4,828	1,222	7,567	10,725
Jul-24	8	100	4285	5,189	1,251	6,429	10,833
Aug-24	3	56	3377	4,783	1,354	6,394	9,573
Sep-24	26	110	3329	4,550	1,136	10,293	9,151
Oct-24	26	116	3145	5,028	1,257	9,417	9,572
Nov-24	23	112	2946	4,662	1,114	8,985	8,857
Dec-24	4	97	2178	4,435	967	8,851	7,681
Jan-25	3	113	2060	4,427	947	9,086	7,550
Feb-25	3	75	2173	3,856	1,038	9,002	7,145
Mar-25	15	59	3097	4,766	1,151	10,047	9,088
Total	131	1,135	39,012	56,100	13,507	99,677	109,885

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 2023/24	PCNs 2024/25
31J - Entering and stopping in a box junction	5,658	16,885
32JD - Wrong Direction	209	409
33J - Vehicle restricted route	5,252	5,454
50J - Prohibited Turn	3,571	984
50JR - Prohibited Right Turn	7,876	9,517
51J - No Entry	3,450	4,250
52J - Prohibited vehicle	1,553	1,267
53J - Entering Pedestrian Zone	688	246

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 2023/24	PCNs 2024/25
34j-Being in a bus lane	1,181	131

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 2023/24	PCNs 2024/25
47j-Restricted Bus Stop	444	331
48j-Outside school	1,069	804

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 2023/24	PCNs 2024/25	Type
01-Parking in a restricted street during prescribed hours	9,656	9,934	On Street
02-Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	2,962	3,092	On Street
05-Parked after the expiry of paid for time	2,766	1,583	On Street
06-Parked without clearly displaying a valid pay & display ticket or voucher	7,433	7,662	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	13,635	On Street
14-Parked in an electric vehicles' charging place during restricted hours without charging	1	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	957	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	205	On Street
21-Parked wholly or partly in a suspended bay or space	562	588	On Street
23 2-Parked in a parking place or area not designated for that class of vehicle	6	12	On Street
23-Parked in a parking place or area not designated for that class of vehicle	1,513	1,678	On Street
24-Not parked correctly within the markings of the bay or space	636	279	On Street
25-Parked in a loading place or bay during restricted hours without loading	79	97	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	129	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	2,474	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	15	On Street
30-Parked for longer than permitted	464	442	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	1,124	On Street
45-Stopped on a taxi rank	134	104	On Street
46-Stopped where prohibited (on a red route or clearway)	64	2	On Street
47-Stopped on a restricted bus stop or stand	324	308	On Street
48-Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	17	25	On Street
49-Parked wholly or partly on a cycle track or lane	12	70	On Street
55-A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	45	16	On Street
61-A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	34	16	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	11,320	On Street
99-Stopped on a pedestrian crossing or crossing area marked by zig zags	286	332	On Street
71-Parked in an electric vehicles' charging place during restricted hours without charging	23	49	Off Street
78-Parked wholly or partly in a suspended bay or space	34	30	Off Street
81-Parked in a restricted area in an off-street car park or housing estate	9	18	Off Street
82-Parked after the expiry of paid for time	1,590	1,032	Off Street
83-Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	7,477	10,885	Off Street
85-Parked without a valid virtual permit or clearly displaying a valid physical permit where required	935	790	Off Street
86-Not parked correctly within the markings of a bay or space	278	228	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	463	Off Street
91-Parked in a car park or area not designated for that class of vehicle	25	12	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.

Total Challenges, Representations and Appeals from April 1st 2024 to March 2025.

13,699 Informal Challenges
12,933 Formal Representations
380 Formal Appeals

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.

PayByPhone Parking

PayByPhone allows you to pay for parking on the go using an app or web browser on your mobile phone or tablet, eliminating the need to buy a ticket from a pay and display machine.

Simply enter the location code for where you have parked, which can be found using the map function on the app or by looking at the signs in the car park or near the parking bay.

The PayByPhone app also offers the option to be notified when your parking session is due to expire and to extend the parking session if necessary.

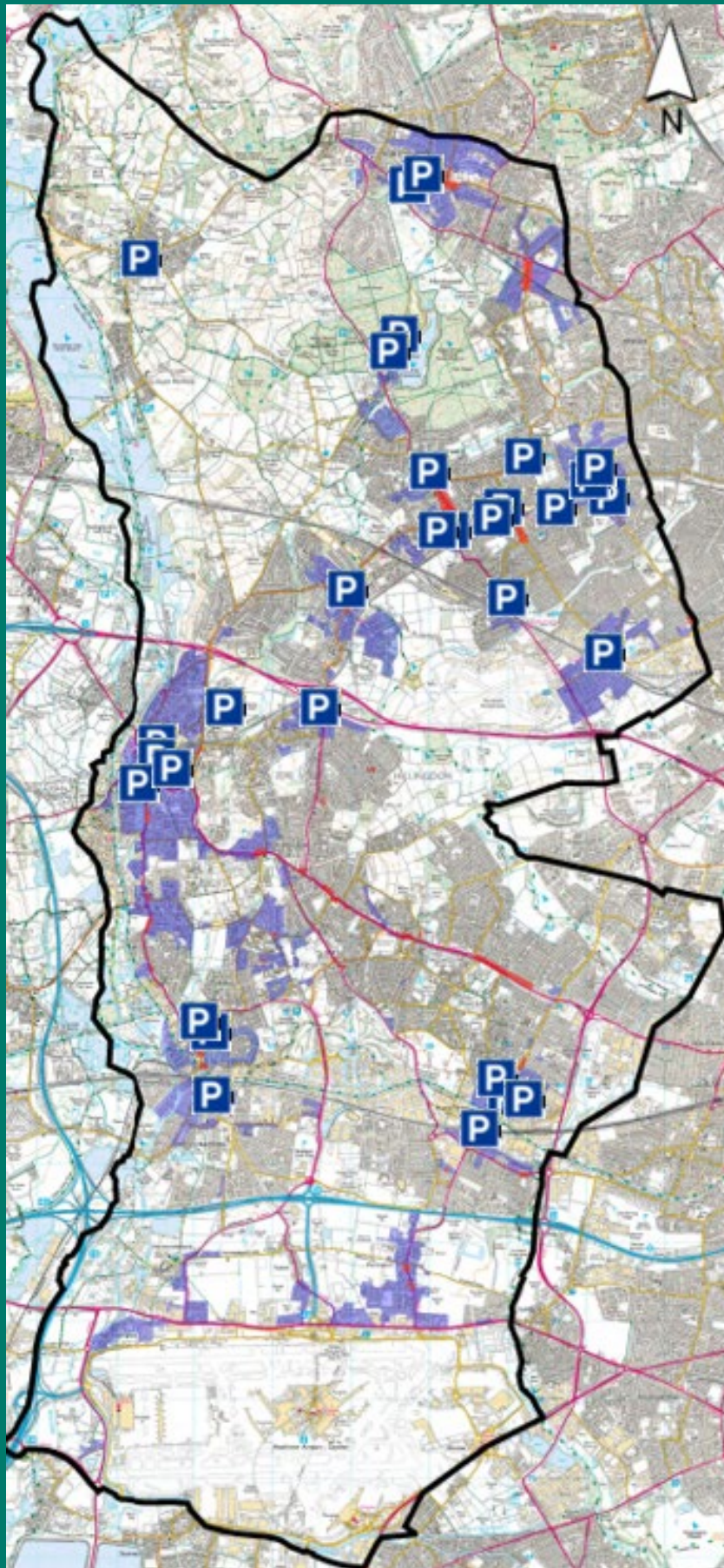
HillingdonFirst Card

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

Hillingdon council operates 33 car parks throughout the borough.

All locations allow residents to use their HillingdonFirst card and accept cash, card and telephone payments.

Controlled Parking Zones

The council currently operates 74 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 2024 and March 2025, three new zones were implemented (HY7, HY8 & HY9) and two zones were extended (HN1 & Y1).

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 2023/2024	Permits Issued 2024/2025
Breakspear Crematorium*	26	22
Business	29	23
Cabinet Member	0	1
Car Park	489	561
Carers	98	35
Courtesy	243	172
Disabled Bay	188	177
Extended Waiver	128	154
Leisure Centre**	9,088	7,860
Mobile	1,827	1,859
Residents	10,473	11,245
School	284	287
Visitor***	5,135	5,706
Ward Councillor	4	8
Total	28,012	28,110

**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, for 2024/2025.

Zone	Total
C1	428
C2	13
C3	12
DR	16
E	386
E1	58
E2	127
E3	14
H1	1160
H2	39
HE	16
HH	549
HN1	116
HR	49
HY1	329
HY2	221
HY3	5
HY4	64

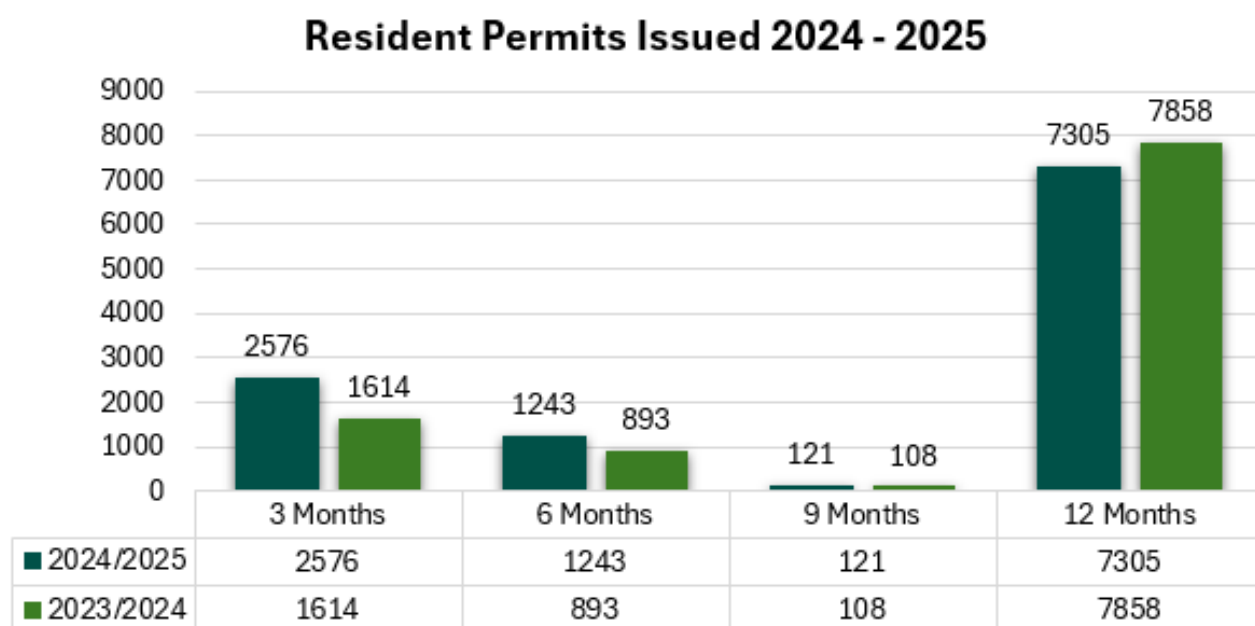
Zone	Total
HY5	9
HY6	7
HY7	24
HY8	2
HY9	33
IC	241
IC2	334
IC3	12
IC5	4
MW	14
N	471
N1	31
N2	44
NH	157
NWH	580
PG	1
R1	16
R2	111

Zone	Total
RG	125
RL	20
RL2	85
RL3	8
RL4	445
RM	7
RM2	54
RM3	18
SR	985
SR2	11
SR3	4
TC	24
U1	624
U3	139
U4	143
U5	845
U6	579
U7	23

Zone	Total
U8	17
U9	5
UK	7
UM	10
VC	4
WD1	262
WD2	24
WD3	4
WD4	37
WD5	144
WD6	53
WD7	23
WD8	25
WR1	134
WR2	13
Y1	621
Y2	17
YL1	13

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 2024/2025 was 715. As of 31st March 2025; 14,411 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 [Parking permits - Hillingdon Council](#)

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 park. 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.

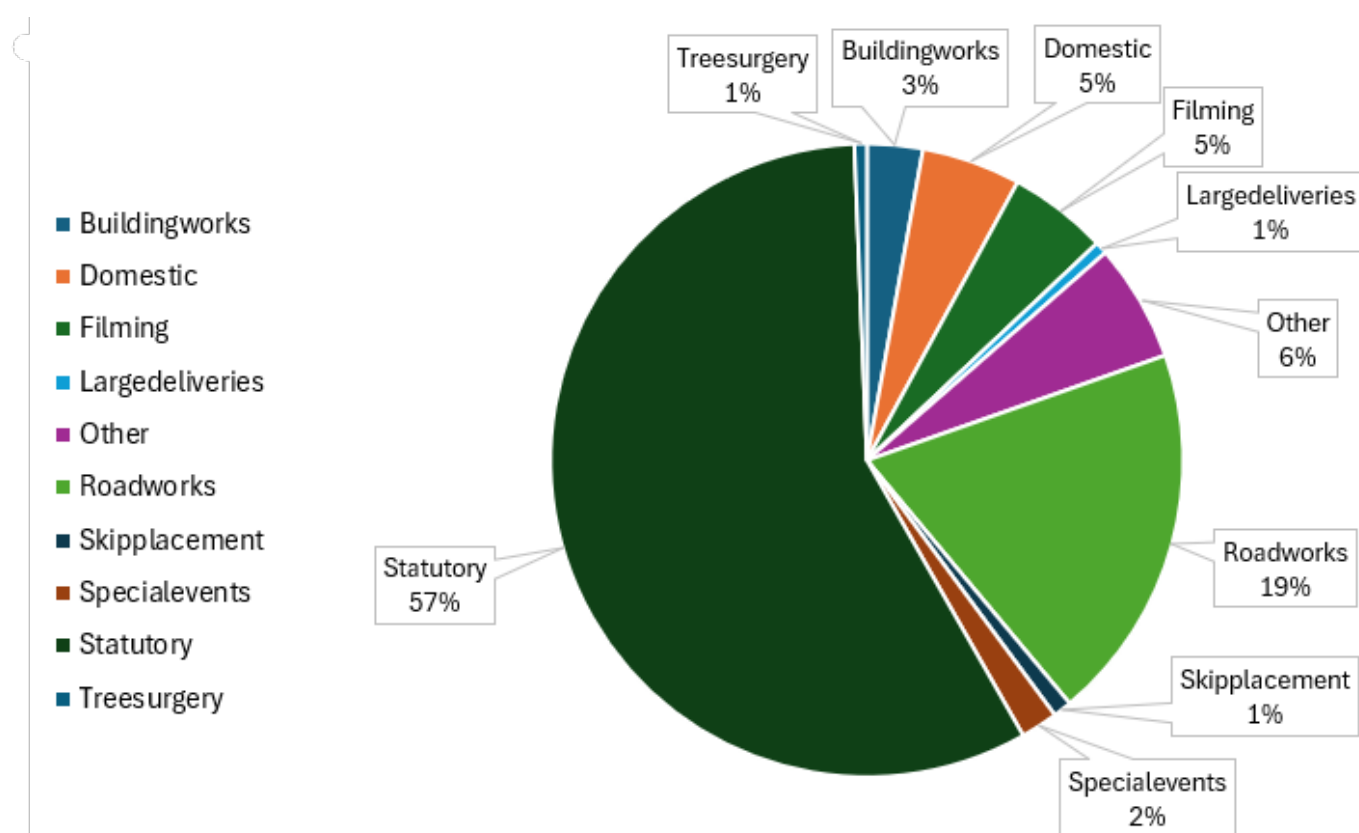
Parking Dispensations

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 2024 and March 2025, 316 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 2024 and March 2025, 220 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>	2024/25 £000
Penalty Charge Notices	(5,204)
On Street Pay & Display/Cashless Parking	(1,994)
Parking Permits	(969)
Other Income (e.g. Suspensions/Waivers)	(484)
Car Pound Income/ Heathrow Parking	(46)
Overall Income Total	(8,697)
Expenditure	4,914
Surplus	(3,783)

<u>Use of Surplus</u>	2024/25 £000
Concessionary Fares*	3,251
Development of Parking Management Schemes	201
Provision of Off-Street Parking	162
Traffic Management	149
CCTV	20
Total Use of Surplus	3,783

<u>PRA Reserves</u>	2024/25 £000
Opening Balance	51
Closing Balance	51

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.

Off Street Parking (Car Parks)	2024/25 £000
Income (Net)	(2,289)

**The Council full concessionary fares obligation for 2024/25 was £7.23m*