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London Borough of Hillingdon Heathrow PSPO Taxi/Private Hire Vehicle consultation

Written response submitted by Heathrow Airport Limited

22nd October 2024

Heathrow Airport Limited supports and welcomes the opportunity to respond to this London Borough of Hillingdon consultation on the proposal to introduce a Public Spaces Protection Orders (PSPO) in relation to taxis and private hire vehicles (PHVs) using residential streets for parking or waiting.

Heathrow is committed to working closely with our community to ensure we are a good neighbour and that we engage on issues of concern in a constructive way. Through our community engagement we acknowledge the impact that taxis and PHVs are having on our surrounding local communities.

Our Heathrow Taxi and PHV Strategy sets out how we will improve how taxis and PHVs operate at the airport including reducing impact on our local communities. The strategy has been developed through engagement with stakeholders including the local community, taxi and private hire trades and local authorities. In addition to this, we have been collaborating with local authorities and other stakeholders through a Heathrow Area Transport Forum, (HATF), Parking Special Interest Group, (Parking SIG), which aims to reduce the impacts of private hire and other types of vehicles on local communities. A key output from this group has been the development of a [Local Community Parking Action Plan](#) which the group is committed to delivering.

We strongly agree with London Borough of Hillingdon's proposal for a zone in Heathrow Villages, Pinkwell and West Drayton within which no taxi, PHV or other vehicles not carrying paying passengers will be allowed to park or wait. The introduction of a PSPO aligns with the work of the HATF Parking Special Interest Group and our Taxi and PHV Strategy to reduce impacts of PHVs on local communities. Heathrow supports the proposal in its implementation and remains ready to help including the enforcement to ensure the rollout is of benefit to local residents and the community.

Consideration must also be given to the risk of displacing behaviour from one area with an active PSPO in force to another local community without it. LB Hillingdon should consider adjacent roads to be included in the scope of this Order such as the surrounding areas of Yiewsley and Hayes Town, as well as working with neighbouring boroughs such as London Borough of Hounslow and Slough Borough Council to control the impact on the neighbouring areas.

Heathrow believes the enforcement of the PSPO is essential in ensuring its success and welcomes enforcement via fixed penalty notices (FPN). Collaboration between council officers, police officers and police community support officers should be considered as part of the enforcement process to ensure the effectiveness of the PSPO.

Please find our responses below to questions provided in the online consultation, and please do not hesitate to contact us for any further information:

2. Has the presence of Private Hire Vehicle drivers affected the quality of life in the area? For example, do they take up all the parking spaces, block access, create litter, intimidate residents etc.

Yes

3. If yes, please provide details:

Whilst the vast majority of taxis and PHVs provide an excellent and valuable service to passengers and local residents, there is a small but impactful minority that park and wait in the surrounding community and cause serious problems. We receive regular feedback from residents, including communications received through our Local Community Forum and Parking Reporting Portal, that the presence of parked PHVs are causing significant and persistent issues. This includes regular offenses of anti-social behaviour such as detrimental levels of intimidation, verbal abuse, littering, urination and defecation by the roadside. Local residents' quality of life has clearly been impacted and it also affects visitors and the wider perception of the Heathrow Villages and surrounding areas.

Further to the anti-social impacts caused by taxi and PHVs, Heathrow understands from reports from Heathrow Rangers that some drivers are causing damage to the environment. Littering, urination and defecation are detrimental acts of harm to the local community, but they are of considerable harm to the local environment and residential areas. Action is required to protect both the community and environment.

The introduction of the proposed PSPO should be designed to help tackle the negative social and environmental impact resulting from some drivers by including it in the scope of the Order. The impact on both environment and community quality of life justifies LB Hillingdon taking this action and Heathrow would support the ambition of reducing anti-social behaviours in and around our local areas.

4. Have you been personally affected by any detrimental or negative behaviours by Taxi/Private Hire Vehicle drivers?

Yes

5. If yes, please tell us about your experience:

Some drivers are reportedly committing considerable anti-social behaviour offenses in our local communities and, in response, we introduced our Authorised Vehicle Area (AVA) in 2014. This helps tackle these issues by providing toilets, catering, and prayer room facilities for drivers. However, despite providing these facilities in the AVA, we know from our engagement with communities locally that there are still some drivers who regularly continue with such behaviour. In coordination with local community groups and the Council, our Heathrow Rangers regularly attend areas in Heathrow Villages to support with picking up litter left by

PHV drivers waiting in local residential roads. The introduction of a PSPO would help to reduce the frequency of these behaviours. PSPOs, along with a range of other interventions, have been included as part of an action plan developed through the HATF Parking SIG to reduce these issues and we continue to support action that protect local residents from anti-social behaviour.

6. Are the activities time sensitive or 24/7? Is there any time of the day when their presence is more disruptive - i.e. vehicles waiting late at night / early morning for a fare? Is this worse during school holidays?

In most cases, these activities occur during the daytime hours, during the operational hours of Heathrow Airport. The AVA opening hours are 24 hours / 7 days a week, which provides full coverage for the airport operational hours.

Through our Community Relations line and the reporting portal, we have received complaints of taxis and PHVs parked in local roads near Terminal 5 in time for the morning peak arrival (pre 0900) when enforcement officers are less likely to be on shift. Some areas (Mondial Way, Doghurst Avenue & Bolton's Lane) report experiencing disturbance from 0400-2300.

7. Is this a problem in particular roads/streets? If so, please let us know where the issues are?

We are aware that the parking issues are most commonly located on streets closest to the airport especially those without any parking restrictions.

Areas reported direct to the team and via the parking reporting portal:

- Sipson: Mondial Way, Doghurst Avenue, Bolton's Lane, Blunts Avenue, Sipson Road - A408 on Spur Road flyover, Sipson Lane - near Vineries Close, Sipson Way – from Sipson Recreation Ground to Bath Road
- Longford: Heathrow Close, Spout Lane North, slip road of junction A3133 Airport Way & Spout Lane North, Bath Road – from Shell Petrol Station to Thistle Hotel, Bath Road – unofficial layby just off Longford R/about towards Colnbrook
- West Drayton: A408 Stockley Road – layby near Stillwell Roundabout, Shepiston Lane – in front of gates to Heathrow Rail escape shaft
- Harmondsworth: High Street, Cambridge Close, Acacia Mews, Holloway Lane – in layby in front of number 42

8. Do you think that the introduction of a new prohibition would help to control this behaviour?

Heathrow supported the introduction of Spelthorne Borough Council's PSPO in order to tackle anti-social behaviour as a result of taxis and PHVs on local roads. In the 5 months since it launched on 28th May 2024 there have been over 1,100 written warnings and 188 FPNs. Subsequently, they have experienced a rapid decline of taxis & PHVs parking on local roads as well as a reduction in litter and have seen just 3 repeat offenders.

The introduction of a PSPO in Spelthorne has shown how successful the proposed prohibition could be to control these behaviours. The introduction of a prohibition eliminates the need to observe an infringement, which has led to more effective enforcement compared to previous parking control policies of requiring an observation time in order to enforce an infringement.

9. Please tell us about anything else connected to taxi/Private Hire Vehicle behaviours that you feel is relevant.

We strongly agree and support the Council's proposals to create an exclusion area covering Heathrow Villages, Pinkwell and West Drayton, to help tackle the negative impacts resulting from PHV drivers.

This will not only help improve the quality of life for local communities but also reduce damage to the environment and anti-social behaviour which is a result of some vehicle occupants.



London Borough of Hillingdon
Public Protection Team

Via Email: customerengagement@hillingdon.gov.uk

14 October 2024

Dear London Borough of Hillingdon,

Heathrow PSPO taxi/private hire vehicle consultation – Response from Heathrow Area Transport Forum and Heathrow Local Community Forum

We write jointly as the Chairs of the Heathrow Area Transport Forum (HATF) and the Heathrow Local Community Forum (LCF) to offer our strong support for the proposed Public Space Protection Order (PSPO) seeking to ban taxis and minicabs from waiting in residential areas in Hillingdon immediately adjacent to the airport, currently out to consultation.

The Heathrow Area Transport Forum is the statutory partnership of public and private organisations working to improve sustainable transport around the airport, required under the Aviation policy Framework (2013).

The Heathrow Local Community Forum exists to facilitate a dialogue between the airport and its neighbouring communities. It supports sharing of information on both the airport's current operations and its future plans, and provides a space for members to give feedback and work with Heathrow to deliver positive outcomes.

Members of the LCF, which includes resident groups from within the geographic area that this proposed new PSPO will cover, have long highlighted anti-social parking by taxis and mini-cabs waiting for fares from airport passengers as being a particular source of blight on their neighbourhood.

To support concerted action in this space, HATF, working with the LCF, have convened a Parking Special Interest Group to explore a range of opportunities to tackle this anti-social behaviour across Heathrow's geography. This brings together the airport operator with local councils alongside other key stakeholders including the Aviation Police, TfL and the British Parking Association.

Through the work of this group we are aware that, like other councils in the area, Hillingdon has sought to reduce these impacts by introducing resident-only Controlled Parking Zones; as well as a separate PSPO specifically targeting some of the more unpleasant behaviours that some of these drivers have exhibited, notably public urination, littering. However, as is clear from the fact that this issue remains a key source of concern for residents at the Local Community Forum, these efforts, whilst welcome, have not yet been sufficient in solving the problem. We experienced this first hand earlier this year on a tour of local communities which laid bare the issues that local residents were dealing with on a day to day basis. Further information about what we found, and the work of the Parking Special Interest Group more generally, can be found in this report [Parking-tour-report-April-2024.pdf \(hatf.org.uk\)](#) and the accompanying blog: [Making airport taxi parking work for all \(transportxttra.com\)](#).

We believe one key output arising from the work of this group has been a new impetus to innovate and increase resources from all stakeholders in order to tackle this issue. As an example. you will be aware that Spelthorne Borough Council has recently introduced a PSPO that has also banned waiting mini-cabs and taxis in neighbourhoods to the south. This came into effect on 28 May 2024 and has already resulted in the issuing of 1052 written warnings and 177 Fixed Penalty Notices. The numbers of taxis and mini-cabs now being found on neighbourhood roads are starting to fall rapidly, suggesting that the introduction of this new prohibition in Hillingdon would indeed help to control this anti-social behaviour.

We can see great merit in trying to agree a common set of parking restrictions around the airport which can be easily communicated and understood by both local residents and also the taxi/private hire trade and other airport users. In this respect we particularly welcome Hillingdon adopting a consistent approach with Spelthorne and, via our Parking Special Interest Group, have been actively encouraging other local councils to explore a similar set of restrictions. At a recent meeting representatives from Gatwick Airport expressed their support for such an approach too, holding out the prospect of common standards around all UK airports, which we feel would greatly assist with compliance.

We will let local resident groups and businesses comment on the detail of any particular issues on individual streets that might need require special attention in terms of enforcement, however the feedback we have had suggests that universal 24/7 restrictions would be appropriate across the geography set out in the draft order.

We once again commend London Borough of Hillingdon for progressing this PSPO, which we believe will be a vital new tool in responding to residents' legitimate concerns about anti-social behaviour; helping to mitigate some of the negative issues of living close to the airport and thereby improving their quality of life.

Yours faithfully,

Anthony Smith, Independent Chair, Heathrow Area Transport Forum
Dr Roger Green, Independent Chair, Heathrow Local Community Forum