



Proposed Parking & Enforcement Plan 2015-20

July 2015

London Borough of Hackney

Proposed Parking & Enforcement Plan 2015-20

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Foreword from Councillor Feryal Demirci, Cabinet Member for Neighbourhoods

I am pleased to introduce Hackney Council's proposed Parking and Enforcement Plan (PEP) for 2015-20. Despite falling car ownership there continues to be demand for parking than there is space available. The legacy of the 2012 Games and continued development of residential and commercial properties will increase the demand for parking in the Borough. Parking management can address these issues by prioritising road users according to need and encouraging a shift towards more sustainable forms of transport.

This is now the third iteration of the PEP. While Hackney is no longer required by law to publish a parking policy document, the Council wants to have a transparent framework for managing parking and traffic enforcement in the Borough.

Hackney's parking enforcement contract incorporates the rewards of quality, not quantity of parking tickets. The number of tickets we issue is falling each year because an increasing number of motorists are parking correctly. A 2014 survey showed that 96.2% of motorists park in line with regulations - this high level of compliance is a strong sign that our parking enforcement is working.

Through the last PEP we delivered a number of important improvements in line with residents' and businesses' feedback, including:

- rationalising parking bays and cutting down on unnecessary yellow lines to create more space for residents, businesses and their visitors;
- successfully trialling 'virtual' permits during the 2012 Games (we have now procured a permanent ICT system that will have this option);
- observing vehicles parked on yellow lines for five minutes to see whether they are loading;
- creating two new types of visitor vouchers; and
- implementing an emission based charging structure for parking permits; subject to consultation and approval.

Hackney is now one of the highest performing boroughs at the parking adjudicator – in 2013/14 we won 73.8% of cases and contested 95%. This shows we consider representations fairly and cancel Penalty Charge Notices (PCNs) at the earliest possible stage if there are genuine grounds for appeal.

In this PEP, which spans the next five years, we want to cut red tape and improve the customer experience, while working to promote sustainable transport.

Once again I would like to be clear that the Council does not use parking as a means for generating revenue – and would not be able to do so even if it wanted to - as this is strictly prohibited by law. The use of income from parking is tightly controlled under the Road Traffic Regulation Act 1984 (as amended) and cannot be used to subsidise general expenditure. This does not mean we should not manage parking efficiently, economically and effectively, which is a feature of many of the policies in this PEP.

June 2015

Overview

The Council has developed the Parking and Enforcement Plan (PEP) 2015-20 to improve parking conditions in Hackney. It was constructed to provide a strong policy framework to guide the Council's parking management activities. The overall aim of the PEP is to contribute to a better and safer environment for the Borough. While the PEP supports the Council's strategic goals, its recommendations are focused on transport and parking policy. It sets out in a clear and transparent way how parking management within the Borough will progress over the coming years.

The PEP presents an overview of the policy and procedural basis which will guide the Council's parking-related decisions and presents a series of recommendations. The recommendations in this document aim to balance competing parking needs, such as the needs of disabled people, residents and local businesses. This helps to manage parking in the Borough on a fair and consistent basis.

The Proposed PEP

This version of the PEP is a proposed update, a bridge between the old (2010-15) and new (2015-20) PEPs. The clearly marked recommendations have been proposed subject to feedback from public consultation, whereas the text comprising the body of the PEP sets out long-standing policy and practice for managing parking in the borough. While the entirety of the PEP is open to feedback during the consultation, the text making up the body of the PEP will apply as Council policy from the point that the proposed PEP is approved by Cabinet.

Following Consultation

All relevant feedback will be considered following consultation and the PEP will be revised accordingly. It will then be presented to Cabinet for approval, along with a summary of the feedback received and responses to the key points raised. This is due to happen in late 2015. The final recommendations will form a plan of work that will be carried out over the period 2015-20.

1 Introduction

- 1.1 The Parking and Enforcement Plan (PEP) provides the policy framework for effective parking management in Hackney. The previous PEP set out the Borough's parking policies for the period 2010-15, and is replaced by this document.
- 1.2 This PEP is guided by the principles of the Traffic Management Act 2004, as set out by the Department for Transport's Statutory and Operational Guidance documents. It is supportive of strategic objectives for integrated land use and transport planning: caring for the environment; improving social inclusion; supporting economic prosperity and regeneration.
- 1.3 The scope of the PEP is necessarily broad, in part reflecting the complex and challenging linkages between parking and transport, environmental, economic and planning issues. This PEP links into a number of Hackney's overarching policies and strategic documents.

A Short Profile of Hackney¹

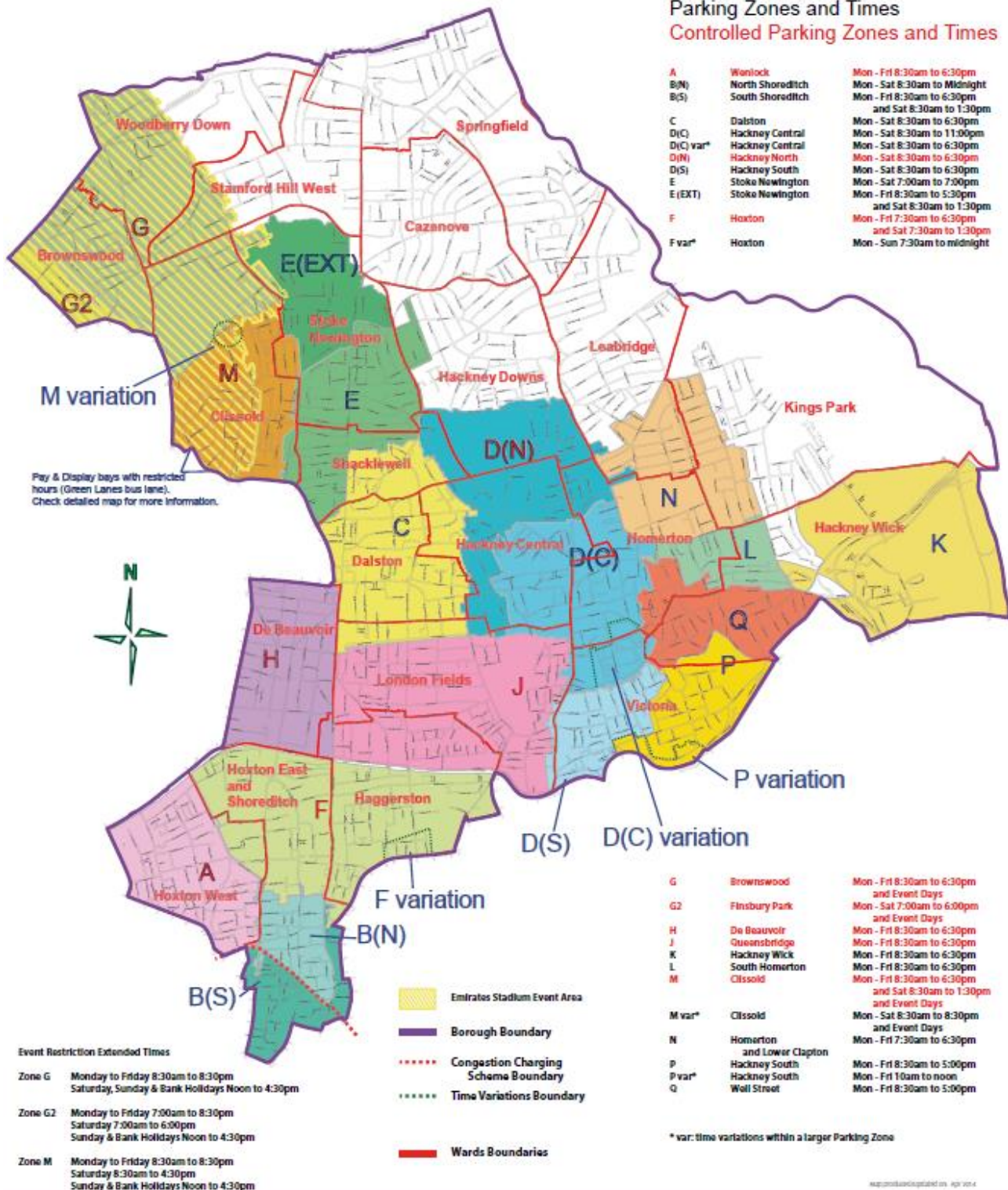
- 1.4 Hackney has 246,300 residents and 101,690 households. Hackney is a culturally diverse area, with significant other White, Black, Asian and Turkish communities. The Haredi Jewish community is concentrated in the North East of the borough and is growing. Hackney remains the second most deprived local authority in England² and all of its wards are in the 10% most deprived in the country; however nearly four fifths of residents say that Hackney is a place where people from different backgrounds get on well together. Hackney's diversity and multiculturalism are the main factors contributing to residents feeling proud of Hackney.
- 1.5 In 2011, 14.5% of Hackney residents said they were disabled or had a long-term limiting illness.
- 1.6 Hackney is the fourth most densely populated borough in London, and has a mixture of Georgian, Victorian and contemporary architecture. Front gardens are narrow, leaving little or no room for personal parking spaces within the properties themselves. This puts pressure on available kerb space, as does the conversion of many houses into flats. The kerb space is used by residents, businesses and visitors, but commuters into the Borough put additional pressure on Hackney to manage its parking provision effectively.
- 1.7 The map overleaf shows the extent of Hackney's parking zones as of July 2014.

¹ Figures in this section are taken from the Council's 2013 Borough Profile unless otherwise stated

² Index of Multiple Deprivation 2010

PARKING ZONES

Parking Zones and Times Controlled Parking Zones and Times



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Hackney

- 1.8 The following table shows levels of car ownership in Hackney as measured by the 2011 Census.

Cars	No. households	% of Hackney households
0	65,721	64.6
1	31,157	30.6
2	4,129	4.1
3	525	0.5
4 or more	158	0.2
Total	101,690	100

- 1.9 Hackney has traditionally the highest levels of cycling in the capital with latest Census data showing that 15.4% of our residents who travel to work went by bicycle.

Legislative Basis for Parking

- 1.10 The Road Traffic Regulation Act 1984 (RTRA) sets out the legal framework for parking permits, traffic management orders (which are required to establish parking zones or set restrictions such as yellow lines), removal to the car pound and related financial controls. Section 122 bestows on local authorities a general duty to consider the matters including the following whenever carrying out a function under the RTRA:

- road safety
- flow of traffic (including cyclists and pedestrians)
- air quality
- managing supply of and demand for parking spaces
- any other matters the Council considers relevant

- 1.11 The Traffic Management Act 2004 (TMA) is the main piece of legislation for the management of parking in England. It reinforces the legal duty under the RTRA to ensure traffic flow. Part 6, the section that affects parking, is accompanied by statutory and operational guidance documents. Councils are legally obliged to 'have regard to' the former, while the latter sets out the principles underlying good parking management and recommends how this can be achieved.

- 1.12 The main principles advocated in the TMA guidance are:

- fairness
- consistency
- transparency
- a focus on quality, not quantity of enforcement

- 1.13 In addition to the principles and statutory duties above, section 3.3 of the statutory guidance sets out the following priorities for local authority parking policies:

- improving the local environment
- improving the quality and accessibility of public transport
- meeting the needs of disabled people

The Case for Managing Parking

- 1.14 Parking zones help to influence levels of car use and ownership in the Borough, which has a knock-on effect on the demand for parking, congestion, road safety, air quality and carbon dioxide emissions. Studies have found that parking pricing influences car use, and parking controls allow the Council to use other sustainable transport mechanisms such as car clubs and car-free developments, as well as freeing up kerb space for use of cycle parking.
- 1.15 By encouraging walking, cycling and, to a lesser extent, public transport, the Council helps promote a healthier lifestyle, in line with a statutory duty under the Health and Social Care Act 2012.
- 1.16 According to the 2011 Census, only 35% of households in Hackney had a car or van, the third lowest for any local authority in England and Wales. Since 2001 the Borough saw a 9% decrease in households with a car despite an 18% rise in the number of households.
- 1.17 The 2011 Census data showed the lowest car ownership in five areas that had parking zones and good transport links – Hoxton, Haggerston, Dalston, Hackney Central and Homerton all had 31-36 cars per 100 households, lower than the Borough average of 41. Wards that were largely or entirely uncontrolled had car ownership 41-7 cars per 100 households. The large decrease in car ownership can be attributed not just to introduction of parking zones and improvements to public transport, but also to the introduction of the Congestion Charge in 2003 and the Council's active support of cycling.
- 1.18 In 2013 the Council estimated that another 20,000 households would be built in the next 30 years and 2012 GLA forecasts showed that population would grow by more than 30% by 2021 in Hoxton, Haggerston and Brownswood wards. The Local Development Framework (LDF) and draft Transport Strategy emphasise the continued need to manage the demand for private car use.
- 1.19 Hackney has amongst the lowest carbon dioxide emissions in the country, which is largely due to low levels of car ownership.
- 1.20 The rate of issue of PCNs in Hackney is falling by 4% per year, which strongly suggests that parking enforcement is achieving its aim of getting motorists to park correctly. This, in turn, suggests that parking zones are effective in prioritising local motorists and managing car use.

Managing Supply and Demand

- 1.21 Demand exceeds supply of safe places in many parts of Hackney, as measured by parking stress surveys and permit data. Restricting certain areas to residents and local businesses or their visitors manages the demand for parking and supports needs.
- 1.22 Parking zones give motorists the best possible chance of finding a parking space conveniently and close to their destination. Experience elsewhere has shown that where demand is high, the alternative to parking controls is frequently chaos. Examples include St Albans in 2004 and Aberystwyth in 2011, where traffic flow problems and road safety became significant issues.

Road Safety and Traffic Flow

- 1.23 There are 100,000 car journeys in Hackney per day³. Vehicles looking for parking can make up 30% of the traffic⁴ where the demand for parking is high, so allowing motorists to find a space quickly and easily improves congestion and air quality.
- 1.24 Studies⁵ have shown that contrary to the popular myth, parking controls can help businesses by ensuring a regular turnover of spaces for shoppers – whereas a lack of controls can deter shoppers and increase congestion and therefore pollution.
- 1.25 Hackney marks yellow lines and other restrictions in places where it is unsafe or obstructive to park. Similarly, box junctions and banned turns are in place to keep traffic flowing. As a result, parking and traffic enforcement upholds road safety and traffic flow.
- 1.26 The vast majority of accidents occur at junctions and greater inter-visibility between users is generally considered to help improve safety. Impaired visibility due to parked/stationary vehicles has been identified as a contributory factor in approximately 3% of all accidents in the UK (based on 2011 data) and therefore improving sight lines could help reduce the number of these types of accidents.

Air Quality, Climate Change and the Local Environment

- 1.27 Diesel fumes are now classified as carcinogenic by the World Health Organisation. They contain particulate matter (PM), small airborne particles that are linked with a range of health issues. Through the Health and Social Care Act 2012 the Council is now directly responsible for protecting and improving public health. The Mayor of London's 2010 Air Quality Strategy identified that around 4,300 deaths per year in London are partly caused by long-term exposure to particulate matter and suggested that the economic cost of poor air quality could be as high as £2 billion.

³ 97,281 trips made by London residents with an origin and destination in LB Hackney on an average day (seven day week). LTDS 10/11 to 12/13.

⁴ Sources include *Cruising for Parking*, Shoup, 2007

⁵ Including *Spaced Out*, Bates and Liebling for the RAC, 2012 and *The relevance of parking in the success of urban centres*, Tyler et al for London Councils, 2012

According to 2011 data published as part of the Public Health Outcomes Framework, 8% of deaths in Hackney were attributable to particulate air pollution. The Mayor also highlighted the need for research to fully understand the health impacts of nitrogen dioxide. Hackney is an Air Quality Management Area for nitrogen dioxide and particulate matter.

- 1.28 Many parts of Hackney are above the legal limit for concentrations of the pollutant nitrogen dioxide (NO₂) set under the Air Quality Standards Regulations 2010, which brought the UK in line with European emissions standards. The UK is being prosecuted by the European Commission for failing to meet legally binding air quality targets; Government can pass down penalties to councils.
- 1.29 By managing car ownership and use, PZs are important tools for improving air quality. Variable charging for parking permits encourages use of vehicles with lower emissions.
- 1.30 Large vehicles and excessive numbers of vehicles parked in residential areas can affect the quality of the street environment, affecting the quality of life for residents. Parking controls are a strong deterrent. Parking zones contribute to the Mayor of Hackney's priority of 'keeping Hackney clean and safe, and promoting the quality of life and wellbeing of all our residents'.
- 1.31 Civil Enforcement Officers (CEOs) identify abandoned vehicles for removal and their presence on the public highway helps to deter crime. The Council also works with the DVLA and Police to remove untaxed vehicles to the car pound. This benefits the Borough because untaxed vehicles are disproportionately likely to be uninsured and involved in other crime.

Further Strategic Context

- 1.32 The Mayor of London's Transport Strategy was agreed in May 2010. The key goals of the strategy are to:
 - support economic development and population growth
 - enhance the quality of life for all Londoners
 - improve the safety and security of all Londoners
 - improve transport opportunities for all Londoners and
 - reduce transport's contribution to climate change and improve its resilience and
 - support delivery of the London 2012 Olympic and Paralympic Games and its legacy.
- 1.33 The Sustainable Community Strategy sets out a vision for the Council and its strategic partners as to how Hackney should develop until 2018. Its themes include:
 - 'A sustainable community, where all citizens take pride in, and take care of Hackney and its environment, for future generations'. This could be achieved through managing car use and setting policies to reduce pollution from vehicles and;
 - 'Making the borough safer, and helping people to feel safe'.

Parking Objectives

1.34 The following are the key objectives for the management of parking within Hackney from 2015 to 2020.

- 1) **Prioritise according to need.** Allocation of parking bays and prices of permits should depend on the user's need. Blue Badge holders have the greatest need to travel by car and so should be afforded the highest priority
- 2) **Smooth the flow of traffic**, improving emergency vehicle access and bus journey times
- 3) **Uphold road safety**
- 4) **Reduce emissions from motor vehicles** to help reduce climate change and reduce early deaths and poor health amongst residents
- 5) **Improve the local environment** - the look and feel of Council car parks and Hackney streets.
- 6) **Provide a fair, proportionate, robust and transparent enforcement regime** that acts effectively against fraud and misuse
- 7) **Manage parking in a manner that makes best use of the limited resources available**
- 8) **Make use of technology to improve customer service and efficiency.**

1.35 Objectives 1-5 can be achieved by encouraging use of sustainable transport and discouraging unnecessary car trips. With the introduction of the new e-Permits system during the lifespan of this PEP, objectives 7-8 can be also be achieved.

The Need to Prioritise

1.36 As there is greater demand for parking than space available, the Council must decide how to prioritise. Hierarchy of Parking Need shows the Council's general priorities across Hackney, but these priorities can vary on a local level, according to the characteristics of the area. The current hierarchy follows.

Table 1.1: Current Hierarchy of Parking Need

Hierarchy Type	Priority
Road User	<ul style="list-style-type: none">• disabled resident parking• disabled parking (non residential)• resident parking• essential worker in the delivery of public service• registered carers• doctor parking• local business essential parking / servicing• short-stay shopper / visitor parking• long-stay shopper / visitor parking• long-stay commuter parking

Hierarchy Type	Priority
Vehicle Type	<ul style="list-style-type: none"> • emergency vehicle • bicycle • Transport for London (TfL) bus • electric vehicle • public service vehicle • shared / pool car • delivery vehicle / lorry and van • taxi • powered two-wheeler • conventional private car (less polluting)* • conventional private car (more polluting)*

* As determined by permit pricing bands.

- 1.37 The concept of a hierarchy of need is in itself technical and can be hard to follow. Simplifying the hierarchy of need will allow residents and businesses to better understand how the Council prioritises parking space. Commuter parking does not feature in the proposed hierarchy because the Council aims to discourage it at all times. The hierarchy is flexible enough to apply to a road user that is not explicitly listed within it – for example, a resident's visitor falls between priorities two and four because they are a combination of resident's and visitor parking.

Recommendation 1.1

To approve the proposed hierarchy of need, as shown in Table 1.2.

Table 1.2: Proposed Hierarchy of Parking Need

Priority	Road User
1	<ul style="list-style-type: none"> • blue badge holders' parking
2	<ul style="list-style-type: none"> • residents' parking
3	<ul style="list-style-type: none"> • local business / service operational parking / servicing
4	<ul style="list-style-type: none"> • short-stay shopper / visitor parking
Other factors affecting priority include	<ul style="list-style-type: none"> • impact on traffic flow / road safety • impact on air quality / climate change • size of vehicle / effect on local environment

Introduction to Parking Finance

- 1.38 Councils cannot use parking as a revenue-generating tool. The statutory guidance to the TMA 2004 states that councils should not set targets based on revenue, the number of PCNs issued or the number of vehicles clamped or removed. Budgets in these areas should be used for forecasting purposes only and will be projections

based on the previous year's activity. The budgeting process must have full regard to the financial provisions of the TMA 2004.

- 1.39 Councils' parking enforcement operations do not strictly need to be self-funding but the Government's guidance is clear that being self-funding is still desirable, so where parking has a net cost, local authorities will be expected to consider measures to decrease the deficit (revenue from Council Tax must not be used to cover this gap).
- 1.40 The use of any surplus that results from parking is strictly governed by legislation. This money is kept in a ring-fenced account that can only be used for activities specified in Section 55 of the Road Traffic Regulation Act 1984 (as updated). These activities include, amongst others, public realm improvements, road safety initiatives and public transport.

Financial Reporting

- 1.41 Reporting is an important part of accountability and the TMA 2004 clearly defines the Council's obligation to produce an annual report. The transparency which this report is intended to provide should help the public understand issues of parking enforcement. The monitoring in the report also provides councils with management information that helps in evaluating performance and identifying areas for improvement. The statutory guidance to the TMA 2004 strongly recommends enforcement authorities to produce an annual report about their on-street and off-street enforcement activities within six months of the end of each financial year. The report should be published and as a minimum it should cover the financial statistical data, along with relevant targets. Hackney's most recent parking financial report is available on the Council's website (www.hackney.gov.uk/parking). The Code of Recommended Practice for Local Authorities on Data Transparency updated in 2014 expanded the reporting requirements to include off-street income local authorities and number of parking spaces.

Charging for Parking

- 1.42 Hackney aims to set parking prices in order to encourage use of more sustainable forms of transport, without being unaffordable for those who need to drive. It is also fairer for the costs of the service to be met by users than for permits to be subsidised through Council Tax or another general fund.
- 1.43 Section 14.7 of the Department for Transport's Operational Guidance to the Traffic Management Act 2004 ('the Operational Guidance') states the following:

'Authorities should never use parking charges just to raise revenue or as a local tax. However, where the demand for parking is high, the delivery of transport objectives with realistic demand management prices for parking may result in surplus income.'
- 1.44 Research has shown that parking pricing can be an important influence in a visitor's mode of transport, especially in areas with good public transport links. There is no

simple formula that can be applied to predict the effects on car use of a price rise in Hackney as the exact effects of short-stay pricing on demand vary enormously, according to demographics, public transport prices, extent of price rises and a variety of other factors. It should also be noted that research generally focuses on commuter and shopper parking, with little investigation specifically into residential permits and visitor vouchers.

1.45 In line with the Operational Guidance and the RTRA 1984, factors that affect the price of a parking product include:

- the user's relative need to drive and the amount required to discourage unnecessary car use (the equivalent costs using public transport should be considered)
- supply, demand and the value of a parking space on the public highway
- a vehicle's impact on congestion, road safety, local air quality and climate change
- the level of a penalty charge notice (setting pricing too high could encourage motorists to park in contravention)
- benchmarking with other boroughs and off-street prices within Hackney
- the level of service provided (for example, organisations with sole use of a parking bay pay a greater amount for their permits than they would otherwise)

1.46 The need to drive has also been factored into the hierarchy of parking need, which is why there is a correlation between the user's priority and the price of the product. To put this in to context, the rental value of a private, off-street parking space in Hackney is between £1,200 and £2,400, depending on the area. It is clear that the resident's permit is priced at less than 10% of the market value⁶. This is entirely intentional because the purpose of the price is to manage car use, not to raise revenue and there will be some households in the borough that need to drive but cannot afford to pay the market rate.

1.47 At the opposite end of the spectrum, the Council can use pay & display pricing to directly influence whether an individual journey is made by car or by public transport. Pay & display tariffs vary between areas along with the demand for parking and levels of public transport accessibility. The charge, maximum length of stay and (where competing demands allow) number of spaces are set to achieve a high turnover of spaces so that visitors can find a space easily. Prices are set to encourage off-street parking and discourage commuters.

1.48 Areas in need of regeneration may well have lower pay & display prices than average as there is likely to be a low demand for parking, but this does not mean that pricing should be used to attract visitors into the area: studies have found that the quality of offer and the environment are far more important for shoppers, so charging less than the market rate risks increasing car use amongst current shoppers while attracting few new customers.

⁶ As boroughs' hourly prices show, on-street parking in London is generally more valuable than off-street parking, so the actual figure is likely to be lower than 10%

2 Parking Zones (PZs)

General

- 2.1 A Parking Zone (PZ) is an area where all kerbside space is controlled by either yellow lines or parking places which generally have the same operational hours and days of control. There are three types of zone currently used in Hackney. A controlled parking zone (CPZ) where zone entry plates indicate the operational hours of the single yellow lines within the zone. Any single yellow lines within parking zones are accompanied by signs, but the zones do not have entry plates. Restricted Parking Zones (RPZs) are where there are no lines at all; instead the restrictions are individually plated and any bays shown by road studs or other markings. RPZs are only used where there are special circumstances such as narrow streets or special carriageway materials (such as cobbles) that make lining inappropriate. In this document 'PZ' is used generically to describe all types of zones. PZs may also apply to Hackney Homes estates. The third type is the Permit Parking Area (PPA) where Permit holders only past this point signs are used to indicate a whole area which is used by permit holders only.
- 2.2 Parking zones are designed and implemented to assist areas suffering from 'parking stress', where demand for parking is close to or exceeds the supply of safe kerbside space. At moderate levels, parking stress can inconvenience local residents and make it difficult for service providers to park near their destinations. Higher levels of parking stress can lead to double parking and parking at junctions, which are road safety hazards and block the flow of traffic.
- 2.3 One of the two main purposes of a PZ is to effectively manage the supply and demand for on-street parking in an area, the other being the related goal of discouraging car use in favour of more sustainable forms of transport. In doing so, the Council helps to improve road safety, reduce congestion, improve the local environment, reduce carbon dioxide emissions and improve local air quality.
- 2.4 PZs help the Council to prioritise parking spaces according to need. The most common example is providing resident-only parking to protect local residents' parking needs from the non-local parking demands of commuters; this helps residents to park conveniently and as close as possible to their homes.
- 2.5 A permit system is essential in a PZ so that the Council is able to prioritise parking for local users, and enforcement of the system would not be possible without the issuing of Penalty Charge Notices (PCNs) to motorists parked in contravention. The sale of permits and revenue from enforcement activities offset the costs of implementation, enforcement, maintenance of lines, signs and posts, and the back-office support the service needs to function. Any surplus is used strictly in accordance with legislation, as described in chapter 1.
- 2.6 PZs can be tailored to meet the parking needs of disabled people and short-stay shoppers, as well as the essential waiting and loading needs of local businesses. PZs assist the operation of local buses by preventing inconsiderate, obstructive on-street parking activity. They can also enhance the local environment by creating a

safer, less cluttered street scene, free from dangerously parked and abandoned vehicles.

PZ Coverage

- 2.7 The Council has introduced a total of 17 main PZs to date. Some of these zones (including B and D) are currently split into sub-zones. Permit holder parking signs include the name of the zone, and only permits and vouchers issued for the same zone can park there. Those with permits for Zone B and D can park in each of the sub zones within their zone using their permit. However, visitor vouchers are only valid within the sub zone to which they relate.
- 2.8 PZs now cover over half of the Borough, and are focused around main town centres and areas of extensive commercial use, areas close to commuter stations or public transport hubs and amenity areas such as parks and open spaces that attract large numbers of vehicles from outside the immediate area. Some parts of the Borough, mainly towards the north and the east, remain largely uncontrolled.
- 2.9 The hours of operation vary significantly between areas to meet local needs, as demonstrated by Table 2.1.

Table 2.1: Current PZ hours

Hours of Operation**	Zone	Times	Duration
Longest*	B(n)	08.30 to midnight	15.5 hours
Most common	A, D (c) var, D (n), D (s), H, J, K	08.30 to 18.30	10 hours
Shortest	Zone P (var)	10.00 to 12:00	2 hours
Half-day weekend controls	B (s), E (ext.), F, M	08:30 to 13:30 (Zone F 07:30 – 13:30)	5-6 hours

*A small pocket of Zone F is controlled from 07.30am to midnight seven days per week to reflect the pressures from the nearby night-time economy and the Columbia Road flower market. Full details can be found at www.hackney.gov.uk/parking.

** correct as of December 2014. Motorists should check the Hackney website before they drive.

Identifying the Need for a PZ

- 2.10 Since 2005 the Council has had in place a robust, systematic framework for future PZ implementation in the Borough. As a result, parking controls have been put in place where there has been need and demand.
- 2.11 Parking zones help the Council fulfil its statutory duties in relation to parking management, congestion road safety and air quality. There are policy reasons to extend parking controls: for example, the Mayor of London's Transport Strategy supports the expansion of PZs in inner London where boroughs consider it to be beneficial. However, the Council will not make changes without consulting the public.

- 2.12 Increased demand for parking comes from new residential and commercial developments, increased car ownership resulting from population growth in specific areas and displaced parking from existing Hackney PZs. The expansion of PZs in neighbouring boroughs increases this pressure, as it can displace vehicles over the border. Improvements to the transport infrastructure can also increase these pressures: for example, recent improvements to the London Overground
- 2.13 The North London Line may encourage commuters to drive and park close to the stations and commute from them to their place of work. Air quality concerns may also justify PZ introduction.
- 2.14 The most common indicators of the need for a parking zone in an area are:
- 1) Parking stress: supported by a 'technical assessment' of the available space and the demand for parking. The process of technical assessment involves measuring parking stress in the early morning and afternoon. Vehicles are classified as local or non-local according to when they are parked in the area, and the data is used to determine the source of stress. A region is generally said to be under parking stress if in the region of 80% or more of safe road space in an area is occupied.
 - 2) Public support: the level of public comment, complaints and petitions received by the Council.
- 2.15 New roads created within an existing PZ will automatically be included in the PZ. CPZs are defined by geographic boundaries so all public roads within are included. In some cases private roads can be classified as being part of the public highway and can therefore be included in PZs.

Stage One (In Principle Consultation)

- 2.16 Hackney generally conducts two stages of consultation before a PZ is introduced. The decision to consult is normally made by Hackney Council's Cabinet according to the evidence of a need for a PZ. In the past Cabinet have made the decision not to consult in areas where technical assessments have shown that there are relatively low levels of parking stress.
- 2.17 The first stage is an initial consultation exercise to gauge the level of public support for the introduction of new parking controls from the local community. The process allows local opinion to be taken into account before any decision is made and ensures that resources are only spent on designing zones that will be implemented.
- 2.18 The Council will take into account the views of residents where parking pressure has been identified in an uncontrolled area, and will take these opinions into account in areas where parking controls were not previously supported.

Recommendation 2.1

The Council will carry out a Stage 1 consultation in areas where requests and petitions have been received. If the outcome of the consultation does not receive majority support for controls, the Council will only go back to the same area if further
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requests or petitions are received.

- 2.19 The introduction of parking controls in one street often results in displacement parking in adjacent unrestricted streets as commuters and motorists move their vehicles to avoid the parking controls. As a result, the area consulted in a stage 1 consultation is usually larger than the area experiencing a problem. At stage 1 Hackney asks residents whether they would support a PZ if one is introduced in a nearby road, which ensures the possibility of displaced parking is taken into account.
- 2.20 Stage 1 consultations will utilise some or all of the techniques described in section 7. The consultations set out the following:
- The reasons why the Council is proposing a PZ
 - How the scheme would work
 - A summary of the major parking permits and indicative prices
 - How the resident or business can have their say
 - A summary of what happens next
 - The draft design of the zone (if the consultation combines stages 1 and 2) and the reasons behind its key features
- 2.21 The decision to implement a PZ can be made according to the following factors:
- support from public responding to a consultation (petitions are not factored into the percentage support)
 - road safety,
 - traffic flow,
 - supply and demand for parking, and
 - the environmental and air quality impacts of parking and traffic.
- 2.22 A PZ can be introduced on a street-by-street or part-of-street basis. While local feedback is very important to the Council, it must by law consider traffic management grounds before public opinion. While mathematical analysis is required to understand the extent of local support and its variation within the area consulted, the consultation should not be confused with a referendum, where the most popular option is chosen on a 'first past the post' basis.
- 2.23 Where possible, the boundary of a PZ will be set to utilise a main road or other barrier to discourage displaced parking. The area for inclusion in a PZ will be set with regard to traffic management grounds and the need for clear and logical boundary, which may mean that there is not majority support for the PZ within that boundary.
- 2.24 If the introduction of a PZ is agreed following consultation, then to reduce the impact of displaced parking the Council may also consult and / potentially re-consult roads outside of the agreed zone (this may include some of the roads that were also originally consulted). This consultation will usually combine stages 1 and 2 of the PZ consultation process so that any zone could be introduced to protect local parking

needs as quickly as possible. Similarly the Council may choose to conduct a stage 1 review to gauge whether parking controls are needed.

Stage Two (Detailed Design Consultation)

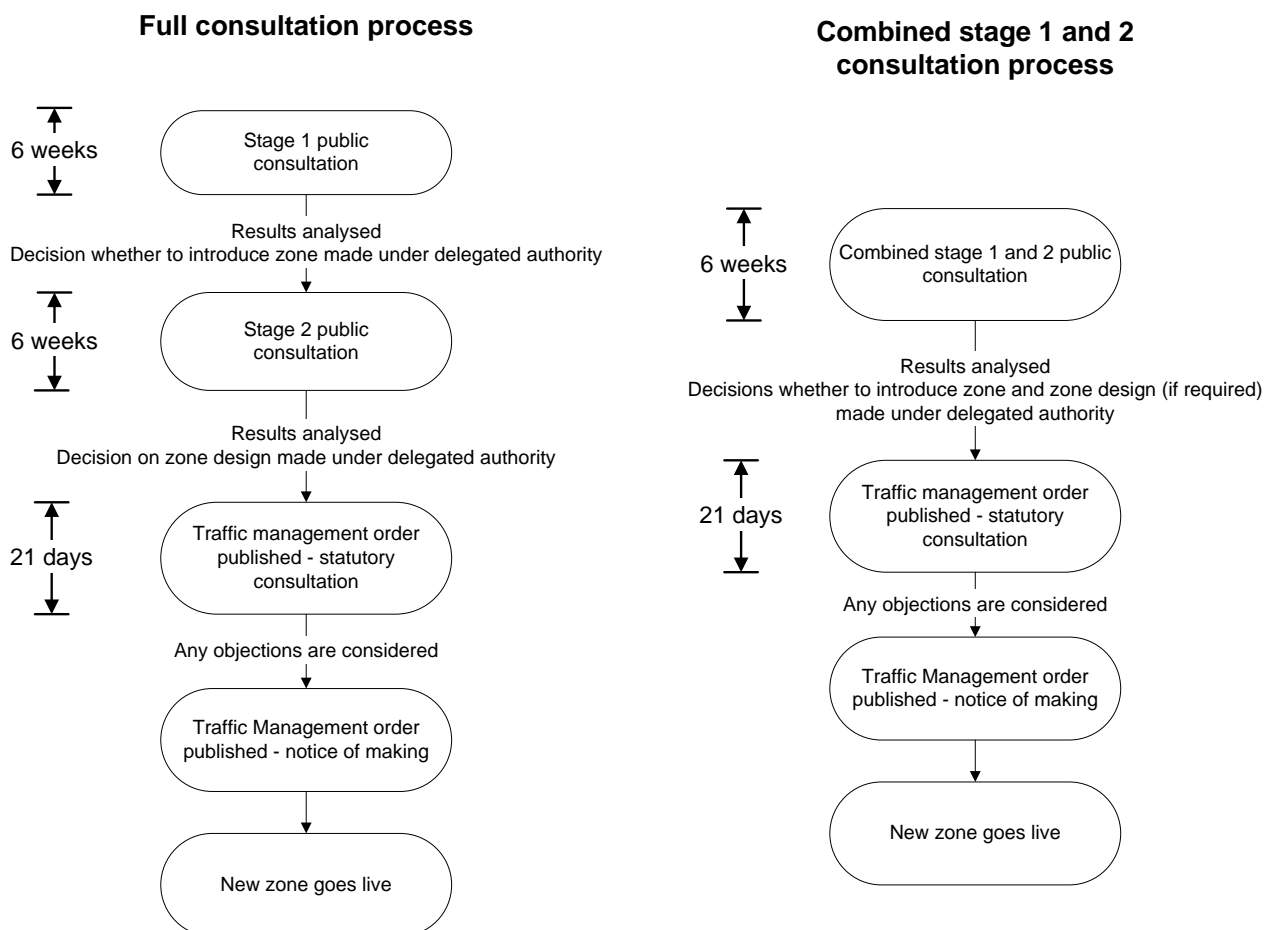
- 2.25 The stage two consultation is conducted in order to assist in determining the layout and hours of any PZ. The 'detailed design' of an area refers to the detailed layout of bays and lines and the hours for which the PZ operates. The process involves allocating spaces according to demand and need. It takes into account the impact of parking controls on the local resident and business community and other regeneration factors which support the sustainability of the local area.
- 2.26 The hours of control should prioritise local parking needs and reflect the characteristics of the area to protect local parking needs; for example, extending controls until the evening may be suitable for areas with a night-time economy. The event-day parking scheme increases the hours of control on the days of football matches and other events at Arsenal FC's stadium in Islington, and could also be extended to cover events held at Finsbury Park – the Council will explore this option at the next review of the event day parking scheme.
- 2.27 In the future, the Council aims to propose specific PZ operational hours during the Stage Two consultation process if there are sufficient traffic management grounds to do so. This will give Hackney the opportunity to present operational hours based on the parking conditions of the impending zone, allowing residents to choose an option that will be in consideration of and appropriate to the local parking needs of the area.
- 2.28 If a PZ is to be introduced following the stage two consultation a statutory consultation will also be necessary before any PZ is approved. This involves a notice of proposals being published in Hackney Today (the Council's free newspaper) and the London Gazette advertising a proposed traffic management order. There is the opportunity for the public to make objections to the order which must be made in writing giving the reasons for the objection. Any objections will be considered before a decision is made to implement the PZ or publish further proposals. The order may be made by the relevant Council officer under delegated authority.
- 2.29 While in some parts of Hackney there are circumstances that necessitate local hours of control, there are many areas that share characteristics and are suitable for similar hours of control; for example, residential areas are typically controlled from Monday to Friday 8.30am to 6.30pm or 7am to 7pm. At stage 2 and during reviews, consultation questionnaires propose standardising times with other zones, where appropriate, although local need and demand will continue to be taken into account before a decision is made. This is to help motorists understand the times of control in each area and increase the service's efficiency by making storage and maintenance of signs easier.

2.30 Similarly where there is no clear preference for standardised hours from the consultation results, the Council will take into consideration the requirement for longer or shorter hours of operation within a PZ.

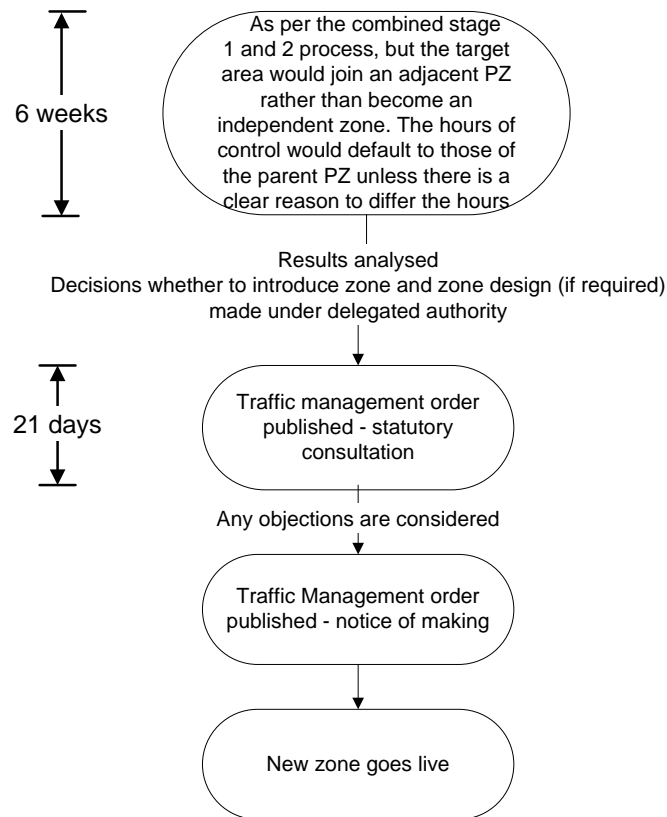
2.31 While the full PZ consultation process is robust, transparent and efficient, it can take 18-24 months from identifying problems to controls being in place. The decision as to whether to combine the two stages of consultation takes into account the impact on resources and any indications of public demand for controls. Consultations typically run for six weeks but may be reduced to as little as four weeks in exceptional circumstances.

Summary of Consultation Process

2.32 The diagrams overleaf outline the standard process that is required before a PZ can be introduced.



Displacement Consultation Process



PZ Review

- 2.33 After implementing new parking controls in an area, the Council reviews the PZ to ensure that it is operating effectively and to assess the need for modifications. The first review is currently within one year of implementation, or sooner if a clear need to review is identified. The review process includes evaluation of the operation of the zone, a review of complaints, correspondence and consultation with residents and local businesses.
- 2.34 PZ reviews include an assessment of displaced parking activity in the surrounding area; the decision is made according to need and there is no requirement to return to the same area consulted at stage 1. Uncontrolled roads adjacent to a PZ experiencing parking stress are consulted as part of the review process on joining the nearby zone, using a combined stage 1 and 2 process. As with the stage 1 process, the statutory grounds are taken into account and individual roads (or sections of roads) may be added.
- 2.35 The review schedule should be flexible, allowing the Council to bring forward reviews to meet local needs and address any concerns that are raised. After an initial review, PZs are currently reviewed every five-seven years, with the exact frequency varying according to local need.

- 2.36 If there are no indications that significant changes are required, the Council may not conduct a full review. Other, smaller-scale issues brought to the Council's attention by residents and local businesses are addressed outside of the review process. Minor changes can be made using only the statutory consultation process for economy of public funds and to avoid consultation fatigue.
- 2.37 Following an assessment of Hackney's parking policy, it has been recognised that the process of reviewing PZs every five-seven years can be consuming and ultimately unnecessary, particularly in circumstances where residents remain satisfied with the parking controls in their area. Therefore, Hackney has proposed to review a PZ only when a need is identified, which will allow the council to direct its resources more appropriately and tackle the issues within a PZ requiring the most attention. The Council will identify reviews through changes to the PZs surrounding environment including new developments, safety issues and will also consider requests from residents.

Recommendation 2.2
To reduce parking zones (PZ) review frequency from every 5-7 years to when a need is identified.

Consultation on Housing Estates

- 2.38 Properties on housing estates and private roads are currently included in PZ consultations even though they may have separate parking controls - or no controls at all. This is because residents will still be affected by controls – albeit often to a lesser degree – and will be able to buy permits and vouchers. The Council will consider responses in the context of the supply and demand for parking in and around the estate.
- 2.39 Where possible, within the Stage 1 and 2 process, Hackney conducts a separate, simultaneous consultation on housing estates covered by a proposed PZ.

3 Parking Supply and Charges

On-street Parking

- 3.1 Over 70% of Hackney presently has a Parking Zone (PZ). There are approximately 29,000 bays within the Borough according to Hackney's Parkmap system. The bays allocated in a PZ reflect the characteristics of the local area. Residential areas can predominantly have residential bays, whereas other areas feature a mixture of different bay types, including flexible bays that can be used by a variety of motorists. Where a road is narrow it may be necessary to restrict parking on one or both sides to allow emergency vehicle access.
- 3.2 Chapter 4 details Hackney's range of parking permits and vouchers and chapter 2, the PZ consultation process. Maps of the parking bays available in every Hackney PZ are available at www.hackney.gov.uk/parking-cpzs-and-operationalhours.
- 3.3 Areas inside and outside PZs have yellow lines and waiting and loading restrictions to maintain traffic flow and road safety. A common example of this is use of yellow lines near junctions to reduce accidents. Where there are private driveways the Council protects residents' needs through double yellow lines in front of the entrance.
- 3.4 The Council will introduce standardised costs for design layout and implementation requests to make changes to a parking zone. Parking zone design amendment costs are often a result of new developments, changes to the local environment and are the result of essential requests made by external parties outside of the initial consultation or review.

Recommendation 3.1

To introduce a standardised pricing structure, for where external third parties request changes to parking bays and zone designs.

Short-stay Parking

- 3.5 Short-stay parking, currently offered via pay & display or mobile phone, allows shoppers and other visitors to park for short periods without any prior arrangement. It is mainly used to allow motorists to access nearby shops, businesses, street markets, local amenities and council offices. Motorists can extend the original period of parking as long as they do not exceed the maximum period of stay, which is set according to the demand for parking in the area and other traffic management factors, and indicated on signs for each bay.
- 3.6 Shared use bays are a flexible form of parking suitable for areas with competing on-street parking demands. They can be used by most parking permit holders and also offer short-stay parking for visitors. Long-stay parking by permit holders in shared use bays reduces the availability of short-stay parking. In town centres and outside public buildings there is a need for pay & display-only bays for the use of short-term visitors.

- 3.7 If a pay & display machine is out of order and does not issue tickets correctly, customers can use an alternative machine or the mobile phone service.
- 3.8 On-street Blue Badge parking policy is specifically examined in chapter 7. On-street powered two-wheel vehicle and cycle parking policies are examined in chapter 9.
- 3.9 In some areas to promote street markets and town centres in need of regeneration, the Council offers short-stay discounted parking and occasionally offers free parking for a short period. While studies have shown that free parking does not in the long term improve business, a limited promotion is a useful way of bringing attention to the area and its offer.

Footway Parking

- 3.10 Footway parking is banned across London. There are very limited exemptions across the Borough, where designated footway parking is clearly shown by roadside signs and covered by published Traffic Management Orders (TMOs).
- 3.11 Footways are not designed to take the weight of motor vehicles and, as such, damage to the pavement can occur and result in high maintenance costs. Furthermore, the reduction of footway space can restrict the movement of pedestrians forcing them to divert their path onto the road and into the path of moving traffic on the carriageway thereby posing a safety hazard to pedestrians, especially vulnerable groups such as those who are partially sighted, those with reduced mobility, wheelchair and buggy users, and people using pushchairs and buggies or prams. To improve the street environment the Council is therefore phasing out footway parking throughout the Borough, retaining it only in exceptional circumstances where there is no other way of meeting local needs.

Off-street Car Parks

- 3.12 The Council owns a limited number of small publicly-available off-street car parks in the Borough, located in Hackney, Dalston and Stoke Newington town centres. Details of these are shown in Table 3.1.

Table 3.1: Council Off-street Public Car Parks

Town Centre	Location	No. Spaces
Hackney	Amhurst Road	25
Dalston	Gillett Street	31
Dalston	Bentley Road	109
Stoke Newington	Wilmer Place	36
Total		201

- 3.13 The Council's four car parks are open from 7am to 7pm Monday to Saturday, except for Amhurst Road, which is 7am to 11pm; all-day stay is permitted in all car parks, except Gillett Street, Dalston, where a two hour maximum stay applies. Hackney also manages car parks at St John Church, Kings Hall Leisure Centre and Britannia Leisure Centre. All car parks owned and managed by the Council have been awarded Safer Car Parks status, meaning they are secure and safe environments that meet national standards.

Cashless Parking

- 3.14 In January 2012 the Council introduced a mobile phone payment system, which has been successful and will allow visitors to pay for their parking without needing to first obtain change. As well as improving customer service and efficiency, this service reduces the risks of theft and vandalism. As of November 2014 phone parking represented almost 50% of transactions in Hackney of which 90% are in the south of the borough.

Dedicated Parking Bays

- 3.15 If a bay provides exclusive parking to a single user or organisation it is unavailable to other motorists even when the user is elsewhere. To balance the needs of all road users, to reduce parking stress and reduce administration, the use of dedicated bays should be minimised and provided only where there is an absolute need for other users to be excluded from that bay during controlled hours. Most users will not need more than one bay for each site and the Council should only allocate more if the applicant can prove a daily need to use two or more bays simultaneously. Local businesses do not need their own bays as their loading needs can be met through other means.
- 3.16 Use of dedicated bays can also be reduced by working with car club contractors to move towards a model that involves vehicles belonging to a specific zone rather than a specific bay. Doctors will continue to be eligible for business permits where they can demonstrate an operational need.
- 3.17 Hackney does not allocate 'ambulance bays', which are sited to allow ambulances access to particular properties. There is no need for these bays as emergency ambulances are exempt from most parking regulations and non-emergency ambulances transporting people with mobility impairments can use an institutional Blue Badge.
- 3.18 Due to aforementioned factors, parking bays attract a surcharge. This has complicated the pricing model, but the streamlined alternative below is proposed instead. As is currently the case, a charge applies per bay, per year if the bay has been allocated but is not used.
- 3.19 The Council currently charges a one-off fee to cover the creation of a dedicated bay requested by a third party. The fee includes the costs of installing and removing the signs, lines and posts and the relevant overheads.

Electric Vehicle Charging Points (EVCPs)

- 3.20 Electric Vehicles are suited to London's busy traffic conditions where engines spend a lot of time idling but emissions are still being pumped out. Electric Vehicles have a shorter range than comparable petrol / diesel vehicles, but have no local emissions. Although CO₂ is emitted in generating the electricity required to power these vehicles, the Mayor of London estimates the emissions per vehicle to be typically 25-50% lower than their petrol or diesel equivalents.
- 3.21 The Mayor of London's Electric Vehicle Delivery Plan states the following additional benefits:
- electric vehicle (EV) technology addresses concerns relating to energy security and dependency on imported oil;
 - transport is responsible for 22% of CO₂ emissions in London of which road transport modes comprise 81% of this total; if electric vehicles are powered by renewably sourced / green tariff electricity then electric vehicles will help combat climate change;
 - electric vehicles are significantly quieter for city driving as there is minimal engine and transmission noise. This is in particular the case where they replace stop-starting diesels and at night when ambient noise levels are lower.
- 3.22 The Mayor of London's Electric Vehicle Delivery Plan proposes to work with boroughs and other partners to deliver 25,000 charging points across London by 2015, including 500 on-street and 2,000 in off-street public car parks & station car parks.
- 3.23 The Hackney Air Quality Action Plan states that the Council will seek the provision of alternative fuels and work to develop electric vehicle charging points.
- 3.24 Hackney's Sustainable Transport Strategy sets out a hierarchy of users that places pedestrians and cyclists at the top and to the Council wishes to promote walking, cycling and public transport over private car use. The shift from petrol / diesel vehicles to electric vehicles will help to improve air quality and contribute to a reduction in carbon emissions but it will not contribute to congestion reduction. The Council intends to charge drivers for parking and charging their vehicles in EVCPs so as not to encourage private vehicle use over public transport and cover the costs of implementing the scheme.
- 3.25 Although the number of alternatively-fuelled vehicles in Hackney is currently low (16 free residential permits were issued in 2013/14 to vehicles running exclusively on alternative fuels), a network of public charging points would encourage ownership. After an initial pilot, the range of charging points has gradually been expanded, depending on uptake. As of June 2014 there were 16 points in the Borough.

Suspensions

- 3.26 Hackney can suspend parking bays to allow residents and businesses to carry out removals, work on the public highway or conduct other activities that require the bay

to be free of vehicles. In order to park in the suspended bay, the applicant should also purchase a dispensation. When applying for suspensions the applicant must justify their need for a bay to be suspended and the times for which the suspension is required. Suspensions are charged at a daily rate, which is waived for domestic removals with three spaces or fewer for one day only, plus an administration fee. In order to give motorists sufficient notice of an upcoming suspension, the Council will normally only grant a complete application received seven working days in advance.

3.27 Suspensions are only provided for the following purposes:

- removals
- statutory utilities work (such as gas, water or electricity)
- construction / engineering vehicle access
- filming
- highway improvements
- local events

3.28 Suspensions cannot be used purely for additional parking and will become invalid if used as such.

3.29 In order to provide a simpler and more accessible service to our customers, Hackney intends to unify skip and highway licensing into a single application process that will not only direct our resources more efficiently but will also provide one point of contact for our customers when applying for a skip or highway licence.

Recommendation 3.2
To integrate skip and highway licensing into a single application process, with one point of contact to all customers.

3.30 A Council officer will decide on balance whether it will be feasible at the time of application to grant a suspension to the applicant in the context of its impact on traffic flow and local parking need. This has greater relevance if there are other suspensions in the area or special events.

3.31 Suspensions attract an administration fee, set on a cost recovery basis, and plus a daily rate per bay, to reflect the value of the space taken. The Council can offer alternative parking when a bay is suspended - for example, to allow residents to temporarily park in a short-stay bay. If a second suspension is required to enable this alternative parking, for example if a dedicated bay is required, the daily charge is met by the applicant.

3.32 Hackney is currently in the process of reviewing the suspension / dispensation pricing structure (separate to the PEP) in order to provide a far simpler and straightforward structure for residents, local businesses and council staff to administer.

4 Permits

General

- 4.1 Hackney offer a wide range of parking permits and vouchers to residents, businesses, visitors and other specific groups. These permits enable the public to park within allocated spaces inside parking zones (PZs). The permits available and their prices can have a significant influence on both parking demand and patterns in car ownership. Permits prices are discussed in chapter 1.
- 4.2 Appendix C sets out the rules for eligibility for all parking products.
- 4.3 Hackney has procured a new parking ICT system with the ability to issue electronic parking permits, where details are held electronically rather than a permit being issued. This has the potential to improve efficiency, customer service and enforcement against fraud. This follows a successful trial of an e-Permit scheme during the 2012 Games.

Residential Permits

- 4.4 Residential permits for a PZ are issued to people whose main home is within that zone. In 2013/14 Hackney issued over 22,000 residential permits.
- 4.5 Addresses are verified through the Council's Local Land and Property Gazetteer (LLPG) database to ensure a 'household' is defined consistently across the Council; this helps officers make sure that permits are only issued to those who are eligible. Once the correct proofs have been supplied a resident can renew their permit, without presenting their identification again, unless their circumstances change. If the resident moves away or changes vehicle the permit is no longer valid and they will need to supply these documents again.
- 4.6 To park on or to use public roads all UK residents must register and tax their vehicles with the DVLA, therefore the Council will modify its policy regarding eligibility for residents who intend to purchase residents permits for foreign-registered vehicles to ensure Hackney is in line with current legislation.

Recommendation 4.1
Foreign vehicles must be registered and licensed in the UK when they have been here more than six months in any twelve month period. Our permit eligibility will be modified to reflect the current regulations.

- 4.7 The same prices apply in all zones. They do not relate to the hours of control, as that would encourage residents to request shorter hours to reduce costs rather than protect local parking needs.

Visitor Vouchers

- 4.8 Visitor vouchers are for use by family and friends visiting the resident or for contractors carrying out work in their property (they can't be used in other circumstances). They are available in books of 20 two-hour vouchers and five one-day vouchers. In 2013/14 801,710 books were sold.
- 4.9 Hackney residents can purchase visitor vouchers without providing proof or completing an application form, where the proofs have been provided and the resident has not moved since.
- 4.10 In PZs that include split zones (i.e. Zone B and D), although residents' permits can be used throughout the zone, visitor vouchers are currently only applicable to the split zone the customer resides in. However, Hackney has proposed to review parking zone boundaries and consider turning split zones in to separate zones. Under this proposal both resident permits and visitor vouchers would be valid in one zone only.

Recommendation 4.2

To review Parking Zone boundaries and turn split zones, for example Dn, Dc and Ds into separate zones.
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- 4.11 Hackney currently offers two books of half-price visitor vouchers per month to households with people who are over 60 or hold a current Blue Badge. The number of discounted vouchers may be translated into an equivalent per person or per hour depending on the capabilities of the forthcoming ICT system. Either way, the age of eligibility for voucher discount should be increased to match the national retirement age. It would be set each municipal year, rounding down to the nearest year and picking the lower of the two ages for men and women, as long as they differ.

Recommendation 4.3

To align the eligibility age for visitor voucher discount to national age of retirement, rounded down to the nearest whole year (where women and men have a different age of retirement the Council will choose the lower of the two) - this would currently be 62.

- 4.12 The standard price of visitor vouchers (bought online / by post) is £3.30 per day or 50p per hour. When compared to the costs of public transport (from £2.90 for one person's Oyster bus return) and benchmarked with other inner London boroughs it appears that the price is not high enough to achieve the objective of reducing private car use; as public transport prices can easily reach £10, depending on where a person is arriving from. Increasing the price will also reduce congestion and improve air quality within the borough.

Recommendation 4.4

To review the price of visitor vouchers over two years.

Business Permits

- 4.13 Businesses and other non-residential organisations external to the Council can obtain a permit for the zone in which they are based (assuming they meet the eligibility criteria in appendix C). Prices vary between PZs to reflect the high demand for parking in central London.
- 4.14 An all-zone permit enables businesses and other establishments to park in a variety of bays in any PZ within Hackney. It is priced at a premium in order to discourage use by commuters and other non-essential users but set at a level that is not prohibitive to businesses that need to travel around Hackney. In order to prioritise space for residents, all-zone permits issued to Hackney Council and Hackney Homes staff cannot be used in resident-only bays in zone Dc.
- 4.15 The Council plans to reduce parking stress and the impact of commuter parking. With this in mind we plan to review business permit allocation and pricing throughout the Borough on a zone by zone basis. This review will require a parking survey of business permit usage.
- 4.16 In the lead up to the 2012 Olympics and Paralympic games, business permits were issued to hospital staff at Homerton University Hospital as a temporary measure. Following the 2012 Olympics and Paralympic games, transport links in the Homerton area have significantly improved. In addition, Homerton University Hospital has a substantial availability of off-street parking, with between 50-100 spaces. It is proposed that the Council works with the Hospital and to review this in order to remove any unnecessary commuting by car.

Recommendation 4.5

To review business permit usage through a parking survey to help us propose a new business permit allocation and pricing structure on a zone by zone basis. The Council will also work with Homerton University Hospital to reduce business permits for NHS staff.
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- 4.17 The Council will align its all zone permits with the new CO₂ emissions based charging structure currently applied to residents and business permits, which has been considered in a separate report that is subject to approval and consultation.

Recommendation 4.6

To align all-zone permits to an emission based charging structure.
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Car Clubs / Car Sharing Permits

- 4.18 Car clubs, also known as car-sharing, are a relatively sustainable transport model and are generally effective in reducing car ownership, as described in chapter 9. Car use may not necessarily be reduced as residents and businesses that did not previously own a car are encouraged to drive.
- 4.19 New point to point or one-way 'floating' car sharing models such as DriveNow have been introduced in London and are operating in Hackney. The Council will

continually monitor the schemes effects on car use, car ownership and parking stress.

- 4.20 Hackney is also intending to trial a car-club permit that will have the same parking privileges as a resident's permit but be charged at a business permit rate. This is being considered in a separate report and is subject to approval and consultation.

Recommendation 4.7

To allow a car club permit based on a resident permit at a business rate, subject to the findings of a consultation and trial with car club service providers.
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Health and Social Care

- 4.21 The Health and Social Care (HaSC) permit and the accompanying voucher allow organisations to directly undertake healthcare and social work in clients' homes unhindered. This is particularly important where workers carry heavy equipment or drugs. Permits are issued to applicants who spend at least 30% of their time on the road visiting the community, work in medical or social care and work for a specifically named institution.
- 4.22 This permit is due to be reformed into a flexible, accessible e-voucher scheme called the Health e-Voucher, subject to consultation. This would simply the range of permits on offer, reduce administration to almost zero and reduce misuse.
- 4.23 The HaSC permit and voucher are currently not available to commercial organisations or council staff. It is recommended for the Council to consider expanding the scope of the new Health e-Voucher system (subject to consultation) to commercial organisations that are contracted by the Council and Clinical Commissioning Group and can demonstrate that they meet the eligibility criteria, as outlined in appendix C.

Recommendation 4.8

To extend the proposed Health e-Voucher system (previously the Health & Social Care Permit) to allow private companies carrying out direct health or social care on behalf of the Council/NHS to use the permit for the first time. This will create a more inclusive permit system.
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- 4.24 Allocations of the permit are as follows:
- 60 permits for Homerton University Hospital
 - 500 permits for City and Hackney Clinical Commissioning Group
 - 13 permits for the easy London Foundation NHS Trust and
 - Third Sector: determined on a case by case basis
- 4.25 Doctor's permits allow general practitioners to park in doctor's bays, which are sited close to their surgeries in order to enable practitioners to have convenient access to their vehicle when attending emergency calls. This permit is due to be incorporated into the business permit subject to consultation, and the accompanying bay would be changed accordingly.

Dispensations

- 4.26 A dispensation allows a user to park for a small period of time at a certain location, which is usually in a bay or on a single yellow line. Hackney issues dispensations for activities such as removals, weddings, funerals and building works. Where there is a charge for the dispensation, it is made on a daily basis. Dispensations are only required, and only chargeable, for days on which parking controls are operational.
- 4.27 To ease the burden on the family, the Council offers free dispensations for up to ten vehicles to park for a funeral. The dispensations last for up to four hours. Hackney can issue these directly or work with funeral directors and religious leaders to distribute dispensations. The Council endeavours to issue dispensations as a priority where there is an urgent need to obtain them at short notice – for example, where there is a religious need for a funeral to take place shortly after death.

Emissions-related Charging

- 4.28 In June 2007, Hackney introduced a system for pricing permits on the size of the vehicle's engine and the type of fuel it used. This was to encourage use of less polluting vehicles and reduce the impact of Hackney's residents and businesses on local air quality and climate change. The system was based on engine size, rather than CO₂ emissions, as a survey indicated that the majority of vehicles in Hackney at the time were registered before March 2001, meaning their log books did not contain emissions data. This 'green' charging system applies to residential, business, HaSC, car club and doctor's permits, and a reduced version applies to all-zone permits.
- 4.29 The charging mechanism was reviewed in 2014 and a replacement based on carbon dioxide emissions and fuel type proposed as an alternative. In particular, diesel vehicles will usually attract twice the standard price of a permit due to their high levels of nitrogen oxide and particulate pollution. Appendix C contains details.
- 4.30 Hackney is governed by statutory duties under the Road Traffic Regulation Act 1984 to improve local air quality. While not specifically mentioned in the Act, reducing emissions of the climate change gas CO₂ also falls within its scope. Roughly five motorcycles can fit into one car space, therefore there is the potential for five times the current level of car pollution per car space. Furthermore, research has shown that motorcycles emit nitrogen oxide within the range of petrol and diesel cars. In particular we are keen to improve the air quality in Zone B where there is a high demand for commuter motorcycle parking.
- 4.31 There is potential to introduce emissions-related charging for motorcycles in Hackney. The proposed system would include motorcycles in the standard charging system for cars. Charging for motorcycles to park in all bays will help to control the number of people who commute using a motorcycle and make unnecessary journeys. In turn this will help improve the air quality for our residents. Solo motorcycle bays will attract charges for the same reasons. Due to the generally low CO₂ emission of motorcycles, residents with motorcycles would usually pay the lowest chargeable rate of £51.00 for their resident parking permits.

Recommendation 4.9

To introduce a charge for all motorcycle parking in Hackney.
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Permits and Crime

- 4.32 Councils can refuse to issue a Blue Badge to people whose badges have been associated with three or more convictions for misuse and will have greater powers to cancel badges under new reforms from 2013. Hackney can currently cancel permits and vouchers, as well as barring / restricting sales to anyone found to be misusing permits or vouchers. Fraudulent application for and use of any type of parking product is a criminal offence and attracts a penalty of up to £1,000 plus any outstanding parking fines.
- 4.33 Once the new ICT system is embedded, the Council will look into monitoring sales and any misuse of permits and visitor vouchers to assist in identifying what measures can be introduced to avoid the mishandling of our parking products and encourage the use of alternative methods of travel such as walking, cycling and public transport.

Recommendation 4.10

To monitor sales and any misuse following implementation of the new ICT system and then consider tighter limits and / or greater prices during the PEP's lifetime.
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- 4.34 Furthermore with the introduction of the new ICT system, we will crack down on vehicles not legally allowed to park on the public highway. The Council aims to cancel any permit issued to a vehicle declared SORN or untaxed. This demonstrates our determination in addressing the objectives of the DVLA and the Police, whilst also providing greater parking accessibility for other motorists as illegally parked vehicles would be enforced more effectively.

Recommendation 4.11

If a vehicle is not legally allowed to park on the public highway (if it is declared SORN or untaxed) the council will cancel the permit. This would support partnership working with DVLA / Police.
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5 Compliance and Enforcement

General

- 5.1 The Council is directly responsible for on-street enforcement in the Borough, with the exception of roads on the Transport for London Road Network (TLRN or 'Red Routes'), which remain the responsibility of TfL.
- 5.2 Hackney must offer a significant deterrent in order to prevent considerate and dangerous parking, and to prioritise local parking needs. The Council enforces parking regulations by issuing PCNs and, where appropriate, removal of vehicles to the car pound. Hackney also issues PCNs to motorists who contravene traffic regulations or drive in bus lanes during their hours of operation. Tables 5.1 and 5.2, later in this chapter, describe the circumstances in which the Council may remove a vehicle. In cases of fraud and misuse, the Council may also prosecute the offender.
- 5.3 The aim of enforcement is to maximise motorists' compliance with regulations. This makes Hackney's streets safer for all road users, particularly children and other vulnerable pedestrians, prevents obstruction and delays (especially for buses and emergency vehicles), ensures that parking bays are available for their intended use, and makes the public highway a more pleasant environment. Once the expansion of PZs is taken into account, the number of PCNs issued is decreasing in Hackney each year which suggests compliance is increasing as motorists choose to park and drive legally.
- 5.4 Enforcement is not the only mechanism for increasing compliance. Effective communication with the public is also essential so they are aware of the rules and regulations. The Council aims to encourage compliance through:
- engaging the community in consultations, and with effective communications when policies or practices have changed
 - visibility of Civil Enforcement Officers (CEOs) or equivalent on-street presence
 - an active vehicle removal service
 - clear lines and signs being maintained so residents, businesses and visitors can see the restrictions which are being enforced
 - making the time and days of PZs clear and, where possible, standardised and
 - reviewing contracts to reflect the demand for parking, the space available and to cater for special events.
- 5.5 To encourage compliance without penalising the customer, the Council aims to send to each permit holder a reminder letter four to six weeks before the permit expires. The Council has procured a new parking ICT system that can provide e-mail and text message reminders. Hackney does not have a grace period for permits that have recently expired.
- 5.6 When beginning enforcement in an area, the Council aims to issue warning notices for a set period beforehand or use an equivalent procedure to encourage compliance. Hackney does not publish the full details of these procedures, which

would encourage motorists to park in contravention. For the same reason, these procedures are used in moderation.

- 5.7 Conducting surveys of vehicles parked correctly and incorrectly confirms levels of compliance, measures contractor performance and can also indicate levels of parking stress inside a PZ. This can help to protect local parking needs and improve service efficiency by indicating where there may be need for consultation. The last compliance survey was conducted in early 2014 and found that Overall on street compliance in the borough is 96.2% and PZ Compliance was measured at 94.7%
- 5.8 Hackney retains the right to enforce the full range of contraventions applicable under the relevant legislation:
- TMA 2004 (parking contraventions)
 - Transport for London and London Local Authorities Act 2003 (moving traffic contraventions)
 - London Local Authorities Act 1996 (bus lane contraventions)
- 5.9 Hackney has enforced double-parking and dropped kerbs since it first gained the powers to do so.

Parking Enforcement Contract

- 5.10 Hackney has a parking and traffic enforcement contract with APCOA lasting until 2017, with the potential for a five-year extension.
- 5.11 The Council aims to use the contract to encourage continual improvement through monitoring of key performance indicators (KPIs). The contract forms a basis for an enforcement operation that is fair, consistent, transparent, policy-driven and quality-led. It is also based on an open-book accounting system.
- 5.12 The contract involves an innovative partnership approach whereby the contractor is co-located with, and shares resources with Hackney's contract management team. With the new contract, the Council aims to drive down costs and improve the quality of enforcement activity in a difficult economic climate as well as incorporate other similar activities where possible within the contract to create synergy and value for money.

Civil Enforcement Officers (CEOs) and Patrols

- 5.13 Enforcement should not be uniform across the Borough, but targeted to tackle problem areas. The contract specification includes a schedule of streets and prescribes the frequency of CEO patrol visits, dependent upon the location. This helps to provide a good parking enforcement regime that is consistent, proportionate and transparent.
- 5.14 The contract encourages quality of enforcement decisions when issuing Penalty Charge Notices above quantity. While APCOA are not rewarded according to the number of PCNs they issue, they are paid for issuing high-quality PCNs that can

withstand challenge and all CEOs are required to attain Level 2 City & Guilds qualifications in parking enforcement. This helps to ensure that PCNs are consistently issued to a high standard.

- 5.15 A CEO's core role is to enforce the parking regulations; however, they are also required to report defects such as missing signs and lines, as well as faulty or damaged short-stay machines and street furniture.

CCTV

- 5.16 Hackney only uses CCTV enforcement in line with Government Guidance:

- For moving traffic and bus lane contraventions, which as the Government acknowledges cannot be enforced via CEO
- At bus stop clearways or bus stands
- Zig-zag lines outside of schools
- Red routes (enforced by TfL)

- 5.17 During the PEP consultation 2010-15 Hackney asked residents and businesses whether they supported the expansion of CCTV operations. While 54% of people completing the online / postal survey opposed the recommendation, 76% of residents and business people randomly selected for door-knocking supported it. Although CCTV has been subsequently banned for most contraventions, the survey suggested that the majority of people are content for CCTV to be used as a method of enforcement and opposition against CCTV was from a vocal minority. Nevertheless, CCTV enforcement will not be utilised other than in the cases specified above, with the vast majority of contravention being enforced by the presence of CEOs.

- 5.18 While all PCNs for parking contraventions are issued under the TMA 2004, moving traffic and bus lane contraventions are still issued under older pieces of legislation. PCNs issued on the basis of CCTV evidence are served through the post. Evidence of contravention is stored digitally and is currently available for viewing by motorists on appointment.

Persistent Evaders

- 5.19 Persistent evaders are generally defined as individuals with three or more unpaid PCNs past the point of appeal or for which the DVLA cannot supply keeper details). They continually park in contravention, resulting in nuisance for other drivers and, in cases such as footway parking, antisocial behaviour that can result in further non-compliance in the area. This is why the Council's enforcement operation aims to target persistent evaders as a priority, removing them to the car pound as soon as possible.
- 5.20 Hackney does not clamp for parking contraventions because it can restrict traffic flow and deny parking spaces to those who need them. It reserves the right,

however, to immobilise vehicles belonging to persistent evaders or suspected fraudsters.

Removal

- 5.21 Hackney has long aimed to remove vehicles only where this supports its traffic management objectives, to prioritise local need, improve road safety and relieve congestion. It has therefore aimed to remove vehicles parked in prohibited areas as quickly as possible, while allowing longer when a vehicle is parked incorrectly in a bay, as shown the following table.

Removal timescales from bays (current)

Table 5.1: Removal timescales

What is on display?	Minimum timescale for removal
Expired* permit	7 days after expiry
Expired* short-stay ticket or phone parking session	4 hours after expiry
Expired* visitor voucher	24 hours after expiry
Parked in a bay with nothing valid displayed for that place**	4 hours after a PCN is issued**
Valid Blue Badge or Companion Badge	Do not remove unless there is evidence the badge is being misused

* The item displayed must previously have been valid for that particular bay

** Where in the Council's opinion there is a high demand for parking and the vehicle is taking up space reserved for permit holders, vehicles may be removed from the legal minimum of thirty minutes after the PCN is issued. For avoidance of doubt, vehicles parked in disabled people's, car club and doctor's bays can be removed after the legal minimum. If a permit that would otherwise be valid for the bay isn't displayed, the Council will usually not remove the vehicle in first instance – this does not apply if the permit can be transferred between two or more vehicles.

- 5.22 Vehicles are only removed if the zone is still operational. If a persistent evader's vehicle is parked in contravention in a bay, it may be removed after the legal minimum of 15 minutes after the PCN is issued. Where more than one vehicle meet the above criteria for removal, Hackney's priorities for removing vehicles are as stated in table 5.2
- 5.23 After benchmarking with other inner-London councils and in order to tighten our removal policy, Hackney has recommended that removal timescales are simplified to two hours after a PCN is issued (with the exception of permits which will be two operational days after a PCN is issued). Five of the benchmarked neighbouring Inner-London councils have removal times of 30 minutes and less. This policy will give motorists greater parking availability since spaces will be available more quickly. Residents and car park customers will benefit in particular from more availability. An example of a major benefit would be increased availability of parking space for residents in Event Day areas.

- 5.24 The reduction in the removal time for visitor vouchers will align the policy with pay & display removal times, thereby introducing greater consistency. The reduction would also give the Council more flexibility to deal with persistent evaders. Motorists will still have ample time to avoid their vehicles being removed. Residents will be unaffected by this policy since the new ICT system will enable the council to send reminders to residents via text or email which should prevent motorists from accidentally overstaying. Our estimates indicate that approximately 100 additional vehicles would be removed annually with a 2-hour removal time.

Recommendation 5.1

The Council will simplify the timescales for removing vehicles from parking bays in order to remove vehicles two hours after a PCN is issued, with the exception of expired permits which can be removed two operational days after the first PCN is issued.
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- 5.25 The Council is proposing to align the current removal policy across its five car parks for a consistent approach to enforcement across the Borough.

Recommendation 5.2

To introduce removals from Council car parks and align them to on street parking.

Table 5.2: Removal priorities (current)

Priority	Situation
1	Vehicles parked on yellow lines or another area in which parking is banned at that time (including a suspended bay) Vehicles identified as belonging to a persistent evader Vehicles used in connection with suspected fraud or misuse Vehicles parked in a disabled people's bay without a displaying a valid Blue Badge or Companion Badge
2	Vehicles parked in a bay reserved for a specific organisation, limited group of users or type of vehicle (or example, doctors, car clubs, electric vehicles and cycle hire)
3	Vehicles parked in a bays allocated to permit holders for that zone or for users of short-stay parking

- 5.26 When a vehicle is claimed from the pound, the Council has a set level of evidence required to ensure the claimant is the registered owner. The owner must produce a proof of address (as per residential permit applications), identification (passport or photographic driving licence) and proof of ownership (current insurance document or vehicle log book 'V5C').
- 5.27 Instead of removing the Council has the option to relocate a vehicle elsewhere. While this forms less of a deterrent, it can be effective where a parking bay has been introduced at short notice and local permit holders have not been able to relocate their vehicles.

Partnership Working

- 5.28 Successful enforcement is delivered through partnership working, and Hackney expects its contractors to develop and maintain a good working relationship with both the Council and the Metropolitan Police.--
- 5.29 The Council assists the Police with crime awareness and reporting, while the Police support the Council in dealing with 'hotspots', which are areas where there are high levels of vehicles parked in contravention but CEOs have difficulty enforcing. They also indirectly help the Council by tackling untaxed and uninsured vehicles and those without insurance.
- 5.30 Parking in contravention on zigzags, double yellow lines and footways can cause a serious road safety hazard, especially for child safety near schools. Council officers work with schools to help them develop school travel plans which work towards reducing car trips to school and identifying solutions to road and traffic problems in the vicinity of the schools. Where requested by schools, the Council also targets its enforcement to prevent dangerous parking nearby.

Grace Period

- 5.31 A grace period is a specified amount of time where a vehicle is allowed to park in contravention without being enforced. In April 2015 the Government announced the introduction of a statutory grace period of 10 minutes for on and off street parking in designated parking spaces where a person is permitted to park. The grace period will apply to vehicles displaying an expired permit, voucher or pay and display ticket / parking session and vehicles parked before the start of the hours of operation in a CPZ with nothing on display. After the end of the 10 minute grace period, the CEO will commence with an observation of the vehicle before a PCN is issued. The 10 minute grace period is only applicable to designated parking places where a person is permitted to park. The grace period will not apply on a road with a restriction (e.g. single yellow line) or prohibition (e.g. double yellow line).

Observation Times

- 5.32 For most parking contraventions, CEOs must allow a certain period of 'observation time' to witness loading, or to allow motorists to obtain a visitor voucher or short-stay ticket. If the CEO does not see any loading during this period, he / she will issue a PCN. An observation period is not the same as a grace period, which allows drivers to park in contravention for a fixed amount of time before receiving a PCN.
- 5.33 Observation times are set by Council policy - not at the discretion of the CEO - with the objective of giving motorists leeway to park or load lawfully without encouraging others to risk parking in contravention in the belief they may not receive a PCN. Hackney allows a standard of five minutes' observation in parking bays but does not apply an observation time for vehicles parked in prohibited areas (with the exception of five minutes on yellow lines where loading is allowed). These observation times help implement the Council's obligations under the Road Traffic Regulation Act

1984 to manage supply and demand for parking space, keep traffic flowing and uphold road safety.

- 5.34 In order to put into effect a transparent and consistent policy, Hackney has proposed setting observations times for where parking/loading is allowed (5 minutes), where dropping off (waiting) is allowed (2 minutes) and instant in all other cases (e.g. vehicle causes an obstruction or is parked hazardously) to ensure motorists and CEOs are aware of the observation times applicable to each contravention code and in attempt to reduce ambiguity.

Recommendation 5.3

To take the following observation times which are in use and make them the Borough Standard, ensuring they are observed Borough wide: 5 minutes where parking/loading is allowed, 2 minutes where dropping off is permitted and instant otherwise.
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Loading and Unloading

- 5.35 Loading and unloading are allowed in most bays and on most yellow lines. Restrictions vary between areas and may differ from the standard PZ hours so motorists should always check nearby signs. Blips marked on the kerb also indicate that loading is restricted: double blips ban loading at all times and single blips restrict it during the PZ's times of operation or during the times specified on the relevant signs.
- 5.36 Loading must be continuous and there must be sufficient cause for the vehicle to be left close to the property (for example, if the goods are bulky or heavy). Purchasing an item from a shop does not count as loading but collecting a pre-purchased product does. Passengers can be picked up or dropped off in most places in Hackney, provided the activity is completed without delay – the main exceptions being zigzags and bus stops.
- 5.37 If a PCN is issued during loading, the motorist or owner may want to appeal. If they do, they should provide as much evidence as possible that loading or unloading took place. This will be weighed up against the evidence provided by a CEO upon issuing the ticket.

Hotspots

- 5.38 A minority of motorists occasionally try to 'beat the system' by parking in contravention and either driving off when a CEO appears or threatening the CEO to prevent the issue of a PCN. This happens in isolated 'hotspot' areas and, when it does, the Council uses its fullest powers available to enforce – including targeted blitz operations in partnership with the Police and the use of re-locatable CCTV cameras. The Council's Blue Badge fraud investigators will also prosecute in cases of fraud and misuse.
- 5.39 In a hotspot the Council can issue PCNs without an observation time. This is only used where there is evidence to identify problems with issuing PCNs with certain

motorists or groups of motorists. Other motorists would still be afforded the standard observation time.

Drive-aways

- 5.40 Under the TMA 2004, councils can issue a PCN through the post that was on the point of being issued when the motorist drove away. Officers are due to investigate whether to enforce under these powers in 2015. This will help increase compliance by sending a message that dangerous and inconsiderate parking is not tolerated.

Emergency Services

- 5.41 Emergency vehicles are generally exempt from parking regulations but in the absence of national legislation or clear guidance there is often confusion about which vehicles are affected. Enforcement against what appear to be emergency vehicles is a difficult issue for councils: by issuing a PCN they can be seen as over-zealous and by not doing so they can be seen as inconsistent.
- 5.42 For the purpose of parking and traffic enforcement, Hackney defines an emergency visit as an urgent, unforeseen visit by the Police, Fire Brigade or Ambulance to preserve people's lives or property – and it instructs APCOA not to issue to vehicles in these circumstances. Scheduled visits by police, fire and ambulance vehicles are not included in this definition.
- 5.43 If a vehicle is defined as an 'ambulance' it can legally use the standard ambulance livery. The definition is wide and not all ambulances are used for emergency purposes; some are used for less time-critical functions such as transporting people of low mobility and others used for pets. Hackney does not provide any parking or traffic exemptions to non-emergency (passenger transport) ambulances and does not generally exempt non-NHS vehicles. As with other vehicles, non-emergency ambulances can set down and pick up passengers in the vast majority of places in Hackney.
- 5.44 Hatzola are a community ambulance group based in the north of Hackney, who use both marked ambulances and unmarked private vehicles to visit and treat patients and transport them to hospital. Hatzola's ambulances are treated exactly the same as those belonging to the NHS. That is, they are generally exempt from parking regulations when they are attending to an emergency, but are expected to park legally at all other times.
- 5.45 The Council issues free permits to the Police for covert surveillance. Applications must go through officers in the Safer Communities Team, who will review sensitive information relating to the case and determine whether the permit is needed. There needs to be an audit trail and sufficient measures in place to prevent commuting once surveillance work is over.
- 5.46 Although Hackney does not intend to limit the allocation of permits offered to Police for covert surveillance, we will reduce the duration. Importantly, all applications are

to be approved at Inspector or Chief Inspector level and above to ensure that the permits are being provided to the appropriate personnel. In exceptional circumstances, where a covert operation is likely to take longer, a decision to approve the permit for six or 12 months will be made based on the brief provided by the Police to the Council

Recommendation 5.4

To limit the duration of any permits issued for covert surveillance to three months. All applications must be approved at Inspector or Chief Inspector level and above.

Payment of PCNs

- 5.47 Hackney does not set the price of its PCNs, which are agreed by London Councils' Transport & Environment Committee and approved by both the Mayor of London and Secretary of State for Transport. The current charges came into force in April 2011, following consultation. The current levels of contravention are described in Table 5.3.

Table 5.3: Levels of PCN

Level of contravention	Amount	Amount if paid within 14 days*	Examples
Less Serious	£80	£40	<ul style="list-style-type: none"> • parking when the short-stay ticket has run out • re-parked in the same parking space within a set time • not parking correctly within the bay markings
More Serious	£130	£65	<ul style="list-style-type: none"> • parking on double yellow lines • parking in a disabled persons bay without displaying a valid permit • parking in a suspended bay

* increased to 21 days for PCNs issued by post, on the basis of CCTV footage.

Challenges, Representations and Appeals

- 5.48 If a motorist feels they should not have to pay the PCN then they can contest it. The TMA 2004 defines three stages at which the motorist can appeal against a PCN issued by Hackney, as described in Table 5.4.

Table 5.4: Stages of 'Appeal'

Stage	Made to	When
Informal representation or challenge	Hackney	Within 28 days of the PCN being served
(Formal) Representation	Hackney	Within 28 days of service of a

		'Notice to Owner', which Hackney may send 28 days after the PCN is served
Appeal	The independent adjudicator PATAS (Parking and Traffic Appeals Service)	Within 28 days of Hackney rejecting a representation

- 5.49 The TMA 2004 sets a number of statutory grounds on which drivers can appeal and these are set out in the Notice to Owner document, which Hackney sends at the point that the motorist can make representations. Hackney will also consider representations made on other grounds.
- 5.50 Under the TMA, a PCN issued through the post also acts as a Notice to Owner. This means that there is no informal representation or challenge stage, but a formal representation can still be made.
- 5.51 Once a PCN has been paid, the case can be considered closed - the motorist has no automatic right to make representations. The only exception to this rule is when a vehicle has been removed, in which case the PCN and any fees for removal, storage or release must be paid before the vehicle is returned. On collection of the vehicle the motorist is presented with a form detailing how to make representations and outlining the appeals process. The Council refunds any money paid where representations or appeals are successful.
- 5.52 Back-office staff considering representations and appeals team are required to gain a City and Guilds (C&G) level 3 qualification in notice processing. The course's objectives are to achieve quality, consistency and professionalism in notice processing in a nationally recognised qualification.
- 5.53 Under the TMA, elected members (Councillors, MPs and MEPs) cannot influence the outcome of representations against a PCN; their role is to contribute to the reviewing and setting of the overall policies. Hackney has a system that allows members to assist motorists by forwarding their representations to the relevant Council team. To avoid undue influence over the process, once the 'appeal' is submitted, an officer trained in the relevant legislation liaises directly with the appellant to determine the outcome of the case.
- 5.54 The guidance to the TMA recommends councils publish policies on the use of discretion. In circumstances in which the Council may choose not to enforce on a motorist or cancel a valid PCN. Hackney's is included as appendix B.

Debt Recovery

- 5.55 If a penalty charge is not paid or contested within 28 days of the Notice to Owner, it becomes a debt, which the Council can confirm by sending a Charge Certificate. It can then recover the outstanding amount by issuing warrants to enforcement agents as set out by Ministry of Justice guidelines and part 3 of the Tribunals Courts and Enforcement Act 2007 which also governs the fees that bailiffs can charge.

Heavy Goods Vehicles

- 5.56 Hackney applies height, length and weight limits (2.27m, 5.25m and 3.5T, respectively) to all parking permits and the visitor voucher. These limits help to uphold road safety and make the street a more pleasant environment, but are waived for short-term parking via pay & display or a dispensation.
- 5.57 The London Lorry Control Scheme, which is managed and enforced by London Councils, works towards these ends by preventing movement of heavy vehicles in residential streets at night and at weekends. A Borough-wide limit for vehicles parking overnight could further support this aim. Exemptions would be considered in commercial areas.
- 5.58 There is a significant problem with cycle accidents involving HGVs in inner London boroughs like Hackney and the Council is working with TfL and the London Cycling Campaign to improve the situation through procurement, training of drivers and restricting access to HGVs in certain areas. Further details of this policy can be found in the draft Transport Strategy.

Private Land and the Public Highway

- 5.59 London boroughs have powers to enforce on land adjacent to the pavement to which the public have access, even if it is privately owned. Hackney's preferred approach is to work with land owners to reach an amicable solution and to warn motorists before issuing PCNs; however it may be necessary to enforce against vehicles parking without permission, causing a nuisance or blocking public access.
- 5.60 Indicators of a private land being part of the public highway include the following:
- no barrier in place
 - no dropped kerb in place for access
 - the vehicle is parked in areas where the public is free to enter

6 Engaging the Community

- 6.1 By conducting a consultation, the Council agrees to take into account the opinions of those affected by the proposals when making a decision. The Council's objectives during PZ and policy consultations are to ensure that people are engaged and that all relevant factors are taken into account.
- 6.2 The tools used to maximise consultation response include:
- distribution of leaflets and including questionnaires
 - online surveys
 - offer of translations and use of local papers in community languages
 - the use of Hackney Today to ensure a high level of awareness
 - engaging local ward councillors
 - doorstep surveys with residents and businesses (which provides a quality control mechanism and virtually ensures engagement with a representative cross-section of the community)
 - use of internal Hackney briefings and newsletters to reach residents who work for the Council
 - use of posters in public notice boards and affixed to lamp posts and
 - at design stage of new zones, local public drop-in sessions staffed by Council officers
- 6.3 Hackney also consults specific groups prior to implementing or reviewing the PEP. This typically involves the same methods as PZ consultations, but the approach is tailored to the stakeholders affected by the proposals. Details of the public consultation on this proposed PEP will be available at www.hackney.gov.uk/consultation.

Right to Challenge Parking Policies

- 6.4 Giving local residents and businesses the right to petition in order to review the Council's parking policies encourages participation in local government decision-making and direct democratic participation. The final decision on any review of the Council's parking policy will be made by elected councillors to ensure the review process is impartial and fair.

Channels of Communication

- 6.5 While customers can buy permits and pay for PCNs at the Cashiers' Office, at 2 Hillman Street, the Council is working to offer and promote services through other channels to reduce the burden on front-office staff and improve the choice available to the customer and the quality of service.
- 6.6 Residents can renew annual permits and buy vouchers online. The parking section of the Hackney website (www.hackney.gov.uk/parking) contains electronic forms for

users to send in comments, downloadable application forms for permits and information about parking in Hackney. The website is used for parking consultations, and contains links to any online consultations currently open. Motorists can view online pictures for their PCNs, and then pay the charge or appeal.

- 6.7 To maximise customer access to the Council's parking services, Hackney has introduced a permanent 24/7 automated telephone line for payment of council services and fines issued by council departments including PCNs.
- 6.8 There is further scope to reduce the demand on 2 Hillman Street and improve services, through use of technology or by making it financially beneficial for applicants to other channels. This could be achieved by using reminders to renew permits by text message or e-mail.
- 6.9 Hackney has procured new parking ICT system which will allow for the use of SMS text messages for customers to purchase parking products, make payments, respond to consultations and to offer permit holders a reminder to renew by e-mail or text message

Online Discount

- 6.10 Hackney offers discounts for products bought online or by post: £1 per book of visitor vouchers, £10 per resident's permit and £20 per item for other products (excluding the Companion Badge).
- 6.11 Once our new accessible ICT system is in place, Hackney would like to increase the discounts we offer to our residents for permits and visitor vouchers (subject to consultation) in order to encourage more online and postal applications and in turn reduce customer waiting times at our cash office.

Recommendation 6.1
Once the new accessible ICT system is embedded, increase the differential for online / postal and counter applications as part of the Council's annual Fees and Charges review.

7 Equalities and Diversity

Parking for Disabled People

- 7.1 Many disabled people rely on the private car as a main mode of transport. The ease with which they can reach their destination is largely dependent on whether they can park nearby. The availability of conveniently located disabled people's bays at key destinations, which may include places of residence, workplace, shops and public buildings, is therefore vital and is protected by law. The Equality Act 2010 requires service providers to take reasonable steps to ensure that disabled people do not find it impossible or unreasonably difficult to enjoy a service on the same basis as non-disabled people.
- 7.2 The priority afforded to disabled people's parking needs is reflected in the Borough's parking hierarchies (see Table 1.1). This section considers disabled people's parking permits, the supply of on-street disabled people's parking bays in the Borough and the measures the Council is taking to protect the parking needs of disabled drivers and passengers.

Blue Badge Scheme

- 7.3 Hackney's Adult Social Care division administers the disabled people's parking permit system in the Borough, under the national Disabled Persons' Parking Badge Scheme, known as the Blue Badge Scheme. There are various criteria for automatic eligibility, but the Council may need to commission an assessment by an occupational therapist to see whether other applicants need a Badge. Further details can be obtained from www.hackney.gov.uk/blue-badge.
- 7.4 The Blue Badge allows badge holders considerable flexibility as to where they can park on-street. Badge holders can currently park free of charge without time limit in short-stay bays and shared use bays, provided a valid Blue Badge is displayed, the bay has not been suspended and the vehicle is being used to transport the Blue Badge holder. Blue Badge holders are also allowed to park for a maximum of three hours on single and double yellow lines, except where there is a loading ban or the vehicle could obstruct traffic (for example, within ten metres from a junction or where a bus or cycle lane is in operation). The holder must display the parking disc known as the 'clock' wherever a time limit applies to them.
- 7.5 Blue Badge holders in the Borough cannot park in residential bays, but can obtain a free Companion Badge which allows them to park in residential bays in their home PZ without the need to display the Blue Badge Clock.

Blue Badge Issues

- 7.6 Blue Badges displayed in vehicles parked in London have been a target for theft and illegal distribution. This is because under the national scheme, Blue Badges can be used for any vehicle (they are not linked to a specific car registration) and allow significant flexibility for free on-street parking. Levels of theft in Hackney have

reduced significantly following the changes to the format of the national Blue Badge in 2012. In 2013, 31 Blue Badges were stolen, dropping to 2 in 2014, a considerable decrease from 74 in 2012, demonstrating that the changes to the format have had a drastic impact in tackling Blue Badge theft.

- 7.7 The Blue Badge is strictly for use only when the holder is present, so it cannot be used by friends and family in other circumstances. It is a criminal offence to use a badge without the holder present, and fines can total £1,000 plus any PCNs. The Council may also withdraw a badge that is misused after three criminal convictions. Hackney's Audit and Anti-fraud team gather evidence of fraud, work with the Police to seize lost, stolen and fraudulent badges and misuse through covert surveillance and prosecute offenders. Enforcing against misuse helps to keep accessible places free for people who need them.
- 7.8 Council staff and CEOs can request to see suspected fraudulent or misused Badges. Police have the power to check the holder's details on the reverse of the Badge and to seize a Blue Badge if it is suspected of being fraudulent or misused.

Companion Badge Scheme

- 7.9 The Companion Badge scheme was introduced in 2005 to help combat Blue Badge theft - it is specific to the vehicle and so useless to thieves. The application processes for the Blue Badge and the Companion Badge is combined and the durations aligned where possible. The Companion Badge can be used to park:
- As per a resident's permit (in the local zone only)
 - In disabled people's bays (local zone only)
 - As per the Blue Badge (anywhere in Hackney – the 'clock' must be displayed)
- 7.10 As with the Blue Badge, the Companion Badge must only be used when the holder is present. However, in practical terms this requirement is difficult to enforce and as a result the Companion Badge significantly increases the scope for misuse by friends and family because the two badges can be used at once.
- 7.11 Following a recent assessment of the Companion Badge scheme - during which the recent improvements to the Blue Badge format in tackling fraud and the considerable reduction in Companion Badge misuse were analysed, Hackney is recommending for the Companion Badge to be replaced by a resident's permit at no cost. In short, this will not only further reduce the capacity for Blue Badge misuse, but also uphold the ability to park in a resident's bay for disabled residents.

Recommendation 7.1
Replace Companion Badge with a free resident permit. The eligibility criteria will be set following consultation and in consideration of the new ICT system's capabilities.

Disabled People's Bays

- 7.12 Under the requirements of the Equality Act, the Council should ensure that adequate, conveniently located disabled people's parking facilities are provided close to public buildings in the Borough. The Council has over 1,000 on-street disabled people's parking bays. There is no time restriction on the vast majority of bays but some are limited to a short stay to ensure all Badge holders have access to shopping and facilities.
- 7.13 In some cases it is necessary to prioritise on-street space for residential Blue Badge holders. Non-local Blue Badge holders have extensive rights to park for free on-street. Hackney sites disabled people's bays for the benefit of holders with higher rate mobility allowance / component but they can be used by all Blue Badge holders.
- 7.14 To ensure that disabled people's bays within PZs are still required, Hackney checks with Badge holders and considers allocation of bays as part of the PZ review process. This process, along with data on expired Blue Badges, helps the Council to recycle disabled people's bays that are no longer required.
- 7.15 Hackney plans to consider the personalisation of disabled people's bays in residential areas following release of a new edition of the Traffic Sign Regulations and General Directions, due 2015.

Religious Festivals

- 7.16 The Council recognises the cultural diversity within the Borough and the importance people attach to religious worship. Due to the various places of worship within the boundaries of the Borough and its close proximity to the city contributing to the congestion on roads, however, there is often a conflict of parking interest during major events.
- 7.17 Hackney has a process for suspending parking enforcement for a limited amount of time for major religious festivals, which is attached as appendix A. Customer feedback to date suggests the scheme successfully balances the needs of worshippers and the wider community. In all other circumstances worshippers should walk, cycle or use public transport – or pay for parking if they do need to drive.

8 Estate Parking

Introduction

- 8.1 Hackney Homes are currently responsible for managing parking on estates independently of the Council. Prices of estate parking permits are set by the estate management and permits are purchased directly from the local neighbourhood offices. Though a number of the estates are gated, some estate roads are indistinguishable from public roads in the Borough.
- 8.2 Similarly to elsewhere in the Borough, increasing levels of car ownership among estate residents is resulting in greater parking pressure; to an extent that local amenity is being adversely affected in some areas. Hackney Homes limit residents to two permits per household but requests made to housing offices for additional permits suggest that many households have three or more vehicles.
- 8.3 Estate permits give the holder permission to park within allocated bays in the estate where they live but cannot be used on other estates or PZs. Vehicles not displaying a valid estate parking permit within the estates with controlled parking schemes are issued with PCNs.
- 8.4 The Council works in partnership with Hackney Homes to enforce parking controls currently on 86 estates. By using the same knowledge and the same contractor used to manage parking within the Borough a fair and consistent service is maintained.

Enforcement

- 8.5 To offer residents a seamless and fair service, the Council uses the same enforcement methods as used for on-street parking: a PCN is issued, potentially followed by removal depending on the contravention. Hackney avoids clamping as it ensures vehicles are in contravention for longer and residents can be put at risk whilst waiting for the clamp to be removed. Motorists who have received a PCN on a Hackney Homes estate can make representations in accordance with the Traffic Management Act 2004 and appeal to the independent adjudicator, PATAS. Where an estate road counts as part of the public highway, Hackney's on-street enforcement policy applies.
- 8.6 The Companion Badge is valid in disabled bays within estates when displayed alongside an estate permit allowing estate residents the same freedom and security that other disabled residents receive from the Companion Badge.

9 Supporting Sustainable Transport

General

- 9.1 The PEP shares with the Council's other policy documents a strategic aim to reduce the need to travel by private car, and support for initiatives to increase social inclusion and economic activity in the Borough. Parking initiatives on their own cannot achieve wider transport, economic, social and environmental benefits and must be accompanied by supporting policies or mechanisms – but conversely, few of these supporting mechanisms can achieve their goals without robust parking management.

Congestion Charging

- 9.2 The Congestion Charge was introduced by the Mayor of London in February 2003, with the aim of reducing traffic congestion in and around the charging zone. The charge for driving within the zone is £11.50 per day, which applies 7am to 6pm Monday to Friday (excluding weekends and public holidays). The inner ring road forms the boundary of the congestion charging zone. Hackney's PZ A is bounded by the congestion charging boundary and the southern section of zone B is within the charging zone.
- 9.3 Local residents living within the congestion charging zone can register for a 90% discount from the Congestion Charge and Blue Badge holders are eligible for a 100% discount, as are owners of vehicles considered by TfL to be low-emission. Powered two wheelers are exempt due to difficulties in enforcement.
- 9.4 The close proximity of the Borough to the congestion charging zone presents additional parking pressures in the Borough, particularly in the southern areas, as well as increasing traffic in the inner ring road.

Travel Plan and Sustainable Travel Initiatives

- 9.5 Section 6.8 of the London Plan, the Mayor of London's spatial development strategy, states that: 'The use of travel plans can help reduce emissions by promoting alternatives to the car.' Policy 6.3C sets the requirements for travel plans for major developments.
- 9.6 A travel plan is a package of measures designed to reduce car use originating from new developments by supporting alternative forms of transport and reducing the need to travel in the first place. They are an important tool to:
- reduce trips generated by a development
 - ease congestion on existing transport infrastructure
 - lock in the benefits of new infrastructure
 - guarantee successful management of the development over a number of years
 - raise the image of transport sustainability to residents and employees and

- highlight the positive benefits of active travel to residents and employees.

- 9.7 The thresholds for a development requiring a travel plan are set out in the TfL best practice guidance.
- 9.8 The actual content of a travel plan will need to be tailored to the site in question but it should address all aspects of travel to the site. The TfL best practice guidance provides a clear process for what is required of a travel plan to accompany a planning application and should be used to expedite the application process. The Council will expect the travel plan to include a combination of 'hard' (infrastructure) and 'soft' (promotion and marketing including incentives) site-specific measures to encourage sustainable travel at a development site.
- 9.9 The Council has developed its own (internal) Staff Travel Plan to manage transport within the borough and to reduce CO₂, NO₂ and PM₁₀ emissions. As the largest employer within the borough, the Council has a responsibility to ensure that its own workforce is aware of these issues and are supported to travel in more sustainable ways to and from work as well as for business purposes. The Council's Travel Plan, adopted by Cabinet in January 2006 aims to provide 'best practice' for future travel plans in the Borough placing a particular emphasis on walking, cycling and public transport. Hackney staff using a car as their main mode of travel to work has fallen from 19% in 2011 to 14% in 2014. Data suggest that from 2004 there has been a clear positive move towards sustainable transport and the Council will continue to implement new measures to further increase these results. In 2014, 16% of staff cycle to work as their main mode making it a more preferable mode of transport than car.
- 9.10 The Council's emerging Development Management Local Plan will provide further information on Travel Plans for new developments and Car Free developments.

Transport for London Road Network

- 9.11 The Council is not responsible for the designation or enforcement of parking spaces in red routes or Transport for London Road Network (TLRN), which is the responsibility of Transport for London (TfL). The agreement for TfL enforcement in bus lanes on red routes was known as the London Bus Initiative and has now been termed as Key Bus Corridors. This defines the agreement within which TfL monitor and enforce on contraventions in these areas.

New Building Developments

- 9.12 Section 106 of the Town and Country Planning Act 1990 allows local authorities to enter into legally binding agreements with land developers over issues related to the building's construction. These agreements can help to minimise any damage or detriment to an area, including the effects on local traffic and parking management, by placing restrictions or obligations on a developer. All new developments are eligible to fall under Section 106 Agreements.

- 9.13 The policies for parking standards in the London Plan (revised in July 2011), states that: 'The Mayor wishes to see an appropriate balance being struck between promoting new development and preventing excessive car parking provision that can undermine cycling, walking and public transport use'. Specifically, the London Plan sets standards for new developments in the following areas:
- maximum standards for car parking provision
 - a requirement for one in five spaces to provide an electrical charging point to encourage the uptake of electric vehicles
 - standards for parking for disabled people
 - the needs of businesses for delivery and servicing and
 - minimum standards for cycle parking.
- 9.14 Following on from this, Policy 6.13Ec states that 'the need to regenerate [town] centres may require a more flexible approach to the provision of public car parking to serve the town centre as a whole'.
- 9.15 The London Plan acknowledges that parking standards are only one mechanism or policy instrument to limit car use and achieve wider objectives. Specifically, it states, 'Transport Assessments and travel plans for major developments should give details of proposed measures to improve non-car based access, reduce parking and mitigate adverse transport impacts'.

Applying Standards to New Developments

- 9.16 All new residential development is likely to have an impact on on-street parking unless it has existing access to ample off-street parking. If a new access or crossing of the kerb is needed, this will remove existing on-street parking spaces. If new residents wish to park on the street, this will increase the demand for spaces. This means the overall competition for parking spaces will increase in the area around the development.
- 9.17 There are parts of the Borough where increased competition for on-street parking is not acceptable. This is generally the case in the south of the Borough and in the vicinity of town centres but also includes many other areas where the number of spaces available cannot meet existing demand, with implications for queuing and congestion, illegal parking, and highway safety. In other parts of Hackney where public transport links are strong, the competition for parking may not be critical but there are definite benefits to limiting on-street parking. In these circumstances, if an applicant will not enter into an agreement to designate the additional housing as car-free or car-capped, then planning permission will not be given. In considering the ability of on-street parking to accommodate the impact of additional development, the Council will have regard to the cumulative effect of proposals in the area; including unimplemented and partially implemented schemes already granted planning approval.
- 9.18 Section 106 can be used to stipulate that new developers must fund a consultation on the potential introduction of a new PZ if they are granted planning permission to

build their development. This would be used where a larger development is expected to have a significant impact on local parking pressures.

- 9.19 Hackney does not provide parking permits to residents within these 'car-free' properties, but issue Blue Badges and Companion Badges to disabled people.
- 9.20 It is the developers or landlords responsibility to inform the resident or buyer of their car-free property status.
- 9.21 Further information on parking standards for new developments can be found in the Council's emerging Development Management Local Plan and the forthcoming Transport Strategy update.

Car Clubs / Car Sharing

- 9.22 Car clubs provide for 'pay as you drive' motoring without the hassle of car ownership, separate insurance and maintenance costs. Car clubs offer the use of a shared pool of vehicles from designated car club bays, providing short-term car access for periods as brief as one hour. Typically car clubs claim that one vehicle can replace up to six privately owned vehicles, which can free up road space for other residents. The use of car clubs is growing in the UK.
- 9.23 The three main aims of the Hackney car club include; relieving parking pressure in the Borough, reducing the reliance on private motor vehicles by residents and businesses, and improving the level of social inclusion of residents who cannot afford their own car.
- 9.24 Car clubs are a practical tool to support reductions in parking for current and new development. They should encourage motorists to trade in rarely-used cars, which saves them money and frees up on-street space. There are currently a number of different Car club operators in London and Hackney is looking to open up bays in the borough to multiple operators.
- 9.25 Car clubs are particularly suitable in high density urban areas (like the Borough of Hackney) where there is good public transport and existing on-street parking pressures. As car clubs have been rolled out in the Borough, on-street parking spaces have been dedicated for car club use and commercial operators have also leased private, off-street parking spaces.

Bicycle Parking

- 9.26 Hackney has the highest percentage of residents' trips by bicycle in London, which was found to be about ten times as high as trips in boroughs with the lowest cycling rates in the Capital.
- 9.27 The Council understands that there is much more unrealised potential for cycling in the Borough with significant and positive impacts on resident's health, environment and local economy. The Council will seek to exploit this through provision of new

cycling infrastructure, increased cycling initiatives and publicity and by securing further improvements through the development management process. Further information is available in the draft Transport Strategy.

- 9.28 To encourage the use of bicycles by Council staff for the purpose of commuting to and from their place of work, the Council now offer dedicated secure cycle parking for the sole use of staff in virtually all of its offices, along with accompanying showers and changing facilities. This further illustrates the Council's commitment to promoting cycling as a sustainable form of transport.
- 9.29 Hackney has been part of the London cycle hire scheme since its launch in 2010. There are now more than 10,000 bikes and over 700 bike docking stations across London. The Council fully supports the expansion of the London cycle hire scheme but appreciates that in some cases installation of additional docking stations may result in a loss of some on-street car parking space. The Council will therefore consider the impacts of future expansion of docking stations against a potential loss of car parking on a case-by-case basis, particularly in areas of high parking stress.
- 9.30 The Council is also going forward with the implementation of carriageway cycle parking in both residential and commercial areas and is currently trialling the installation of secure cycle hangers in on-street parking bays.

Powered Two-Wheel Vehicle (PTW) Parking

- 9.31 Powered two-wheel vehicles (PTWs), for example mopeds and small motorcycles (under 800cc), have been traditionally preferred to private cars due to their perceived low emissions and effective use of road and kerb side space. While a single on-street car space can accommodate up to five PTWs, recent studies have found motorcycles to emit comparable levels of pollutants to diesel cars.
- 9.32 Hackney currently allows solo PTWs to park for free in bays where a resident or business holder can park, with the exception of Zone B where the high commuter demand has required them to be restricted to PTW-only bays. The Council aims, subject to consultation, to end free parking for PTWs, using the same permits and charging mechanisms that apply cars. Most PTWs would attract the 50% discount for permits due to relatively low CO₂ emissions.
- 9.33 Since the introduction of the Congestion Charge (which does not apply to PTWs) in February 2003, levels of PTW traffic and demand for parking space have substantially increased. The Council has increased the level of on-street PTW parking facilities in the Borough to respond to demand, planning their locations to minimise the risk of theft. The technology for electric powered two powered wheelers is progressing quickly, so electric charging facilities should be considered for new PTW parking sites.

Appendix A – Major Religious Festivals

Hackney can suspend parking enforcement for the worship of major religious festivals. Parking is only provided for free where there is a demonstrable need that exceeds the available supply of space and there is no feasible alternative. For this to happen, a representative of a place of worship must contact the Council in a timely manner and provide the information detailed below. The onus is on that person to initiate the dialogue and demonstrate their community's need.

What Could be Offered?

Free parking in bays for residents, businesses or visitors. Restrictions on yellow lines would not be suspended, due to the impact on road safety and traffic flow. Pavement parking would not be permitted, due to its detriment to the street environment and obstruction of prams and wheelchairs. Hackney would not guarantee worshippers exclusive use of suspended bays.

Who Could Apply?

Any representative of a place of worship in Hackney can apply on behalf of their community. Multiple places of worship are welcome to apply together as this allows for quick and efficient decisions.

Form of Applications

Applications should be in writing, with the first-time application being a letter on headed paper, a minimum of one calendar month in advance of the first requested festival. They should, as a minimum provide the following information:

- the relative importance of the festivals for which suspension is requested
- the preferred streets and number of bays to be suspended
- the requested hours of suspension
- the reasons why the congregation cannot use other transport options (such as cycling, walking and using public transport) or pay & display
- what happened in previous years and
- what would happen if the suspension were not to be granted

How the Decision is Made

The officer authorised to make the decision must be satisfied that the suspension would:

- be for the minimum amount of time necessary
- cover a major religious occasion
- make worship possible where it would not otherwise have been and
- not lead to unreasonable levels of parking stress.

The practice of suspending parking enforcement for Christmas should be used as a guideline – and not a rule or limit – when considering the quantity and duration of any suspensions offered over the religious calendar. It should also be noted that the times of operation of PZs are conducive to Christian worship on Easter Sunday.

The Council retains the right to refuse an application or request further evidence.

Hackney will respond to all applications in writing. The decision made will not stand for subsequent years unless specifically stated.

If parking is granted it would become the responsibility of the applicant to inform worshippers of the parking arrangements, which Hackney would not advertise in order to restrict the benefits to worshippers.

Regular Worship

Special arrangements will not be made for regular (for example daily or weekly) worship, so visitors will need to use pay & display parking if they cannot walk, cycle or use public transport. Any such requirements should be raised with Council officers as part of the PZ review programme so that worshippers' pay & display parking needs can be factored into the zone design.

Appendix B – Policy on Discretion and Mitigation

If you contest a Penalty Charge Notice (PCN) issued by Hackney, we will consider the grounds for cancellation you put forward to us. The points below list some key examples of mitigating circumstances. Please note that these are guidelines, not rules, and they depend on the area in which the contravention occurred. We will treat each case separately, which means we will not always cancel a PCN issued in one of the circumstances listed below.

You should supply as much documentary evidence as possible to support your case. Each case will be considered individually but we will not repeatedly cancel PCNs for the same reason.

The following are examples of mitigating circumstances:

- there was a medical emergency which meant the driver had no choice but to park in contravention
- the driver was forced to contravene in order to avoid a traffic accident
- the driver was directed to contravene by the police
- the vehicle was picking up or dropping off passengers (in a section of the road where this is legally allowed) – we will need to see evidence of this
- the vehicle had broken down (and this was reported shortly afterwards) – we need to see satisfactory proof of breakdown recovery, repair or parts replaced
- the vehicle was stolen at the time of the contravention – we will need to see proof in the form of a police report or insurance claim

We will take into account the following factors when considering your representations:

- whether there was an absolute need to park – such as the mitigating circumstances listed above
- the extent to which the motorist could have parked legally
- the effect of the motorist's parking on traffic and safety

We may also cancel a PCN where an exemption applied but was not visible to the CEO who issued the ticket – for example, if the driver was loading or unloading heavy or bulky goods at the time in a section of the road where this was allowed.

We will not generally cancel a PCN where the driver made an error, did not understand the regulations or has received a PCN after failing to renew a permit.

Appendix C - Permit Policy and Permissions

Type of permit	How can permit be purchased?	Permissions - Where can the permit holder park? (see the "permit permissions" tab for more detail)	Which groups are eligible to purchase the permit?	Zones covered by permit	Maximum no. of vehicle registrations on permit	Can the permit be "blank" (issued without reference to a specific vehicle)?	Duration of permit/voucher	Limits- Number of permits/vouchers per property/household	Proof required to purchase	Does "Green / CO2 Emissions based charging" apply?
Resident permit	Online, by post, in person. Online under new e-Permits system.	Resident Bay, Shared Use Bay, Permit Holder Bay.	Motorists over 17 years old who live in a Hackney PZ for a minimum of 5 days a week. The vehicle must be registered and insured to the same address (excluding students, hired vehicles and company vehicles where the vehicle can be registered at a different address). The permit cannot be used for business purposes. Motorcycle motorists will be charged for parking subject to approval of Parking and Enforcement Plan (PEP) 2015-20.	Home PZ only. Motorcycle motorists will be charged for resident parking in Zone B and subject to practicalities all other zones.	One.	No.	12, 6 or 3 months. Motorists who are unable to supply full proofs as they have recently moved in / bought a vehicle are only eligible to buy the 3-month permit and will need to resubmit their proofs to renewal. Temporary one-off 1 month permit available under new IT system for first time permit applicants who do not yet have proofs.	One permit per motorist.	Evidence of residency in a PZ, through an automated check or documentary proof. Re-submission of evidence only required if a person's address changes. Registration of vehicle at permit holder's address. Automated residency and DVLA check under e-Permits system. Not applicable to one-off temporary 1 month permit.	Yes.
Visitor voucher	Online, by post, in person. Online under new e-Permits system.	Resident Bay, Shared Use Bay, Permit Holder Bay.	Residents of a property in a Hackney PZ for a minimum of 5 days a week.	Home PZ only.	N/A.	No.	2 hour and one-day vouchers are available. Under new e-Permits systems any length of time.	General limit of ten books per household per month. Under new IT system once embedded , it will be unlimited for e-Vouchers but paper voucher limit will remain the same.	Evidence of residency in a PZ, through an automated check or documentary proof. Re-submission of evidence only required if a person's address changes. Automated residency and DVLA check under e-Permits system. Not applicable to one-off temporary 1 month permit.	No.
Business permit	Post, in person Online under new e-Permits system	Shared Use Bay, Permit Holder Bay, Business Bay.	Businesses located within the PZ area may apply for a business permit. Applications will be considered only where it is essential to have parking provision for the efficient operation of business. Doctor's will be able to purchase Business permits subject to approval in a separate report.	Home business PZ only.	Three. Unlimited, (can only be used in one vehicle at any time when e- Permits system is embedded.) All VRMs must be registered in advance.	No.	12 or 3 months.	There is a general maximum of 3 permits per business premises.	V5C logbook for each vehicle AND a letter on company headed paper requesting a permit AND a non domestic bill with the company's status. For hire vehicles, a hire/lease agreement is required instead of V5C logbook . Automated residency and DVLA check under e-Permits system. Not applicable to one-off temporary 1 month permit.	Yes.
Doctor's permit	Post, in person, forms online	Allocated Doctor bay only	There must be a registered doctor's bay outside the surgery, one permit per doctor. A business case is required, including log of emergency visits. Doctor's permit is due to be reviewed and reclassified subject to approval in a separate report .	One bay only.	One.	Yes- must be supported by a business case. No under e-Permits system.	12 months.	Permits should only be sold to correspond with bays.	V5C logbook AND Proof of medical status AND documentary evidence of regular emergency visits (regular simultaneous emergencies required for more than one bay).	Yes.
All-zone permit	Post, in person, downloadable forms online. Online under new e-Permits system.	Resident Bay, Shared Use Bay, Permit Holder Bay, Business Bay.	Anyone.	All zones.	Three. Unlimited, (can only be used in one vehicle at any time when e- Permits system is embedded.) All VRMs must be registered in advance.	No .	12 months.	None.	V5C logbook for each vehicle. Internal applicants must also provide a business case for the permit, showing an absolute need for parking. Automated check with V5C logbook.	A simplified version of "green / emissions charging" applies. New emission-based charging proposed.
All-zone business voucher	Post, in person, downloadable forms online Online under new e-Permits system.	Resident Bay, Shared Use Bay, Permit Holder Bay, Business Bay.	Anyone.	All zones.	N/A - one registration is entered at the time of use.	No.	One calendar day.	None.	None.	No
Blue badge	From the Mobility Team, Forms downloadable online, By Post, In person	Shared Use bay, Disabled Bay (clock not required unless there is a time limit), Pay & Display Bay, Single/Double Yellow lines⌚(up to 3 hours). Can only be used if the blue badge holder is present.	[Adult Social Care issue this badge.] Disabled people may be eligible for this badge, depending on the nature of their disability. There is no requirement for the holder to own a vehicle or be able to drive .	All zones (can also be used outside Hackney).	N/A.	No.	Most badges are issued for three years only. However, certain exceptions apply.		Proof of residency within Hackney, proof of Identity, evidence provided in application.	No.
Companion badge (due to be reviewed during the lifespan of PEP 2015-20)	From Parking Services, forms online, post, in person (or from Mobility team if applying for or renewing a Blue Badge at the same time). Due to replaced by concessionary resident permit, subject to approval of the Parking and Enforcement Plan (PEP) 2015-20. Online under new e-Permits system.	1) As per resident permit (home PZ only), 2) As per blue badge (⌚ required at all times) , 3) Disabled Bay in home PZ (clock not required). Can only be used if the blue badge holder is present. Under new proposals, resident permit provided to disabled residents will be able to park in Resident Bay, Shared Use Bay, Permit Holder Bay.	Any Hackney resident in possession of a blue badge. They must either be a motorist or nominate a co-habiting driver.	Hackney only. Permissions to park as a resident permit and without the "clock" apply in home zone only. Other permissions all zones.	One- but the vehicle can be driven by a nominated driver who lives at the Blue badge holder's permanent address.	No.	Up to 3 years, to match the duration of the linked Blue Badge.	One per person .	Blue Badge AND V5C logbook AND one proof of address.	No.
Health and Social Care Permit (due to be replaced as part of a separate review)	Post, in person, forms online . Online under Health e-Voucher system.	Resident Bay⌚(up to 3 hours), Shared Use Bay⌚(up to 3 hours), Permit Holder Bay⌚(up to 3 hours) .	Staff working for organisations providing essential health and social care services to residents. Applicants must spend at least 30% of their time on the road visiting the community, working in medical or social care and working for a specifically named institution. These include Homerton Hospital, NHS primary care and mental health trusts and certain community sector organisations. Community sector organisations working in vulnerable people's homes will be considered on a case-by-case basis.	All zones.	Three.	No.	12 months.	Limits vary between organisations - see chapter 4 of the PEP.	Vehicle registration document (V5C) A letter from the organisation, with line manager supporting the application Worker's job description to determine eligibility AND any supporting log books to illustrate the work	No.
Health and social care voucher (due to be reviewed as part of a separate review)	Post, in person Online under new e-Permits system.	Resident Bay, Shared Use Bay, Permit Holder Bay.	Organisations eligible for Health and Social Care permits can purchase Health and Social Care Vouchers. Applicants must spend at least 30% of their time on the road visiting the community, working in medical or social care and working for a specifically named institution. These include Homerton Hospital, NHS primary care and mental health trusts and certain community sector organisations. Community sector organisations working in vulnerable people's homes will be considered on a case-by-case basis. Private companies working on behalf of the Council will also be considered subject to approval of the Parking and Enforcement Plan (PEP) 2015-20.	All zones.	N/A.	N/A.	3 hours (maximum).	None.	Proof of eligibility for HaSC permit.	No.
Pay & display ticket	At the machine, by phone, and by chip & pin if available or cash.	Shared Use Bay, Pay & Display Bay.	All.	Specific to local area.	N/A.	No.	Some bays have a maximum stay period, which is indicated on the sign by the bay.	None.	N/A.	No.
Car club permit	By post, in person Additional car club permits to be introduced in line with the Parking and Enforcement Plan (PEP) 2015-20. Online under new e-Permits system	Standard car club services (Zipcar / City Car club) - Car Club Bays Only, Floating car club services (DriveNow) - Resident bays, Shared Use bays. Estate car club services (E car) - Estate bays.	Hackney's car club providers.	One bay only, Under new car club initiatives vehicles may be able to park throughout Hackney's Controlled Parking Zones (CPZ).	Three. Floating car club services (DriveNow) -	Yes- must be supported by a business case. No under e-permits system as permits will be bay or VRM specific.	12 months.	Permits should only be sold to correspond with bays. Under new car club initiatives, floating car club services will be able to park in resident bays but will only be allocated a limited amount of permits.	Proof of representing Hackney's car club provider (such as headed letter) AND V5C logbook. Automated DVLA Link.	Yes.

Key
⌚ Clock must be displayed
* Unless a loading restriction is in place or parking would cause an obstruction.
Text in Red indicates proposed policies that have not been implemented.
Text in Green indicates new policies to be implemented under the new e-permits system.
Text in Blue indicates the new CO2 emissions based charging.

Current - Green Charging / Proposed - CO2 Emissions based charging

Band	Current charging system – engine size	Proposed charging bands - CO ₂ Emissions (g/km)*	Cost (relative to standard permit price)**
1	Alternative fuel vehicles	No local emissions	Free
2	Partly alternative fuel vehicles and smaller engines (under 1200cc)	Up to 120	50%
3	Normal engine size (1200 - 2000cc)	121 - 185	100%
4	Large engine (2001 - 3000cc)	Under 1200cc	150%
5	Very large engine (3001 - 4000cc)	186 - 225	200%***
6	Extremely large engine (4001 plus cc)	1200-2000cc	
		226 +	
		2001cc+ ***	
		N/A	N/A

*Where the DVLA does not store CO₂ emissions for the vehicle, engine size in cc is used instead.
**Hackney has proposed to apply a £50 levy on all diesel vehicles. Prices for vehicles built prior to 2001 will increased by one charging band.
*** Where more than one vehicle uses the permit, it will be charged according to the most polluting of the vehicles. Accordingly, "blank" permits are charged at the highest band.

Appendix C - Permit Policy and Permissions

Bay type / permit type	Resident Bay	Shared Use Bay	Permit Holder Bay	Business Bay	Disabled People's Bay	Pay & Display Bay	Motorcycle Bay	Single / Double Yellow	Doctor's Bay	Car Club Bay	Council-owned car park	Estate Bay
Resident Permit	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Visitor Voucher	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Business Permit	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗
Doctor's Permit**	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
All Zone Business Permit or Voucher	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗
Motorcycle / Moped / Scooter (outside Zone B)***	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	Check signs	✗
Blue Badge	✗	✓	✗	✗	✓ (clock only required where there is a time limit)****	✓	✗	✓🕒 (up to 3 hours)*	✗	✗	Check signs	✗
Companion Badge (due to be reviewed)*****	✓ (home PZ only)	✓🕒 (clock not required in home PZ)	✓ (home PZ only)	✗	✓🕒 (clock required outside of home PZ if there is a time limit)	✓🕒	✗	✓🕒 (up to 3 hours)*	✗	✗	Consult signs in car park - Blue Badge valid only if 🕒 displayed	✗
Health and Social Care Permit (due to be replaced)	✓🕒 (up to 3 hours)	✓🕒 (up to 3 hours)	✓🕒 (up to 3 hours)	✗	✗	✗	✗	✗	✗	✗	✗	✗
Health and Social Care Voucher (due to be reviewed)	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
New Health e-Voucher	✓🕒 (up to 3 hours)	✓🕒 (up to 3 hours)	✓🕒 (up to 3 hours)	✗	✗	✗	✗	✗	✗	✗	✗	✗
Health Emergency Badge*****	✓	✓	✓	✗	✗	✓	✗	✓	✗	✗	*****	✗
Pay & Display Ticket	✗	✓	✗	✗	✗	✓	✗	✗	✗	✗	✓ (ticket must be purchased at the car park where the vehicle is located)	✗
Car club permit	✓ (Floating car club initiatives only)	✓ (Floating car club initiatives only)	✓ (Floating car club initiatives only)	✗	✗	✗	✗	✗	✗	✓	✗	✓ (Estate car club initiatives only)
Dispensation	A dispensation is subject to pre-agreement and allows a user to park for a small period of time at a certain location, usually a bay or single yellow line.											

Key

🕒 Clock must be displayed

* Unless a loading restriction is in place or the vehicle would cause an obstruction.

** The Doctor's permit due to be merged with Business permit - Doctor's permit may only be issued on an ad-hoc basis.

*** Hackney asks motorcyclists to park at a right angle to the kerb and at the end of the bay, out of consideration to other motorists.

Where there is a high demand for parking, the Council may restrict motorcyclists from parking in permit bays as is the case in Zone B.

Where motorcyclists can only park for free in motorcycle bays - motorcyclists should check www.hackney.gov.uk/parking.

Hackney may introduce charging for motorcycle parking in Zone B (and subject to capabilities the rest of the borough) if approved as part of the Parking and Enforcement Plan (PEP) 2015-20.

**** Hackney will seek to implement personalised disabled bays for blue badge holders who are entitled to the Enhanced Disability Rate

***** Due to be replaced by concessionary resident permit subject to approval of the Parking and Enforcement Plan (PEP) 2015-20

*****The Health Emergency Badge (HEB) is issued by London Councils. It is for use in emergencies only, for the minimum time necessary and the destination must be written on the badge.

It has no legal standing and officers can enforce where they believe the badge is being used incorrectly. It should only be used to park on yellow lines when there is no safe parking space near the destination.

London Councils' policy is to allow users to park in P&D bays and residents' bays (which they define as any place a resident's permit can be used.)

The HEB should not be used in car parks but the Council may choose not to enforce if the badge holder's destination is immediately adjacent and there is no suitable alternative.