

Harrow Parking Management and Enforcement Plan

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1.0 Introduction

Harrow Council published its first Parking and Enforcement Plan in April 2006. Since this time, regulations, council priorities and the understanding of the importance of environmental issues have all changed. At the same time, there has been a steady increase in the number of cars on the roads and no relative increase in road space. However we have learnt from past experiences. This document is intended to replace this original plan taking into account the latest best practice, current priorities relevant to Harrow Council and the current national, regional and local policies.

2.0 Background

When the last Parking and Enforcement Plan was published, it was the first publication containing all regulations and parking information relevant to parking in the borough. It was a document the borough was required to produce that was useful to a variety of audiences. The inclusion of information in the original plan was also partly determined by TfL which at that time were required to approve the Parking and Enforcement Plan. This is no longer the case. Harrow Council publishes a Parking in Harrow booklet each year which includes lots of details about parking availability, parking permits, parking and permit costs, maps of Controlled Parking Zones and also explains some of the parking regulations. As would be expected, this data does become out of date as charges and locations of regulations change and hence the booklet is regularly updated. It is hoped that this Parking and Enforcement Plan will stay relevant for a longer period of time and for that reason does not include information on charges or maps showing regulations.

This document addresses legislation and policy, parking, enforcement and operations in separate sections. All these issues are intertwined and continue to impact on one another in various ways. At all times, these issues are considered together as considering these in isolation would not provide effective management of the road network.

3.0 Legislation and policy

3.1 Policy Framework

Parking and enforcement policy is an important element of 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. Parking restrictions then spread to more areas and the fight for parking spaces becomes increasingly contentious. Introducing and changing parking regulations are too often seen as an affront to car owners and not as a necessity to improve access for all and a requirement for community harmony.

Local parking controls are introduced in line with Government guidelines and also in accordance with the London Mayor's Transport Strategy. In developing a new plan, the borough also considers the West London sub-regional transport objectives, the London Plan, the Mayor of London's Air Quality Action Plan, the Council's Local Development Framework, Sustainable Community Strategy, Core Strategy and the existing council priorities. These documents all influence the way that parking operates within the borough.

The overriding policy guiding parking and enforcement in the borough is driven by the following:

- The requirement to help achieve the Mayor of London's transport goals and objectives as outlined in the Mayor's Transport Strategy
- The need to help the Council achieve the transport objectives as outlined in Harrow's Transport Local Implementation Plan 2011
- The need to reduce reliance on private car use where environmentally sustainable options exist

The parking controls that the Council implements to ensure that it is appropriate to the needs of the location are discussed further in this document as is the management of parking enforcement and permit parking.

3.2 Aims of Parking and Enforcement Regulations

The aim of parking and enforcement controls is to manage kerb-side 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 doesn't happen. The regulations are designed to meet the wider demands of the economy, the environment, visitors and residents. In particular, controls have been designed to do the following:

- Improve safety
- Reduce car dependency
- Reduce the time spent by drivers searching for parking spaces
- Encourage the use of more sustainable forms of transport
- Facilitate traffic flow and access to properties for the mobility impaired, emergency services, healthcare workers and servicing vehicles
- Support bus reliability
- Support business activity by providing effectively enforced short-stay parking and improving the reliability of servicing
- Deter long-term commuter parking
- Ensure that the location of car parking takes account of the priority need for a secure and sensitive pedestrian environment
- Balance the provision of parking for residents, visitors and still support local business

Parking controls also play a role in accident prevention and reduction. This is primarily through:

- Improving junction visibility; and
- Preventing dangerous parking that obstructs the highway and impacts on the ability of pedestrians to cross roads safely.

Regulations are not introduced to raise money. This is not only illegal but would also be an ineffective way to manage road space over time.

3.3 Environmental issues

The environmental impact of car use is a key consideration when designing and improving parking and enforcement management. Climate change is happening because of an increase in greenhouse gases and transport is a major contributor to such problems. Any reduction in non-essential car use is an environmental benefit that the whole community needs to work to achieve. This parking and enforcement plan will help to ensure this issue remains at the forefront of decisions.

3.4 Legislative background

The Road Traffic Act 1984, The Road Traffic Act 1991, the London Local Authorities Act 1996, the London Local Authorities & Transport for London Act 2003 and the Traffic Management Act 2004 have all changed the way parking regulations are managed and enforced in the borough. These have moved the responsibility for enforcement away from the police and towards civil enforcement by local authorities as shown in the table below. Under the Traffic Management Act 2004 from 31st March 2008 decriminalised enforcement is now known as civil parking enforcement.

Changes in enforcement regime

Past		Present
Enforcement by the Metropolitan Police traffic wardens	→	Civil Enforcement
Criminal (magistrates') courts	→	Independent adjudicators and the Parking and Traffic Appeals Service
Metropolitan Police traffic wardens	→	Civil Enforcement Officers

3.5 Borough Policy Actions

Harrow's Transport Local Implementation Plan 2011 contains the strategic policy actions that influence parking and enforcement within the borough. These policy actions have been developed and revised following wide scale public consultation. These high level policies are:

- PE1 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, e.g. providing specific locations for parking providing charging points for electric vehicles
- PE2 Ensure that charges for parking support the economic vitality of all town centres
- PE3 In the development of parking schemes, the Council will ensure convenient car parking for people with disabilities is considered
- PE4 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
- PE5 Maximise the effective use of camera enforcement where there are safety benefits to be gained from better enforcement
- PE6 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
- PE7 In the development and operation of parking schemes and to ensure transparency, the Council will follow the guidelines as outlined in the parking and enforcement plan which will be regularly reviewed and updated
- PE8 Support local businesses by giving priority to short stay on-street parking and by discouraging long-stay parking
- PE9 As reviews of CPZs take place, progressively enable the provision of business parking permits in CPZs for vehicles where permits are required as a major part of the operation of the business and where such journeys are not viable without such parking permits
- PE10 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
 - Maintain price competitiveness with comparable privately operated car parks
 - Encourage short stay parking with rapid turnover of spaces and deter long-stay parking where appropriate
 - Reduce the demand on surrounding on-street pay and display parking
 - Are set with the aim of car parks being 85% full in peak periods
 - Are self financing
- PE11 Monitor and review the provision and operation CPZs in all areas of the Borough experiencing on-street parking stress and install new CPZs subject to, demand and consultation with the local community
- PE12 Where practicable, seek to secure consistent cross-boundary parking charges in conjunction with neighbouring authorities

- PE13 Where alternative options exist, prevent or deter parking on footways and verges ensuring that the safety and convenience of pedestrians, the visually impaired and disabled people is paramount
- PE14 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.

3.6 Parking tools

The tools that the Council uses to implement the borough policy actions are:

- the allocation of on-street parking spaces
- the setting of fees and charges
- parking standards for new developments and off street parking (car parks)
- enforcement of parking regulations

3.7 Charging structure consultation

The charging structure for both on and off-street parking was reviewed in 2011. The aim of this review was to:

- Simplify the charging structure
- Encourage long term parking towards car parks
- Reduce on-street commuter parking in residential areas
- Encourage use of more environmentally friendly vehicles

The latest charges can be seen on the Council's web pages.

4.0 Parking Management

Parking provision in the borough comprises Controlled Parking Zones (CPZs), private and public car parks and a number of other types of provision for specific streets and locations as defined in regulations.

This section of the plan provides more details about the different methods of provision and how these are implemented.

4.1 Work programmes

The need to make changes to parking provision is ever changing and the greatest volume of enquiries and correspondence received by the Council regarding transport matters concerns the lack of parking space or impact of on street parking. As a consequence the Council has an ongoing rolling programme of works to manage borough parking issues.

Parking issues are constantly under review and issues assessed and prioritised and agreed programmes of CPZs and parking management schemes are identified in LIP2. The programme is reviewed annually and changes to the plan are agreed with the Portfolio Holder. The latest programme can be seen by looking at the minutes from the February TARSAP¹ meeting in any given year on the Council website. The capital funding for this programme is also agreed on an annual basis. Where possible, additional Section 106 funding from developers contributes to the implementation of local schemes within this programme.

The main factors that influence the programme are:

- Local residents' demand for improved parking management
- Local parking problems

¹ TARSAP – Traffic and Road Safety Advisory Panel

- Date of last review for the area (if applicable)
- Coordination with schemes in neighbouring authorities
- Staff funding and resources

4.2 Reviewing existing regulations

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

- The Emergency Services
- Refuse collection services – access issues
- Schools
- Businesses and individuals
- Local petitions
- Councillors

Depending on the nature and scope of the request, locations are considered for review and a programme of priority works are developed and agreed with the Portfolio Holder.

4.3 Car parks and charges

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.

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 and also in the *Parking in Harrow* booklet. This booklet also provides information on the costs, operational hours and number of disabled parking spaces available at each car park.

Car parking charges across the borough are set according to the location of the car park. There are four different cost rates across the borough and rates are set depending on the extent of shopping characteristics, available car parks, existing public transport links and existing leisure facilities. The physical condition of the car parks and their perceived safety is also taken into account.

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.

4.4 On-street Parking

The majority of streets in the borough have no parking controls. Regulated on-street parking spaces are primarily permit parking bays, loading bays and Pay and Display bays, although some free bays are also available.

4.5 Controlled Parking Zones (CPZs)

The introduction of Controlled Parking Zones enables the Council to balance the parking needs of residents, businesses, visitors, utilities etc. and is a fundamental component of national, regional and local transport policies. CPZs are areas where permitted parking areas are designated by regulation, all other areas having yellow lines. Some of these areas can be designated for residents and become resident parking schemes. CPZs do not need to

incorporate a residents' parking scheme. They can contain just yellow lines or can be combined with permit restricted parking.

CPZs also allow the introduction of "resident permit restricted" developments. This is in line with the strategy of reducing car-parking provision at sites well served by public transport. This means that new developments are not eligible for parking permits and cannot provide parking to meet demand.

If no CPZ were operational, the objective of restraining car use would be undermined, as residents would simply park on-street and subsequently this would result in a deterioration of safety and amenity standards.

Controlled Parking Zones are introduced to:

- Ensure adequate access and safety standards are maintained;
- Manage competing demands of different road user groups;
- Ensure a balance in parking provision between vehicles required for residents, people with disabilities, servicing vehicles etc in residential areas;
- Reduce traffic congestion and make essential vehicle journeys easier;
- Manage available parking space to ensure convenient short term parking is available for shoppers and visitors;
- Encourage use of more sustainable means of transport; and
- Ensure adequate access is maintained particularly for emergency vehicles

CPZs have clear strategic and local advantages. However, they are only introduced following local consultation and after community support has been demonstrated through local consultations.

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
- Opportunities for and implications for dual-use of parking spaces
- Convenient parking provision for delivery and service vehicles
- Parking for medical practitioners on call
- Shared use bays specifically to benefit health care workers
- Business permit requirements
- Signage
- Restraint on traffic growth by reducing available commuter parking
- Appropriate parking spaces for car clubs

4.5.1 Controlled Parking Zone Regulations

The following regulations are applicable to all CPZs:

4.5.1.1 CPZ Signage

To provide further transparency in restrictions and consistency with best practice, for all permit parking bay signs in new CPZs, the hours of operation will be displayed. Existing permit bay parking signage will be replaced as finances permit.

4.5.1.2 *Vehicle size limits*

All new Traffic Management 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.

4.5.1.3 *Vehicle crossing parking*

With the exception of one small cul-de-sac, parking is not permitted in front of crossovers within the Borough's CPZs. Crossover parking is only implemented where consultation shows a majority in favour of its adoption. In the existing case where vehicle-crossing parking is permitted the restriction is for 24 hours. This regulation is necessary to ensure that the Council can enforce against contraventions at all times.

4.6 Footway and verge parking

Parking on footways and verges causes additional maintenance costs, environmental damage, risk of infrastructure damage and is obstructive to pedestrians, blind people, people with mobility difficulties and to people with pushchairs. Parking is therefore only allowed where there is a signed exception. There are very few such locations within the borough.

Alternatives to footway and verge parking, such as limiting parking to one side of the road only (either voluntarily or by restriction) or one-way systems are considered before allowing footway or verge parking. A prioritised list of roads for consideration of footway parking is maintained. This is regularly reviewed and amended where appropriate.

- The normal minimum footway width is 1.5m where pedestrian movement is low. However, 1.2m may be acceptable in exceptional circumstances such as extremely narrow roads, short cul-de-sacs etc. with particular parking difficulties;
- The normal minimum "running" width is 4.1m where residential roads are lightly trafficked; however 3.5m may be acceptable for short lengths of road with little or no through traffic;

Grass verges where exemptions are to be permitted will be strengthened to prevent damage to the surface and to protect underground services.

4.7 Local safety parking schemes

There are a number of locations in the borough where the existing parking restrictions are not sufficient to stop obstructive or dangerous parking that compromises safety or reduces necessary street access particularly for emergency services and refuse vehicles. To address this, the borough has undertaken to introduce a very localised programme of predominantly small scale double yellow line schemes, mainly at junctions and bends, where refuse vehicles and the emergency services have reported persistent access difficulties. These locations have frequently been the subject of site meetings between officers and councillors. The list of locations is frequently reviewed and a programme agreed at TARSAP meetings.

4.8 Parking for people with disabilities

There are just under 10,000 blue disabled parking badges on issue to borough residents. These are issued through Harrow's concessionary travel team and are issued to those receiving the high rate mobility component of Disability Living Allowance benefit; those registered blind or those receiving war pensioners mobility supplement allowance. 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.

There are approximately 200 designated on-street disabled 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 spaces in council off-street car parks.

Blue badge holders can park for up to three hours on all single yellow lines within the borough. 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.

4.8.1 Disabled persons parking space criteria

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 3 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 or space that could be reasonably made available for parking (eg. a front garden of sufficient depth for conversion and provision of a vehicle crossover).
5. Ability to park on-street is a major problem for most of the day.
6. Annual confirmation of need required (to be carried out by the Traffic Management Section in conjunction with Adult Care Management and Children's Services if necessary).

4.9 Motorcycle parking

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.

There are currently 10 bays for designated motorcycle parking across the borough. These can accommodate between 4 and 12 motorcycles each. Consideration will be given to increasing the number of designated spaces as new CPZs are introduced and reviewed. The locations of highest demand outside of the CPZ and town centre are motorcycle shops within the borough. These provide their own off-street parking for motorbikes. Motorcyclists are not charged for parking in either pay and display bays or in resident bays in CPZs. Outside the CPZs there is adequate infill space for necessary parking. The borough does liaise with motorcycle groups and responds sympathetically to requests for additional parking.

4.10 Loading bays

The economic viability of many businesses is dependent on the ability to deliver and receive goods. To support such activities, loading bays are provided. These are located where there is strong competition for use of the available on-street space. These bays are not restricted to goods vehicles. The bays also prevent delivery vehicles circulating roads, thereby contributing to traffic congestion and pollution, while looking for suitable parking.

Continuity of unloading/loading is required to stop in these bays. However, the Council does accept that the activity can include the time taken to complete the connected paperwork or store hazardous materials. Parking in loading bays is strictly prohibited and enforced.

5.0 Permits

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

There are 4 different zone cost rates for parking in borough controlled parking zones. These are set according to the local extent of shopping characteristics, available car parks, existing public transport links and existing leisure facilities. Costs for each zone are shown on the Council website.

This section of the plan details the types of permit available and how they are used.

5.1 Types of permits available

Permits are issued to allow vehicles to park in parking bays in CPZs in the borough and avoid receiving a Penalty Charge Notice (PCN). Permits are made available for residents, visitors, carers, health care workers, doctors and schools.

5.2 Vehicle Excise Duty

All parking permits are only valid if a valid Vehicle Excise Duty certificate is displayed.

5.3 Unpaid Penalty Charge Notices

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

5.4 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.

5.5 Green vehicles policy

To encourage use of "greener" vehicles, owners of green vehicles are not charged for resident or business parking permits; however they still do need to display their permit. Information as to what constitutes a green vehicle is provided on the Council's website.

5.6 Residents

Residents living with 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.

5.6.1 Permit Costs

Costs of resident parking permits increase for 2nd and 3rd cars and additional cars in order to discourage car ownership and use.

The cost of resident parking permits for greener vehicles is free and the definition of greener vehicles is provided on Harrow's website.

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

5.6.2 Eligibility

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

- 1 a proof of residency; and
- 2 a 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

5.6.2 New Residents

Where new residents are unable to meet some or all of the proposed criteria, an option for a single, one-month resident 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.

5.6.3 New vehicle

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.

5.6.4 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.

5.7 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, month and period validates the permit. It must be displayed so that the validation can be seen clearly from the outside of the vehicle, on the dashboard near the tax disc with the scratched panel facing up.

Permits expire if not used within three years.

5.8 Doctors

Some doctors' surgeries are located in places where doctors who are required to be on-call find that the time they spend reparking their car on return to their surgery impacts on the time available to effectively treat their patients which is considered by the Council to be a critical community service. To obviate the time they spend searching for parking spaces at their surgeries, the Council issues doctor parking permits. These are only available for doctors' surgeries located in Controlled Parking Zones and only issued under specific conditions.

Permits are not issued for individual doctors but are shared between all doctors who are on-call at the surgery. The permits allow doctors to park in resident 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.

Doctors 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.

The cost of these permits is set at the same rate as that of business permits in the same CPZ.

5.9 Carers

In order to help residents in receipt of disability benefit or attendance allowance, the Council can issue a single visitor permit chargeable (at the same rate as a resident's permit) that is renewed on an annual basis and that they can then use for visiting care workers. This permit is also available to senior citizens who need it. This permit is postcode specific.

5.10 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 not specifically identifiable as a health care permit. The healthcare parking permits allow holders to park in permit bays in controlled parking zones 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 also available to General Practitioners but is not issued to professions where times of visits can be arranged to suit the parking restrictions available such as occupational therapists or to social workers.

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

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 doctors 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

There is an administrative charge only for these permits.

5.11 Schools

A maximum of two resident type permits are issued to schools that have inadequate off-street parking facilities, so long as they have developed a school travel plan. Where more than one school is situated at a single site only 1 permit will be issued to each school. These permits are issued at no cost.

5.12 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.

5.13 Business permits

On-street parking permits for businesses that show demand are being extended to all CPZs as they are reviewed. All business permits are zone specific and allow business permits holders to park in resident permit bays in the zone of their issue. When the CPZ review takes place, the matter of allowing business permit holders to park in selected Pay and Display bays is also considered. The Council's website provides information as to which CPZs currently allow business parking permits.

The cost of business permits vary between zones because of the importance of different locations. E.g. Harrow town centre parking is at a premium as spaces are limited.

In order for a business to apply for a permit, the business address and the original vehicle ownership documentation must be supplied.

Business permits are issued solely for business operational purposes.

Applications for 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.

Quarterly and half yearly permits are available. The additional cost for the higher administrative burden on council staff on processing the applications is included into the pricing structure. Business permits are vehicle specific to avoid the possibility of misuse and fraud.

Business parking permits are offered at a reduced rate for greener vehicles.

5.14 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.

5.15 Health Emergency Badge Scheme

Similar to all London Boroughs, Harrow Council participates in the Health Emergency Badge Scheme (HEBS) operated by London Councils. The aim of the scheme is to assist parking for those persons involved in urgent emergency health care away from their normal base. Badges are issued to doctors,

nurses, midwives and health visitors; they are not issued to other paramedical professions such as physiotherapists, chiropodists and occupational therapists. HEBs allow holders to park on yellow lines only and only for the purposes of urgent emergency health care visits away from their normal base 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 life saving 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.

5.16 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. They are issued because there are some occasions when the existing regulations are simply unworkable.

Dispensations to parking regulations are issued for tradesmen's vehicles that are required, for a specified temporary period, to assist residents or businesses in servicing their properties. Dispensations are valid for a maximum of four weeks, may be used for parking in a resident's bay or on single yellow lines and must be clearly displayed in the vehicle.

The dispensation displays the vehicle registration and is not transferable.

Dispensations are issued to the resident or tradesperson at the Civic Centre 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, visitor's permits rather than dispensations are recommended. The types of work where dispensations may be granted include: building works; glazing; site access; removals; large deliveries; and tree surgery. Before a dispensation is issued, a Council Officer must be satisfied that no reasonable alternatives for parking exist.

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 is issued at the discretion of a Council Officer.

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

6.0 Enforcement

6.1 Rationale

Traffic law and regulations are put in place to protect road users and support different types of environments such as industrial, residential, retail etc. Enforcement needs to be targeted and to be proportionate to be respected. It also needs to be an effective and efficient deterrent. The use of Civil Enforcement Officers, hand held technology, fixed and mobile enforcement cameras, appropriate regulations and suitable publicity are all vital components of any enforcement strategy.

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. This is increasingly essential across all of London as the growth in demand for parking spaces outstrips the supply. Harrow Council is no exception to this and the forecast growth in car ownership indicates the problem will not diminish.

Dangerous and inconsiderate parking affects the safety and convenience of both drivers and pedestrians and only through effective enforcement can this be addressed. Pavement parking affects the safety and convenience of pedestrians and 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.

6.2 Clamping and removals

Harrow Council does not clamp or remove cars from the roads under Parking Enforcement legislation. However the borough does notify bailiffs of a cars whereabouts when a payment of a contravention remains outstanding. The outstanding debt is then notified to the County Court. Bailiffs have legal powers to clamp and remove vehicles and will do so unless the outstanding debt is satisfied by alternative means. Vehicles are clamped on roads in the borough when the DVLA carry out enforcement against untaxed vehicles. The Council will also take steps to remove vehicles from the Public Highway that it has reason to believe have been abandoned (See 6.6 Abandoned vehicles).

6.3 Bus lane enforcement

Harrow Council signed up to a Service Level Agreement with TfL in February 2002. This enables increased level of enforcement on bus lanes along selected bus routes. The agreement ensures that there is no financial loss to the Borough by directing enforcement resources towards roads with busy bus routes. This has enabled additional cameras to be used for enforcement on bus lanes in the Borough. In addition it has enabled the Council to employ additional parking attendants. Harrow Council and TfL enforcement divisions meet regularly to review the level of enforcement required.

6.4 Parking across dropped kerbs

Part 6 of the Traffic Management Act 2004 allows the Council to enforce against vehicles parking across dropped kerbs. The Borough uses these new powers of enforcement at drop kerbs e.g. at junctions throughout the Borough.

With regard to vehicles parking across household driveways, a Penalty Charge Notice can only be issued if requested by the occupier of the premises. Also the driveway must be on residential premises and not shared by other premises and there must be an authorised dropped kerb.

6.5 Misuse of blue badges

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.

Joint operations between Harrow Council officers and police Safer Neighbourhood Teams are proactive in identifying disabled blue parking badge misuse. Where misuse has been identified, offenders have been prosecuted for the fraudulent use of the badge. Prosecutions are publicised in order to discourage similar behaviour.

The maximum fine for someone convicted of misusing a blue badge is £1,000 plus any additional penalty for the related parking offence. However if the offender is prosecuted under criminal laws for fraud then the fine can be unlimited.

6.6 Abandoned vehicles

Vehicles considered abandoned by council officers are issued with a formal notice requiring the removal of the 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
- it is causing an obstruction.

If the vehicle remains unclaimed after the relevant time period, the vehicle is 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 destruction.

6.7 Untaxed vehicles

The DVLA are responsible for dealing with untaxed vehicles. However the Council works in partnership with the DVLA to report any untaxed vehicles that enforcement officers come across during their daily patrols. Notification of any untaxed vehicle is sent to the DVLA for their enforcement action. On certain occasions, the Council will also work in partnership with the DVLA who wheel clamp or remove untaxed vehicles. Untaxed vehicles should be reported to the DVLA in the first instance.

6.8 Persistent Evaders

The wide range of traffic contraventions now enforceable by camera across London has resulted in an increase in the identification of persistent evaders London-wide. This is a growing problem and likely to increase as more contraventions become enforceable through the civil process. The majority of persistent evaders are vehicles that are not taxed and the DVLA have no current keeper recorded against them. The Council does advise 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 Londonwide methods including contributing to the London Council's Persistent Evader Database.

6.9 PCNs

PCNs issued by Harrow Council are in charge band B. The band relates to the charge for PCNs issued in the borough. The cost of PCNs in the borough is provided on the Council's website. The cost is reduced to 50% if paid within 14 days.

6.10 Parking Revenue

Information on recent parking and revenue account is provided on the Council's website.

Parking revenue, the receipts from enforcement and on-street parking, can only be spent on sustainable transport-related improvements within the borough or to help fund Freedom Passes for the elderly and those with mobility difficulties.

7.0 Operational arrangements

7.1 Managing enforcement

Parking enforcement operations are implemented by civil enforcement officers using hand held technology as well as mobile and static enforcement cameras. The overall aim of enforcement is to increase compliance with parking and motoring restrictions. The purpose of issuing Penalty Charge Notices is to dissuade motorists from breaking regulations. The objective of the enforcement regime is to achieve 100 per cent compliance, with no penalty charges issued.

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 mere 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.

7.2 Hand held technology

The cameras used by civil enforcement officers enable those in receipt of penalties to view their offence over the Internet. This provides an immediate service to the motorist and also reduces the need for unnecessary PCN appeals.

7.3 Civil enforcement officers

To run an effective parking enforcement operation, civil enforcement officers are trained to be professional and efficient. They must be able to be firm, but remain sensitive and tactful, employing common sense and patience in what can be a difficult work environment.

Performance of enforcement officers in the borough is not based on the number of PCNs issued. The main objective of all civil enforcement officers is to ensure traffic and parking controls are observed and enforced in a fair, accurate and consistent manner.

7.4 Patrol frequencies

Enforcement is not uniform across the Borough, but targeted to tackle the location needs as well as to help in the smooth running of all traffic but in particular buses. In general, busy town centre roads are patrolled more often than roads in residential areas. High frequency bus routes are also patrolled more often than other roads.

The frequency of patrols in different areas is regularly reviewed to ensure that the enforcement on the street delivers the aims of this plan.

7.5 Camera enforcement

Enforcement using closed circuit television (CCTV) and mobile units is used for waiting, loading and traffic contraventions to improve compliance with the restrictions across the borough. CCTV enables these restrictions to be enforced correctly and even-handedly.

CCTV contraventions are similar to any PCN that may be placed on a vehicle except that the PCN is sent by post to the address of the registered vehicle keeper.

The locations where CCTV is used are prioritised in order to concentrate on those locations that cause the greatest impact on traffic flow or the greatest inconvenience to other highway users.

Harrow Council is signed up to a CCTV Code of Practice regarding use of cameras for enforcement. This is available on request from parking operations at Harrow's civic centre. Video recordings of

contraventions enforced by CCTV are available for viewing in accordance with this Code of Practice and Data Protection Act requirements.

7.6 Publicity

To enable better understanding of regulations, the Council publishes a Parking in Harrow booklet. This explains some of the regulations and contains information on permits, Penalty Charge Notices, Controlled Parking Zones and also contains maps of the current Controlled Parking Zones within the borough. Maps provided also show locations of disabled parking bays, motorcycle parking bays and car parks. This booklet is available from the Council but also is available on the Council's website. The booklet is usually updated each year.

The Council's website contains further information regarding parking regulations:

- Maps of all Controlled Parking Zones and the hours of restrictions
- Information on Penalty Charge Notices and challenging penalties
- Costs of all types of permits

8.0 Glossary

Terminology used throughout this report includes the following:

CCTV Closed Circuit Television
CPZ Controlled Parking Zone
DVLA Driver and Vehicle Licensing Agency
HEBS Health Emergency Badge Scheme
PCN Penalty Charge Notice
VRD Vehicle Registration Document