



HILLINGDON  
LONDON



# Petition Hearing - Cabinet Member for Planning, Transportation and Recycling

**Date:** WEDNESDAY  
16 SEPTEMBER 2015

**Time:** 7.00 PM

**Venue:** COMMITTEE ROOM 3  
CIVIC CENTRE  
HIGH STREET  
UXBRIDGE UB8 1UW

**Meeting  
Details:** Members of the Public and  
Press are welcome to attend  
this meeting

## **Cabinet Member hearing the petitions:**

Keith Burrows, Cabinet Member for  
Planning, Transportation and Recycling

## **How the hearing works:**

The petition organiser (or his/her  
nominee) can address the Cabinet  
Member for a short time and in turn the  
Cabinet Member may also ask questions.

Local ward councillors are invited to these  
hearings and may also be in attendance.

After hearing all the views expressed, the  
Cabinet Member will make a formal  
decision. This decision will be published  
and sent to the petition organisers shortly  
after the meeting confirming the action to  
be taken by the Council.

**Published:** Tuesday, 8 September 2015

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***Putting our residents first***

Lloyd White

Head of Democratic Services

London Borough of Hillingdon,

3E/05, Civic Centre, High Street, Uxbridge, UB8 1UW

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

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# Agenda

## CHAIRMAN'S ANNOUNCEMENTS

### PART 1 - MEMBERS, PUBLIC AND PRESS MAY ATTEND

- 1 Declarations of Interest in matters coming before this meeting
- 2 To confirm that the business of the meeting will take place in public.
- 3 To consider the report of the officers on the following petitions received.

Please note that individual petitions may overrun their time slots. Although individual petitions may start later than advertised, they will not start any earlier than the advertised time.

	<b>Start Time</b>	<b>Title of Report</b>	<b>Ward</b>	<b>Page</b>
<b>4</b>	7.00 pm	Request for parking management scheme for resident in UK Cottages, Dawley Road, Hayes	Botwell	1 - 6
<b>5</b>	7.00 pm	Request for review of residents' parking scheme in Copperfield Avenue, Uxbridge.	Brunel	7 - 10
<b>6</b>	7.30 pm	Request for double yellow lines / bar markings in East Walk, Hayes.	Townfield	11 - 14
<b>7</b>	8.00 pm	Request to retain the Mount Road / Coldharbour Lane bus stop in Hayes	Townfield	15 - 22
<b>8</b>	8.00 pm	Request for a Residents Parking Scheme in Spout Lane North and Bedfont Court, Staines and other issues in relation to vegetation, pavements, ditches and enforcement	Heathrow Villages	23 - 38

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## UK COTTAGES, DAWLEY ROAD, HAYES - PETITION REQUESTING A PARKING MANAGEMENT SCHEME

<b>Cabinet Member(s)</b>	Councillor Keith Burrows
<b>Cabinet Portfolio(s)</b>	Cabinet Member for Planning, Transportation and Recycling
<b>Officer Contact(s)</b>	Steven Austin, Residents Services
<b>Papers with report</b>	Appendices A & B

### 1. HEADLINE INFORMATION

<b>Summary</b>	To inform the Cabinet Member that the Council has received a petition from residents of UK Cottages, Dawley Road, Hayes asking for a Parking Management Scheme.
<b>Contribution to our plans and strategies</b>	The request can be considered as part of the Council's strategy for on-street parking.
<b>Financial Cost</b>	There are none associated with the recommendations to this report.
<b>Relevant Policy Overview Committee</b>	Residents' and Environmental Services.
<b>Ward(s) affected</b>	Botwell

### 2. RECOMMENDATION

Meeting with the Petitioners, the Cabinet Member:

1. Listens to their concerns with the current parking arrangements outside UK Cottages.
2. Subject to the outcome of the above decides if the request should be added to the extensive parking scheme programme for formal consultation on a previously developed detailed design.

#### **Reasons for recommendation**

The petition hearing will provide a valuable opportunity to hear directly from the petitioners of their concerns and suggestions.

#### **Alternative options considered / risk management**

None at this stage.

### **Policy Overview Committee comments**

None at this stage.

## **3. INFORMATION**

### **Supporting Information**

1. A petition with 11 signatures has been received by the Council from residents of UK Cottages asking for a *"Parking Management Scheme so only residents of UK cottages and their visitors can park"*.
2. UK Cottages are located on Dawley Road and comprise six properties surrounded by mainly commercial and industrial premises. There is no vehicular access to any off-street parking facilities and some years ago the Council constructed a lay-by in Dawley Road with the intention of helping residents of the Cottages to find a convenient place to park. The location of UK cottages is shown on the plan attached as Appendix A to this report.
3. The Cabinet Member will recall considering a similar petition submitted by residents in February 2007 also asking for a residents' permit parking scheme in the lay-by. Although the Council's usual policy is not to consider the introduction of a Parking Management Scheme in a small section of road in isolation, given the exceptional circumstances and the location of the Cottages the Cabinet Member approved the design of a detailed scheme for formal consultation. The proposed scheme was for the lay-by in front of the Cottages and was intended to operate every day from 9am to 10pm. A plan of the previously proposed scheme is attached as Appendix B.
4. The proposals were subject to a formal consultation over a three week period in September 2008 and as there were no objections received during that period. As a consequence, the permit parking scheme was scheduled to be implemented and become operational on 16<sup>th</sup> March 2009.
5. However, in February 2009, less than three weeks before the scheme start date, a further petition was received signed by every household under the following heading *"We the undersigned do not want you to go ahead with the permit scheme outside UK Cottages, Dawley Road, Hayes"*.
6. This second petition was discussed with Ward Councillors and as a consequence the Cabinet Member instructed officers to take no further action to install a scheme at that time and the funds set aside for this project were subsequently used to implement other parking schemes.
7. In an accompanying letter submitted with this latest third petition, one of the residents of the Cottages indicated that the problem has become increasingly difficult, which they associate with the nearby Public House, commuters catching the bus to travel to the airport, people working on the Crossrail project and the near-by "Old Vinyl Factory" development. The resident also goes on to mention problems with the position of the existing bus stops which is outside the remit of this report but can be investigated separately from the request for a Parking Management Scheme.

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Cabinet Member Report - Petition Hearing 16 September 2016

8. To summarise, it seems from this recent petition that residents remain concerned with the on-going parking issues close to their homes and that they would like the Council to provide them with a solution in the form of a Parking Management Scheme. It is therefore recommended that the Cabinet Member meets with petitioners to discuss their concerns in greater detail, determine what elements of the previous scheme they were unhappy with and if appropriate add their request to the parking scheme programme for further consultation on a detailed design.

### **Financial Implications**

There are no financial implications associated with the recommendations to this report. If works are subsequently required, suitable funding will need to be identified within the parking programme.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

To allow the Cabinet Member an opportunity to discuss in detail with petitioners their concerns

### **Consultation Carried Out or Required**

None at this stage.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

Corporate Finance has reviewed this report and concurs with the financial implications set out above.

### **Legal**

There are no special legal implications for the proposal to discuss with petitioners their request for a parking management scheme and their on-going parking issues on Dawley Road, which amounts to an informal consultation. A meeting with the petitioners is perfectly legitimate as part of a listening exercise, especially where consideration of the policy, factual and engineering issues are still at a formative stage. Fairness and natural justice requires that there must be no predetermination of a decision in advance of any wider non-statutory consultation.

In considering any informal consultation responses, decision makers must ensure there is a full consideration of all representations arising including those which do not accord with the officer recommendation. The decision maker must be satisfied that responses from the public are conscientiously taken into account.

Should there be a decision that further measures are to be considered then the relevant statutory provisions will have to be identified and considered.

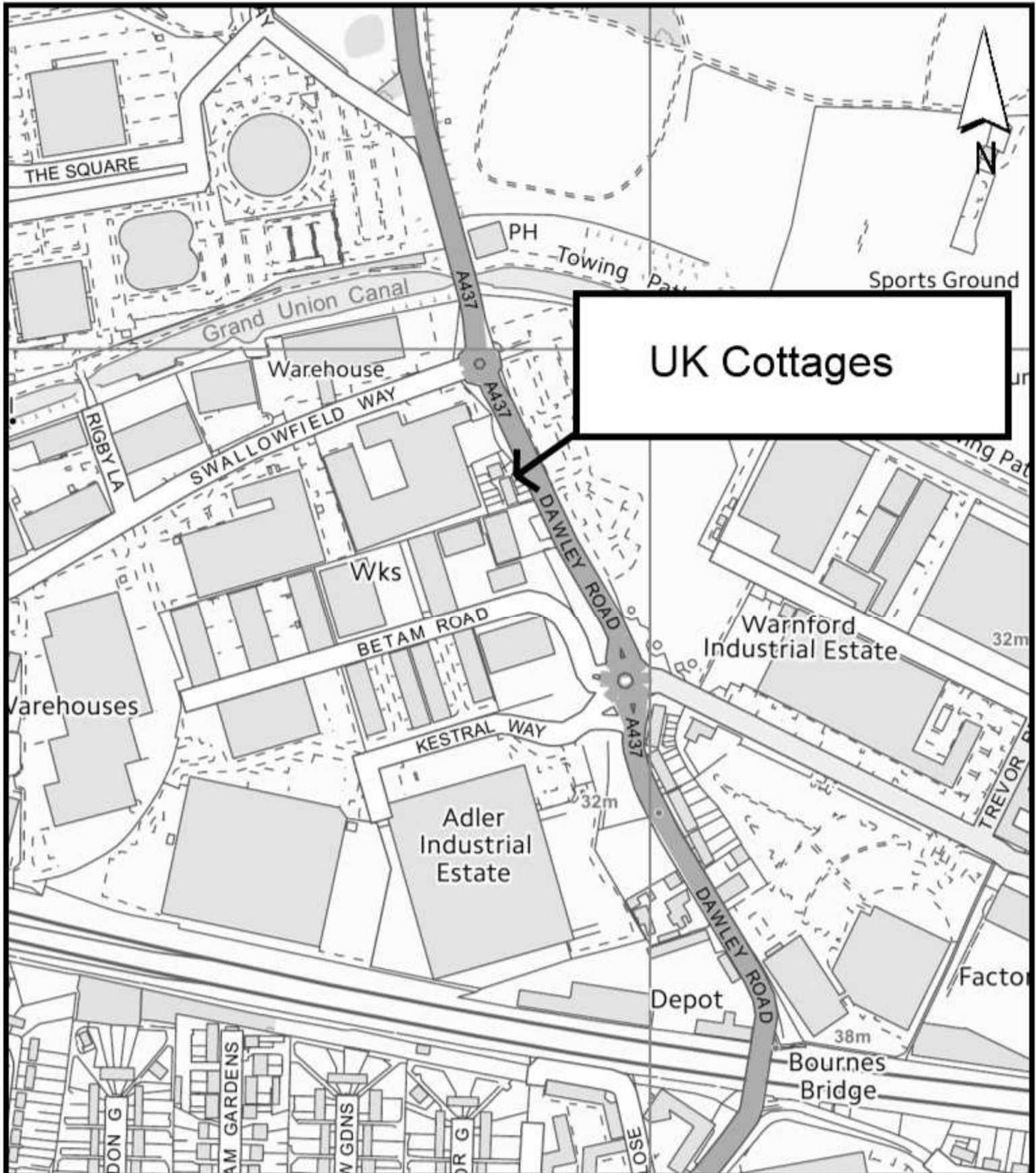
## **Corporate Property and Construction**

There are no corporate property and construction implications arising from the recommendations in this report.

## **6. BACKGROUND PAPERS**

Nil.



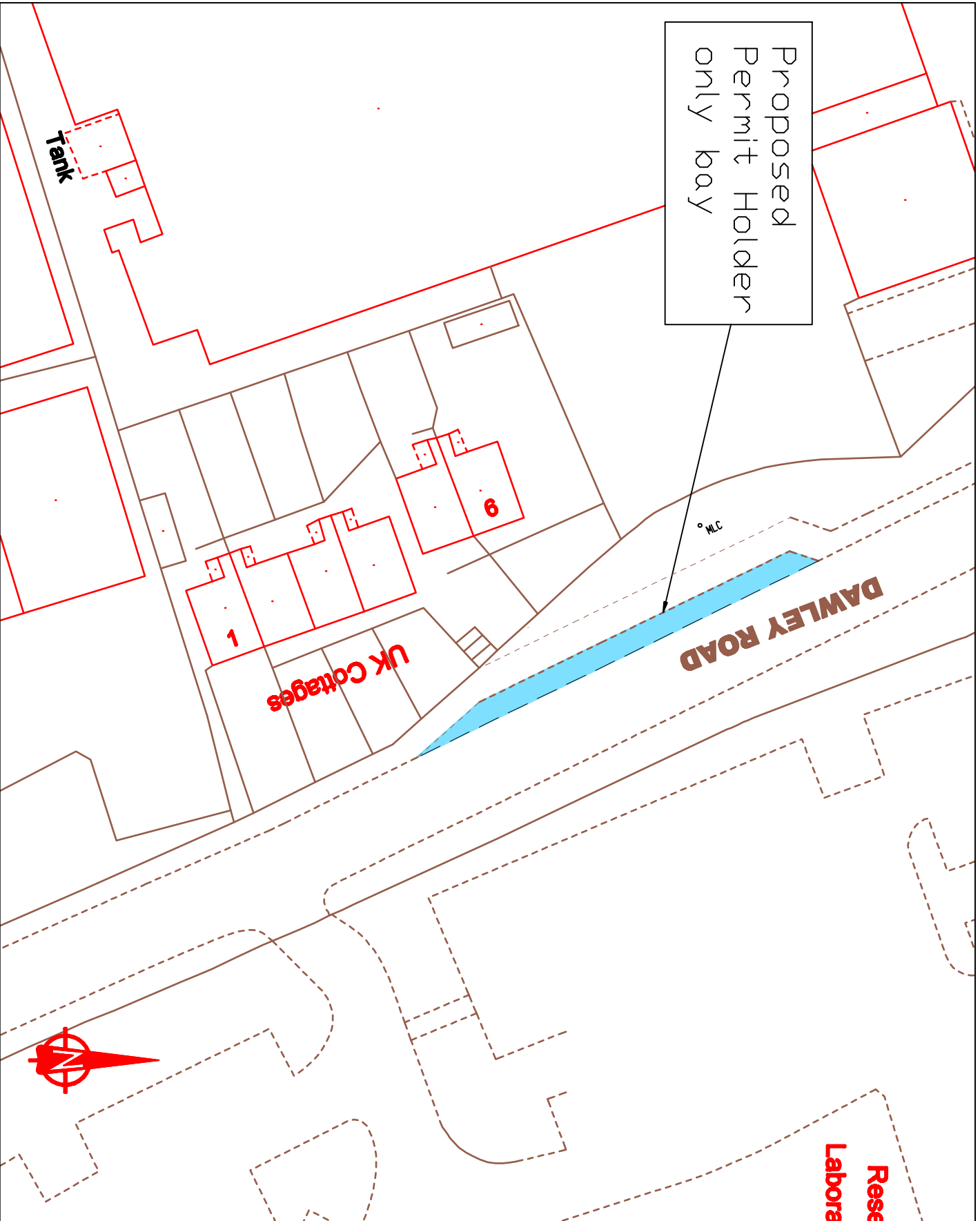


## UK Cottages, Dawley Road, Hayes Location Plan

## Appendix A

Date August 2015

Scale 1:4,000



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HILLINGDON  
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**Project**  
UK Cottages, Dawley Road - Proposed parking management scheme

**Description**  
Scheme Plan

Scale	Drawn	Checked	Checked
NTS	LJ	08/07	(Initials/Date)
Project No.	Drawings No.	Rev.	

## COPPERFIELD AVENUE, UXBRIDGE - PETITION REQUESTING A REVIEW OF THE CURRENT RESIDENTS' PARKING SCHEME.

<b>Cabinet Member(s)</b>	Councillor Keith Burrows
<b>Cabinet Portfolio(s)</b>	Cabinet Member for Planning, Transportation and Recycling
<b>Officer Contact(s)</b>	Steven Austin, Residents Services
<b>Papers with report</b>	Appendix A

### 1. HEADLINE INFORMATION

<b>Summary</b>	To inform the Cabinet Member that the Council has received a petition from residents of Copperfield Avenue, Uxbridge asking for a review of the residents' Parking Scheme.
<b>Contribution to our plans and strategies</b>	The request can be considered as part of the Council's strategy for on-street parking.
<b>Financial Cost</b>	There are none associated with the recommendations to this report.
<b>Relevant Policy Overview Committee</b>	Residents' and Environmental Services.
<b>Ward(s) affected</b>	Brunel

### 2. RECOMMENDATION

**Meeting with the Petitioners, the Cabinet Member:**

- 1. Listens to their concerns with the current parking arrangements in Copperfield Avenue.**
- 2. Subject to the outcome of the above, asks officers to add the request to the Council's extensive parking programme for further investigation and possible consultation.**

Reasons for recommendation

The petition hearing will provide a valuable opportunity to hear directly from the petitioners of their concerns and suggestions.

**Alternative options considered / risk management**

None at this stage.

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## **Policy Overview Committee comments**

None at this stage

## **3. INFORMATION**

### **Supporting Information**

1. A petition with 20 signatures from residents of Copperfield Avenue has been received by the Council which represents 18 of the 67 households (27%) of the road under the following heading *"To request a review of the residents' parking scheme in Copperfield Avenue to stop non-residential and obstructive parking and improve access for emergency vehicles and residents"*.
2. Copperfield Avenue is a mainly residential road close to Hillingdon Hospital. At the southern end of Copperfield Road at its junction with Pield Heath Road there is a small parade of local shops that front onto Pield Heath Road but are accessed from Copperfield Avenue. A plan of the area is attached as Appendix A to this report.
3. As the Cabinet Member is aware Copperfield Avenue already benefits from a Parking Management Scheme that was implemented in 2005. The road is currently marked out with continuous parking bays partly on the footway and access bar markings across the dropped kerbs. The scheme currently operates Monday to Friday 9am to 5pm which matches other roads in the Hillingdon Hospital Parking Management Scheme.
4. As it is not clear from the petition what elements of the current parking scheme residents' who signed the petition are unhappy with it is recommended that the Cabinet Member meets with the petitioners and listens to their concerns. Subject to the outcome of these discussions the Cabinet Member may be minded to add this request to review the current parking arrangements in Copperfield Avenue to the extensive parking scheme programme for further investigation and possible consultation.

### **Financial Implications**

There are no financial implications associated with the recommendations to this report. If works are subsequently required, suitable funding will need to be identified within the parking programme.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

To allow the Cabinet Member an opportunity to discuss in detail with petitioners their concerns

### **Consultation Carried Out or Required**

None at this stage.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

Corporate Finance has reviewed this report and concurs with the financial implications set out above.

### **Legal**

There are no special legal implications for the proposal to discuss with petitioners their request to review the current parking scheme in Copperfield Avenue, which amounts to an informal consultation. A meeting with the petitioners is perfectly legitimate as part of a listening exercise, especially where consideration of the policy, factual and engineering issues are still at a formative stage. Fairness and natural justice requires that there must be no predetermination of a decision in advance of any wider non-statutory consultation.

In considering any informal consultation responses, decision makers must ensure there is a full consideration of all representations arising including those which do not accord with the officer recommendation. The decision maker must be satisfied that responses from the public are conscientiously taken into account.

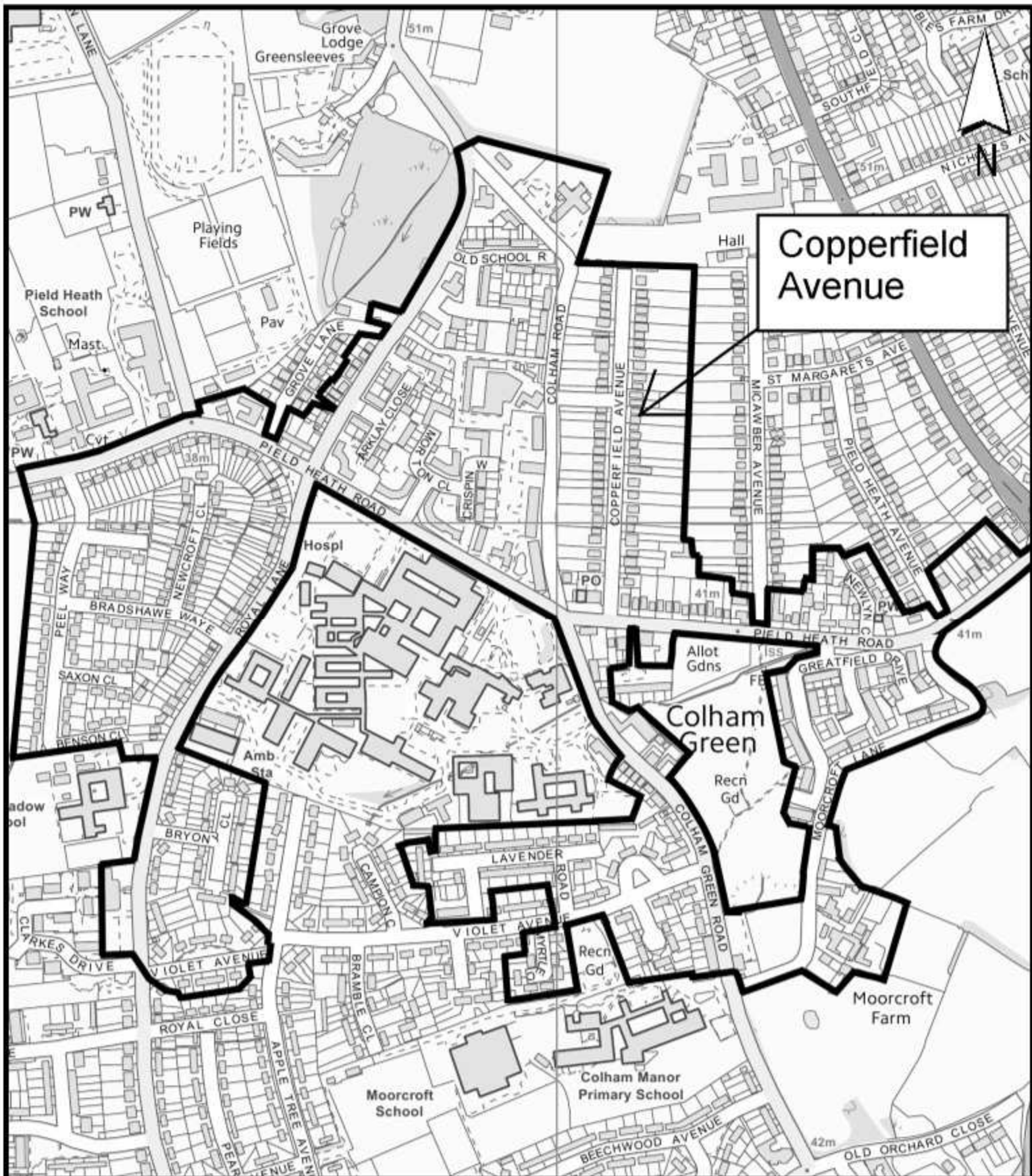
Should there be a decision that further measures are to be considered then the relevant statutory provisions will have to be identified and considered.

### **Corporate Property and Construction**

There are no corporate property and construction implications arising from the recommendations in this report.

## **6. BACKGROUND PAPERS**

Nil.



## Copperfield Avenue, Uxbridge - Location plan

## Appendix A

Date August 2015

Scale 1:6,000



Extent of the Hillingdon Hospital Parking Management Scheme Zone HH

## EAST WALK, HAYES - PETITION REQUESTING WAITING RESTRICTITONS.

<b>Cabinet Member(s)</b>	Councillor Keith Burrows
<b>Cabinet Portfolio(s)</b>	Cabinet Member for Planning, Transportation and Recycling
<b>Officer Contact(s)</b>	Steven Austin Residents Services Directorate
<b>Papers with report</b>	Appendix A

### 1. HEADLINE INFORMATION

<b>Summary</b>	To inform the Cabinet Member that the Council has received a petition from residents of East Walk, Hayes asking for waiting restrictions in their road
<b>Contribution to our plans and strategies</b>	The request can be considered as part of the Council's strategy for on-street parking.
<b>Financial Cost</b>	There are none associated with the recommendations to this report.
<b>Relevant Policy Overview Committee</b>	Residents' and Environmental Services.
<b>Ward(s) affected</b>	Townfield

### 2. RECOMMENDATION

Meeting with the Petitioners, the Cabinet Member:

1. Listens to their concerns with parking in East Walk, Hayes.
2. Subject to the outcome of the above, asks officers to add the request to the Council's extensive parking programme and develop proposals for formal consultation.

#### Reasons for recommendation

The petition hearing will provide a valuable opportunity to hear directly from the petitioners of their concerns and suggestions.

#### Alternative options considered / risk management

None at this stage.

## Policy Overview Committee comments

None at this stage.

### **3. INFORMATION**

#### **Supporting Information**

1. A petition in two parts with a total of 52 signatures from residents of East Walk has been received by the Council which represents 28 of the 33 households (85%) of the road.
2. In an accompanying statement, the lead petitioner states "*There is inconsiderate parking where vehicles are butting up to the drop kerb at the immediate exit/entrance of the driveways, these vehicles are often not residents but shopkeepers vehicles and courier vans, where there are residents parked they do not allow enough space to vacate the drive or enter the drive which causes considerable problems when manoeuvring vehicles from the driveways causing residents to mount the kerb to exit/enter. This in turn causes damage to the owners' vehicle. There are even times when cars are parked across residents' driveways believe it or not!. What we need on the street is a continuation of the yellow lines down the road as 95% of the residents have driveways. There are times when we have to consistently zig zag down the road due to vehicles parked either side*".
3. East Walk is a residential cul-de-sac just a short walk from the local facilities in Hayes Town Centre and the shops on Coldharbour Lane. The carriageway is only approximately 3.5 metres wide and is bounded on both sides by a narrow footway of 1 to 1.2 metres in width. The location of East Walk is indicated on the plan attached as Appendix A to this report.
4. In the petition, residents have alluded to the fact that they would like to see "*double yellow lines or bar markings to protect the driveway exit/entrances as the road is very narrow*". They also helpfully point out that "*this problem is a continuous issue mainly at weekend and overnight and various times during the day. This problem has become increasingly worse over the past eight months*".
5. As residents have pointed out that the parking problem occurs mainly in the evenings and weekend, experience in other roads would suggest that parking during these times is most likely to be by the residents of the road themselves or their visitors even if they have some off-street parking. It should therefore be noted that if double yellow lines were to be implemented then these would apply to residents and non-residents alike and can be enforced 24/7.
6. Residents have also helpfully suggested the possibility of bar markings to protect their driveways. As the Cabinet Member is aware these markings are only advisory and merely indicate to other motorists of the presence of an access to off-street parking. Whilst in some instances these markings act as a visual deterrent they offer no greater protection to illegally parked vehicles than already exists if residents have taken the opportunity to register their dropped kerb for enforcement by the Council.
7. It is therefore suggested that the Cabinet Member meets with petitioners to listen to their concerns in greater detail, discusses the advantages and disadvantages of the helpful suggestions they have put forward. Subject to the outcome of these discussions officers can then develop options to address residents' concerns.



## **Financial Implications**

There are no financial implications associated with the recommendations to this report. If works are subsequently required, suitable funding will need to be identified within the parking programme.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

To allow the Cabinet Member an opportunity to discuss in detail with petitioners their concerns

### **Consultation Carried Out or Required**

None at this stage.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

There are no corporate property and construction implications arising from the recommendations in this report.

### **Legal**

There are no special legal implications for the proposal to discuss with petitioners their concerns with parking on East Walk, Hayes, which amounts to an informal consultation. A meeting with the petitioners is perfectly legitimate as part of a listening exercise, especially where consideration of the policy, factual and engineering issues are still at a formative stage. Fairness and natural justice requires that there must be no predetermination of a decision in advance of any wider non-statutory consultation.

In considering any informal consultation responses, decision makers must ensure there is a full consideration of all representations arising including those which do not accord with the officer recommendation. The decision maker must be satisfied that responses from the public are conscientiously taken into account.

Should there be a decision that further measures are to be considered then the relevant statutory provisions will have to be identified and considered.

### **Corporate Property and Construction**

There are no corporate property and construction implications arising from the recommendations in this report.

## **6. BACKGROUND PAPERS**

Nil.



## East Walk, Hayes - Location plan

## Appendix A

Date August 2015

Scale 1:4,000

## **COLDHARBOUR LANE, HAYES - PETITION OBJECTING TO THE RELOCATION OF THE BUS STOP IN COLDHARBOUR LANE**

<b>Cabinet Member(s)</b>	Councillor Keith Burrows
<b>Cabinet Portfolio(s)</b>	Cabinet Member for Planning, Transportation and Recycling
<b>Officer Contact(s)</b>	Hayley Thomas, Residents Services
<b>Papers with report</b>	Appendices A & B

### **1. HEADLINE INFORMATION**

<b>Summary</b>	To inform the Cabinet Member that the Council has received a petition from businesses and residents objecting to the relocation of the bus stop in Coldharbour Lane, Hayes.
<b>Contribution to our plans and strategies</b>	The request can be considered as part of the Council's strategy for road safety.
<b>Financial Cost</b>	There are none associated with the recommendations to this report.
<b>Relevant Policy Overview Committee</b>	Residents' and Environmental Services.
<b>Ward(s) affected</b>	Townfield

### **2. RECOMMENDATION**

**Meeting with the Petitioners, the Cabinet Member:**

- 1. Discusses with petitioners their concerns with the relocation of the bus stop in Coldharbour Lane, Hayes.**
- 2. Notes the fact that there have been previous representations for a better bus stop near the Salvation Army Hall, from the Older People's Assembly.**
- 3. Notes the fact that the present bus stop provides inadequate space for waiting passengers and passing pedestrians and does not meet current design standards.**
- 4. Considers whether the layout currently proposed in this section of Coldharbour Lane should be implemented or to ask officers to investigate further options and report back to him.**

## Reasons for recommendation

The petition hearing will provide a valuable opportunity to hear directly from the petitioners of their concerns and suggestions.

## Alternative options considered / risk management

None at this stage.

## Policy Overview Committee comments

None at this stage.

## **3. INFORMATION**

### Supporting Information

1. A petition with 96 signatures has been submitted to the Council from businesses and residents requesting that the existing bus stop in Coldharbour Lane, opposite Mount Road, be retained as part of the town centre improvements.
2. In an accompanying letter the lead petitioner states; *"Local businesses are very unhappy about the removal of this bus stop. It will affect our footfall and in turn affect our business. We have got local people to sign our petition for keeping this bus stop. It will not only affect us but Botwell School and the Sports Centre & Library. Also there was no consultation with any businesses which is very unfair. We have been to see John McDonnell MP and he agrees with us that this bus stop should stay. Being as I am in the business of raising money for Cancer Research and our shop has been there for 30 years, it will affect our trade vastly, as well as all the other businesses. Please reconsider this."*
3. Although it has been suggested by the lead petitioner that there is support from other businesses, it appears that there is only one signature collected from a business in this section of Coldharbour Lane. The Cabinet Member will be aware of the involvement of many local stakeholders, including the business forum, in the development of the town centre improvement proposals.
4. The location of Coldharbour Lane is indicated on Appendix A and links Uxbridge Road in the north to Botwell Lane/Pump Lane in the south. The road incorporates both businesses and residential properties and also provides access to several other residential roads. Coldharbour Lane serves the 90, 140 and E6 bus routes and Botwell House Primary School and Botwell Green Leisure Centre are also in close proximity.
5. As the Cabinet Member will recall the Council undertook initial consultation with residents and businesses in Hayes Town in September 2012 to seek their views on possible option for town centre improvements in Hayes. Feedback gained from this consultation was used to shape the design and layout of the improvements for Hayes Town Centre, which included opening Station Road to two-way traffic, dedicated cycle lanes throughout the town centre and improved street lighting and tree planting.

6. As part of the scheme development an on-site meeting was held with colleagues from Transport for London and London Buses in October 2013 to determine the optimum locations for the bus stops within the new town centre layout. Both Transport for London and the Council have received a number of requests for a stop to be provided near the Salvation Army Hall in Coldharbour Lane including representations to the Older People's Assembly. London Buses were also keen to see a new bus stop in Station Road to replace the existing stop which would be removed as part of the new junction arrangements at Botwell Lane and Station Road. Taking this information into consideration and also the existing bus stop's close proximity to the proposed dual roundabouts, it was agreed that the bus stop locations should be modified so that a stop will be available in a more central location in Station Road and near to the Salvation Army Hall in Coldharbour Lane as shown in plan attached as Appendix B.

7. The existing bus lay-by does not meet the current Transport for London standards and is also located on the exit to the proposed double roundabout at the junction of Coldharbour Lane/Pump Lane/Botwell Lane/Station Road. If a bus stop were to remain in this location it would need to stay as a bus lay-by instead of a stop in the carriageway, which is being used at all new bus stop locations in the scheme. This would be to ensure that buses do not cause delays on what will already be a very busy junction, due to traffic behind the bus queuing into and blocking the roundabouts.

8. A second consultation on a detailed design was then conducted in December 2013 to allow residents and businesses to view and comment on the new layout. Nearly 4,500 leaflets were delivered to businesses and residents in Hayes Town. Large scale plans were available to view in Botwell Green Leisure Centre and officers were on hand on specified dates to discuss the proposals with residents and businesses. Two main articles were placed in the local Gazette to promote the consultation as well as information being provided on the Council's website. A total of 652 responses were received during this consultation and where possible, amendments were made to the scheme to incorporate these suggestions.

9. A final scheme layout was submitted to Transport for London for approval to proceed to implementation and approval was subsequently given in December 2014. Works began on-site in Coldharbour Lane in February 2015 and are expected to take approximately 12 months to complete.

10. Following receipt of the petition, officers arranged to meet with the petitioners to discuss their concerns and determine if a solution could be agreed without the need to progress to a full petition hearing, known as 'Intelligent Intervention'. The inadequacies of the present bus stop were explained as well as the desire from others in the community, supported by London Buses, for a relocation of the stop. Despite the best efforts officers were unable to identify a suitable location to re-site this bus stop near its current location.

11. The town centre improvements incorporate a continuous cycle lane throughout the scheme. To ensure that passengers waiting at the bus stops do not impede cyclist using the new cycle lane, 'floating bus stops' have been created at all stops between the cycle path and the carriageway. These allow sufficient width for a standard bus shelter and passengers to wait safely. The current width of the public highway does not allow enough room for both these features as well as the required footway and carriageway widths.

Officers also investigated the possibility of adopting the existing private forecourts outside the shops in this area to increase the space available within the new layout. However, this still did not provide the required footway and carriageway widths to introduce an acceptable bus stop lay-by.

12. Transport for London guidelines state that the maximum distance between stops should be no more than 400 metres. The distance between the proposed new bus stop locations is 355 metres which is well within the guidelines.

13. It is therefore recommended that the Cabinet Member meets the petitioners and discusses their concerns and what measures, if any, would be appropriate and supported by residents and businesses.

### **Financial Implications**

There are no financial implications associated with the recommendations to this report. If works are subsequently required, suitable funding will need to be identified within the Major Schemes Project for Hayes Town Centre.

## **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

To allow the Cabinet Member an opportunity to discuss in detail with petitioners their concerns.

### **Consultation Carried Out or Required**

Two separate public consultations took place in September 2012 and December 2013. On both occasions consultation leaflets were delivered to nearly 4500 Hayes residents as well as local businesses. Plans were on display in Botwell Green Leisure Centre and officers were available to answer residents and businesses questions. Both consultations were also advertised on the Council website with an option to submit their comments online as well as in writing.

## **5. CORPORATE IMPLICATIONS**

### **Corporate Finance**

Corporate Finance has reviewed this report and concurs with the financial implications set out above.

### **Legal**

There are no special legal implications with the Cabinet Member to meet and discuss with petitioners their concerns with the relocation of the bus stop in Coldharbour Lane, Hayes and to consider recommendations 4 above.

A meeting with the petitioners is perfectly legitimate as part of a listening exercise, especially where consideration of the policy, factual and engineering issues are still at a formative stage. Fairness and natural justice requires that there must be no predetermination of a decision in advance of any wider non-statutory consultation.

In considering any informal consultation responses, decision makers must ensure there is a full consideration of all representations arising including those which do not accord with the officer recommendation. The decision maker must be satisfied that responses from the public are conscientiously taken into account.

Should there be a decision that further measures are to be considered then the relevant statutory provisions will have to be identified and considered.

### **Corporate Property and Construction**

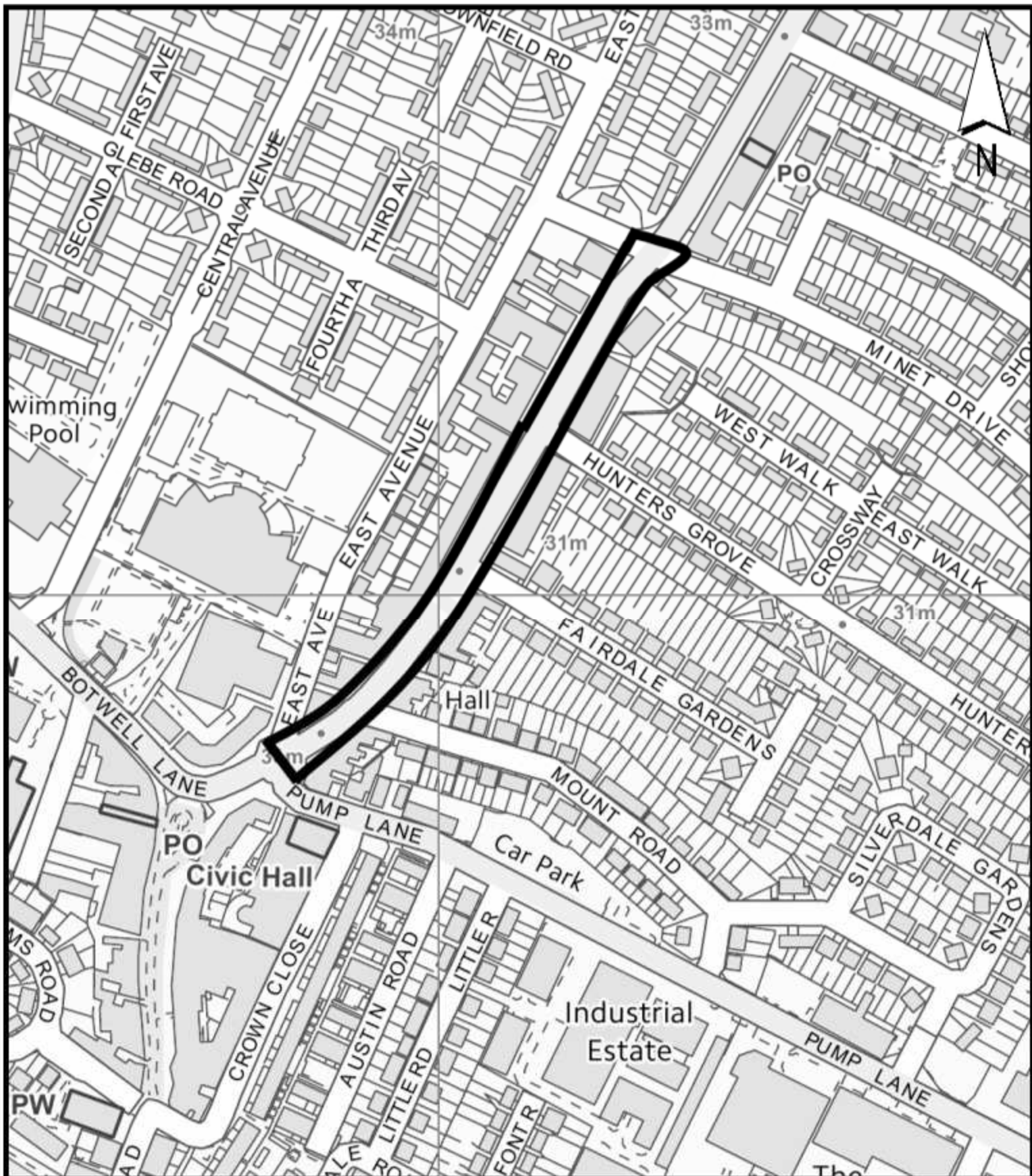
There are no property implications resulting from the recommendations set out in this report.

## **6. BACKGROUND PAPERS**

Hayes Town Centre Consultation: 12/09/12 - 24/10/12

Hayes Town Centre Consultation: 02/12/13 - 13/01/14

Gazette Article 27/11/13 and 08/01/14



## Coldharbour Lane, Hayes

Date August 2015

Scale 1:3,500



Extent of town centre improvements





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## **SPOUT LANE NORTH, STAINES-UPON-THAMES - PETITION REQUESTING A RESIDENTS' PARKING SCHEME AND MEASURES TO ADDRESS OTHER HIGHWAY RELATED ISSUES**

<b>Cabinet Member(s)</b>	Councillor Keith Burrows
<b>Cabinet Portfolio(s)</b>	Cabinet Member for Planning, Transportation and Recycling
<b>Officer Contact(s)</b>	Steven Austin, Residents Services
<b>Papers with report</b>	Appendices A, B, C & D

### **1. HEADLINE INFORMATION**

<b>Summary</b>	To inform the Cabinet Member that the Council has received a petition from residents and businesses of Spout Lane North asking for parking for residents and businesses and measures to address other highways related issues.
<b>Contribution to our plans and strategies</b>	The request can be considered as part of the Council's strategy for on-street parking.
<b>Financial Cost</b>	There are none associated with the recommendations to this report.
<b>Relevant Policy Overview Committee</b>	Residents' and Environmental Services.
<b>Ward(s) affected</b>	Heathrow Villages.

### **2. RECOMMENDATION**

**Meeting with the Petitioners, the Cabinet Member:**

- 1. Listens to their concerns with the current parking arrangements in Spout Lane North;**
- 2. Notes the various on-site meetings that officers have had with the lead petitioner, other residents and business occupiers;**
- 3. Notes the recent works undertaken to inspect the highway and to clear the ditches along Spout Lane North;**
- 4. Notes that the Council has agreed to reconstruct the vehicle crossovers adjacent to "Riverbank";**

5. Notes that liaison with other agencies including Heathrow Airport, the Metropolitan Police, Highways England, Transport for London, Spelthorne Borough Council and other stakeholders is continuing, with a view to achieving a comprehensive multi-agency solution to the underlying antisocial behaviour problems in Spout Lane North;

6. Subject to the outcome of 1. above, decides if an informal consultation on the three options developed to manage the parking in Spout Lane North should be undertaken or instructs officers to explore further options.

#### **Reasons for recommendation**

The petition hearing will provide a valuable opportunity to hear directly from the petitioners of their concerns and suggestions.

#### **Alternative options considered / risk management**

None at this stage.

#### **Policy Overview Committee comments**

None at this stage.

### **3. INFORMATION**

#### **Supporting Information**

1. A petition of 45 signatures has been submitted to the Council from residents of Spout Lane North and Bedford Court and people who work locally asking for the following:

- i. *Residents Parking (24 hours a day) with businesses registered at Spout Lane North & Bedford Court to be given some passes to park their business and staff vehicles on the road without any restriction. Double yellow lines outside Riverbank.*
- ii. *Resurfacing of pavements.*
- iii. *Cut back all vegetation growth along the ditch line.*
- iv. *Dredge and clear out the entire ditch line along Spout Lane North.*
- v. *Regular enforcement visits for litter/parking violations.*
- vi. *Maintenance plan for pavement, road and ditch line.*

2. Spout Lane North runs between Stanwell Moor Lane and Airport Way (the latter the responsibility of Highways England, formerly known as the Highways Agency), which are close to Heathrow Terminal 5. Spout Lane North accommodates a mixture of residential properties and commercial premises. Bedford Court is a private residential road accessed from Spout Lane North and gated approximately 30 metres from the junction. A location plan of the area is attached as Appendix A to this report.

3. As a result of the close proximity of Heathrow Airport, over the recent few months the Council has received a number of complaints regarding the increase in the numbers of Private Hire Vehicles using Spout Lane North as an impromptu car park whilst waiting to collect customers from the airport. Associated with this increase in vehicle numbers there are the well documented anti-social behaviour issues which the Cabinet Member will be aware are being addressed by the Council, with support from other agencies including the Metropolitan Police, Transport for London, Highways England, Heathrow as well as other neighbouring authorities.

4. The Cabinet Member will be aware of the detail of much of the antisocial behaviour reported in Spout Lane, much of it associated with the Mini Cab drivers who have taken to waiting to be called to collect passengers from the Airport.

5. Residents have reported such unsavoury activities as defecation and urination by drivers on the road, or even on private property, as well as the verbal abuse residents have received from the drivers when challenged. The Council and the Police appreciate and accept that this kind of behaviour is intolerable and unacceptable for the residents to have to endure, but clearly the means and resources that the Council and its partner agencies can bring to bear in order to tackle the problem must also be balanced, measured and legally valid. The Council's Environmental Enforcement Officers regularly attend known hot spots in Heathrow Villages Ward including Spout Lane North to try to address these concerns.

6. Residents understandably wish to see many of these anti-social activities dealt with and as the Cabinet Member will be aware, there are other actions, slightly outside the scope of this report, including the creation of dispersal zones, coupled with active enforcement by Environment as well as Parking officers, liaison with the police and the Taxi licensing authority where known.

7. Residents have understandably asked for parking controls as a means of helping tackle the influx of Mini cabs, but as the Cabinet Member will be aware, some less considerate Mini cab drivers are seemingly impervious to conventional parking enforcement activities, for the reasons set out later in this report. When the petitioners are considering the types of solution open to them, they would be advised to think carefully of the balance between the imposition of a scheme which will constrain parking against its likely effectiveness in tackling the core problem of transient parking by Mini Cabs.

8. As the petition is asking for a number of highway-related issues, the Cabinet Member may find it helpful if this report aims to address petitioners' requests in the order they have been raised.

### **First Petitioning Point: On-Street Loading and Waiting Restrictions including Parking Management Schemes**

9. The Road Traffic Regulation Act 1984 (RTRA 1984) and subsequent acts provides the Council with the powers to control on-street parking. This can be achieved through a number of ways, including the comparatively simple measure of prohibiting waiting and loading through the introduction of yellow lines (with or without time limits when these apply) or by management through the introduction of Permit Parking Schemes or "paid for" parking, usually in the form of pay and display bays. The days and times that restrictions apply can be determined to meet local needs.

10. The Cabinet Member will be aware that there are in essence two 'levels' of parking controls which are available to the Council to consider.

11. 'Waiting' restrictions, usually in the form of single or double yellow lines alongside the kerb, often with traffic signs which set out the times when the restrictions are in force, dictate how long a vehicle can be left parked at the kerb side. Under present legislation, there is a so-called 'observation period' which means that someone stopped alongside the kerb is allowed a five-minute period of grace to cater for the possibility that the driver may be picking up or setting down either a passenger or goods. Disabled drivers who display a Blue Badge are exempt from the waiting restrictions and can generally park on single and double yellow lines for up to three hours.

12. What the observation period does often mean, however, is that the driver of a vehicle who has stopped may move off quickly if he or she sees a Civil Enforcement Officer (CEO) approaching their vehicle. This is a particular enforcement challenge with drivers of Mini Cabs, who generally remain in or near their vehicle while they wait and so are often able to drive off in order to avoid being issued with a Penalty Charge Notice (PCN).

13. 'Loading' restrictions, which appear in the form of yellow 'blips' which are perpendicular to the kerb, are a more onerous restriction. In the case of a kerb where loading has been prohibited, it is an offence to wait even for collecting or delivering goods and the five minute observation period does not apply. This therefore means that the CEO does not have to wait for five minutes and can issue the PCN instantly. In addition to the loading restrictions, the holders of Blue Badges are not allowed to park on a section of road with these yellow blips.

14. There are certain rules laid out in national legislation which are intended to constrain the extent to which local authorities apply the more onerous loading restrictions. These provide for the possibility of an independent public enquiry should the restrictions extend beyond parameters defined in the legislation and any statutory consultation results in formal (but non-frivolous) objections.

15. The third option open to the Council is to designate an area as falling under a 'Parking Management Scheme' (PMS - sometimes known as 'Controlled Parking Zones' or CPZ). In such cases, there are entry and exit signs and the areas where parking is permitted, upon display of a valid permit, is usually defined with carriageway markings and vertical traffic signs to show the bays and the regulations which govern them. In some cases, a PMS may be modified to allow for an element of 'pay and display' parking and in many of the Borough's town centres, there are dedicated 'Stop and Shop' schemes which allow for parking charges to be levied.

16. The Cabinet Member will be aware that in March 2015 the Council responded to earlier requests from residents and businesses in Spout Lane to introduce enhanced parking controls. This resulted in a section of double yellow lines being installed at the eastern end of the road following a formal consultation.

17. In the present instance, petitioners indicated they would like to see the implementation of a residents' PMS which would operate on a full 24/7 basis but would also provides permits for businesses *"registered at Spout Lane North"* and their staff.

18. As the Cabinet Member is aware, the Council currently provides one residents' parking permit and ten visitors' vouchers free of charge to every household in a Parking Management Scheme on an annual basis. Business Permits are designed to enable vehicles that are essential for the operation of a business to park in designated Business Bays, but these permits are not freely issued and are administered in a subtly different manner to residential permits.

19. Business permits are currently issued for a three-month period at a cost (which is the same throughout the Borough) of £120 per period. However, experience has shown that whilst these are sometimes popular and effective in busy town centres (Uxbridge Town Centre being a good example), many which have been sited in less commercially-active side-roads tend to become under-utilised and so are often empty, for the simple reason that businesses are reluctant to pay the charges levied for the necessary Business Permits.

20. There are no mixed residential and business bay parking schemes in the Borough along the lines perhaps envisaged by petitioners, where general permits are issued to residents and businesses alike. The Cabinet Member will be aware that the issue of any form of parking permit has to be carefully managed to avoid the potential risk of fraudulent misuse and for this reason, whilst limited numbers of parking vouchers are made available for residents to issue to their visitors, such a system is not available to facilitate parking by business staff or visitors.

21. The Cabinet Member will also be aware of several town centre sites where Business Bays have been introduced following local pressure, only to later be removed and converted either to general or Disabled parking bays.

22. For information, the Cabinet Member may wish to note that at the end of Spout Lane North, just beyond the property known as "Riverbank", ownership of the highway passes from the Council's responsibility to that of Highways England. At the boundary point, there is a change of speed limit to 50mph for the slip-road which leads onto Airport Way (also Highways England's responsibility) and there is in addition a Clearway restriction in force.

23. A Clearway is different to a conventional loading/ waiting restriction in that stopping on a Clearway is an offence, as it would be on the zig-zag markings seen by Zebra Crossings and outside many schools. As such, this is a more severe constraint on 'parking' but it is only appropriate for fast-running lengths of road with no frontages, and so would not be suitable for implementation in the Council's section of Spout Lane North.

24. The sections of Spout Lane North and the slip road leading from it onto Airport Way are both in the ownership and ongoing responsibility of Highways England. Whilst the Council operate a Parking Enforcement Service, Highways England 'Highways Agency Traffic Officers' (HATOs) do not have the same powers of enforcement and so any patrols and enforcement activities to deal with vehicles stopped on their roads are dealt with by the Police. Clearly this has implications for Spout Lane North and Airport Way as the Police will generally focus their resources in other areas.

25. The point here is that whilst the Council can take action to manage and enforce the bulk of Spout Lane North which falls under its responsibility, it must rely on third parties to manage the section of Spout Lane North beyond "Riverbank". Inevitably some of the Mini Cab drivers who wait in Spout Lane North sometimes park beyond the Highways England boundary and whilst Highways England have been known to place traffic cones at the side of the slip lane onto Airport Way, management of the parking problem is limited in terms of its effectiveness.

## **Loading and Waiting Scheme Options for Spout Lane North**

26. Three options to manage the parking on Spout Lane North have been developed by officers who have undertaken several visits to the road and who have had some useful dialogue with some of the businesses and residents.

27. These options are attached as Appendices B, C and D to this report and are detailed below:

### **Option 1: "At any time" waiting and loading restrictions (see Appendix B)**

#### Advantages

- Easy to enforce, no observation time so Civil Enforcement Officers (CEOs) can issue an instant Penalty Charge Notice (PCN) to any vehicle in contravention;
- Road should be kept clear of any vehicles;
- Still allows vehicles to pick up/set down passengers

#### Disadvantages

- Residents and their visitors will not be allowed to park;
- Vehicles will not be permitted to load/ unload to business premises or residential properties from the highway;
- Restrictions would apply 24/7 to residents and non-residents alike;
- There obviously remains a risk that Mini Cab drivers may still try to stop in the road and look out for any approaching CEOs.

### **Option 2: Parking Management Scheme (see Appendix C)**

#### Advantages

- Marked out bays (where it is safe to provide them) and yellow lines where it is not considered safe to park;
- Permits/visitor vouchers only available to residents and their guests;
- Loading/unloading permitted for limited times (generally 20minutes in any one hour)

#### Disadvantages

- Possible cost implication to some residents if they own lots of cars and if they receive lots of visitors. (Despite the cost of permits in Hillingdon being some of the most reasonable in London);
- Employees/customers of local businesses will no longer be able to park on the highway as some do at present;
- CEOs can only issue a PCN after 5 minutes observation time
- There obviously remains a risk that Mini Cab drivers may still try to stop in the road and look out for any approaching CEOs.



### **Option 3: Limited Waiting Restrictions (see Appendix D)**

#### Advantages

- Introduce double yellow lines (and possible loading restrictions) only where parking must not take place in the interest of safety and access;
- Leave some areas unrestricted to allow parking;
- Residents, Visitors will not need a permit/ voucher to park;
- Businesses and their customers can park subject to these areas being available

#### Disadvantages

- Unrestricted areas will still be available to private hire vehicles;
- Residents and businesses will be in competition for the available space;
- The main concerns over the associated anti social behaviour are unlikely to be alleviated;
- There may be continuing problems of non-residents parking in front and obstructing dropped kerbs even though this is already an enforceable parking contravention.

28. The Cabinet Member may wish to invite petitioners to consider the advice offered above and on that basis, form an opinion how further to progress the work, which could include a decision to progress an informal consultation on some or all three of them, or to decide to progress straight to a formal statutory consultation, depending on the level of agreement by petitioners.

#### **Second Petitioning Point: Resurfacing of pavements.**

29. The Council's Highways Inspectors have visited Spout Lane North and surveyed the footways. No defects were found to be above the Council's intervention levels and the condition of the footway was generally found to be satisfactory. However, as the Council operates an on-going inspection regime, the area will continue to be monitored.

#### **Third Petitioning Point: Cutting back all vegetation growth along the ditch line.**

30. The ditch line outside "Riverbank" has been cleared of overgrowth by the Council's Green Spaces team and also sprayed with a herbicide. The stretch of the ditch line upstream of "Riverbank" is behind the hedge/tree line but appears to be running unhindered. Downstream of "Riverbank" the drainage channel is the responsibility of Highways England and Spelthorne Borough Council. Hillingdon Council officers have been liaising with colleagues in the relevant highway authorities as it was noted the ditch was overgrown. The Cabinet Member will be advised of any further developments in this area.

#### **Fourth Petitioning Point: Dredge and clear out the entire ditch line along Spout Lane North.**

31. The Council has arranged for two vehicle crossovers to the lead petitioners property to be renewed in September. These bridge the ditch line and are in a poor state of repair. The Council are not able to excavate the ditch line any further outside "Riverbank" as it is already lower than the ditch line maintained by Highways England and Spelthorne Borough Council. Any further excavation by the Council would result in further ponding of stagnant water outside "riverbank" which could be particularly unpleasant in hot weather. However, as noted above any further actions undertaken by Highways England and Spelthorne Borough Council will be reported to the Cabinet Member.

**Fifth Petitioning Point: Regular enforcement visits for litter/parking violations.**

32. The Council's parking enforcement contractor APCOA continues to monitor the situation in Spout Lane North on a regular basis. However, as there are currently few parking restrictions in place, the CEO can only issue PCN to vehicles parked on the double yellow lines, parking on the footway or verge and where they are obstructing a dropped kerb. The Council has recently doubled the enforcement resources in and around those areas near the airport that are affected by Private Hire Vehicles.

Following an on-site meeting between senior officers from the Council's Anti Social Behaviour Investigation Team and the lead petitioner, the Council has undertaken frequent visits to the area around Heathrow which has been visited on 42 separate occasions by the Environmental Enforcement Team (EET) often with the support of the Metropolitan Police. A significant number of Fixed Penalty Notices (FPN) have been issued to drivers and the Council is exploring other legal measures to address this on-going problem.

**Sixth Petitioning Point: Maintenance plan for pavement, road and ditch line.**

33. The footways and carriageway are inspected yearly as part of the Council's annual inspection regime. The ditch line is maintained as and when required.

**Conclusions**

34. The Cabinet Member will note the range of options for possible new parking controls in Spout Lane North, described in the body of this report and illustrated on the plans appended. It is recommended that the Cabinet Member meets with the petitioners and discusses these options with them, and invites them to consider at the same time the relative levels of control that these schemes would impose upon them and their visitors as well as the unwanted Mini cab influx which residents are understandably keen to see addressed by the most effective means. Clearly the introduction of further parking controls can form part of this multi-agency approach, but they will not solve the problems in isolation.

35. The Cabinet Member will also note that as set out in this report and in the form of separate regular briefings provided to him and his Cabinet colleagues, the Council is working on a number of fronts and indeed as this report has also highlighted, some of the specific requests set out by the lead petitioner have already been acted upon.

36. On the basis of the petitioner's testimony the Cabinet Member may wish to consider the next steps which could include an informal consultation on the options provided or other options that may come out of the discussions with petitioners.

**Financial Implications**

There are no financial implications associated with the recommendations to this report. If works are subsequently required, suitable funding will need to be identified within the parking programme.

#### **4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

##### **What will be the effect of the recommendation?**

To allow the Cabinet Member an opportunity to discuss in detail with petitioners their concerns

##### **Consultation Carried Out or Required**

None at this stage.

#### **5. CORPORATE IMPLICATIONS**

##### **Corporate Finance**

Corporate Finance has reviewed this report and concurs with the financial implications set out above.

##### **Legal**

There are no special legal implications for the proposal to discuss with petitioners their concerns with the current parking arrangements in Spout Lane North which amounts to an informal consultation. A meeting with the petitioners is perfectly legitimate as part of a listening exercise, especially where consideration of the policy, factual and engineering issues are still at a formative stage. Fairness and natural justice requires that there must be no predetermination of a decision in advance of any wider non-statutory consultation.

In considering any informal consultation responses, decision makers must ensure there is a full consideration of all representations arising including those which do not accord with the officer recommendation. The decision maker must be satisfied that responses from the public are conscientiously taken into account.

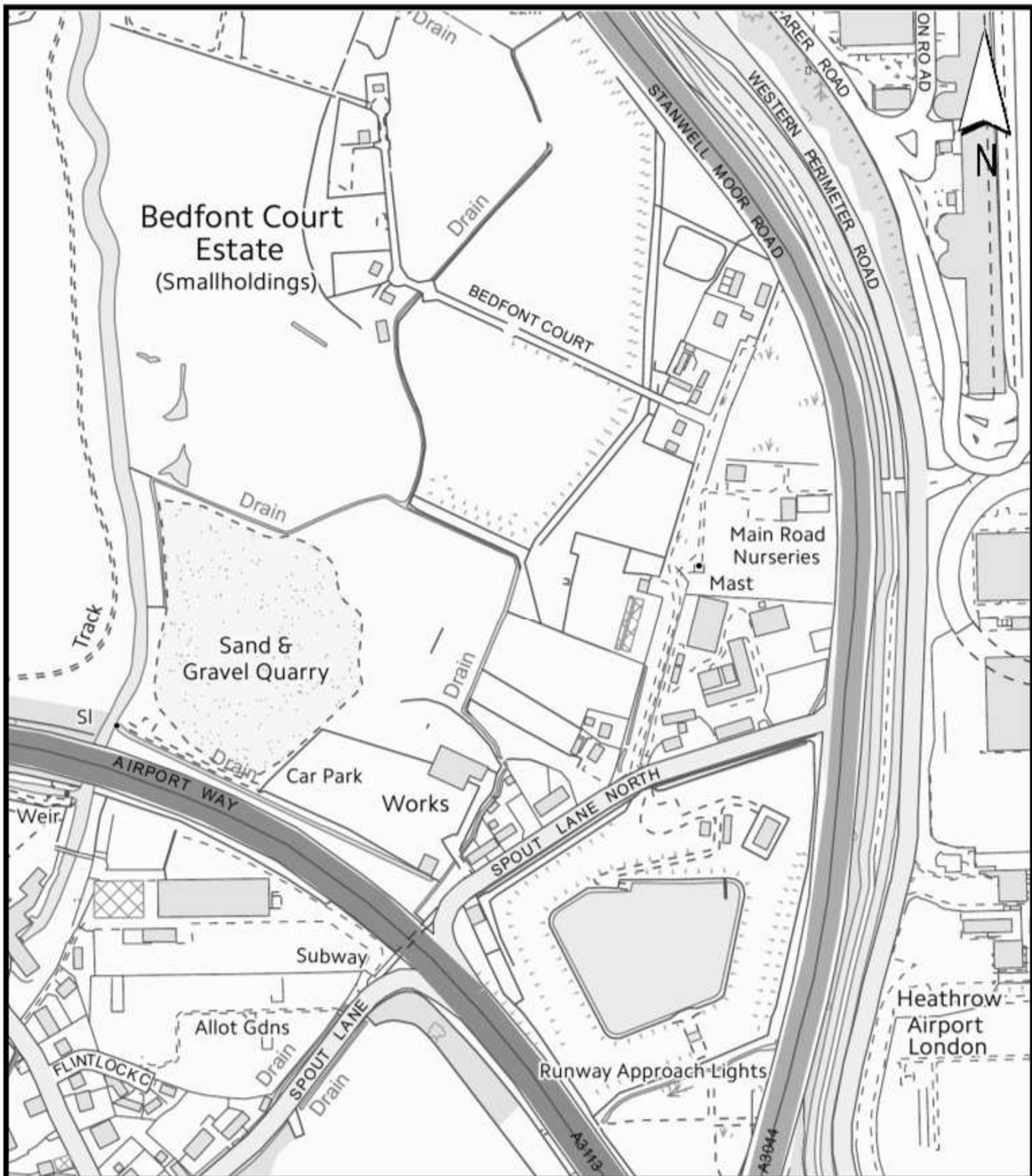
Should there be a decision that further measures are to be considered then the relevant statutory provisions will have to be identified and considered.

##### **Corporate Property and Construction**

There are no corporate property and construction implications arising from the recommendations in this report.

#### **6. BACKGROUND PAPERS**

Nil.



## Spout Lane North - Location plan

## Appendix A

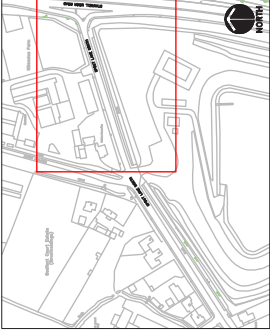
Date August 2015

Scale 1:4,000

**KEY**

- EXISTING DOUBLE YELLOW LINE
- NEW DOUBLE YELLOW LINE
- NEW NO LOADING/UNLOADING (OPTIONAL)

**APPENDIX B**



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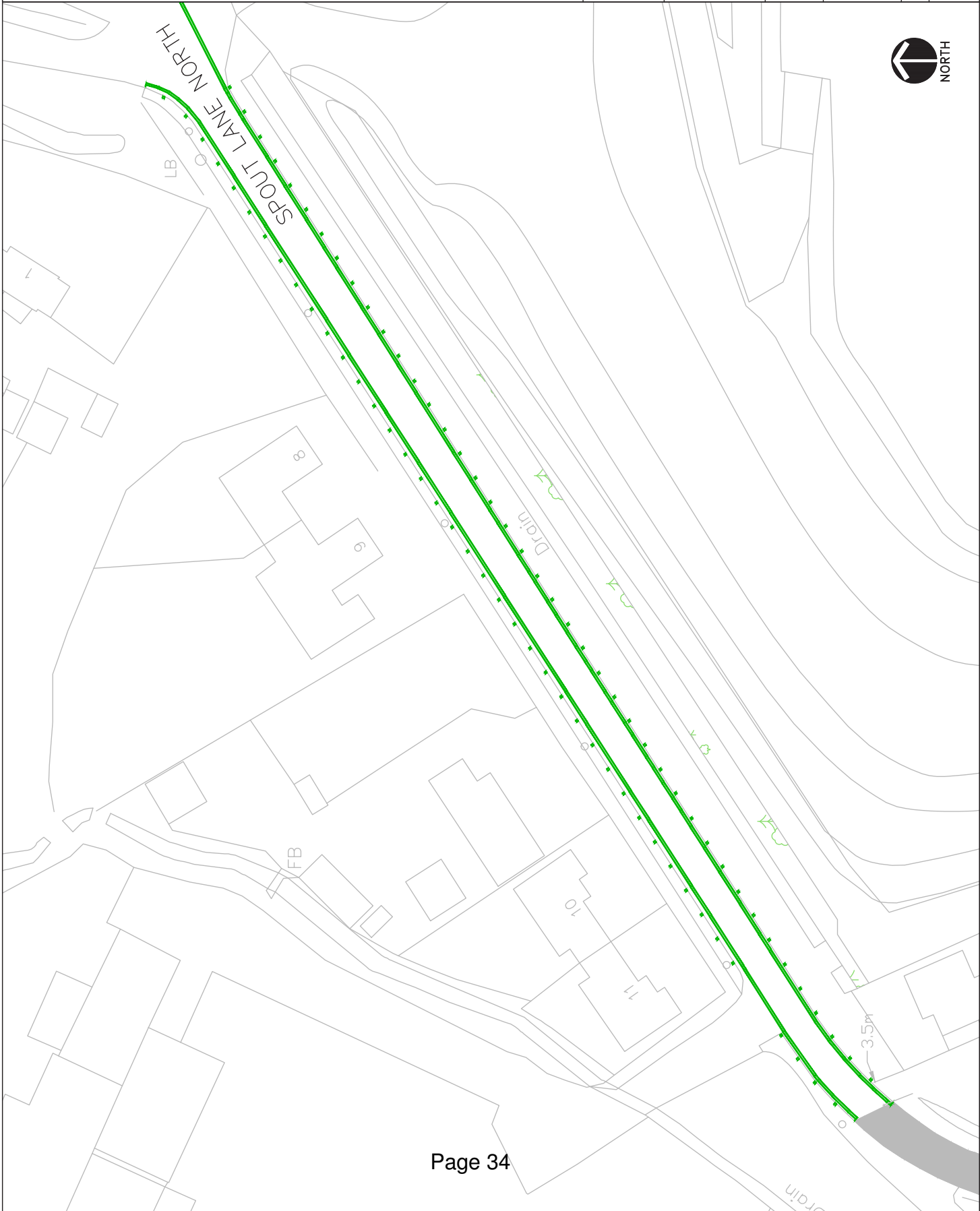
**HILLINGDON**  
LONDON  
TRANSPORT PROJECTS  
PLANNING, ENVIRONMENT, EDUCATION AND COMMUNITY SERVICES DIRECTORATE  
Civic Centre, Uxalan Road, Hillingdon, Middx, UK  
Tel No. 01895 277030/01895 250876

Project: **Spout Lane North (East-End)**

Description: **"At any time" Waiting and Loading Restrictions OPTION 1**

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Project No.		Drawing No.		Rev.			
							Plan 1 of 2

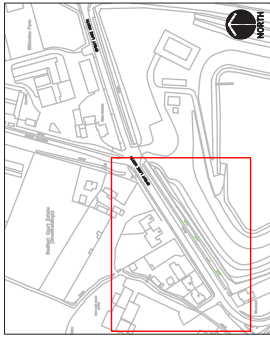




**KEY**

	EXISTING DOUBLE YELLOW LINE
	NEW DOUBLE YELLOW LINE
	NEW NO LOADING/UNLOADING (OPTIONAL)

**APPENDIX B**







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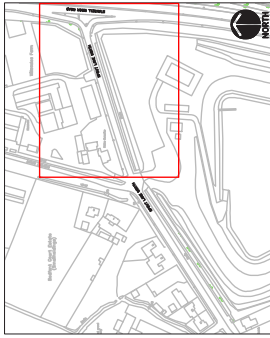
**Spout Lane North  
 (West-End)**

Description  
**"At any time" Waiting and  
 Loading Restrictions  
 OPTION 1**

Scale	1:500	Designed	SA	Drawn	DAH	Date	12.08.15
Project No.		Drawing No.		Rev.			
							Plan 2 of 2

- KEY**
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  -  NEW NO. LOADING/UNLOADING (OPTIONAL)
  -  PERMIT HOLDER ONLY BAY

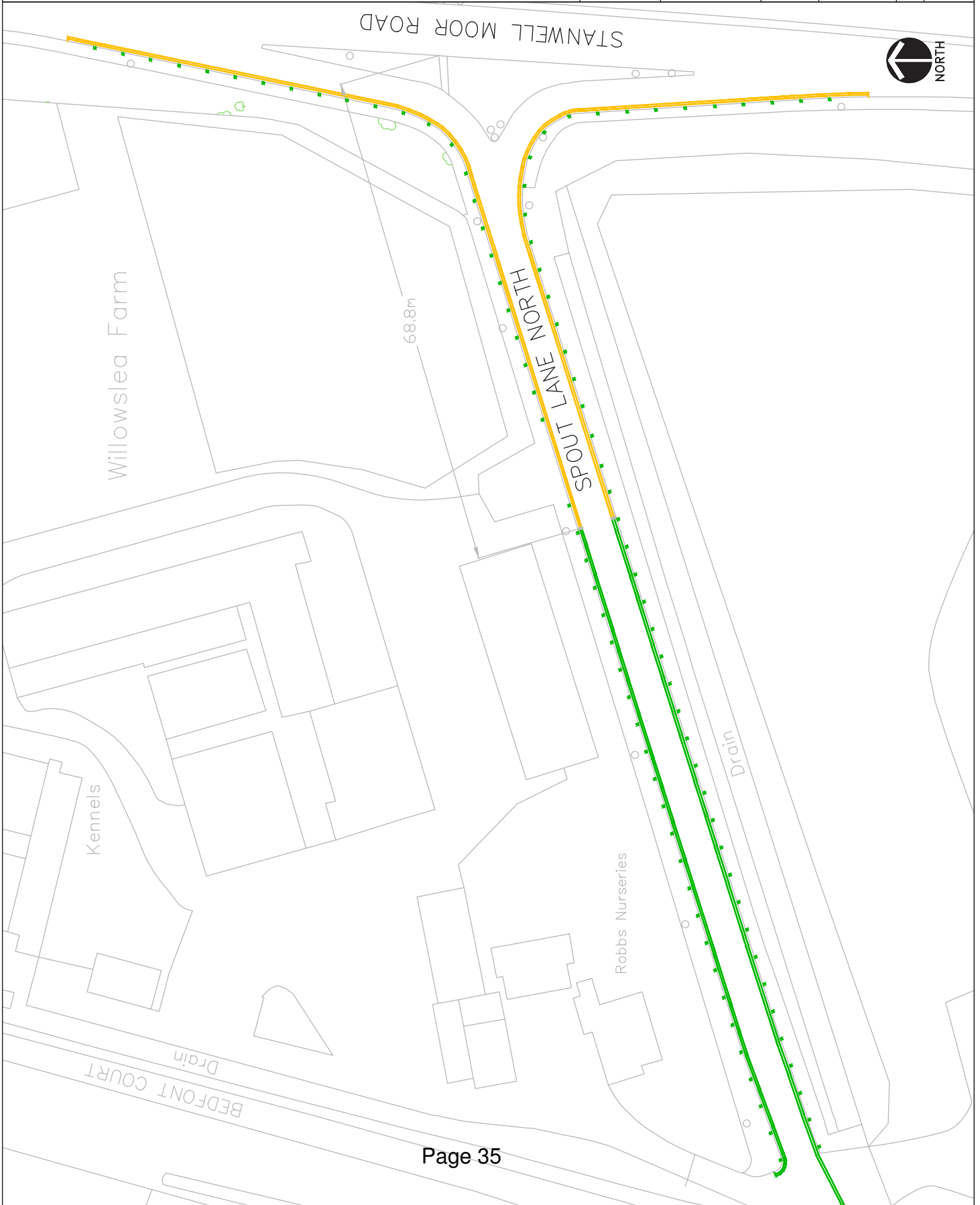
**APPENDIX C**







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<b>Project</b>			
<b>Spout Lane North (East-End)</b>			
<b>Description</b>			
<b>Parking Management Scheme OPTION 2</b>			
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Project No.		Drawing No.	Plan 1 of 2
		Date	12.08.15
		Drawn	DAH
		Rev.	

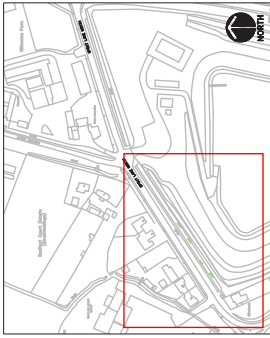


**KEY**

-  DMT EXISTING DOUBLE YELLOW LINE
-  DMT NEW DOUBLE YELLOW LINE
-  NEW NO LOADING/UNLOADING (OPTIONAL)
-  PERMIT HOLDER ONLY BAY

PARKING BAYS ARE 2m WIDE UNLESS NOTED

**APPENDIX C**

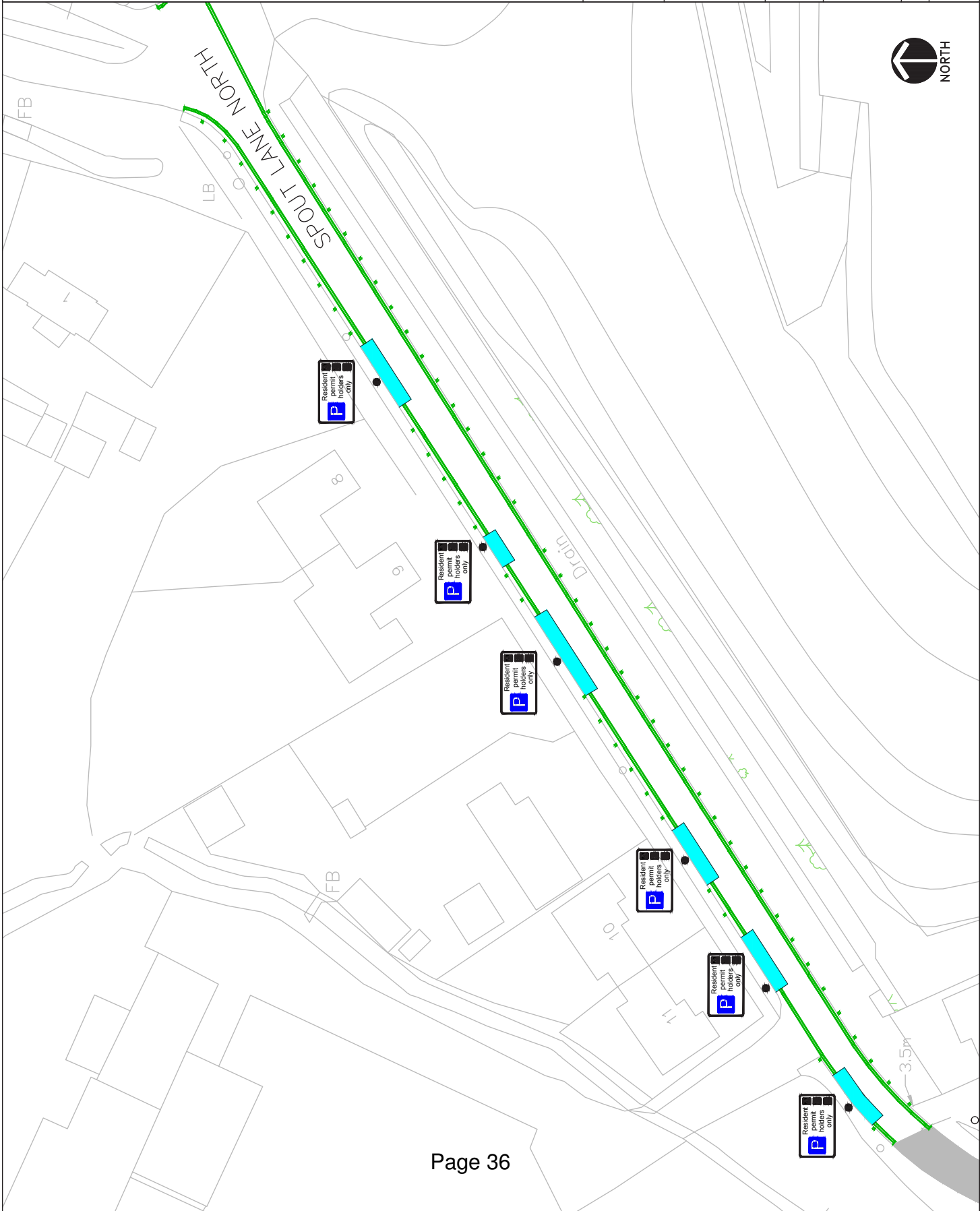


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Project: **Spout Lane North (West-End)**  
 Description: **Parking Management Scheme OPTION 2**

Scale	1:500	Designed	SA	Drawn	DAH	Date	12.08.15
Project No.		Drawing No.		Rev.			
							Plan 2 of 2





**KEY**

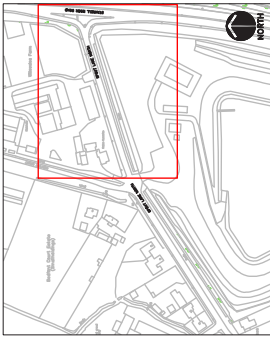
**DUT**

EXISTING DOUBLE YELLOW LINE

NEW DOUBLE YELLOW LINE

NEW NO. LOADING/UNLOADING (OPTIONAL)

**APPENDIX D**



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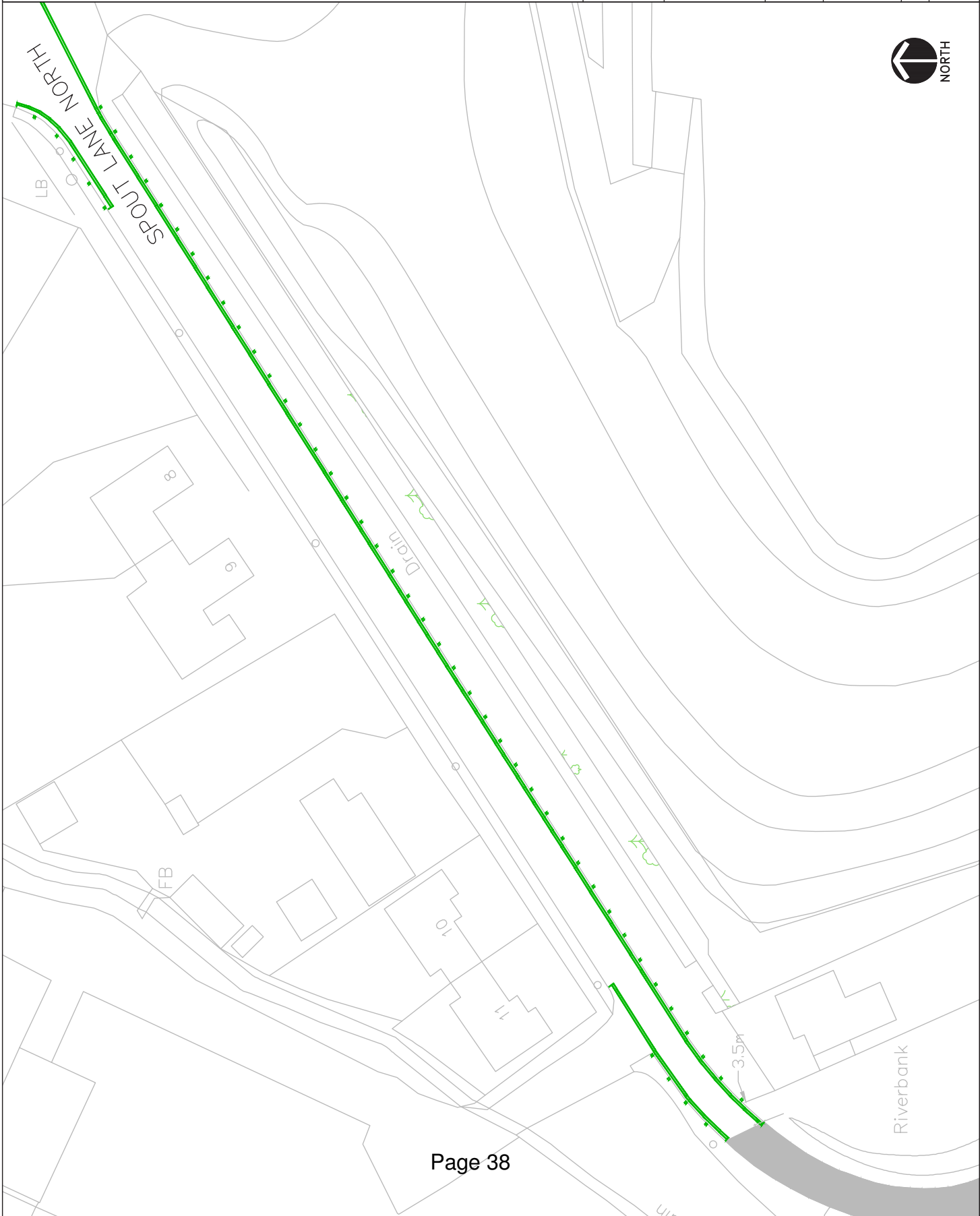


Project: **Spout Lane North (East-End)**

Description: **Limited Waiting Restrictions OPTION 3**

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Project No.	Drawing No.		Rev.
			Plan 1 of 2

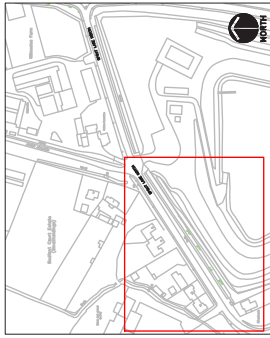




**KEY**

	EXISTING DOUBLE YELLOW LINE
	NEW DOUBLE YELLOW LINE
	NEW NO LOADING/UNLOADING (OPTIONAL)

**APPENDIX D**



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**Spout Lane North (West-End)**

Description  
**Limited Waiting Restrictions OPTION 3**

Scale	1:500	Drawn	SA	Date	12.08.15
Project No.		Drawing No.	DAH	Rev.	
				Drawing No.	Plan 2 of 2