

# South Fulham TCPR

## Frequently asked questions

### How does the Traffic, Congestion and Pollution Reduction (TCPR) scheme work?

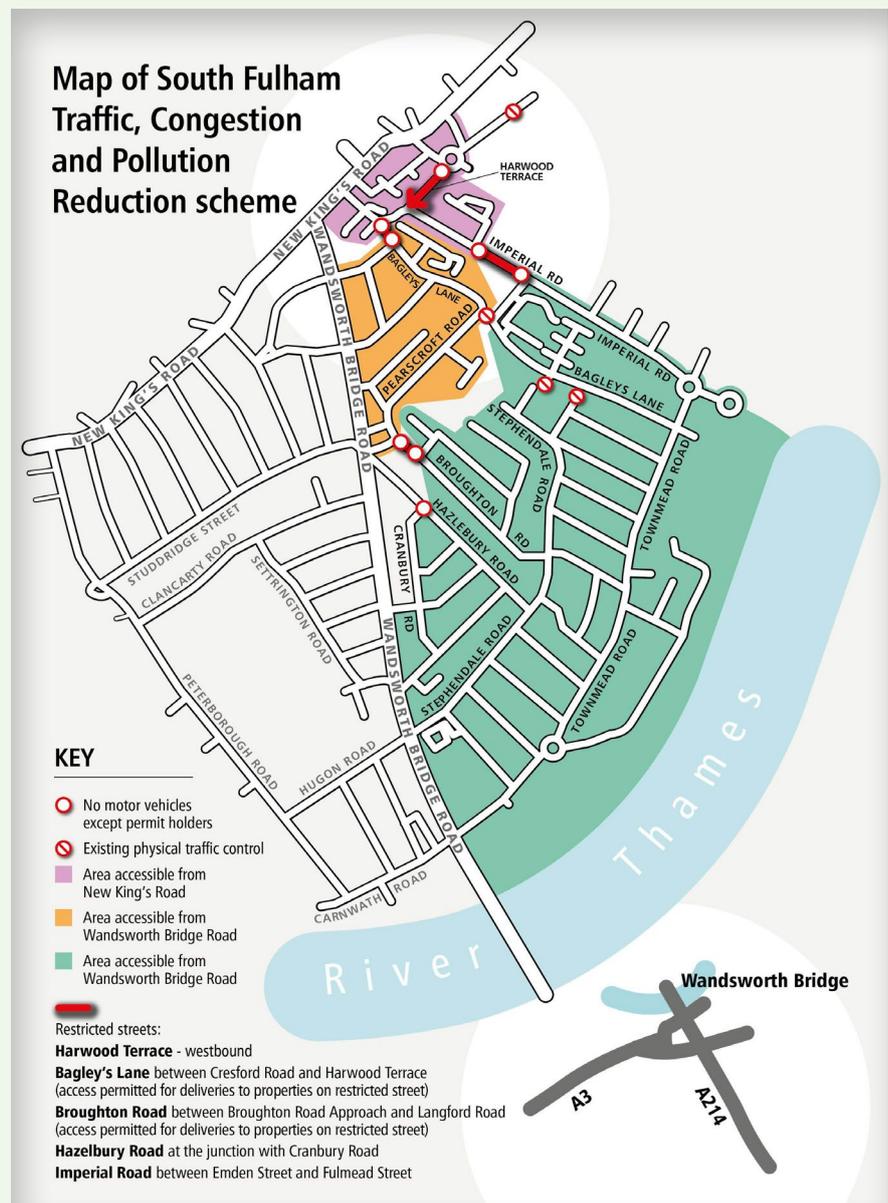
Unlike traffic schemes in other places that close streets, our pioneering TCPR scheme keeps streets open and dedicates them to residents and their visitors. It uses the latest smart camera technology to ensure that residents can allow visitors, deliveries and contractors to access all areas freely. Road signs indicate where out-of-borough drivers are not allowed to go. Ninety-nine per cent of the area remains accessible without crossing any camera control points.

### Where are the cameras and warning signs located?

Restricted streets include:

- Harwood Terrace - westbound
- Bagley's Lane between Cresford Road and Harwood Terrace (access permitted for deliveries to properties on restricted street)
- Broughton Road between Langford Road and Broughton Road Approach (access permitted for deliveries to properties on restricted street)
- Hazelbury Road at the junction with Cranbury Road
- Imperial Road between Fulmead Street and Emden Street

[CLICK HERE to see detailed maps for each junction showing camera locations and signage](#)



## Has the TCPR scheme reduced traffic?

Yes, it has already reduced the amount of non-borough traffic using streets to the east by **75%** and by **12%** in Wandsworth Bridge Road. Overall traffic is down by **23%** across South Fulham.

## What effect has it had on air pollution?

We installed **56** air quality monitors across South Fulham - the highest density of aqms anywhere in Europe. The data shows the TCPR has removed one tonne of CO2 per day from the area.

## Why was this scheme introduced?

This scheme was introduced to reduce traffic, congestion and air pollution and make our roads safer and more pleasant. The scheme aims to enhance the quality of life for residents and businesses by stopping out-of-borough traffic using side streets as cut-throughs. Ninety per cent of traffic in H&F was from out-of-borough. This scheme reduces out-of-borough traffic and reduces congestion, noise, air pollution and carbon emissions in keeping with the council's climate emergency strategy.

## The scheme has been in place since August 2020. What changes have been made in that time?

Following feedback from residents, we have made several improvements to the scheme to the east of Wandsworth Bridge Road. This has already hugely discouraged out-of-borough drivers from cutting through these streets and made the TCPR simpler and more efficient for residents. The improvements include:

- enhancing the signage
- clarifying how visitors and delivery vehicles can get free visitor access permits via *RingGo* up to midnight on the day
- clarifying how visitors, delivery vehicles and hire cars can enter the whole area without needing an access permit or incurring a fine
- clarifying who beside residents can drive through control points without incurring a fine, including health and care workers visiting local residents, volunteers delivering food to residents, London black cabs and local minicab firms
- working to develop a TCPR app giving residents a one-stop shop to register and book their visitors in.
- working with *RingGo* to give residents the option to allow access to visitors through the zone without buying a parking session.
- working with *Uber* on a technological solution to ensure that its drivers won't incur fines for journeys booked by borough residents and will continue servicing the controlled area for pick-ups and drop-offs.

In December 2021 H&F approved the making of a permanent traffic management order for the South Fulham TCPR East Scheme; approved an experimental traffic order to extend the scheme to the TCPR West following further resident engagement, agreed to introduce 20mph speed limits on Wandsworth Bridge Road and New Kings Road, and agreed to develop further traffic mitigation measures for Wandsworth Bridge Road.

## Which permitted vehicles can pass the control points without being penalised?

- H&F residents with a residents parking permit
- H&F residents whose vehicle is registered at the DVLA to an address in the borough
- Visitors, with an activated visitor permit session
- Carers who register for an access permit exemption. You can email us at [enquiries@lbhfparking.com](mailto:enquiries@lbhfparking.com)
- Business permit holders
- Black taxis and local taxi firms who have applied to be registered
- Buses and coaches
- Royal Mail postal vehicles
- Council services and contractors (e.g. refuse and recycling, housing repairs, social care)
- Emergency services.

## What are you doing to support elderly people who have carers regularly visiting?

Carers can apply for an exemption, if they are looking after residents within the TCPR zone. The exemption is free of charge. You can email [enquiries@lbhfparking.com](mailto:enquiries@lbhfparking.com). Please include proof for consideration. You can also telephone **020 7371 5678** if you need more information. Alternatively, the resident can book you in using their resident visitor permit (RVP). Here's how:

1. Register for a Resident Visitor Permit at [www.lbhf.gov.uk/rvp](http://www.lbhf.gov.uk/rvp) or call **020 7371 5678**.
2. Register via the **RingGo App** or the website [www.myringgo.co.uk](http://www.myringgo.co.uk)
3. Supply the registration number of the visitor's vehicle via the **RingGo App, website** or **telephone**.

## What is the plan for other taxi services like Uber?

99% of all areas within the TCPR are still accessible without crossing the access control points.

Taxis that choose not to drive around the access points, to pick up or, drop off a resident, can ask the resident to apply for an access permit. If you do not have an access permit, you will get a penalty.

Local taxi firms who have applied to be registered can drive through all points to pick up and drop off passengers.

Residents tell us some Uber drivers are reluctant to enter the TCPR scheme zone because they don't realise they can access streets without going through a camera.

We have raised resident concerns with Uber and they have updated their navigation systems and worked to educate drivers at the request of council engineers.

## How non-residents can avoid the cameras

### Key

↓ Arrows show how visitors, deliveries and contractors can enter the area without crossing a camera.

Area accessible from New King's Road.

Area accessible from Wandsworth Bridge Road.

Area accessible from Wandsworth Bridge Road.

Camera controls prevent area being used as shortcut by rat-running motorists. Only H&F and other designated permit holders can pass through.



## Who automatically qualifies for an access permit?

If you have a valid parking permit, you don't need to register – we automatically create a free access permit on our system so you can drive through the control points, at any time, without penalty.

Vehicles registered to an H&F address who are non-permit holders, do not need to register, we will automatically detect this so you can drive through without penalty. Business Permit Holders don't need to register – we automatically create a free access permit on our system so you can drive through the control points at any time, without penalty.

If you use a car club vehicle with an H&F permit, we automatically create a free access permit on our system so you can drive through the control points

## Who must register for an access permit?

If you are a resident but your vehicle is not registered to an H&F address or you do not need a residents parking permit (for example company, hire and courtesy cars or you live in car-free accommodation), please register for the scheme using the online form:

[CLICK HERE to apply for a borough access permit](#)

A borough access permit will allow you to access the TCPR area without penalty. Please note that this is not a residents parking permit and does not provide you with residential parking.

For those car club vehicles without an H&F permit, please email us at [parkingpermits@lbhf.gov.uk](mailto:parkingpermits@lbhf.gov.uk) for more information.

## I live in Car-Free accommodation, do I qualify for an access permit?

If your vehicle is registered at the DVLA to an H&F address, it doesn't matter if you live in car free accommodation or not, your vehicle will automatically qualify for an access permit.

## What should I do, if my visitor has been issued with a penalty charge notice?

If your visitor has been issued a Penalty Charge Notice in error, you must let us know immediately. You can do this through our website and please provide us with as much information as possible. See Challenge a penalty charge

## How can visitors, deliverers, builders, mini cabs, private hire vehicles and other non-residents avoid a penalty?

**99%** of the area remains accessible without crossing any camera control point. If your visitor needs to, or does, cross a camera point, you can book them in for a visitor access up to midnight on the day even after they have left, to avoid a penalty.

The small sections of Bagley's Lane and Broughton Road are within a control point and also have "for access" signs, in place. These signs give delivery drivers the option to pass through these access control points and not receive a ticket, if they are seen to be making a delivery through the CCTV camera.

[CLICK HERE](#) to see map of the TCPR scheme area showing how non-residents can avoid the cameras

## Do visitors need access permits outside of parking control hours?

To support the TCPR Scheme, the access controls are different from parking controls and apply 24/7. This means that visitor permits are required even outside controlled parking hours.

If a visitor chooses to reach you by driving through control points (bearing in mind that **99%** of the area can be reached without driving through the control points), you must apply for a visitor permit for them by midnight so they receive permission to drive through the control points on the day. You must apply for a visitor permit for all your visitors that drive through the control points. There is a charge per hour for on-street visitor permits at times when parking is controlled. There is no charge when parking is free but they must still have a visitor permit.

Even if your visitor intends to park on your driveway or a private car park, and not the street, you will still need to supply them with visitor access permit on the *RingGo* app or website. This will be free. Motorcycles can still park on the street for free, but they will now require a free visitor permit to drive through a control point without being penalised. For more information, read about visitor permits.

## Is it possible to avoid the cameras and control points?

Yes. **99%** of the area remains accessible without driving through one of the control points. The aim is to stop non-H&F residents using residential streets as a cut through, reducing congestion and pollution.

## What if I am visiting a resident and drive through a control?

All visitors who plan to drive through a control point on arrival or departure, even if they don't park in a bay, must have a visitor permit. The resident you are visiting will have up to midnight on the day you visit to apply for a visitor permit for you.



## What if you go through a control point but then pay for parking?

Non-H&F residents will receive a penalty charge notice if they drive through the control points at any time, even if they then use a pay and display facilities available on street. If you are visiting a resident, they will have up to midnight on the day you visit to apply for a visitor permit for you.

## What if you go through a control point outside parking control hours?

You will be issued a penalty charge notice, because the new access controls are separate from parking controls and are in operation 24 hours a day, seven days a week.

## If I have an unexpected visitor who gets a penalty, can they apply retrospectively for a visitors' permit to be let off the charge?

You can still get a permit by midnight on the same day your visitor passed through the access point, to avoid your visitor being penalised. To tackle rat running, the permits are 24/7 and for access, not parking, so you must get one even if parking on private land. They're free after parking hours.

## Why is the traffic so bad in Fulham?

Ninety per cent of traffic is from outside H&F, largely coming from south of the river and the west. Wandsworth Bridge Road has been at full capacity for many years. The recent closures of Hammersmith, Vauxhall, London and Tower bridges mean that satellite navigation and smart devices are diverting traffic across Wandsworth Bridge and encouraging out-of-borough motorists to use residential side streets to cut through the borough. Also, driver behaviour has changed during Covid-19, and people are travelling during different hours of the day, creating longer peak traffic hours.

## What caused the congestion west of Wandsworth Bridge Road?

We are sympathetic to residents on the west of Wandsworth Bridge Road who have suffered congestion in their streets. This was caused by a triple whammy of traffic issues: recent severe lane restrictions on Wandsworth Bridge, the closure of four London bridges, and changing driver behaviour through Covid-19. The data shows that the TCPR scheme has reduced traffic across south Fulham and we do not believe it was a significant factor in causing congestion to the west. We have installed a camera to monitor this and will also use automatic traffic counters.

## Won't the TCPR cause congestion, slow buses and increase air pollution?

No, the data shows a reduction of **23%** in South Fulham traffic as out-of-borough motorists stop cutting through residential streets. Air quality has improved and one tonne of CO2 per day has been removed.

## What are you doing to enhance the environment on Wandsworth Bridge Road?

Officers are exploring public realms improvements to enhance the flow of traffic and reduce pollution levels on Wandsworth Bridge Road including: 20mph limits on Wandsworth Bridge Road and New Kings Road, safer pedestrian crossings, bus boarders and cycle prioritisation.

## Isn't this just a money-making scheme that exploits drivers?

Far from it. We want to make all our streets safer and less congested, with cleaner air. Only non-residents, using our streets as a cut through will be penalised, the aim is for them to use alternative routes.

## Why not open the Chelsea Harbour road to all residents to relieve pressure?

The road is private and has been gated by the owners.

## How are you monitoring the success of the scheme?

We developed measurements for traffic volume, congestion and air pollution with residents. We have installed a network of 56 air quality monitors in South Fulham, the largest concentration of air quality monitors anywhere in Europe.

## How about making the Wandsworth Bridge Road and Townmead Road crossing safer?

The scheme has made the junction safer by reducing traffic. Measurement and resident feedback will help identify any further improvements for TfL and the council to make.

## How about reducing traffic west of Wandsworth Bridge Road?

In December 2021 we approved an experimental traffic order to extend the scheme to the TCPR West following further resident engagement. Residents, highways engineers and ward councillors to the west of Wandsworth Bridge Road are in discussions about the placement of cameras during the trial.

If you have any queries please:

 email [enquiries@lbhfparking.com](mailto:enquiries@lbhfparking.com) or  call 020 7371 5678