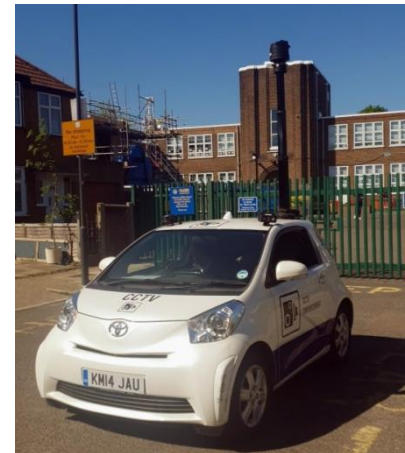


# Harrow Parking Management and Enforcement Strategy 2019





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## 1. Introduction

This document sets out the parking management strategy and the corresponding enforcement operations for the London Borough of Harrow. The strategy supports Harrow's third Transport Local Implementation Plan and sets out how parking and enforcement are managed and planned in the borough.

Parking affects many facets of life for residents, businesses and visitors to Harrow. However studies show that the average car is parked at home for 80% of the time, parked elsewhere for 16% of the time and in use for only 4% of the time<sup>1</sup>. The time spent looking for parking spaces is often seen as wasted and unproductive. A lack of available parking can also sometimes be the cause of local disputes between neighbours.

There is now an exceptional level of pressure for on street parking places. As the population of London grows, so does the demand for housing and local services. Just to meet demand for forecast growth, at least 66,000 new homes will need to be built in London every single year. In Harrow, the borough needs to build 13,920 new homes by 2028/29<sup>2</sup> to meet the growing demand. In addition to the increased parking pressure from new developments and more residents, the borough also has very high car ownership compared with much of London, with nearly a third of Harrow's households having access to two or more cars. Population growth, high car ownership and environmental issues have all influenced the development of this strategy.

Parking is not a static situation but dynamic and constantly changing. This is due to changes in the local environment, such as new developments, conversion of dwellings to multi occupancy homes, changes to rail fares or the economic situation. Existing schemes designed over 10 years ago to mitigate the problems at that time are often no longer appropriate for the location. Because of these changes, modifications to parking provision and enforcement are needed.

Parking is integral to the economic success and liveability of the borough. Residents, visitors, local businesses, hospitals and schools, all require appropriate parking to enable them to thrive. Parking controls need to support local regeneration aspirations as well as to balance the parking needs of residents, visitors, businesses and utility companies and in particular also to support those with mobility difficulties many of whom are entirely car dependent.

Introducing parking regulations without the appropriate enforcement will not deliver the sustainable, harmonious and safe environment that is needed in the borough. It also does not address the issue of local disputes. Dangerous and inconsiderate parking affects the safety and convenience of both drivers and pedestrians and this can be addressed through effective enforcement. Enforcement needs to be targeted and also to be proportionate and managed within available resources. It also needs to be an effective and efficient deterrent. Consistent and regular enforcement is the key to ensuring that both on-street and off-street parking facilities provided for residents, businesses and visitors are used appropriately and are respected.

Introducing parking controls can also have a beneficial effect on air quality and public health. Road traffic is the main source of nitrogen dioxide and a major source of fine particle emissions within the borough. Measures to encourage more sustainable transport choices and to restrain unnecessary car journeys are needed to reduce emissions from road traffic and to improve public health issues related to poor air quality. Development control parking restraint measures are used to drive down car ownership and to encourage greater use of sustainable transport modes. This is intended to increase the number of people walking and cycling and lead to more active and healthy lifestyles.

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<sup>1</sup> Keeping the Nation Moving, Facts on Parking, RAC Foundation

<sup>2</sup> Draft London Plan, December 2017

Parking provision in the borough comprises Controlled Parking Zones (CPZs), private and public car parks, unrestricted parking areas and a number of other types of parking provision for different on-street locations. There are also on-street areas of the network that are uncontrolled. This strategy provides more information on all the various types of parking available in the borough, the reasons for the different parking controls, information on available parking permits and how the parking regime is managed and enforced. It also provides further information on how the Harrow parking programme is developed.

Developing this strategy will enable the borough to improve compliance with parking restrictions and contribute to the borough's environmental sustainability.

## 2. Background

Local parking management controls and regulations need to change to fit current legislation, the local environment and the Council policy direction. The significant change of the Mayor of London publishing his transport strategy in 2018 has precipitated this latest update. The last Parking Enforcement Policy was prepared in 2015. This predominantly covered the management of parking enforcement issues only. The last complete Parking Management and Enforcement Plan was produced in 2011 following the publication of the Mayor of London's second Transport Strategy.

## 3. Environmental issues

The environmental impact of car use is a key consideration when designing and improving parking management. Climate change is happening because of an increase in greenhouse gases and transport is a major contributor to the problem.

Vehicle pollution is the main source of poor air quality in the borough and is responsible for a range of health issues. In addition to climate change and poor air quality, car dependency is bad for health. Walking and cycling short distances instead of driving, can help to reduce the prevalence of diabetes and obesity in the community. Doing so can also help to promote healthier lifestyles. The Cabinet approved Climate Change Strategy incorporates actions relating to vehicle emission and this strategy supports the achievement of those actions.

Better parking management can help to address all these issues. Any reduction in non-essential car use is an environmental benefit that the whole community needs to work to achieve. This parking management and enforcement strategy will help to ensure that environmental issues remain at the forefront of parking decisions in Harrow.

Parking policies need to incentivise Ultra Low Emission Vehicles (ULEV) ownership and providing parking discounts to those with *greener* cars will help to do this. Further incentives such as permit charges relating to vehicle emissions will also incentivise low emission cars.

## 4. Legislative background

Parking and enforcement policy is an important element of Harrow's overall transport and planning strategy. The regulations are a matter of direct interest to all motorists. As car ownership increases, demand for parking spaces intensifies. As the local population increases, parking problems can worsen.

Parking regulations across the borough are introduced in line with Government guidelines and in their development have also considered the following strategies:

- Mayor of London's Transport Strategy, 2018
- London Environment Strategy, 2018
- Draft London Plan, Spatial Development Strategy for Greater London, 2017



- Harrow Core Strategy, 2012

Additionally the following Acts of Parliament have also been considered:

- Equality Act, 2010
- Highways Act 1980

Decriminalised parking enforcement was first introduced in London in 1993 as a result of legislation introduced under the Road Traffic Act (RTA) 1991. This gave local authorities the power to take on responsibility for the enforcement of parking regulations as well as to clamp and remove vehicles. Part 6 of the Traffic Management Act (TMA) 2004 replaced the RTA 1991 in April 2008 and forms the majority of the current legislation in London. There is other London specific legislation under the various London Local Authorities Acts which are relevant for parking enforcement.

Key relevant parking and enforcement legislation is described in this section.

#### **4.1 Road Traffic Act 1984**

This requires local authorities to ensure a free flow of traffic on the roads they manage. This is in part achieved by imposing controls on where and for how long vehicles may park using powers in the Road Traffic Regulation Act 1984 (RTA). This Act applies throughout the UK.

Under the RTA 1984, charges for parking are not limited but they must be based solely on the need to manage parking. If drivers disobey parking restrictions they can be issued with a Penalty Charge Notice (PCN).

#### **4.2 Road Traffic Act 1991**

The introduction of the RTA 1991 enabled decriminalised parking permitting and the civil enforcement for the majority of non-endorsable parking contraventions. In return to carrying out parking enforcement, the Act enabled Local Authorities to retain the funds received from parking penalties for the purpose of funding the local traffic enforcement activities.

Before the introduction of the Act, the police and traffic wardens were responsible for parking enforcement and income from Fixed Penalty Notices (FPNs) went to the Exchequer. The police service found itself increasingly unable to resource parking enforcement and a number of police forces supported the idea of another agency taking on the responsibility.

The RTA 1991 also introduced new powers for local authorities to vary car parking charges at both designated on-street parking places and in their off-street car parks. A number of additional responsibilities, such as restricted (yellow line) parking, were removed from the police and given to Local Authorities.

The provisions of the Road Traffic Act 1991 were first implemented by the 33 London Boroughs during 1993/94. Its provisions in relation to civil enforcement have now been replaced by the Traffic Management Act 2004.

#### **4.3 Traffic Management Act 2004**

The legislative framework for councils to carry out parking enforcement changed to the Traffic Management Act 2004 (TMA) Part 6 on 31st March 2008. This replaced parts of the Road Traffic Act 1991 (as amended) and the Local Authorities Act 2000 (as amended). The Act introduced a number of changes in connection with traffic law and set the principles for a complete change in direction in respect of parking enforcement in London. The Act provides for the civil enforcement of most types of parking contraventions.

The TMA was introduced to improve public perception of parking enforcement by providing greater consistency of nationwide parking regulations and providing a fairer and more transparent system. The TMA aimed to bring fairness and greater consistency to the parking industry.

The most significant change from the motorists' point of view is that the Act gave councils across the country the power to issue PCNs by post if the Civil Enforcement Officer (CEO) is prevented from issuing a PCN because the motorist acts in a threatening manner or drives away before it can be affixed. This allows enforcement for drive-aways.

#### **4.4 The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2015 – Grace periods for enforcement**

These regulations brought the 10 minutes' grace period for parking enforcement into effect from 6 April 2015. The law now requires that a penalty charge must not be issued to a vehicle which has stayed parked in a parking place on a road or in a local authority's car park beyond the permitted parking period for a period of time not exceeding 10 minutes.

The grace period applies to on-street and off-street parking places provided under traffic orders, whether the period of parking is paid for or free. Any penalty charge during the 10- minute grace period would be illegal, unless the vehicle itself is parked unlawfully (e.g. where the motorist has not paid any required parking fee or displayed a parking ticket where required). Grace periods only apply to designated parking places where a person is permitted to park. A road with a restriction (e.g. single yellow line) or prohibition (e.g. double yellow line) is not a 'designated' parking place either during - or outside of - the period of the restriction or prohibition.

#### **4.5 The Traffic Signs Regulations and General Directions 2016**

The management of parking is totally dependent on correct signage, including road markings. These are set down in great details in the Traffic Signs Regulations and General Directions (TSRGD). TSRGD is the law that sets out the design and conditions of use of official traffic signs that can be lawfully placed on or near roads in Great Britain. Signs and lines must be legally compliant, well maintained and regularly checked. TSRGD specifies in precise detail the signs that must be used to indicate parking restrictions. Where there is an unusual or non-standard type of restriction, the Department for Transport needs to be requested to specifically authorise each sign and in some cases its location.

The TSRGD also addresses footway parking. It points out that it is an offence to obstruct the footway and that it is unlawful to drive on the footway; and also states that footway parking can be permitted via a Traffic Regulation Order. There are areas across the borough where footway parking schemes are introduced as they provide the most practical solution to those parking issues. In most instances works to strengthen the footway have to be undertaken before these schemes are introduced.

## **5. Parking Aims and Objectives**

The aim of parking and enforcement controls is to manage on-street and off-street parking spaces effectively. Without regulations, those with disabilities would rarely be able to park close to their destinations; shops and offices would reserve spaces for their own deliveries and service vehicles; drivers would reserve spaces for themselves at key locations and buses, coaches, taxis, motorcyclists and bicycles would all be left to fight for any remaining available street space. Parking regulations are put in place to ensure this does not happen.

Harrow has developed parking management objectives which reflect the timeframe of the Mayor's Transport Strategy (MTS) up to 2041. The objectives have been developed in order to meet the wider demands of the economy, the environment, visitors and residents. The objectives will also do the following:

- Assist in delivering the borough corporate priorities
- Address Harrow's key parking concerns

- Assist in delivering the Mayoral aim for 80% of all trips in London to be made on foot, by cycle or using public transport by 2041

Harrow's corporate priorities are:

- Build a Better Harrow
- Supporting those most in need
- Protecting vital public services
- Delivering a strong local economy for all
- Modernising Harrow Council

Harrow's key parking concerns are

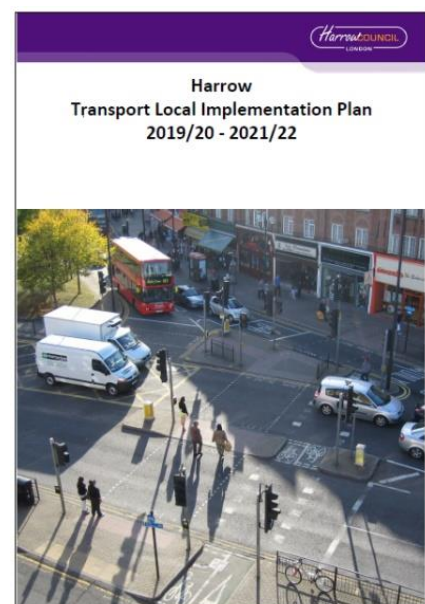
- Increased pressure on kerb space parking
- Population growth adding to the increased pressure on kerb space parking
- Loss of public car parks to development placing increased pressure on kerb space parking
- High and increasing number of households with more than one car

The Harrow parking objectives are as follows:

1. Manage and reconcile the competing demands for kerb space through balancing the provision of parking for residents, visitors and local businesses
2. Manage the traffic network to ensure expeditious movement of traffic
3. Meet the needs of people with disabilities, particularly those who are unable to use public transport and depend entirely on the use of a car, and provide appropriate dedicated spaces for disabled drivers
4. Improve the accessibility of public transport services
5. Facilitate traffic flow and access to properties for the mobility impaired, emergency services, healthcare workers and servicing vehicles
6. Ensure that parking in town centres is convenient, safe and secure
7. Support business activity by providing effectively enforced short-stay parking and improving the reliability of servicing
8. Deter long-term on-street commuter parking
9. Reduce the need for car ownership and private parking
10. Support the provision of car clubs
11. Discourage unnecessary journeys
12. Use parking regulations and permit policies to encourage the uptake of more sustainable modes of travel and reduce the use of private cars
13. Reduce the time spent by drivers searching for parking spaces
14. Improve road safety and reduce the frequency and severity of collisions by removing obstructive and dangerous parking and improving visibility for all road users

## 6. Policies

Harrow's third Transport Local Implementation Plan contains the strategic policies that influence parking management and enforcement within the borough and also development and regeneration policies relevant to parking. These policies have been developed and revised following wide scale public



consultation. These high level policies are as follows:

### **6.1 LIP3 Parking and Enforcement policies**

- PE1 In the development and operation of parking schemes and to ensure transparency, the council will follow the guidelines as outlined in the parking management strategy which will be regularly reviewed and updated
- PE2 Promote and secure the adoption of consistent and complementary strategies at national, regional, London, sub-regional and neighbouring local authority levels and through the restraint-based car-parking standards
- PE3 Ensure that charges for parking support the economic vitality of all town centres
- PE4 Support local businesses by giving priority to short stay on-street parking and by discouraging on-street long-stay parking
- PE5 Charges are set to discourage the use of private cars, however where off-street parking is available, ensure that charges for off-street parking:
- Support the economic vitality of all town centres
  - Finance progressive improvements to the standards of the council owned car parks
  - Consider price competitiveness with comparable privately operated car parks
  - Reduce the demand on surrounding on-street long stay pay and display parking
  - Are set with the aim of car parks being 85% full in peak periods
  - Are self financing
- PE6 Where practicable, seek to secure consistent cross-boundary parking charges in conjunction with neighbouring authorities
- PE7 Give high priority to the enforcement of parking and road traffic regulations, particularly to those affecting the safety of all road users, reliable operation of bus services and the prevention of traffic congestion
- PE8 Work with the parking service and police to enforce and promote safe driving and parking in school zones
- PE9 Enforce all road traffic, parking and waiting regulations in the interests of improving bus priority
- PE10 Monitor and review the provision and operation of CPZs in all areas of the borough that are experiencing on-street parking stress and install new CPZs subject to, demand and consultation with the local community
- PE11 For new CPZs, and as CPZs are reviewed, change the operational hours of enforcement to target the busiest times of the location
- PE12 Review the parking regulations in the Opportunity Area to ensure that the needs of planned growth are appropriately addressed
- PE13 In the development of parking schemes, the council will ensure convenient car parking for people with disabilities is considered
- PE14 Ensure adequate provision of blue badge parking is available in all town centres
- PE15 Provide reduced cost residential and other relevant parking permits for appropriate greener vehicles
- PE16 Review the viability of introducing a revised parking permit structure based on vehicle emissions

- PE17 Encourage the use of cleaner and more environmentally friendly vehicles through prioritising specific facilities for parking of “greener” vehicles at all council owned car parks where practicable e.g. providing specific locations for parking by providing charging points for electric vehicles
- PE18 Prevent or deter parking on footways and verges ensuring that the safety and convenience of pedestrians, the visually impaired and disabled people is prioritised
- PE19 Consider introducing virtual permitting system for most permit types across the borough where practicable and following this remove free parking for motorcycles borough wide

## **6.2 LIP3 development and regeneration policies relevant to parking**

Development and regeneration can also have a considerable impact on car ownership and car use in the borough. To ensure that these help towards achieving the borough’s aims and objectives, the following strategic development and regeneration policies are included in Harrow’s third Transport Local Implementation Plan. These policies that are relevant to parking and enforcement are as follows:

- R14 Use Section 106 Planning Agreements to secure developer contributions towards the costs of meeting and ameliorating the travel demand generated by development through improvement to public transport, walking and cycling, installing parking controls and, where necessary, creating regulated and controlled public car-parks
- R15 In considering planning applications for non-residential development the council will have regard to the specific characteristics of the development including provision made for:
  - Operational parking and servicing needs
  - Convenient car-parking for people with disabilities
  - Car parking related to shift and unsociable hours working
  - Convenient and secure parking for bicycles
  - Needs of parking for motorcyclists
- R16 For new residential developments, parking permits will be restricted for all developments in areas of PTAL 5/6. Permits may also be restricted in new residential developments in areas of lower PTAL rates at the discretion of Harrow Highway’s Service. This will not apply to residents with blue badges
- R17 Where accessibility by non-car modes is particularly good or can be made so, the council will actively seek to secure lower levels of car parking provision or even zero provision in developments, and require the completion of a binding agreement to introduce residential permit restrictions on the developments to limit the increase in car use and ensure that any measures necessary to improve accessibility by non-car modes are secured
- R20 In preparing Transport Assessments and Transport Statements to demonstrate sufficient/appropriate levels of car parking provision for location outside of high PTAL areas, trip generation data should be assessed alongside Census travel to work and car ownership data for the relevant ward or Middle Super Output Layer (Office for National Statistics)

## **7. Parking Management Programme**

In Harrow, parking issues are constantly under review and issues are regularly assessed and prioritised to develop an agreed programme of CPZs and parking management schemes to make improvements. There is a very high demand from stakeholders for parking management schemes and reviews borough wide. The main factors that influence the programme are:

- Local residents' demand for improved parking management due to worsening access to parking
- Poor access to local amenities (e.g. shops, parks, etc.)
- Concerns regarding safety and congestion caused by inappropriate parking
- Length of time since a parking review was undertaken (if applicable)
- Coordination with schemes in neighbouring authorities
- Budget and resources available

Reviewing parking controls takes place according to demand. Requests for changes come in from a variety of sources including:

- The Emergency Services
- Refuse collection services
- Social services
- Schools
- Local residents, businesses and members of the public generally
- Local petitions
- Councillors

### 7.1 Programme development

A programme of new parking management schemes is developed each year by identifying locations where the greatest areas of need can be addressed. The Councils' Traffic & Road Safety Advisory Panel (TARSAP) has this role within its terms of reference and recommends the priorities to be taken forward each year. The developed programme is reviewed annually and changes to the programme are agreed with the Portfolio Holder - Environment to ensure the areas of greatest need are prioritised and to enable greater transparency.

To determine these areas of need, all requests for schemes or actions to tackle parking problems received by the Council are assessed against an agreed set of assessment factors. This allows the requests to be assessed and prioritised in a consistent and fair manner. This is a formalised process that was recommended at TARSAP in November 2012 and approved by the Portfolio Holder - Environment.

For area parking management schemes such as CPZs, the priority is assessed as follows:

Assessment factor	Typical areas of priority
a) Key stakeholders	Emergency services / Local services / Residents petitions
b) External factors likely to increase demand for parking	Parking displacement, development impact, commercial activity, etc.
c) How long since the location was last considered for the programme	Longer duration since last evaluation
d) Position on the current programme	Longer duration without implementation
e) Number of requests in close proximity within the location	Higher number of requests

The minor localised parking issues programme, cover safety and access issues and the priority is assessed as follows:

Assessment factor	Typical areas of priority
a) Key stakeholders	Emergency services / Local services / Residents petitions
b) Traffic accidents and speed	High numbers of accidents / high vehicle speeds
c) Vehicle flows	High vehicular flows
d) Pedestrian flows	High flow areas like shopping parades, schools
e) Level of accessibility and visibility	Continuous obstruction of sightlines
f) Other local factors with an impact	Adverse impact on bus services, disability issues

## 7.2 Annual programme and Scheme selection

The council's programme of new CPZ schemes and CPZ reviews is demand led and addresses parking pressures that have been highlighted by elected members, local residents and businesses. The review includes assessments of existing CPZs and requests for new or extended CPZs, including petitions and other representations received during the previous 12 months.



Each year in advance of the new financial year (usually February) all of the assessments are reviewed and ranked and presented to TARSAP who recommend the annual parking management programme for the forthcoming year.

The proposed programme presented to TARSAP is based on selecting the highest priority areas from the assessments. Additional information concerning the extent of works required and costs anticipated for schemes is provided and the number of schemes included in the programme limited to those that can be afforded within the approved annual budget allocations.

Any locations not selected will remain on the list for further consideration and be reassessed for the next annual programme review.

## 7.3 Programme funding

Borough capital funding is provided for the parking programme and is agreed on an annual basis as part of the wider Council Capital Programme. This capital funding supports the annual grant funding provided by Transport for London for delivering the Transport Local Implementation Plan which includes the parking management programme.

Additional funding is also sometimes available from developer contributions via Section 106 legal agreements. This funding is provided where parking controls are deemed necessary by the borough to facilitate developments in line with local and regional policies and form a part of the conditions of planning permission. To ensure the borough receives this funding, the Council reviews planning



applications and takes opportunities to secure contributions from developers in order to address potential parking impacts and/or the public's aspirations for parking controls in the vicinity of development.

#### 7.4 Parking management schemes

The majority of streets in the borough are unrestricted and have no parking controls. In these instances any obstructive or dangerous parking is the responsibility of the Police because the Council can generally only take action where parking restrictions have been introduced.

Where the Council has introduced parking controls these are typically waiting or loading restrictions, permit parking bays, loading bays, pay and display bays and shared use bays and sometimes free bays where appropriate.

Generally parking controls are introduced via two main work programmes. These are wider area based controlled parking zone schemes that address all parking issues in an area or localised parking measures that target a specific location and focus on improving safety and accessibility of the highway.

##### 7.4.1 Controlled Parking Zones



Controlled Parking Zones (CPZs) in Harrow consist of parking bays and yellow line road markings. CPZs cover approximately 48% of the length of roads in the borough's road network and have been developed over the last 25 years across the country in response to increased pressure to park on the highway.

In CPZs, a permit is required in order to park on the road in a parking bay. A CPZ is an area of highway where parking is restricted during a regular period of the day (the operational hours) as specified on signs in and around a defined zone. CPZs allow for parking that is designated by regulation and some of these areas can be designated specifically for residents. Other parking restrictions can also exist within the zone (which may be different from the operational hours), for instance on main roads, which are separately signed.

CPZs are used as they are an effective way of managing parking. Introducing a CPZ provides the following benefits:

- Enables the Council to balance the parking needs of residents, businesses, visitors, people with disabilities, servicing vehicles, health professionals etc. in residential areas
- Enables the provision of easier access for emergency services, deliveries and utility vehicles and ensures safety standards are maintained
- Ensures convenient short term Pay and Display parking is available for shoppers and visitors
- Encourages the uptake of more sustainable means of transport
- Reduces traffic congestion and makes essential vehicle journeys easier
- Allows the introduction of "resident permit restricted" developments
- Can improve local air quality and public health



##### 7.4.2 Local safety parking schemes



There are a large number of locations in the borough where localised parking control measures have been introduced to stop obstructive or dangerous parking. These schemes are generally smaller scale in nature and target specific issues and that fall outside the wider remit of CPZs. They are a valuable initiative primarily targeted at improving road safety and facilitating adequate vehicular access. These schemes mainly use waiting or loading restrictions (yellow lines or kerb strikes).



The borough will continue to introduce a very localised programme of predominantly small scale parking schemes to address the large number of safety and access problems caused by parking (e.g. double yellow lines at junctions and bends) and particularly where refuse vehicles and the emergency services have reported persistent access difficulties. These locations are frequently the subject of site meetings between officers and councillors.

## 8. Parking controls

Parking regulations need to be enforced, but the authority must ensure that the regulations are suitable and appropriate to each location. Different types of regulations are used to ensure appropriate controls are used for on-street and off-street parking across the borough.

For each different location type, different types of parking permits need to be considered. Further information on parking permits is provided in Section 10. The section provides information on the different types of parking controls that exist across the borough.

### 8.1 Waiting and loading restrictions

Single and double yellow lines indicate that waiting restrictions are in place. Waiting restrictions are often used to facilitate road safety by keeping sight lines clear at junctions. They also facilitate commercial activity by “reserving” space that can be used for loading and unloading. In addition by preventing parking that would obstruct traffic flow increased locations to load can help to reduce congestion.

Loading restrictions are denoted by yellow kerb strike markings placed on the kerb at right angles to the kerb. Stopping for the purpose of loading and unloading goods is permitted on a waiting restriction (where no loading restriction is present) for up to 40 minutes providing loading/unloading is continuous.

Single yellow lines indicate a restriction that applies to any period less than 24 hours. A time plate shows the times of controls unless the restriction is in a CPZ and the hours of operation coincide with the CPZ operating times. Double yellow lines operate 24 hours a day all year but a time plate is not required.



### 8.2 Parking bays

Various types of bays are used to best facilitate parking in the borough as described below.

#### 8.2.1 Pay and Display bays

In shopping or commercial areas Pay and Display bays are provided which allow for short term parking for customers and visitors during the working day. A maximum period of stay for these bays ensures a healthy



turnover of parking to ensure businesses are supported by a steady flow of customers. These bays may also be available to permit holders if signed as such. Vehicles correctly displaying a valid Blue Badge do not need to pay to park in these bays.

There are four different tiered cost rates for parking in Pay and Display bays. These are set according to the local extent of shopping characteristics, available car parks, existing public transport links and existing leisure facilities as set out by the London Plan’s town centre network classifications and Harrow’s Local Development framework. The bandings are Metropolitan Centre, Major Centre, District Centre and Local Centre are shown in the table below and indicates how areas are classified.

Type of centre	Locations
Local	Sudbury Hill, Hatch End, Harrow Weald, Queensbury, Belmont,
District	North Harrow, Pinner, Rayners Lane, South Harrow, Stanmore, Wealdstone, Kenton, Burnt Oak, Kingsbury, Kenton
Major	Edgware
Metropolitan	Harrow



The charges increase with the importance of the economic centre classification. This is because the mix, quality and quantity of retail outlets and community facilities available to the customer becomes more substantial and there is consequently a greater demand to park. Costs for each zone are shown on the council website.

Tickets are available from “pay and display” machines located close to the parking bays using coins to the correct value for the parking stay required. Virtual tickets for “pay and display” bays can also be purchased using mobile phone technology thereby facilitating cashless parking.

### 8.2.2 Permit parking bays

These are bays designed to enable those living and working in the local area to park locally. Permit holders are eligible to park in permit bays. Permits can be issued to a range of different groups including residents subject to eligibility criteria. Without permit parking bays residents would be adversely affected by competition for local parking from people living outside the area. Permits are needed to park in these bays during operational hours. Permits only apply to a single designated zone.



### 8.2.3 Shared use bays – permits and “pay and display”

For flexibility some parking bays are designated for shared use, which allow them to be used by either permit holders or those with a Pay and Display ticket or other payment methods as designated by the council.

### 8.2.4 Disabled parking bays

There are over 300 designated on-street disabled parking bays in the borough and around a further 50 designated disabled spaces available at off-street car parks within the borough. Blue badge holders can park indefinitely in all dedicated disabled parking spaces in all council off-street car parks with the exceptions of Queens House and Peel House car parks.



Disabled parking bays are provided specifically in response to individual requests and also at key locations to increase access for disabled people to all amenities across the borough. This includes provision at shopping centres, key public transport locations, libraries etc. The Council also provides disabled parking bays in all Council run car parks.

The criteria for residential area disabled persons parking place applications are considered on a case by-case basis. Unless the application is for a passenger requiring a disabled person's parking space, all of the conditions listed below must be met in order for the Council to introduce a space. If a passenger requires a disabled person's parking space it can be provided if they meet item three of the criteria below:

1. Applicant must be a current "Blue Badge" holder.
2. The disability must be related to permanent mobility problems that make walking impossible or where the exertion required to walk would constitute a danger to life or a serious deterioration to health.
3. Applicant must be the driver of the Blue Badged vehicle, **or** if the applicant is a passenger of the Blue Badged vehicle it must be shown that;
  - a) The applicant requires physical assistance from the driver of the vehicle and the driver is generally the only person available to assist the applicant. The driver must also live at the same address as the applicant; or
  - b) The applicant is sufficiently disabled to require constant supervision by the driver of the vehicle. The driver of the vehicle should be the only person available to provide this supervision and must also live at the same address as the applicant; or
  - c) The applicant is between the ages of 2 and 17 years and meets either or both of the criteria stated in sections (a) and (b) above.
4. The applicant's address must have no off-street parking space available (unless the applicant can demonstrate that the facilities are unsuitable for the use of a disabled person due to the nature of their disability or unsuitable for their vehicle).
5. Ability to park on-street is a major problem for most of the day.

There are exceptional situations which don't fit the above criteria. In these cases only, the matter is referred to the Portfolio Holder – Environment to make the final decision.

Annual confirmation of need is required for disabled parking bays introduced in response to individual requests. (This is carried out by the Transportation Section in conjunction with Adult Care Management and Children's Services if necessary).

When disabled parking bays are no longer required, they need to be revoked to free up parking space for other drivers. Before revoking any disabled parking bay, the Council will first attempt to contact the initial applicant that requested the bay to determine if it is still needed. If the bay is no longer needed, the bay will be revoked through the advertisement of a new Traffic Order indicating its removal.

#### **8.2.5 Disabled parking for off-street Council parking places (Housing schemes etc.)**

Disabled parking spaces can also be introduced in off-street parking such as car parks, in Council housing estates and in un-adopted roads in the borough. The conditions for introducing these spaces are the same as for on-street disabled parking spaces elsewhere in the borough. Traffic Regulation Orders are needed for off street Council parking spaces wherever enforcement is undertaken by the Council's parking enforcement service. The responsibility for maintenance of the bays, to ensure they are enforceable, may also be with a different Council department from Highways.

#### **8.2.6 Loading bays**

The economic viability of many businesses is dependent on the ability to deliver and receive goods. Loading bays are provided to assist businesses to do this. The bays also deter delivery vehicles circulating roads while looking for suitable space, thereby contributing to traffic congestion and poor air quality.



Loading bays are located where there is strong competition for use of the available on-street space and parking close to the destination without the bays would be difficult. Loading bays operate 24 hours a day unless specifically signed. These bays are not restricted to goods vehicles unless signed as such. Parking is not allowed in a loading bay unless continuous loading and unloading is taking place. When loading or unloading is finished, the vehicle must move to allow other vehicles an opportunity to use the bay.

Vehicles displaying a Blue Badge are NOT allowed to park in loading bays, unless that vehicle is being used for loading and unloading, or the driver is setting down or picking up a passenger.

Continuity of loading/unloading is required to stop in loading bays. However, the Council does accept that the activity can include the time taken to complete paperwork or to store hazardous materials. Parking in loading bays without loading is strictly prohibited and enforced.

### 8.2.7 Electric vehicle charging bays

The borough provides public electric charging points at key locations and intends to expand the provision of electric charging points across the borough. For all electric vehicle parking bays, vehicles need to be charging to use the bays during their operational hours. There is a maximum stay of up to three hours for charging a vehicle in an electric charging parking space in the borough. To encourage the uptake of electric vehicles, there is currently no parking charge for using these electric vehicle charging locations, however this position will be kept under review.



### 8.2.8 Motorcycle parking bays

Motorcycles, mopeds and scooters can offer quick, relatively low cost private transport, do relatively little damage to roads and are more space and fuel efficient than cars, although they can generate relatively more pollution and noise. As motorcyclists are currently not charged for parking in either Pay or Display bays or in resident bays in CPZs, there is no shortage of appropriate parking. Outside the CPZs there is adequate infill space for any necessary parking.

There are currently very few dedicated motorcycle parking bays across the borough because existing marked bays are able to accommodate the existing demand. If the borough does introduce motorcycle parking permits, additional motorcycle parking bays will be provided at appropriate locations and with appropriate charges.

The locations of highest demand for motorcycle parking outside of the CPZ and town centre are motorcycle shops within the borough. These shops provide their own off-street parking spaces for motorbikes.

The borough does liaise with motorcycle groups and responds sympathetically to requests for additional motorcycle parking bays.

### 8.2.9 Car club bays

Car clubs offer the benefit of reducing demand for individual car ownership whilst maintaining access to a car for multiple households. For this reason, the borough supports the introduction of more car clubs.

To discourage private car ownership, both on and off street car clubs are being encouraged by new developments in high PTAL areas such as Harrow town centre. Car club bays are being introduced through the planning process in exchange for a reduction in the availability of private parking and are funded by Section 106 legal agreement developer contributions.

#### **8.2.10 Doctors parking bays**

Parking bays for doctors (GPs) are provided in exceptional situations only such as where there is no potential for off-street parking and there is a need for the GPs to go out to visit patients and return to the surgery on a regular basis. These are only ever provided in Controlled Parking Zones and only ever implemented for specific situations. Only surgeries with up to date travel plans can be considered for GP parking bays.

#### **8.3 Cashless parking**

Cashless parking sessions for Pay and Display bays can be purchased using mobile phone or on line technology.

Removing cash from Pay and Display machines reduces the level of parking machine vandalism and therefore reduces maintenance costs. Enabling drivers to pay from the comfort of their car removes the need to find exact change for parking and also increases the personal perceptions of safety regarding handling cash in the streets, especially at night.

As cashless parking usage increases the extent of Pay and Display machines across the borough will be assessed, with a view to reducing the number of Pay and Display machines and thereby reducing street clutter.

#### **8.4 Verge and footway parking**

Parking on verges and footways anywhere in London is illegal, unless adjacent signs indicate otherwise. Doing so is obstructive to pedestrians, blind people, those with mobility difficulties and to people with pushchairs. It also causes additional maintenance costs, environmental damage and risk of infrastructure damage. Driving onto the pavement or footway (to park or otherwise) is an offence under Section 72 of the *Highways Act 1835*.

The DfT Traffic Signs Manual points out in the context of footway parking, that it is an offence to obstruct the footway and that it is unlawful to drive on the footway. Footway parking can be made legal under a permitted via a Traffic Regulation Order.

There are a few locations across the borough where the high density of parking has unfortunately resulted in regular footway parking. This has been the result of the high number of cars needing to park in the location. These locations will in future be reviewed and where it is agreed necessary will be formalised through the use of Traffic Regulation Orders. Unless the footway parking has been formalised, parking on the footway or on verges remains illegal.



If parking on grass verges is formalised, the verges need to be strengthened to prevent damage to the surface and to protect underground services.

If footway or grass verge parking has been formalised, this will be indicated by appropriate signage at the specific location.

#### **8.5 Event day parking**

Events can sometimes lead to a temporary increase in demand to park on-street that can detrimentally affect parking amenity for local people. Where this occurs frequently, such as with a sporting venue, it is possible to introduce temporary parking controls in order to mitigate the impact of such events. However, temporary parking schemes do have much higher operating costs than permanent parking schemes due to the need to constantly start and stop controls to suit circumstances and therefore any proposal would need careful consideration.

Requests for event day parking controls, due to major events at Wembley stadium, have been made by local residents living close to Jubilee line stations and some councillors in the borough. This was primarily to consider the additional parking impact of football matches played at Wembley. The Council has undertaken a detailed evaluation of the feasibility of an event day parking scheme covering the areas around all three Jubilee Line stations at Stanmore, Canons Park and Queensbury including an enlarged area around the existing CPZ at the terminus at Stanmore.

This matter has been considered by TARSAP and it was determined that as the parking impacts are not sufficiently frequent and are of a short term nature it was not considered that they would represent good value for money. In addition the use of resources on an event day scheme would take resources away from other parking schemes in the programme that were considered a higher priority.

To combat the associated additional parking needs of event days, the council has increased enforcement around stations on match days and has introduced some “at any time” double yellow line waiting restrictions at strategic locations.

Any future consideration of event day parking schemes will continue to be assessed on the basis of the scale and impact of any parking problems, the implementation costs of a scheme and any on-going revenue operating costs.

### 8.6 Pedestrian crossing (zigzag) markings

The approach to, and exit from, pedestrian crossings is marked with zigzag lines. The council (as a Highway Authority) is required by law to install zigzag markings at all controlled crossings. The markings prevent any vehicle from stopping or parking (other than when impeded by traffic).

The purpose of the restrictions is to protect sight lines for motorists (seeing pedestrians on or about to proceed on the crossing) and pedestrians seeing approaching vehicles.



### 8.7 School “Keep Clear” markings





Harrow Council has introduced “keep clear” markings outside most schools in the borough. The purpose of the markings is to:

- Maintain sight lines for children crossing the road to and from school
- Maintain good access for emergency vehicles
- Prevent any vehicles from stopping

These are shown as yellow zigzag markings directly outside a school. No vehicles should park on the zigzag or even stop to set down passengers whilst the restrictions are in force. Nearby yellow time plates indicate the time of the restrictions.

### **8.8 Pedestrian dropped kerbs**

A dropped kerb for pedestrians is a ramp connecting the street to the pavement and therefore provides easy access to the road surface which is particularly useful for people with wheelchairs or buggies. Parking a vehicle across a pedestrian dropped kerb is classed as an obstruction and either the police or the local council can enforce the contravention.

It is a contravention of the Traffic Management Act 2004 (as amended) to park a vehicle in front of a lowered footway. No part of the vehicle must be in front of the lowered section of footway or kerb (where the footway meets the carriageway). This applies to all lowered footways. Parking a vehicle across a dropped kerb is classed as an obstruction and either the police or the local council can enforce the contravention.

The Highway Code rule 243 advises drivers that ‘Except when forced to do so by stationary traffic, DO NOT stop or park where the kerb has been lowered to help wheelchair users and powered mobility vehicles, or where it would obstruct cyclists’.

### **8.9 Residential and business vehicular accesses**

These are locations where the footway is reinforced to take the weight of the vehicle and the kerb is dropped to form a ramp. These are needed if residents or business’s require vehicle access to park on their driveways/frontages outside their properties. They can only be built at locations that meet the council's criteria which are shown on Harrow’s website.

Vehicle crossing policy guidance and applications are available on line. Before construction, these need to be paid for and approved and then the work will need to be completed by the Council’s contractor. These policies were revised in 2018 to allow more flexibility for vehicle crossings.



It is a contravention of the Traffic Management Act 2004 (as amended) to park a vehicle in front of a lowered footway. No part of the vehicle must be in front of the lowered section of footway or kerb (where the footway meets the carriageway). This applies to all lowered footways. Parking a vehicle across a dropped kerb is classed as an obstruction and either the police or the local council can enforce the contravention. Vehicles parking in front of premises with a dropped kerb cause significant inconvenience to those trying to access or leave the premises.

The Highway Code rule 243 advises drivers that 'Except when forced to do so by stationary traffic, DO NOT stop or park:

- where the kerb has been lowered to help wheelchair users and powered mobility vehicles, or where it would obstruct cyclists
- in front of an entrance to a property'

### **8.10 Vehicle access protection markings**

Vehicle access protection markings (H-Bar markings) are used to discourage vehicles from parking across entrances to driveways and garages. The markings highlight the presence of a dropped kerb entrance and inform other drivers that access is required. 'H' Bar markings provide a visible indication to drivers that parking should not encroach upon a vehicle access. H-Bar markings are advisory only and cannot be enforced by the council or the police.

An "H-Bar" marking is an elongated white 'H' which is painted across a vehicular crossing of the verge or footpath where a dropped kerb already exists. The line is white and normally 75mm wide and extends across the dropped kerbs from where each starts to drop down to where the footway is level with the road surface. This does not include tapered kerbs.

The Council provides a chargeable service to provide vehicle access protection markings associated with requests to implement and maintain markings. There are two elements of the application process. An applicant is required to complete a form explaining the reasons for the request and there is a fee for assessing the application and for the Council making a decision if the request can proceed to implementation. This application fee covers officer time to make an assessment of the location and the safety aspect of the proposed marking.

If the application is approved then an implementation charge is applied to cover the cost of materials and installation of the marking. Fees are payable by the applicant in advance at each stage, similar to the process currently in place for the provision of vehicle crossing applications. Fees for implementing "H-Bar" markings are provided on Harrow's website.

For registered disabled applicants this service is provided for free.

The life of the white lining is guaranteed for two years by the Council, after which time any lining renewal would be undertaken at the applicant's request and this incurs a further charge.

### **8.11 Abandoned vehicles**

Vehicles considered abandoned by council officers are issued with a formal notice requiring the removal of the vehicle. This applies to both taxed and untaxed vehicles.

In general an abandoned vehicle will have one or more of the following:

- the windows have been broken or doors left open
- it is clearly not being used, for example, it has dirty windows or debris inside
- it is obviously a danger to the public and/or
- it is causing an obstruction

If the vehicle remains unclaimed after the relevant time period, the vehicle will be removed by the Council's contractor. After the expiry of any valid road tax, class 'A' vehicles - vehicles of no value - are immediately scrapped. In the case of class 'B' vehicles - vehicles of some value -, these are kept for 21 days before being destroyed.



### **8.12 Untaxed vehicles**

The Driver and Vehicle Licensing Agency (DVLA) are responsible for dealing with untaxed vehicles. The DVLA use Automatic Number Plate Recognition (ANPR) to identify untaxed vehicles and may do so on roads across the borough.

Where owners of untaxed vehicles do not pay for the vehicle to be de-clamped within 24 hours, the vehicle may be impounded. After seven days at the pound, the vehicle can legally be destroyed.

### **8.13 Persistent evaders**

Persistent evaders are defined as individuals with three or more recorded contraventions for the vehicle that have not been paid, represented against or appealed against within the statutory time limits, or their representations and appeals have been rejected but remain unpaid.

The majority of persistent evaders are vehicles that are not taxed and the DVLA have no current keeper recorded against them. The Council advises the DVLA on a monthly basis of these vehicles and when requested by the DVLA, provides statements to secure their prosecution. However the problem of persistent evaders cannot be addressed by any Borough in isolation and needs to be tackled through a London-wide co-ordinated activity.

The Council supports the need to actively pursue persistent evaders through participating in London wide methods including contributing to the London Council's Persistent Evader Database.

### **8.14 Vehicle size limits**

Large vehicles can cause obstructions for vehicles and pedestrians, reduce sight lines (thereby increasing accident risk), and detract from the appearance of local streets. For this reason, all new Traffic Regulation Orders are written to allow a maximum vehicle size of height 2.08m, maximum length 5.5m, maximum width 2m or maximum weight of 5 tonnes within marked parking bays. CEOs are able to issue PCNs to vehicles that are clearly larger than the maximum dimensions. These size restrictions do not apply to Pay and Display only bays.

## **9. Design and implementation of parking schemes**

### **9.1 Area based controlled parking zones**

Well designed, legal and enforced parking controls are needed to provide a balanced, fair and consistent parking environment, support the safe and efficient movement of traffic and also contribute to the borough's environmental sustainability. Area based controlled parking zone scheme design and development

In Harrow, CPZs are only introduced following local consultation and after community support has been demonstrated through local consultations.

Some parking bays have an impact beyond just the local residents and the wider impact is always considered as part of the consultation.

In designing a CPZ, the following issues are always considered:

- Safety for all road users
- Projected demands for day-time and night-time residents' car parking
- Convenient car parking for people with disabilities
- Convenient and secure parking for cyclists
- Designated parking for motorcyclists
- The balance between car-parking for residents, visitors and local businesses
- Potential provision for electric charging bays
- Opportunities for and implications for Shared Use bays

- Convenient parking provision for delivery and service vehicles
- Business parking requirements
- Signage
- Restraint on traffic growth by reducing available commuter parking

The main purpose of introducing a scheme is to resolve the main parking problems being experienced in the area and bring about an improvement for the local community. Any measures being developed do therefore need to be relevant to the problems encountered and provide a realistic and appropriate solution. In order to ensure this is achieved there are several stages in developing a new or revised area based scheme as follows:

- Stage 1     **Stakeholder engagement meeting** - officers present to stakeholders group a summary of the actual problems reported, the most suitable options for consideration and also the most appropriate consultation area
- Stage 2     **Public consultation exercise** – standardised model consultation documents and questionnaires are distributed. Consultation includes road layout plans providing indicative layouts and these are also provided at exhibitions and the Council offices for public inspection. Public consultation results analysed – Majority support is assessed on the basis of 60% of residents support being demonstrated in a defined area.
- Stage 3     **Scheme design** (detailed plans and layouts)
- Stage 4     **Statutory consultation** (draft traffic regulation orders) – Statutory consultation results analysed. Only summaries of the objections and representations provided
- Stage 5     **Implementation and review** - clarifies what happens once the scheme development process is concluded. It focuses on the implementation of the scheme and how any future review will be considered

The Council places a high level of importance on community engagement in order to achieve workable and effective solutions. This usually involves:

- Undertaking extensive public consultation and statutory consultation<sup>3</sup> which involves advertising the intended proposal by way of a public notice published in the London Gazette, local press and at diverse visible locations on site where the measures are proposed,
- Seeking majority support for the proposals and,
- Consulting with the Council's Portfolio Holder and local ward councillors.

The stakeholder engagement and public consultation stages are where most residents become aware that a new scheme is being considered in their area. At this stage, residents receive a leaflet explaining what is happening and a questionnaire designed to receive comments via a set of specific questions as well as space to provide individual comments. Consultation material is also displayed or made available for inspection at the Civic Centre and contact details are available on all consultation material to enable further information or clarification to be provided on request.

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<sup>3</sup> This is required by the Road Traffic Regulation Act 1984 and the Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996, namely advertising the intended proposal by way of a public notice published in the London Gazette, local press and at diverse visible locations on site where the measures are proposed

Results from the consultation are analysed by officers to make recommendations and used by members to make decisions about the proposed scheme and therefore the effectiveness of the consultation material heavily influences the quality and accuracy of the information received. For this reason, a minimum 20% of residents in the designated area being consulted is required to respond in order to consider the consultation to be representative. In the event that this is not achieved then local ward councillors and the Portfolio Holder will be consulted on the way forward.



The analysis of the consultation results is presented to TARSAP and prepared following some basic principles as set out below:

- The general principle is to establish an area for the scheme that reflects where a majority of consultees support particular options. This needs to be one holistic area.
- Roads are analysed on a road by road basis initially to establish where areas of support for proposals are.
- Roads, or a group of roads, that indicate greater than 60%<sup>4</sup> support are considered to have a majority.
- The results in individual streets are not intended as an absolute decision on whether a street is included in a scheme or not. The information is considered in the context of a wider review of the results in the area to determine where there is majority support for creating a holistic area.
- One response per property is permitted. This is intended to ensure that the spread of responses is consistent and are not distorted by multiple responses per household. Where multiple responses are received, a proportional household response will be counted.
- Because roads vary in length and nature areas of support may also be refined and further identified in part sections of road. This is done by reviewing the exact locations of responses in the road with a location dot map (not for public inspection).
- Area control schemes need to be holistic and so groups of roads and part sections of roads that are grouped closely together and share similar views can be developed into a scheme.
- Where a road that does not indicate support is surrounded by other roads that do indicate support then the road will be included in the scheme because otherwise this would expose that road to parking displacement.
- Where the results indicate that a road does not support a scheme but also indicates that they would change their mind if a neighbouring road demonstrated support, then those roads may be included within a scheme. Questionnaires include a question to indicate this preference because it is recognised that parking displacement can occur from neighbouring roads with parking controls.
- The proportion of people responding to the consultation is noted. Response rates vary significantly based on the type of area. Generally there is an aspiration to achieve about a 20% level of response. It is to be noted that decisions are made based on responses provided by those people that choose to respond to consultation.
- If the response rate from a consultation is less than 20% then members will be consulted and will advise if the results should be used, if further consultation is required or if the scheme should be abandoned.

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<sup>4</sup> This changed from 50% to 60% following TARSAP meeting of 12 February 2015

- The general preference is to include whole streets in new area based schemes, when they are less than 300m in length. For longer roads, part roads will be considered.
- An independent quality assurance check will be organised to check the information prepared to ensure that it is accurate where required.

The considerations undertaken to recommend a particular scheme is not an exact science. It is based on a combination of the officer's technical review of the consultation results and the member's discretion in reviewing the information and reconciling their own knowledge and understanding of the community views with the results.

## 9.2 Minor localised parking schemes development

These schemes are far simpler and smaller in scale and usually involve implementing improvements around a specific point where a problem occurs.

Examples of this type of initiative are where refuse vehicles and the emergency services have reported persistent access difficulties due to obstructive parking and waiting restrictions (double yellow lines) at junctions and bends have been used as remedial measures. These schemes are generally outside of CPZs and are a valuable initiative primarily targeted at improving road safety and facilitating adequate vehicular access.

Implementing these schemes usually includes the following stages:

- Stage 1     **Scheme design** detailed plans and layout developed
- Stage 2     **Localised public consultation** and scheme review – this will involve a local letter drop
- Stage 3     **Statutory consultation** (draft traffic regulation orders) – Statutory consultation results analysed. Only summaries of the objections and representations provided
- Stage 4     **Scheme implementation**

More limited engagement with the public will be undertaken with localised schemes that focuses in the immediate vicinity of the proposed parking control measures. Statutory consultation will be undertaken which involves advertising the intended proposal by way of a public notice published in the London Gazette, local press and at diverse visible locations on site where the measures are proposed. This will usually be supported by distributing information directly to affected premises. Engagement with Local ward councillors and the Portfolio Holder will also be undertaken before finalising schemes for implementation.

## 9.3 Waiting restrictions only

There are some existing CPZ schemes in the borough which use waiting restrictions only (yellow lines). These have historically been used in situations where there is no demand for on-street residents' parking. Whilst these schemes have the advantage of being cheaper because fewer signs are required (signs don't need to be repeated within the zone where the restrictions are the same as those shown on the entry/exit points) such schemes can disadvantage residents who do need on-street parking for themselves or their visitors.

These types of schemes penalise anyone with a legitimate reason to park in the road including local residents and often generate complaints. There is no difference between a scheme that has yellow lines only and one that includes yellow lines and permit parking bays because the impact on long stay parking is exactly the same. The difference is that a scheme with bays facilitates some parking during the controlled hours to the benefit of residents. In Harrow, scheme options with bays are generally preferred to ensure all residents' needs are catered for.

Any CPZs developed will therefore be developed in a way that maximises parking bay provision.

#### **9.4 CPZs with short duration operational hours**

There has historically been a desire to offer as much customer choice as possible with regard to CPZ operational times in order to tailor schemes to local requirements. However, an excessive amount of choice has now led to greater difficulty in enforcing schemes and higher operational costs due to the wide range of variations implemented on the ground.

As a consequence there are a large number of schemes in existence that operate for 1 or 2 hours per day. The rationale for this was simply that such controls can prevent the majority of long stay parking whilst minimising restrictions on local residential parking. In practice, however, it creates a significant problem for undertaking enforcement because there is only a limited resource available to oversee a large area of restrictions in the borough within a limited timeframe. This is very impractical and ultimately leads to areas not receiving sufficient enforcement, higher non-compliance with parking controls and the inefficient deployment of enforcement resources.

Appendix A shows that 72% of all CPZs in the borough now operate for a period of only 1 or 2 hours per day and that the combined length of all these streets is 131km of the network. The logistics of trying to enforce this length of the network is that only about 15% of the network can actually be enforced with the available resources.

In order to effectively manage the enforcement of zones and allow the parking service to operate efficiently within the available resources any new schemes developed will need to be more representative of the times of the day when the parking problems occur and operate for at least a minimum of 4 continuous hours during the day. In respect of CPZs that are intended to tackle long stay parking such as commuter parking at stations this could typically be addressed with a zone operating from 10am - 2pm for example.

Additionally where requests are received from streets to be added to an existing zone which already operates for 1 or 2 hours duration per day then any proposals will be taken forward using one of the standard operating hours indicated above.

Where this situation occurs the opportunity to amend the hours in the existing zone at the same time in order to standardise hours should be offered to neighbouring streets. Any streets interested in changing should then be included within the proposed scheme under development. It is understood that residents in neighbouring streets across the wider zone can only be consulted on the possibility of changing the operating hours and can opt not to change because this would be subject to statutory consultation. This approach sets out the only possible method for amending these very short duration zones to standardised operating hours.

This will be a gradual process because of the need to undertake statutory consultation and the fact that residents will need to agree to changes before they are introduced.

Any CPZs developed will aim to standardise the operational hours of schemes borough wide and have a minimum continuous time of operation of 4 hours.

#### **9.5 Standardisation of operational hours**

There is an extensive amount of variation in CPZ operational hours which can often be confusing to the motorist. Standardising the operational hours for different location types will help to resolve the confusion and also help to address the main types of parking problems encountered in the borough.

The development of a scheme always reflects the underlying parking problem to be solved and the particular characteristics of the area. So a commuter parking zone for example will typically have a station at the centre of the zone which creates the demand to park in that location and operational hours are those necessary to deter long stay parking around the station. Zones focussed around commercial centres where the opening hours of local businesses and amenities are the main factor in determining demand to park are likely to have longer working day controls to control parking

during the opening hours. Where there are more extreme pressures to park that cover a longer duration of the day, such as by a Leisure Centre for example, then much longer operational hours extending into the evening may often be required.

There are three basic standard solutions that can be used to solve the main types of parking problems encountered. These are as follows:

- Commuter / workplace parking – zones that operate for a minimum of 4 hours in the middle of the working day (e.g. Mon – Fri, 10am – 2pm)
- Commercial centres / local amenities – zones that operate during the working day, typically 10 -11 hours per day, and facilitates business activity (e.g. Mon – Sat, 8am – 6:30pm)
- Pressures that extend beyond the working day in the evenings or weekends, typically 12+ hours per day (e.g. Mon – Sun, 8am – M’Naught)

As a general policy and operational process all future schemes will be developed around these three operational models and any variation from these will be minimised and will be on an exception basis where the situational analysis requires a deviation. This will ensure that there is an on-going consistency in the schemes designed and will help to minimise any negative impacts of parking displacement between neighbouring CPZ zones. As a result of this, future requests for one hour or two separate hours during the day will no longer be taken forward.

## **9.6 Zoning and sub zones**

Some areas with parking issues experience different types of problems within the same area and therefore need different solutions. The creation of different sub zones within the same zone is one way to allow the containment of parking to a specific area and also to introduce different operational hours and times.

The design of multi zone schemes needs to be carefully considered as these can have unintended consequences such as causing parking displacement or can make understanding the regulations in force more confusing for motorists. Therefore zone segregation needs to be based on a clear rationale that introduces controls that are relevant to the parking problems being encountered and does not cause any detrimental effects on existing CPZs or surrounding areas.

Another consideration is that resident / visitor permits can only apply to one specific zone and so the creation of a number of smaller zones within a scheme limits the size of area that permit holders can park in and prevents them from parking in neighbouring zones. This reduces any flexibility to accommodate variations in parking demand on-street and so very small zones are generally avoided and only used in exceptional circumstances.

The main principle in designing zones is therefore to ensure that these are only used where it is necessary to separate different groups of permit holders in order to avoid parking problems. Typical examples are:

- In residential areas with a station - a small subzone around the station may be created within the wider zone, this prevents resident permit holders from across the wider zone from internally commuting to the station and improves parking access for those residents living close to the station
- Different operational hours are required within a zone – e.g. a large zone comprising of a commercial centre, and a wider surrounding residential area may need to be split into two subzones, the central commercial centre may have working day restrictions and the surrounding residential areas may have shorter duration parking restrictions required to deter workplace parking

Any CPZs developed will use zoning and sub-zoning arrangements that are appropriate for the parking problem relevant to an area and also minimise any detrimental impact on neighbouring zones.

### **9.7 Safety at road junctions**

Dangerous or obstructive parking represents a large proportion of complaints from residents or businesses and continues to be of concern to the emergency services and council refuse collection service. Where these problems occur within CPZs it is typically because operational hours have a limited duration (e.g. 10am – 3pm) and cannot provide controls throughout the busy times of the day or evenings and weekends. To address this, “at any time” waiting restrictions (double yellow lines) are introduced at all junctions within new CPZs and also the immediate surrounding CPZ zones where it is practical to do so.

The Highway Code states that drivers should not park within 10m of a junction and this distance is used as a guide to developing proposals. The actual distance required may be less than 10m and is determined by using a computer simulation programme to determine the swept path of a large vehicle such as a refuse vehicle or fire appliance so that only the necessary space is restricted.

Any CPZs developed will take account of the need to ensure safety at junctions within the zone or at the periphery of the zone.

### **9.8 Reducing street clutter**

The council has implemented an alternative style of signing and lining for CPZs in a number of locations across the borough which is suited to cul-de-sacs and short sections of road. This enables the borough to minimise the signing required by just using signing at the entrance to the road stating that the road is for permit holders only past this point followed by the specified times of operation. In these situations there is no need to mark out bays within the road as residents can park in unmarked areas when correctly displaying a valid permit. Only areas where parking is not allowed are marked out with yellow lines and in particular some double yellow lines may be necessary to keep certain sections of road such as junctions and bends, free of parked vehicles.

Any CPZs developed will minimise signing and road marking arrangements where practicable.

## **10. Parking permits**

In CPZs or in designated locations eligibility to park is regulated through the issue of parking permits.

There are restrictions in the availability of all parking permits, however they are made available for residents, visitors, carers, health care workers, doctor surgeries and schools.

Dispensations and suspensions are available where there are occasions when the existing regulations are unworkable.

Parking permits do not permit vehicles to park on single or double yellow lines during the hours that restrictions apply.

Parking permits are not required for:

- Vehicles correctly displaying blue badges
- Motorcycles parked in either pay-and-display bays or in resident bays, - however this may change following the introduction of virtual permits

To encourage the use of environmentally friendly vehicles (EFVs) resident permits for such vehicles will continue to be offered at a discount if emissions based charging is introduced.

#### **Unpaid Penalty Charge Notices**

Owners of vehicles in receipt of 3 or more unpaid PCNs, where the PCN is not subject to challenge, are not eligible for CPZ parking permits. This applies to both resident and business permit applications.

### **10.1 Permit restricted development**

Development control parking restraint measures are used to drive down car ownership in the borough and to encourage greater use of sustainable transport modes. Reduced car use is needed for environmental reasons and also to increase the number of people walking and cycling in the borough which will enable more active and healthy lifestyles.

One way that this is being addressed in Harrow is through 'car free' developments. This is a restriction that is applied to some properties that are either intended to be 'car free' or have a low parking provision and are in areas with good access to public transport. These conditions or agreements are applied at the time planning permission was approved for the development or conversion of a property. Residents in 'car free' developments are not eligible for residential parking permits.

Permit restrictions for new properties will apply in all areas of PTAL 5/6. Permits may also be restricted in new residential developments in areas of lower PTAL rates at the discretion of Harrow Highway Officers. This will not apply to residents with blue badges.

### **10.2 Virtual permits**

In 2019 virtual permits will be introduced for resident parking and also for some other types of permits. This will start on a phased basis by August 2019 and be rolled out across the borough.

### **10.3 Permit applications**

Most types of permits can be applied for using the Council's website. Where supporting information is required to show evidence of place or residency or vehicle ownership, this may be attached to the printout of the on-line application being posted, however, applications may also be made in person at the Civic Centre or at the library for visitor permits only.

### **10.4 Permit renewals**

Permit holders need to renew their permits every year and every three years they need to produce the original documentation to prove that they continue to be the registered keeper of the vehicle and to prove that they continue to reside within the CPZ. This helps to limit fraudulent use of the permit system.

### **10.5 Green vehicles policy**

Greener cars that run on low-emission or alternative fuels are better for the environment. This strategy proposes to revise parking permit charges to incentivise use of lower emission vehicles. An environmentally friendly vehicle is now classified as a vehicle that is propelled by electricity and has zero emissions. To encourage greater use of greener vehicles, owners are not charged for resident parking permits for first and second electric cars only, however, they still do need to display their permit.

There are vehicles using alternative fuel sources such as compressed natural gas (CNG), methane gas, liquefied petroleum gas (LPG), hydrogen, methanol, ethanol that are better for the environment but still produce some emissions but with lower levels of CO<sub>2</sub> and particulate matter. Hybrid vehicles are also better for the environment and use a combination of petrol or diesel, with electricity but also still produce some emissions. Therefore any permit charging for vehicles that produce emissions will be assessed on the level of CO<sub>2</sub> produced with lower charges for lower levels of emissions.

Diesel vehicles can emit up to four times more nitrogen oxides and 20 times more particulate matter than petrol vehicles and these pollutants have been linked to heart and lung diseases, which are major causes of long term illness and even death. To encourage a move away from polluting



vehicles, the council proposes a surcharge for resident and business on-street diesel vehicle permits to address the impact of diesel fuel on poor air quality and health.

## **10.6 Motorcycles**

Currently there is no requirement for motorcycles to display permits when parking across the borough. This is because of the logistic difficulties of motorcycles displaying permits. However the borough may introduce charging for motorcycle parking as the use of available technology increases.

## **10.7 Residents**

Residents living within a CPZ are eligible to apply for a resident parking permit unless their property is permit-restricted. A list of permit restricted properties is available on the Council's website.

Costs of resident parking permits increase for 2<sup>nd</sup>, 3<sup>rd</sup> and subsequent cars in order to discourage high car ownership and use. The borough is considering increasing the cost of resident parking permits for those with four or more cars.

Harrow proposes to change the permit charging structure to introduce a new scale of charges based on vehicle emissions. This would see increased permit charges for the most polluting vehicles. The borough is also considering increasing the charges for four or more vehicles per household in order to reduce local kerbside parking pressure. Permits for electric only vehicles will be reduced to encourage the uptake of zero emission vehicles.

Costs of parking in residential areas are made similar to the neighbouring boroughs to discourage displaced parking.

In order to apply for a resident parking permit, two proofs of eligibility are required:

1. Proof of residency; and
2. Proof of vehicle ownership.

A Vehicle Registration Document (VRD) can be used to show both residency and vehicle ownership.

However if a VRD is not supplied the following evidence can be supplied.

Proof of residency is only required if the applicant is not on the electoral register.

(i) Proof of residency – name on the electoral register or:

- Vehicle Registration Document (VRD)
- Driver's licence
- Recent bank or credit/debit card statement
- Recent utility bill

(ii) Proof of vehicle ownership:

- VRD
- Letter from employer confirming that the applicant is the sole user of the vehicle
- Hire/lease agreement
- Bill of sale/invoice
- Valid insurance document

## **10.8 New residents**

Where new residents are unable to meet some or all of the proposed criteria, an option for a single, one-month resident parking permit is provided. Once proof has been substantiated, a full permit can be issued without any financial penalty for the initial purchase. One proof of eligibility should be met from both of the following categories:

a) Proof of residence

- Tenancy Agreement (Estate/Letting Agency only – not private)
- Bank Statement
- Utility bill
- Credit card statement
- Mobile phone bill
- Council/housing Association rent book; or
- Proof of purchase of property (completion letter from Solicitor). NB – this only provides proof of ownership

b) Proof of vehicle ownership

- Vehicle registration document with the change of address section correctly completed; or
- Insurance document – detailing the new address or postal code

### 10.9 New vehicles

In the event that a new vehicle has been purchased within the last month the applicant may be unable to provide the set criteria. In such instances, the applicant can supply the following proofs of ownership:

- Garage Bill of Sale; or
- New Keeper's Supplement; or
- Vehicle Registration Document AND
- Valid Insurance Certificate showing the applicants name, the CPZ address and the vehicle's registration number

### 10.10 Temporary vehicles

When a resident reports that their vehicle has been temporarily replaced, the parking attendants are briefed in advance of their beat regarding the temporary vehicle.

### 10.11 Blue disabled parking badges

Blue badges for people with disabilities are available to some residents to enable them to park closer to shops and other destinations they wish to visit. There are just under 10,000 blue disabled parking badges on issue to borough residents. These are issued through Harrow's concessionary travel team. Recipients of the following benefits that have been in receipt of the benefit for at least 12 months, or are expected to be for at least 12 months, are automatically entitled to a Blue Badge:

- Higher Rate of the Mobility Component of Disability Living Allowance (HRMCDLA)
- Personal Independence Payment (PIP) – providing you have been awarded 8 points or more against the 'Moving around activity'
- Registered blind (severely sight impaired)
- War Pensioner's Mobility Supplement (WPMS)
- Have been both awarded a lump sum benefit at tariffs 1-8 of the Armed Forces Compensation Scheme and certified as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking

In addition blue badges can be issued on a discretionary basis. The bulk of blue badges issued in the borough are issued on the discretionary criteria following a doctor's report. Blue badges are valid for a three year period whereupon pass-holders are required to reapply.

Blue Badges issued by the Council remain the property of Harrow Council. If misuse is identified, the badges are taken away. If the criteria for the issue of the Blue Badge are no longer met, or in the event of the death of the holder, the badge must be returned to the Council to prevent misuse.

## 10.12 Visitors

Visitor permits are available to residents living in any of the Borough CPZs, unless the property is permit restricted. Permits are issued in books of ten. A maximum of two books are issued at any one time, with a maximum of 10 books per annum. Scratching off the relevant day and month validates the permit. The permit must be displayed so that the validation can be seen clearly from the outside of the vehicle, on the dashboard with the scratched panel facing up. Visitor parking permits are provided for single day parking use only.

Senior citizens and visitors in receipt of mobility benefits are eligible for visitor permits at half the full permit price. For the purpose of Harrow visitor permits senior citizens will be classified in line with London Council's eligibility for the Freedom Pass. This is currently set at age 66 and above for both male and female applicants.

In the future, visitor permits will be replaced with virtual permits. Following this, books of permits will no longer be issued and residents will be able to request permits on an as need basis. The limit of 100 permits per annum per household will remain.



## 10.13 Businesses

For business car parking in off-street car parks see Section 11.3.

Business parking permits on-street are zone and vehicle specific and allow business permits holders to park in resident permit bays in the zone of their issue and, where signs indicate, also to park in selected Shared Use bays. Business parking permits enable visits by workers such as electricians, plumbers and landlords to visit properties in the borough. Costs for permits for each zone are shown on the council website.

The Council proposed to revise the cost of on-street business parking permits to vary between types of centre because of the importance of different locations. This will be in line with Pay and Display bays, where there are four pay bandings, Metropolitan Centre, Major Centre, District Centre and Local Centre. The permit charges increase with the importance of the economic centre classification.

Business permits can be purchased for a day, week, month or yearly basis subject to meeting the relevant criteria.

Shorter duration Trader permits will be introduced (day, week or month) for those traders carrying out works within a Controlled Parking Zone (CPZ) who require their vehicle(s) to be parked close to the address at which they are working. The permit is only valid at one specific street for one vehicle. If you have more than one vehicle or are working at different locations, you will have to apply for a permit for each vehicle and each location. To be eligible evidence of the works being undertaken and evidence of your business would be required.

Landlords and those who own property within a Controlled Parking Zone that they do not reside in the CPZ are also eligible for shorter duration Trader permits because Landlords are not eligible for visitor permits.

Spot checks on misuse of Trader permits will take place to ensure that permits are being used in line with their issue. This will be part of the enforcement regime associated with this strategy.

The criteria for an annual business permit are stricter than for the shorter duration Trader permits. This is to minimise any misuse. An annual business permit allows users to park at their usual business address.

In order for a business to apply for an annual permit, the vehicle must be registered to the business, the business must be located in a commercial property and the vehicle must be needed for daily use in conjunction with the business (eg service or delivery vehicle). For shorter term business parking permits, this is not needed.

Business parking permits will be offered at a reduced rate for *greener* vehicles.

Applications for annual business permits are only considered from the business itself; applications from an employee are not accepted. In line with off-street business permits, the following proofs are required:

a) Proof of business address

- Current business rates bill

If the direct responsibility of payment of business rates does not fall with the business or the applicant does not work from 'related business premises' two of the following should be provided:

- Current lease agreement
- Letter from business ratepayer (where the current lease is unavailable)
- Recent business utility bill (not more than four months old)
- Certificate of incorporation for limited companies if the registered office of the business is at the CPZ address
- A recent business bank statement
- Copy of an invoice received at the business address
- Inland Revenue business tax return
- Certification detailing the registration number and zone address for registered charities.

b) Proof of vehicle Ownership

- Vehicle Registration Document and
- A copy of the valid tax and insurance certificate

If the vehicle has been purchased in the last three months and the registration document is not yet available, the following should be produced:

- Garage bill of sale and
- Valid insurance certificate.

Documents that have been submitted as proof of ownership should show the name and address of the company or of an employee and the vehicle's registration number.

In situations where the vehicle is owned, leased or hired by an employee proof of employment should be provided. All payments are required to be made by the company and no personal payments or cash are accepted.

For a shorter term Trader permit, only proof of business activity and evidence of the business (e.g. headed stationery or official ID card) needs to be supplied.

#### **10.14 Schools**

Schools do not qualify for on-street parking permits. However, where car parks are available in close proximity to the school then permits can be issued to park in car parks where it supports travel planning initiatives such as “park and stride”. This will be applied at the Council’s discretion.

A maximum of two permits can be issued to schools so long as they have developed a school travel plan with an action plan that identifies a specific initiative that has been approved by the Council’s travel planning team. Where more than one school is situated at a single site only one permit will be issued to each school. These permits are issued at no cost.

#### **10.15 Carers**

Where a resident requires regular care from a family member who lives outside the controlled parking zone or borough and there is no off street parking available a Carers Permits can be provided.

This permit is also available to senior citizens who need it. This permit is postcode specific. A doctor’s letter is required in order to obtain a carer permit. In the future, carer permits will restrict users to a maximum stay of three hours only.

Following the expansion of virtual parking permits, carer permits will be client based and only eligible to those visiting clients in receipt of care that have been agreed by an appropriate organisation.

#### **10.16 Health Care workers**

The Council issues health care parking permits to organisations that employ health care workers to facilitate the care they provide. This is a multi-zone permit and is specifically identifiable as a health care permit. The healthcare parking permits allow holders to park in permit bays in CPZs during the course of their work, but it does not allow them to park on yellow lines or Pay and Display bays. The permit is not to be used where times of visits can be arranged to suit the parking restrictions available and every effort should be made to schedule these visits outside the controlled hours.

These permits will be issued to people who for the majority of their work time meet two or more of the following criteria:

1. Regularly undertake urgent unplanned visits
2. Routinely visit health care recipients where it would be impractical to rely on the client to provide and find their visitor permits
3. Carry drugs etc. which put them at risk of attack if they cannot park close to their destination
4. Lengths of visits are unpredictable and therefore existing parking regulations do not enable flexibility required / Required to carry out visits on an emergency basis
5. Parking problems reduce time made available for patient care
6. Categories of workers that fit the above criteria have been developed and changes to these categories require Portfolio Holder approval. The current categories of positions for inclusion are carers, nurses and GPs who work in the following positions:
  - General practitioner
  - Domiciliary care workers
  - District nurses
  - Specialist nurses
  - Health visitors
  - Children’s Services
  - Older people services
  - Learning disabilities services

- Physical disabilities services
- Health and Rehabilitation Team
- Mental Health workers

Health care worker permits restrict users to a maximum stay of three hours only unless otherwise approved and agreed with Parking Enforcement.

Unfortunately, evidence from complaints by residents and businesses followed up by onsite inspections by Council officers have found that some organisations were abusing the use of the permits. As a result, the use of these permits is monitored closely and if a vehicle is found displaying a permit for any of the reasons detailed below, it will be deemed that a Healthcare Visit is not taking place, invalidating the permit and a PCN will be issued to the vehicle.

1. Displaying a Healthcare Permit in a vehicle which is not in a CPZ
2. Displaying a Healthcare Permit in a vehicle in a CPZ more than 1 hour before or after the controlled hours.
3. Parking for more than 2 hours in the same location whilst displaying a Healthcare Permit, without agreement with Parking Operations ([Parking.Operations@harrow.gov.uk](mailto:Parking.Operations@harrow.gov.uk)) in advance that there is a specific requirement for an extended visit.
4. Displaying a Healthcare Permit in a vehicle within 1,000 meters of the address the permit was issued to.
5. Parking in the same location/vicinity on consecutive whilst displaying a Healthcare Permit without agreement with Parking Operations ([Parking.Operations@harrow.gov.uk](mailto:Parking.Operations@harrow.gov.uk)) in advance that there is a specific requirement for regular visits.

Where extended or regular visits are required the Harrow or NHS manager commissioning the visits must be included in the email notification for verification purposes.

Challenges against PCNs issued for any of the above reasons will only be considered if there is evidence to prove that legitimate Healthcare Visits were being undertaken.

If more than 3 PCNs are issued to the same organisation the Council will review the number of permits the organisation are allocated and either reduce that number or may decide to revoke all of their permits. Should it be decided that further controls are required for the use of Healthcare Permits such as the introduction of time clocks the Council will be forced to increase the admin fee for each permit to cover the costs. It may also be deemed necessary to refer some organisations to our fraud team and in such circumstances prosecutions may be instigated.

There is an administrative charge only for these permits.

There are two different bands for healthcare worker parking permits. Local authority and NHS healthcare parking permits are issued at a considerably reduced rate than those of private healthcare workers.

Following the expansion of virtual parking permits, health care worker permits will be client based and only eligible for those visiting clients in receipt of care and approved by an appropriate organisation.

### **10.17 Doctors (GPs) surgeries**

Some Doctor surgeries are located in places where doctors who are required to be on-call find that the time they spend time wasted on parking their car on return to their surgery that impacts on the time available to effectively treat their patients which is considered by the Council to be a critical community service.

To reduce the time they spend searching for parking spaces at their surgeries, the Council issues GP parking permits. These are only available for GP doctors' surgeries located in Controlled Parking Zones and only issued under specific conditions. Permits are not issued for individual GPs but are

shared between all GPs who are on-call at the surgery and are only offered in surgeries where there is no available off-street parking. The permits allow GPs to park in doctors' parking bays on specific streets adjacent to their surgeries between Monday and Friday only. Any permit issued is valid for one year only and needs to be renewed on an annual basis. If there is the possibility for off-street parking at the surgery then vehicle crossover applications are advised in place of GP doctor parking permits and bays.

Doctors (GPs) parking permits are non-identifiable to the public as doctors' permits. To be eligible for a Doctors parking permit, the surgery must do the following:

1. Show that they have actively made attempts to resolve the parking problems for doctors through other means such as developing local travel plans for all their staff and encouraging patients to arrive at the surgery by means other than car; and
2. Show that there is insufficient off-street parking to accommodate the effective working of their surgery. This is demonstrated by comparing how many full time equivalent doctors are registered at the surgery and how many off-street parking spaces are available. Nurses and administrative staff are not be considered eligible for these permits because they do not routinely visit patients at their homes under the same time pressures and these permits are not being issued to facilitate their journeys to their regular places of work.

The number of doctors registered at any surgery is determined either by headed paper counts of doctors listed or by counts of doctors listed on the surgery webpage.

The number of off-street parking spaces available at the surgery will be determined by visits from council traffic engineers.

Reviews of surgeries' travel arrangements take place every three years ensuring that local travel plans are being maintained. If they are not maintained, then permits will be withdrawn. A maximum of 2 permits can be issued per doctors' surgery. Misuse of any of these permits renders all permits to the surgery being withdrawn for at least one year.

### **10.18 Health Emergency Badge Scheme**

Similar to all London Boroughs, Harrow Council participates in the Health Emergency Badge Scheme (HEBS) operated by London Councils. The London Health Emergency Badge (HEB) scheme allows GPs, nurses, midwives and health visitors engaged in urgent or emergency health care in (but not routine visits to) a patient's home to park where there is no alternative:

- Without payment
- In residents' or other reserved parking bays; and
- On yellow lines where loading and unloading is not prohibited (as long as there is not a serious obstruction or other endorse able offence)

The badges are not issued to other paramedical professions such as physiotherapists, chiropodists and occupational therapists.

The aim of the scheme is to assist parking for those persons involved in urgent emergency health care away from their normal base. HEBs allow holders to park on yellow lines only and only for the purposes of urgent emergency health care visits and hence only a limited number of permits are allowed per practice.

The badge can only be used when visiting a patient to provide emergency or urgent healthcare.

Examples of what is considered 'urgent' or 'emergency' are:

- A situation in which a patient needs immediate treatment to avoid possible loss of life or where lifesaving equipment in the home has failed;
- A patient needs immediate treatment to alleviate acute pain or other distressing symptoms;

- Childbirth is imminent or immediate post-natal treatment is required;
- A child is in danger or a person is at risk of violent attack; and
- A patient is suffering a mental health emergency and poses a risk to themselves and/or others

Any use of a Health Emergency Badge outside the terms of these criteria may result in the badge being withdrawn by London Councils; or all the badges issued to a particular site being withdrawn.

Parking in connection with routine non-emergency, non-urgent home visits is not covered by the HEBS. For these visits, staff should park legally, paying the appropriate charges if necessary, and/or walk to their appointment.

Parking near or outside hospitals or clinics is not covered by the HEBS. Displaying an HEB badge does not entitle badge holders to use doctors', ambulance or hospital bays allocated to another user.

The dispensation does not apply if the vehicle is causing serious obstruction, left for an excessive length of time (over an hour) in the same position, or regularly seen in the same place.

The exemption does not apply in the vicinity of the HEB permit holder's place of work.

### **10.19 Essential services permits**

Essential services permits are available for Harrow council staff. These essential service permits will enable users to stay a maximum of two hours only at locations where working requires the use of a car. Service managers will be required to manage the issue of these permits and there will be an administrative charge only to that business unit.

To minimise any misuse of these permits the process will be reviewed six months after being introduced and there will be ongoing enforcement and checks to prevent misuse.

In order to avoid misuse, essential service permits will not be eligible for use around the users' usual place of work – those working at the Council depot will not be allowed to park in the vicinity of the depot and similarly for those working in other Council offices.

### **10.20 Foreign registered vehicles**

The Council encourages the owners of foreign vehicles to reregister their vehicles with the DVLA by limiting the length of time of permits issued to foreign registered vehicles. Foreign registered vehicles are only issued with permits for a 6-month period or two 3-month periods. These permits are not renewable unless the vehicle is reregistered in the UK.

### **10.21 Off-street parking place orders (Housing schemes etc.)**

Parking permits are available for off-street parking and car parks in Council housing estates in the borough. These permits will be set at the same rates as on-street parking elsewhere in the borough.

### **10.22 Parking dispensations and suspensions**

Although parking dispensations and suspensions are not a type of permit, they do allow certain vehicles to park across the borough at agreed locations in certain situations. They are issued because there are some occasions when the existing regulations are simply unworkable. In most situations, the Trader parking permit will be suitable to facilitate any necessary parking.

To accommodate exceptional situations, applicants can apply for a **dispensation**. In effect, this is a temporary permit that allows a specific vehicle to park within a controlled parking zone or on a single yellow line during restricted hours or apply for a regulated parking bay to be **suspended**.

Parking Suspension and Dispensation fees are proposed to be structured in line with Pay and Display bays, where there are four pay bandings, Metropolitan Centre, Major Centre, District Centre and



Local Centre. The charges increase with the importance of the economic centre classification. There is a daily fee per bay (or per 5.5m length of bay where applicable).

There is also an administration fee which is structured on how many days before the start the application is received. Any vehicle parked in a suspended parking bay during the restricted hours set out in the Traffic Management Order that is not registered to use the bay will be issued with a PCN.

### *Parking dispensations*

Dispensations to parking regulations are issued to the resident or tradesperson for addresses located within a CPZ whose hours of operation are longer than one hour. In locations where dispensations are required for visits less than one hour, business parking permits or visitor parking permits are recommended rather than dispensations.

Dispensations are only issued to facilitate situations that cannot be served by other permit types and in the future they will only be available to enable access to specific properties.

Before a dispensation is issued, a Council Officer must be satisfied that no reasonable alternatives for parking exist.

The dispensation is issued for a particular vehicle for use at a particular location. It is not flexible and cannot be used at any other time or any other location.

Dispensations issued by the borough have been reviewed and will be available on a day, week or fortnightly basis. They may be used for parking in a resident's bay or on single yellow lines and must be clearly displayed in the vehicle to avoid receiving a PCN.

### *Parking suspensions*

Regulated parking bays may also be suspended. This is typically linked to utility works or to facilitate work at nearby premises. Suspensions take a minimum of 5 working days to be issued and are issued at the discretion of a Council Officer. Most suspensions are relatively short in duration.

A vehicle displaying a blue badge is not allowed to park in a suspended parking place and may receive a PCN if doing so.

The cost of dispensations and suspensions is shown on the Council's website.

## **11. Car parks**

### **11.1 Car parks in town centres**

The aim for car park provision is for car parks to be 85% full during the peak periods in order to maximise the use of off-street parking facilities and reduce the demand on surrounding streets.

On-street parking provides spaces for those short term visits to local centres. Longer term parking is generally directed to car parks. Car parks also need to support the economic vitality of the town centres.

Parking usage, turnover and charges are reviewed annually and details regarding the borough's car park locations and charges are provided on the Council website.

Charges for parking in car parks in Harrow are set in accordance with the location of the adjacent town centre and in line with the London Plan's town centre network classification and Harrow's Local Development framework. This ensures that the charges also reflect the available car parking spaces, the local

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extent of shopping characteristics, existing public transport links and existing leisure facilities.

There are four different tiered cost rates for car parking charges across the borough. The location bandings are Metropolitan Centre, Major Centre, District Centre and Local Centre. These are shown in the table below and indicate how areas are classified.

Type of centre	Locations
Local	Sudbury Hill, Hatch End, Harrow Weald, Queensbury, Belmont,
District	North Harrow, Pinner, Rayners Lane, South Harrow, Stanmore, Wealdstone, Kenton, Burnt Oak, Kingsbury, Kenton
Major	Edgware
Metropolitan	Harrow

In most car parks off-street business parking permits are available. For these permits, environmentally friendly vehicles are charged at a reduced rate.

The Council's Car Park Manager oversees the smooth running of car parks in the borough. The manager's responsibility includes car park safety and ensuring that upkeep of car parks. Car parks are routinely checked for faults and safety issues are prioritised. Safety issues of paramount importance are smooth surfacing and a reduction in overgrown greenery to stop tripping and prevent hidden spaces emerging, good lighting and in certain locations CCTV.

All council car parks are free for vehicles that correctly display blue badge permits, with the exception of Queens House and Peel House.

To assist local traffic generators such as local hotels, this strategy proposes the introduction of overnight car parking at selected car parks where there is the potential for overnight parking in that area. A new charge for overnight parking will also be introduced as part of the implementation of this policy.



## 11.2 Car parks at leisure facilities

There are a number of car parks provided for leisure facilities across the borough including recreation grounds and the Harrow Leisure Centre. These car parks are often located in areas with a high demand to park from local residents, businesses, near shops or stations, etc. and long stay parking can occur and prevent easy access for leisure users.

In order to deter long stay parking the leisure centre uses a parking control scheme that offers a three hour free period that facilitates most leisure use and introduces charges for any stay over three hours in line with the borough wide car parks charges. Following previous public consultation on this arrangement three hours is considered a period of time that facilitates most leisure activities.

All car parks which are currently unrestricted will be considered for this type of scheme in order to improve accessibility to leisure and recreation facilities for local residents.

### **11.3 Business permits for car parks**

The Council offers parking permits for various car parks throughout Harrow to local businesses. Permits are only available for businesses located in the vicinity of the car park for which it is issued.

Business Permit Holders may only park in those bays designated for their company where such bays are marked.

Details and applications for business permits for car parks are available on Harrow's website.

## **12. Parking Enforcement**

Traffic law and regulations are put in place to protect road users and support different types of environments such as industrial, commercial, residential etc. Parking enforcement needs to be targeted and to be proportionate to be respected. It also needs to be an effective and efficient deterrent.

Parking policy enforcement is carried out in line with the TMA Network Management Duty requirement to manage the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists).

Parking penalty charges in London are set by London Councils' Transport and Environment Committee (TEC). TEC is made up of representatives of the 33 local authorities in London, as well as TfL. Under the terms of the Traffic Management Act 2004, TEC is responsible, subject to agreement by the Mayor of London and the Secretary of State, for setting additional parking charges on London borough roads. Charges are reviewed every four years and set following public and stakeholder consultation. The purpose of penalty charges is to dissuade motorists from infringing parking restrictions. The objective of civil parking enforcement is for 100 per cent compliance, with no penalty charges.

Parking charges in Harrow are set to be proportionate and the enforcement of the regulations provides a means by which Harrow can effectively deliver the wider borough transport objectives.

Dangerous and inconsiderate parking affects the safety and convenience of both drivers and pedestrians and this can be addressed through effective enforcement. Pavement parking is a severe impediment to the movement of those with both mobility and visual disabilities; effective enforcement of bus lanes and bus stops is critical to maintaining an effective and efficient public transport system. This is also necessary to enable buses to effectively compete with the private car and encourage people to change their mode of travel to more sustainable forms of transport.

Ensuring that the right level of enforcement is provided borough wide is a complex process that requires regular reviews. It is important that the level of enforcement introduced at all locations is appropriate to what is necessary to achieve compliance. Just as penalty charges deter people from repeatedly contravening regulations, the presence of enforcement officers or enforcement cameras also acts as a deterrent to illegal parking and hence their visibility is an important factor for enforcement.

### **12.1 Managing enforcement**

Parking enforcement operations are implemented by CEOs using hand held technology as well as mobile and static enforcement cameras. The overall aim of enforcement is to increase compliance with parking traffic regulations.

### **12.2 Civil enforcement officers**

CEOs in Harrow are directly employed by the Council. They are the public face of Civil Parking Enforcement (CPE). In addition, their visibility acts as a deterrent for parking contraventions and as a reminder of drivers responsibilities. To run an effective parking enforcement operation, CEOs are

trained to be professional and efficient. They need to be able to be firm, but remain sensitive and tactful, employing common sense and patience in what can be a difficult work environment.

CEOs are required to wear a clearly identifiable uniform to ensure that they are readily distinguishable from those worn by the police and traffic wardens, but still allow easy public recognition. In London, the Mayor of London provides guidance governing the uniforms to be worn by CEOs. The current requirements are:

- clear identification that the wearer is a CEO
- clear identification of the local authority on whose behalf the CEO is working
- a personal number to identify the CEO

All CEOs in the borough are equipped with Body Worn Videos. These can capture evidence of vehicles that drive away before the PCN is fixed to the vehicle or handed to the driver.

Nobody is pleased to receive a PCN and parking in London can be stressful. Similarly the job of a CEO can be stressful. Unfortunately for CEOs, verbal and physical attacks can take place in response to being issued with a PCN. The Council has provided body worn cameras to its CEOs to support endeavours that ensure that they are polite and accurate in their work and thereby improve the service to residents. CEO's are required to tell residents that these cameras are in place and so the interaction is being recorded.

#### ***12.2.1 Civil enforcement officer duties***

The main objective of a CEO is to ensure CPE is observed and enforced in a fair, accurate and consistent manner. CEOs issue a PCN where they believe a contravention has occurred and also record daily activity and observations. They are not allowed to cancel PCNs once issued or select not to issue a PCN unless an exemption has been identified.

In addition to these duties, CEOs provide witness statements as and when requested for various parking issues and for parking adjudicators during parking appeals as well as report suspect Blue Badge abuse and report abandoned vehicles.

The performance of CEOs in the borough is not based on the number of PCNs issued. However, all CEOs will be expected to cover their beat patrols sufficiently and carry out enforcement fairly and consistently as laid out in the Secretary of State's Statutory guidance under the Traffic Management Act 2004. Where a beat patrol is showing a high level of compliance, CEOs are expected to inform the supervisor of this so that they can be allocated to another area where compliance levels may be low, with the aim to increase parking compliance in their allocated beat patrol. CEOs will also be measured on the quality of the PCNs issued as part of their training and development.

#### ***12.2.2 Supporting Evidence***

Photographic images are used by CEOs enable those in receipt of penalties to view their offence over the Internet. These images are usually available within 24 hours of the penalty being issued. CEOs also wear body worn video cameras which improve the personal safety of the CEOs as well as captures supporting evidence of vehicles driving away before the PCN is fixed to the vehicle or handed to the driver. In these circumstances legislation allows for the issuing of the PCN by post.

Hand held computers are carried by the CEOs and are used for the logging of Penalty Charge Notices (PCNs).

### **12.3 Patrol frequencies**

The frequency of parking enforcement patrols varies across different areas in the borough. Patrol routes are regularly reviewed to ensure that the enforcement on the street delivers the aims of this Parking and Enforcement Management Strategy.

Enforcement is targeted to tackle location needs, identified hotspots of parking contraventions, as well as to help in the smooth running of all traffic with buses as a priority. To that end high frequency bus routes are patrolled more often than other roads.

In CPZs, enforcement aims to tackle the busiest times of the day when the zones are operational.

### **12.4 CPZ enforcement**

CPZs need to be financially viable within the current available resources. CPZs which are operational for only one or two hours a day put a considerable strain on borough resources. Simply walking across all roads in an entire CPZ during the hour of enforcement is not always feasible. Even with different hours being selected in different areas this still creates problems in scheduling enforcement activities. To address this issue, for new CPZs, the operational hours of enforcement will be revised to target the busiest times of the location.

A longer enforcement time slot will enable residents that park on-street and commute to work to leave and return outside of the operational hours and a longer operational window will provide an improved opportunity to organise enforcement activities borough wide. This will result in better enforcement with negligible impact on local residents.

### **12.5 Parking enforcement grace periods**

Vehicles that are legally parked in an on-street parking bay or in car parks run by the council and overstay by up to 10 minutes are not issued with a PCN. This is called a parking grace period. It does not apply if the vehicle itself is parked unlawfully, the vehicle has not paid the required fee for parking or the vehicle does not display a parking permit where required.

Grace periods do not apply on roads with a restriction (e.g. single yellow line) or prohibition (e.g. double yellow line) or is not a 'designated' parking place either during or outside of the period of the restriction or prohibition.

### **12.6 Parking enforcement observation periods**

When a vehicle is parked in contravention of the regulations, and depending upon the type of restriction, the Civil Enforcement Officer will observe the vehicle for a certain period of time before issuing a PCN. An observation period is primarily designed to ensure that the vehicle is not engaged in an exempt activity, such as loading or unloading.

### **12.7 Penalty Charge Notices**

A PCN is a Penalty Charge Notice for contravention of regulations. The purpose of issuing PCNs is to dissuade motorists from contravening the regulations.

London Councils' Transport and Environment Committee (TEC) has a statutory role in setting penalty levels for London's legislation and byelaws and publishing the levels set. TEC is made up of representatives of the 33 local authorities in London, as well as TfL, and meets four times a year. Under the terms of the Traffic Management Act 2004, TEC is responsible, subject to agreement by the Mayor of London and the Secretary of State, for setting additional parking charges on London borough roads.



TEC always undertakes consultation before doing so. Charges are reviewed every four years.

There are two factors which affect the level of penalty a motorist receives: the location of the contravention, and its severity. In areas where demand for parking is higher, the amount of the charge is higher to act as an increased disincentive. These areas are known as Band A and Band B. Band B covers areas where demand for parking is lower. In Harrow, the levels of PCNs are set at Band B.

Details of the PCN rate for different offences and how to appeal a PCN can be found on the London Councils' webpage<sup>5</sup>.

If a PCN is paid within 14 days of issue, the payment is halved, but if a formal appeal is made and fails, then the penalty will increase by 50% if not paid by the deadline.

Civil Parking Enforcement (CPE) is a means of achieving transport policy objectives.

#### **12.7.1 Informal challenges**

An informal challenge can be made after receiving a PCN from a Civil Enforcement Officer. This must be made within 14 days of the contravention date. The PCN will be put on hold until the Council makes a decision on the informal challenge.

If the informal challenge is successful, the PCN is cancelled and no further action is taken.

If the challenge is unsuccessful and rejected, there is a further opportunity to pay at the discounted rate. Those unsatisfied with the decision of the informal challenge must wait for a Notice to Owner to take the case further. The registered keeper can then make formal representation on receipt of the Notice to Owner.

#### **12.7.2 Notice to Owner**

If a PCN that is issued on street by a CEO is not paid within 28 days a Notice to Owner (NtO) is sent to the keeper registered at DVLA (regardless who was driving). Legislation requires that it must be served within six months of the issue of the PCN.

The NtO provides the owner with an opportunity to either pay the outstanding penalty or make formal representations against the issue of the PCN within 28 days.

Representations that are made outside of the 28 days may be disregarded by the council unless a valid reason is provided with evidence.

If the NtO is passed to another person and is not paid or challenged then the owner could be liable to an increased charge and lose the opportunity to appeal.

#### **12.7.3 PCN representations**

Following the Council considering any representation, the council will either issue a 'Notice of Acceptance of Formal Representations' if they agree with the representation, or a 'Notice of Rejection of Formal Representations' if they disagree.

Following receipt of a 'Notice of Rejection of Formal Representations' the receiver must either pay the penalty or appeal to London Tribunals within 28 days using the appeal form provided with the Notice of Rejection. Failure to do either of these things will result in continuing enforcement and additional charges.

#### **12.7.4 Statutory grounds to challenge a PCN or NtO**

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<sup>5</sup> [www.londoncouncils.gov.uk](http://www.londoncouncils.gov.uk)



Statutory grounds for challenges can be found on the London Councils website.

### **12.7.5 Environment and Traffic Adjudicator representation**

Applicants may only appeal to the London Tribunals - Environment and Traffic Adjudicators after representations to the council have been rejected.

The adjudicators act as a tribunal – their decision is final (subject to an adjudicator’s review) and binding on the applicant and the council. There is no opportunity to challenge liability to pay the PCN in court.

There is no charge for appealing and the penalty will not increase while any case is considered.

Appeals must be made within 28 days from receipt of the ‘Notice of Rejection of Formal Representations’ or the appeal may not be considered. Late appeals need to explain why they are late, so that the adjudicator can decide whether to accept them.

## **12.8 Transparency**

Greater transparency of public bodies is at the heart of enabling the public to hold politicians and public bodies to account. Where public money is involved there is a fundamental public interest in being able to see how it is being spent, to demonstrate how value for money has been achieved or to highlight inefficiency.

London authorities are required by law<sup>6</sup> to keep an account of all income and expenditure in respect of designated (i.e. on- street) parking places and their functions as enforcement authorities. London authorities send a copy of the parking account information to the Mayor of London.

## **12.9 Camera enforcement**

Harrow uses CCTV cameras to enforce some traffic contraventions such as driving in bus lanes, stopping on a yellow box junction, performing a prohibited turn, stopping in bus stops and School Keep Clear markings.

Prior to 2015, Harrow enforced parking regulations using CCTV. This became illegal following Government concerns over the fines being an unreasonable stealth charge on motorists. The impact of this change resulted in a reduction in the level of parking enforcement that the borough could deliver. It made the enforcement of parking regulations almost entirely dependent on the presence of civil enforcement officers.

Mobile CCTV vehicles are used to monitor School Keep Clear restrictions, which are areas specifically designed for the safe access of pupils, staff and the emergency services to and from the school premises by deterring obstructive and dangerous parking. Vehicles are not permitted to wait, stop or park on a restricted area outside a school at any time during the prescribed hours of restriction.

Automatic Number Plate Recognition (ANPR) cameras are used by mobile CCTV vehicles outside schools on School Keep Clears in Harrow.



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<sup>6</sup> Paragraphs 2 and 3 of Schedule 7 to the TMA

### **12.10 Vehicle clamping**

Only authorised bodies can wheel clamp a vehicle - these include:

- the police
- councils
- DVLA
- DVSA (Driver & Vehicle Standards Agency)
- bodies with statutory or other powers (e.g. airports or train stations)

Authorised bodies can also contract out clamping work to private companies.

It is illegal for a landowner to clamp a vehicle that's parked on private land in England, Wales and Scotland.

Harrow do not presently clamp vehicles for parking offences. However when an outstanding Penalty Charge Notice is not paid, the debt is forwarded to the County Court for recovery. The court will pass this debt to a third party enforcement agency for collection who, with the use of ANPR identify a vehicle to be clamped until the debt is paid.

Vehicles are also clamped on borough roads when the DVLA carry out enforcement against untaxed vehicles. Where owners of untaxed vehicles do not pay for the vehicle to be de-clamped within 24 hours, the vehicle may be impounded. After seven days at the pound, the vehicle can legally be destroyed. This policy will explore introducing clamping and towing of vehicles as an option.

### **12.11 Blue badge parking**

Blue badge holders can park for up to three hours on all yellow lines within the borough. However to ensure that vehicles are parked safely, choosing to park on double yellow lines should be the exception. Disabled blue badge holders are allowed by statute to park free of charge in all parking bays except those designated for a special purpose, such as doctor's parking bays for example. In areas where there is no controlled parking there are adequate spaces for disabled parking. In areas of controlled parking, disabled bays are provided at key locations.

### **12.12 Vehicles overhanging footways**

Vehicles parked in driveways and overhanging the pavements obstruct pedestrians and particularly those with mobility difficulties. This usually happens in residential areas where cars that are too large for private driveways park. Where this leaves less than 1.2m for pedestrians to pass the location, it causes considerable disruption to others. This is illegal and will be enforced as an obstruction under the Highways Act by the relevant authorities.

### **12.13 Foreign number plates**

Drivers of vehicles with foreign number plates, particularly commercial vehicles, often ignore the parking regulations and are issued PCNs in line with the regulations. The borough does experience significant difficulties with such vehicles complying with the restrictions because PCNs do not act as a sufficient deterrent. This is because the DVLA do not have details of foreign vehicles or any arrangements with reciprocal organisations in other countries to track their details and owners cannot be easily identified. The process of debt recovery for unpaid PCNs by those with foreign number plates is therefore extremely difficult and very resource intensive and as a consequence such PCNs are not pursued.

This is a problem nationally and will therefore require central government to consider a suitable approach to the problem.

### **12.14 Lorry parking**



Harrow, as well as all other London Local Authorities, has instituted an overnight ban on lorries parking on borough roads. This is to prevent lorries taking up valuable kerb space in residential areas where they are unsightly and out of scale with the surroundings. The decision to introduce a night-time parking ban for goods vehicles will also cut air pollution, reduce congestion and free up the streets for residents' parking. It is also intended to prevent drivers from using their vehicles as home to work transport – a role for which they are not suited.

In Harrow, the overnight ban affects vehicles over 5 tonnes and extends from 08.00 pm to 6.30 am. The ban requires a Traffic Order and the placing of signs on each side of every road in the areas covered. Additional signage at some locations across the borough is required to enable this to be better enforced.

### **12.15 Dropped kerbs**

Dropped kerbs can enable pedestrians, particularly the elderly, people with disabilities and those with pushchairs to cross the road safely. The council provides dropped kerbs to assist pedestrians to leave and join the carriageway.

Part 6 of the Traffic Management Act 2004 allows the Council to enforce against vehicles parking across dropped kerbs. The Borough uses these powers of enforcement to enforce at drop kerbs at junctions throughout the Borough. They are only enforced where the kerb is level with the carriageway.

It is a contravention of the Traffic Management Act 2004 (as amended) to park a vehicle in front of a lowered footway. No part of the vehicle must be in front of the lowered section of footway or kerb. This applies to all lowered footways, for example:

- access drives
- pedestrian crossing points
- pram crossings

The only exception to this is where the property owner has given permission, giving access to the property. This applies to where the dropped footway is level with the carriageway and it would apply to any part of a vehicle, i.e. part of the wheel adjacent to the lowered footway and any vehicle overhang.

Where a dropped kerb is provided to a single residential property the council will only enforce parking with the consent of the occupier of that property, providing no other restriction applies. Enforcement of this contravention is only carried out at the request of the property occupier who must countersign a copy of the PCN.

Where dropped kerb access leads to a multi-residential property the council can enforce without the consent of the occupiers of the property.

In the case of access to private land (residential or commercial), the enforcement service will only act if the land owner reports the offence and signs a statement, which confirms permission to park was not given. The contravention is to park in front of the lowered footway, whether or not it causes an obstruction.

To enforce these regulations, the CEO will photograph any penalised offenders to aid the resolution of any offence.



### 13. Monitoring

Each year the borough is required to report to Transport for London (TfL) on progress in delivering the Mayors Transport Strategy (MTS). Measures included in this parking management strategy that are directly associated with delivering the MTS objectives are:

- Electric vehicle charging points installed
- Car club bays implemented
- Number of controlled parking zones introduced
- Number of disabled bays introduced
- Number of parking permit restricted developments

## 14. Glossary

ANPR	Automatic Number Plate Recognition
CEO	Civil Enforcement Officer
CPZ	Controlled Parking Zone
DfT	Department for Transport
DVSA	Driver & Vehicle Standards Agency
DVLA	Driver and Vehicle Licensing Agency
FPN	Fixed Penalty Notice
HEB	Health Emergency Badge
HEBS	Health Emergency Badge Scheme
MTS	Mayor's Transport Strategy
NOF	Neighbourhood Of the Future
NtO	Notice to Owner
PCN	Penalty Charge Notice
PIP	Personal Independent Payment
SPD	Supplementary Planning Document
TARSAP	Traffic and Road Safety Advisory Panel
TEC	Transport and Environment Committee
TfL	Transport for London
TMA	Traffic Management Act
TMO	Traffic Management Order
TSRGD	Traffic Signs Regulations and General Directions
ULEV	Ultra Low Emission Vehicle
VRD	Vehicle Registration Document



## Summary of most common operational hours in short duration schemes

Hour of operation	Length (km)	Number of officer hours required to provide a single enforcement visit
10am - 11am	89.19	44.595
11am-12 noon	29.32	14.66
2pm - 3pm	51.8	25.9
3pm-4pm	27.98	13.99
<b>Total</b>	<b>198.29</b>	<b>99.145</b>

## List of all CPZ schemes in Harrow

Area	Operational Hours	Length of roads (km)
Pinner	11am - 12pm Mon - Fri	17.28
Stanmore	3pm to 4pm Mon - Fri	11.87
Bell Close	8am - 6.30pm Mon - Sat	0.09
Buckingham Gardens	2 - 3pm Mon - Fri	0.27
Wealdstone (Royal Estate)	10am - 11am Mon - Fri	4.16
Wealdstone	8am - Midnight Mon - Sun	0.95
Wealdstone	10am - 11am and 2pm - 3pm Mon - Fri	24.78
Canons Park Station	8am - 6.30pm Mon - Sat	0
Cherry Tree Way	10am - 11am & 3pm - 4pm Mon - Fri	0.2
Harrow Town Centre	8:30am - 6:30pm Mon - Sat	9.31
Donnefield Avenue	8am - 6.30pm Mon - Sat	0.24
Dennis Gardens	10am - 11am & 3pm - 4pm Mon - Fri	0.06
Harrow Town Centre	8:30am - 6:30pm Mon - Sat	5.19
Harrow Town Centre (yellow lines only)	8:30am - 6:30pm Mon - Sat	7.8
Harrow Town Centre (east)	8:30am - 6:30pm Mon - Sat	7.43
Fontwell Close	10am - 11am & 2pm - 3pm Mon - Fri	0.41
Stanmore (Station Area)	10am - 11am & 3pm - 4pm Mon - Sat	9.5
Dalkeith Grove	2 - 3pm Mon - Fri	0.72
Stanmore Station	At any time	0.52
Honeybun Estate South	10am - 11am & 2pm - 3pm Mon - Sat	0.93
Leisure Centre	7am - Midnight	5.49
Harrow Town Centre (north)	8:30am - 6:30pm Mon - Sat	4.24
Rayners Lane	10am - 11am Mon - Fri	15.23
Laburnum Court	10am - 11am & 3pm - 4pm Mon - Fri	0.04
South Harrow	10am - 11am and 2pm - 3pm Mon - Sat	8.71

<b>Area</b>	<b>Operational Hours</b>	<b>Length of roads (km)</b>
South Harrow	10am - 9pm Mon - Sat	1.16
South Harrow	8am - 6.30pm Mon - Sat	0.81
Merton Road	10am-11am & 2pm-3pm & Sat-Sun 10am-11am Mon-Fri	0.5
Sudbury	11am - 12 noon Mon - Fri	2.41
North Harrow (North)	10am - 11am & 2pm - 3pm Mon - Fri	4.79
North Harrow (South)	10am - 11am Mon - Fri	1
Edgware - Methuen Rd & Chandos Crescent	8.30am - 8.30pm Mon - Sat	1.39
Rosslyn Crescent and Froggnal Avenue	8:30am - 8:30pm Mon - Sun	1.4
Pinner Green	8.30am - 6.30pm Mon - Fri	0
Reynolds Drive	11am - 12 noon Mon - Fri	0.55
Honeypot Lane	6pm - Midnight Mon - Sun	0.77
Millais Gardens	11am - 12 noon Mon - Fri	0.17
Turner Road	11am - 12 noon & 3pm - 4pm Mon - Fri	0.54
Woodlands Road	At any time	0.61
Flambard Road and surrounding area	11am - 12 noon Mon - Fri	5.23
Southbourne Close	At any time	0.18
Stanmore Marsh	8am - 6.30pm Mon - Fri	0.1
Edgware	8:30am - 8:30pm Mon - Sat	0.84
Edgware (north)	11am - 12pm Mon - Fri	3.14
Torbridge Close	2pm - 3pm Mon - Fri	0.06
Pinner Road & County Roads	10am - 11am & 2pm - 3pm Mon - Fri	3.19
Vaughan Road	10am - 11am & 2pm - 3pm Mon - Sat	0.95
West Harrow	10am - 11am Mon - Fri	2.14
The Gardens	8am - 6.30pm Mon - Sat	0.63
Walpole Close	10am - 11am Mon - Sat	0.12
Whitmore Road	10am - 1pm Mon - Fri	1.17
Welbeck Road	9am - 10am & 3pm - 4pm Mon - Fri	0.95
Edgware (Burnt Oak Broadway)	10am - 11am & 2pm - 3pm Mon - Fri	6.49
Hatch End	10am - 11am & 3pm - 4pm Mon - Sat	4.82
Headstone Lane	10am to 3pm Mon to Fri	2.62