



To: **COUNCILLOR WAYNE BRIDGES**
CABINET MEMBER FOR RESIDENTS SERVICES

COUNCILLOR EDDIE LAVERY
CABINET MEMBER FOR FINANCE

Democratic Services

Location: Phase II
DDI: 01895 25 0692
CMD No: 2026/1805

c.c. All Members of the Residents Services Select Committee
c.c. Dan Kennedy, Corporate Director of Residents Services
c.c. Janice Noble; Head of Transformation and Programmes

Date: 22 September 2026

Non-Key Decision request

Form D

Parking Consultation

Dear Cabinet Members,

Attached is a report requesting that a decision be made by you as an individual Cabinet Member. Democratic Services confirm that this is not a key decision, as such, the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 notice period does not apply.

You should take a decision **on or after Wednesday 30 September 2026** in order to meet Constitutional requirements about publication of decisions that are to be made. You may wish to discuss the report with the Corporate Director before it is made. Please indicate your decision on the duplicate memo supplied and return it to me when you have made your decision. I will then arrange for the formal notice of decision to be published.

Ryan Dell
Democratic Services

Title of Report: Parking Consultation

Decision made:

Reasons for your decision: (e.g. as stated in report)

Alternatives considered and rejected: (e.g. as stated in report)

Signed Date.....

Cabinet Member for Residents Services / Cabinet Member for Finance

Executive Decision Report

Cabinet Member

22 September 2026



Parking Consultation

Cabinet Member Lead	Cabinet Member for Residents Services (Cllr Bridges)
Consulting Cabinet Member	Cabinet Member for Finance (Cllr Lavery)
Chief Officer responsible	Corporate Director of Residents Services
Report author	Janice Noble; Head of Transformation and Programmes

Report classification and reason	Public For General Release
Relevant Committee	Residents' Services
Electoral Ward	All Wards

1. Executive Summary

Approval is sought from Cabinet Members to commence a formal public consultation in relation to potential changes to the way in which residents can access the Council's parking facilities. The consultation process is a key element of the Council's commitment to ensuring that any proposed amendments to parking arrangements, policies, tariffs, or operational practices are developed transparently and informed by the views of those most likely to be affected.

The primary purpose of the consultation is to provide residents, businesses, visitors, stakeholders and other interested parties with a meaningful opportunity to review the proposed changes and share their views. The consultation will enable respondents to comment on the potential benefits, challenges and implications associated with the proposals, whilst also identifying any unintended consequences that may arise from implementation. This engagement will help to ensure that local knowledge, experience and community feedback are fully considered before any final decisions are made.

Following a review of current Council parking services and policies, the following areas have been identified for potential change. Public consultation on these potential changes is required as part of the decision-making process and any subsequent implementation stages:

1. The option that the resident discount rate for use of Council parking spaces will only be available when utilising the pay by phone facility.
2. The requirement that any customer using Council on and off-street parking spaces is required to provide their vehicle registration number when obtaining a parking session.
3. Changes to the technical means by which residents access the discounted resident parking rate.
4. Principles for the reduction in numbers of pay and display machines provided by the Council.

Executive Decision Report

Cabinet Member

22 September 2026



5. Introduction of charges for use of Council owned car parks in Hayes town centre on Sundays.

2. Recommendations

1. That the Cabinet Member for Residents' Services agrees that the Council will commence a consultation on:
 - a. That, in response to identified misuse of the free 30-minute parking provision, together with limitations in the current pay and display system's ability to manage this effectively, the resident discount rate for parking should only be available through the pay by phone facility.
 - b. That any customer using Council on and off-street parking spaces is required to provide their vehicle registration number when obtaining a parking session.
 - c. Changing the way in which residents access the discounted resident's only parking rates to move to a digital rather than card-based system.
 - d. Principles for the reduction in numbers of pay and display machines provided by the Council as set in the report.
 - e. Introducing charges for use of Council owned car parks in Hayes town centre where those car parks are currently free to use on Sundays.
2. Furthermore, notes a further report will be brought back to Cabinet in December to consider the outcome of the consultation before any final decisions.

3. Reasons for decision

The Cabinet Member is asked to endorse the commencement of consultation on the potential changes to how residents can access the Council's parking facilities and when charges for use of some car parks will apply. This approval is required to enable consultation activities to proceed within statutory and project timescales, ensuring that findings and recommendations can be reported to Cabinet in December for a final decision on any changes to be made.

4. Proposal

The Council recognises that parking provision plays an important role in supporting residents, businesses, economic activity, accessibility and the effective management of the local highway network. As such, it is essential that affected groups are given sufficient opportunity to understand the rationale for the proposed changes and to provide evidence-based feedback on how these proposals may impact them personally, professionally or operationally.



Executive Decision Report

Cabinet Member

22 September 2026

Following a review of current parking service facilities, policies and payment options, the following options to modernise the Council's parking services and reduce costs have been identified.

4.1 Access to the resident discount rate for use of parking spaces.

Currently, the resident discount rate for use of parking spaces is available when obtaining parking sessions either on pay and display machines or through the PaybyPhone service.

The resident discount rate for parking is available to anyone who has a Hillingdon First Card (HFC). Work is in progress to replace the technical means by which residents can demonstrate their eligibility for this resident discount rate with a digital alternative to the HFC. The implementation of this new system will require parking payment systems to be reconfigured.

There has also been identified misuse of the existing free 30-minute parking period available through pay and display machines. This has, in some cases, resulted in the concession being used beyond its intended purpose, affecting space turnover and limiting the Council's ability to manage parking fairly and effectively.

There is likely to be significant benefit to the Council if customers using our parking spaces were required to provide their vehicle registration number when obtaining parking sessions (as outlined below). This is already required when obtaining a parking session through PaybyPhone. To enable this change on the Council's Pay and Display machines it will be necessary to reconfigure those machines.

Through discussion with the service provider, it has been established that it is technically difficult to require the entry of vehicle registration numbers when obtaining parking payment sessions and to support the means by which the Pay and Display machines have to check the eligibility to resident discounts. Therefore, it is likely that any requirement to enter vehicle registration numbers when obtaining parking sessions will necessitate the removal of the ability to obtain the resident parking discount from the Council Pay and Display machines.

4.2 The requirement that any customer using Council on and off-street parking spaces is required to provide their vehicle registration number when obtaining a parking session.

Currently, customers using Council parking spaces do not have to provide their vehicle registration number when obtaining a parking session on pay and display machines. There are a number of benefits available to the Council if customer were required to provide vehicle registration numbers when obtaining parking sessions.

- a) The Council would be able to extend the use of technology such as automatic number plate recognition cameras to monitor use of its car parks and on-street parking spaces. This would enable the Council to reduce the requirement for Civil Enforcement Officers to patrol our car parks and on-street parking areas on foot to identify where no payment has

Executive Decision Report

Cabinet Member

22 September 2026



been made for parking in those locations or vehicles have been left after the paid for session has expired. This has the potential to lead to more efficient use of Civil Enforcement Officer capacity or reductions in cost, as well as minimisation of opportunities to avoid paying the required fee for parking in Council parking spaces.

- b) Currently, drivers can demonstrate that they have paid for a parking session in our parking spaces by displaying a ticket in the vehicle. However, the parking ticket does not show the vehicle registration number. Therefore, the ticket can be transferred to another person and used where that other person should have purchased a new parking session under the terms and conditions for use of the parking space.

Requiring vehicle registration numbers to be provided when obtaining a parking session will prevent any such misuse of our parking facilities.

4.3 Changes to the way in which residents access the discounted resident's only parking rate.

Currently, residents can access the discounted resident's only parking rates by using their HFC when obtaining a parking session (or linking their HFC card to their Payphone account). To enable the Council to more efficiently manage the process by which residents obtain the resident discount and to ensure that the Council can remove these benefits from anyone who moves away from the area, a new digital alternative to the physical card is being developed for use in obtaining the resident parking discounts.

4.4 Principles for the reduction in numbers of pay and display machines provided by the Council.

The provision of pay and display machines results in the Council incurring costs. As more people use phone-based applications for paying for a parking space the need for pay and display machines are reducing. Therefore, the Council is considering reducing the number of pay and display machines it provides and manages across the Borough, potentially moving to pay by phone only in some areas where justified.

There are alternative options which the Council could adopt to allow customers seeking to use the Council parking spaces to pay for parking sessions including payment in shops with appropriate payment facilities.

It is proposed to consult on the primary principle guiding the removal of pay and display machines to be that these means to pay for parking will be reduced or removed where there are alternative means to pay for parking by cash or card and other than by phone or mobile application such as payment facilities in nearby shops.

To implement these changes the Council is required to undertake a public consultation and consider the outcomes of that consultation before any decision is made on whether to proceed with the change in policy.

Executive Decision Report

Cabinet Member

22 September 2026



4.5 Introduction of charges for use of Council owned car parks in Hayes town centre.

Currently, the Council charges for use of its main car parks in Hayes during the week and on Saturdays, but those same car parks are free to use on Sundays. By contrast, the Council charges customers to use the main Council car parks in Uxbridge town centre on Sundays as well as weekdays and Saturdays. In addition, users of the car park at Botwell Green Leisure Centre in Hayes are required to pay for parking on Sundays.

Income from Council car parks supports the maintenance of all Council parking services and additional transport related services such as concessionary fares.

It is proposed to consult on introducing charges for use on Sundays of Council owned car parks in Hayes town centre where customers are currently charged to park on weekdays and weekends, but not on Sundays. This potential policy change will ensure the same charging policy applies for the Council car parks supporting both the main town centres and transport hubs in Hillingdon, ensuring consistency across those areas. If, subsequent to the consultation, it is decided to introduce charges for parking on Sundays in these car parks, the fees to be charged will be determined through the Council's normal fees and charges review processes.

The consultation exercise will be designed to maximise participation and will utilise a range of communication channels to promote awareness and encourage engagement. The consultation is proposed to run for 21 days. Any subsequent statutory consultation or notification requirements applicable to particular parking measures will be undertaken in accordance with the relevant legislative framework.

Following completion of the consultation period, officers will undertake a detailed analysis of all responses and prepare a report setting out the findings. Responses received will be analysed objectively and comprehensively, ensuring that all feedback is considered fairly and in accordance with the Council's consultation principles. The report will include a summary of consultation feedback, key themes raised by respondents, an assessment of any implications arising from the responses, and recommendations for Cabinet's consideration. The findings of the consultation will form an important part of the evidence base used to support the final decision-making process and ensure that any subsequent changes are informed by stakeholder views and aligned with the Council's wider strategic objectives.

Cabinet is therefore requested to approve the commencement of consultation on the five parking workstreams to enable stakeholder engagement to take place and inform the development of final proposals for decision.

Executive Decision Report

Cabinet Member

22 September 2026

5. Corporate implications

Financial (mandatory)	Y	Equalities impact assessment	
Legal (mandatory)	Y	Workforce	
Alternative options (mandatory)	Y	Public Health	
Risk management (mandatory)	Y	External partners	
Asset		Communications	
Heathrow Expansion		Committee comments	
Procurement & Social Value		Digital	
Planning		Other	
Climate Change		Other	

a) Financial

There are no direct financial implications arising from the recommendation to undertake consultation. Any future savings, income generation opportunities, implementation costs or capital investment requirements resulting from the proposals will be evaluated following consultation and reported to Cabinet as part of the final decision-making process.

b) Legal

The recommendations contained within this report are limited to the commencement of a public consultation on a number of potential changes to the Council's parking services and arrangements. There are no specific legal implications arising from the decision to consult however, the Council must ensure that the consultation is undertaken fairly, lawfully and in accordance with established public law principles. Consultees should be provided with sufficient information to understand the proposals and their potential impact, afforded adequate opportunity to respond, and the results of the consultation must be conscientiously considered before any final decision is taken.

The Council has statutory powers to provide and manage on-street and off-street parking facilities within the Borough. Should any of the proposed changes be progressed following consultation, further legal consideration may be required in relation to the amendment or making of the relevant Traffic Management Orders, Off-Street Parking Places Orders and any other statutory processes necessary to implement the proposals.

In reaching any future decision, the Council must have due regard to its Public Sector Equality Duty under section 149 of the Equality Act 2010. Particular consideration should be given to the potential impact of proposals relating to digital parking payments, digital resident discount arrangements and the reduction of pay and display facilities on persons with protected characteristics, including elderly and disabled residents. An Equality Impact Assessment should be prepared and taken into account as part of any subsequent decision-making process.

Executive Decision Report

Cabinet Member

22 September 2026

Where proposals involve the collection and processing of vehicle registration data, including any future use of automatic number plate recognition technology, the Council must ensure compliance with its obligations under data protection legislation and implement appropriate governance and privacy arrangements.

Provided that the consultation is undertaken lawfully, the results are properly considered, and all relevant statutory duties are discharged before any final decision is made, there are no legal reasons preventing the Cabinet Member from approving the recommendations set out in this report.

c) Alternative options

<i>Alternative Options</i>	<i>Rationale for rejecting option</i>
Option A – Do nothing	If we do nothing, then the existing parking facilities and charges will continue, and the Council will not achieve the benefits outlined in this report for residents and visitors to the Borough. Opportunities to modernise and improve the parking services of the Council will be missed.

d) Risk management

<i>Risk</i>	<i>Mitigation</i>
Failure to consult	If we do not consult on the proposed changes, the Council will not lawfully be able to implement any of the changes under consideration. Consultation is a key component of the Council's governance arrangements and provides the evidence base required to support an informed decision. Failure to consult would create a material risk of challenge to the decision-making process and, accordingly, the project would need to be suspended until consultation has been completed and the findings reported back for consideration.
Failure of communities to engage	To mitigate low levels of community engagement, a revised engagement strategy will be implemented, including targeted communications, collaboration with community partners, flexible participation methods, and ongoing monitoring of engagement levels. Feedback from residents and stakeholders will be used to continuously improve the approach

Executive Decision Report

Cabinet Member

22 September 2026



	and ensure activities are accessible, inclusive, and responsive to community needs.
Failure to consider equality impacts of any proposals	The consultation will provide information on any potential impacts of the proposals to help inform the final decisions and determine any mitigation measures required to address any potential equality impacts.

6. Consultation & engagement

No consultation on these potential changes has been carried out at this time. This report recommends that a full consultation process be initiated on the potential changes outlined, with the outcomes of the consultation being considered to inform the final decision on whether to proceed with these changes.

7. Timetable for implementation

INDICATIVE TIMELINE IMPLEMENTATION– 17 DECEMBER 2026

Date	Milestone	Activity
By w/c 26th October 2026	Formal Consultation	Launch consultation, including publication of consultation adverts and supporting communications. Digital Team to support (The notice of intent will appear in the London Gazette and Uxbridge Gazette on Wednesday 28th October for 21 days)
W/C 16th November 2026	Consultation Closes	21-day formal consultation period ends
W/C 23 November 2026	Cabinet Report Preparation	Preparation of Cabinet report, including EQIA and analysis of consultation responses
w/c 23 November 2026	Final Review	Finalise recommendations, consultation analysis and supporting documentation
W/C 30 November 2026	Formal Sign-off	Final formal sign-off of Cabinet report
w/c 7th December 2026	Report publication	To Democratic services
w/c 17 December 2026	Cabinet Decision	Report presented to Cabinet for formal consideration and decision

Executive Decision Report

Cabinet Member

22 September 2026



List of appendices attached

NIL.

List of Background Papers

NIL.