

London Borough of Newham Parking Policy and Procedures



October 2020 (amended November 2020 & July 2023)

Table of Contents

1	Introduction	1
1.1	Parking in Newham	1
1.2	Newham Context	1
1.3	Parking as a Policy Tool	2
1.4	Policy Framework	3
1.5	Scope of Document	6
2	Powers, Responsibilities & Objectives	7
2.1	Context	7
2.2	Council Powers and Responsibilities	7
2.3	TfL Powers and Responsibilities	8
2.4	Managing Demand	9
2.5	Delivering 'Healthy Streets'	10
2.6	Promoting Road Safety (Vision Zero)	10
2.7	Parking Policy Objectives	11
2.8	Parking Hierarchy	12
2.9	Parking Penalty Charges	13
2.10	Parking Income	13
3	Resident and Industrial Parking Zones (RPZs and IPZs)	14
3.1	RPZs and IPZs to Manage Demand	14
3.2	RPZ and IPZ Background	15
3.3	RPZ and IPZ Procedures	16
3.4	Staged Approach	17
3.5	Permit Issue for Parking Within Newham	19
3.6	Parking Permit Eligibility Criteria	19
3.7	Virtual Permits and Parking Wallets	20
3.8	Visitor Parking Permits	21
3.9	Sub-divided Properties and Multiple Occupancy	22
3.10	Car Free Developments	22
3.11	Additional On-Street Parking Permits	22
3.12	Suspensions	23
3.13	Large Vehicles	23
3.14	Dispensations	24
3.15	Temporary Prohibitions and Waiting Restrictions	24
3.16	Mandatory School 'Keep Clear' Marking	24
3.17	Parking at Schools and Nurseries	25
3.18	Waiting and Loading Restrictions in Cycle Lanes	25
3.19	Waiting and Loading on Transport for London Road Network Red Routes	25
3.20	Loading Bays to Service Businesses	26
3.21	Review of Waiting and Loading on Borough Roads	26
3.22	On-Street Paid for Parking	26
3.23	Parking for Disabled People	27
3.24	The Blue Badge Parking Scheme.....	27
3.25	Parking Bays for Blue Badge holders	29
3.26	Health Emergency Badge.....	29
3.27	Parking Facilities for Doctors	30
3.28	Parking for Teachers	31
3.29	Car Club Spaces	31

3.30	Powered Two-Wheelers	31
3.31	Footway Parking	31
3.32	Lorry and Coach Parking	32
3.33	Electric Vehicle Charging Points	33
3.34	Parking During Major Religious Festivals.....	33
4	Parking Enforcement	34
4.1	Enforcement Duties and Principle	34
4.2	Exemptions from Parking Controls	34
4.3	Penalty Charge Notices (PCNs)	35
4.4	Observation Policy	35
4.5	PCN Processing, Representations and Appeals	35
4.6	Removals	36
4.7	Abandoned Vehicles, Untaxed Vehicles, Vehicles for Sale, Structures & Obstructions	36
5	Off-Street Parking	37
5.1	Car Parks	37
5.2	Council Estates	38
6	Parking Standards	38
6.1	Standards Applied	38
6.2	Parking in Gardens and Crossovers	39
6.3	Provision of Access Protection Markings	39
6.4	Cycle Parking Standards	39
Appendix A	Permit Types, Charges and Eligibility Criteria	40
Appendix B	On and Off-Street Charges and Penalty Levels	43
Appendix C	PCN Observation Policy	45
Appendix D	Parking Enforcement Removal Policy	48

1 Introduction

1.1 Parking in Newham

- 1.1.1 Parking affects almost everyone that lives in, works in or visits Newham to some extent. Whilst our road networks have grown very little in recent years, the competing demands for road space for use by pedestrians, cyclists, motor vehicles, resident-led events and parking have grown exponentially.
- 1.1.2 With the targets for growth in homes and employment opportunities that Newham is set to deliver within the context of the GLA London Plan, this Parking Policies and Procedures Document, and its emerging action plan, respond to the challenges posed and will deliver effective and safe parking infrastructure and management in the borough.
- 1.1.3 It also complements and supports other local strategies and policies including our Corporate Plan, the Air Quality Action Plan, the Local Plan, the third Local Implementation Plan (LIP) and the council's emerging Public Health and Wellbeing and Sustainable Transport Strategies. At a regional level, it supports the London Mayor's Transport Strategy and the London Environment Strategy.

1.2 Newham Context

- 1.2.1 The urban traffic infrastructure in Newham was largely laid out in times when current levels of car use were not anticipated, and the harmful effects of air pollution were as yet still unknown. In fact, many of our roads were set out with only horse-drawn vehicles as the anticipated traffic. However, car use has increased 10-fold over the past 50 years. The Department for Transport (DfT) has advised that road traffic is projected to grow faster than car ownership, by 25% over the next 20 years.
- 1.2.2 The UK has 30.6 million cars and 4.4 million light vans, transporting some 670 billion passenger kilometres (2017 data – source: DfT), in some 47 billion journeys per annum. A parking space, either on the public highway or otherwise, is required at the beginning and the end of each car journey. Parking management is thereby a key factor in managing congestion, sustainability, liveability and economy.
- 1.2.3 Parking management is a significant lever in influencing car ownership and use. It therefore has a very important role to play in addressing the borough's air quality and public health challenges. Many elements of car ownership and user costs are already being used to influence behaviours, including road tax, diesel fuel duty and differential congestion charges. These are national or regional schemes administered above the local authority level.
- 1.2.4 The National Clean Air Strategy 2019 devolves responsibility for further reducing emissions mainly to a local level. The national targets, such as the aim of 50-70% of new car sales being Ultra Low Emissions Vehicles (ULEV) by 2030, require local authorities to develop the enabling support infrastructure. The London Mayor's regional proposal to extend the ULEZ from central London out to the North and South Circular Roads in October 2021 will also require local actions on the part of those Boroughs that will be affected.

- 1.2.5 Air pollution is directly associated with cars and other vehicles and is the major single contributor to poor air quality in Newham, with 14% of the Borough's population exposed to higher levels of Nitrogen Dioxide (NO₂) than European Union (EU) limits recommend. The town centres of Canning Town, Stratford, East Ham and Forest Gate all experience NO₂ levels above this guide value, while the entire Borough exceeds the World Health Organisation (WHO) guide value for concentrations of particulate matter (PM_{2.5}). It is a very serious public health issue, which impacts most on our vulnerable young people and the elderly.
- 1.2.6 Newham currently has the unenviable record of the highest rate of under 18s with a prescription for asthma medication and the second highest number of asthma deaths in London. 7% of premature deaths in Newham are linked to air pollution.

1.3 Parking as a Policy Tool

1.3.1 The average car is parked at home for about 80% of the time, parked elsewhere for about 16.5% of the time, and is actually only used for the remaining 3.5% (source: RAC). Parking management measures typically operate by designating or moderating the provided space and through an applied parking time and charges structure.

1.3.2 Motorists can respond to the measures by:

- Parking in a place that best suits personal needs,
- Parking in a different location with more space or lower charges, but maybe further to walk,
- Parking for a different length of time,
- Making use of parking discounts, such as changing vehicle to benefit from emission-based pricing,
- Changing the time of travel to avoid restrictions,
- Changing the mode of travel,
- Changing the destination, or
- Abandoning the journey.

1.3.3 Although parking management is an important lever, its limitations must be recognised:

- The local authority can only influence policies in publicly controlled parking spaces and cannot influence trip making if the vehicle is parked privately at both the origin and destination,
- Parking cannot take into account the origin and destination of the journey and therefore distance travelled (and potential congestion and pollution caused),
- Non-permit parking fees are dependent upon the length of the parking period, which can be inversely proportional to the total amount of parking related travel, and
- Studies indicate that the readiness to pay parking charges is greater than the readiness to pay a congestion charge or road toll – i.e. parking charges are under certain conditions the weaker influencer. However, in the absence of these other options it is the only influencer available at the local authority level presently.

- 1.3.4 However, parking controls will contribute to the control of congestion and emissions, and the implementation of emission-based charging permits has been demonstrated to positively influence the composition of the vehicle fleet towards greener vehicles.
- 1.3.5 'Home parking' and 'destination parking' should be considered separately. Resident permits are generally associated with home parking. Business permits, paid bays and off-street car parks are generally associated with destination parking.
- 1.3.6 The main objective regarding 'home parking' is not restrictions to trip-making (which are difficult to control from the origin), but rather to address car ownership – both in terms of owning a vehicle or not, but also in terms of which vehicle to own – which can be influenced by differential charging for permits based on emissions or vehicle type. Therefore, home parking is largely about influencing the ownership and the emissions of vehicles.
- 1.3.7 On the other hand, destination parking cost and availability are significant influencers on travel mode decisions (being the destination). Destination parking therefore also influences local congestion and the quality of the pedestrian and cycling environment. However, in some cases, the provision of destination parking is important economically, such as in under-performing town centres.
- 1.3.8 Put simply, all cars in fact take up parking space, cause congestion and create a hostile environment for cyclists and pedestrians, regardless of their emission levels and fuel type. Emission-based permit charges are therefore not the full solution to reducing congestion and making road space more attractive to walking and cycling, despite their ability to influence emissions. General parking restrictions and a supporting charges structure are also required in tandem to achieve this and to form a coherent parking strategy that seeks to meet our external and corporate policy objectives.

1.4 Policy Framework

National Policy

- 1.4.1 The National Planning Policy Framework (NPPF) sets out the national policy in relation to parking standards for new development. This replaces both Planning Policy Statements (PPS) and Planning Policy Guidance (PPG) including PPG13 covering transport matters. The NPPF seeks to promote sustainable transport and recognise its contribution to wider sustainability and health objectives.
- 1.4.2 The NPPF provides more flexibility, and similarly states that the following factors should be considered if Local Authorities choose to set parking standards:
- The accessibility of development;
 - The type, mix and use of the development;
 - The availability of and opportunities for public transport;
 - Local car ownership level;
 - An overall need to reduce the use of high-emission vehicles.

Regional (London) Policy

- 1.4.3 The Greater London Authority (GLA) London Plan (draft 2019)) sets out the overall strategic plan for London which incorporates an integrated economic, environmental, transport and social framework for development in London over the next 20-25 years. Local Plans prepared by Boroughs must be in conformity with the London Plan.
- 1.4.4 The Mayor of London's Transport Strategy (MTS) contains proposals for improving the transport system in the Capital over the coming years. Each London borough is required to have a Local Implementation Plan (LIP), setting out its own strategy for implementing the Mayor's proposals in the local area.

Local Policy

- 1.4.5 The council's spatial vision and development policies are set out in the Local Plan. It addresses needs and opportunities across a number of themes, including housing, the economy, community facilities, infrastructure, and the environment.
- 1.4.6 The Local Plan is the starting-point for considering whether planning applications can be approved. Along with the London Plan it forms the Development Plan against which individual applications for development are assessed.
- 1.4.7 There are a number of specific policies in the Local Plan which relate to transport, and which consequently are also relevant to parking:
- Policy INF1 - Strategic Transport
 - Policy INF2 - Sustainable Transport
 - Policy INF5 – Centre Hierarchy
 - Policy INF6 – Green Infrastructure
 - Policy INF8 – Community Facilities
 - Policy INF9 – Infrastructure Delivery
- 1.4.8 The council's LIP to implement the MTS within its area while also responding to the local transport and health concerns and aspirations of residents, businesses and visitors sets outcomes including:
- Delivering Healthy Streets' outcomes on London's streets,
 - Promoting at least 20 minutes of active travel each day to stay healthy (currently only 27% of Newham residents achieve this)
 - 80% of journeys in London to be made by sustainable modes, namely walking, cycling, public transport by 2041 (each Borough has its own target - currently Newham is at 72% and the 2041 target is 83%)
 - Reduce car ownership in London (the required Newham reduction is 10,000 fewer cars owned by 2041)
 - Reduce the volume of traffic in London (the required Newham reduction is 15% by 2041 from 914 million vehicle kilometres per year to 769 million.)

- 1.4.9 These are incorporated into the Newham LIP (LIP3) with associated targets. The MTS also states that Traffic Reduction Strategies should be developed at a borough level as part of LIPs, with the aim of reducing car and freight traffic levels across London. Management of the supply of parking is a key means of influencing travel behaviour and ensuring physical space for alternative modes.
- 1.4.10 The level of Newham residents who regularly travel by active methods (walking and cycling) is lower than in our neighbouring boroughs. Only 27% of Newham residents undertake the minimum 20 minutes of active travel each day needed to stay healthy. One in three children living in the borough are now overweight and two in three adults are overweight. Less than 3% of easy to cycle journeys are made by bike, which is currently among the lowest cycling mode share of all London boroughs. However, the strategic walking and cycling analyses undertaken by Transport for London (TfL) reveals that some areas of Newham have very significant potential for increased active travel.
- 1.4.11 The LIP therefore acknowledges that a significant change in the transport mix will be required if we are to address our air quality, health, activity and growth challenges, both collectively across the capital, and locally in the London Borough of Newham.
- 1.4.12 A combination of physical measures and other initiatives will be required at a Borough level, supplemented by significant investment in other Borough projects public transport network improvement by others, notably TfL.
- 1.4.13 The LIP sets out a costed and evidenced programme of schemes and complementary initiatives that, together, will seek to deliver the outcomes required of the MTS, and meet the performance targets for 2021 and 2041 set for the Borough by TfL.
- 1.4.14 The LIP states that the council has limited means to force residents, businesses or visitors to change their travel behaviour and currently has no real intention to do so – instead improvements, enabling and incentives are proposed in the LIP, along with education and other campaigns, that will make active and sustainable transport a far more attractive and viable proposition for our residents than at present.
- 1.4.15 However, the discouragement of non-essential vehicle trips, where these vehicle trips cause air quality, safety and other adverse impacts on residential streets and near schools is also a valid mechanism to achieve the desired local objectives. This ‘discouragement’ can be in the form of traffic calming measures, through traffic reduction, road closures (both timed and permanent) and the control of parking (at both origin and destination).
- 1.4.16 The LIP sets out our four key themes, or transport objectives for the Borough:
- A Healthier and Safer Newham
 - A Cleaner and Greener Newham
 - A Newham Transport System Accessible and Viable for Everyone
 - Planning for Newham’s Transport Future
- 1.4.17 The preparation of the LIP document has been informed by the requirements of the MTS, upon which the council’s transport funding from TfL is dependent, alongside an extensive engagement process with residents and key stakeholders comprising Citizens’ Assembly

Events, Highways, Transport and Parking Forums and an innovative on-line consultation involving the POLIS engagement platform.

1.4.18 The council's policies have been developed and reviewed in support of its wider Corporate priorities. These are:

- **Priority 1: Bright futures** - supporting children and young people's aspirations, keeping them safe and removing barriers to success
- **Priority 2: Building Communities** - a housing offer for residents that delivers more genuinely affordable homes in well-designed neighbourhoods
- **Priority 3: Community Wealth Building** - a strong economy that supports local businesses, nurtures talent and provides opportunities for all
- **Priority 4: An environment for all** - an attractive borough which encourages active lifestyles, social integration and civic responsibility
- **Priority 5: Quality of life** - improving our health and social care system so it works for Newham residents
- **Priority 6: An efficient and effective Council** - making Newham Council work better for everyone

1.5 Scope of Document

1.5.1 Parking is a very complex policy area. It is impossible for this document to cover all the situations that may arise in a definitive and detailed manner. Council staff will often need to use their professional judgement and legal knowledge to interpret the policies and procedures set out. They will always do this in a fair and open manner.

1.5.2 It should also be noted that any matters relating to parking are discussed and the outcome / way forward agreed by the responsible Corporate Director, in consultation with the Executive Member that holds the Portfolio responsibility for parking.

2 Powers, Responsibilities & Objectives

2.1 Context

2.1.1 Parking within Newham falls into six main categories:

- On-street parking
- Parking on Council (former Newham Homes) estates
- Public off-street car parking
- Private off-street car parking
- Off-street parking in Council car parks
- On-street parking on private roads

2.1.2 A number of public and private organisations are involved in setting parking policies and delivering parking services in the borough. It is sometimes unclear to the customer who is responsible for specific issues or activities.

2.2 Council Powers and Responsibilities

2.2.1 In summary, the council has powers to:

- Allocate road space for parking by specific users on borough roads
- Enforce parking restrictions on borough roads
- Set on-street parking charges on borough roads and off-street charges in the council's car parks
- Specify the amount of parking (including for cycles and disabled parking bay allocation) at new developments

2.2.2 The Road Traffic Regulation Act 1984 (RTRA 1984), places a duty on the council to secure the expeditious, convenient, and safe movement of vehicular and other traffic (including cyclists and pedestrians), and to provide suitable and adequate parking facilities on and off the highway. In particular, it provides the council with powers to control waiting and loading and to provide and charge for on and off-street parking. Subsequent Acts give the council additional powers to prohibit on-street waiting for all or part of the day and also to limit the duration of any permitted waiting. Restrictions may also be applied to prevent loading and unloading. Under the RTRA 1984, all on-street parking offences were regarded as criminal offences and subject to criminal law.

2.2.3 However, parking offences were subsequently decriminalised under the Road Traffic Act 1991. This enables local authorities to establish Special Parking Areas (SPAs), now known as Civil Enforcement Areas (CEAs). Within these areas, the local authority (or their representatives) can charge for and enforce all non-endorsable (decriminalised) parking restrictions. Further powers in this area derive from the London Local Authorities Acts 1996 and 2000, the Greater London Authorities Act 1999 and the Traffic Management Act 2004. The council is therefore responsible for on-street parking controls and their enforcement across all borough roads.

2.2.4 Using its powers, the council has introduced Residential Parking Zones (RPZs) and Industrial Parking Zones (IPZs) across the entire borough to protect resident and visitor parking and to 7 | Page

deter commuting. It has also developed a process to review the existing zones. RPZs are designed and delivered by the council's Highways and Sustainable Transport service and all new parking controls are reviewed regularly after their implementation. The Highways and Sustainable Transport service is also responsible for designing and implementing all other on-street/off street parking restrictions.

- 2.2.5 The council's customer service team are responsible for applying the policy based on the qualification criteria for all types of parking permits with the majority of transactions now being offered online to provide an easier and more efficient service to customers. All new permit applications will be issued on-line or via the council's Contact Centre with some additional assistance for non-digital customers available via local libraries. It is the responsibility of the Enforcement service for the enforcement and management of all parking, bus lane and moving traffic (banned turns etc.) contraventions. This is done via a team of enforcement operatives.
- 2.2.6 The Parking and Traffic Enforcement Service delivers the operational elements of parking in relation to the performance, operation and monitoring of the enforcement activities.
- 2.2.7 The Parking and Traffic Enforcement Service is also responsible for dealing with representations against penalty charge notices (parking 'fines') issued by civil enforcement officers on all roads other than Red Routes. If someone disagrees with the council's decision regarding their representation, they can apply to the London Tribunals, Environment and Traffic Adjudicators (ETA) This organisation provides a free (to the public) independent adjudication service for disputes about parking penalties and its decisions are binding on all parties.
- 2.2.8 Parking on council estates where it is not incorporated into the existing surrounding RPZ is managed by the housing managers responsible for managing and enforcing parking and, where appropriate, issuing parking permits. See Section 5.2 for more details.
- 2.2.9 The Blue Badge scheme provides special parking permits for people with disabilities. This is a European and National scheme, although the council issues the Blue Badges to local residents. See Section 3.24 below for more details on the Blue Badge scheme.

2.3 TfL Powers and Responsibilities

2.3.1 Transport for London (TfL) is responsible for parking on the Transport for London Road Network (TLRN) within the borough. On these roads, the Road Traffic Enforcement Officers (RTEOs) are responsible for enforcing most parking restrictions. The TLRN roads in the borough are:

- A13 - Newham Way and East India Dock Road (part)
- A117 - Woolwich Manor Way (south of Gallions Roundabout), Albert Road (east of Pier Road), Pier Road (south of Albert Road)
- A406 - North Circular Road
- A1020 - Royal Docks Road

2.3.2 Red Route controls apply on these roads and for approximately the first 30 metres of borough roads adjoining the TLRN roads. Queries about parking on the Red Routes should be directed to Transport for London.

2.4 Managing Demand

2.4.1 Newham residents own over 64,000 cars or vans. Based on this ownership, the level of demand for parking spaces for residents is greater than in many other parts of the country. Demand for parking also comes from people who work and trade in the borough and from visitors. If current trends continue, demand and consequently parking pressures will certainly increase.

2.4.2 However, only around 48% of households in Newham have access to a car. A large number of residents of the borough therefore depend on public transport, walking and cycling to get around. The proportion of people from Newham using public transport to travel to work is 63%, while the proportion travelling to work in a car or van is 22%.

2.4.3 It is estimated that the projected increase in the population of Newham could generate an additional 25,000 cars by 2026 – an increase of over 40%. If this demand is not managed by planning and parking policies, it will exacerbate existing pressures. The projected growth in employment space over the same period could provide in excess of 40,000 additional jobs in Newham, again leading to additional demand for car travel and parking space.

2.4.4 Parking policy is an important traffic demand management tool. There are a large number of commuters who drive into and through the borough, contributing to the high levels of traffic congestion that exist. However, as not all origins and destinations of traffic in Newham are located in the borough, a co-ordinated approach to parking across neighbouring local authorities is desirable to control commuter trips effectively. Traffic congestion is not only economically inefficient; it generates noise and air pollution, delays emergency vehicles and bus passengers, and detracts from the quality of life for local people.

2.4.5 Congestion and parking pressures are of increasing concern. Rapid economic development and improved infrastructure are driving increased congestion and parking pressure in Newham. This will only intensify further in the coming years with the eventual completion of Crossrail in 2021, as well as increases in housing supply and job growth. Newham has amongst the highest housing and employment delivery targets in the London Plan, and while new high-quality housing and jobs are welcome, we must ensure that existing residents and businesses are not adversely impacted. Good growth therefore requires supporting planning, transport and parking policies in order to be fully realised.

2.4.6 A Parking Policy which specifies the location and types of parking control help to further support the spatial and transport policies by ensuring that vehicles park in locations that do not obstruct or constrict junctions to improve traffic flows, reducing congestion. This also further aids road safety by improving visibility and keeping clear crossing points for pedestrians, particularly near schools or community facilities.

2.4.7 In addition, the times and operational controls applied to the parking controls can greatly

influence congestion by deterring certain types of vehicle or users from residential areas in favour of the primary, strategic routes. This can also have the effect of improving the general

safety and environment of the residential streets for the benefit of other road users such as pedestrians or cyclists.

2.5 Delivering 'Healthy Streets'

2.5.1 Excessive numbers of parked vehicles detract from the appearance and ambience of Newham's streets and make it more difficult for pedestrians and cyclists to get around. While the closest public space to most people's home is the road outside, that road is often dominated by vehicles – both moving and parked, and the use of that space by residents is severely constrained as a result.

2.5.2 Central to addressing this hostility of streets to those who live on them and use them is the concept of 'Healthy Streets'. The healthy street idea encourages the delivery of a wider range of outcomes from any improvement scheme than were previously considered. These wider outcomes from street interventions now include:

- Clean Air
- People Choose to Walk, Cycle and Use Public Transport
- People Feel Safe
- Not Too Noisy
- Easy to Cross
- Places to Stop and Rest
- Shade and Shelter
- People Feel Relaxed
- Pedestrians From All Walks of Life
- Things to See and Do

2.5.3 By their nature, these outcomes often conflict with the demands for parking space for vehicles, and in some cases the council may prioritise the delivery of wider street improvement outcomes over parking.

2.6 Promoting Road Safety (Vision Zero)

2.6.1 Vision Zero is a TfL initiative, fully endorsed by the council, to eradicate all deaths and serious injuries from the transport system by 2040.

2.6.2 The Vision Zero programme of action takes a Safe System approach, an internationally recognised approach to road danger reduction. The programme is designed to take account of these Safe System principles:

- People make mistakes, so our transport system needs to accommodate human error and unpredictability
- There are physical limits to what the human body can tolerate. Our transport system needs to be forgiving, so that the impact of a collision is not sufficient to cause fatal or serious injury
- All those with a role in designing, building, operating, managing and using our streets have a responsibility to reduce danger

2.6.3 All parts of the system must be strengthened in combination to multiply their effects, so that people are still protected if one part fails. In addition to the principles of the Safe System approach, the programme also employs a framework of interventions around five pillars of action:

- Safe speeds - encouraging speeds appropriate to the street
- Safe streets - designing an environment forgiving of mistakes
- Safe vehicles - reducing risk posed by the most dangerous vehicles
- Safe behaviours - improving the behaviours of people using our roads
- Post-collision response - learning from collisions and improving justice and care for victims

2.6.4 This approach will seek to deliver a 70% reduction in transport casualties by 2030 (with no-one killed in or by a London Bus), with a target of zero for 2040.

2.6.5 Newham's accident record on the transport system is not a particularly good one, with a number of areas of concern. In 2017, there were 1105 incidents on the transport system in Newham, resulting in 2 fatalities, 149 serious injuries and 956 injuries classified as slight. The incidents involved 230 pedestrians, 91 cyclists and 535 car drivers or passengers.

2.6.6 The council is committed to meet both national and London wide road safety targets. Parking controls are an important road safety tool. Vehicles which are considered to be causing obstruction or are parked in a dangerous manner can reduce sight lines, and are dangerous to all road users, especially vulnerable road users. Vehicles masking pedestrians' sight lines are one of the most common causes of road accidents in the borough. The emergency services, police and bus operators often express concerns about the impact that badly and illegally parked vehicles have on their services and ability to respond.

2.7 Parking Policy Objectives

2.7.1 Demand for parking space in Newham is very high and, in keeping with other parts of London, is therefore at a premium. In many areas the number of motorists wishing to park is far greater than the number that can be accommodated safely on the street. The limited amount of on street parking space in Newham means that the council often has to make complex and difficult decisions about how much parking space is allocated to competing types of user, and the charges that are made for the use of that space. To assist in making these decisions, the council considers and balances a number of parking objectives. They are to:

- Tackle the poor air quality and Climate emergency by influencing vehicular behavioural change
- Deliver a fair and equitable parking service
- Increase the number of journeys taken by walking, cycling or public transport.
- Prioritise the parking needs of people with disabilities, local residents, visitors of local residents, suppliers of goods and services, businesses and their customers
- Seek to reduce car commuting into the borough
- Ensure the safe and efficient flow of traffic particularly where this will benefit vulnerable road users, pedestrians, cyclists and bus passengers

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- Reduce the environmental and visual impacts of traffic and parking particularly in sensitive areas and to support a healthy streets agenda

- Reduce the environmental and visual impacts of traffic and parking particularly in residential and other sensitive areas
- Ensure that parking regulations are firmly and fairly enforced

2.7.2 The main tools that the council uses to achieve its objectives are:

- The allocation of on-street space in line with its 'parking hierarchy'
- The setting of fees and charges
- Enforcement of parking regulations
- Parking standards for off-street parking

2.7.3 As the local planning authority, the council can set parking standards or adopt those in the London Plan, and reject planning applications that exceed these standards. The standards applied to different types of development are shown in the London Plan (Draft 2019). The parking standards indicate the maximum number of parking spaces that are permitted for different sizes and types of development. The council may choose to limit parking provision more than indicated in the London Plan on a site by site basis, based on Public Transport Accessibility Level (PTAL) and a number of other factors as appropriate.

2.8 Parking Hierarchy

2.8.1 In practice, Residential Parking Zones are the most common way in which the use of on-street parking space is allocated. In general, residential demand can take up around 80% of the available space in a Residential Parking Zone. Any space that is left over after demand from disabled people and residents is met is allocated to meet the needs of priority uses. The parking hierarchy is as follows:

- Disabled people
- Residents
- Resident's Visitors
- Local Businesses
- Suppliers of goods and services including trades people
- Business customers and shoppers

2.8.2 In addition to the parking hierarchy above, consideration must also be given to the needs of other road users, such as cyclists and pedestrians, and also to the delivery of wider healthy street and other qualitative outcomes.

2.8.3 Safety will clearly also be a key determinant of how much on-street parking can be supplied and in which locations. The starting point for determining the number and allocation of parking spaces will therefore be the number of spaces that can be safely accommodated. These are distributed according to the hierarchy set out above, with consideration of wider resident aspirations for their street, other specific local circumstances including land uses, and any feedback provided during local consultation.

2.8.4 The council must also ensure that the use of parking space is managed effectively by setting charges at levels that will achieve an appropriate utilisation and turnover of spaces and aid the behavioural change required to tackle the poor air quality within the borough. Given the constraints on space, and the council's wish to tackle traffic volumes and congestion in the borough, policies are designed to deter certain types of user i.e.:

- People who park in the borough, but who continue their journey on foot or by public transport to a destination outside the borough
 - People who undertake short local car journeys in the borough that could easily be made by other modes
 - People who live in adjoining boroughs but who park in Newham’s streets to avoid controls in their own streets
 - People who commute into the borough to work
- 2.8.5 The implementation of parking controls to reduce commuter parking and vehicular conflict assists local businesses as well as residents. Moreover, obstructive and illegal parking can lead to delays to other road users including motorists. This is economically inefficient and makes it more time consuming and frustrating to move around the borough. It also adds to business costs.
- 2.8.6 Many businesses need somewhere to park in order to carry out their business. They need flexible and customer friendly parking policies that balance their needs against the other demands for on-street parking spaces.

2.9 Parking Penalty Charges

- 2.9.1 Penalty charge levels are set by London Councils in conjunction with the Mayor of London. The band in which the borough is situated dictates the levels.
- 2.9.2 Newham is a Band “A” authority and its penalty charge notice levels, as approved by London Councils and the Mayor of London, are set out in **Appendix B** to this document.
- 2.9.3 The primary purpose of penalty charges is to encourage parking and driving compliance i.e. penalty notices will not be issued if motorists observes the correct legislation relating to bus lanes and moving traffic locations.
- 2.9.4 The management and enforcement of parking space can generate a surplus income which is legally required to support expenditure on transport initiatives. This surplus will depend on the level of demand for parking, the charges applied, the level of compliance and the enforcement of controls.

2.10 Parking Income

2.10.1 The Road Traffic Regulation Act 1984 states that local authorities can only spend surplus parking income on traffic and transport measures. However, the Greater London Authority Act 1999 amended this legislation. It enables London local authorities to use any surplus parking income to implement the Mayor of London’s Transport Strategy. The Transport Strategy states that parking surpluses can be used to fund:

- Bus priority measures and other measures to improve bus services
 - Structural maintenance of bridges and roads
 - Healthy Streets areas identified in the Local Implementation Plan
-
- Environmental street improvement schemes
 - Interchange projects

- Measures to assist freight developed through Freight Quality Partnerships
- Complementing congestion charging
- Development of school travel plans and workplace travel plans
- Vehicle emissions monitoring and enforcement.
- Supporting concessionary travel for Borough residents (e.g. Freedom Pass, Taxicard scheme)

3 Residential and Industrial Parking Zones (RPZs and IPZs)

3.1 RPZs and IPZs to Manage Demand

- 3.1.1 There is simply not enough road space to safely and efficiently accommodate everyone who wishes to park or drive in Newham today or in the future. Furthermore, meeting demand would further increase traffic congestion with all the associated problems that this would bring.
- 3.1.2 The council must therefore make complex choices about the allocation and management of on-street parking space. In making these choices, the council has to balance the needs of some groups with others, or to take actions that some motorists do not support. The council aims to make things better for the majority of people whilst minimising inconvenience to others.
- 3.1.3 Safety will always be the overarching determinant of how much on-street parking can be supplied and where but the use of parking controls (and associated charges) is also a powerful tool in supporting the borough and the wider London Mayors Transport Strategy and agenda for improved air quality by encouraging behavioural change on car ownership and usage. The starting point for determining the number and allocation of parking spaces will therefore be the number of spaces that can be safely accommodated. These are distributed according to the council's parking hierarchy (see below), specific local circumstances including land uses, and any feedback made during local consultation.

3.2 RPZ and IPZ Background

- 3.2.1 Newham currently has 31 Residential Parking Zones (RPZs) and 5 Industrial Parking Zones (IPZs) covering the entire borough. These were introduced over a number of years to tackle some of the issues below.
- Increasing car ownership, resulting in pressure on residential roads particularly by commuters
 - Key venues, which were placing great demands on the network, including West Ham United Football Club and the ExCel Centre
 - High levels of parking stress near shops and restaurants, education sites, places of worship, schools, hospitals or rail, tube or DLR stations and businesses located away from residential areas
 - Pressure from developments including Westfield and the Queen Elizabeth Olympic Park and new residential developments

- 3.2.2 RPZs are considered nationally to be an effective way to manage the local roads in order to address issues such as traffic/parking congestion, access, safety and car borne pollution, subject to the majority of affected residents wanting them in the first place.
- 3.2.3 The council also needed to manage roads in industrial areas located away from busy town centres where businesses were experiencing difficulties with parking for their staff and visitors. The council introduced IPZs to allow free flow of traffic for deliveries and maintain provision for shared use parking in areas of safety.
- 3.2.4 For RPZs there is a hierarchy for the allocation of on-street space with priority being made for people with disabilities and residents as follows:
- People with disabilities
 - Residents
 - Residents' visitors
 - Local businesses
 - Suppliers of goods and services including trades people
 - Business customers and shoppers
- 3.2.5 The council must also ensure that the use of parking space is managed effectively by setting charges at levels that will achieve an appropriate utilisation and turnover of spaces, although for all residents within Newham, the cost of the parking permit per household within a RPZ is determined by the vehicle emissions. It must also ensure that any parking controls are fairly and firmly enforced.
- 3.2.6 In Newham the zones have helped to relieve parking stress, an issue that used to be reported regularly to councillors and officers by residents from many parts of the borough. However we continue to receive a number of requests for minor changes or reviews of operational matters, such as hours of operation, boundary change requests and localised parking bay alterations and operational controls.
- 3.2.7 With many parts of the Borough experiencing high levels of parking stress, and the prospect of this increasing with new development and Crossrail, it is important that the reviews of the parking zone controls continue to ensure they are operating in the most efficient manner, delivering the best most equitable parking provision possible whilst also being able to support the wider aims of the council to encourage and improve health and the environment for all users.

3.3 RPZ and IPZ Procedures

Parking Policies

- 3.3.1 Guidance to London local authorities on parking controls is part of the Mayor of London's Transport Strategy. This Strategy document requires London Boroughs to detail their parking policy in a Parking and Enforcement Plan (PEP) which forms part of each Borough's LIP and that the PEP should:

-
- Be comprehensive, including consideration of parking provision, charging regimes, on street controls and parking standards;

- Be co-ordinated and compatible with surrounding authorities;
 - Provide a clear strategy for effective enforcement;
 - Support the economic viability of town centres, whilst reducing the overall availability of long-stay parking;
 - Ensure that the needs of disabled people, motorcycles, buses, coaches, business and freight are taken into account, along with loading and signing issues in relation to parking.
- 3.3.2 It is fully recognised that any significant amendments or alterations to either RPZs or IPZs such as changes to operational hours or boundaries should not be introduced without the support of local councillors and the local community (based on the results of consultations undertaken).
- 3.3.3 Where there have been a number of representations from the local community and ward councillors with regards to parking problems in their area it will be discussed with the executive member and, if agreed, the requests will be put forward for review or amendment.
- 3.3.4 Based on the representations, meetings are held with the ward councillors to obtain their views on the priority of parking problem areas to be considered for taking forward to Stage 1 Initial Consultation (see the proposed staged approach set out below in Section 3.4).
- 3.3.5 With regards to the consultation process, it is useful to agree in advance exactly how the results of a consultation should be judged. The results of a consultation should only be considered once 25% of households / businesses have responded on the proposals in order to ensure that the consultation has been effective. Also a clear majority is needed in favour of a proposal if it is to proceed. Accordingly, at least 51% of the responses received to the consultation questionnaire should be in favour of a scheme in order for it to proceed.
- 3.3.6 The above consultation thresholds, and hence the results of a consultation on controlled parking amendments should be judged on an area rather than on a street-by-street basis if the changes affect surrounding zones or controls. Historically, a street (or even part of a street) has been amended or omitted from proposals following active lobbying, only for local people to change their views once the rest of an amendment has been implemented.
- 3.3.7 Petitions have a part to play in identifying the depth of feeling of the community as to whether an area should be amended or reviewed, however, petitions or alternative forms to the Newham questionnaire are not to be taken as part of the quantitative analysis of a consultation. The reason for this is that a well-designed council consultation (involving liaison with the Communications Team) would clearly set out the pros and cons of the proposals whereas door to door petitions tend to ask local people to sign proposals either entirely FOR or AGAINST such a proposal, and do not give all the facts. Therefore they have an in-built bias.
- 3.3.8 As set out above, petitions should not be ignored, as they are often useful in highlighting areas that councillors and officers need to examine. Where petitions are received during the consultation process, before approval has been given to implement amendments, consideration will be given to what changes can be made to the proposal to address the concerns made, taking full account of the results of the consultation process.

3.4 Staged Approach

3.4.1 As part of the above procedures, a staged approach for major amendments to zones has been developed (smaller changes are carried out on a scaled down local level). It involves full engagement between councillors, officers and the local community in taking each stage forward as set out below:

3.4.2 Stage 1 - Initial Public Consultation

Local Councillors and Officers outline and walk a given area for consideration of possible amendments or changes, looking at the parking problems in the area. The residents and businesses in the affected local area are then invited to discuss their parking problems with their Local Councillors and Officers by way of drop-in sessions. No plans of amendments to an existing parking scheme are presented at this stage; it is just a forum for the wider problems to be discussed. The responses from the area are then analysed and reported back to the Local Councillors. If it is gauged from the drop-in sessions that there is significant support for larger changes, then the scheme progresses to Stage 2 with the funding allocation in place. If there is little support then the scheme is not progressed.

3.4.3 Stage 2 - Public Consultation

Based on the above, on-street surveys are undertaken to confirm the current parking arrangements and amendments to the existing scheme design are drawn up on a plan (preliminary design). A detailed questionnaire is then designed with an information leaflet (in conjunction with Communications) and, together with the plan, they are all agreed with the Local Councillors.

An informal consultation will be undertaken with local residents and businesses and the consultation packs are delivered to everyone in the affected area. In addition to the drop-in sessions the key questions on the questionnaires allow Councillors and Officers to gauge the level of support from the area for the outline proposals. The consultation process invites those in the area to an evening and /or a weekend drop-in session to discuss their parking/traffic concerns and review the draft proposals with Local Councillors and Officers.

The Local Councillors are presented with a report of the responses and, based on this information, determine whether to progress the scheme. If there is a minimum of 51% support for the proposals and funding is available, the scheme is then reported for delegated approval to implement by the nominated Lead Member and Director, with confirmation of the scheme cost and timescales. The Council then progresses the scheme towards Statutory Consultation.

3.4.4 Stage 3 - Statutory Consultation

Once the amendments to an RPZ (or IPZ) scheme are agreed, Officers then make internal arrangements within the legal framework, in order to administer, implement (subject to the outcome of statutory consultation) and enforce the agreed changes. This includes finalising detailed plans and drafting the permanent Traffic Management Orders (TMOs) and the Statutory Notice. This statutory process is required by law and enables the highway authority to introduce controls and enforce them. Sections 6 and 45 of the Road Traffic Regulation Act 1984 allow a highway authority to introduce controls on a permanent basis.

Officers will draft notices detailing the highway authority's proposals for new controls, placing these notices in the relevant publications, as detailed within the traffic order procedure regulations. These notices include the timescales and methods enabling people to comment or object to the proposals and also give contact details should any further information on the proposals be required.

During the traffic order process there is a 21 day objection period. The details of the objection period is on the proposal notices. All objections received during this period will be required to be duly considered prior to any decision on whether to implement.

To ensure that all residents are aware of the statutory process, details of the estimated dates of the objection period will be detailed in the covering letter of the Stage 2 consultation pack. The council will also consult with specific organisations under the relevant legislation and these groups include the Police, other emergency services, road user groups and public transport operators.

Officers will collate the responses and any objections received before drafting a report detailing the matters raised and making recommendations on the way forward. This may include amending or deleting part of the scheme.

The objections along with the recommendation report will then be considered by the Assistant Director (Highways and Traffic) in consultation with the Cabinet Member for Highways and Sustainable Transport, giving a final decision on how to proceed after due consideration to each individual objection.

Officers will then make the required amendments before either 'making' the order or delaying or amending the scheme (as required), and notifying the objectors of the outcome.

3.4.5 Stage 4 – Implementation

At the implementation stage letters will be delivered to all addresses in the affected area setting out when the works for the zone will be implemented and when the amended controls will become operational. There is normally a 2-week period after the scheme becomes operational when only warning notices are issued, to enable people to get used to the scheme. As well as letters being sent out, notices will also be erected at each end of the affected streets giving dates of the implementation and operation. Following this, Officers mark out the extent of any lines and signs on street and the contractors then undertake any implementation work required.

3.4.6 Stage 5 – Review

A checklist is in place for taking each significant RPZ (or IPZ) change forward, to ensure the above approach and procedures have been adhered to.

3.4.7 Once agreement to implement a significant change to an RPZ (or IPZ) has been given, there will be no more changes carried out to a scheme until after the implementation, when any changes will be considered as part of the six-month review, with any exceptions being dealt with by the Corporate Director, Environment & Sustainable Transport in consultation with the Executive Member for Environment & Highways.

3.4.8 As previously set out, demand for on-street parking often out-strips the amount of available kerb space, and difficult decisions must be made as to which users should have priority in terms of use of that space. This section of the plan explains the Council's on-street parking policies and how they are enforced. A full list of available permits and the current level of charges are shown at **Appendix A**.

3.5 Permit Issue for Parking Zones within Newham

3.5.1 Within Residential Parking Zones (RPZs) residents can apply for a permit which entitles them to park within permit holder bays at any time during the controlled hours without time limit. Whilst granting a permit allows the use of a space in an RPZ, there is no entitlement to or guarantee of a specific space within the zone. However, by discouraging certain groups of non-residents from parking in an area, an RPZ increases the likelihood that a resident can park close to their home and helps to encourage, via the use of emissions-based charges, consideration for vehicle usage and type change.

3.5.2 Within RPZs businesses can apply for a permit which entitles them to park within permit holder bays at any time during the controlled hours in any zone without time limit. Whilst granting a permit allows the use of a space in any RPZ, there is no entitlement to or guarantee of a specific space within any zone.

3.5.3 Within Industrial Parking Zones (IPZs) motorists can park if they have been granted a valid permit without time limit. Permits are available to all business users and their staff within the IPZ. Visitors can park in any shared use bay during the operational hours for a maximum period of 4 hours. This is a bay where both IPZ permit holders and motorists who pay to park using the cashless payment system (PayByPhone) can park. Whilst ownership of a permit allows the use of a space in an IPZ, there is no entitlement or guarantee of a specific space within the zone.

3.5.4 Motorists must complete certain steps as soon as a foreign vehicle is brought into the UK permanently, which includes registering the vehicle with the Driver and Vehicle Licensing Agency (DVLA) and fitting UK plates. To allow time for this process to be completed the council offers a one-off six month resident permit issued in respect of the overseas registration. On completion of the DVLA process a motorist can apply for a standard annual resident permit.

3.5.5 There is currently no limit on the number of resident permits per household or on the number of business / industrial parking permits for businesses, although this will be reviewed annually to meet the council's Air Quality agenda; applications for permits must meet strict criteria as set out below.

3.5.6 The cost of permits is to be based on a scaled emissions charge as set out in **Appendix A**. The introduction of emissions based charges will mean the charge for a second or subsequent resident parking permit will now consist of two components: an emissions based charge (which could be nil) added to an additional vehicle permit charge.

3.6 Parking Permit Eligibility Criteria

- 3.6.1 To be eligible for a resident parking permit, the address/property against which a resident parking permit is applied for must:
- be the applicant's sole or main residence; (i.e. an applicant's main place of residence for a minimum of 5 days a week must fall within the boundary of an RPZ).
 - fall within the boundaries of a Newham RPZ; and
 - not be within a car free development (i.e. a property not entitled to apply for such a permit) as defined by the property's planning permission.
- 3.6.2 To be eligible for a business parking permit, the address/property against which a business parking permit is applied for must:
- be the applicant's place of work;
 - fall within the borough of Newham;
 - not be within a car free development (i.e. a property not entitled to apply for such a permit) as defined by the property's planning permission.
- In addition to the above, use of the vehicle for which the permit is being applied for needs to be essential to the day to day running of the business.
- 3.6.3 To be eligible for an industrial parking permit, the address/property against which an Industrial parking permit is applied for must:
- be the applicant's place of work;
 - fall within a designated Newham industrial parking zone; and
 - not be within a car free development (i.e. a property not entitled to apply for such a permit) as defined by the property's planning permission.
- 3.6.4 Applicants must be able to support their application with original documentary evidence as detailed at **Appendix A**.
- 3.6.5 A copy of the resident permit application form can be found online at:
www.newham.gov.uk/parking-permits/resident-parking-permits?documentId=25&categoryId=20124
- 3.6.6 A copy of the business permit application form can be found online at:
<https://www.newham.gov.uk/parking-permits/resident-parking-permits/5>
- 3.6.7 A copy of the industrial permit application form can be found online at:
www.newham.gov.uk/parking-permits/resident-parking-permits/6?documentId=25&categoryId=20124
- 3.6.8 Residents living on the Transport for London Road Network (see Section 2.3 above) may apply for a resident parking permit if their address falls within the borough of Newham.
- 3.6.9 More than one permit can be issued to a resident but, as set out in **Appendix A**, supplementary fees are payable for the second and subsequent resident permits at each address.

3.7 Virtual Permits and Parking Wallets

- 3.7.1 As part of the council's aim to deliver an efficient and fair parking service Newham has recently become fully cashless as the means of paying for on-street and the majority of off-street parking. This means the removal of pay and display parking machines and their replacement with a paperless pay by phone system with vehicle parking status updated in real time.
- 3.7.2 The innovative and simple online digital process is being developed and introduced, known as a 'parking wallet'. Within this virtual online account residents and businesses will be able to apply for and obtain most of the permits the council offers and have them applied in an instant paperless way.
- 3.7.3 The new on-line system will allow for the replacement of paper visitor permits with virtual 'parking wallets' and the introduction of 'parking credits' for residents. Parking wallets will allow for residents to be allocated an amount of credit for free parking in town centres and for other important family or social trips. All current visitor permit entitlements will be retained in the new parking wallets, with the purchase of further visitor permits possible.
- 3.7.4 Within the wallets, resident permit holders will also get an allocation of 2 hours (per household/per month) to enable them to park in permit holder or shared use bays in any RPZ in the borough. This will enable some 'free' parking in local town centres to support local businesses.
- 3.7.5 By introducing this system at the same time as rolling out 'virtual' permits and increasing cashless payment on street, the council is helping its customers to have a smoother and easier method of engaging with the parking service, avoiding time delays when applying for permits and greater flexibility to use paid for parking only when required without needing to display different permits.
- 3.7.6 Whilst this online method will be the main way people will interact and pay for parking the council understands that there may also be a need for either assistance in using the system or an alternative way to pay locally. This will be done via assistance in the libraries to create and utilise an account or payment through the chain of shops displaying the in-store payment system which is currently 'PayPoint'.

3.8 Visitor Parking Permits

- 3.8.1 Residents can buy visitor parking permits using the 'parking wallet' system. This enables their visitors to park their vehicles in permit holder spaces within the zone the household is located in during controlled hours on the date of activation.
- 3.8.2 Residents are limited to a maximum of 20 paid for visitor permits per month. Any requests for more than 20 permits will require the prior approval of the parking and traffic enforcement team who will make their decision based on the merit of the application.
- 3.8.3 Details on how to apply for and purchase visitor parking permits are given in **Appendix A** to this report.
- 3.8.4 It is anticipated that from January 2021 visitors scratch cards will no longer be available to

purchase and if residents have any left which are still valid, as long as they return them to the council by December 2021, they will be transferred to their paperless parking wallet.

3.8.5 Each household registered for Council Tax purposes, without a vehicle registered at their address which does not fall within a car free or car restrained development, can apply for up to 30 free 'all day' single use visitor parking permits (within the parking wallet) at no charge per year. If a resident permit is subsequently applied for any remaining permits will need to be cancelled.

3.9 Sub-divided Properties and Multiple Occupancy

3.9.1 Where a property has been officially sub-divided, and this is recognised by the Local Land and Property Gazetteer, each sub-divided property (household) will have its own parking permit entitlement.

3.9.2 Where a single property has multiple occupancy (for example, a house share or individually rented rooms) then the permits will be issued on a first-come, first-served basis, so the first resident to apply for a resident parking permit will receive the first designated permit and all other residents the subsequent 'additional vehicle' permits. The monthly 30 paid for visitor permits quota will apply to the property and not to each resident.

3.9.3 Care Homes may apply for up to 10 free transferable visitor parking permits per care home each year.

3.10 Car Free Developments

3.10.1 Some properties are subject to a car free or car restrained development agreement under Section 106 of the Town and Country Planning Act 1990. Residents of car free or car restrained developments cannot apply for parking permits, unless they have a valid disabled Blue Badge: they can then apply for a disabled resident parking bay. Residents in such developments can apply for visitor permits for the zone within which they live.

3.11 Additional On-Street Parking Permits

3.11.1 In addition to resident and visitor parking permits the Council offers a number of other on-street parking permits (see **Appendix A**):

- **Business parking permits** – These permits are available to non-residential addresses based within Newham that need to use their vehicles for business purposes around the borough. Business parking permits currently allow parking in all RPZs.
- **Carer parking permits** – If a resident requires home visits from one or more carers they can apply for a carer parking permit.
- **Care home permits** - Care Homes may apply for up to 10 free transferable visitor parking permits per care home each year.
- **Charity business permits** – These permits are available to Newham based charities who require the use of a vehicle to undertake visits to premises (other than their registered charity address) within the borough. Applicants can apply for a standard business permit and on submission of their eligibility will receive a business permit at a reduced (50%) rate.
- **Courtesy vehicle parking permits** – If a resident, disabled resident or business parking permit holder is using a courtesy vehicle, provided by their insurance company, they can apply for a two-week courtesy vehicle-parking permit.

- **Disabled resident parking permits** – Some residents have disabled resident bays located close to their property. These residents are entitled to apply for a free disabled resident parking permit which allows the holder to park in disabled resident bays located within their residential parking zone. If a free disabled resident parking permit is issued, the household is not entitled to a free resident parking permit, so any subsequent residential parking permit applications will be subject to the relevant 2nd and 3rd permit charges.
- **Industrial Parking Zone permits** – These permits are available for businesses based in the designated individual industrial parking zone only.
- **Staff business parking permits** – Currently for use by Newham Council staff using a vehicle for council business. These are to be reviewed.
- **School visitor parking permits** – These are available to schools allowing school visitors to park for a maximum of 3 hours.
- **Trade parking permits** – These permits are available to trades people working on the homes of residents or at businesses.

3.11.2 The eligibility criteria for the above (based on required documentation) and charge for each of the above permits is listed at **Appendix A**.

3.12 Suspensions

3.12.1 Within residential and industrial parking zones, parking bays may be suspended to allow for certain circumstances. These include:

- Weddings
- Funerals
- Major religious festivals
- Business or domestic removals
- Building works
- Public safety
- Maintenance and repairs to the highway
- Maintenance and repairs to services (gas, water, electric, telecommunications etc.) buried within the highway
- Filming
- Tree works

3.12.2 Please note that disabled persons' parking bays and disabled resident parking bays will only be suspended if it is absolutely necessary or if emergency maintenance works need to be undertaken.

3.12.3 Advice on how to apply for a bay suspension and to also confirm the appropriate charges is given in **Appendix B**.

3.13 Large Vehicles

3.13.1 Permits are not issued automatically to large vehicles which exceed 5.3 metres in length and / or 2.3 metres in height. However, the council has the discretion to grant permits for larger vehicles if special circumstances apply. The council reserves the right to withdraw such

permits if necessary and intends to implement a detailed review of the regulations regarding large vehicles parking in Newham.

3.14 Dispensations

3.14.1 From time to time it necessary for the Council to allow parking on waiting and/or loading restrictions for a specific purpose. In such circumstances the Council may issue a dispensation. The cost of the dispensation is detailed in **Appendix B**.

3.14.2 Dispensations are issued subject to approval and require 10 working days' notice.

3.15 Temporary Prohibitions and Waiting Restrictions

3.15.1 The council can occasionally introduce, or allow the introduction of temporary parking prohibitions, or waiting restrictions. However, a Temporary Traffic Order is required. Most commonly, these restrictions are required for works on or near a road, i.e. resurfacing, road works, street works, building operations (including demolition), or for special events, e.g. sporting events, carnivals, processions, etc. These may include full closures of the road. Before being introduced, public notices are displayed to inform the public of the closure, prohibition, or the temporary restriction.

3.15.2 The amount of notice given prior to introduction of the temporary closures, prohibitions, or restrictions varies and does not require consultation. Working with the Council the works promoters and event organisers will attempt to give those who might be affected as much notice as possible. Depending on the duration of the closure, prohibition, or restriction in certain circumstances press notices are legally required. Under normal circumstances, the council aims to ensure that the works promotor or event organiser, erect copies of the Public Notice at least 72 hours before the Order comes into force, however for urgent works this may not be possible.

3.15.3 Enforcement can take place but only when signs are clearly displayed during the periods of operation, and for any other restrictions stated in the Temporary Traffic Order.

3.16 Mandatory School 'Keep Clear' Markings

3.16.1 Ensuring the safety of children attending schools in Newham is a top priority. The Council is committed to meeting the national and London wide target of reducing the number of child casualties by 40% before 2021 and this is a key priority in the Council's Road Safety Plan. One of the main ways in which the council can reduce the number of accidents involving children is to ensure that areas close to schools are kept clear of parked vehicles. This ensures that passing vehicles can see children wishing to cross the road.

3.16.2 School 'keep clear' markings, or zigzags, provide a clear indication of where parking is banned outside schools during their hours of operation. No stopping is allowed on zigzags, even to pick up or drop off children. The council will also ensure that these restrictions are properly enforced. Zig-zags are generally provided in conjunction with other parking restrictions such as single or double yellow lines. However, the periods during which the two sets of restriction are in force may differ. Care must be taken to ensure that drivers comply with both sets of restrictions. To clarify the situation to motorists the council marks the additional restriction

'behind' the zig zags and erects a waiting restriction time plate within the area designated with school 'keep clear' markings.

- 3.16.3 Most 'keep clear' markings outside of schools operate from 8am to 5pm Monday to Friday, to standardise the operating hours across the borough and to cover school times and after school and holiday clubs. The enforcement of 'keep clear' markings is relaxed during school holidays, subject to there being no events taking place at the school or dangerous parking.

3.17 Parking at Schools and Nurseries

- 3.17.1 The council's overall approach is to encourage people to consider safe alternatives to the car for the journey to school or nursery. This is beneficial for the child's health and physical wellbeing as well as the local environment around nurseries and schools. It is also an effective means of reducing traffic volumes and tackling traffic congestion during peak periods. To this end, the council has a successful School Travel Plan programme in place.
- 3.17.2 This programme has been supplemented by Healthy School Street schemes at a number of schools in the Borough, where streets around the school are closed to most traffic during school drop off and pick up times.
- 3.17.3 People escorting their child into school or nursery must obey any restrictions in place and park their vehicles legally, for example, by using short-stay paid parking bays if appropriate. The Council has provided an appropriate number of short stay paid parking bays around schools and nurseries wherever possible, and school visitor parking permits are available with a three-hour limit (costs are detailed in **Appendix A**).

3.18 Waiting and Loading Restrictions in Cycle Lanes

- 3.18.1 The convenience, safety and security of cyclists are important factors in the design of all our traffic schemes. The Council will continue to develop programmes for new cycle facilities and consult on proposals for new traffic schemes.
- 3.18.2 Inconsiderate parking in cycle lanes can be inconvenient and dangerous for cyclists, especially when this forces the cyclist to enter the flow of oncoming traffic.
- 3.18.3 No parking of any kind is allowed in mandatory cycle lanes. These are separated from the main carriageway by a thick, solid white line.
- 3.18.4 Waiting and loading is allowed in advisory cycle lanes, although it may be restricted at certain times of the day. Advisory cycle lanes are separated from the main carriageway by a thick dashed white line.
- 3.18.5 No parking, waiting or loading is permitted in or across segregated cycle lanes, which are separated from general traffic by a raised kerb.

3.19 Waiting and Loading on Transport for London Road Network Red Routes

3.19.1 Waiting and loading restrictions on the Transport for London Road Network (TLRN) Red Routes are different from those on other roads in the borough, and are indicated using red and white lines and boxes. In summary, the controls used on TLRN Red Routes are:

- Double red lines - No stopping is allowed at any time.
- Single red lines - No stopping allowed during part of the day.
- Red boxes - Waiting and/or loading / parking is allowed for part of the day for short periods.
- White boxes - Waiting and/or loading allowed for the whole working day.

3.19.2 Enforcement of waiting and loading restrictions on TLRN Red Routes has been transferred from the Metropolitan Police to Transport for London.

3.20 Loading Bays to Service Businesses

3.20.1 There are a number of enforceable Loading Bays on borough roads. Loading bays permit general motor vehicles to load or unload. Drivers must show that loading or unloading is taking place for the duration of their stay. Parking, even for Blue Badge holders, is not permitted in these bays. Some loading bays may be restricted to goods vehicles only.

3.21 Review of Waiting and Loading on Borough Roads

3.21.1 When it reviews RPZs and IPZs the Council reviews waiting and loading restrictions at the same time. It aims to balance the needs of local residents and businesses as well as the need to ensure that journey times for emergency vehicles and buses are maintained.

3.22 On-Street Short Stay Parking

3.22.1 Newham offers short-term, on-street parking which ranges from a maximum stay of 30 minutes to 4 hours, usually in the form of either paid-for parking bays in certain RPZs or free bays which are to gradually become paid-for (cashless) bays. These bays have been implemented for people visiting shops, religious establishments and businesses. In locations where the council charges for this parking it can vary charges in order to ensure that the turnover of spaces meets local needs.

3.22.2 All paid-for parking and shared use bays in Newham operate with cashless paid-for parking. However, the Council also offers a paid-for parking facility in which drivers can still pay by cash using an in-store payment system which is currently called PayPoint. Due to the fact that some of the PayPoint locations are a short walking distance from the bays, a 10 minute observation period is in place to allow drivers to pay at a PayPoint location and avoid receiving a penalty charge notice.

3.22.3 There is no need to return to the vehicle once the in store payment system facility has been used as all of our enforcement officers are updated automatically.

3.22.4 The cashless payment system operates by the motorist phoning a designated number and entering location and payment details. The council's current provider of these services is

PaybyPhone and the scale of charges is detailed in **Appendix B**.

- 3.22.5 These short stay parking bays provides a fair parking facility for a limited time, close to shops or other destinations for all residents who will also be able to use their free monthly parking allocation from within their 'parking wallets' to park in permit holder and shared use bays without charge for limited periods.
- 3.22.6 Those wishing to park for longer periods than the local on-street parking bays allow will be directed to the various car parks in the local area.
- 3.22.7 In addition to the paid-for parking, a number of short stay bays for use by Newham Permit holders are available in each zone. This enables residents displaying a valid Newham permit from any zone to park (in the designated, signed bays) for a short duration.
- 3.22.8 Blue Badge holders may park free of charge, without a time limit, in paid-for parking and permit holder bays.

3.23 Parking for Disabled People

- 3.23.1 One of the council's key objectives is to reduce and remove those barriers which prevent certain groups within our society from making full use of the facilities and services available to them. One group particularly affected by these barriers are people with disabilities.
- 3.23.2 The council participates in the European Blue Badge parking scheme.

3.24 The Blue Badge Parking Scheme

- 3.24.1 Residents who wish to find out if they are eligible for a Blue Badge can visit <https://bluebadge.direct.gov.uk/directgovapply.html> (and can also make an on-line application if they are eligible) or enquire at the East Ham Customer Service Centre. Blue Badges are issued on behalf of Adult Services.
- 3.24.2 The Blue Badge enables Blue Badge holders to park close to their destination. Once issued, Blue Badges remain valid for up to a maximum of three years, at which time a reassessment of the holder's needs is made, if necessary, to see if the Blue Badge should be renewed.
- 3.24.3 The scheme is operational on all of Newham's public roads but does not apply on private roads (such as those on public or private housing estates) In Newham, Blue Badge holders can park free of charge in designated bays in off-street car parks, for up to three hours, except for Stratford Multi-Storey Car Park where some bays are reserved but charges apply. The Blue badge can also be used throughout the UK (except in parts of central London) and while travelling abroad within the European Union (EU) and in some other European countries.
- 3.24.4 The Blue Badge entitles holders to special concessions only if it is displayed in the windscreen of vehicle in which they are travelling. The use of Blue Badges is only permitted if the disabled person to whom the Blue Badge has been issued is a driver or passenger in the vehicle at the time of parking.

3.24.5 The parking concessions available are detailed in the Department for Transport leaflet "The Blue Badge Scheme". The council offers an extra concession permitting Blue Badge holders 27 | Page

to park for an unlimited period in permit bays, with the Blue Badge displayed. The table below sets out the available concessions in full.

Blue Badge Concessions

Road Marking	Concession
On street paid for parking bay	Park free of charge. The Blue Badge must be displayed.
On street free parking bay	Park free of charge. The Blue Badge must be displayed.
Permit bay	Park free of charge without time limit. (except in a disabled resident parking bay, where parking is NOT permitted).The Blue Badge must be displayed.
Single yellow lines	Park free of charge for up to three hours (except where there is a ban on loading shown by single yellow 'blips' on the kerb at 90 degrees to the yellow line. The times of the loading ban are shown on a white sign). The Blue Badge and clock must be displayed.
Double yellow lines	Park free of charge for up to three hours (except where there is a ban on loading shown by single yellow 'blips' on the kerb at 90 degrees to the yellow line. The times of the loading ban are shown on a white sign if they do not apply at any time). The Blue Badge and clock must be displayed.
Zig-zags	No parking or stopping allowed.
Single red lines (on Red Routes)	No parking or stopping allowed. Picking up or setting down on Red Routes is permitted during the designated times indicated by the upright sign.
Double red lines (on Red Routes)	No parking or stopping allowed. Picking up or setting down on Red Routes is permitted for Blue Badge holders only.
Loading / disabled bays on Red Routes)	Parking allowed in some bays (please refer to signs) for a maximum of three hours.

- 3.24.6 When parking on single or double yellow lines a 'clock' must be displayed with the Blue Badge and set to indicate the arrival time. Outside of the loading ban times, normal Blue Badge rules apply on single or double yellow lines. Stopping briefly to set down or pick up passengers is allowed even if there is a loading ban or on a Red Route.
- 3.24.7 The council does not remove vehicles displaying a valid Blue Badge unless there are emergency, security or ceremonial reasons or the vehicles are causing a serious safety hazard or obstruction. This is in line with Government guidance.
- 3.24.8 Sadly, misuse of Blue Badges is becoming more common, as is the theft and illegal duplication of Blue Badges. Any misuse of a Blue Badge is an offence and the Blue Badge can be withdrawn if it is misused or others are allowed to misuse it. Specifically, it is a criminal offence:

- For non-disabled people to use a Blue Badge – if they do so, they are liable to a fine of up to £1,000: or
 - To drive a vehicle displaying a Blue Badge unless the Blue Badge holder is in the vehicle, or the vehicle is being driven to or from an area, which is accessible only to vehicles displaying a Blue Badge in order to pick up or drop off the holder.
- 3.25.9 As the concessions offered by Blue Badges are considerable, they are particularly valuable and therefore prone to theft whilst being displayed in vehicles. These Blue Badges are then used illegally, duplicated or sold on. The Blue Badge does not show a vehicle registration number and thus any vehicle may be used. This is useful to Blue Badge holders who are passengers and rely on transport from a number of sources. It is not obvious however that the Blue Badge has been stolen until the owner notifies the council. If a Civil Enforcement Officer suspects that a Blue Badge is being illegally used, they will issue a Penalty Charge Notice. They may also remove the vehicle in order to confiscate the Blue Badge.

3.25 Parking Bays for Blue Badge holders

- 3.25.1 Blue Badge holders who experience difficulty in parking close to their home can apply for a special bay, known as a Disabled Resident Parking Bay, if they meet the following criteria:
- A valid Disabled (Blue) Badge must be held;
 - The Applicant receives the higher rate of the mobility component of Disability Living Allowance or the enhanced rate of the mobility component of Personal Independence Payment, or the higher rate of Attendance Allowance
 - There must be a car, or other vehicle, registered and kept at the applicant's address;
 - The applicant must not have off-street parking (e.g. a driveway) or a garage that s/he can use;
 - At most times it is unlikely that the applicant can find any on-street parking reasonably close to their home;
 - Traffic management and road safety issues allow the safe siting of a bay.
- 3.25.2 Those over 65s who do not receive higher or enhanced rate disability benefits can also apply as long as they include a letter from their GP or consultant explaining why they need a Disabled Resident Parking Bay near their home.
- 3.25.3 Residents wishing to apply for a Disabled Resident Parking Bay should visit the council website, email Disabled.BayApplications@newham.gov.uk or telephone the Council's Parking Design Team on 020 3373 6414.
- 3.25.4 Successful applicants will be granted a Disabled Resident Permit. These permits enable holders to park in any disabled resident parking bays within their zone without having to display their Blue Badges. However, Blue Badge holders who do not have a Disabled Resident Parking Bay nearby, can obtain a resident permit which they can use to park in nearby permit parking bays without displaying their Blue Badge.
- 3.25.5 Some "community" Disabled Persons' Parking Bays are provided close to local shops, post offices, chemists, health centres, libraries, parks and similar destinations visited regularly by people with disabilities. Many have a maximum length of stay, to prevent all day use. They can be used by any Blue Badge holder. The Blue Badge needs to be displayed when using these bays, together with the 'clock' if there is a maximum length of stay.

3.26 Health Emergency Badge

- 3.26.1 The Newham area is covered by the London Council's scheme for emergency health workers such as doctors, nurses, midwives and health visitors. The Health Emergency Badge (HEB) is for people involved in the delivery of primary healthcare attending medical emergencies in patients' homes. All London Boroughs have agreed to the scheme, although it is not a mandatory provision and it is offered entirely at the discretion of London parking authorities. The badge has no legal status. When the badge is clearly displayed and used in accordance with the conditions of use, badge holders should not receive parking tickets, be clamped or towed away.
- 3.26.2 Applications must be made by the practice or department manager on behalf of the staff who will use the badge. Any general practice, health trust or clinic may apply for badges if they employ staff whose work involves visiting patients in their homes to provide emergency health care. This includes doctors, nurses, midwives and health visitors. It does not include other para-medical practitioners such as physiotherapists, chiropodists and occupational therapists, or social workers. Applications should be made at one time for all the badges required. Applications should be made for the minimum number of badges necessary. For example, where there are twenty community nurses in one department, but only five are likely to make home visits at any one time, only five badges should be applied for. Any eligible member of staff in any vehicle may use the badge. It is the responsibility of the manager to allocate the badges to staff as appropriate.
- 3.26.3 Badge users attending a medical emergency can park in any paid for parking bays and permit bays without paying. If no alternative parking space is available, users can park on yellow lines. At all times badge users must ensure they do not cause an obstruction or endanger other road users. Badge users must not stay longer than absolutely necessary. When the badge is clearly displayed and used in accordance with the conditions of use, badge users would not usually receive penalty charge notices or be towed away. If a vehicle showing the badge needs to be moved, every effort will be made to find the user at the address on the badge before any action is taken.
- 3.26.4 The HEB scheme does not apply:
- On private property (e.g. housing estates) or private roads
 - On the Red Route Network
 - To serious parking offences for example vehicles left causing obstruction, positioned dangerously, parked on the pavement or on zigzag markings
 - If the holder is not responding to an urgent or emergency situation or responding to a call they think may develop into one.
- 3.26.5 For more information or to request an application form please e-mail heb@londoncouncils.gov.uk

3.27 Parking Facilities for Doctors

- 3.27.1 Newham Council has in the past provided parking bays for doctors based at surgeries in congested areas to enable them to have a vehicle to hand to attend emergencies. Many of these bays are "formal" bays, i.e. enforceable bays, with road markings and a traffic sign 30 | Page

showing the related parking permit code. Some are “informal” – unenforceable, with no traffic sign.

- 3.27.2 The Council’s current policy is that doctors should be considered similar to any other business in the borough. Accordingly, although current doctor bays will remain for the time being, this is subject to review and no new Doctor bays will be provided. However, doctors are eligible to buy business parking permits (**Appendix A**).

3.28 Parking for Teachers

- 3.28.1 The Council is currently developing a programme of school travel plans at local schools. The Council will work with local schools to identify and promote safe and convenient alternatives to the car for all members of the school community through the School Travel Plan. Nevertheless, the Council recognises that school teachers may need to use their cars in specific circumstances, so teachers are entitled to apply for a business parking permit.

3.29 Car Club Spaces

- 3.29.1 Car clubs help reduce the need for people to own their own cars by providing residents, businesses and employees with access to conveniently located, high-quality, environmentally efficient vehicles on a ‘pay-as-you-drive’ basis.
- 3.29.2 As part of the strategic Borough wide approach, the council will, wherever possible, seek to introduce car club parking bays to further support and aid the growth in this sustainable transportation option, helping to reduce congestion by shared car usage and to give more flexible mobility options to residents. As part of the review process for residential parking zones the council will investigate possible modifications to ensure a car club space will be available within a ten-minute walk of the majority of residential premises.

3.30 Powered Two-Wheelers

- 3.30.1 In recent years there has been an increase in the number of motorcycles and scooters owned by local residents and used by others to visit the borough, in part generated by the introduction of the Central London Congestion Charging Scheme.
- 3.30.2 Motorcycles and scooters bring some benefits in that they take up less road space than cars, and can be more environmentally friendly in terms of emissions. However, the council remains concerned by the high number and severity of accidents involving powered two wheelers.
- 3.30.3 There are a limited number of dedicated on-street motorcycle parking places in Newham (which also have secure locking facilities), in addition to which they may currently park in any permit or paid-for bay or most off-street car parks free of charge.
- 3.30.4 In line with the introduction of virtual permits and emissions based permit charges, alongside cashless paid-for parking, it is proposed to implement a detailed review regarding

motorcycle parking in RPZs.

3.31 Footway Parking

- 3.31.1 Parking on footways causes problems - parked vehicles obstruct pedestrians and are a hazard to disabled, visually impaired and older people and those with buggies and pushchairs. Footway parking can also cause damage to the pavement and pipes and cables beneath it. Pavements are not designed to take the weight of motor vehicles. Vehicles illegally parking on the footway cause considerable damage to the borough's pavements that is costly to repair.
- 3.31.2 Footway parking is an area where London is different from the rest of the country. Outside London, if parking on a footway or verge is prohibited there must be a sign indicating the prohibition. In London, footway parking is banned under the London Local Authorities Act 2000 unless a location is specifically exempted and signs indicate that vehicles may park partially or wholly on the footway, as is already the case in several locations in the borough. The ban applies at all times of day and night, every day of the year. Vehicles parked on the footway may be issued with a Penalty Charge Notice (PCN) and may be removed, even if only one or two wheels are on the pavement.
- 3.31.3 The ban covers any part of the public highway that is not carriageway. This includes pavements, grass verges, central reservations, traffic islands and parts of the pavement that link private property with the road (crossovers). Any vehicle parked with one or more wheels on any of these areas is liable to receive a PCN unless fully parked within an exempted footway parking area.
- 3.31.4 Footway parking bans also apply to motorcycles.
- 3.31.5 In exceptional circumstances, such as glaziers replacing large shop front windows and the erection of scaffolding, vehicles may be allowed to stop on the footway briefly whilst carrying out their duties in adjacent premises. This exemption only applies if:
- The vehicle is not causing an obstruction to pedestrians
 - There is no loading ban in place
 - There is no alternative to parking on the pavement (e.g. stopping on the road would cause an obstruction)
 - The vehicle is not left unattended

3.32 Lorry and Coach Parking

- 3.32.1 Problems arise when lorries are parked on-street for long periods or overnight. The former Greater London Council decided to restrict the use of heavy goods vehicles, to improve the environment for Londoners. In 1974 regulations were introduced whereby commercial vehicles are banned from waiting overnight. Vehicles of a maximum gross weight which exceeds 5 tonnes are banned from parking in any restricted street, between the time of 6.30 pm on any one day and 8 am on the following day. Newham Council will continue to enforce the London-wide ban on overnight parking.
- 3.33.2 In Newham, demand for coach parking is concentrated in a small number of locations such as the Stratford area for visitors to the Queen Elizabeth Olympic Park, hotels and West Ham

United FC. The Council is in the process of providing additional coach parking spaces, initially for visitors to the Stratford area.

3.33 Electric Vehicle Charging Points

- 3.33.1 The council is rapidly increasing its Electric Vehicle Charging Point infrastructure within the borough with the introduction of 40 new double chargers per year as part of the Go Ultra Low City Scheme. Each new charger will therefore require two associated designated parking spaces that will not be available to non-electric vehicles.
- 3.33.2 These are being installed in locations around the borough where either residents have requested as part of the ongoing engagement process or in locations of high vehicle attraction such as retail centres or places of interest.
- 3.33.3 The bays are designed for short stay durations of up to 4 hours to enable charging to take place and to then encourage turnover of the electric charging point so that it is available for other electric vehicles to use.
- 3.33.4 Residents with plug-in electric vehicles will therefore require a permit to park their vehicle elsewhere in the RPZ when the vehicle is not charging in the designated bay.

3.34 Parking During Major Religious Festivals

- 3.34.1 To balance the needs of worshippers and the wider community the council has introduced a process for suspending parking enforcement for a limited amount of time for major religious festivals. Each application will be assessed individually and enforcement will be relaxed on agreed date(s). Where possible a Travel Plan should also be submitted as part of the application process.

4 Parking Enforcement

4.1 Enforcement Duties and Principles

4.1.1 The following sections set out the matters associated with parking enforcement.

4.1.2 The council is responsible for the enforcement of on-street parking restrictions, off street (public car parks managed by the Council) parking restrictions, bus lanes and moving traffic locations i.e. banned turns, yellow box junctions etc. Enforcement of Red Routes is the responsibility of Transport for London.

4.1.3 The council also has powers to charge for the removal, storage, and disposal or immobilisation of vehicles which have been removed for parking contraventions.

4.1.4 The council ensures that sufficient resources are deployed to ensure a satisfactory level of compliance in all areas of the borough to:

- Ensure the safe and free movement of other traffic
- Minimise the impact of car parking on other road users
- Ensure the unobstructed movement of buses

4.2 Exemptions from Parking Controls

4.2.1 Enforcement is carried out on a fair and equitable basis. Civil enforcement officers cannot enforce selectively against vehicles, and legally the council must enforce all the controls that it designates. Exemptions are listed below:

4.2.2 Emergency vehicles and any vehicles in the service of the fire, police or ambulance services are exempt from parking controls whilst carrying out their statutory duties.

4.2.3 Weddings and Funerals / Places of Worship – civil enforcement officers will not normally enforce against:

- The lead vehicle at funerals either at home or at a place of worship
- Vehicles waiting to follow funeral corteges
- The lead vehicle at weddings

4.2.4 However, funeral and wedding vehicles should not cause an obstruction, or create a risk to other road users. As far as possible, vehicles should clearly identify that they are waiting for this purpose. Civil enforcement officers are required to act sensitively on these occasions. When reviewing residential parking zones, the council will provide levels of short stay parking around places of worship where appropriate. Newham fully understands that a funeral is an emotional time for family and friends and whilst all mourners are welcome they are expected to park legally so as to minimise the impact on other Newham residents.

4.2.5 To help facilitate those attending funerals, the council may by application, and on production of a letter from a funeral director, arrange for a temporary relaxation of parking enforcement over a specified period of up to two days.

- 4.2.6 To help facilitate those attending weddings, the council may by application, and on production of appropriate evidence, arrange for a temporary relaxation of parking enforcement over a specified period of up to two days.
- 4.2.7 The council has recently introduced exemptions from parking controls for major religious holidays and/or festivals. The council may on application arrange for a temporary relaxation of parking enforcement over a specified period of up to two days.

4.3 Penalty Charge Notices (PCNs)

- 4.3.1 Penalty charges are used to achieve compliance with parking controls and some moving traffic offences (such as prohibited movements or box junction infringements). PCNs can be observed and issued in different ways:
- By a civil enforcement officer observing the contravention and attaching a PCN to the vehicle or handing a PCN to the driver;
 - By a camera operator observing a contravention via a fixed CCTV camera (for moving offences only) and issuing a PCN by post; and
 - By a camera operator observing a contravention via camera from within a vehicle (for moving offences only) and issuing a PCN by post.

4.4 Observation Policy

- 4.4.1 In order to maintain fair and consistent enforcement, the Council's civil enforcement officers have been instructed to observe each contravention for a specific period of time before issuing a penalty charge notice. Some contraventions are considered so serious that there is a no observation period meaning that a penalty charge notice can be issued immediately. Newham's observation policy is in line with the guidance issued by London Councils and the London Tribunals Environment and Traffic Adjudicators (ETA) and details regarding observation periods, based on contravention type, are set out in **Appendix C**.

4.5 PCN Processing, Representations and Appeals

- 4.5.1 There is a statutory process in place for processing penalty charges. Different charges are applicable at different times and informal challenges, representations and appeals can only be made at the designated time. More information can be found online at: www.newham.gov.uk/parkingandtransport
- 4.5.2 Motorists wishing to object to the issuing of a penalty charge notice must do so in writing. This correspondence is known as a representation. The council processes all representations in line with applicable legislation. Full details on how to make a representation to the Council are given on the penalty charge notice and the Notice to Owner. If a representation is rejected, the notice that will be sent will give full details on how to appeal to the ETA.

4.6 Removals

- 4.6.1 In order to ensure that removal resources are managed effectively, the Council has established priorities for removing vehicles by creating a removal policy. A copy of the policy is set out in **Appendix D**. With the exception of vehicles displaying Blue Badges, unless they are causing an obstruction, and diplomatic vehicles, any vehicle which has been issued with a penalty charge notice can be removed by the council. An additional charge is applied for the removal and for each day the vehicle remains unclaimed and in storage.
- 4.6.2 Drivers or owners of removed vehicles need to know where to find their vehicles and what steps they should take to recover them. In the absence of an indication of the action taken at the point of removal, they will be unsure whether the vehicles have been stolen, and will not know who has taken the vehicle. In many cases, they will also not know which local authority area the vehicle has been removed to. In view of this Newham Council participates in the London-wide TRACE system for tracking removed vehicles. If a driver returns to find that their vehicle is missing, they can contact TRACE who (unless the vehicle has been stolen) will be able to provide contact details of who removed the vehicle and where it was removed to. Full details on how to reclaim the vehicle, documentation needed and the charges which will apply, can be found by visiting: <https://www.newham.gov.uk/parking-permits/parking-enforcement-fines/2>
- 4.6.3 For events at the London Stadium where attendance is expected to exceed 15,000, the council will undertake enforcement on “event days” throughout the period of operation of the extended restrictions. This will ensure that residents and businesses within Newham are protected from congestion, parking stress and dangerous parking on event days.
- 4.6.4 Furthermore, the council will review the removal policy for residents’ vehicles. The priorities and policies that apply for removal of vehicles in Newham is set out in **Appendix D**.

4.7 Abandoned Vehicles, Untaxed Vehicles, Vehicles for Sale, Structures and Obstructions

- 4.7.1 The London Borough of Newham has delegated powers and appropriate enforcement methods to deal with a number of issues in relation to vehicles on the highway and in certain open space areas. These issues fall into specific categories and are primarily dealt with by Street Scene Enforcement Officers within the Community Safety Division.
- 4.7.2 Abandoned Vehicles - may be removed and disposed of by the council in certain circumstances. They may be removed from the highway or any space "open to the air". Prior to removal the alleged vehicle has to be visited by a Street Scene Enforcement Officer and objectively assessed to ensure it satisfies the criteria for "Abandonment". These include a minimum of three verifiable objective factors such as flat tyres, accumulation of debris, no tax, broken windows, etc. The fact that a vehicle has been parked in one location for an extended period is not sufficient to support classification as abandoned.
- 4.7.3 Reports of vehicles which are believed to be Abandoned should be made to the council by telephoning 020 8430 2000. The vehicle will be visited by an Officer within 24 hours of the

report and an objective assessment carried out which includes photographing the vehicle. If the vehicle is then formally classified as Abandoned it will be removed within a further 24

hours. Officers can remove the vehicle immediately if for instance it is fire damaged or causes some other danger or hazard to the public. It is an offence to abandon vehicles and the Council will pursue enquiries to establish the vehicle's owner and will seek to issue a Fixed Penalty Notice or instigate full prosecution.

- 4.7.4 If a vehicle's owner has a vehicle for sale then they are allowed to sell it with an advertisement inside if it is parked on their driveway, or in the road outside their home. However, if the council has reasons to believe that vehicles are being sold in the street as a business, action will be taken. It is illegal and a fine of up to £2,500 could be imposed.

Untaxed Vehicles

- 4.7.5 The Council has devolved DVLA powers to deal with and remove untaxed vehicles. The reporting procedure is similar to that for "Abandoned" vehicles above and is carried out by the same Street Scene Enforcement Officers. Untaxed Vehicles should be reported in the same way via the Council number 020 8430 2000.
- 4.7.6 In addition to the Council's operations, the DVLA itself operates a national policy of clamping untaxed vehicles via delegated contractors. These are not within the Council's control but they regularly visit all UK Boroughs and Councils, clamping untaxed vehicles. Any complaints or issues relating to clamped, untaxed vehicles in the Borough should be referred to the DVLA in Swansea. The Council do not clamp untaxed vehicles.

Structures and Obstructions

- 4.7.7 Certain objects may be termed as "Structures" if placed in the highway (such as trailers and unhitched caravans). These may be termed as illegal obstructions and the Council may seek their removal, subsequent prosecution and recovery of costs. Issues should be notified to the Council via the 020 8430 2000 number and an Enforcement Officer will be assigned to visit the location and assess the "structure". Notices with set timescales may then be issued requiring removal of the "structure".
- 4.7.8 The Community Safety Division does not deal with obstruction issues involving vehicles and such matters should be referred to the Police.
- 4.7.9 Any of the matters listed above may be reported to the Council in the normal way via email, online or on the telephone to the Contact Centre – 020 8430 2000.

5 Off-Street Parking

5.1 Car Parks

- 5.1.1 The council has a number of powers to control off-street parking. They include:

- Its powers in relation to parking on roads within Council housing estates
- Its powers as the Planning Authority to set and enforce parking standards and policies for new development
- Its power to operate and control off-street car parks

- 5.1.2 There are a number of off-street car parks in the borough. Details of these can be found at Appendix B, along with the relevant charges and the cost of season tickets.
- 5.1.3 From time to time, the borough is blighted by illegal temporary car parks often undercutting on-street parking charges. The Council will use its powers as a planning authority to close down such car parks. Planning policy specifically prevents this and enforcement action will be taken against unauthorised car parks.

5.2 Council Estates

- 5.2.1 The vast majority of roads on council estates have not been adopted by the Council as public highways. As such, they fall under the legal regulations relating to private property and therefore the normal rules relating to on-street parking, as set out in the previous sections, do not apply. Nor are they part of the Newham Civil Enforcement Area. There are a few exceptions to this rule where some estate roads have been adopted.
- 5.2.2 Most estates have parking bays and/or garages intended primarily for use by estate residents. Residents wishing to park on the estate are normally required to purchase parking permits that entitle them to sole use of a designated parking bay or garage.
- 5.2.3 The council is directly responsible for delivering housing services to its tenants and leaseholders. A programme of implementing parking controls in housing estate roads and other council service areas where parking issues are prevalent has been ongoing since 2018. These works can only be implemented by agreement and with written consent from the relevant land owner.

6 Parking Standards

6.1 Standards Applied

- 6.1.1 The council's parking standards for new developments are set out in the London Plan (Draft 2019). These set out the maximum number of car parking spaces that a developer shall be required to provide, with consideration for the accessibility and locality of the development as well as the land use proposed. Furthermore, the London Borough of Newham Local Plan (2018) Policy INF2 seeks the incorporation an appropriate level of car parking as set out by the London Plan.

6.2 Parking in Gardens and Crossovers

- 6.2.1 Consent for permanent crossovers and new vehicular access to property is needed under highway legislation. Dropped crossings or crossovers can only be created for the purpose of allowing vehicles to gain access to a private driveway or garage. Parking in front of an entrance or any part of the pavement including a dropped crossing is an offence.
- 6.2.2 If an occupier of any building habitually drives or permits to be driven a vehicle across a kerbed footway or a verge in the highway to or from those premises, the council may serve a Notice on the owner or occupier of the premises. Once a Notice has been served the occupier must stop crossing the footway.

- 6.2.3 Cars parked in front gardens can detract from the character and appearance of the borough. Parking in front gardens can lead to a loss of green space and visual amenity and create risk and inconvenience for pedestrians and other street users. The council will consider any applications for a new dropped crossing on a case by case basis, however it is unlikely to allow the creation of additional ‘crossovers’ across pavements and the creation of hard standing areas for vehicles in front of buildings, unless there are exceptional circumstances as to why this should happen.
- 6.2.4 In conservation areas, planning consent is required to amend the frontage of your house. The Planning Department will liaise with the Highways Department to see whether a crossover is allowable within these criteria:

Work that needs consent includes:

- Forming new hard surfaces for parking or other uses, or laying new surfaces over existing ones
- Demolishing or rebuilding walls and fences

The council is unable to process applications for vehicular crossovers in conservation areas without proof of consent being given.

6.3 Provision of Access Protection Markings

- 6.3.1 Access Protection Markings are white markings which were provided along the carriageway in front of an entrance to off-street premises, or where the kerb is dropped to provide a convenient crossing place for pedestrians, which should be kept clear of stationary vehicles.
- 6.3.2 These markings are now not normally used, as there is no legislation that allows local councils to enforce against obstructive parking.
- 6.3.3 The Council will not introduce new or refresh existing Access Protection Markings at locations with individual residential accesses: however in line with government legislation for RPZs a single yellow line which operates during the hours of the RPZ can be implemented to prevent obstruction of vehicles. In addition, and on a case by case, basis consideration will be given to requests from residents who would like double yellow lines installed across their dropped kerbs and at locations with multiple accesses or from commercial premises.

6.4 Cycle Parking Standards

- 6.4.1 Cycling is an efficient use of road space, does not damage the environment, and is a healthy and enjoyable means of getting around. High levels of cycle theft in the borough can act as a deterrent to people using their bikes. The provision of adequate and secure cycle parking is therefore a key component of the Council’s policies to encourage cycling. Provision is required in new developments and encouraged elsewhere. Provision of cycle parking at key destinations, including tube, rail and bus stations, shopping centres, schools, leisure facilities, libraries, and in housing areas is being improved.
- 6.4.2 Subject to resources, the Council will seek to respond positively to requests for new cycle parking.

- 6.4.3 This document should be read in conjunction with the Local Implementation Plan document which covers measures such as cycle training and infrastructure for cyclists.

APPENDIX A – PERMIT TYPES, CHARGES & ELIGIBILITY CRITERIA

On-Street Parking Permits

The introduction of emissions based charges means the charge for a second or subsequent resident parking permit will now consist of two components: an emissions based charge (which could be nil) added to an additional vehicle permit charge.

Resident Permits per annum

(To be read in conjunction with Additional Permits per Vehicle Resident Permit Charges)

HMRC Band	CO ₂ emissions (g/km)	Engine Size (c.c.) (Pre-2001)	Resident Permit Emission Tier and Charge
A	0	1-600	Tier 1
B	1-50	601-900	Free
C	51 - 75	901-1000	Tier 2 £60
D	76 - 90	1001-1200	
E	91 - 100	1201-1300	
F	101 - 110	1301-1399	Tier 3 £100
G	111 - 130	1400-1500	
H	131 - 150	1501-1650	
I	151 - 170	1651-1850	Tier 4 £150
J	171 - 190	1851-2100	
K	191 - 225	2101-2500	
L	226 - 255	2501-2750	Tier 5 £200
M	>255	>2750	

Additional Vehicle Resident Permit Charges:

(To be read in conjunction with the Resident annum charges)

Resident Permit Surcharge Per Household	
1 st permit	Nil
2 nd permit	£100
3+ permits	£200

Other Parking Permit Charges

Permit Type	Charge	Permit Type	Charge
Carer (annual)	£ 10.00	Resident Visitor 24 hours x 5	£ 28.80
Doctor	£ 51.80	School Visitor x 10	£ 17.30
Resident Visitor 6 hours x 10	£ 13.80	Trade per day	£ 2.30
Resident Visitor 12 hours x 5	£ 17.30	Trade per week	£ 11.50

Business and Industrial Permits for 3, 6 and 12 Months
(There are no supplementary charges for additional business permits)

HMRC	CO ₂			Reduced Tariff Business Permit	Industrial Permit
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Band	emissions (g/km)	Engine Size (c.c.) (Pre-2001)	Business Permit Emission Tier and Charge	(for eligible charities) Emission Tier and Charge	Emission Tier and Charge
A	0	1-600	Tier 1 Free	Tier 1 Free	Tier 1 Free
B	1-50	601-900			
C	51-75	901-1000			
D	76-90	1101-1200	Tier 2 £175 (3 month) £350 (6 month) £600 (annual)	Tier 2 £90 (3 month) £175 (6 month) £300 (annual)	Tier 2 £80 (3 month) £160 (6 month) £300 (annual)
E	91-100	1201-1300			
F	101-110	1301-1399			
G	111-130	1400-1500			
H	131-150	1501-1650			
I	151-170	1651-1850			
J	171-190	1851-2100	Tier 3 £200 (3 month) £400 (6 month) £750 (annual)	Tier 3 £100 (3 month) £200 (6 month) £375 (annual)	Tier 3 £100 (3 month) £200 (6 month) £375 (annual)
K	191-225	2101-2500			
L	226-255	2501-2750	Tier 4 £250 (3 month) £500 (6 month) £900 (annual)	Tier 4 £125 (3 month) £250 (6 month) £450 (annual)	Tier 4 £130 (3 month) £260 (6 month) £460 (annual)
M	>255	>2750			

On-Street Permit Types

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Permit type	Cost and application process
Business parking	For full details of current charges and application process please go to the following web page and choose the appropriate link https://www.newham.gov.uk/Pages/Services/Parking-permits.aspx?l1=100002&l2=200072
the following Parking	For full details of current charges and application process please go to Carer the following web page and choose the appropriate link https://www.newham.gov.uk/Pages/Services/Parking-permits.aspx?l1=100002&l2=200072
Care Home	For full details of the application process please go to the following web page and choose the appropriate link TBC
Charity the	For full details of current charges and application process please go to the following web page and choose the appropriate link Business TBC
Courtesy Vehicle Parking	For full details of current charges and application process please go to the following web page and choose the appropriate link https://www.newham.gov.uk/Pages/Services/Parking-permits.aspx?l1=100002&l2=200072
Disabled Resident Parking	For full details of current charges and application process please go to the following web page and choose the appropriate link https://www.newham.gov.uk/Pages/Services/Parking-permits.aspx?l1=100002&l2=200072
Industrial Business	For full details of current charges and application process please go to the following web page and choose the appropriate link https://www.newham.gov.uk/parking-permits/resident-parking-permits/6?documentId=25&categoryId=20124
Resident Parking	For full details of current charges and application process please go to the following web page and choose the appropriate link https://www.newham.gov.uk/Pages/Services/Parking-permits.aspx?l1=100002&l2=200072
Trade Parking	For full details of current charges and application process please go to the following web page and choose the appropriate link https://www.newham.gov.uk/Pages/Services/Parking-permits.aspx?l1=100002&l2=200072
Visitor the Parking	For full details of current charges and application process please go to the following web page and choose the appropriate link https://www.newham.gov.uk/Pages/Services/Parking-permits.aspx?l1=100002&l2=200072

APPENDIX B – ON & OFF-STREET CHARGES AND PENALTY LEVELS

On-Street Charges

Name	Hourly Charges			
	30 min	up to 1 hr	up to 2 hrs	up to 4 hrs
Residential Parking Zones				
Residential Parking Zones (general)	N/A	£2.30	£3.50	N/A
Beckton, Canning Town, Custom House, East Ham, East Ham South West, Forest Gate North, Manor Park, Royal Docks East, Royal Docks West, Stratford North East and Upton Park.	N/A	£2.30	£3.50	£4.60
Beckton, Canning Town, Canning Town North, Custom House, East Ham South East, East Ham South West, Forest Gate, Forest Gate North, Green Street Manor Park, Plaistow North, Prince Regent, Royal Docks East and Royal Docks West.	£1.20	N/A	N/A	N/A

Off-Street Car Park Charges

Car Park Name	Hourly charges									Current Overnight Charge 7pm - 8am
	up to 1 hr	up to 2 hrs	up to 3 hrs	up to 4 hrs	up to 6 hrs	over 6 hrs	4-24 hrs	6-10 hrs	10-24 hrs	
Madge Gill Way East Ham	£2.30	£3.50	£4.60	£7.50	£13.80	£23.00	N/A	N/A	N/A	N/A
Old Town Hall Stratford	£2.30	£3.50	£4.60	£7.50	£13.80	£23.00	N/A	N/A	N/A	N/A
Queens Market Upton Park	£2.30	£3.50	£4.60	£7.50	£13.80	£23.00	N/A	N/A	N/A	N/A
Selsdon Road Blue Badge	FREE									N/A
Shaftesbury Road Upton Park	£2.30	£3.50	£4.60	£7.50	£13.80	£23.00	N/A	N/A	N/A	N/A
Stratford Multi-storey	£2.30	£4.60	£5.80	£9.20	£17.30	N/A	N/A	£23.00	£28.80	£1.20
Will Thorne Pavilion Beckton	FREE up to 2 hrs									N/A

Off-Street Season Ticket Charges

Car Park Name	Season Ticket Charges
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	Weekly	Monthly	Quarterly	Annual
Madge Gill Way, East Ham	N/A	£115.00	£265.00	£900.00
Old Town Hall, Stratford	N/A	£115.00	£265.00	£900.00
Queens Market, Upton Park	N/A	£115.00	£265.00	£900.00
Selsdon Road, Upton Park (Blue Badge Holders Only)	N/A	N/A	N/A	N/A
Shaftesbury Road, Upton Park	N/A	£115.00	£265.00	£900.00
Stratford Multi-storey, Stratford	£92.00	£207.00	£299.00	£1,006.00
Will Thorne Pavilion, Beckton	N/A	£138.00	£276.00	£552.00

Suspension and Parking Dispensation Charges

For full details on all current charges and the application process please visit the following web page

<https://www.newham.gov.uk/Pages/Services/Parking-bay-suspensions.aspx?l1=100002&l2=200072>

Penalty Charge Notice Tariffs

Newham is a band A authority and its PCN charges for contraventions relating to parking, bus lanes & moving traffic have been set by London Councils and the Mayor for London. These organisations also determine what a serious and less serious parking contravention is. Examples of serious parking contraventions are being illegally parked on yellow lines, on the footway & in a disabled bay. Less serious examples are parked after the expiry of paid for time & parked without clearly displaying a valid pay & display ticket. The relevant charges are set out below.

Less serious parking penalty charge = £80 reduced to £40 if paid within 14 or 21 days (21 days applies if the penalty is issued via CCTV)

Serious parking penalty charge = £130 reduced to £65 if paid within 14 or 21 days (21 days applies if the penalty is issued via CCTV)

Bus lane penalty charge = £130 reduced to £65 if paid within 14 days

Moving traffic penalty charge = £130 reduced to £65 if paid within 14 days
Removal charge = £200

Storage charge = £40 per day
Disposal fee = £70

APPENDIX C – OBSERVATION TIMES

Observation Times by Contraventions

These observation times have been reviewed from 03/7/23

Code	Description	Contravention Type	Observation Time
27	Parked adjacent to a dropped footway	ON – STREET	0 Minutes
31	Entering and stopping in a box junction when prohibited	MOVING TRAFFIC	0 Minutes
32	Failing to drive in the direction shown by the arrow on a blue sign	MOVING TRAFFIC	0 Minutes
33	Using a route restricted to certain vehicles	MOVING TRAFFIC	0 Minutes
34	Being in a bus lane	BUS LANE	0 Minutes
37	Failing to comply with a give way to oncoming give way sign	MOVING TRAFFIC	0 Minutes
47	Stopped on a restricted bus stop/stand	ON – STREET	0 Minutes
50	Failing to comply with a sign indicating a prohibited turn	MOVING TRAFFIC	0 Minutes
51	Failing to comply with a no entry sign	MOVING TRAFFIC	0 Minutes
52	Failing to comply with a sign indicating a prohibition on certain type of vehicles	MOVING TRAFFIC	0 Minutes
53	Failing to comply with a sign indicating a restriction on vehicles entering a pedestrian zone	MOVING TRAFFIC	0 Minutes
54	Failing to comply with a sign indicating a restriction on vehicles entering and waiting in a pedestrian zone	MOVING TRAFFIC	0 Minutes
92	Parked causing an obstruction	OFF STREET CAR PARKS	0 Minutes
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	ON – STREET	0 Minutes
55	A commercial vehicle parked in a restricted street in a contravention of the overnight waiting ban	ON – STREET	2 Minutes
62 &62G	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	ON – STREET	0 Minutes
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	OFF STREET CAR PARKS	0 Minutes
1	Parked in a restricted street during prescribed hours	ON – STREET	2 Minutes
2	Parked or loading/unloading in a restricted street during prescribed hours	ON – STREET	0 Minutes
16	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	ON – STREET	2 Minutes
20	Parked in a loading gap marked by a yellow line	ON – STREET	2 Minutes
21	Parked in a suspended bay/space or part of bay/space	ON – STREET	2 Minutes
26	Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking place	ON – STREET	0 Minutes
49	Parked wholly or partly on a cycle track	ON – STREET	2 Minutes
56	Parked in contravention of a commercial vehicle waiting restriction	ON – STREET	2 Minutes
57	Parked in contravention of a coach ban	ON – STREET	2 Minutes
58	Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	MOVING TRAFFIC	0 Minutes
59	Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	MOVING TRAFFIC	0 Minutes
63	Parked with engine running where prohibited	ON-STREET	2 Minutes

40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	ON-STREET	0 Minutes
81	Parked in a restricted area in a car park	OFF-STREET CAR PARKS	2 Minutes
61 & 61G	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	ON-STREET	0 Minutes
48	Stopped in a restricted area outside a school***	ON-STREET	2 Minutes
96	Parked with engine running where prohibited	OFF-STREET CAR PARKS	2 Minutes
74	Using a vehicle in a parking place in connection with the sale of offering or exposing for sale of goods when prohibited	OFF-STREET CAR PARKS	2 Minutes
41	Parked in a parking place designated for diplomatic vehicles	ON-STREET	5 Minutes
42	Parked in a parking place designated for police vehicles	ON-STREET	5 Minutes
45	Parked on a taxi rank	ON-STREET	5 Minutes
70	Parked in a loading area during restricted hours without reasonable excuse	OFF-STREET CAR PARKS	5 Minutes
89	Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area	OFF-STREET CAR PARKS	5 Minutes
91	Parked in a car park or area not designated for that class of vehicle	OFF-STREET CAR PARKS	5 Minutes
4	Parked in a metre bay when penalty time is indicated	ON-STREET	10 Minutes
5	Parked after the expiry of paid for time	ON-STREET	10 Minutes
5u	Parked after the expiry of paid for time (electronic payment)	ON-STREET	10 Minutes
6	Parked without clearly displaying a valid pay & display ticket	ON-STREET	5 Minutes
7	Parked with payment made to extend the stay beyond initial time	ON-STREET	10 Minutes
8	Parked at an out-of-order metre during controlled hours	ON-STREET	5 Minutes
9	Parked displaying multiple pay & display tickets where prohibited	ON-STREET	5 Minutes
10	Parked without clearly displaying two valid pay and display ticket when required	ON-STREET	5 Minutes
11 & 11U	Parked without payment of the parking charge	ON-STREET	5 Minutes
19	Parked in a resident's or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time	ON-STREET	10 Minutes
22	Re-parked in a the same parking place within one hour of leaving	ON-STREET	5 Minutes
24	Not parked correctly within the markings or the bay or space	ON-STREET	5 Minutes
30	Parked for longer than permitted	ON-STREET	10 Minutes
35	Parked in a disc parking place without clearly displaying a valid disc	ON-STREET	5 Minutes
36	Parked in a disc parking place for longer than permitted	ON-STREET	5 Minutes
73	Parked without payment of the parking charge	OFF-STREET CAR PARKS	5 Minutes
80	Parked for longer than the maximum period permitted	OFF-STREET CAR PARKS	5 Minutes
82	Parked after the expiry of paid for time	OFF-STREET CAR PARKS	10 Minutes
83	Parked in a car park without clearly displaying a valid pay & display ticket	OFF-STREET CAR PARKS	5 Minutes
84	Parked with additional payment made to extend the stay beyond time first purchased	OFF-STREET CAR PARKS	5 Minutes
86	Parked beyond the bay markings	OFF-STREET CAR PARKS	0 Minutes
90	Re-parked within one hour of leaving a bay or space in a car park	OFF-STREET CAR PARKS	5 Minutes

93	Parked in a car park when closed	OFF-STREET CAR PARKS	5 Minutes
94	Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required	OFF-STREET CAR PARKS	5 Minutes
95	Parked in a parking place for a purpose than the designated purpose for the parking place	OFF-STREET CAR PARKS	5 Minutes
12	Parked in a residents or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	ON-STREET	5 Minutes
14	Parked in an electric vehicle's charging place during restricted hours without charging	ON-STREET	5 Minutes
16	Parking in a permit space without displaying a valid permit	ON-STREET	5 Minutes
165	Parked in a disabled resident permit holders only bay without valid permit	ON-STREET	0 Minutes
23	Parked in a parking place or area not designated for that class of vehicle	ON-STREET	5 Minutes
25	Parked in a loading place during restricted hours without loading	ON-STREET	5 Minutes
85	Parking in a pp permit bay without clearly displaying a valid permit	OFF-STREET CAR PARKS	5 Minutes
46	Stopped where prohibited (on a red route or clearway)	ON-STREET	TfL

Vehicle removals

In some circumstances we have to remove vehicles, these include:

- Vehicles which are parked dangerously
- If we are asked by the police
- If a vehicle is in contravention of the parking controls
- Vehicles which are causing a serious obstruction.

If you think we have removed your vehicle, you can check on the [TRACE website](#) or call TRACE on 0300 077 0100* (24hrs). You will be asked for your vehicle registration. Or you can text "TRACE" followed by your vehicle registration to 66663*.

The General Regulations for Clamping and the Removal and Disposal of Vehicles (Amendment) (England) Regulations 2007 for removals state when you have to wait either 15 or 30 minutes after the issue of a PCN before removing a vehicle and when you can immediately remove a vehicle after the issue of a PCN. Vehicles not identified as persistent evaders that are parked in a parking place must not be removed until 30 minutes have elapsed since the end of any period of paid parking.

Vehicles that have been identified as persistent evaders that are parked in a parking place must not be removed until more than 15 minutes have elapsed since the end of any period of paid parking. Vehicles that are not parked in a parking place, such those observed on yellow lines, those misusing

blue badges or those parked in dedicated spaces without complying with the restrictions (such as but not limited to a disabled bay or suspended bay) may be removed immediately after the issue of a PCN.

If your vehicle has been removed for the purpose of being untaxed or classed as an abandoned vehicle the above does not apply and are subject to different removal times depending on the notice issued to the vehicle.

APPENDIX D – REMOVALS POLICY

Priority 1:

- i. Parked in contravention in a position/location which is prohibited and is causing danger, & serious health and safety implications for other road users or pedestrians;
- ii. Illegally parked in a formal disabled bay (30 minutes waiting time or 15 minutes if persistent evader*).

Priority 2

- i. Persistent evader (parked in prohibited place);
- ii. Parked in an operational Bus Lane or at a Bus Stop;
- iii. Vehicle with a foreign registration plate (parked in a prohibited place);
- iv. Parked obstructing a dropped footway (on a resident's request);
- v. Parked on a footway (parked in a prohibited place);
- vi. Parked on a School Keep Clear marking*;
- vii. Parked in a Doctor's bay.

Priority 3

- I. Parked committing a serious contravention (Please refer to **Appendix C** above).

Priority 4

- I. All other contraventions

*NB a persistent evader, as determined by London Councils is a person who has 3 or more outstanding penalty charge notices which have all progressed beyond the stage where the customer has the legal right to appeal to the ETA

Additional information

Under the provisions of the Traffic Management Act 2004 a vehicle is considered to have been "removed" when ALL four wheels have been placed on the back of the removal truck. If the driver returns before this action has been completed the removal should be terminated and the vehicle released.

However this does not apply to "persistent evader" vehicles. In these cases a vehicle is considered to have been removed once ALL four wheels have left the ground. The removal should only be terminated if the driver returns before all wheels have left the ground.

Civil enforcement officers have no opportunity to use discretion and the council's enforcement contractor has been advised that the above removal criteria must be strictly adhered to. The owner/keeper of a removed vehicle will be provided with the relevant representation forms when they attend the car pound to reclaim their vehicle. All representations and mitigating circumstances will be considered by the back office processing section.

Unless there are reasons relating to an emergency, security or a serious safety hazard, the Parking Enforcement Service will not remove vehicles displaying a valid Blue Badge or a valid Motability tax disc. However, if any of the reasons set out above apply then the vehicle may be relocated or removed, this is in line with Government guidance.

REMOVALS

DANGEROUS POSITION – 1st Priority for removal

Removal must be undertaken

Codes

Instant

15 Mins

30 Mins

(99)	99	Pedestrian crossing zig zags	✓		
(01)	01	Single Yellow Line	✓		
(02)	02	Waiting/loading restrictions	✓		

SERIOUS OBSTRUCTION – 2nd Priority for removal

Removal must be undertaken

		Instant	15 Mins	30 Mins	Codes
01	Single Yellow Line	√			(01)
02	Waiting/loading restrictions	√			(02)
16	Dedicated bay	√			(16)
26	Double parking	√			(26)*
40	Disabled bay	√			(40)
47	Bus Stop	√			(47)
48	School restrictions	√			(48)
62	Footway parking	√			(62)

*Locally to Newham '1 Metre from kerb' applies

		Instant	15 Mins	30 Mins	Codes
PE	Persistent evader		√		(PE)
DB	Fraudulent disabled badge	√			(DB)

SERIOUS PARKING INFRINGEMENTS – 3rd priority for removal

		Instant	15 Mins	30 Mins	Codes
02	Waiting/loading restrictions			√	(02)
21	Suspended bay	√			(21*)
23	Non – designated vehicle			√	(23)
25	Parked in a loading bay during restricted hours			√	(25)
41	Parked in parking place for a diplomat vehicles			√	(41)
49	Parked on a cycle track			√	(49)
PO	Persistent Offender			√	(PO)

* Where the required notice period for a bay suspension has been given and even if a vehicle has a valid permit, including resident permit, then the vehicle can be issued with a PCN and removed

NB.

- **If, due to emergency works, it has not been possible to provide the required minimum 72 hours' notice of a bay suspension then vehicles with a valid permit can be issued with a PCN but they should be relocated to the nearest available legal parking space, they should NOT be removed to the car pound.**
- **Vehicles without a valid permit will be issued with a PCN and removed to the car pound**

4th priority for removal

		Instant	15 Mins	30 Mins	Codes
12	No Permit/voucher – P&D, resident & shared use			√	(12)
14	Electric vehicle			√	(14)
16	No permit – resident & shared use			√	(16)
19	Invalid permit/voucher/P&D Ticket			√	(19)

OTHER PARKING
INFRINGEMENTS – 4th and
Lowest Priority for Removal

Codes (05) (06)* (20) (22) (24)
(55)

