

Spelthorne Borough Council

Proposals to introduce a PSPO in relation to misuse of public land (Section 3)

Written response submitted by Heathrow Airport Limited

31st January 2024

Heathrow Airport Limited welcomes the opportunity to respond to this Spelthorne Borough Council consultation on the proposal to introduce a Public Spaces Protection Orders (PSPO) in relation to misuse of public land, specifically relating to Taxis and Private Hire Vehicles (PHVs), as set out in questions 9 to 12.

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.

We are currently in the process of finalising our Heathrow Taxi and PHV strategy, which sets out how we will improve how taxis and PHVs operate at the airport including reducing impacts of Private Hire on 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.

We strongly agree with Spelthorne Borough Council's proposal for a zone in Stanwell Moor and surrounding areas within which no taxi, private hire vehicle or other vehicles not carrying paying passengers will be allowed to park. The introduction of a PSPO aligns with the work of the HATF Parking SIG and our Taxi and PHV strategy to reduce impacts of PHVs on local communities.

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. Spelthorne Borough Council should consider adjacent roads to be included in the scope of this Order such as the surrounding village of Stanwell Moor.

Heathrow believes the enforcement of PSPO is essential in ensuring its success and would welcome a proposal on how SBC intends to enforce it and who will enforce it. Collaboration between council officers, police offices and police community support officers should be considered as part of the enforcement process and a pilot of how effective a structure of warnings and increasing Fixed penalty notices (FPN) are in tackling the detrimental level of anti-social behaviour in this community.

Please find our responses to questions 9 to 12:

9. To what extent do you agree that the presence of parked taxis/private hire vehicles causes parking issues for residents and visitors to the area?

Strongly agree

We recognise the importance that taxis and PHVs provide to Heathrow passengers and residents of our local communities. However, we are aware of the negative impact that parked PHVs have on our surrounding community. We receive regular feedback from residents, including communications received through our Local Community Forum and Stanwell Moor Village Residents' Association, 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. The impact on local residents and their quality of life has clearly been impacted and this also affects visitors and the wider perception of the Stanwell Moor area.

10. To what extent do you agree that the littering, urination and defecation by some of the occupants of the vehicles causes problems for residents and visitors to the area?**Strongly agree**

We are aware that some drivers are causing considerable anti-social behaviour offenses in our local communities and, in response, we introduced our Authorised Vehicle Area (AVA) in 2014. This will help tackle these issues by providing toilets, catering, and prayer room facilities for drivers, however we believe more needs to be done and this PSPO is vital in tackling the persistent and unreasonable behaviour of some PHV drivers who not only tarnish the reputation of the majority of PHV drivers, but negatively impact on the quality of life of local residents.

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 Stanwell Moor to support with litter picking as a result of waiting PHVs 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.

11. To what extent do you agree that the littering, urination and defecation by some of the occupants of the vehicles causes damage to the environment?**Strongly agree**

We acknowledge the negative impact that some drivers are causing on the environment, including reports from our Heathrow Rangers. Littering, urination and defecation are detrimental acts of harm to the local community, but they are of considerable harm to the local environment and the delicate local ecosystem around Stanwell Moor. Action is required to protect both the community and environment.

The introduction of the proposed PSPO should be designed to help tackle the negative environmental impact resulting from some drivers by including it in the scope of the Order. The impact on both environment and community justifies Spelthorne Borough Council taking this action and Heathrow would support the ambition of reducing ASB in and around Stanwell Moor.

12. To what extent do you agree with the Council's proposal to create an exclusion area encompassing Stanwell Moor and parts of Stanwell where no taxi, private hire vehicle

or other vehicle carrying paying passengers will be allowed to wait, unless collecting or dropping off a fare from within the area?

We strongly agree and support the Council's proposals to create an exclusion area covering Stanwell Moor and surrounding areas, 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.