



# Parking and Enforcement Plan

(November 2022)

2022-27 v1.1

# London Borough of Hackney

## Parking & Enforcement Plan (PEP) 2022-27

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## Foreword from Councillor Mete Coban Cabinet Member for Environment and Transport

I am delighted to introduce the fourth iteration of Hackney Council's Parking and Enforcement Plan (PEP) 2022-27 for approval and adoption by Cabinet.

During the first 'lockdown' in 2020, there were fewer motor vehicles travelling on the public highway. This demonstrated that the prospect of cleaner, breathable air can be achieved if we are brave enough to take meaningful steps forward. This PEP is undoubtedly our strongest yet, as the Council works collectively to Rebuild a Greener Hackney and avoid a car-led recovery that would negatively impact the health of Hackney's citizens.

Our vision for Hackney, as set out in this PEP, is built around five key pillars:

- Supporting the **creation of sustainable streets** for everyone, by re-prioritising more of our kerbside space to support greening in the borough, and sustainable transport.
- Providing **high-quality, customer-focused services** that respond to the needs of our residents, businesses and visitors.
- Encouraging motorists to choose **active travel and sustainable travel options**, a switch to cleaner vehicles with a reduction in private vehicle ownership.
- Consolidating a **fair, proportionate and transparent enforcement service** to deliver high levels of compliance, and robustly tackle fraud.
- Delivering a **consistent approach** to parking products and services on all council-managed estates.

Over the next five years, we will develop our vision through innovative policies that are intended to encourage the use of more sustainable travel options in preference to private motorcycle, car or van ownership, in addition to supporting the Government's plans to phase out the sale of diesel and petrol cars or vans by 2030.

It is important that we work together now to reduce the effects of poor air quality, as pollutants and exposure to small particles in the air over prolonged periods of time were linked to an estimated 96 premature deaths in Hackney, according to the GLA in 2008. Research shows that the phasing out of petrol and diesel vehicles may lead to a welcomed 30 percent reduction in pollution by 2030.

I'd like to put on record my thanks to the people of Hackney for helping us shape this Plan. Across a 13-week consultation in summer 2021, and a further three-week listening exercise in summer 2022, over 8,000 people gave us their views, which have led to a number of changes in the finalised proposals set out in this report.



In total, this PEP sets out 64 recommendations that will, over the coming years, build on many of the improvements we have seen delivered in Hackney over the last decade and place Hackney firmly on a direction of travel toward a greener, more sustainable future.

The Council's approach to parking enforcement remains focused on the quality, not the quantity of parking tickets, as we strive to improve driver compliance with parking and moving traffic rules. In April 2022 the Council insourced its parking enforcement functions, and this PEP sets out how we will use insourcing to:

- Create a well-run service that delivers high-quality services and financial stability.
- Provide new opportunities in the future for more streamlined services and the Council will have greater control over the way the service is delivered.
- Enable the move towards an electric fleet of vehicles used for enforcement in line with the Council's ambition to become carbon neutral.
- Help to tackle inequality by providing better job opportunities.

Hackney Council's parking enforcement plays a key part in prioritising quality of life and the environment; making our streets safer for cyclists and pedestrians, tackling air pollution, and protecting our parks and green spaces.

I would like to make it clear that the Council does not use parking as a means of generating revenue, as this is strictly prohibited by law. How parking income is used is tightly controlled under the Road Traffic Regulation Act 1984 (as amended) and cannot be used to subsidise general expenditure. Policies contained in this PEP help us to manage parking efficiently, economically and effectively.

## **Overview**

The Council's Parking, Markets and Street Trading Service, referred to as Parking Services throughout this report, has developed the Parking and Enforcement Plan (PEP) 2022-27 to improve parking conditions in Hackney. The PEP 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 procedures 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, ultra-low emissions vehicle owners, residents, and local businesses. This helps to manage parking in the borough on a fair and consistent basis.

## **The PEP**

This version of the PEP, which builds on the PEP 2015-20, sets an ambitious new vision for parking in Hackney over the next five years. The recommendations contained within this PEP were subject to public consultation in the summer of 2021, whereas the text comprising the body of the PEP sets out long standing policy and practices for managing parking in the borough. While the entirety of the PEP was 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 PEP is approved by Cabinet as well as the objectives and recommendations set out in this Plan, unless they explicitly require further consultation.

## **Public consultation**

This PEP was consulted on during summer 2021. In total, almost 5,000 residents, businesses and visitors to the borough had their say on the policies and recommendations contained within the strategy. Following the consultation, additional feedback was sought on further revisions regarding parking permits only, which saw over 3,100 additional responses received. All feedback has been collated, analysed, and considered, with a number of revisions made to this final version of the PEP.

# 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 2015-20 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, transport, environmental, economic and planning issues. This PEP links into a number of the Council's overarching policies and strategic documents including the adopted Transport Strategy 2015-25, Local Plan 2033 (LP33), Air Quality Action Plan 2021-25 and Corporate Plan 'Hackney - A Place for Everyone 2018-22'.

## A short profile of Hackney<sup>1</sup>

- 1.4 Hackney's population is estimated at 281,100 people with over a third of Hackney residents born outside the UK. Hackney's population is predicted to grow to 294,300 people by 2028 and to 325,600 people by 2050.
- 1.5 Hackney is a culturally diverse area, with significant 'Other White', Black and Turkish/Kurdish communities. There is a large and growing Charedi Jewish community concentrated in the north east of the borough. The large groups to have recently settled in Hackney from abroad are people from Australia, the US and Western European countries like Spain, France and Italy.
- 1.6 In 2011, 14.5% of Hackney residents said they were disabled or had a long-term limiting illness.
- 1.7 Nine out of 10 Hackney 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 the borough.

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<sup>1</sup> Figures in this section are taken from 'A Profile of Hackney, its People and Place, facts and figures and deprivation' (unless otherwise stated) - [hackney.gov.uk/population](https://hackney.gov.uk/population)

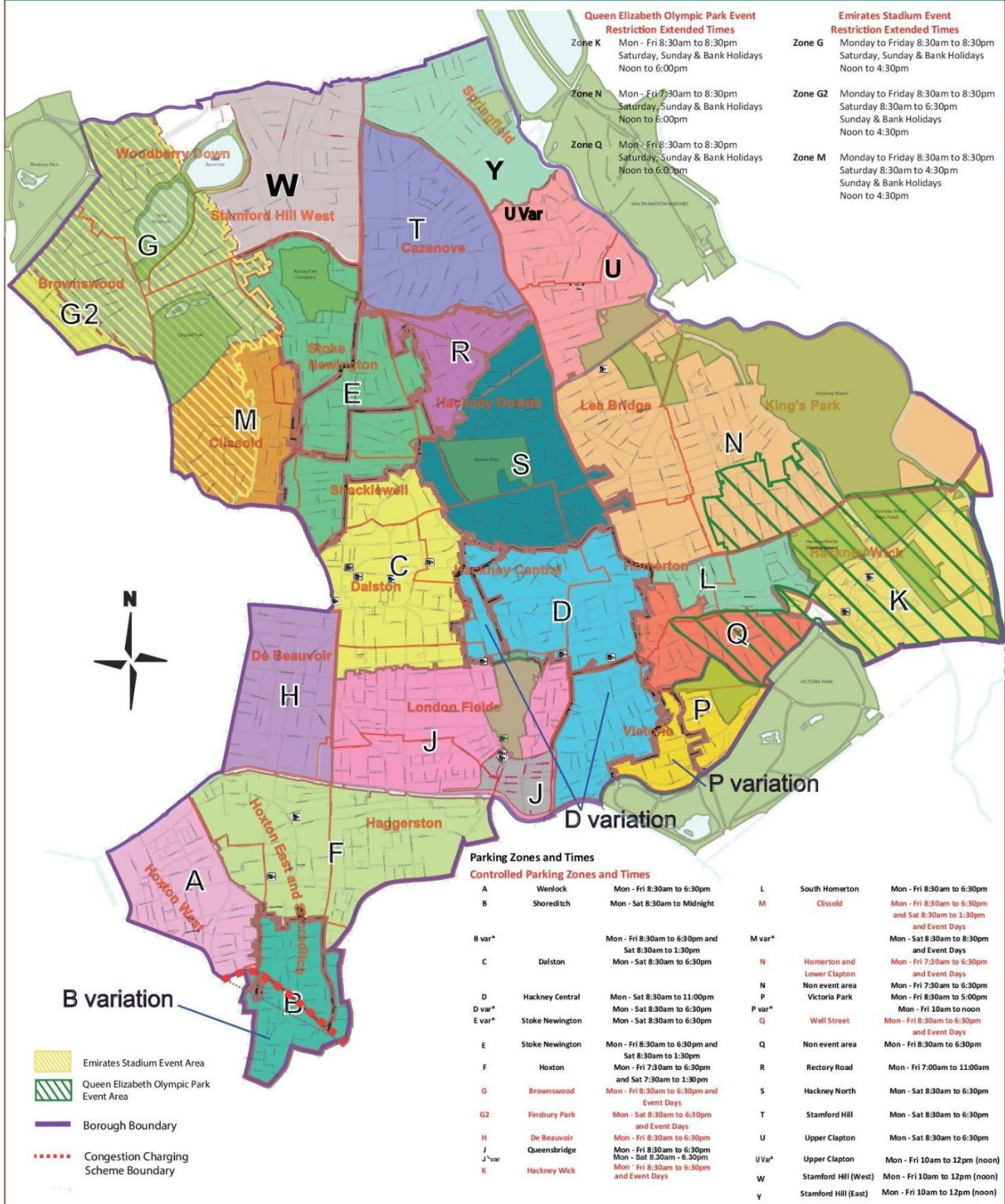
- 1.8 Hackney is the third most densely populated borough in London<sup>2</sup>, and has a mixture of Georgian, Victorian and contemporary architecture. Front gardens are narrow, leaving little or no room for personal parking spaces within the boundaries of properties themselves. This puts pressure on available kerbside space, as does the conversion of many houses into flats or houses in multiple occupancy (HMOs) increasing the overall number of occupants. The kerbside space is used by residents, businesses and visitors, but commuters into the borough put additional pressure on Hackney to manage its parking provision effectively.
- 1.9 The general trend across the capital has seen a downturn in car ownership per household, with an overall reduction of 5.1% from 64.5 to 58.4%. Hackney has seen the greatest drop among the inner London boroughs of 8.6%.
- 1.10 A report by the RAC Foundation in December 2012 has shown that Hackney has the least amount of cars per 1,000 head of population of all 348 local authority areas in England and Wales (RAC, 2012). The Census data also showed a drop in the absolute number of cars in the borough by approximately 3,300 despite the 20% increase in population.
- 1.11 The following table shows levels of car ownership in Hackney as measured by the 2011 Census.

<b>Cars</b>	<b>No. households</b>	<b>% of Hackney households</b>
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

- 1.12 Hackney has traditionally the highest levels of cycling in the capital with the latest available Census data showing that 15.4% of our residents travel to work by bicycle. In all, the Census shows around 85% of our commuters travel to work by means other than the car.
- 1.13 The map overleaf shows Hackney’s parking zones (PZ/PZs) as of October 2022.

<sup>2</sup> ONS, information on borough density - <https://www.ons.gov.uk/visualisations/censuspopulationchange/E09000012/>

# PARKING ZONES



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1.14 The map below shows the current Hackney's Housing estate parking zones (PZ/PZs), indicative with a 'Z' as of October 2022. To review the location and full code, please visit - <https://bit.ly/3CFSlv7>



## Managing supply and demand

1.15 Demand exceeds supply of safe parking 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.

1.16 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.

## Legislative basis for parking

1.17 The Road Traffic Regulation Act 1984 (RTRA) sets out the legal framework for parking permits, traffic management orders (which are required to establish PZs or set restrictions such as yellow lines), removals to a car compound, and related financial controls. Section 45(3) and 122 bestows upon local authorities a general duty to consider, amongst other things, the following matters whenever carrying out a function under the RTRA:

- the need for maintaining the free movement of traffic
- the desirability of securing and maintaining reasonable access to premises
- the extent to which off-street parking, whether in the open or under cover, is available in the neighbourhood
- the effect on the amenities of any locality affected and the importance of regulating and restricting the use of roads by heavy commercial vehicles, so as to preserve or improve the amenities of the areas through which the roads run
- the importance of facilitating the passage of public service vehicles and of securing the safety and convenience of persons using or desiring to use such vehicles
- any other matters the Council considers relevant

1.18 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.

1.19 The main principles advocated in the TMA statutory guidance are<sup>3</sup>:

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<sup>3</sup> Statutory guidance for local authorities-in England on civil enforcement of parking contraventions - [www.gov.uk/government/publications/civil-enforcement-of-parking-contraventions/guidance-for-local-authorities-on-enforcing-parking-restrictions](https://www.gov.uk/government/publications/civil-enforcement-of-parking-contraventions/guidance-for-local-authorities-on-enforcing-parking-restrictions)

- managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists), as required under the TMA 2004, Network Management Duty<sup>4</sup>
- improving road safety
- improving the local environment
- improving the quality and accessibility of public transport
- meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car
- managing and reconciling the competing demands for kerb space.

1.20 In addition to the principles and statutory duties above, the Operational Guidance to Local Authorities<sup>5</sup> set out the following priorities for local authority parking policies:

- sets out the policy framework within which the Government believes that all English local authorities, both inside and outside London, should be setting their parking policies and, if appropriate, enforcing those policies;
- tells all English local authorities of the changes to parking policy and enforcement that result from the replacement of part II of the Road Traffic Act 1991 (RTA) by the parking provisions in part 6 of the Traffic Management Act 2004;
- advises all English enforcement authorities of the procedures that they must follow, the procedures to which they must have regard and the procedures that the Government recommends they follow when enforcing parking restrictions;
- tells those English local authorities who have not yet done so of the scope for taking over parking regulation enforcement from the police, and how to go about it;
- tells members of the public, as well as local authorities, about parking policies and their enforcement.

## Road safety and traffic flow

1.21 There were 0.29 billion vehicle miles travelled on roads in Hackney in 2020<sup>6</sup>. Vehicles looking for parking can make up 30% of the traffic<sup>7</sup> where the demand for parking is high, so allowing motorists to find a space quickly and easily improves congestion and air quality.

<sup>4</sup> Traffic Management Act 2004- [www.legislation.gov.uk/ukpga/2004/18/section/16](http://www.legislation.gov.uk/ukpga/2004/18/section/16)

<sup>5</sup> How local authorities should enforce parking restrictions (statutory guidance) - [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/416617/operational-guidance.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/416617/operational-guidance.pdf)

<sup>6</sup> DfT - Traffic in Great Britain from 1993 to 2020 by vehicle type in vehicle miles <https://roadtraffic.dft.gov.uk/local-authorities/122>

<sup>7</sup> Sources include Cruising for Parking, Shoup, 2007



- 1.22 Studies<sup>8</sup> 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.
- 1.23 The Council 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.
- 1.24 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 can help reduce the likelihood of these types of accidents.

## **The Council's position on climate change**

- 1.25 In February 2019, Hackney Council declared a climate emergency. The borough is committed to doing everything it can to limit further global warming to less than 1.5 degrees Celsius, as set out in the UN IPCC report of October 2018.
- 1.26 By 2030, the commitment is to reduce emissions by 45% against 2010 levels, and by 2040, the Council aims to achieve net-zero emissions.
- 1.27 The Council is committed to demonstrating that a rapid transition to a low-carbon economy is possible at a local level. This includes the introduction of policies that encourage alternative modes of transport such as walking, cycling, public transport and car-sharing initiatives over the use of private vehicles.
- 1.28 Parking Services supports the delivery of these commitments by introducing policies that encourage more sustainable transport choices by residents and to support the Council's wider initiatives to achieve its net-zero emission goal. As well as leading on policies such as emissions-based parking permits, Parking Services also supports other council initiatives including the Ultra Low Emission Vehicle Streets (ULEV).
- 1.29 These approaches by Parking Services are supported by wider council initiatives such as Hackney's a Place for everyone - Corporate Plan 2018-22, the refresh Corporate Plan 2020-22 including Rebuilding a better Hackney and Rebuilding Greener, the Emergency Transport Plan, Hackney's Transport Strategy 2015-25 and its supplementary Liveable Neighbourhood Plan 2015-25, the Sustainable Community Strategy 2018-28, Air Quality Action Plan 2021-25, the Local

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<sup>8</sup> 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

Implementation Plan 2019-22, the Local Plan 2033 (LP33) and the London Mayor's Transport Strategy (2018). Each initiative outlines how parking approaches such as emission-based charging is playing a part in achieving the Council's vision.

## **Air quality, climate change and the local environment**

- 1.30 Emissions from motor vehicles include oxides of nitrogen (NO<sub>x</sub>), particulate matter (PM) and carbon dioxide (CO<sub>2</sub>). These emissions have impacts on local air quality as well as resulting in global warming. NO<sub>x</sub> readily converts into nitrogen dioxide (NO<sub>2</sub>) in the atmosphere which is known to have detrimental health effects. Particulate matter (PM) are small airborne particles that can enter deep into the body's airways and are linked with a range of health issues including certain cancers.
- 1.31 Both petrol and diesel vehicles emit NO<sub>x</sub> and PM from their exhausts. The amount of emissions will vary depending on the Euro standard of the vehicle but, in general, older vehicles and diesel vehicles are bigger polluters.
- 1.32 A study carried out by Kings College London<sup>9</sup> for the Greater London Authority and Transport for London uses the mortality burden, which is expressed as life-years lost, in order to calculate a total number of years lost for the population of London. Premature deaths, which are used to determine 'life-years lost', are calculated based on 'typical ages'. This is then used to estimate an 'equivalent number of deaths'. The study concludes that the life-years lost as a result of air pollution is equivalent to 9,416 deaths of people in London, based on typical ages. The impacts of air pollution on health have been made even more apparent with the recent findings into the causes of the death of Ella Kissi-Debrah<sup>10</sup> and with the effects of COVID-19 being exacerbated where sufferers are also exposed to poor air quality.
- 1.33 Through the Health and Social Care Act 2012 the Council is now directly responsible for protecting and improving public health. In addition to the health impacts, there is also a financial burden on our healthcare system with the economic cost of poor air quality being estimated to be as high as £2.81 billion<sup>11</sup>.
- 1.34 By managing car ownership and use, PZs are important tools for improving air quality. Variable charging for parking permits encourages the use of vehicles with lower emissions.

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<sup>9</sup> Understanding the Health Impacts of Air Pollution in London(2015), Heather Walton, David Dajnak, Sean Beevers, Martin Williams, Paul Watkiss and Alistair Hunt-

[www.london.gov.uk/sites/default/files/hiaainlondon\\_kingsreport\\_14072015\\_final.pdf](http://www.london.gov.uk/sites/default/files/hiaainlondon_kingsreport_14072015_final.pdf)

<sup>10</sup> Regulation 28: Report to prevent future deaths(2021), Philip Barlow -

[www.judiciary.uk/wp-content/uploads/2021/04/Ella-Kissi-Debrah-2021-0113-1.pdf](http://www.judiciary.uk/wp-content/uploads/2021/04/Ella-Kissi-Debrah-2021-0113-1.pdf)

<sup>11</sup> Public Health England - Estimation of costs to the NHS and social care due to the health impacts of air pollution - p.29.

- 1.35 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. PZs contribute to the Mayor of Hackney's following emerging priority:
- **For a greener, healthier Hackney** - We will continue to lead the way in the fight against climate change, working towards a net zero Hackney, with cleaner air, less motor traffic, and more liveable neighbourhoods. We will transform adult and children's social care, tackle health inequalities and continue to support, value, and give voice to our older and disabled residents.
- 1.36 Civil Enforcement Officers (CEOs) identify abandoned vehicles for removal and the presence of CEOs on the borough's streets helps to deter crime. The Council also works with the Driver and Vehicle Licensing Agency (DVLA) and police to remove untaxed vehicles to a car pound. This benefits the borough because untaxed vehicles are often likely to be uninsured and involved in other crimes.

## **The case for managing parking**

- 1.37 PZs help to influence levels of car use and ownership in the borough, which have 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 councils to use other sustainable transport mechanisms such as car clubs and car-free developments, as well as freeing up kerbside space for cycle parking, parklets, crossing facilities, and other uses.
- 1.38 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.
- 1.39 According to the 2011 Census, only 35% of households in Hackney had a car or van, the third lowest of 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.
- 1.40 The 2011 Census data showed the lowest car ownership in five areas that had PZs 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 41-47 cars per 100 households. The large decrease in car ownership can be attributed not just to the introduction of PZs and improvements to public transport, but also to the introduction of the Congestion Charge in 2003 and the Council's active support of cycling.

- 1.41 In 2013, the Council estimated that another 20,000 homes would be built within 30 years. The Local Development Framework (LDF) and Transport Strategy 2015-25 emphasise the continued need to manage the demand for private car use and promote other alternative methods of environmentally friendly, sustainable transport.
- 1.42 Hackney has amongst the lowest carbon dioxide emissions in the country, which is largely due to low levels of car ownership.
- 1.43 However, nitrogen dioxide and particulate matter remain at unacceptably high levels exceeding national air quality objectives in parts of the borough. This is detailed in the Council's Air Quality Annual Status Report for 2021<sup>12</sup> in association with its Air Quality Action Plan 2021-25.
- 1.44 The rate of issue of penalty charge notices (PCN/PCNs) in Hackney to parked vehicles 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 PZs are effective in prioritising local motorists and managing car use.

## Further strategic context

- 1.45 The Mayor's has these emerging priorities for the Council:
- **For a fairer, safer Hackney** - We will tackle inequality through poverty reduction, and anti-racism, providing more Council homes as we improve standards of our existing homes, and creating pathways into decent jobs. We will improve our customer services. We will create safe, vibrant, and successful town centres and neighbourhoods and foster strong, cohesive communities and a more inclusive economy.
  - **For a greener, healthier Hackney** - We will continue to lead the way in the fight against climate change, working towards a net zero Hackney, with cleaner air, less motor traffic, and more liveable neighbourhoods. We will transform adult and children's social care, tackle health inequalities and continue to support, value, and give voice to our older and disabled residents.
  - **For every child in Hackney** - We will work to ensure every child and young person in Hackney has the best start in life; shaping a more inclusive and high performing education system, maintaining our early years and youth services, keeping children safe and invest in their mental health and well being,

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<sup>12</sup> London Borough of Hackney Air Quality Annual Status Report for 2021 - page 7-48 - [ASR 2021](#)

providing access to outstanding play, culture, and sport, and opportunities; tackling child poverty, and supporting those families who need us most.

1.46 The Corporate Plan 2018-22 sets out how the Council will deliver its priorities and objectives over four years, whether they are a continued focus on day-to-day work or on delivering longer-term objectives in line with the Mayor's priorities and the Council's values. The Corporate Plan also sets out the Council's mission and how we plan to address and respond to the challenges which lie ahead.

1.47 The original Corporate Plan from 2018 set out the following nine priorities:

- Reducing poverty, inequality and building social cohesion.
- Continuing to deliver lasting solutions to London's housing crisis.
- Tackling homelessness.
- Supporting residents through the implementation of Universal Credit.
- Ensuring that Hackney is a sustainable borough, fit for the future.
- Improving recycling on our estates.
- Tackling gang crime and serious youth violence through working with community groups, other statutory agencies, and directly with young people.
- Responding to increased demand across adult and children's social care.
- Tackling key health inequalities whilst responding to major change in the health sector and integrated commissioning.

1.48 In response to the coronavirus pandemic in 2020, it was decided to refresh the Corporate Plan to ensure that these challenges were properly acknowledged. It was also thought necessary to reset these priorities going forward from 2020 to 2022 and to consolidate them from their original nine to a new set of seven. The new seven priorities were designed not to lose or reduce the original priorities but instead to reframe 'priorities more squarely from the perspective of the challenges in our communities rather than the corporate challenges'.<sup>13</sup>

1.49 The new seven priorities are as follows:

*Fairer*

- Poverty reduction.
- Rebuilding an inclusive economy.
- Lasting solutions to London's housing crisis and homelessness.
- Supporting children and families to thrive.
- Community well-being and tackling health inequalities.

*Safer*

- Reducing harm.

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<sup>13</sup> Refresh of Corporate Plan 2020-2022 - page 25-26

### *Greener*

- Responding to the climate emergency.

1.50 To accompany the refresh of the Corporate Plan from 2020 to 2022 the Council also published a document entitled 'Rebuilding a Better Hackney' where they committed to the following in a section entitled 'Rebuilding Greener':

- Publish an Emergency Transport Plan to support the 'new normal', consulting residents about what changes could be made permanent in the future.
- Continue to close roads to through motor traffic, improve key cycling routes and widen pavements, where needed to respond to unprecedented travel restrictions.
- Specifically, we'll close a further 20 roads to through-traffic and introduce 40 new School Streets in September 2020.
- Enforce against anti-social behaviour in our parks and green spaces to ensure they can be used by everyone – not just an entitled few.
- Hold a Citizens Assembly to discuss the Council's climate emergency in the context of coronavirus.
- Continue the programme to plant 35,000 new trees by 2022, including 5,000 new street trees.
- Work with residents groups to explore new areas for community growth.
- Launch two new rooftop solar power sites generating energy locally - new areas for community growing.

1.51 The Sustainable Community Strategy sets out a vision for the Council and its strategic partners as to how Hackney should develop until 2028. Its themes look to support and create:

- A borough where everyone can enjoy a good quality of life and the whole community can benefit from growth.
- A borough where residents and local businesses fulfil their potential and everyone enjoys the benefits of increased local prosperity and contributes to community life.
- A greener and environmentally sustainable community which is prepared for the future.
- An open, cohesive, safer and supportive community.
- A borough with healthy, active and independent residents.

1.52 The Mayor of London's Transport Strategy was published in 2018 with these three key themes at its heart:

- **Healthy streets and healthy people:** Creating streets and street networks that encourage walking, cycling and public transport use to reduce car dependency and any health problems created as a result.

- **A good public transport experience:** Encouraging public transport as the most efficient way for people to travel over distances which are too long to walk or cycle. Also encouraging a shift from private car journeys to journeys on public transport as a means of reducing the number of vehicles on London's streets.
- **New homes and jobs:** Planning the city around walking, cycling and public transport use and unlocking growth in new areas. This will ensure that London grows and expands in ways which are sustainable and beneficial to everyone.

1.53 During the coronavirus pandemic and its subsequent "lockdown" measures the borough experienced some real and tangible benefits through improved air quality. As a result Hackney Council initiated The Emergency Transport Plan to spearhead a non car-led recovery with an offer of a people-centred alternative which worked instead to provide:

- A cross-borough network of liveable Low Traffic Neighbourhoods through the reallocation of road space.
- Permeable filters to eliminate through-traffic and rat-runs.
- Investment in green infrastructure and tree planting.
- A prioritisation of buses and a full review of bus lane operating hours.
- New cycle parking.
- The fast-tracking of new cycle routes.
- The delivery of School Streets to ensure a safer and cleaner environment for school children across the borough.
- Improved access to disabled parking.
- Loading bays in areas with high levels of footfall.
- Additional point closures and the implementation of bus gates to make roads safer places for people.

1.52 The Hackney Transport Strategy 2015-25 was agreed in October 2015 and aims to deliver on the following objectives over a 10-year period. It seeks to ensure that:

- Hackney is renowned for having the most pedestrian and cyclist-friendly neighbourhoods, streets and public realm in London.
- Hackney remains one of London's most liveable boroughs with green, safe and thriving neighbourhoods, streets and public spaces where different communities interact.
- Transport will have played an important role in improving residents' health and wellbeing, as well as tackling obesity levels through higher rates of active travel.
- Road danger is reduced for all our residents but particularly more vulnerable groups such as older people and children and more vulnerable road users such as cyclists and pedestrians.

- Hackney remains a place where owning a private car is not the norm and that reductions in car ownership will have been continued.
- A continued decline in the need to travel by car for any journey purpose, whether it be shopping, leisure or work.
- A restriction of the levels of external vehicular traffic entering and exiting the borough and using it as a rat-run to get elsewhere.
- To have strengthened sustainable transport's role in facilitating Hackney's tgb continued regeneration and supporting the local economy through initiatives such as the 'Love Hackney Shop Local' campaign.
- To have integrated the Olympic Park into the fabric of the borough and maintained the successful legacy of the Games.
- Continued to advance the case for key public transport infrastructure improvements in Hackney and promoting linked trips, with Crossrail 2 at an advanced stage of implementation.
- Enhanced resident's access to jobs, training and essential services without increasing congestion on public transport or roads.
- Enhanced accessibility and mobility options for vulnerable groups allowing them to live independently to have significantly improved air quality and lowered carbon emissions from our transport system.
- To be better prepared for the implications of climate change on the public realm and transport network.
- To have reduced crime and improved safety on our transport network, in particular to have lower levels of cycle theft.

1.53 More information regarding the Hackney Transport Strategy 2015-25 can be found in chapter two of this document and the section sustainable transport initiatives supported by Parking Services.

1.54 Supplementary to the Transport Strategy is the Liveable Neighbourhoods Plan October 2015 which aims to achieve the following objectives by 2025:

- the most liveable and sustainable neighbourhoods and streets in London
- neighbourhoods and streets are healthy, safe and attractive places to spend time for residents from every age and background
- neighbourhoods and streets foster and support community cohesion
- neighbourhoods and streets will be prepared for the implications of climate change
- neighbourhoods and streets will be equipped to facilitate the transition to electric vehicle technology, and traffic based air pollution is no longer affecting the health of residents
- residents will not need to own a private car because of the ease of using alternative modes of transport including walking, cycling, public transport and using car clubs.



1.55 The Hackney Air Quality Action Plan 2021-25 aims to further deliver on the corporate vision for Hackney by achieving a cleaner environment by building on the following themes:

- **Public health and awareness raising:** Increasing awareness in order to drive behavioural change which will lower emissions and decrease exposure to pollution.
- **Localised solutions:** Seeking to improve the environment of neighbourhoods through a combination of measures such as Low Traffic Neighbourhoods, traffic filtering, parking schemes, and biodiversity projects.
- **Cleaner transport:** Continuing to incentivise and facilitate changes to walking, cycling, public transport, and ultra-low emission vehicles, (such as electric), as far as possible.
- **Schools and communities:** Implementing initiatives that target the most susceptible groups in Hackney in order to ensure those most at risk are not disproportionately affected by the impacts of poor air quality.
- **Borough fleet:** Building on our 2018 ‘Green Fleet of the Year’ award we will continue to make improvements in our own fleet, thereby leading by example.
- **Emissions from development and buildings:** Focusing on air quality mitigation through the planning system and correlating with the Council’s sustainability objectives in order to reduce particulate concentrations.
- **Lobbying:** Continuing to lobby and influence regional and national organisations and stakeholders on policies and issues beyond Hackney’s influence and to introduce progressive measures aimed at improving air quality.
- **Monitoring and other core statutory duties:** Evaluating the air quality monitoring throughout Hackney to keep track of compliance with our core statutory objectives.
- **Delivery servicing and freight:** Ensuring delivery, servicing, and freight vehicles are re-evaluated as these are usually heavy-duty, diesel-fuelled vehicles with high primary NO2 emissions.

1.56 The Parking and Enforcement Plan (PEP) 2022-27 is designed to support the delivery of the Council’s existing commitments as set out in the previous section in this report, with a strong commitment to reducing poor air quality and CO<sub>2</sub>, as well as fulfilling our duties set out in the Department for Transport’s (DfT’s) guidance to local authorities on parking, and Hackney Council’s traffic management duties under the Road Traffic Regulation Act 1984. 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.

**Vision 1: Supporting the creation of sustainable streets for everyone, by re-prioritising more of our kerbside space to support greening the borough,**

**and sustainable transport.**

Objective	How this will be achieved
<p>Objective 1: We will prioritise the reallocation of kerbside space for sustainable transport and greening schemes where there is demand for them, and funding available during the lifespan of the PEP.</p>	<p>We will work to reallocate kerbside space across the borough to make space for a range of other uses, including micromobility schemes (such as cycling and electric bicycles), electric vehicle charging point infrastructure, electric car club schemes to increase connectivity and offer an alternative to private vehicle ownership.</p> <p>Other uses of street kerbside space will also be considered such as sustainable urban drainage, Parklets, and tree planting to increase green space and mitigate the impacts of the changing climate.</p>
<p>Objective 2: We will support convenient access to electric charging points over the lifespan of the PEP.</p>	<p>We will work with our Streetscene Service to ensure that dedicated electric charging bays are installed across the borough with parking policy in place to meet the growing demand for charging.</p>
<p>Objective 3: We will investigate the feasibility of re-prioritising the use of council-owned car parks by sharing the space with sustainable community transport hubs by 2027.</p>	<p>We will investigate the appetite from customers for a range of new services to be added to our car parks, including electric charging points, secure cycle parking, and car clubs, with the aim of sharing and repurposing the space by 2027.</p>
<p>Objective 4: We will offer car-sharing opportunities for Hackney residents by 2023.</p>	<p>We will create a Hackney resident peer-to-peer car-sharing parking permit, to promote sustainability and reduce vehicles off our roads.</p>

**Vision 2: Providing high quality, customer focused services that respond to the needs of our residents, businesses and visitors.**

Objective	How this will be achieved
<p>Objective 5: We will continuously engage with and listen to our customers, in order to evolve our services to ensure that they continue to meet our customers' needs.</p>	<p>We will introduce our customer service promise that puts the customer first, by:</p> <ul style="list-style-type: none"> <li>● Delivering fair customer outcomes.</li> <li>● Getting things right first time.</li> <li>● Simplifying and continually improving our processes.</li> </ul>

<p>Objective 6: We will continue to put people with disabilities at the top of our hierarchy of parking needs, by opening up parking in permit holder parking bays to all Blue Badge holders.</p>	<p>We will open up parking in permit holder bays across the borough to all Blue Badge holders.</p> <p>In addition, we will look at ways of improving the ease in which CEOs can carry out checks on Blue Badges to ensure that parking spaces are used and available for those most in need of them.</p>
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**Vision 3: Encouraging motorists to choose active travel and sustainable travel options, a switch to cleaner vehicles with a reduction in private vehicle ownership.**

Objective	How this will be achieved
<p>Objective 7: We will incentivise going greener with reduced price parking permits guaranteed during the lifespan of this PEP.</p>	<p>We will reward residents, businesses and organisations who go electric over the next five years with:</p> <ul style="list-style-type: none"> <li>● Low-cost parking permits for electric vehicles, except external all zone and car club permit holders.</li> <li>● A reduction in parking permit price for lower CO<sub>2</sub> emissions output vehicles.</li> </ul> <p>We will also incentivise a greener Council fleet with low-cost internal all zone parking permit for electric vehicles.</p>
<p>Objective 8: We will reduce the number of short-stay visitor parking sessions by 30% by 2027.</p>	<p>We will support active travel and improve air quality by making it significantly more expensive for the most polluting vehicles to pay for short-stay parking in Hackney and ensure the price of the average session is not less than using public transport.</p>
<p>Objective 9: We will reduce the use of visitor vouchers by 15% by 2027.</p>	<p>We will support more people to use sustainable transport by making it more expensive for those who purchase high numbers of vouchers, and introducing tighter annual allowances in areas where parking availability is most under pressure, or air quality is poorest.</p> <p>At the same time, we will also protect the discounts for Blue Badge holders and the over 60s, who often rely on the support of family and friends to maintain their independence.</p>

Objective 10: We will reduce ownership of polluting vehicles in Hackney by 10% by 2027.	We will make it cheaper for residents with electric and low-emission vehicles to park in Hackney, while making the most polluting vehicles, and households owning more than one vehicle, pay significantly more.
Objective 11: We will deliver a 15% reduction in diesel vehicles parking in Hackney by 2027.	We will make it progressively more expensive for drivers of the most polluting vehicles to purchase a permit, or park using pay and display, in Hackney. We will do this by: <ul style="list-style-type: none"> <li>• Increasing diesel surcharge for parking permits annually.</li> <li>• Introducing a diesel surcharge for paid short-stay parking sessions.</li> </ul>
Objective 12: We aim to deliver a 10% reduction in CO <sub>2</sub> emitted by the average permitted vehicle in Hackney.	We will expand the number of charging bands to match those used by the DVLA for road tax, which will provide a stronger incentive to those with higher polluting vehicles to switch to a greener vehicle.
Objective 13: We will support community workers providing essential services within the borough.	We will review parking provisions for workers in the borough that need to drive to provide essential services in the community, and who meet a set of eligibility criteria, can obtain a community support permit.

**Vision 4: Consolidating a fair, proportionate and transparent enforcement service to deliver high levels of compliance, and robustly tackle fraud.**

<b>Objective</b>	<b>How this will be achieved</b>
Objective 14: We will review all uncontrolled Hackney Housing Estates parking roads by 2027.	We will carry out consultations on the introduction of parking controls in uncontrolled Hackney Housing estates, in order to reduce parking stress, improve traffic flow and uphold road safety through effective enforcement.
Objective 15: We will adopt a demand-led approach to our enforcement service by 2023.	We will focus more resources on areas with poor compliance so that the negative impacts of parking problems on local communities are addressed as swiftly as possible.
Objective 16: We will procure a car pound within the borough by 2027.	We will continue carrying out the Council's statutory removal duties and provide better accessibility to customers wishing to collect their vehicles.

Objective 17: We will remove unsafe, unroadworthy and dangerous vehicles off our roads within five working days of it being reported to us.	We will remove abandoned, untaxed and dangerously parked vehicles off our roads within five working days, enforce and/or prosecute offenders.
Objective 18: We will reduce the number of persistent parking evaders in Hackney.	We will actively pursue persistent evaders of parking and traffic restrictions to recover charges.

**Vision 5: Delivering a consistent approach to parking products and services on all Hackney Housing estates.**

<b>Objective</b>	<b>How this will be achieved</b>
Objective 19: We will align all parking products and services to Hackney Housing estates.	<p>Where possible and appropriate we will harmonise all aspects of parking policy on Hackney Housing estates to match the range of services and products available to residents across the rest of the borough. This includes:</p> <ul style="list-style-type: none"> <li>● electric vehicle charging infrastructure</li> <li>● permits and vouchers – products, services, policies and pricing</li> <li>● short-stay parking provisions</li> <li>● compliance and enforcement</li> <li>● parking zone consultations.</li> </ul>

**The need to prioritise**

- 1.57 As the demand for parking is greater than space available, the Council must decide how to prioritise. The hierarchy of parking needs shows the Council’s general priorities across Hackney, but these priorities can vary on a local level, according to the characteristics of the area.
- 1.58 The hierarchy of parking needs is designed to show how the Council prioritises parking space across the borough. The Council does not support commuter parking and aims to discourage it at all times (excluding Blue Badge holders). 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 four and seven because they are a combination of resident and visitor parking.

- 1.59 Residents and businesses with Ultra Low Emission Vehicles (ULEV) have been included in the hierarchy of parking needs for the first time, see table 1.2. The Council wants to continue to promote a greener attitude towards transport with no or low emissions throughout the borough, and encourage residents and business owners who need to ride or drive to choose ULEV over petrol and diesel vehicles, see table 1.3. Within the ULEV, parking for residents and businesses with electric vehicles will be given priority over visitors with electric vehicles to the borough.
- 1.60 The addition and prioritisation of ULEV is supported by The Mayor of London Transport Strategy<sup>14</sup> policy to transform street infrastructure to enable zero emission operation, and the switch to ultra low and zero emission technologies.
- 1.61 Following on the coronavirus pandemic and the challenges faced by public and third sector organisations to deliver essential services, the hierarchy of parking needs recognises the requirement to support organisations that need to drive to provide operational services on behalf of Hackney residents. Public and third sector organisations have been separated from local business, service operational parking and servicing, as the priority is deemed greater and requires consideration on its own merit.
- 1.62 Car clubs providers have also moved up in priority, as these represent a more sustainable alternative to owning a private car.
- 1.63 This PEP focuses on our residents, businesses, and visitors on becoming more sustainable in their travel choices and whether they need to drive. How we use and prioritise our kerbside space is an important tool in supporting walking, cycling, the use of car clubs and public transportation. Sustainable options must benefit everyone, which includes those who do not own a motorcycle, car or van. The parking kerbside space management space (see table 1.4) helps to guide the Council in the way it uses the limited kerbside space using three areas of priority, wherever possible.
- 1) Essential kerbside space - reflecting road users with the highest needs or supporting sustainable infrastructure or services.
  - 2) Sustainable kerbside space - supporting sustainable infrastructure.
  - 3) Standard kerbside space - for all other kerbside space usage.
- 1.64 This is not an exhaustive list, as other factors affecting priority as stated in the hierarchy of parking needs may take precedence – see table 1.2.

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<sup>14</sup> Policy 7, page 54 - [www.london.gov.uk/sites/default/files/mayors-transport-strategy-2018.pdf](http://www.london.gov.uk/sites/default/files/mayors-transport-strategy-2018.pdf)

## Recommendation 1.1 - Hierarchy of parking needs and parking kerbside space management

To adopt the hierarchy of parking needs and parking kerbside space management, as shown in tables 1.2, to 1.4.

**Table 1.2: Hierarchy of parking needs**

Priority	Road user
1.	<ul style="list-style-type: none"> <li>blue badge holders' /accessible parking</li> </ul>
2.	<ul style="list-style-type: none"> <li>car clubs/car sharing</li> </ul>
3.	<ul style="list-style-type: none"> <li>ultra-low emissions vehicles (see the breakdown in table 1.3)</li> </ul>
4.	<ul style="list-style-type: none"> <li>resident's parking*</li> </ul>
5.	<ul style="list-style-type: none"> <li>public third sector organisations</li> </ul>
6.	<ul style="list-style-type: none"> <li>local business/service operational parking/ servicing</li> </ul>
7.	<ul style="list-style-type: none"> <li>short-stay shopper/visitor parking</li> </ul>
Other factors affecting priority include	<ul style="list-style-type: none"> <li>impact on traffic flow/road safety</li> <li>impact on air quality/climate change</li> <li>size of vehicle/effect on the local environment</li> </ul>

\*Includes Hackney Housing estates.

**Table 1.3: Ultra-low emissions vehicles or transport**

Priority	Road user
1.	<ul style="list-style-type: none"> <li>resident ultra-low emissions vehicle</li> </ul>
2.	<ul style="list-style-type: none"> <li>public third sector organisations ultra-low emissions vehicles</li> </ul>
3.	<ul style="list-style-type: none"> <li>local business/service vehicles and operational/servicing vehicles</li> </ul>
4.	<ul style="list-style-type: none"> <li>short-stay shopper/visitor vehicles</li> </ul>

**Table 1.4: Parking kerbside space management**

Priority one	Essential kerbside space
1.	<ul style="list-style-type: none"> <li>personalised permit bay*</li> </ul>
2.	<ul style="list-style-type: none"> <li>registered disabled bay</li> </ul>
3.	<ul style="list-style-type: none"> <li>general use disabled bay</li> </ul>
4.	<ul style="list-style-type: none"> <li>floating car clubs</li> </ul>
5.	<ul style="list-style-type: none"> <li>dedicated car club bays</li> </ul>
6.	<ul style="list-style-type: none"> <li>electric parking bays</li> </ul>
7.	<ul style="list-style-type: none"> <li>doctors bay</li> </ul>
Priority two	Sustainable kerbside space
1.	<ul style="list-style-type: none"> <li>cycle hangars</li> </ul>
2.	<ul style="list-style-type: none"> <li>cycle racks</li> </ul>
3.	<ul style="list-style-type: none"> <li>cycle hire only bays</li> </ul>

4.	● cycle hubs
5.	● cycle containers**
6	● parklets
7.	● greening alternatives
<b>Priority three</b>	<b>Standard kerbside space</b>
1.	● resident's bay
2.	● permit bays
3.	● business bays
4.	● motorcycle bays
5.	● loading bays
6	● shared-use bays
7.	● pay and display bays
*For people with disabilities.	
**Hackney Housing estates only.	
<b>Updated October 2022</b>	
Adopted from the start of the Parking and Enforcement Plan 2022-27.	

## Introduction to parking finance

- 1.65 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.
- 1.66 Councils' parking enforcement operations do not strictly need to be self-funding but the Government's guidance is clear that being self-funding is 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).
- 1.67 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. Hackney Council uses any surplus from its Parking account to contribute towards the cost to Hackney of the London-wide Freedom Pass scheme, highways maintenance costs and school transport.
- 1.68 The Freedom Pass scheme is the best concessionary fares scheme in the country, in terms of scope, benefits offered and quality of transport provided. The Freedom Pass gives free travel concessions 24 hours a day to eligible older and disabled residents



on Transport for London (TfL) services and after 9.30am on National Rail and independently operated bus services in Greater London.

- 1.69 In 2020/21, Hackney's charge for the Freedom Pass scheme was £12m. Hackney's total spend on highway maintenance was £3.9m and the total spend on school transport was £3.9m.

## Financial reporting

- 1.70 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.
- 1.71 The statutory guidance to the TMA 2004 strongly recommends that enforcement authorities 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. The most recent parking financial report is available on the Council's website (<https://hackney.gov.uk/menu/#parking-and-transport>). The Code of Recommended Practice for Local Authorities on Data Transparency updated in 2014<sup>15</sup> expanded the reporting requirements to include off-street income and number of parking spaces.

## Charging for parking

- 1.72 In order to achieve the Council's parking objectives, and to manage the supply and demand for parking spaces, Hackney Council aims to set parking prices in order to encourage the 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.
- 1.73 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,

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<sup>15</sup> The Code of Recommended Practice for Local Authorities on Data Transparency (2014), page 30, [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/360711/Local\\_Government\\_Transparency\\_Code\\_2014.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/360711/Local_Government_Transparency_Code_2014.pdf)

where the demand for parking is high, the delivery of transport objectives with realistic demand management prices for parking may result in surplus income.’

1.74 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.

1.75 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 PCN (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).

1.76 The need to drive has also been factored into the hierarchy of parking needs, which is why there is a correlation between the user’s priority and the price of the product. To put this into context, the rental value of a private, off-street parking space in Hackney is between £1,200 and £2,400 per year, depending on the area. It is clear that the residents permit is priced at less than 10% of the market value.<sup>16</sup> 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.

1.77 At the opposite end of the spectrum, the Council can use pay and display pricing to directly influence whether an individual journey is made by car or by public transport. Pay and 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

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<sup>16</sup> 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%

turnover of spaces so that visitors can find a space easily. Prices are set to encourage off-street parking and discourage commuting by motorcycles, car or vans.

- 1.78 Areas in need of regeneration may well have lower pay and display prices than average as there is likely to be lower 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.

## 2. Supporting sustainable transport

### General

- 2.1 Parking Services, along with the other strategic council service areas, are committed to the development of policies with the objective to support sustainable transport initiatives, reduce the need to travel by private car, support schemes aimed at improving air quality and public health, and increase social inclusion and economic activity in the borough.
- 2.2 Parking initiatives on their own cannot achieve wider transport, economic, social and environmental benefits and must be accompanied by supporting policies and mechanisms. Conversely, robust parking management and strong partnerships with other council service areas can serve as support to the achievement of these wider objectives.

### Sustainable transport and climate change

- 2.3 Climate change refers to the large-scale and long-term change in global or regional climate average patterns. High levels of carbon dioxide (CO<sub>2</sub>) and other greenhouse gases in the atmosphere are the major precursors and the leading cause of climate change<sup>17</sup>.
- 2.4 The Intergovernmental Panel on climate change (IPCC) estimates human activities to have caused global warming of approximately 1 degree Celsius above pre-industrial levels<sup>18</sup>.
- 2.5 The aim of the agreement within the United Nations Framework Convention on climate change (UNFCCC), Paris climate change Agreement, is to keep global temperature rises below 2 degrees Celsius from pre-industrial levels and is pursuing loftier ambitions to limit temperature rises to 1.5 degrees Celsius<sup>19</sup>.
- 2.6 The transport sector is a major source of CO<sub>2</sub> emissions and therefore targeting this sector will play a major role in achieving the goal set out in the Paris agreement.
- 2.7 The IPCC emphasises the importance of setting out bold emission reduction policies and the development of sustainable transport strategies to mitigate the increase of

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<sup>17</sup> Met Office, what is climate change? [www.metoffice.gov.uk/weather/climate-change/what-is-climate-change](http://www.metoffice.gov.uk/weather/climate-change/what-is-climate-change)

<sup>18</sup> Summary for Policymakers(2018), IPCC - [www.ipcc.ch/sr15/chapter/spm](http://www.ipcc.ch/sr15/chapter/spm)

<sup>19</sup> The Paris Agreement - [unfccc.int/process-and-meetings/the-paris-agreement/the-paris-agreement](http://unfccc.int/process-and-meetings/the-paris-agreement/the-paris-agreement)

emissions from the transport sector as rate of emission increase is set to be higher than in other sectors<sup>20</sup>.

## London-wide initiatives

### Congestion Charge

- 2.8 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 £15 per day, which applies from 07:00-18:00 Monday to Friday and 12:00-18:00 Saturday to Sunday and bank holidays everyday except between Christmas Day and New Year's Day (inclusive). The inner ring road forms the boundary of the congestion charging zone. Hackney's parking zone A is on the boundary of the Congestion Charge zone and parts of the south of zone B falls within the charging zone.
- 2.9 Blue Badge holders are eligible for a 100% Congestion Charge discount, as are the owners of vehicles considered by Transport for London (TfL) to be low-emission. Residents of the charging zone can apply for a 90% discount on the congestion charge. There are also other exemptions and discounts that apply for some drivers and vehicles. For more information please visit [tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions](https://tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions).
- 2.10 The close proximity of the Hackney borough to the Congestion Charge zone presents additional parking pressures in the borough, particularly in the southern areas, as well as increasing traffic in the inner ring road.
- 2.11 Parking Services has taken action to reduce additional parking pressures for residents in these areas by having a higher charge for visitor parking, increasing numbers of Civil Enforcement Officer (CEO) visits during the day, evenings and nights, and having extended restricted hours of parking zones (PZs).

### Ultra-Low Emission Zone (ULEZ)

- 2.12 Introduced in April 2020, the Ultra-Low Emission Zone (ULEZ) is a scheme where the most polluting vehicles are charged a fee to drive in London.
- 2.13 The Council strongly supports this scheme and will continue to support TfL's ULEZ and Low Emission Neighbourhoods initiatives and examine options for the development of Zero Emission Neighbourhoods (ZEN) in Hackney. Since 25 October

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<sup>20</sup> Summary for Policymakers (2018), IPCC- [www.ipcc.ch/sr15/chapter/spm](https://www.ipcc.ch/sr15/chapter/spm)

2021, the ULEZ expanded from Central London up to (not including) the North Circular Road (A406) and South Circular Road (A205)<sup>21</sup>.

2.14 ULEZ operates 24 hours a day, seven days a week throughout the whole year with the exception of Christmas Day (25 December). Charges for non-compliant vehicles include £12.50 for vehicles weighing 3.5 tonnes or less, and £100 for heavier vehicles over 3.5 tonnes, or buses and coaches over 5.16 tonnes.

**Mayor of London scrappage schemes**

2.15 Scrappage schemes are programmes that allow drivers to replace their old vehicles with newer or more fuel efficient ones by providing financial incentives. From 2019 the Mayor of London introduced a series of scrappage schemes aimed at helping Londoners replace their old vehicles for newer and more fuel compliant ones.

2.16 The Mayor’s scrappage schemes range from smaller vehicles such as cars and motorcycles, to bigger ones such as heavy vehicles. Due to high demand and funding limitations, this scheme is currently suspended and new applications are not being accepted<sup>22</sup>.

2.17 Parking Services will continue to monitor if any future scrappage schemes are introduced and investigate ways in which we can promote these to our residents and businesses.

<b>Recommendation 2.1 - Scrappage schemes</b>
To signpost residents and businesses towards scrappage schemes where available, to reduce the financial burden on those who want to trade in older or polluting vehicles for cleaner and more sustainable alternatives.
<b>Updated October 2022</b>
Adopted from the start of the Parking and Enforcement Plan 2022-27.

**Sustainable transport initiatives supported by Parking Services**

**The Hackney Transport Strategy 2015-25**

<sup>21</sup> ULEZ - [tfl.gov.uk/modes/driving/ultra-low-emission-zone](https://tfl.gov.uk/modes/driving/ultra-low-emission-zone)  
<sup>22</sup> TfL scrappage schemes - <https://tfl.gov.uk/modes/driving/scrappage-schemes>

- 2.18 The Hackney Transport Strategy provides the Council’s transport priorities and is accompanied by six separate supporting plans which outline key commitments and targets. The Transport Strategy, along with the supporting plans, can be found on the Hackney Council website at <https://hackney.gov.uk/transport-strategy>.
- 2.19 Adopted in 2015, the Hackney Transport Strategy sets out a plan of comprehensive policies, actions, proposals and objectives with the aim of improving public transport, encouraging walking and cycling whilst creating liveable and sustainable neighbourhoods, all with the goal of improving the quality of life for our residents, businesses and visitors.
- 2.20 This strategy provides a vision in which Hackney neighbourhoods have improved air quality and associated reductions of CO<sub>2</sub> emissions, not only leading to improvements in public health, economic prosperity and equal opportunity of its residents but also those of the wider community. The objectives of this strategy can be found in chapter one of this document and the section parking vision and objectives.
- 2.21 Parking Services policies are aligned with the strategies identified in the Hackney Transport Strategy 2015-25. Further in this section we will explore the different schemes and initiatives our service manages and/or continues to fully support.

**Recommendation 2.2 - Reallocation of kerbside space**

To work alongside the Streetscene Service to deliver dedicated streets equipped with Electric Vehicle Charging Points (EVCPs), electric car clubs, cycle parking and other sustainable modes of transport to offer an alternative to private vehicle ownership.

**Rebuilding a Greener Hackney: Emergency Transport Plan**

- 2.22 Following the emergence of the coronavirus pandemic and the subsequent ‘lockdown’ measures that were imposed in March 2020, the borough witnessed firsthand the benefits of improved air quality brought about by less traffic and reduced exhaust emissions<sup>23</sup>. This was supported by continued parking enforcement and by the Council’s commitment to prioritise parking for those most in need of it. The Council also promoted active travel such as walking and cycling as alternatives for those who were able to do so.

<sup>23</sup> Annual mean for NO<sub>2</sub> at our Old Street monitor, HK6 November 2020 36ug/m<sup>3</sup> in comparison to an annual mean of 46ug/m<sup>3</sup> in 2019.

- 2.23 This emphasised the need for Parking Services to work with its internal partners in support of an Emergency Transport Plan which would help to enable better compliance, primarily through the use of CCTV enforcement of Low Traffic Neighbourhoods, School Streets, and other schemes designed to reduce the use of residential roads by cross borough traffic.
- 2.24 The Council was also required to respond to additional government advice for people travelling within the borough to reduce their risk of infection by limiting journeys on public transport wherever possible. This raised the prospect of having an increased number of private motor vehicles on Hackney's streets and with it the detrimental effects to public health and road safety caused by air pollution<sup>24</sup> and injuries to pedestrians and cyclists<sup>25</sup>.
- 2.25 Hackney Council's resolution was to ensure it would not initiate a car-led pandemic recovery, but that it would instead enable 'structural measures' made in line with the Government's statutory guidance on transport network management to encourage active travel and to limit non-essential journeys with motor vehicles.<sup>26</sup> It would also seek to achieve this by 'reducing transport emissions in-line with Hackney Council's decarbonisation target of a 45% reduction against 2010 levels by 2030 and net zero emission by 2040'<sup>27</sup>. The objectives of the Emergency Transport Plan can be found in chapter one of this document and the section further strategic context.

### **Electric Vehicle Charging Points (EVCP/EVCPs)**

- 2.26 In line with the Mayor of London's ultra-low emission vehicle delivery plan,<sup>28</sup> the Council intends to introduce a policy framework which encourages the expansion of electric vehicles used by residents, businesses and visitors to the borough. The Council's aim is also to facilitate an increase of electric charging infrastructure provisions, including the installation of electric vehicle only bays, an expansion of high and low voltage EVCPs, and increasing the provision of electric charging infrastructure for car clubs.
- 2.27 Parking Services supports innovative pilot schemes that can assist with the expansion of the EVCP network and will evaluate their feasibility within the borough to ensure that they add choice, benefit and value to the existing electric charging

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<sup>24</sup> Public Health England (2014), Estimating Local Mortality Burdens associated with Particulate Air Pollution (accessed 3 July 2020).

<sup>25</sup> CPRE London, London Boroughs Healthy Streets Scorecard, 13.02.20.

<sup>26</sup> DfT, Traffic Management Act 2004: network management in response to COVID-19, 23.05.20.

<sup>27</sup> Rebuilding a Greener Hackney: Emergency Transport Plan - responding to the impacts of Covid-19 on the transport network page 5-

<https://news.hackney.gov.uk/download/942088/rebuildingagreenerhackney-emergencytransport-plan-respondingtotheimpactsofcovid-19onthetransportnetworkseptember2020.pdf>

<sup>28</sup> ULEV delivery plan - [drive.google.com/file/d/16R8J2wPjNJHOMQxhMWn967UtOMqFcRhv/view](https://drive.google.com/file/d/16R8J2wPjNJHOMQxhMWn967UtOMqFcRhv/view)



infrastructure. This can further assist the changes needed to implement full-scale EVCP coverage.

<b>Recommendation 2.3 - Supporting EVCP infrastructure pilot schemes</b>
To support EVCP pilot schemes aimed at expanding our charging network.

- 2.28 Providing a quality, fit for purpose EVCP infrastructure is a complex, capital intensive task that requires a holistic policy approach, involving many considerations including the electrical distribution network capacity, successful management of the kerbside space, and charging technology options.
- 2.29 The model for the delivery of a wider EVCP infrastructure is being actively developed. Alongside this, it is our intention to use policy levers to encourage, support and expand this area over the next five years whilst working closely with our partners in other service areas. Policy development in this area must take into account broader national policy, (for example, the government's plans to ban the sale of new petrol and diesel cars and motorcycles by 2030 in order to tackle the nation's air quality health crisis<sup>29</sup>).

<b>Recommendation 2.4 - Expanding EVCP infrastructure</b>
To support convenient access to EVCP's over the lifespan of the PEP.

- 2.30 As of October 2022 the current electric vehicle infrastructure provisions within the borough are made up of 345 EVCPs. More detail on the electric infrastructure provisions can be found in (see chapter six and the section provisions for electric vehicle charging points).
- 2.31 Parking Services will work with the Council's Streetscene Service, who are leading on expanding the borough's EVCP network, by working to help identify locations for their installation, and the introduction of parking policies governing EVCPs, to ensure that residents, businesses and visitors are able to access chargers, in a way that supports those who make the choice to go electric.

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<sup>29</sup> Governments plans to ban petrol and diesel vehicles by 2030 - <https://www.gov.uk/government/news/government-takes-historic-step-towards-net-zero-with-end-of-sale-of-new-petrol-and-diesel-cars-by-2030>

<b>Recommendation 2.5 - Creating an EVCP parking policy</b>
To support the development of an EVCP parking policy for residents, businesses and visitors to the borough.

## Car clubs

2.32 Car clubs or car-sharing schemes provide ‘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 and improve parking availability.

2.33 There are two types of car club permits in Hackney:

- **car club bay permit**, which is where the car is only permitted to park in a dedicated assigned bay, and;
- **floating car club permit**, which is a where the car is permitted to park in permit bays around its assigned zone and is one way point to point. This model is more popular with car club operators in Hackney.

2.34 The three main benefits of car clubs in Hackney are the relieving of parking pressure in the borough, a reduction in the reliance on private motor vehicles by residents and businesses, and an improvement in the level of social inclusion of residents who cannot afford their own car.

2.35 Car clubs are a practical tool to support reductions in parking for current and new developments. They can 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.

2.36 Car clubs are particularly suitable in high density urban areas (like Hackney) where there is good public transport and existing on-street parking pressures. As car club providers 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.

2.37 In recent years car club providers, such as DriveNow and Bluecity Car have ceased to operate due to commercial conditions not being strong enough in order to continue

operations. This has presented local authorities with challenges in offering residents alternatives to car ownership.

- 2.38 As part of our plans to increase accessibility of car clubs, the Council will continue to work with car club operators to increase the number of car clubs available to residents and expand the choice for customers. In addition, it has the ambitious target for 50% of car club vehicles to be electric by 2025.
- 2.39 As part of the Council's policy to make transportation in the borough more sustainable, emissions-based charging for car clubs based on the banding model set out in this plan will be introduced to economically incentivise car club operators to have zero or low emission fleets for bay-type car clubs.
- 2.40 In addition, an annual bay rental fee will be levied to firms, which will ensure that their need for spaces are reviewed yearly, and that underutilised spaces can be offered to other providers if they are no longer required by the existing operator. In regard to floating car clubs, emissions-based charging is also being introduced, with pricing determined based on a combination of the number of floating car club vehicles operating in the borough over a period (typically quarterly), and the CO<sub>2</sub> emissions and fuel type of the car club provider's fleet.
- 2.41 Parking Services also reserves the right to apply discounts to these fees to facilitate the roll-out of electric car club vehicles, and to incentivise the expansion of car club operators into areas of low car club saturation.
- 2.42 In the longer term, local authorities may look for a London wide approach towards licensing car club operators to allow them to operate across the city adding value to the service provided to residents and allowing local authorities to give residents an attractive alternative choice to that of owning a vehicle.
- 2.43 Parking Services has increased car clubs' priority in the hierarchy of parking needs, as car sharing is a viable alternative to owning a private vehicle for people who need to drive.
- 2.44 The Council wants to support car clubs towards a 100% ultra low emission vehicle (ULEV) fleet and is piloting dedicated electric car club bays. The Council installed these bays and licenced them to a car club provider to run its services from. Supporting car clubs providers in this way, will hopefully remove the logistical burden of charging an ULEV with a dedicated bay and power supply. It's also in line with the PEP's overall sustainability objective.

<b>Recommendation 2.6 - Car clubs dedicated EVCP bays</b>
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To explore and support the implementation of dedicated EVCP parking bays for car club providers from which they can operate their services.
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## **Bicycle parking security**

- 2.45 The Council is hugely committed to improving cycling infrastructure, and has invested heavily to increase public availability of bicycle parking spaces, stands, bicycle lockers and racks at different locations across the borough to ensure the increased demand for bicycle parking is fulfilled.
- 2.46 A key part of this offer are cycle hangars, which are provided in residential areas to enable those who want to cycle but do not have the space to store a bicycle in their homes, somewhere convenient and secure to keep their bicycles. Hackney has the highest number of cycle hangars in London, with over 650 located across the borough, providing secure cycle parking to nearly 4,000 residents.
- 2.47 Parking Services took over the day to day running of cycle hangars in April 2019, and since then have improved the management of vacant hangars, with over 500 previously vacant spaces being let to cyclists in the borough. On-street, this has seen the vacancy rate fall to less than 1%. In addition, over 200 new hangars have been installed on our streets and estates over this period, providing parking for a further 1,200 cyclists.
- 2.48 Despite this work, the popularity of the scheme continues to exceed the number of spaces that are available, which is why Hackney recently announced its intentions to introduce a further 4,000 secure cycle parking spaces by 2026, which will more than double the current number of spaces available. The parking hierarchy of kerbside space (see table 1.2) has been updated in this PEP to reflect the Council's commitment to prioritising the use of kerbside space for providing parking for residents who wish to cycle, over the parking of vehicles.
- 2.49 Cargo bicycles are specially made to carry multiple passengers, large items or bulky loads. Depending on their intended use sizes may vary and some can come with an electric power assist option that can help when carrying heavy loads and going up hills.
- 2.50 The Zero Emissions Network (ZEN), which provides advice and services on switching to low emission energy and travel options, offers residents and businesses in the London City Fringe area the possibility of trailing cargo bicycles and potentially

being eligible for grants to purchase them<sup>30</sup>. As these bicycles become more popular, demand for the availability of safe parking storage for them will increase.

- 2.51 There is also access for the public to a on-demand cargo bike hiring service, Cargo Bike Share, the scheme is available through ZEN. There are currently four locations in Hackney and the bikes are available for either immediate hire or reservations through the Beryl app.
- 2.52 Accessible bicycles designed for people with disabilities offer children and adults with different needs the possibility to cycle. There are different types of bicycles tailored to the specific needs the rider may have. People with disabilities are at the top of our hierarchy of parking needs and availability of safe parking storage for these bicycles should be a priority as cycling for disabled people is becoming more accessible.

<b>Recommendation 2.7 - Parking security for accessible and cargo bicycles</b>
To investigate options for the safe parking storage of cargo and accessible bicycles for people with disabilities.

**Bicycle sharing schemes**

- 2.53 Bicycle sharing schemes provide a service that enables individuals to hire bicycles on a short-term basis for journeys within the city.
- 2.54 Santander and TfL operate a bicycle hiring docked sharing scheme in the south of the borough where bicycles can be picked up and dropped off at any given dock station in London.
- 2.55 The Council has partnered with other bicycle sharing providers who offer the opportunity to hire dockless bicycles around the borough. Dockless bicycles are intended to keep pavements accessible and are to be picked up and dropped off in designated cycle hire only bays.
- 2.56 Car parking spaces have been reclaimed and transformed into 60 cycle hire only bays and 600 cycle hangar bays to ensure the continued support of sustainable transport initiatives that have been put forward by the Council.
- 2.57 Along with bicycles, other small vehicles intended to transport goods or people such as scooters, electric skateboards, hoverboards, Segways among others, are considered to be micromobility transport. They have the potential of reducing air pollution and CO<sub>2</sub> emissions as well as reducing traffic congestion. Supporting these

<sup>30</sup> Cargo Bike Trial, Zero Emissions Network - [www.zeroemissionsnetwork.com/offers/cargo-bike-trial](http://www.zeroemissionsnetwork.com/offers/cargo-bike-trial)

types of sustainable transport may continue to assist the creation of liveable and sustainable neighbourhoods aimed at improving the quality of life for the Hackney community (see chapter two and section sustainable transport initiatives supported by Parking Services).

<b>Recommendation 2.8 - Integrating micromobility schemes</b>
To support micromobility trials and if successful the integration of these schemes into parking policy.

**Parklets**

- 2.58 The Hackney Transport Strategy states that 70% of our residents do not own a vehicle but the kerbside continues to be dominated by motorcycles, cars and vans. The Council is committed to transforming Hackney’s streets into more attractive and liveable spaces. One of the Council approaches to making our neighbourhoods more liveable is to transform parking spaces by using the kerbside to install Parklets.
- 2.59 Introduced in September 2018, the residential Parklet pilot scheme gives our residents the opportunity to design and maintain their own small Parklets by transforming a bay on the streets where they live into a community space.
- 2.60 The Council aims to support this scheme by fostering community engagement, widening pavements where necessary and providing the kerbside space to implement Parklets.
- 2.61 Residential Parklets will occupy a single parking space within a bay. The Parklet will consist of a barrier at either end. The Council plans to supply two plantlocks for this purpose if the proposed design does not include a suitable barrier. The space within the plantlocks which covers an area of approximately 4.5 x 2.5 metres can be used for the design of a Parklet.
- 2.62 There is no restriction on exactly what can be included in a residential Parklet, but all designs and proposed locations will undergo a review process by the Council’s Parklet working group. Only proposals that have been passed by the group will go forward.
- 2.63 Residential Parklets will operate for up to a period of one year, with any extension subject to a review. It is anticipated that the majority of successful applications will be on quiet residential streets where a resident’s parking space will be repurposed for the scheme. Only proposals that have demonstrated a good level of local support will be carried forward.

- 2.64 By transforming the space on the kerbside by adding residential Parklets, the Council intends to enable the creation of new green spaces as well as reduce the amount of kerbside space dedicated to the stationing of vehicles. This can potentially contribute to the improvement of the air quality in Hackney.

<b>Recommendations 2.9 - Residential Parklet scheme review</b>
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To provide ongoing support to the residential Parklet scheme assessment at the end of the pilot in 2022.
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- 2.65 Parking Services alongside Streetscene Service are exploring the introduction of a commercial Parklet scheme in Hackney where businesses can use a parking space in front of their premises for commercial purposes. This scheme is aimed at reducing kerbside space dedicated to the stationing of vehicles as well as supporting local businesses.

<b>Recommendations 2.10 - Investigate commercial and mobile Parklet schemes</b>
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To provide ongoing support to the investigation of the benefits of commercial and mobile Parklet schemes.
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## **New building developments**

- 2.66 Planning laws allow local authorities to enter into legally binding agreements with land developers over issues related to the construction of buildings, including specifying that properties within a development must be car-free. The London Plan (revised in December 2019) advises that 'car-free development should be the starting point for all development proposals in places that are (or plan to be) well-connected by public transport, with developments elsewhere designed to provide the minimum necessary parking ('car-lite')<sup>31</sup>. This is vital in meeting the borough's need for more housing, to reduce air pollution and CO<sub>2</sub> emissions, and prevent severe parking stress on the borough's roads.

### **Car-free status - notification to owners, leaseholders and tenants**

- 2.67 Owners or landlords of properties where car-free restrictions are in place have a legal duty to inform prospective tenants and leaseholders of a property's car-free

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<sup>31</sup> The London Plan Intend to Publish (clean version) Spatial Development Strategy for Greater London - Page.422

status. Information on which properties are car-free can be found on the Council's website.

### **Car-free estates – rights of returning decanted residents**

- 2.68 Hackney Council has an ambitious estate regeneration program, the delivery of which at times requires residents to be decanted from their homes for a period of time while their estate is redeveloped before moving into their new property.
- 2.69 In such instances, where residents have been required to leave their homes, the Council makes an exception for those who owned a vehicle at the time at which they were decanted, so that they are not forced to give up their vehicle having been required to move from their old home. This exception is pre-approved and only applies to the decanted residents, and is not a right that can be passed on to future households.

### **Car-free estates – impact on the local area**

- 2.70 Almost all new residential developments are likely to have an impact on on-street parking unless it has existing access to ample off-street parking. If a new access or kerb crossing 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 demand for parking spaces will increase in the area around the development, which may lead to parking stress.
- 2.71 There are parts of the borough where increased demand for on-street parking is not sustainable. 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, parking in contravention, and highway safety.
- 2.72 In other parts of Hackney where public transport links are strong, the demand 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.
- 2.73 Section 106 agreements 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.

- 2.74 The Council will also not provide on-street parking permits to residents or businesses within car-free or car-capped properties, but will issue companion e-badges to residents who hold a valid Blue Badge.
- 2.75 Further information on parking standards for new developments can be found in the Council's Sustainable Transport Supplementary Planning Document, the Hackney Transport Strategy 2015-25, and the Local Plan 2033.

### **School Streets schemes**

- 2.76 School Streets are the Council's pioneering programme to transform roads outside schools by tackling congestion and improving air quality at the school gates, making it easier and safer to walk and cycle to school.
- 2.77 School Street schemes prioritise pedestrians and cyclists at school start and finish times by making the roads in front of the school gates timed pedestrian and cycle zones. Signs inform drivers of the restrictions before the entrance to the closed street. Vehicles are not permitted to enter the zone between these times unless they have been granted an exemption.
- 2.78 Exemptions are available to vehicles that are registered to residential and business addresses inside the School Street zone. Access is also permitted for Emergency Services vehicles and special exceptions can be granted in limited circumstances (for example, Blue Badge holders who need access to an address within the zone).
- 2.79 School Streets are helping support Hackney children to walk and cycle to school, improve air quality, and reduce traffic. Evidence from the pilot schemes has shown that tailpipe emissions have decreased by an average of 74%, traffic levels outside school gates have decreased by two thirds, and participating schools have seen a 30% increase in walking-to-school rates, and a 50% increase in cycling-to-school rates<sup>32</sup>.

### **Ultra Low Emission Vehicle streets (ULEV)**

- 2.80 Funded through the Mayor's Air Quality Fund (MAQF) and the Go Ultra Low City Scheme (GULCS) the Council introduced the ULEV streets scheme in the City of

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<sup>32</sup>School Streets, Hackney Council - [www.hackney.gov.uk/school-streets](http://www.hackney.gov.uk/school-streets)

London fringe which, during peak hours, is restricted to walking, cycling and low emissions vehicles only (vehicles that emit 0 to 75g/km of CO<sub>2</sub> per kilometre driven).

- 2.81 This scheme, which was supported by the majority of respondents (56%)<sup>33</sup>, was introduced to prioritise sustainable transport, and reduce the harmful effects of pollution, making it easier and safer to walk and cycle in Shoreditch and improve the character of the area for residents and businesses.
- 2.82 Local residents and businesses with on-street car parking permits or an off-street parking space, essential vehicles such as police or waste collection vehicles or Blue Badge holders who need to park at a property within the ULEV streets zone are exempted from this scheme.
- 2.83 ULEV streets operate from Monday to Friday, 07:00-10:00 and 16:00-19:00. There are signs at the entrances to the streets to inform drivers of the restriction. Petrol, diesel or older hybrid vehicles which are not registered for an exemption are not permitted to enter the streets during the operating times. These vehicles will be identified by camera using Automatic Number Plate Recognition (ANPR) technology, and issued with a penalty charge notice (PCN).

## **Parking Services-led schemes**

### **Emissions-based parking permit charging**

- 2.84 Hackney Council's current emissions-based charging model uses carbon dioxide emissions or engine size (if CO<sub>2</sub> level is unknown) and fuel type in order to determine a vehicle's permit pricing band. Vehicles are classified into five permit pricing bands, depending on their level of emissions or engine size. A surcharge is added for diesel vehicles due to emitting high levels of nitrogen dioxide and particulate pollution. This charging mechanism was implemented in 2015, and replaced an earlier emissions-related charging model which was based on the vehicle engine size and type of fuel only.
- 2.85 Parking Services aim to use parking prices as a tool to regulate parking demand and supply as well as support more sustainable transport by discouraging unnecessary car use. Prices are set to help improve road safety, journey times and congestion, improve air quality and reduce CO<sub>2</sub> emissions.
- 2.86 Some areas in the borough have some of the highest levels of CO<sub>2</sub> and other pollutants in London. The Council therefore must ensure that all possible measures are taken to improve air quality and tackle climate change in the borough. Parking

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<sup>33</sup> Ultra low emission street, Hackney Council - [www.hackney.gov.uk/ulev-streets](http://www.hackney.gov.uk/ulev-streets)

Services work in line with the Department for Transport (DfT) guidance on parking, Hackney's traffic management duties under the Road Traffic Regulation Act 1984, public health responsibilities under the Health and Social Care Act 2012 and the necessity to meet air quality standards. Reducing emissions of the climate change gas CO<sub>2</sub> is also a matter which the Council takes into consideration under the Act.

- 2.87 Since 2012, there has been new research on diesel fuel fumes containing pollutants such as Particulate Matter (PM<sub>2.5,10</sub>), and Nitrogen Dioxide (NO<sub>2</sub>) which have been linked to a range of health issues and classified as carcinogenic<sup>34</sup> by the World Health Organisation (WHO). Diesel fumes are considerably more damaging to health than those from petrol engines which is why Parking Services has introduced an additional surcharge to diesel vehicle permits.
- 2.88 It is important to note that while Parking Services recognise the harmful effects of other pollutants caused by vehicles such as NO<sub>2</sub> and PM, there is not currently a workable option of incorporating these into our emissions-based charging structure. Parking Services will continually keep abreast of changes to the DVLA and other systems which could assist with the more accurate assessment of a vehicle's contribution to air pollution and how these could be incorporated into our pricing structure in the future.
- 2.89 Parking Services is committed to working closely with the Council's air quality monitoring teams to identify and monitor areas of continued poor air quality. We will work with other council services in order to use the tools that are at our disposal to continue pursuing the improvement of air quality standards in areas where they fall short of national standards, including measures such as changes in the availability or the pricing of short-stay parking, and potential reductions of visitor voucher sales on a zone by zone basis.

### **Emissions-based charging banding review**

- 2.90 Emissions-based charging applies to residential, business, community, doctor's permits and all zone permits. This type of charging for permits was introduced to encourage the use of less polluting vehicles and reduce the impact of Hackney's residents and businesses on local air quality and climate change.
- 2.91 Hackney Council is always considering ways to improve local air quality in Hackney. The current mechanism of emissions-based charging can help to do this. To further encourage vehicle owners to switch to less polluting vehicles, Hackney plans to increase the number of pricing bands from five to 13, which will mirror the bands the

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<sup>34</sup> Guidance: Health Matters: air pollution (2018), Public Health England - [www.gov.uk/government/publications/health-matters-air-pollution/health-matters-air-pollution](http://www.gov.uk/government/publications/health-matters-air-pollution/health-matters-air-pollution)

Driver and Vehicle Licensing Agency (DVLA) uses to determine emissions-based vehicle tax band categories. The aim of this is to address the issue with the current banding structure, which does not have enough distinct categories to incentivise and reward permit holders for choosing lower CO<sub>2</sub> emission vehicles.

- 2.92 For the minority who need to drive, the good news for permit holders that continue to move towards lower harmful or zero-emission vehicles is that the 13 bands CO<sub>2</sub> emissions-based charging structure will provide more layers at a discounted permit price. This is designed to match how polluting their vehicle is and to benefit from the continuous improvements to vehicle manufacturing technologies over time.
- 2.93 The 13 band charging structure will be introduced from spring 2023, across resident, estate resident, business, and all zone permits, with it rolling out to other permit types over the lifespan of this PEP.
- 2.94 The plan will also see the most polluting vehicles asked to pay more, to incentivise drivers to move to greener vehicles. However it is recognised that drivers will need time to make changes, and therefore it will be phased in over five years, brought in with a 20% price decrease or increase over the lifespan of the PEP starting in spring 2023. The gradual decrease or increase will allow permit holders to benefit from the discount straightaway or gives them the opportunity to consider their options and make changes over five years.
- 2.95 The exception to this will be estate resident permits, which will be phased in over a longer seven year period, due to estate permits currently being lower cost than on-street permits, necessitating a longer transition.

<b>Recommendation 2.11 - Reviewing emissions-based charging bands</b>
To increase the number of pricing bands from 5 to 13 in line with DVLA vehicle tax rates. This is to differentiate between the different levels of vehicle pollution to further encourage vehicle owners to switch to lower polluting vehicles - see table 2.1 for the emissions-based charging bands.
<b>Table 2.1: Emissions-based charging bands</b>

<b>Bands</b>	<b>Emissions or engine size</b>
1	0g/km
2	1-50g/km, 50cc* or under
3	51-75g/km, or 51 -125cc*
4	76-90g/km
5	91-100g/km, or 126 - 400cc*
6	101-110g/km
7	111-130g/km, or 401 - 800cc*
8	131-150g/km
9	151-170g/km, or 801 - 1200cc*
10	171-190g/km
11	191-225g/km, or 1201cc- 2000cc*
12	226-255g/km
13	Over 256g/km or 2001cc*
<p>*Where no information is held on a vehicle's CO<sub>2</sub> emissions, price will be calculated on engine size.  The current diesel surcharge is £150 per year, 3 and 6 month permits will be prorated and prices are subject to annual price increases.  Vehicles that also meet the DVLA's Real Driving Emission 2 threshold will be exempt from the diesel surcharge.</p>	
<b>Updated October 2022</b>	
This recommendation has been updated to include an additional layer for vehicles 50cc and under.	

- 2.96 European Standards (or euro standards) are regulations set by the European Union (EU) to define acceptable limits for exhaust emissions of cars, motorcycles and vans (light-duty vehicles) sold in the EU or European Economic Area (EEA).
- 2.97 As the UK was a former member of the EU until January 2020, central and local governments have used euro standards when setting the criteria for their clean-air zones (see chapter two, section diesel surcharge).
- 2.98 For the PEP review, Parking Services considered using euro standards for setting a parking permit structure. However, due to the limited ways motorists can check their vehicles' euro standards rating, and the lack of Euro Standards data in the DVLA data used to calculate permit prices, at this point the Council will not use euro standards as part of our criteria to define cleaner vehicles. We will continue to use the emissions-based charging structure. Parking Services will monitor euro standards developments and revisit our current policy if any significant changes in Euro or UK-equivalent standards occur during the lifespan of this PEP.

## **Diesel surcharge**

- 2.99 The diesel surcharge was first introduced in 2015 at an introductory price of £50 per annum or 14p per day. For over four years the price stayed the same as Parking Services observed that the diesel surcharge was not a big enough deterrent and did not make a demonstrable difference to customer buying behaviour and the sustainable choices they made during that time.
- 2.100 In 2020, the surcharge consequently increased to £100 annually or 28p per day and then increased in 2021 to £150 per annum or 41p per day. At the current prices, the percentage of cars on Hackney's roads that are diesel is beginning to decline, but for many, the current surcharge is insufficient to sufficiently incentivise them to move to less polluting alternatives.
- 2.101 As a result, Parking Services has set out a five (or seven on estates) year plan that will see the diesel surcharge increase annually (with the exception of estates residents) by £50 for on-street residents, motorcycle, doctors and the community support (which replaces the health and social care) permits, and £100 for all zone and car club permits. Setting out the diesel surcharge in this way, supported with targeted communications to drivers of diesel vehicles, will give current permit holders ample opportunity to consider whether they need to drive or switch to a less polluting vehicle.

## **Real Driving Emissions 2 standards (RDE2)**

- 2.102 During our consultation on the PEP, some drivers of the most modern vehicles fed back that UK and European standards introduced after the Volkswagen scandal meant that the most modern diesel vehicles now achieve a similar standard of particulate and NOX emissions as many petrol vehicles, and that Hackney Council needed to apply a fairer, evidence-based approach towards the application of the diesel surcharge.
- 2.103 Hackney Council has reviewed the relative strengths of the different standards in operation, including Euro 6, Euro 7, and the UK's own Real Driving Emissions 2 (RDE2), and will adopt the use of the RDE2 standard for determining whether new diesel vehicles should be exempted from the diesel surcharge incurred by older diesel vehicles.
- 2.104 That's where the RDE2 test is carried out on the road with testing gear hooked up to the exhaust and a human in the driving seat – to give results that you can expect to replicate in normal driving. Under RDE2 all new cars launched on or after January

2020 need to get within 1.5 times the Worldwide Light Vehicle Testing Procedure (WLTP) emissions figures when driven on the road. RDE2 also makes it impossible for manufacturers to manipulate figures.

2.105 Indeed, RDE testing by the Department for Transport in 2016 found that cars produced up to 12 times the amount of NOx gases measured under WLTP lab tests, with the average of the 37 models tested being five times higher, which highlighted the benefits of testing being carried out on real roads.<sup>35</sup>

2.106 As a result of the roll out of RDE2, and its high standard of testing, that replicates real world emissions, Parking Services will exempt all diesel vehicles passing the RDE2 standard from having to pay the diesel surcharge for the lifespan of this PEP.

<b>Recommendation 2.12 - Increasing the diesel surcharge each year</b>					
To increase the diesel surcharge each year, making it progressively more expensive to purchase a parking permit for a diesel vehicle, or to park using pay and display - see tables 2.2 to 2.4.					
<b>Recommendation 2.13 - Introducing DVLA's Real Driving Emissions 2 (RDE2)</b>					
To introduce the DVLA's Real Driving Emission 2 (RDE2) test exemption to compliant diesel vehicles, see tables 2.2 to 2.4.					
<b>Table 2.2: Diesel surcharge for resident, motorcycle, community support, and doctors permits.</b>					
Diesel surcharge	Current year	Annual increases during the lifespan of the PEP			
Year	2022-23	2023-24	2024-25	2025-26	2026-27
Diesel vehicles	£150	£200	£250	£300	£350
Real Driving Emissions 2 (RDE2)	£0	£0	£0	£0	£0

<sup>35</sup>

<https://www.theguardian.com/business/2016/apr/21/all-top-selling-cars-break-emissions-limits-in-real-world-tests>

**Table 2.3: Diesel surcharge for Hackney Housing estates.**

Diesel surcharge	Current year	Annual increases during the lifespan of the PEP							
		Year	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29
Diesel vehicles	£0	£57	£114	£171	£229	£286	£343	£400	
Real Driving Emissions 2 (RDE2)	£0	£0	£0	£0	£0	£0	£0	£0	£0

**Table 2.4: Diesel surcharge for car clubs and all zones.**

Diesel surcharge	Current year	Annual increases during the lifespan of the PEP				
		Year	2022-23	2023-24	2024-25	2025-26
Diesel vehicles	£200	£300	£400	£500	£600	
Real Driving Emissions 2 (RDE2)	£0	£0	£0	£0	£0	£0

**Updated October 2022**

Estates diesel surcharge implementation timeline has now been extended from five to seven years.

**Supporting sustainable transport on estates**

2.107 To date, there have been a limited number of sustainable transport facilities introduced on estates. A number of estates contain cycle storage and hangers, one estate contains an electric vehicle charging point with two more that have the known infrastructure to install them. For a list of the locations of the sustainable transport facilities on estates please visit <https://bit.ly/3Sulxi2>.

2.108 Parking Services, alongside the Council's Streetscene Service, will work to more effectively investigate and install, where appropriate, facilities to help estate residents adopt sustainable modes of transport, and deliver greater equality of access to sustainable transport schemes for estate residents.

**Recommendation 2.14 - Sustainable transport on Hackney Housing estates**



To support the Streetscene Service with the identification of opportunities to install new sustainable transport facilities where appropriate on Hackney Housing estates. This will include the introduction of floating car clubs onto estates, electric vehicle bays with charging points, and other sustainable transport infrastructure.

## 3. Customer service

### General

- 3.1 The service we provide and the way we treat our customers is extremely important to us. To ensure that we always provide a consistent, fair and helpful service, Parking Services operate within a framework of policies and guidelines that helps us to maintain high standards in customer service at all times.
- 3.2 The Hackney Customer Service Strategy describes our commitment to improve customer services within the Council and our Customer Service Charter has a set of guidelines that outlines what you can expect when you contact us:
- We will be helpful, compassionate and responsive to customer needs, always aiming to get it right first time.
  - If things go wrong we will listen, take responsibility and put it right.
  - We will put common sense and discretion over bureaucracy and process.
  - We will consult and use customer feedback to improve our services.
  - We will use plain English in all our correspondence and offer a translation service when required.
  - We will support customers to access services online and ensure help is available for those who are unable to use the internet.
  - Our customer service staff are accountable, and will give their name and wear identification badges.
- 3.3 In addition to this, Parking Services has introduced three service promises to ensure that exceptional customer service is delivered to all of our customers across all of our service channels. The three promises are to:
- Deliver fair customer outcomes.
  - Get things done right first time.
  - Simplify and continually improve our processes.

### Contacting Parking Services

- 3.4 There are many ways to get in touch with Parking Services. As well as email or post, there is also a dedicated parking team within the Hackney contact centre that can assist with telephone enquiries. Staff in this team have been given the specific training that is needed to deal with parking-related queries, which can often be complicated or require specialist knowledge. For telephone enquiries related to

disabled bays, suspensions or pay and display bays there are also dedicated telephone lines which are staffed by parking officers between 09:00-17:00, Monday to Friday.

3.5 Parking Services also offer a number of self-service options which are available to customers so that they can access products and services at a time convenient to them. These include:

- renewing or buying permits or vouchers online and by post
- applying for a suspension
- online e-forms to report issues or request services
- downloadable application forms
- payment or appeal of penalty charge notices (PCN/PCNs).

3.6 To maximise customer access to Parking Services, the Council has introduced a permanent 24/7 automated telephone line to process payments of council services. This includes fines issued by the Council, including PCNs.

**Improving our services for customers**

3.7 Over the past five years we have made significant improvements in customer service, with our online services now receiving twice the levels of positive feedback as they did in 2014, and online self-service rising from 30% to 98% of all orders.

3.8 Nonetheless, we recognise that while these services have helped many, there are still a significant number of people who require additional support, and further opportunities to make our services easier to use. Parking Services has introduced customer service monitoring, such as satisfaction surveys, across all our customer contact channels (web, email, telephone) to help us understand what aspects of our services our customers find most difficult to use, to improve the customer journey, and to ensure customers get the right answers to their questions with minimum fuss.

<b>Recommendation 3.1 - Delivering customer service excellence</b>
To deliver customer service excellence by reviewing customer feedback, complaints and suggestions monthly to inform our policies and processes.

## How we engage with the public

- 3.9 It is important that information and communication flows freely between Parking Services and the general public. The service has a duty to provide adequate information and notice of any significant changes about the way that it operates.
- 3.10 To inform the public, Parking Services utilises many different methods of communication including letters, emails, newspaper advertisements, posters, the Council website and the use of social media.
- 3.11 Hackney Council has its own social media accounts including Facebook, Instagram and Twitter which posts the latest updates on council services and campaigns including those related to parking. New communication tools have also been added to the Council's repertoire including digital notice boards and an online chat function on the Council website.
- 3.12 The Council has also had to adopt new technologies to communicate with the public when there have been extenuating circumstances, or when other methods are not possible. To ensure that effective communication is maintained within the service and with the public during these times, Parking Services has introduced the use of interactive video conferencing to replace face-to-face meetings where appropriate.
- 3.13 During consultations with the public, Parking Services makes every effort to reach a broad range of stakeholders and to engage with specific groups or individuals who would be most affected by the outcome of the proposals. More information on consultation methods of communication can be found in (see chapter four and the section consultation method).

<b>Recommendation 3.2 - Improve how we contact customers</b>
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To investigate new proactive ways of informing customers of the latest parking updates and information that may affect them.
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## Standards in communication

- 3.14 Parking Services wants to ensure that all of its communications with the general public are as accessible as possible to all. To do this, information is written in plain and simple English and free from overly technical words or jargon as much as possible. For those who may not have English as a first language, interpretations into other languages can also be requested for significant communications.

## Civil Enforcement Officers customer service

- 3.15 Civil Enforcement Officers (CEOs), also referred to as parking or traffic wardens, are often the public face of Parking Services and, for many, the first interaction that people have with the service. Because of this, it is important that all CEOs have the experience and adequate training that is required to fulfil their role.
- 3.16 CEOs are at all times required to deliver services in an efficient, ethical, professional and courteous manner with regard to the interests and welfare of the customers, which should preserve, promote and enhance the reputation of the Council.
- 3.17 The quality of service that CEOs provide is continually monitored through regular feedback sessions from their managers and by monitoring complaints and PCN quality. Mystery shoppers are also used to observe actions and conduct whilst the CEOs are on duty. All of these measures combined help to ensure that standards remain consistently high.

<b>Recommendation 3.3 - Development of CEO customer service</b>
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As part of bringing parking enforcement in-house, to further develop a customer service code of conduct that Civil Enforcement Officers will follow whilst carrying out their duties.
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## Dealing with complaints

- 3.18 We take complaints about our service and staff very seriously and aim to resolve any issues as fairly and quickly as possible. Issues that are identified are fed back to the relevant area within the service to take appropriate action to rectify the issue where necessary.
- 3.19 Parking Services also regularly reviews complaints that have been received and uses this information to update procedures and processes and improve the customer journey. Any emerging trends in the feedback received from customers will be reviewed to understand the root cause of the issue and find a solution as quickly as possible.
- 3.20 The complaints procedure is different and separate to the formal dispute of a PCN. Information on how to dispute a PCN can be found on the Council's website and on the back of the PCN itself. Once a PCN has been paid then it is closed and no further disputes or appeals can be made. Further information regarding this can be found in chapter seven, and the section payment of PCNs.

## **Complaints procedure**

3.21 Parking Services, just like the rest of the Council, follows a set process for how it responds to any complaints. We aim to resolve all complaints at the first stage of the process to deliver a fair outcome for the customer. If for some reason this is not possible, then the issue will be escalated to a second stage where it will be reviewed independently of Parking Services. The full process and procedures are as follows:

### **Resolution stage**

3.22 When an issue is raised Parking Services will check to see if we can handle it as a complaint. We aim to respond to this stage within an average of 15 working days; however in some cases, it may take longer. A senior officer from the service or an appointee will oversee an investigation, which will focus on resolving the issue(s) that has been raised. We will contact the complainant to inform them of the outcome of the investigation and the action taken to resolve the complaint.

### **Review stage**

3.23 If the complainant is unsatisfied with the response received at the resolution stage, they can ask for the complaint to be escalated. At this stage the complaint will be investigated by a team independent of the service and who form part of the Chief Executive's Office, or an appointee. We aim to respond at this stage within an average of 20 working days.

3.24 If the complaint is still not resolved after the review stage then the complainant can ask the Local Government and Social Care Ombudsman (LGSCO) to investigate. The first two stages of our complaints process will normally have to have been completed before the Ombudsman can help.

## **Estate customer services**

3.25 The Council plans to extend on-street parking products and services to estate customers. Estate customers currently have less parking services and products available to them (see chapter six), different enforcement options (see chapter seven) and have fewer sustainable transport facilities when compared to on-street (see chapter two). This PEP plans to harmonise on-street and estate policy, products and services where possible to improve customer service to estate residents.

## 4. Parking zones (PZs)

### General

- 4.1 Parking Zones are areas 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 two types of zones currently used in Hackney. A Controlled Parking Zone (CPZ) is where zone entry plates indicate the operational hours of the single yellow lines within the zone. A Parking Zone (PZ) is where there are no zone entry signs and all single yellow lines within PZs are accompanied by signs.
- 4.2 Within a PZ or CPZ there may be additional controls which are denoted by different lines and signage. These are generally in the form of restricted parking zones (RPZ/RPZs) or permit parking areas (PPA). RPZs are only used where there are special circumstances such as narrow streets or special carriageway materials (such as cobbles) that make lining inappropriate. A PPA is a signed area where parked cars must have a permit even if there are no bays or other road markings. In this document 'PZ' is used generically to describe all types of zones and additional controls. PZs may also apply to Hackney Housing estates.
- 4.3 PZs are primarily designed and implemented for the management of kerbside space. This often occurs, but is not limited to, 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, making it difficult for them and 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 causing congestion and increased vehicle emissions.
- 4.4 Environmental factors are also considered a significant influence in addition to the demands caused by parking stress when expanding current, or introducing new PZs. This reason alone can be the determining factor when considering our responsibility to promote a cleaner environment for the health of residents in the borough.
- 4.5 When considering new PZs, the Council has to regard its statutory duties under the Road Traffic Regulation Act 1984, the Council's priorities defined in the Hackney Community Strategy 2018-28 , and to the objectives as set out in this strategy detailed under parking objectives.
- 4.6 One of the main purposes of a PZ is to effectively manage the supply and demand for parking in an area. This purpose can, in part, be achieved by 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, particulate matter and improve local air quality.

- 4.7 PZs help the Council to prioritise parking spaces according to need. The most common example is providing resident-only parking to protect local resident's parking needs from the non-local parking demands of commuters. This helps residents to park conveniently and as close as possible to their homes.
- 4.8 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, (see chapter one, and the section introduction to parking finance).
- 4.9 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**

- 4.10 The Council has introduced a total of 22 main PZs to date. Permit holder parking signs include the name of the zone, and only those residents with permits and vouchers issued for the same zone can park there, see chapter four and the section general. PZs now cover the whole of the borough with the exception of certain estates, as Parking Services have recently taken control of the enforcement from Hackney Housing Services.

## **Car-free developments/ planning regulations**

- 4.11 Many new and existing properties in Hackney are subject to a car-free restriction set out in a planning legal agreement which was agreed at the time a development received planning permission. Car-free restrictions allow the planning authority to place restrictions on developers to mitigate the impact the development may have on the local community and infrastructure. This plays a role in enabling much needed additional housing to be built in the borough, whilst ensuring that sustainable



transportation is prioritised and that nearby roads are not blighted by increased parking stress.

- 4.12 Residents living in a car-free development are not eligible for a parking permit if their property falls in a PZ. This includes properties where a PZ has been introduced where there was not one previously. However, residents living in a car-free development are eligible for visitor vouchers for occasional use.
- 4.13 Under the current local planning regulations there is a requirement for adequate parking provision for registered disabled residents in new developments. If this is not provided on the site this will be placed on the street.

## **Estate PZs**

- 4.14 Estate PZs (also known as enforced estates) are separate to on-street PZs and operate their own controls. An estate PZ operates similarly to an on-street PZ with unauthorised parked vehicles being issued with a PCN or removed. Estate PZs are clearly signed and lined to advise drivers of the parking enforcement in place and where they are unable to park.
- 4.15 Parking stress and the management of space within an estate are the primary reasons for the design and implementation of estate PZs. They are often implemented where demand for space on an estate is close to exceeding the space available. Excessive parking stress on estates often leads to cars parked in unauthorised areas around the estate, and can lead to essential service providers being unable to park close to their destination.

## **Gated estates**

- 4.16 A limited number of Hackney Housing estates are controlled using a gate or barrier managing access to the estates. These schemes are managed by the Local Neighbourhood Housing Office (NHO). Access to the parking area is acquired through the purchase of a key and spaces are rented at a weekly rental rate. NHOs determine how many keys are allocated based on the amount of space in an estate. If a resident requires access to parking for a limited amount of time, for purposes such as deliveries, a key will be provided on payment of a refundable deposit.
- 4.17 On such estates, Parking Services' enforcement action is limited to enforcement of health and safety-affecting contraventions leading up to the gate/access point, and cannot enforce against vehicles within the inside of the gated estate.

## Uncontrolled estates

- 4.18 Uncontrolled estates are areas where there are no parking control measures in place for external parking. The only control element is through the tenancy conditions and the lease agreements.
- 4.19 All uncontrolled estates currently have in place no waiting at any time restrictions where access is restricted or may cause a health and safety issue. These are enforceable at all times.
- 4.20 Residents and their visitors are expected to use the parking areas provided and respect any line markings and signs.

## Identifying the need for an estate PZ

- 4.21 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.
- 4.22 PZs 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.
- 4.23 The expansion of PZs in neighbouring boroughs increases this pressure, as it can displace vehicles into uncontrolled estates in Hackney. Improvements to the transport infrastructure can also increase these pressures: for example, improvements made to the London Overground.
- 4.24 The Overground rail network 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.
- 4.25 The most common indicators of the need for a PZ in an area are:
  - 1) **Parking stress** - An initial indicative assessment will be undertaken to determine if an uncontrolled Hackney Housing estate appears to be suffering from high parking stress, which for the purposes of taking forward a consultation is considered to be at or above 70%.
  - 2) **Public support** - The level of public support will be determined by requests received from residents and businesses in a particular area. This includes

petitions from a particular estate with at least ten signatories, email requests, complaints and feedback provided through ward members and estate area managers.

- 4.26 Officers will consider the levels of public support and parking stress to determine whether a stage one or a combined stage one and two consultation should be carried out. The initial consultation exercise will help to gauge the level of public support for the introduction of new parking controls from the local community. In some cases private roads and roads within a Hackney Housing estate can be included in an on-street PZ, however Parking estates are entitled to have their own parking controls whilst private roads will remain uncontrolled as the Council is not responsible for parking controls on these types of roads.
- 4.27 Further consideration will be given to the objectives set out in the Air Quality Action Plan 2021-25 and Transport Strategy 2015-25, and how they influence the needs of local residents when considering any revision to the current PZ implementation process, if that information is available.
- 4.28 Any fundamental change to the PZ implementation process will only be introduced after a comprehensive consultation has been conducted and a delegated powers report which outlines the proposed changes is approved by Senior management.
- 4.29 As part of our commitment to road safety, improving traffic flow and parking stress, it is recommended that the Council carries out PZ consultations in all uncontrolled Hackney Housing estates. This will enable the Council to identify any problem areas and tailor the parking controls, if they are implemented, to the needs of the local community whilst maintaining public health and safety.

<b>Recommendation 4.1 - Parking zones in uncontrolled areas</b>
To carry out parking zone consultations in all uncontrolled Hackney Housing estates to improve parking stress, traffic flow and uphold road safety through effective enforcement.
<b>Updated October 2022</b>
As all on-street areas are now controlled, this objective has been refocused to uncontrolled Hackney Housing estates. Adopted from the start of the Parking and Enforcement Plan 2022-27.

- 4.30 Historically, the identification of a potential need for controls on uncontrolled estates has come from Council Estate Officers raising concerns on behalf of residents about the parking management of the estate, or from residents themselves expressing

concerns about parking issues on their estate. In both cases, residents would have been consulted by Hackney Housing Services to obtain their feedback about parking enforcement on their estate. The decision on whether to introduce parking controls or not on estates had been influenced by, but was not dependent on, the majority view of the respondents in the consultation.

4.31 This approach has presented residents of estates with real parking challenges. Firstly, it can take some time for estate residents who experience severe parking stress to come forward, meaning that residents often have to live with real difficulties finding parking for many months. In addition, estates have not been consulted on whether they wish to have controls introduced at the same time as on-street residents when new on-street zones were considered, which has led to displacement parking once a zone is introduced, and demand for controls from estate residents several months later.

<b>Recommendation 4.2 - Consultation with estates that fall within areas being consulted on for on-street parking controls</b>
Where feasible, to ensure that all uncontrolled Hackney Housing estates with parking are consulted at the same time as on-street residents during a review consultation on whether they wish to have a parking zone implemented, to reduce the risk of displacement parking affecting estate residents after a zone's implementation on surrounding roads.
<b>Updated October 2022</b>
Adopted from the start of the Parking and Enforcement Plan 2022-27.

4.32 Since August 2021, Parking Services took full control of the consultation process on any uncontrolled estate, and will be consulting directly with the residents going forward. Residents will be able to request parking controls directly through Parking Services rather than Housing Services, as well as through their ward members or the tenants resident association. It is therefore planned that all uncontrolled estates are identified and a Stage 1 consultation is carried out to determine whether controls are supported on these estates.

<b>Recommendation 4.3 - Stage one consultation on uncontrolled estates</b>
To carry out a stage one consultation on all uncontrolled estates and to determine the level of support for parking controls. Carry out parking stress surveys to determine the parking stress and assess safety of all uncontrolled estates to identify any potential safety issues caused by dangerous parking.

<b>Updated October 2022</b>
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Adopted from the start of the Parking and Enforcement Plan 2022-27.
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- 4.33 In addition to the feedback from the consultation, Parking Services will assess the level of parking stress to determine whether parking controls are required. This approach would be more proactive and help to address the problems stated above. As part of the consultation process, where necessary, a road safety audit will be carried out to ensure that the proposed parking restrictions do not pose a health and safety risk to both motorists and pedestrians.

<b>Recommendation 4.4 - New criteria for introducing estate PZs</b>
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To follow the same consultation and assessment approach, of whether or not to introduce parking controls on estates as applied to on-street during the lifespan of this PEP.
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<b>Updated October 2022</b>
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Adopted from the start of the Parking and Enforcement Plan 2022-27.
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## Determining whether a PZ will be implemented on estates

- 4.34 The decision on whether or not to introduce a PZ will take into account levels of support (specifically where the majority of respondents are in favour of the PZ). The Council may, in some circumstances, need to introduce a PZ without a clear majority, for reasons of supply and demand for parking, air quality (where data is available) and road safety. The circumstances in which a decision to introduce a PZ on such a basis are set out below.

- 4.35 The decision to implement a PZ can be made according to the following factors:

- **Support from the public responding to a consultation** – Petitions are not factored into the percentage support of consultation outcomes, as the relevant support is gauged from directly affected residents and businesses who have submitted a response to a consultation questionnaire. For more details about the consultation process for PZs (see chapter nine, and the section consultations).
- **Supply and demand for parking** – A PZ may be introduced on a consulted Hackney Housing estate that are found to suffer from very high levels of

parking stress, which is defined as peak parking stress of over 85% and/or peak visitor parking levels of 30% or more. Parking stress on uncontrolled estates will be assessed by the impact of existing on-street parking controls, access into the estate, and the demand and availability of parking bays.

- **Air quality** – Where pollution data is available, a PZ may be introduced on Hackney Housing estates where air pollution exceeds legally binding London air quality objectives set under the Local Air Quality Management (LAQM). Roads where the annual mean concentration of nitrogen dioxide (NO<sub>2</sub>) or particulates (PM<sub>10</sub>) exceed 40 ug/m<sup>3</sup> are viewed as non-compliant. This is also true of roads which exceed short term LAQMs including the NO<sub>2</sub> 15 minute mean of 200 ug/m<sup>3</sup>, (which is not to be exceeded more than 18 times a year), and PM<sub>10</sub> 24-hour mean of 50 ug/m<sup>3</sup> (which is not to be exceeded more than 35 times year).
- **Road safety** – Parking controls may be introduced if there is a risk to the health and safety of road users, including but not limited to pedestrians and cyclists.

4.36 Although Hackney Housing estates will typically have their own controls, residents living within them also have the right to obtain permits and vouchers to park in the surrounding on-street PZ. 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.

4.37 Where there is an urgent need for parking controls, this consultation will usually combine stages one and two of the PZ consultation process so that any zone could be introduced to protect local parking needs as quickly as possible.

## **PZ Review**

4.38 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 initial review is conducted 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. Subsequent reviews are only conducted when a need is identified. For details about the consultation process for PZ reviews please see chapter nine and the section consultations.

4.39 As parking controls have been implemented in all on-street parking areas in Hackney, stage one consultations will now only be held on estates.

4.40 The PZ review process has been adapted to bring it in line with the process for identifying and determining new PZs. This will ensure that residents and businesses continue to be able to give their views, but will also expand the criteria assessed during a PZ review, which collectively will be used to inform the decision on any changes made. Any changes would be influenced by support from the public as well as the following additional factors. The Council may, in some circumstances, amend the operation of a PZ without a clear majority, for reasons of supply and demand for parking, air quality and/or road safety where there are compelling grounds on which to do so. The circumstances in which such a decision would be taken are set out below.

4.41 The decision to amend a PZ can be made according to the following factors:

- **Support from the public responding to a consultation** – Petitions are not factored into the percentage support of consultation outcomes, as the relevant support is gauged from directly affected residents and businesses who have submitted a response to a consultation questionnaire. For more details about the consultation process for PZs (see chapter nine and the section consultations.)
- **Supply and demand for parking** – Parking controls may be amended on a consulted street or estates which are found to suffer peak parking stress of over 85% and/or peak visitor parking levels of 30% or more outside of controlled hours. Parking stress will be assessed by the impact of the surrounding on-street PZ on the uncontrolled Hackney Housing estate through access, the demand and availability of parking bays.
- **Air quality** – Air pollution should not exceed legally binding London air quality objectives set under the Local Air Quality Management (LAQM). Roads where the annual mean concentration of nitrogen dioxide (NO<sub>2</sub>) or particulates (PM<sub>10</sub>) exceed 40 ug/m<sup>3</sup> are viewed as non-compliant. This is also true of roads which exceed short term LAQMs including the NO<sub>2</sub> 15 minute mean of 200 ug/m<sup>3</sup>, (which is not to be exceeded more than 18 times a year), and PM<sub>10</sub> 24-hour mean of 50 ug/m<sup>3</sup> (which is not to be exceeded more than 35 times year).
- **Road safety data** – Parking controls may be amended if the Council has evidence collected over the course of two years, or since the introduction of the parking zone, depending on which is most recent, that there is a risk to the health and safety of road users, including but not limited to pedestrians and cyclists

4.42 While local feedback is important to the Council, in appropriate circumstances the Council can introduce changes without a clear majority for the reasons of road safety as well as those stated in chapter four, and the section on event and match day parking.

**Recommendation 4.5 - Implementing road safety measures**

If the stage one consultation does not show support for parking controls on a Hackney Housing estate and there are no compelling grounds on which to introduce controls due to the other factors, consideration will be given by Parking Services to implement them where there are road safety concerns that have been identified and mitigation measures are required (such as junction or access protection), regardless of the outcome of the consultation.

Similarly, when existing parking zones are reviewed in accordance with the parking zone review process, Parking Services will implement road safety measures, regardless of popular support, where concerns have been identified and mitigation measures are required.

**Updated October 2022**

Adopted from the start of the Parking and Enforcement Plan 2022-27.

4.43 If there are no indications that significant changes to a PZ are required, the Council may not conduct a full review and instead submit amendments to the PZ. Amendments address small scale issues in a PZ without the need to conduct a full scale PZ. Please see chapter four and the section amendments to PZs.

**Recommendation 4.6 - Parking zone review process**

To change the criteria that would trigger PZ reviews so it mirrors the criteria for the identification of a PZ. This would allow the following criteria to trigger a PZ review in addition to the existing criteria:

- Support from the public - if residents and businesses have submitted a significant number of requests and/or complaints requesting a review.
- Supply and demand for parking - where parking stress is over 85% and/or there are visitor parking levels of 30% or more.
- Air quality - where air pollution exceeds London air quality objectives set under the Local Air Quality Management (LAQM). This includes: roads where the annual mean concentration of nitrogen dioxide (NO<sub>2</sub>) or particulates (PM<sub>10</sub>) exceed 40 ug/m<sup>3</sup>. This is also includes roads which



exceed short term (LAQM) including the NO<sub>2</sub> 15 minute mean of 200 ug/m<sup>3</sup>, (which is not to be exceeded more than 18 times a year), and PM<sub>10</sub> 24-hour mean of 50 ug/m<sup>3</sup> (which is not to be exceeded more than 35 times year).

- Road safety - Parking controls may be reviewed if there is a risk to the health and safety of road users, including but not limited to pedestrians and cyclists.

**Updated October 2022**

Adopted from the start of the Parking and Enforcement Plan 2022-27.

- 4.44 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. Currently there is no process in place to mitigate the parking stress caused by new residential or commercial developments. Under this PEP, major new developments will also be considered as a potential trigger for a PZ review.

**Recommendation 4.7 - Process for developments triggering PZ reviews**

To assess the impact of new development of parking within the area.

**Updated October 2022**

Adopted from the start of the Parking and Enforcement Plan 2022-27.

## Amendments to PZs

- 4.45 The majority of the changes that are made to PZs are carried out using PZ amendments. Amendments provide the Council with a mechanism to address small scale issues in a PZ without enacting a full PZ review, which would be unnecessarily costly and contribute to 'consultation fatigue' by overburdening residents and businesses with consultations.

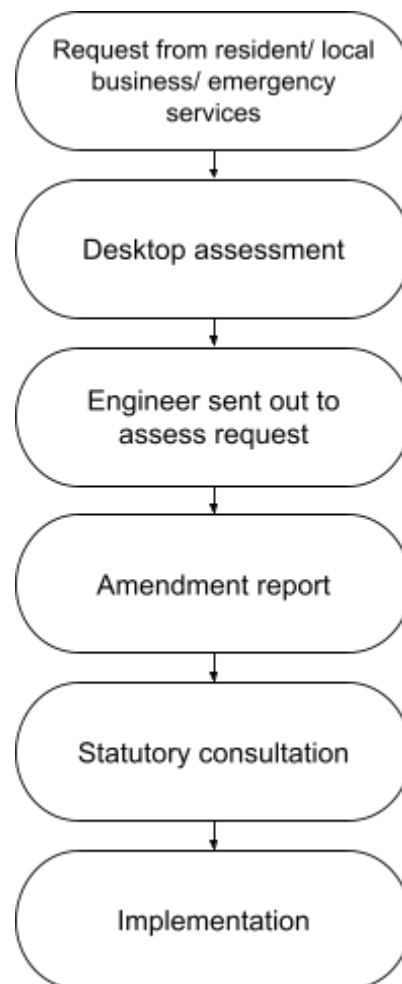
- 4.46 Examples of amendments include but are not limited to:

- introducing a loading bay following the request of a local business
- implementing loading restrictions to improve access for emergency vehicle access
- implementing new disabled bays, personalised bays or removing existing bays
- introducing waiting restrictions to protect access

- re-adjusting existing parking restrictions to assist other schemes (School Streets, electric vehicle parking)
- introducing cycle hangars and electric vehicle bays.

4.47 Potential amendments to PZs can be brought to the attention of the Council by residents, local businesses, emergency services or other internal service areas. Typically amendments are carried out once a month. The potential amendments are then assessed and put together in an amendment report which will then be subject to a statutory consultation prior to implementation. The process for a PZ amendment is displayed in figure 4.1.

**Figure 4.1: Amendments to parking zones**



## Standardised hours

4.48 Following the implementation of a borough-wide parking zone across Hackney's on-street properties, all roads in Hackney are covered by parking controls. In about

three quarters of these zones, operational hours are 8:30am to 6:30pm or longer. Of the one quarter who have shorter controls, most have controlled parking two hours per day.

- 4.49 Two and four-hour PZs are less effective at discouraging commuting by motorcycles, cars, or vans, primarily as it is much easier for visitors to the area to pay for visitor parking for the entire duration of the shorter hours. In addition, they can have distorting effects on local parking stress, particularly on streets close to zones with longer operating hours. They are also less effective at curbing local emissions, as the parking zones are uncontrolled for the majority of the day.
- 4.50 For these reasons, Hackney Council has for a number of years offered residents being consulted on during PZ reviews with options on the controlled days and hours of operations, including the zones existing hours, and one of a number of standardised hours, as set out in table 4.1 below. This recommendation formalises this approach in the PEP 2022-27.

<b>Recommendation 4.8 - Standardisation of hours of operation offered during zone reviews, alongside existing hours</b>																										
During zone reviews, residents consulted will be offered the choice of sticking with their zone’s existing hours of operation, or selecting from the most suitable standardised hours of operation, as set out in table 4.1 below.																										
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th colspan="3">Table 4.1: Standardised hours of operation</th> </tr> <tr style="background-color: black; color: white;"> <th>Hours of operation</th> <th>Times</th> <th>Duration</th> </tr> </thead> <tbody> <tr> <td>24-hour controls</td> <td>All day and night</td> <td>24 hours</td> </tr> <tr> <td>Longest (non 24 hours)</td> <td>08:30 to midnight</td> <td>15.5 hours</td> </tr> <tr> <td>Standard controls</td> <td>08:30 to 18.30</td> <td>10 hours</td> </tr> <tr> <td>Full-day weekend controls</td> <td>08:30 to 18:30</td> <td>10 hours</td> </tr> <tr> <td>Half-day weekend controls</td> <td>08:30 to 13:30</td> <td>5 hours</td> </tr> <tr> <td colspan="3">Some areas may have additional restrictions due to event days, please see chapter four of this document.</td> </tr> </tbody> </table>			Table 4.1: Standardised hours of operation			Hours of operation	Times	Duration	24-hour controls	All day and night	24 hours	Longest (non 24 hours)	08:30 to midnight	15.5 hours	Standard controls	08:30 to 18.30	10 hours	Full-day weekend controls	08:30 to 18:30	10 hours	Half-day weekend controls	08:30 to 13:30	5 hours	Some areas may have additional restrictions due to event days, please see chapter four of this document.		
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<b>Updated October 2022</b>																										
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**Event and match day parking**

- 4.51 Event and match day parking restrictions extend existing PZ operational hours in zones surrounding a designated event area (see tables 4.2 and 4.3). Extension of operational hours are designed to ensure that parking controls reflect and meet the

needs of local residents when there is additional parking stress from match days and special events. At all other times the normal parking zone hours of operation will apply.

- 4.52 Event day restrictions are marked by zone entry signs located on every road entering the scheme. The signs provide advanced warning of when the next two home matches or events are to take place and when controls will next come into effect.
- 4.53 During event or match day operating hours, vehicles must display a valid permit, visitor voucher, pay and display ticket or pay by mobile session for the duration of the event day’s scheme hours or they will be issued with a PCN.
- 4.54 Hackney operates two areas of event and match day restrictions around the Emirates Stadium (Zone G, Zone G2, and sections of Zone M) and the Queen Elizabeth Olympic Park (Zone K, and sections of Zone N and Q) and only with large scale events of more than 20,000 visitors. Regular restrictions are summarised in the table below. Please check signage and the Arsenal, or Queen Elizabeth Olympic Park websites for dates when these hours will be in operation.

**Table 4.2: Emirates stadium event or match day controls**

Event /match day	Zone G	Zone G2	Zone M
Weekday	08:30 - 20:30	08:30 - 20:30	08:30 - 22:30
Saturday	12:00 - 16:30	Normal CPZ hours	08:30 - 16:30
Sunday / bank holiday	12:00 - 16:30	12:00 - 16:30	12:00 - 16:30

**Table 4.3: Queen Elizabeth Olympic Park event or match day controls**

Event /match day	Zone K, and section of zone N and Q
Weekdays	18:30 - 20:30 (in addition to existing)
Weekend and bank holidays	12:00 - 18:00

**PZ changes due to building construction and development**

- 4.55 Construction of new residential or commercial developments may require the use of, or prevent access to, parking bays. Any changes required for up to 12 months, developers must suspend parking bays if they want to prevent members of the general public from using parking bays in order to facilitate building construction and development. Suspensions may also be requested by Hackney Council’s Regeneration Service. If Hackney Council’s Regeneration Service charges the developers for the parking changes, then Parking Services will charge for this service using the prices found on the fees and charges schedule.

4.56 Any development works which require the parking bays to be redundant for longer than 12 months may require a traffic order process to be used to remove the parking spaces until the construction works are completed.

## **Sustainability and PZs**

4.57 PZs are a mechanism that can be utilised by Parking Services to promote sustainability and improve air quality in the local area in line with the Council's Sustainable Community Strategy 2018-28. Implementation of PZs and parking restrictions act to promote the use of alternative modes of transport such as walking, cycling, or public transport by limiting parking availability for visitors to the borough while maintaining parking provision for local residents and businesses. PZs also serve to deter drivers from making short car journeys within the borough by limiting resident car parking permission to the zone that they live in.

4.58 Parking Services also aim to identify ways that PZs (through reviews and the creation of new Hackney Housing estate zones) can be used to aid in the provision and installation of new sustainable transport facilities. This aims to promote the use of electric vehicles for those that need to ride or drive, and ensure that the infrastructure in the borough is tailored to the needs of the future.

<b>Recommendation 4.9 - Including sustainable transport facilities in PZ reviews</b>
To build into the creation of new PZs on estates and existing PZ reviews a process to determine where in these areas new sustainable transport facilities can be installed. This will make use of mapping tools and require working collaboratively with other council services, including our Streetscene Service.
<b>Updated October 2022</b>
Adopted from the start of the Parking and Enforcement Plan 2022-27.

## 5. Permits and vouchers

### General

- 5.1 Hackney Council offers 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 zone(s) (PZ/PZs).
- 5.2 The Council considers factors such as parking demand and patterns in car ownership in deciding what permits and vouchers are available and determining their prices. Permit prices are discussed throughout this chapter.
- Appendix 1 sets out permits and vouchers policy and permissions.
  - Appendix 2 sets out a permit and voucher allowance matrix.
- 5.3 The Council issues electronic parking permits, for the majority of its permits. Customers can apply online or by post. The Council has also introduced electronic visitor vouchers.
- 5.4 Car-free developments cannot purchase parking permits as this would contravene car-free restrictions; for more information see chapter two and the section new building developments.
- 5.5 The Council applies height, length and weight limits to all parking permits and visitor vouchers.
- For residents these are: 2.27 metres, 5.25 metres and 3.5 tonnes. Exceptions apply for businesses based at home, such as plumbers, where their work vehicle, which is a tool of trade, can have the business-related maximum dimensions of 3 metres, 6 metres and 3.5 tonnes.
  - For businesses the restrictions are: 3 metres, 6 metres and 3.5 tonnes.
- 5.6 The increase in vehicle size allowance for businesses is in line with the Council's policy to support local businesses, as they may use small vans for the operational running of their businesses.
- 5.7 For residents the size allowance for vehicles remains the same. These limits help to uphold road safety and protect the availability of parking for other road users in residential areas, such as lower-polluting vehicles (heavier vehicles are more likely to be less fuel efficient than smaller vehicles), bicycles and electric vehicles.

## Electric parking permits

- 5.8 Working towards the government's pledge to switch to electric vehicles by 2030, Parking Services has a duty to do our bit in changing people's perceptions towards owning a vehicle and the need to ride or drive. For the minority of residents and businesses that do need to ride or drive, the Council is supporting cleaner private vehicles on our roads.
- 5.9 Hackney Council will, over the next five years, work hard to encourage residents, businesses and organisations to switch to electric vehicles. We will support those who make the choice to go electric by rolling out a network of 3,000 electric vehicle charging points, and our lowest parking permit charge of £50 a year.
- 5.10 This will ensure that it always pays for motorists to make the greenest possible choice, but also reflects our desire to ensure that the cost of the cheapest parking permit should not be less than the cost of renting secure cycle parking in Hackney so that the right pricing incentives are in place to encourage people to opt for the greenest forms of transport possible in the borough.

<b>Recommendation 5.1 - Electric parking permit fee</b>
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To introduce a fee for all electric parking permits that is not cheaper than the price of renting a cycle hangar.
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## Resident permits

- 5.11 Resident permits are issued to customers whose main home is within a PZ in Hackney. In 2020/21, Parking Services issued over 35,500 residential permits.
- 5.12 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 ensure that permits are only issued to those who are eligible (for example, residents who live in car-free developments will not be issued with a resident permit), see chapter two in this document for further details. Once the correct proofs have been supplied a resident can renew their permit, normally without presenting their identification again, unless their circumstances change. If the resident moves away or changes their vehicle, the permit is no longer valid and they will need to supply these documents again. Hackney Council reserves the right to request the provision of residency or vehicle ownership proofs at any time.
- 5.13 To park on or to use public roads, all UK residents must register and tax their vehicles with the Driver Vehicle Licensing Agency (DVLA). The Council, therefore,

plans to modify its policy regarding eligibility for residents who intend to purchase resident permits for foreign-registered vehicles, to ensure Hackney is in line with current import rules for foreign vehicles<sup>36</sup>. Therefore, foreign-registered vehicles can only receive a six-month or two three-months parking permits over a 12-month period in total. After which, foreign vehicles must be registered and taxed with the DVLA, there is no exception to this rule.

- 5.14 The same parking permit prices apply in all zones. Permit prices 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. Permits are priced according to how polluting a vehicle is.
- 5.15 Residents are entitled to purchase one on-street parking permit per person for a vehicle and/or one parking permit per person for a motorcycle.
- 5.16 Following Parking Services' review of the parking permit charging structure, a 13-point structure will be introduced. Table 5.1 shows the price points under that structure for resident parking permits.

Band	CO <sub>2</sub> emissions g/km	Current price	Year 1	Year 2	Year 3	Year 4	Year 5	Change vs current price
1	0g/km	£10.50	£50	£51	£52	£53	£54	£43.50
2	1-50g/km, 50cc or under*	£64.50	£67	£69	£71	£74	£76	£11.50
	1-50g/km, 50cc or under* + diesel surcharge	£214.50	£267	£319	£371	£424	£476	£261.50
3	51-75g/km, or 51 - 125cc*	£64.50	£70	£75	£80	£86	£91	£26.50
	51-75g/km, or 51 - 125cc* + diesel surcharge	£214.50	£270	£325	£380	£436	£491	£276.50
4	76-90g/km	£64.50	£73	£81	£89	£98	£106	£41.50
	76-90g/km + diesel surcharge	£214.50	£273	£331	£389	£448	£506	£291.50
5	91-100g/km, or 126 - 400cc*	£64.50	£76	£87	£98	£110	£121	£56.50
	91-100g/km, or 126 - 400cc* + diesel surcharge	£214.50	£276	£337	£398	£460	£521	£306.50
6	101-110g/km	£64.50	£78	£92	£105	£119	£132	£67.50
	101-110g/km + diesel surcharge	£214.50	£278	£342	£405	£469	£532	£317.50
7	111-130g/km, or 401 - 800cc*	£118.50	£124	£130	£136	£141	£147	£28.50
	111-130g/km, or 401 - 800cc* + diesel surcharge	£268.50	£324	£380	£436	£491	£547	£278.50

<sup>36</sup> Importing vehicles into the uk - [www.gov.uk/importing-vehicles-into-the-uk/temporary-imports](https://www.gov.uk/importing-vehicles-into-the-uk/temporary-imports)



8	131-150g/km	£118.50	£129	£140	£151	£162	£173	£54.50
	131-150g/km + diesel surcharge	£268.50	£329	£390	£451	£512	£573	£304.50
9	151-170g/km, or 801 - 1200cc*	£118.50	£140	£161	£182	£204	£225	£106.50
	151-170g/km, or 801 - 1200cc* + diesel surcharge	£268.50	£340	£411	£482	£554	£625	£356.50
10	171-190g/km	£118.50	£161	£204	£247	£290	£333	£214.50
	171-190g/km + diesel surcharge	£268.50	£361	£454	£547	£640	£733	£464.50
11	191-225g/km, or 1201cc- 2000cc*	£172	£226	£279	£333	£386	£440	£268.00
	191-225g/km, or 1201cc- 2000cc* + diesel surcharge	£322.00	£426	£529	£633	£736	£840	£518.00
12	226-255g/km	£226	£302	£378	£455	£531	£607	£381.00
	226-255g/km + diesel surcharge	£376.00	£502	£628	£755	£881	£1,007	£631.00
13	Over 256g/km or 2001cc*	£226	£349	£473	£596	£720	£843	£617.00
	Over 256g/km or 2001cc* + diesel surcharge	£376.00	£549	£723	£896	£1,070	£1,243	£867.00
Diesel surcharge - except compliant RDE2 vehicles		£150	£200	£250	£300	£350	£400	

### Additional vehicle parking permit surcharge

- 5.17 One of Parking Services' objectives is to support the use of sustainable modes of transport such as walking, cycling, car clubs, and public transport above the use of a private vehicle for commuting purposes. Seven in ten households in Hackney do not own a vehicle, and the vast majority of other households own only one vehicle. However a small but significant number of homes (2,872) own more than one car, and 95 households have three or more.
- 5.18 In order to ensure that the right incentives are in place to discourage the ownership of multiple cars by one household, and encourage residents within a home to consider sharing a private vehicle or to rethink whether they need to ride or drive, Hackney Council will introduce an additional vehicle parking permit surcharge.
- 5.19 This means that each resident within a household will be expected to pay for their parking permit according to their vehicle's emissions. If there is more than one parking permit holder within the same household (as determined by Council's Local Land and Property Gazetteer (LLPG) database) each permit holder will also be required to pay the additional vehicle parking permit surcharge as outlined in table 5.2.
- 5.20 The additional vehicle parking permit surcharge is set to increase incrementally by £50 over the next seven years. However, Parking Services will introduce the changes

gradually over a three-year period, taking place from spring 2022. This means that there will be no change in the first year, 50% of the full price in the second year, and full price will be payable in the third year.

5.21 The additional vehicle parking permit surcharge will also apply to estate residents with more than one estate parking permit per household and estate residents with a mixture of both estate and on-street parking permits.

5.22 As per the Council’s hierarchy of parking needs, Blue Badge holders have the highest priority, therefore the additional vehicle parking permit surcharge will not apply to Blue Badge holders with a valid companion e-badge with vehicles registered in their name, or who have been issued with a free estate resident permit and only one vehicle will be exempt. The additional vehicle surcharge will still apply to all other vehicles in the household.

<b>Recommendation 5.2 - Additional vehicle household surcharge</b>								
To introduce an additional vehicle permit surcharge for two or more permits held in one household - see table 5.2.								
<b>Table 5.2: Additional vehicle parking permit surcharge</b>								
Year	Annual price increase	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Additional vehicle parking permit surcharge	£50+	0	£25	£50	£100	£150	£200	£250
*Year one no increase, year two, 50% increase and year three full price.								
Applies to estate residents with more than one estate parking permit per household or a mixture of estate and on-street permits.								
Excludes Blue Badge holders with a valid companion e-badge or free estate residents permits registered in their name. Only one vehicle will be exempt per person.								

**Resident car-sharing permit**

5.23 Other emissions-based schemes, such as private car-sharing schemes, have become increasingly popular as they allow people to transition from owning a private vehicle to sharing one with a peer. As part of the emissions-based parking permit scheme, private car-sharing initiatives are an excellent tool to target the transport sector which is a major source of CO<sub>2</sub> emissions, and would help the Council achieve its net-zero emission goal.

- 5.24 Where residents can demonstrate that they have either given up ownership of a vehicle in their household and/or they are able to provide proof of both people being insured on the same vehicle for personal use, Hackney Council will on a discretionary basis offer resident permits that are valid in the home parking zone of each resident. This will be kept under review.
- 5.25 Parking permit fees and charges will be payable at the full rate for each home PZ. Residents with a valid Blue Badge and free companion e-badge in their name registered to their home address, are permitted to take part in this scheme. However, if the second resident does not hold a valid Blue Badge, they will be required to purchase a resident car-sharing permit for their PZ. A maximum of two PZs can be added to a resident car-sharing permit. The same rules will apply to Hackney Housing estates where there is availability and space on the estate to do so.

<b>Recommendation 5.3 - Hackney Council's car-sharing permit</b>
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To enable Hackney residents who share a car to park their vehicle outside the homes of both residents, to promote sustainability and remove vehicles off our roads.
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## **Estate resident parking permits**

- 5.26 Estate resident parking permits are available to customers who live in non-gated Hackney Housing estates covered by an estate PZ. The Council currently conducts enforcement on approximately 90 estates and expands enforcement to additional estates regularly.
- 5.27 Some customers live on estates with gated enforcement. Customers who live within a gated estate do not need to buy a permit but will need to purchase a key. For more details about gated estates, (see chapter four and the sections uncontrolled estates/gated estates).
- 5.28 Customers who purchase an estate resident permit are able to park in the estate PZ where their property is located; they can check which zone this is by logging into their online Hackney Council parking account. Estate PZs are identified by a 'Z' prefix on parking signage in the estate or on the roads that consist of the estate PZs. Some estate PZ roads are indistinguishable from public roads but will be signed to indicate if they are included within an estate PZ.
- 5.29 To ensure that estate permits are only being offered to eligible estate residents, customers applying for an estate resident permit must in the application process

provide proof of residence at their address and their vehicle must also be registered to the said address.

- 5.30 Similar to elsewhere in the borough, parking stress is a problem in estates. Nearly half of Hackney estates have parking stress of 80% or above. In order to control parking stress on estates, the Council caps the total amount of estate resident permits available on each estate and limits residents in the majority of estates to one permit per household for a vehicle and/or one permit per household for a motorcycle if there is availability.
- 5.31 If an estate has reached its allocated limit, additional applications are placed on a waiting list, where estate residents will wait until a space is available. This is usually due to another estate resident not renewing their permit or moving home. An estate resident can automatically renew their estate permit if they already hold one. Estate residents who own both a vehicle and a motorcycle will also have the option to apply for an on-street resident permit to park their motorcycle on the street.

### **Estate resident permit pricing**

- 5.32 Prices of estate parking permits are set by Parking Services and are uniform across all estates. Permits can be purchased online or through a postal application. All estate resident permits are e-permits.
- 5.33 Emissions-based charging is a key tool in reducing car usage, particularly vehicles that emit a large amount of CO<sub>2</sub>. However, at present, estate resident permits are the only permits available that do not operate an emissions-based charging structure, meaning that the cost of parking on estates does not bear any relation to the damage that vehicles do to the air that we breathe, or the emissions polluting vehicles produce.
- 5.34 Furthermore, at present, estate permits are one-third of the price of on-street permits, creating a two-tier system for estate and on-street residents. This situation means that residents often living alongside one another are paying vastly differing amounts for parking.
- 5.35 Parking Services will introduce emissions-based charging on estates, which will incentivise residents to think about the environmental impact of the choices they make on the forecourt, which we hope will mean that many of the new vehicles that arrive on our estates will be greener and cleaner than they are today. In addition, we hope to see more and more residents choosing to live in Hackney without a vehicle.
- 5.36 This charging structure will match the cost of an on-street permit after a seven-year transitional period (see table 5.3). The timing of the introduction of these plans

balances our desire to transition to a greener and cleaner borough, with a recognition that the financial strain that many families face; the phased introduction of these changes won't commence until 2023.

5.37 The changes to estate resident permits come with two conditions. Firstly, the prices listed in table 5.3 will be subject to changes following annual fees and charges updates. Secondly, this will be updated in the table during the one and three-year reviews of the Parking and Enforcement Plan.

5.38 Any future controlled Hackney Housing estates managed by the Council, will join the emissions-based charging structure from whichever year the transition is in.

<b>Recommendation 5.4 - Emissions-based charging on estates</b>										
To introduce emissions-based charging on estates with permit prices rising to match the on-street price after a transition period. This will take place over seven years starting in 2023/24 and will include incremental price increases - see table 5.3.										
<b>Table 5.3: Emissions-based charging structure for estate resident parking permits</b>										
Band	CO <sub>2</sub> emissions g/km	Current price	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Change vs current price
1	0g/km	£40.50	£42	£44	£46	£48	£50	£52	£54	£13.50
2	1-50g/km, 50cc or under*	£40.50	£46	£51	£56	£61	£66	£71	£76	£35.50
	1-50g/km, 50cc or under* + diesel surcharge	£40.50	£103	£165	£227	£289	£352	£414	£476	£435.50
3	51-75g/km, or 51 - 125cc*	£40.50	£48	£55	£62	£69	£77	£84	£91	£50.50
	51-75g/km, or 51 - 125cc* + diesel surcharge	£40.50	£105	£169	£234	£298	£362	£427	£491	£450.50
4	76-90g/km	£40.50	£50	£59	£69	£78	£87	£97	£106	£65.50
	76-90g/km + diesel surcharge	£40.50	£107	£174	£240	£307	£373	£440	£506	£465.50
5	91-100g/km, or 126 - 400cc*	£40.50	£52	£64	£75	£87	£98	£110	£121	£80.50
	91-100g/km, or 126 - 400cc* + diesel surcharge	£40.50	£109	£178	£246	£315	£384	£452	£521	£480.50
6	101-110g/km	£40.50	£54	£68	£81	£95	£109	£122	£136	£95.50
	101-110g/km + diesel surcharge	£40.50	£111	£182	£253	£324	£394	£465	£536	£495.50

	111-130g/km, or 401 - 800cc*	£40.50	£56	£71	£86	£101	£117	£132	£147	£106.50
7	111-130g/km, or 401 - 800cc* + diesel surcharge	£40.50	£113	£185	£258	£330	£402	£475	£547	£506.50
	131-150g/km	£40.50	£59	£78	£97	£116	£135	£154	£173	£132.50
8	131-150g/km + diesel surcharge	£40.50	£117	£193	£269	£345	£421	£497	£573	£532.50
	151-170g/km, or 801 - 1200cc*	£40.50	£67	£93	£120	£146	£172	£199	£225	£184.50
9	151-170g/km, or 801 - 1200cc* + diesel surcharge	£40.50	£124	£208	£291	£375	£458	£542	£625	£584.50
	171-190g/km	£40.50	£82	£123	£164	£205	£247	£288	£329	£288.50
10	171-190g/km + diesel surcharge	£40.50	£139	£237	£336	£434	£532	£631	£729	£688.50
	191-225g/km, or 1201cc-2000cc*	£40.50	£97	£153	£209	£265	£321	£377	£433	£392.50
11	191-225g/km, or 1201cc-2000cc* + diesel surcharge	£40.50	£154	£267	£380	£493	£607	£720	£833	£792.50
	226-255g/km	£40.50	£119	£197	£276	£354	£432	£511	£589	£548.50
12	226-255g/km + diesel surcharge	£40.50	£176	£312	£447	£583	£718	£854	£989	£948.50
	Over 256g/km or 2001cc*	£40.50	£156	£272	£387	£503	£618	£734	£849	£808.50
13	Over 256g/km or 2001cc* + diesel surcharge	£40.50	£213	£386	£558	£731	£904	£1,076	£1,249	£1,208.50
Diesel surcharge - except compliant RDE2 vehicles.		£0	£57	£114	£171	£229	£286	£343	£400	

5.39 Furthermore, estate resident permits are issued for 12 months only. The transfer of management of estate parking policy from Hackney Housing to Parking Services has opened up the opportunity to create permits with shorter time frames. This will make payment easier for those of limited means and align the product with the on-street offer. This will take place alongside the introduction of the emissions-based charging system and work on a pro-rata basis.

#### **Recommendation 5.5 - Introduction of three and six-month estate resident permits**

To introduce three and six-month permits for estate residents alongside the introduction of the emissions-based charging system on a pro-rata basis. This will make sure that both estate residents and on-street residents are offered the same permit duration options.

## Private estates

- 5.40 A number of private estates have approached the Council requesting that they commence parking enforcement on behalf of their residents.
- 5.41 It is important that any scheme operated by Hackney Council on private estates are managed to the same standards as those applied to Hackney Housing estates.
- 5.42 Consequently, any private estates that come forward requesting that parking controls be implemented, will be offered the same package of permits, together with parking rules and enforcement as is then valid on Hackney Housing estates, with the rules and pricing moving in sync. Any existing private estates where parking is managed by the Council will be offered the opportunity to move onto the same pricing and enforcement structure as Hackney Housing estates, or to arrange enforcement through another provider, when the service level agreement ends, or by the end of this PEP, whichever is sooner.
- 5.43 In doing so, it will ensure that all estates are managed in the same way, which will ensure that the overall objectives laid out in this document are delivered across estate properties, irrespective of their ownership.

<b>Recommendation 5.6 - Parking permits and enforcement of private estates</b>
To offer private estates an off-the-shelf package of permits and enforcement, aligned to the package provided to Hackney Council residents.

## Motorcycle permits

- 5.44 In May 2020, motorcycle parking charges in the borough were reviewed following extensive policy development and a borough-wide consultation for 12 weeks. This consultation was extended for 12 more weeks due to the coronavirus pandemic. In February 2021, the results of this review were approved by Cabinet, who are elected councillors voted in by Hackney citizens.
- 5.45 Recommendations in the motorcycle parking permits review Cabinet paper included the requirement for all motorcycles to hold a valid e-permit, e-voucher or paid-for parking session to park in any permit holder bay. Alongside these plans, Parking Services is committed to installing on request or converting existing solo motorcycle bays where there is demand and feasibility to lockable solo motorcycle bays.
- 5.46 Motorcycle parking policy has now been aligned to all aspects of parking policy for vehicles. Resident, estate and business motorcycle permits will mostly follow the

same terms and conditions as for other vehicle types. Residents who live in car-free developments will not be allowed to purchase a permit for their motorcycle as this would contravene Section 106 of the Town and Country Planning Act 1990 (see chapter two and section new building developments for more details).

- 5.47 Motorcycle permits will follow the current emissions-based charging pricing model for the permit types. See appendix 1 and 2 of this document for full parking permission and permit allowances. The current five-point banding structure does not take into consideration smaller engine sizes for motorcycles that do not have recorded CO<sub>2</sub> emissions. To address this the categories have been revised to include under 500cc and 501-1200cc, this way based on the size of the engine, smaller motorcycles will pay a fairer price for how much they pollute. See table 5.4 for details on permit pricing for motorcycles.
- 5.48 There is no change to the approved parking permit price for estate motorcycle permits as it is presently a standard flat fee. There are plans to review and increase the current emissions-based charging structure to 13 bands, which will replace the current five bands and include motorcycles alongside all other vehicles.

<b>Recommendation 5.7 - Motorcycles vehicle engine size review</b>	
To update the current parking permits emissions-based structure by adding under 500cc and revising 501-1200cc for smaller engine sizes, making fees and charges fairer for motorcyclists without recorded emissions. This change will be superseded by the later introduction of the 13-band charging structure outlined earlier in this plan - see table 5.4.	
<b>Table 5.4: Current emissions-based charging structure update</b>	
Bands	
1	No local emissions
2	Up to 120 g/km under 500cc
	Price including diesel surcharge
3	121 - 185 g/km, or 501-1200cc*
	Price including diesel surcharge
4	186 - 225 g/km, or 1201-2000cc*
	Price including diesel surcharge
5	226 g/km +, or 2001cc*+
	Price including diesel surcharge
*Where no information is held on a vehicle's CO <sub>2</sub> emissions, the price will be calculated on engine size. The diesel surcharge will be £150 per year, and will be pro-rated for 3 and 6-month permits.	

- 5.49 The implementation of motorcycle parking charging will take place over three years for Hackney residents including estate and business owners. In the first year, there



will be no change but motorcyclists will be required to register for a free e-permit. In the second year, motorcyclists will pay 50% of the permit price and in the third year, they will be required to pay the full price.

- 5.50 Parking permits will be required from the first year for all-zone, doctors and community support (which replaces the health and social care) permits. Blue Badge holders can apply for a free companion e-badge. Visitors to the borough will also be required to purchase a paid-for parking session or use a visitor e-voucher.
- 5.51 In partnership with the police, the implementation of motorcycle parking permits will be supported by ongoing communication and engagement campaigns to inform and encourage motorcycle safety across the borough.

**Business permits**

- 5.52 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 one). Prices have historically varied, with businesses in zones A and B being charged a higher fee to reflect the high demand for parking in Central London.
- 5.53 To be issued with a business permit, the vehicle must satisfy the Council's requirement that it is essential to the efficient running of the business, and is not used solely for commuting purposes. These criteria are specified in the terms and conditions of the permit and can be found on the Council's website. Businesses may apply for up to five business permits per premise for motorcycles and five for other vehicles. There can be up to three vehicles on one permit. Although only one vehicle can be active at a time, the permit can be transferred instantaneously online.
- 5.54 Following Parking Services' review of the parking permit charging structure, a 13-point structure will be introduced, with the elimination of the surcharge for businesses based in zones A and B. Table 5.5 shows the price points under that structure for business parking permits. Under these plans, businesses operating petrol, hybrid or electric vehicles emitting 130g/km or less will save money.

<b>Table 5.5: Emissions-based charging structure for business parking permits</b>										<b>Change vs current price</b>	
<b>Band</b>	<b>CO<sub>2</sub> emissions g/km</b>	<b>Current price</b>		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Parking zones</b>		
		<b>A &amp; B</b>	<b>All other zones</b>						<b>A &amp; B</b>	<b>All other zones</b>	
1	0g/km	£21	£21	£50	£51	£52	£53	£54	£33	£34	

	1-50g/km, 50cc or under*	£570	£296	£267	£238	£208	£179	£150	-£420	-£146
2	1-50g/km, 50cc or under* + diesel surcharge	£720	£446	£467	£488	£508	£529	£550	-£170	£104
	51-75g/km, or 51 - 125cc*	£570	£296	£278	£260	£242	£224	£206	-£364	-£90
3	51-75g/km, or 51 - 125cc* + diesel surcharge	£720	£446	£478	£510	£542	£574	£606	-£114	£160
	76-90g/km	£570	£296	£283	£269	£256	£242	£229	-£341	-£67
4	76-90g/km + diesel surcharge	£720	£446	£483	£519	£556	£592	£629	-£91	£183
	91-100g/km, or 126 - 400cc*	£570	£296	£290	£283	£276	£269	£263	-£307	-£34
5	91-100g/km, or 126 - 400cc* + diesel surcharge	£720	£446	£490	£533	£576	£619	£663	-£57	£216
	101-110g/km	£570	£296	£301	£305	£310	£314	£319	-£251	£23
6	101-110g/km + diesel surcharge	£720	£446	£501	£555	£610	£664	£719	-£1	£273
	111-130g/km, or 401 - 800cc*	£1,141	£570	£531	£492	£453	£414	£375	-£765	-£195
7	111-130g/km, or 401 - 800cc* + diesel surcharge	£1,291	£720	£731	£742	£753	£764	£775	-£515	£55
	131-150g/km	£1,141	£570	£552	£533	£515	£497	£479	-£662	-£91
8	131-150g/km + diesel surcharge	£1,291	£720	£752	£783	£815	£847	£879	-£412	£159
	151-170g/km, or 801 - 1200cc*	£1,141	£570	£572	£573	£575	£576	£578	-£563	£8
9	151-170g/km, or 801 - 1200cc* + diesel surcharge	£1,291	£720	£772	£823	£875	£926	£978	-£313	£258
	171-190g/km	£1,141	£570	£613	£655	£698	£740	£783	-£358	£213
10	171-190g/km + diesel surcharge	£1,291	£720	£813	£905	£998	£1,090	£1,183	-£108	£463
	191-225g/km, or 1201cc-2000cc*	£1,668	£844	£872	£900	£929	£957	£985	-£683	£141
11	191-225g/km, or 1201cc-2000cc* + diesel surcharge	£1,818	£994	£1,072	£1,150	£1,229	£1,307	£1,385	-£433	£391
	226-255g/km	£1,668	£1,199	£1,220	£1,240	£1,261	£1,282	£1,302	-£366	£103
12	226-255g/km + diesel surcharge	£1,818	£1,349	£1,420	£1,490	£1,561	£1,632	£1,702	-£116	£353
	Over 256g/km or 2001cc*	£1,668	£1,199	£1,319	£1,439	£1,560	£1,680	£1,800	£132	£601
13	Over 256g/km or 2001cc* + diesel surcharge	£1,818	£1,349	£1,519	£1,689	£1,860	£2,030	£2,200	£382	£851
Diesel surcharge - except compliant RDE2 vehicles			£150	£200	£250	£300	£350	£400		

## Estate business permits

- 5.55 Business permits allow registered Hackney business owners to park in their home zone, providing that the use of a vehicle is essential to the running of their business. Up to five permits can be purchased per business premise with up to three vehicles assigned to any one permit (only one vehicle can use a permit at one time). Currently, businesses on Hackney Council Housing estates do not have a product available to them to park their business vehicles.
- 5.56 Plans will change the terms and conditions of the business permit to allow parking on estates for eligible vehicles. Eligible businesses will first apply for an on-street business permit, and then place a request for a particular estate where their business operates. This will allow the vehicle to park in the estate PZ and the surrounding on-street PZ.
- 5.57 To be eligible for an estate business permit the business address must be registered on the estate. The business must fulfil the existing eligibility criteria for an on-street permit, namely, that the vehicle must be essential to the running of the business.
- 5.58 The prices for estate business permits will be the same as on-street business permits.

<b>Recommendation 5.8 - Estate business permit</b>
To enable business permit holders, whose premises are based on estates with controlled parking, to request that they can park on the same estate as their business is based on, as well as the surrounding zone. Approval will be discretionary and provided on a case-by-case basis.

## Community support permit (formerly health and social care)

- 5.60 Hackney Council has for many years offered health and social care permits, or health and social care vouchers, to three NHS institutions, so that their community-based staff, who spend at least 30% of their time on the road, can visit residents in their homes and provide them with the support they need. It is only available to staff of:
- Homerton University Hospital Foundation Trust.
  - City and Hackney Clinical Commissioning Group.
  - East London Foundation NHS Trust.
- 5.61 The current Council allocations of the health and social care permit are as follows:

- 60 permits for Homerton University Hospital Foundation Trust.
- 500 permits for City and Hackney Clinical Commissioning Group.
- 13 permits for the East London Foundation NHS Trust.
- Third sector: determined on a case-by-case basis.

5.62 During the pandemic, Hackney Council was one of the first councils to provide parking exemptions for key workers and worked with many public and third-sector organisations providing services to our community to help them continue to operate.

5.63 Building on this, Hackney Council will replace the health and social care permit with community support permits.

5.64 The eligibility criteria will be set out in the permit's terms and conditions, and the limits and organisations or groups eligible for this permit will be determined by Parking Services, with a finalised list will be found on the Council's website, but will broadly facilitate staff working for organisations who deliver valuable services to our residents in the borough, and where the worker spends at least 30% of their time on the road, in the community.

#### **Recommendation 5.9 - Community support permit**

To replace the existing health and social care permit with a community support permit. To expand the eligibility to employees of organisations, charities, not-for-profit, healthcare professionals, and third-sector organisations on a case-by-case basis, where the employee provides an essential service to Hackney residents and spend at least 30% of their time in the community.

5.65 Following Parking Services' review of the parking permit charging structure a 13-point structure will be introduced. Table 5.6 shows the price points under that structure for business parking permits. Under these plans, businesses operating petrol, hybrid or electric vehicles emitting 130g/km or less will save money.

**Table 5.6: Emissions-based charging structure for community support permits**

Band	CO <sub>2</sub> emissions g/km	Current price	Year 1	Year 2	Year 3	Year 4	Year 5	Change vs current price
1	0g/km	£21	£50	£51	£52	£53	£54	£34
2	1-50g/km, 50cc or under*	£128	£128	£128	£128	£128	£128	£0
	1-50g/km, 50cc or under* + diesel surcharge	£278	£328	£378	£428	£478	£528	£250
	51-75g/km, or 51 - 125cc*	£128	£135	£143	£150	£158	£165	£37

	51-75g/km, or 51 - 125cc* + diesel surcharge	£278	£335	£393	£450	£508	£565	£287
4	76-90g/km	£128	£138	£148	£159	£169	£179	£51
	76-90g/km + diesel surcharge	£278	£338	£398	£459	£519	£579	£301
5	91-100g/km, or 126 - 400cc*	£128	£143	£157	£172	£186	£201	£73
	91-100g/km, or 126 - 400cc* + diesel surcharge	£278	£343	£407	£472	£536	£601	£323
6	101-110g/km	£128	£150	£172	£194	£216	£238	£110
	101-110g/km + diesel surcharge	£278	£350	£422	£494	£566	£638	£360
7	111-130g/km, or 401 - 800cc*	£278	£277	£276	£276	£275	£274	-£4
	111-130g/km, or 401 - 800cc* + diesel surcharge	£428	£477	£526	£576	£625	£674	£246
8	131-150g/km	£278	£291	£304	£316	£329	£342	£64
	131-150g/km + diesel surcharge	£428	£491	£554	£616	£679	£742	£314
9	151-170g/km, or 801 - 1200cc*	£278	£304	£329	£355	£380	£406	£128
	151-170g/km, or 801 - 1200cc* + diesel surcharge	£428	£504	£579	£655	£730	£806	£378
10	171-190g/km	£278	£330	£382	£435	£487	£539	£261
	171-190g/km + diesel surcharge	£428	£530	£632	£735	£837	£939	£511
11	191-225g/km, or 1201cc- 2000cc*	£343	£409	£474	£540	£605	£671	£328
	191-225g/km, or 1201cc- 2000cc* + diesel surcharge	£493	£609	£724	£840	£955	£1,071	£578
12	226-255g/km	£451	£536	£621	£706	£792	£877	£427
	226-255g/km + diesel surcharge	£601	£736	£871	£1,006	£1,142	£1,277	£677
13	Over 256g/km or 2001cc*	£451	£600	£750	£900	£1,050	£1,200	£750
	Over 256g/km or 2001cc* + diesel surcharge	£601	£800	£1,000	£1,200	£1,400	£1,600	£1,000
Diesel surcharge - except compliant RDE2 vehicles.		£150	£200	£250	£300	£350	£400	

## Estate community support permits

5.66 In addition to expanding the range of eligible organisations that can apply for the community support permit, Hackney Council will extend where workers can park using this permit to cover estates, where many residents who benefit from such services reside. Doing so will facilitate the delivery of key services across on-street and estate areas so that community-based staff are able to undertake their work unhindered.

### Recommendation 5.10 - Extending community support permits to estates

To extend the eligibility of community support permits to include parking on estates. This will allow workers providing key essential community support work to more easily support residents who live on estates.

## Doctor's permit

- 5.67 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.
- 5.68 Permit holders are required to work for the NHS, are regularly required to make emergency visits, and have no access to off-road parking. Only one parking permit will be issued per doctor's surgery for a motor vehicle.
- 5.69 Following Parking Services review of the parking permit charging structure, a 13-point structure will be introduced. Table 5.7 show the price points under that structure for doctor's parking permits, with the elimination of the surcharge for surgeries based in zones A and B. Under these proposals, businesses operating petrol, hybrid or electric vehicles emitting 130g/km or less will save money. The prices are inclusive of a £210 annual bay rental fee, which remains unchanged.

Table 5.7: Emissions-based charging structure for Doctor's permits									Change vs Current price	
Band	CO <sub>2</sub> emissions g/km	Current price		Year 1	Year 2	Year 3	Year 4	Year 5	Parking zones	
		A & B	All other zones						A & B	All other zones
1	0g/km	£465	£243	£236	£230	£223	£217	£210	-£255	-£33
2	1-50g/km, 50cc or under*	£581	£360	£335	£310	£285	£260	£236	-£346	-£124
	1-50g/km, 50cc or under* + diesel surcharge	£731	£510	£535	£560	£585	£610	£636	-£96	£126
3	51-75g/km, or 51 - 125cc*	£581	£360	£341	£322	£303	£285	£266	-£315	-£94
	51-75g/km, or 51 - 125cc* + diesel surcharge	£731	£510	£541	£572	£603	£635	£666	-£65	£156

4	76-90g/km	£581	£360	£343	£327	£311	£294	£278	-£303	-£82
	76-90g/km + diesel surcharge	£731	£510	£543	£577	£611	£644	£678	-£53	£168
5	91-100g/km, or 126 - 400cc*	£581	£360	£347	£334	£322	£309	£296	-£285	-£63
	91-100g/km, or 126 - 400cc* + diesel surcharge	£731	£510	£547	£584	£622	£659	£696	-£35	£187
6	101-110g/km	£581	£360	£353	£346	£340	£333	£327	-£254	-£33
	101-110g/km + diesel surcharge	£731	£510	£553	£596	£640	£683	£727	-£4	£217
7	111-130g/km, or 401 - 800cc*	£697	£475	£451	£428	£404	£381	£357	-£340	-£118
	111-130g/km, or 401 - 800cc* + diesel surcharge	£847	£625	£651	£678	£704	£731	£757	-£90	£132
8	131-150g/km	£697	£475	£463	£450	£438	£425	£413	-£284	-£62
	131-150g/km + diesel surcharge	£847	£625	£663	£700	£738	£775	£813	-£34	£188
9	151-170g/km, or 801 - 1200cc*	£697	£475	£473	£471	£470	£468	£466	-£230	-£9
	151-170g/km, or 801 - 1200cc* + diesel surcharge	£847	£625	£673	£721	£770	£818	£866	£20	£241
10	171-190g/km	£813	£592	£589	£586	£583	£580	£577	-£236	-£15
	171-190g/km + diesel surcharge	£963	£742	£789	£836	£883	£930	£977	£14	£235
11	191-225g/km, or 1201cc-2000cc*	£813	£592	£610	£629	£648	£667	£686	-£127	£94
	191-225g/km, or 1201cc-2000cc* + diesel surcharge	£963	£742	£810	£879	£948	£1,017	£1,086	£123	£344
12	226-255g/km	£930	£708	£738	£768	£797	£827	£857	-£72	£149
	226-255g/km + diesel surcharge	£1,080	£858	£938	£1,018	£1,097	£1,177	£1,257	£178	£399
13	Over 256g/km or 2001cc*	£930	£708	£792	£875	£959	£1,042	£1,126	£196	£418
	Over 256g/km or 2001cc* + diesel surcharge	£1,080	£858	£992	£1,125	£1,259	£1,392	£1,526	£446	£668
Diesel surcharge - except compliant RDE2 vehicles.		£150	£150	£200	£250	£300	£350	£400		

## Market traders' permit

- 5.70 The Council has introduced a market trader badge for all of Hackney's market traders. This will allow traders to park in resident parking bays within the controlled parking zone that they trade in.
- 5.71 Licence holders are entitled to purchase one trader badge per licence. The permit validity reflects the market's trading days to protect the badge from being used for commuting at other times.
- 5.72 Market traders will be given a designated badge identification which they will need to display in their vehicle whilst parked. Traders will pay by mobile using RingGo, with the cost of parking starting at £5 a day. Trader badges will expire simultaneously with their respective licence and must be renewed accordingly.

<b>Recommendation 5.11 - Introduce market trader permit</b>
To introduce a market trader permit for Hackney markets to support our market traders. The permit validity will depend on the market's trading hours.
<b>Updated October 2022.</b>
Adopted from the start of the Parking and Enforcement Plan 2022-27.

## All zone permit (external)

- 5.73 An all zone external permit enables businesses and other establishments to park in a variety of bays in any PZ within Hackney. It is priced at a premium with emissions-based charging applied 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.
- 5.74 Following Parking Services review of the parking permit charging structure a 13-point structure, please table 5.8 show the price points under that structure for all zone external parking permits.

Band	CO <sub>2</sub> emissions g/km	Current price	Year 1	Year 2	Year 3	Year 4	Year 5	Change vs current price
1	0g/km	£1,183	£1,166	£1,150	£1,133	£1,117	£1,100	£-83
	1-50g/km, 50cc or under*	£1,606	£1,514	£1,423	£1,332	£1,240	£1,149	£-456



	1-50g/km, 50cc or under* + diesel surcharge	£1,906	£1,914	£1,923	£1,932	£1,940	£1,949	£44
	51-75g/km, or 51 - 125cc*	£1,606	£1,521	£1,436	£1,351	£1,267	£1,182	-£424
3	51-75g/km, or 51 - 125cc* + diesel surcharge	£1,906	£1,921	£1,936	£1,951	£1,967	£1,982	£76
	76-90g/km	£1,606	£1,527	£1,449	£1,371	£1,293	£1,215	-£391
4	76-90g/km + diesel surcharge	£1,906	£1,927	£1,949	£1,971	£1,993	£2,015	£109
	91-100g/km, or 126 - 400cc*	£1,606	£1,537	£1,469	£1,400	£1,332	£1,264	-£342
5	91-100g/km, or 126 - 400cc* + diesel surcharge	£1,906	£1,937	£1,969	£2,000	£2,032	£2,064	£158
	101-110g/km	£1,606	£1,554	£1,502	£1,450	£1,398	£1,346	-£260
6	101-110g/km + diesel surcharge	£1,906	£1,954	£2,002	£2,050	£2,098	£2,146	£240
	111-130g/km, or 401 - 800cc*	£2,027	£1,907	£1,787	£1,667	£1,547	£1,427	-£600
7	111-130g/km, or 401 - 800cc* + diesel surcharge	£2,327	£2,307	£2,287	£2,267	£2,247	£2,227	-£100
	131-150g/km	£2,027	£1,937	£1,847	£1,758	£1,668	£1,578	-£449
8	131-150g/km + diesel surcharge	£2,327	£2,337	£2,347	£2,358	£2,368	£2,378	£51
	151-170g/km, or 801 - 1200cc*	£2,027	£1,966	£1,905	£1,844	£1,783	£1,722	-£305
9	151-170g/km, or 801 - 1200cc* + diesel surcharge	£2,327	£2,366	£2,405	£2,444	£2,483	£2,522	£195
	171-190g/km	£2,027	£2,026	£2,024	£2,023	£2,021	£2,020	-£7
10	171-190g/km + diesel surcharge	£2,327	£2,426	£2,524	£2,623	£2,721	£2,820	£493
	191-225g/km, or 1201cc-2000cc*	£2,450	£2,423	£2,396	£2,369	£2,342	£2,315	-£135
11	191-225g/km, or 1201cc-2000cc* + diesel surcharge	£2,750	£2,823	£2,896	£2,969	£3,042	£3,115	£365
	226-255g/km	£3,031	£2,980	£2,929	£2,878	£2,827	£2,776	-£254
12	226-255g/km + diesel surcharge	£3,331	£3,380	£3,429	£3,478	£3,527	£3,576	£246
	Over 256g/km or 2001cc*	£3,031	£3,124	£3,218	£3,312	£3,406	£3,500	£470
13	Over 256g/km or 2001cc* + diesel surcharge	£3,331	£3,524	£3,718	£3,912	£4,106	£4,300	£970
Diesel surcharge - except compliant RDE2 vehicles.		£300	£400	£500	£600	£700	£800	

## All zone permit (internal)

5.75 All zone permits are also currently issued to the Council and Hackney Education and Schools vehicles, and contractors working on behalf of them, who are required to travel as part of their operational role. The pricing of these permits is currently the same as businesses and other organisations.

- 5.76 In summer 2019 councillors approved a motion to do ‘everything within the Council’s power’ to deliver net zero emissions across its functions by 2040, ten years earlier than the target set by the Government, and in line with the Intergovernmental Panel on climate change’s higher confidence threshold for limiting global warming to 1.5C above pre-industrial revolution average. The Council also resolved to do everything within its power to deliver against the stretching targets set by the IPCC’S October 2018 1.50C report, across the local authority’s full range of functions, including a 45% reduction in emissions against 2010 levels by 2030 and net zero emissions by 2040, and seeking opportunities to make a greater contribution.
- 5.77 Set against this backdrop it is paramount that the Council play its role in supporting its own service areas to make greener choices. The national picture is concerning - according to the Department of Business, Energy, and Industrial Strategy<sup>37</sup>, in 2017, carbon dioxide emissions from the transport sector, at 124.4 Mt, accounted for 34 percent of all carbon dioxide emissions - making this sector the largest emitter of CO<sub>2</sub> in the UK. Furthermore, emissions from transport are similar to 1990 levels. Road transport is the most significant source of emissions in this sector.
- 5.78 Vehicles operated by or on behalf of the Council represent a significant contributor to CO<sub>2</sub> emissions in Hackney, with over 1,000 vehicles having permits to carry out works across the borough on behalf of the Council, either by using an all zone permit, or essential services permit, which is used on estates by staff and contractors.
- 5.79 To support the Council’s objective to deliver net zero by 2040, the essential services permit and all zone permit for council services will be combined into a single internal all zone permit. The pricing structure for this permit will support the Council’s move to greener vehicles by making it free to operate electric vehicles, and much cheaper to operate low-emission vehicles. It will also make it more expensive to continue to run older, high polluting or diesel vehicles (see table 5.9 for pricing details). Furthermore, this approach will provide all council services with the ability to park both on-street and on estates, removing invisible barriers to service provision that will aid service delivery.
- 5.80 The overall cost of permits for all those services that require them to be able to operate will be broadly in line with existing expenditure.
- 5.81 In order to prioritise space for residents, all-zone permits issued to council officers cannot be used in resident-only bays in Parking Zone D surrounding the Council civic

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<sup>37</sup> 2017 UK Greenhouse gas emissions, provisional figures, Department for Business, energy and Industrial Strategy - [assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/695930/2017\\_Provisional\\_Emissions\\_statistics\\_2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/695930/2017_Provisional_Emissions_statistics_2.pdf)

campus which includes Eleanor Road, Florfield Road, Penpoll Road, Reading Lane, Royal Oak Road, Sylvester Road, Wilton Way.

<b>Recommendation 5.12 - Internal all zone permit</b>				
To create an internal all zone permit for Hackney Council staff and contractors using emissions-based charging to incentivise greening of the Council fleet. This will replace the essential services, and all zone permits for council staff.				
<b>Table 5.9: Emissions-based charging structure for all zone (internal) permit charging structure</b>				<b>Change vs current price</b>
<b>Band</b>	<b>CO<sub>2</sub> emissions g/km</b>	<b>Current price</b>	<b>New price</b>	<b>Change vs current price</b>
1	0g/km	£1,147	£50	−£1,147
2	1-50g/km, 50cc or under*	£1,557	£250	−£1,307
	1-50g/km, 50cc or under* + diesel surcharge	£1,857	£650	−£1,207
3	51-75g/km, or 51 - 125cc*	£1,557	£361	−£1,196
	51-75g/km, or 51 - 125cc* + diesel surcharge	£1,857	£761	−£1,096
4	76-90g/km	£1,557	£405	−£1,152
	76-90g/km + diesel surcharge	£1,857	£805	−£1,052
5	91-100g/km, or 126 - 400cc*	£1,557	£472	−£1,085
	91-100g/km, or 126 - 400cc* + diesel surcharge	£1,857	£872	−£985
6	101-110g/km	£1,557	£583	−£974
	101-110g/km + diesel surcharge	£1,857	£983	−£874
7	111-130g/km, or 401 - 800cc*	£1,966	£693	−£1,273
	111-130g/km, or 401 - 800cc* + diesel surcharge	£2,266	£1,093	−£1,173
8	131-150g/km	£1,966	£897	−£1,069
	131-150g/km + diesel surcharge	£2,266	£1,297	−£969
9	151-170g/km, or 801 - 1200cc*	£1,966	£1,092	−£874
	151-170g/km, or 801 - 1200cc* + diesel surcharge	£2,266	£1,492	−£774
10	171-190g/km	£1,966	£1,496	−£470
	171-190g/km + diesel surcharge	£2,266	£1,896	−£370
11	191-225g/km, or 1201cc- 2000cc*	£2,376	£1,895	−£481
	191-225g/km, or 1201cc- 2000cc* + diesel surcharge	£2,676	£2,295	−£381
12	226-255g/km	£2,940	£2,520	−£420
	226-255g/km + diesel surcharge	£3,240	£2,920	−£320
13	Over 256g/km or 2001cc*	£2,940	£3,500	£561
	Over 256g/km or 2001cc* + diesel surcharge	£3,240	£3,900	£661

Diesel surcharge - except compliant RDE2 vehicles.	£300	£400	
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## Visitor vouchers

- 5.82 Visitor vouchers are for use by anyone visiting or working at residents' homes for parking vehicles including motorcycles (they cannot be used in other circumstances). They are available as e-vouchers and paper vouchers, currently in books of 20 two-hour vouchers and five one-day vouchers. In 2020/21 nearly 93,870 books were sold. People living in Hackney whose residency has been confirmed using council data or documentary proof are able to purchase visitor vouchers to use at that address. Full details of eligibility criteria and terms and conditions of use can be found on the Hackney Council website.
- 5.83 Limits on the number of visitor voucher books that could be bought at one time was changed in 2021 from 10 books per household per month to 40 books per household per year. This change provided residents with greater flexibility to purchase vouchers whenever they needed them, without the restrictions of a monthly limit. It also enables the Council to have tighter controls on voucher misuse. Visitor vouchers for households eligible for a Blue Badge and over 60s discounts will remain limited to 24 books per year, which is equivalent to the previous allowance of two books per month. Hackney Council currently offers 24 books of half-price visitor vouchers per year to households with people who are over 60 or hold a current Blue Badge.
- 5.84 Benchmarking with other councils found that Hackney Council's price for visitor vouchers compared to other inner London boroughs is one of the cheapest. Analysis of purchasing data also found that - while over 90% of customers purchase less than half their household's full allotment of vouchers each year, a small but considerable number of customers purchase very high numbers of vouchers, typically for the purposes of resale, home refurbishment, or the parking of cars by residents living in car-free developments.
- 5.85 One of the main objectives of the PEP is to reduce the use of visitor vouchers by 15% by 2027. This is part of the Council's mission to improve air quality and reduce CO<sub>2</sub> emissions in Hackney.
- 5.86 To deliver this, the Council intends to increase the price of visitor vouchers, primarily by reducing sales to those households that buy high volumes, while keeping prices low for the majority of customers who infrequently require them. The rationale behind this decision is that the price increase will discourage the use of vehicles for non-essential motorist journeys, as fewer car journeys will mean less pollution is contributed by motor vehicles, see chapter five, and the section visitor voucher prices.

5.87 The standard price of visitor vouchers (bought online/by post) is £4.20 per day or 60p per hour. These prices are low when compared to the costs of public transport, which can reach up to £11, depending on where a person is arriving from (daily pay-as-you-go cap, zones 1-4).

5.88 The Council wants to encourage more sustainable transport such as walking, cycling and public transport. Therefore the price of visitor vouchers will be set at a rate that will better support public transport as a viable transport alternative. Sales will be monitored, and further price changes will be considered to deliver on the overall objective.

<b>Recommendation 5.13 - Reducing visitor voucher usage</b>	
To reduce the use of visitor vouchers by 15%, by increasing the price of visitor vouchers to a rate which will support public transport as a viable transport alternative - see tables 5.10 and 5.11	
<b>Table 5.10: One-day visitor voucher allocation</b>	
Number of voucher books parking bought per year	Price per voucher
1-10 books	£5.00
11-20 books	£7.00
21-30 books	£10.00
31-40 books	£14.00
<b>Table 5.11: Two-hour visitor voucher allocation</b>	
Number of voucher books parking bought per year	Price per voucher
1-10 books	£2.00
11-20 books	£3.00
21-30 books	£4.00
31-40 books	£5.00

5.89 The Council is also introducing the potential for reducing visitor voucher limits in individual PZs, if there is evidence of high levels of parking stress, or poor air quality (see table 5.12 for details). This is part of the Council’s fulfilment of a hierarchy of parking needs in which Blue Badge holders and residents are prioritised over visitors and commuters (who are not featured on the hierarchy), and will match the approach that has been in operation on Hackney’s Housing estates for many years.

<b>Recommendation 5.14 - Variable visitor voucher limits</b>		
To introduce variable visitor voucher parking zone limits and to create zonal rules, allowances, and eligibility to buy different voucher types. This would protect residents in areas where parking stress is high and protect spaces for residents and Blue Badge holders who rely on support from family and friends to maintain their independence - see table 5.12.		
<b>5.12: Criteria to implement variable visitor voucher pricing</b>		
<b>Criteria</b>	<b>Description</b>	<b>Visitor voucher options</b>
Parking stress	Equal to or greater than 85% and/or peak visitor parking levels of 30% outside of controlled hours.	<ul style="list-style-type: none"> <li>• Suspend the sale of vouchers, or reduce the annual household allowance (for example, to 30 / 20 / 10 / 5 books) by PZ.</li> <li>• Depending on the severity of the local challenges, this may be reviewed on a case-by-case basis with bespoke outcomes.</li> </ul>
Air pollution	Roads where the annual mean concentration of nitrogen dioxide (NO <sub>2</sub> ) or particulates (PM <sub>10</sub> ) exceed 40 ug/m <sup>3</sup> , roads which exceed short-term LAQMs including the NO <sub>2</sub> 15 minute mean of 200ug/m <sup>3</sup> . (which is not to be exceeded more than 18 times a year), and PM <sub>10</sub> 24-hour.	

## **Estates visitor vouchers**

- 5.90 Estate visitor vouchers are sold for use by residents for the purposes of enabling friends and families to visit or to enable contractors to carry out work on their property. To ensure that the applicant lives in the estate, they must provide proof of residence on the estate and the visitor voucher must be bought by the tenant or leaseholder living on the estate. The number of estate parking visitor vouchers issued per household is subject to local conditions, which are determined in collaboration with neighbourhood management and influenced by a number of factors, including the number of spaces available, the level of annual permits and visitor vouchers issued, estate works or regeneration taking place, and feedback from estate residents on the availability of parking.
- 5.91 Parking Services, in collaboration with local housing management, may decide it is not suitable to issue visitor permits, for operational and or service arrangements, for an individual estate.
- 5.92 Estate visitor vouchers are currently available as a book of ten one-day vouchers. Estate residents are limited to two visitor voucher books per household, per month.

Residents aged 60 or over purchasing estate parking visitor vouchers will receive a discount of 50% for the first two books bought in a month (rounded up to the nearest five pence).

5.93 Estate visitor vouchers are presently only 40p a day, which is about ten times cheaper than on-street vouchers. This often means that residents that are living alongside one another are paying vastly different amounts for visitor parking. The lower prices also mean that estates are likely to experience higher parking stress as more customers are willing to use their vouchers regularly. The price also does not provide the right incentives to encourage residents and their visitors to consider more sustainable sources of transport, over using a private vehicle.

5.94 To address these challenges, estate visitor voucher prices will be harmonised with on-street visitor vouchers after a seven-year transition period. Alongside this process, within the lifespan of the PEP, estate residents buying allocation of two books a month will change to annual limits per calendar year (January to December). More detailed information about the price changes can be found in table 5.13.

<b>Recommendation 5.15 - Estate resident visitor voucher prices and allocations</b>			
To align estate visitor voucher prices and the number of vouchers per book of estate visitor vouchers with on-street visitor vouchers following a seven-year transition period starting in 2023/24 - see table 5.13.			
<b>5.13: One-day estate resident voucher charging structure</b>			
<b>Price*</b>	<b>Voucher type</b>	<b>Voucher price</b>	<b>Discounted price per voucher**</b>
Existing price	One-day	£0.40	£0.20
Year 1	One-day	£0.80	£0.40
Year 2	One-day	£1.20	£0.60
Year 3	One-day	£1.80	£0.90
Year 4	One-day	£2.60	£1.30
Year 5	One-day	£3.40	£1.70
Year 6	One-hour	£4.20	£2.10
Year 7	One-day	£5.00	£2.50
Year 7***	Two-hour	£2.00	£1.00
Please note - pricing harmonisation over a seven year transitional period. * The prices in this table will be subject to annual fees and charges increases. ** Discounts of 50% will be applied to the first 24 books for Blue Badge holders and the over 60s. ***New estate voucher type.			

## Film vouchers

- 5.95 Film vouchers are open to film and photographic production companies working in the borough. Applications and the issuing of film vouchers are handled by the Hackney Film office.
- 5.96 Vouchers issued for a specific location will be valid in resident, shared-use, business, permit holder, and pay and display bays and on single yellow lines only. Permission to park on double yellow lines may be granted if requested in advance.
- 5.97 As part of aligning estate parking with on-street parking regulations, film vouchers being valid on estates is being considered for film productions that do not use many vehicles. This is to ensure that residents who park on the estates still have adequate access to parking on their estates
- 5.98 For film productions with a larger parking requirement, it is proposed that each estate will be assessed individually to determine how many bays can be spared to accommodate production company parking requests. Only in estates where parking stress is deemed sufficiently low and space is available will production companies be able to park on the estate. Rather than using vouchers, if the request is large enough and the estate meets the conditions, parking bays will be suspended using our online suspension system.

<b>Recommendation 5.16 - Extending film vouchers to estates</b>
To extend the eligibility of film vouchers to include parking on estates.
<b>Updated October 2022.</b>
Adopted from the start of the Parking and Enforcement Plan 2022-27.



## 6. Parking provision and services

### General

- 6.1 Hackney Council offers a variety of parking provisions and services ensuring access to parking depending on the length of stay and whether parking is accessed by local residents, businesses, or visitors to the borough.
- 6.2 As a resident or business in the borough you can park around your designated parking zone (PZ) in shared-use bays or permit holder bays (where available) and if you are visiting another PZ you can park in pay and display bays or any Council car park. Similarly, as a visitor to the borough, you can park in a pay and display parking bay or park in one of the Council's car parks.
- 6.3 The Council offers other provisions such as Electric Vehicle Charging Point(s) (EVCP/EVCPs), dispensation waivers and suspensions for residents and businesses, and dedicated bays exclusive to single users or organisations.
- 6.4 This chapter will explore in more detail the different parking provisions and services offered by the Council.

### On-street parking

- 6.5 All of Hackney is within a PZ. There are over 50,000 bays within the borough according to the Council's Park Map system. The bays allocated within the PZ reflect the characteristics of the local area. Most PZ areas will predominantly have permit holder bays to allow flexibility of usage by a variety of permit holders and visitors to the borough. Only where there is a strong need to keep the different types of bays separate will the Council allocate bays based on specific needs. Where a road is narrow it may be necessary to restrict parking on one or both sides to allow emergency vehicle access.
- 6.6 Chapter four outlines the PZ consultation process and chapter five details Parking Services range of parking permits and vouchers. Maps of the parking bays available in every Hackney PZ and operational hours are available at [hackney.gov.uk/parking-zones](https://hackney.gov.uk/parking-zones).
- 6.7 Yellow lines and waiting and loading restrictions are in place in order to maintain traffic flow and road safety. A common example of this is the use of yellow lines near junctions to reduce accidents. Where there are private driveways the Council protects residents' needs through yellow lines in front of the entrance.

6.8 The Council has standardised costs for design, layout and implementation requests to make changes to a PZ. PZ design amendment costs are often a result of new developments, changes to the local environment and the result of essential requests made by external parties outside of the initial consultation or review.

## **Estates parking**

6.9 Approximately 100 Hackney Housing Council estates throughout the borough have parking restrictions in place which are managed by Parking Services.

6.10 Within an estate PZ, the number of bays reflects the amount of space deemed suitable for parking use and varies widely depending on the size of the estate. The current arrangement on estates means that bays are limited to disabled bays and permit holders only bays. Bays are not assigned to individuals unless there is a specific need, such as a resident with a disability being assigned a personalised permit bay (see chapter ten and the section personalised permit bays). Where there have been emergency access issues on estates, restrictions may be added to ensure safety standards are met.

6.11 Parking on estates is only permitted within marked bays. All other sections of the estate not designated for parking will be signed and lined accordingly to indicate to motorists that parking is not permitted.

6.12 Chapter five of this document details the parking permits and vouchers available to customers on estates and chapter nine outlines the consultation process for PZs on estates. The current parking provisions and services on estates are limited when compared to that available on-street. Part of the aims of this Parking and Enforcement Plan will be to open up products and services on estates that are not currently available to estate residents, such as dispensation waivers and suspensions.

## **Short-stay parking**

6.13 Short-stay parking 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.

6.14 For short-stay parking, motorists can park in either shared-use parking bays or pay and display only bays. Parking session costs and maximum stay times vary offering different parking periods for visitors during the controlled hours of the PZ. Operating

and minimum return times will be displayed on pay and display machines' instructions or parking signs. 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.

- 6.15 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.
- 6.16 In January 2012, the Council introduced a mobile phone payment system that allows visitors to pay for their parking without cash. As well as improving customer service and efficiency, this service reduces the risks of theft and vandalism of machines. The vast majority of motorists find this by far the easiest way to pay for short-stay parking, with phone parking now accounting for over 96% of transactions in Hackney.
- 6.17 Short-stay parking is also offered via pay and display machines. Pay and display machines are coin-operated. They allow motorists to pay for a parking session by issuing a temporary permit to display on the vehicle's windscreen.
- 6.18 Short-stay parking encompasses a variety of parking charges per hour across the borough. This is due to parking stress and high polluting areas on the different PZ. Areas such as Wenlock and Shoreditch are among the ones where parking charges per hour are at the highest rate given parking stress and pollution rates.
- 6.19 The Council's aim is to tackle parking stress and improve air quality by having different pricing rates which will be set by how polluting the vehicles are, wherever possible. Less polluting vehicles such as electric vehicles will be encouraged within the pricing structure of short-stay parking. Areas in the south of the borough are already part of the Transport for London scheme of ULEZ which looks at setting fees, discouraging the mobility of high polluting vehicles in inner London.

<b>Recommendation 6.1 - Variable visitor parking charges for electric vehicles.</b>
To introduce variable visitor parking charges for electric vehicles depending on the location.

- 6.20 Short-stay parking for Blue Badge holders and other parking policies related to Blue Badge holders are specifically examined in chapter ten and the section Blue Badge scheme.
- 6.21 Analysis of cashless parking sessions has found that over 80% of sessions bought in Hackney are by vehicles that are registered outside the borough. As part of our

commitment to support active travel and improve air quality, we plan to reduce short-stay parking sessions by 30% over the next five years, by making it significantly more expensive for the most polluting vehicles to pay for short-stay parking in Hackney and make sure the price of the average session is not less than using public transport.

6.22 We plan to do this by introducing emissions-based charging for cashless parking, with an additional diesel surcharge, which has reduced diesel vehicles using short-stay parking in other boroughs by 15%.

<b>Recommendation 6.2 - Short-stay parking differential parking structure</b>				
To introduce a short-stay parking differential pricing structure based on vehicle emissions and locations, including a petrol and diesel surcharge, to discourage unnecessary vehicle journeys and encourage the use of more sustainable methods of transport - see table 6.1.				
<b>Table 6.1: Short-stay parking charges</b>				
Area	Zero emissions vehicles	Petrol vehicles registered from 2005	Diesel vehicles registered from 2015 (£1 per hour surcharge)	All other vehicles and payments at pay and display machines (£2 per hour surcharge)
<b>High demand</b>	£4.00	£5.00	£6.00	£7.00
<b>Medium demand</b>	£3.00	£4.00	£5.00	£6.00
<b>Low demand</b>	£2.30	£3.30	£4.30	£5.30
<b>Around Homerton University Hospital</b>	£1.70	£2.20	£3.20	£4.20

6.23 In addition, we are committed to ensuring that the price of a short-stay parking session is not less than a return journey using public transport. The current minimum cost for a return bus journey by pay-as-you-go is £3.30. To deliver this, a minimum time of 1 hour will be introduced across all locations, with the per-hour base price being no lower than £3.30 per hour. An exception will be made for bays around the Homerton University Hospital, for visitors attending the hospital.

6.24 The impact of these pricing changes will be closely monitored, and further price changes will be made to ensure that the Council’s aim to reduce short-stay parking by 30% is delivered.

- 6.25 To ensure that drivers who can't pay with a mobile can still benefit from emissions-based charging rates, we will provide them with the same options to pay a rate, based on their vehicle's emissions via local shops via PayPoint. We will also retain a reduced fleet of pay and display machines which will provide a convenient way to pay, with prices set at the same rate as the highest charging band. The long-term provision of pay and display machines will depend on levels of usage, with machines being removed where less than 5% of overall payments in that area are made using them.

<b>Recommendation 6.3 - Gradual transition towards cashless short-stay parking</b>
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To gradually remove pay and display machines in areas where there is little or no demand for pay and display machines from customers (less than 5% of transactions), we will remove pay and display machines, while still catering for those who may need to pay with coins via a boroughwide network of Paypoint terminals in local businesses.
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<b>Updated October 2022.</b>
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Adopted from the start of the Parking and Enforcement Plan 2022-27.
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## Estate short-stay parking

- 6.26 Parking on estates is currently limited to estate resident permit holders or their visitors using an estate visitor voucher. These are limited options if residents in or around an estate require parking and do not have access to e-vouchers, or only want to park for a short amount of time. Hackney Council will consider introducing short-stay parking on estates where there is local demand and subject to the level of parking stress already on the estate.

<b>Recommendation 6.4 - Short-stay parking on estates</b>
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To consider the introduction of shared-use (for pay and display and permit holders) or pay and display bays in estates on a case-by-case basis with clear priority given to residents.
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<b>Updated October 2022.</b>
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Adopted from the start of the Parking and Enforcement Plan 2022-27.
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## Off-street car parks

- 6.27 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 6.2.

Town centre location	No. spaces
Hackney Amhurst Road	25
Dalston Gillett Street	31
Dalston Bentley Road	109
Stoke Newington Wilmer Place	32

\*Total number of parking spaces: 197

- 6.28 The Council's four car parks are open from 07:00 to 19:00 Monday to Saturday, except for the car park in Amhurst Road, which is open from 07:00 to 23:00.
- 6.29 Hackney Council also manages the car park at King's Hall Leisure Centre. The PARK MARK® scheme led by the British Parking Association (BPA) and the Association of Chief Police Officers has awarded the Safer Parking PARK MARK award<sup>38</sup> to Bentley Road, Wilmer Place, Gillett Street, Amhurst Road, and King's Hall Leisure Centre car parks, recognising them of meeting national standards for being secure and safe.
- 6.30 Pay and display and mobile phone payments are offered in all car parks. Pay and display tickets must be purchased and clearly displayed. The maximum permitted time for each car park is specified on the pay and display machines and on the tariff boards located in the car park.
- 6.31 A number of these car parks have historically provided all-day parking for visitors, which encourages their use by commuters, which is contrary to the objectives set out in this plan. Therefore a maximum stay restriction will be introduced into all car parks, to discourage all-day parking by commuters, while still supporting those looking to use local shops and community facilities.

### **Recommendation 6.5 - Car park maximum stays**

To introduce maximum stay restrictions for car parks, in order to discourage all-day parking by commuters, while still supporting those using local shops and community facilities.

<sup>38</sup>Park Mark- [www.parkmark.co.uk/](http://www.parkmark.co.uk/)

- 6.32 In addition, there is an opportunity to develop car parks into community transportation hubs providing a range of services, including EVCPs, cycle parking and micro-mobility services which include dockless bicycles and scooter-for-hire schemes. We intend to investigate the feasibility and levels of interest for these services and to introduce them where there is local demand and it is feasible to do so.

**Recommendation 6.6 - Community transportation hubs**

To repurpose car parks, in order to incorporate different uses and to become community transportation hubs. This repurposing would enable the use of sustainable modes of transport such as an expansion of EVCP's, car clubs, bicycle and motorcycle parking, and micro mobility sharing hubs.

**Dedicated parking bays**

- 6.33 A dedicated bay provides exclusive parking to a single user or organisation and becomes unavailable to other motorists even when the user is elsewhere. To balance the needs of all road users and 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. Local businesses do not need their own bays as their loading needs can be met through other means. Details of the different dedicated bays in Hackney are shown in table 6.3.

**Table 6.3: different types of dedicated parking bays in Hackney**

Dedicated bay	Cost*
Car club bay	Fee applies
Doctor's bay	Fee applies
Generic or registered disabled bay	Free
Personalised permit bay	Free

\*Please visit: [www.hackney.gov.uk/menu/#parking-permits-and-vouchers](http://www.hackney.gov.uk/menu/#parking-permits-and-vouchers)

- 6.34 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. The fee applies per bay, per year even if the bay has been allocated but is not used.
- 6.35 The 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.

6.36 Hackney Council 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 all parking regulations and non-emergency ambulances transporting people with mobility impairments can use an institutional Blue Badge.

**Provisions for electric vehicle charging points (EVCPs)**

6.37 Electric vehicles are suited to London's busy traffic conditions where engines spend a lot of time idling and producing CO<sub>2</sub> emissions. Electric vehicles have a shorter range than comparable petrol/diesel vehicles but produce no exhaust emissions. Although CO<sub>2</sub> is emitted by the vehicles' breaks and 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.

6.38 The EVCP network within Hackney has grown considerably in the last five years. The borough now has available 231 lamp column EVCPs, together with 11 freestanding rapid EVCPs, 70 free standing fast EVCPs, and 30 freestanding Smart Fast EVCPs. The Council, together with Source London, is expanding its on-street network to create borough-wide coverage. In chapter two, and the section on electric vehicle charging points, the EVCP policy is explained in more detail.

6.39 All electric vehicle charging bays are available 24 hours a day, 365 days a year. If parking charges are in place, controlled parking hours will apply. The maximum stay is currently four hours with no return within two hours. However this could change depending on the location of the bay, and the speed of the charger installed next to the bay. Maps showing the location, types of EVCPs, and prices in Hackney can be found at <https://bit.ly/3BNzfa3>.

<b>Recommendation 6.7- EVCP's maximum stays</b>
To explore the use of maximum stay hours for all electric charging points. Maximum stay hours would vary depending on the EVCP type.
<b>Updated October 2022.</b>
Adopted from the start of the Parking and Enforcement Plan 2022-27.



## Suspensions

- 6.40 Hackney Council 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. When applying for suspensions, applicants 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 per bay plus an administration charge. The bay charge is waived, for up to three bays on the first day for domestic removals.
- 6.41 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. Late notice suspensions will only be granted in exceptional circumstances, will incur an additional charge, and may have shorter notice periods.
- 6.42 Suspensions are generally provided for the following purposes:
- domestic removals
  - utilities work (such as gas, water or electricity)
  - construction or building repairs
  - filming or general media production
  - highway improvements and maintenance
  - local events, such as markets
  - NHS activities (for example mobile screening)
  - Skips
  - Parklets
  - Dockless bicycles
  - Hackney Council sustainable transport schemes
  - Weddings, funerals or other special occasions
  - Providing a temporary alternative parking space for vehicles that are linked to specific or dedicated bays where their normal bay is itself subject to a suspension, and no alternative parking location is available (i.e. doctor's permit, disabled, car club, cycle hangar and cycle hire bays).
- 6.43 The Council will also consider suspension requests that fall outside of the list above and make decisions based on the nature of the request, alternative parking provisions that may be more suitable, the duration and location of the suspension, and the impact of approving such a suspension on local parking stress.
- 6.44 Parking Services is looking to integrate a search feature onto the Council website to enable customers and residents to conduct independent searches on suspensions. Customers would be able to make alternative parking arrangements or check for availability at the desired location before submitting their application.

- 6.45 For a suspension covering multiple days to be considered as one single application, the suspension request must be for consecutive days between two dates, or for the same day/s of every week between two dates. All dates must also be applied for at the same time, within the same application.
- 6.46 Suspension requests received for multiple bays on one road that are not in close proximity to each other will be considered at the discretion of the Council, whether they will be processed as a single application or if they will need to be split into separate applications. Each application is subject to an administration fee.
- 6.47 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 needs. This has greater relevance if there are other suspensions in the area or special events.
- 6.48 If you cancel your suspension application before the suspension signs have been erected the Council will refund you in full. Amendments can only be made before the suspension signs have been erected. Once the suspension signs have been erected, if you need to extend your suspension you will need to submit a new application which will be subject to the standard application charges.

## **Cycle hangars and cycle hire bays suspensions**

- 6.49 Cycle hangars and cycle hire bays will only be suspended in exceptional circumstances – if you need to suspend such a bay, you will be required to suspend an additional parking space for the cycle facilities to be moved into for the duration of your suspension; you will also be required to cover the costs of the alternative parking space and the cost of moving the street furniture associated with these bays.

## **Dispensation waivers**

- 6.50 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 Council issues dispensations for activities such as removals, weddings, funerals, and building works. Dispensations are chargeable on a daily basis on days when parking controls and restrictions are being enforced.
- 6.51 The Council also offers two free dispensations for a wedding and up to ten vehicles to park for a funeral. All-day dispensations can be issued to Hackney residents directly or on behalf of the family to funeral directors and religious leaders to distribute. 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.

**Dispensation waivers on estates**

- 6.52 Currently the Council does not offer dispensations for parking bays on estates. Hackney Housing Service has noted a demand for dispensations amongst estate customers, particularly for weddings or funerals. Parking Services will extend the eligibility of dispensation waivers to include estate parking bays.
- 6.53 This will grant estate residents two and ten free waivers for weddings and funerals respectively, and charge for other circumstances as shown in the dispensation terms and conditions on the Council’s website. Dispensation waivers on estates will follow similar terms and conditions to on-street dispensations.

<b>Recommendation 6.8 - Extending dispensation waivers to estates</b>
To extend the eligibility of dispensation waivers to include parking on estates.

## 7. Compliance and enforcement

### General

- 7.1 The Council is directly responsible for parking, bus lane and moving traffic enforcement in the borough, except for private roads, which remain the responsibility of the landowner/private parking operator, and roads on the Transport for London Road Network (TLRN or 'Red Routes'), which remain the responsibility of Transport for London (TfL).
- 7.2 Hackney Council must offer a significant deterrent to prevent inconsiderate and dangerous parking and to prioritise local parking needs. The Council enforces parking regulations by issuing penalty charge notices (PCNs) and, where appropriate, removes vehicles to a car pound. It also issues PCNs to motorists who contravene traffic regulations or drive in bus lanes during their hours of operation. Our Removals Policy describes the circumstances in which the Council may remove a vehicle. In cases of fraud and misuse, the Council may also prosecute the offender.
- 7.3 The aim of enforcement is to maximise motorists' compliance with regulations and parking restrictions. 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.
- 7.4 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 parking zone (PZ) clear and standardised
  - advance warning signs for upcoming restrictions where required
- 7.5 To encourage compliance without penalising the customer, the Council aims to send to each permit holder a reminder four to six weeks before the permit expires. Customers can renew their permits to start as soon as the next day. Hackney

Council does not have a grace period for permits that have recently expired except 10 minute grace period outlined in chapter eight and the grace period section.

- 7.6 When beginning enforcement in a new PZ, the Council aims to issue warning notices for a set period beforehand to encourage compliance. It 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.
- 7.7 Conducting surveys of vehicles parked correctly and incorrectly confirms the levels of compliance, measures service delivery 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 a need for consultation or increased enforcement.
- 7.8 Hackney Council retains the right to enforce the full range of contraventions applicable under the relevant legislation:
- Traffic Management Act (TMA) 2004 (as amended)
  - Transport for London and London Local Authorities Act 2003 (as amended)
  - London Local Authorities Act 1996 (as amended).

## **Parking enforcement**

- 7.9 Since 1 April 2022, the Council has carried out parking enforcement on an in-house basis. Previously, Hackney Council had a parking and traffic enforcement contract with APCOA which was extended in 2017 and was in place until 31 March 2022.
- 7.10 The decision to insource these services was driven by the objectives set out in the Council's Sustainable Procurement Strategy 2018-22. A copy of the strategy can be found on the Council's website.
- 7.11 With the in-house service delivery, 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 parking enforcement service to create synergy and deliver value for money.
- 7.12 The Council will continue to ensure that the parking enforcement service provides effective enforcement in Hackney and that the relevant KPIs used for contract monitoring will have an equivalent internal KPI for the service to monitor and work towards.
- 7.13 Parking Services will also update the Parking and Enforcement Plan (PEP) to reflect any changes or additions to policies as a result of bringing the enforcement contract

services in-house. This change will not have a bearing to the service we provide to our customers.

<b>Recommendation 7.1 - Aligning PEP to the insourcing of parking enforcement</b>
To review and update the PEP and any other related policies following the insourcing of parking enforcement, to ensure that the PEP reflects the changes and provisions of the enforcement service once it is run directly by Hackney Council.

7.14 Parking Services rely heavily on the latest technology in order to provide effective enforcement and high-quality service to our customers. There are, however, some systems that have been in operation for many years and have not been upgraded. These systems often pose certain limitations that prevent the service from achieving efficiencies and high-quality service. The latest IT developments open up a number of new opportunities and the automation of certain tasks.

<b>Recommendation 7.2 - Review of parking enforcement IT services</b>
To review parking enforcement IT services with the aim of increasing automation, streamlining operational processes and increasing customer satisfaction.

### **Enforcement on estates**

7.15 Controlled parking on Hackney Housing estates are generally enforceable at all times, and Parking Services work in partnership with Hackney Housing Service where appropriate to enforce parking controls on estates within PZs.

7.16 In addition, the Council also implements health and safety measures regardless of whether an estate has enforcement or not. In particular, double yellow lines are enforced at all access points on estates to improve safety and access for emergency vehicles. Emergency access was reviewed and changes were made where needed following the Grenfell Tower tragedy.

7.17 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. Motorists who have received a PCN on a Hackney Housing estate can make representations in accordance with the Traffic Management Act 2004 and appeal to the independent adjudicator, London Tribunals, Environment and Traffic Adjudicators. Where an estate road counts as

part of the public highway, Hackney Council’s on-street enforcement policy applies.

7.18 In situations where there is concern over safety on the estate or access problems caused by unregulated parking, the Council may decide to introduce parking enforcement regardless of the results of the consultation. This will only be implemented following the approval of the Group Director for Climate, Homes and Economy. The criteria on which the decision will be taken is as follows:

- where emergency vehicles are being impeded
- where public services such as refuse vehicles and care vehicles are prevented access
- where the safety of residents and the public is at risk.

7.19 There are also a limited number of private estates where the Council is hired to provide parking enforcement in their off-street parking place. Residents in these estates are provided with private parking permits as part of their tenancy agreement and will not need to obtain a Hackney Council estate parking permit or visitor vouchers. These estates are also typically restricted 24/7.

**Civil Enforcement Officers (CEOs) and patrols**

7.20 Current on-street enforcement is uniform across the borough, with streets receiving a prescribed frequency of CEO patrol visits, dependent upon the operational hours of the restrictions. The majority of the locations within Hackney PZs receive a minimum of two visits per day.

7.21 Our enforcement service will adopt a new approach that will be demand-led. In essence, streets that have high compliance with minimal parking problems will be visited less often, and streets that have very low compliance, which creates significant problems for local residents and businesses, will be visited multiple times a day. This approach will be dynamic, with regular reviews of compliance levels and emerging issues, so that CEO visits are more concentrated in the areas where they are most needed at the time.

<b>Recommendation 7.3 - Adoption of demand-led enforcement service</b>
To adopt a demand-led enforcement service to enable the service to focus more resources on areas with poor compliance, so that the negative impacts of parking problems on local communities are addressed as swiftly as possible.

7.22 The service encourages a ‘quality not quantity’ approach to enforcement decisions

when issuing PCNs. CEOs are not rewarded according to the number of PCNs they issue; however, they have specific KPIs in regard to the quality of their enforcement decision when issuing PCNs that can withstand challenges.

- 7.23 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.
- 7.24 There are opportunities for reporting a range of issues such as anti-social behaviour, potentially abandoned vehicles, and enviro-crime, to communicating with motorists about the damaging effects of idling. We plan on considering these as part of the CEO role review
- 7.25 The CEOs play a key part in monitoring the use of Blue Badges in Hackney and any Blue Badge found to be misused, fake, stolen or otherwise invalid will result in a PCN being issued and the vehicle removed to the pound. This is a key part of the Council's commitment to tackle Blue Badge fraud and abuse.

<b>Recommendation 7.4 - Review of CEO's role</b>
To review the CEO's role and explore options of additional duties that can be carried out whilst patrolling streets that could benefit both residents and the Council.

### **Closed-circuit television (CCTV) enforcement**

- 7.26 Since 1999, London boroughs and TfL have been using CCTV cameras to enforce traffic regulations.
- 7.27 Hackney Council has a long term aspiration to improve the air quality of Hackney's streets, see less vehicle traffic in residential neighbourhoods, and higher levels of active travel, such as cycling and walking, together with greater use of public transport. The roll out of School Street schemes, and low traffic neighbourhoods are two examples of the active steps we are taking as a borough to change the way the borough's roads are used. The aim of these and other traffic management measures, such as bus lanes and parking regulations, is to give priority to certain groups of road users by excluding others during prescribed hours.
- 7.28 The vast majority of motorists comply with road signage, but a small minority do not. The use of CCTV enforcement is a powerful tool for improving compliance of traffic regulations, and helps significantly reduce the level of contraventions, which benefits all.



- 7.29 Hackney Council uses CCTV enforcement in line with government guidance:
- for moving traffic and bus lane contraventions
  - at bus stop clearways or bus stands
  - for yellow zig-zag lines (school keep clear markings) and pedestrian zones outside of schools in the interest of health and safety (School Streets)
  - for red routes (mainly enforced by TfL) and relevant contraventions
  - for mandatory cycle tracks.
- 7.30 Since 2018, Parking Services created a new scheme enforcement implementation procedure which sets out procedures the service aims to follow to provide a better service to our customers when implementing new CCTV schemes. These procedures are in place to ensure that the restrictions are of the highest standards.
- 7.31 Whilst 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 contraventions can be viewed on the Council website. Customers will need to enter the PCN number and their vehicle registration number to view the CCTV footage.

## **Footway parking**

- 7.32 Footway parking has been prohibited in Greater London since 1974. The Greater London (General Powers) Act 1974 (amended by the London Local Authorities and Transport for London Act 2008) gives Councils within London the authority to enforce the pavement parking regulations.
- 7.33 Any part of the public highway not set aside for vehicles is covered by the footway ban. This includes pavements, grass verges, alleyways, central reservations, ramps linking private property to the road (vehicle crossovers) and where vehicles may be parked in areas that have historically been considered private property, such as certain types of shop fronts and any pedestrian areas.
- 7.34 Parking on footways or footpaths is banned on almost all streets in London at all times, including at night and on weekends. If you park in contravention, you could receive a PCN and your vehicle may be towed away – even if only one wheel is on the footway.
- 7.35 Cars and other vehicles parked on footways or at pedestrian crossings can make life difficult and dangerous for pedestrians, in particular for wheelchair users, people with baby buggies and the visually impaired. Vehicles parked in front of driveways block access to and from the premises.

7.36 Unlike road surfaces, footways are not designed to take the weight of cars or other motor vehicles. Much of the damage to London's footways (cracked or sunken paving slabs, etc.) is caused by vehicles parking on the footway. Repairs cost London Councils millions of pounds each year, and tripping on damaged footways is the cause of many pedestrian injuries and public liability claims. The presence of cars and other vehicles parked on the footway are also detrimental to the urban environment. Parking on grass verges can also cause damage to nearby trees and plants as their roots are damaged by the weight of the vehicle.

## Private land and the public highway

7.37 Whether the land is privately owned is not the determining factor of whether an area is part of the road other than the carriageway. The fact that a location is a private property does not prevent it from also being part of the footway if it is land over which the public have a right of way by foot i.e. a barrier preventing members of the public from walking unencumbered across or through the private area is not allowed.

7.38 Making motorcyclists aware of the footway

<b>Recommendation 7.5 - Awareness of footway parking and motorcycle permit parking campaign</b>
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To have an awareness campaign before the implementation of the motorcycle permit parking to make motorists aware of the new motorcycle parking permit and remind them about the footway parking ban.
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## Cycle tracks

7.39 A cycle track, separated bicycle lane or protected bicycle lane (sometimes historically referred to as a sidepath), is an exclusive bicycleway that has elements of a separated path and on-road bicycle lane.

7.40 The Council has powers to enforce on mandatory cycle tracks by CCTV as permitted by the Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2020.

7.41 Cycle tracks provide safe and enjoyable options for transportation that help reduce air pollution and promote safe and liveable communities. The recreation, health, transportation and environmental benefits collectively can contribute to an overall enhanced quality of life in communities.

- 7.42 The need to enforce cycle tracks is in line with the Transport Strategy 2015-25 which outlines the Council's commitment towards cycling and sets out a programme of actions for the period of 2015 to 2025 to make cycling a common, safe and attractive choice for travel and recreation for our residents and those that work, visit and pass through the borough.
- 7.43 The plan aims to build upon the borough's success in having the highest cycling rates in London by continuing to support those who already cycle regularly and addressing the barriers that prevent other residents from taking up cycling.
- 7.44 The Council's Rebuilding a Greener Hackney Emergency Transport Plan published in September 2020 is also committed to the wider provision of cycle parking and to further enabling cycle routes in strategic locations across Hackney.

## **Persistent evaders**

- 7.45 Persistent evaders are legally defined as individuals with three or more unpaid PCNs past the point of appeal. They continually park in contravention, resulting in nuisance for other drivers and, in cases such as footway parking, anti-social 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 by removing their vehicles to a car pound as soon as possible.
- 7.46 Hackney Council is committed to tackling the issue of persistent evaders and other nuisance vehicles on Hackney streets. As a result, in certain situations where removal of the vehicle is not possible, the vehicles may be clamped in order to prevent the vehicle from committing any further contraventions. More information on the actions taken against persistent evaders or suspected fraudsters can be found in chapter eight of this document.

## **Abandoned vehicles and untaxed vehicles**

- 7.47 Abandoned and untaxed vehicles have a negative impact on the environment, and pose a nuisance and a health and safety risk to other drivers and the general public. They can also be the result of, or lead to crime. Abandoned and untaxed vehicles take up valuable parking space and can become dangerous when vandalised or filled with hazardous waste. In such instances, there is also a potential risk of explosion and/or injury. They can leak dangerous fluids which can catch fire or run into the water stream and they can be burnt out which can endanger lives, property and the environment.

- 7.48 Local authorities have a statutory duty to remove abandoned vehicles from the public highway and any other land in the open air, such as car parks or private property unless the cost of moving the vehicle from private property to the nearest highway is unreasonably high - for example if special machinery is required.
- 7.49 Furthermore, since 2002 the Council has been granted devolved powers from the Driver and Vehicle Licensing Agency (DVLA) to deal with untaxed vehicles in the borough. The DVLA has agreed to share the devolved powers with London Borough of Hackney to facilitate the identification of untaxed vehicles and undertake enforcement action against offences under the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 (as amended), section 29 of the Vehicle Excise & Registration Act 1994 (as amended) and Regulation 27 of the Road Vehicles (Registration and Licensing) Regulations 2002 (as amended).
- 7.50 The Council aims to remove abandoned and untaxed vehicles within the borough, making our streets tidier and less likely to attract anti-social behaviour.
- 7.51 Abandoned vehicles can be reported by members of the public on the Council's website. Residents can also surrender their vehicles free of charge to the Council should they no longer need it. Non-residents will be charged.
- 7.52 Abandoning a vehicle is a criminal offence which may result in a Fixed Penalty Notice (FPN) and subsequent prosecution. These actions are designed to serve as a deterrent to abandoning a vehicle and help keep the borough safe, clean, healthy and prosperous.

<b>Recommendation 7.6 - Abandoned, untaxed and dangerously parked vehicles</b>
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To remove abandoned, untaxed, and dangerously parked vehicles off our roads, enforce and or prosecute offenders.
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<b>Updated October 2022.</b>
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Adopted from the start of the Parking and Enforcement Plan 2022-27.
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## Removals

- 7.53 Hackney Council aims to remove vehicles to further support its traffic management objectives, to prioritise local needs, improve road safety and relieve congestion. It therefore intends to remove vehicles parked in prohibited areas as defined in the

Removals Policy.

7.54 Hackney Council is responsible for keeping traffic moving in Hackney and has a duty to stop vehicles from blocking the public highway, parking dangerously or in such a way that could cause risk to other members of the public or their property. As a result, in some cases, Hackney Council will need to remove a vehicle from its current parking location to ensure that the duties put upon the Council under the following legislations and any other removal regulations are met:

- The Road Traffic Regulation Act 1984
- The Traffic Management Act 2004
- The Removal and Disposal of Vehicles Regulations 1986
- London Local Authorities and Transport for London Act 2008
- Greater London Council (General Powers) Act 1974 Section 21
- The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2007.

7.55 All removed vehicles will be taken to the pound which is currently located outside the borough.

<b>Recommendation 7.7 - Review of removal operations</b>
To review the removal operations with the aim of bringing them in line with the Council’s commitment for carbon neutrality. This will include exploring the available options for environmentally friendly removal trucks and streamlining the process for the sale and disposal of vehicles in such a way that will minimise damage to the environment.

7.56 The Council’s car pound is located in Enfield. This results in a removal truck journey time of approx. 45 minutes each way. This creates a great logistical challenge when there are multiple vehicles required to be removed at the same time as removal trucks are not available for prolonged periods of time due to the travel time. This also provides further travel distance for any driver whose vehicle is removed.

<b>Recommendation 7.8 - Car pound procurement</b>
To procure a car pound within the borough in order to continue carrying out the Council’s statutory removal duties, tackle Blue Badge fraud, catch persistent evaders, apply the Abandoned and Untaxed vehicle policies and provide better accessibility to customers wishing to collect their vehicles.

## Partnership working

### Enforcement

- 7.57 Successful enforcement is delivered through partnership working, and the Council expects its contractors to develop and maintain a good working relationship with both the Council and the Metropolitan Police.
- 7.58 The Council assists the police with crime awareness and reporting, while the police can also be called on to 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. The police also indirectly help the Council by tackling untaxed and uninsured vehicles, and those parked on the public highway without displaying a number plate.
- 7.59 Parking Services works with the police, anti-social behaviour teams, Hackney Housing and other partners to target hotspots where vandalism of signs, road markings and parking machines are prevalent. This type of anti-social behaviour can lead to a reduction of parking facilities for genuine service users. Where these areas are identified we take a collaborative approach to solving the issues.

### Blue Badge fraud

- 7.60 Fraud and misuse of Blue Badges, which provide parking concessions to the holder, prevents people in genuine need from accessing on-street parking where they need it most. High levels of fraudulent Blue Badge use also cause problems for the Blue Badge scheme as a whole.
- 7.61 It is not uncommon for badge holders to be accused of fraud where their disability is not sufficiently 'visible' (for example if they do not use a wheelchair) which causes anguish, and undermines trust in this hugely important scheme.
- 7.62 In addition, there is a significant cost to the public purse. By claiming exemption from the congestion charge, a Blue Badge holder may save upto £2,500 per year. They may also avoid having to pay for a resident's parking permit, which currently costs between £10.50 - £376.00 a year. If the motorist avoids paying hourly on-street parking charges of £3 per hour on average for 40 hours a week, this adds up to a further £6,000 a year. In total, the fraudulent misuse of blue badges could be costing the local government £5,000 - £10,000 a year per badge, in addition to the extreme inconvenience for people who are disabled, who are often deprived of access to disabled parking spaces by fraudsters.
- 7.63 The main reason for fraud and abuse is the value of the badge itself, and the perception of the lack of consequences, which leads to individuals willing to take the

risk to get free parking.

- 7.64 Hackney Council is committed to tackling Blue Badge fraud, by prosecuting or issuing formal warnings to all drivers caught misusing or fraudulently using the Blue Badges, such where a Blue Badge is being used without the Blue Badge holder being present. Blue Badge misuse is a criminal offence punishable by fines of up to £1,000, and can lead to a badge being withdrawn. Enforcing against misuse and fraudulent use of Blue Badges helps to keep accessible places free for genuine users.
- 7.65 We do so by working closely with the Council's corporate anti-fraud team and police to target hotspots around the borough where Blue Badges are being misused. We also enforce against vehicles to seize lost and stolen badges which can be used to prosecute offenders.

### **School safety enforcement**

- 7.66 Parking in contravention on zig-zags, double yellow lines and footways can cause a serious road safety hazard, especially near schools. Council officers work with schools to help them develop travel plans which work towards reducing car trips to schools and identifying solutions to road and traffic issues in the vicinity.
- 7.67 Where requested by schools, the Council also targets its enforcement to prevent dangerous parking near to schools, using CEOs, or CCTV cameras. Since 2016 we have successfully reduced parking congestion at schools through 'keep clear schemes' around the borough using CCTV, and where schools need our support, we will continue to assist them with this type of enforcement.

### **School Streets enforcement**

- 7.68 School Streets is our pioneering award winning scheme designed to transform roads outside schools, so that only pedestrians and cyclists can use them at school start and finish times. They create a more pleasant environment for everyone, while making sure residents, businesses, pedestrians and cyclists can still use the road.
- 7.69 Parking Enforcement Managers work closely with our highways design engineers, Hackney schools, CCTV equipment suppliers and enforcement teams to design, implement and enforce each School Street.

### **Grace period**

- 7.70 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. The grace period applies 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 controlled parking zone (CPZ/CPZs) with nothing on display.

7.71 After the expiry of the 10 minute grace period, a PCN may be issued immediately.

**Observation period**

7.72 An observation period is primarily designed to ensure that the vehicle is not engaged in an exempt activity, such as loading or unloading.

7.73 When a vehicle is parked in contravention of the regulations, and depending upon the type of restriction, the CEO may observe the vehicle for a certain period of time before issuing a PCN. In all other cases (for example a vehicle causes an obstruction or is parked hazardously), an observation period does not apply and a PCN may be issued immediately.

7.74 After benchmarking with other inner London Councils it was identified that the majority of London Councils have variable observation times that helps the overall efficiency of parking enforcement operations.

7.75 Introducing a variable observation period will benefit the public as it will enable swift enforcement action to be taken against problem vehicles parked in contravention, whilst allowing longer observation periods for vehicles that may be entitled to an exemption (for example vehicles parked displaying a Blue Badge).

<b>Recommendation 7.9 - Review of observation periods</b>
To conduct a review of current observation periods for parking contraventions with the aim to develop a variable observation policy that reflects a variety of circumstances.

**Loading and unloading**

7.76 Loading and unloading is allowed in most bays and on most yellow lines. Restrictions vary between areas and may differ from the standard parking zone (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.



- 7.77 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 and that the vehicle is not left unattended unless accompanying a disabled person – the main exceptions being zig-zags and bus stops.
- 7.78 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

- 7.79 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 operations in partnership with the police and the use of CCTV cameras. The Council's Blue Badge fraud investigators will also prosecute in cases of fraud and misuse. In a hotspot the Council can issue PCNs without an observation time.
- 7.80 It may also be the case that in such locations we are unable to improve the situation, for example because standard tools (such as increased visits by CEOs) are not able to address the situation, or because CEOs have been subject to attacks, or otherwise prevented from carrying out enforcement.
- 7.81 In the event of such circumstances, Hackney Council will look at implementing more stringent measures to address problem parking. This may include the installation of red lines and CCTV enforcement, with the sole purpose of addressing problem parking for the benefit of local residents and business.

<b>Recommendation 7.10 - Implementation of red lines and CCTV enforcement</b>
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In areas where we are unable to improve parking compliance through standard tools, Hackney Council proposes to look at implementing more stringent measures to address problem parking. This may include the installation of red lines and CCTV enforcement to improve the situation for the benefit of local residents and businesses.
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## **Vehicle Drive-aways (VDA) and Prevented from Issue (PFI)**

7.82 Under the TMA 2004, the Council can issue a PCN through the post, if the vehicle drove away (VDA) or the CEO was prevented from issuing (PFI) the PCN. From spring 2021 we started issuing VDA PCNs in order to increase compliance and tackle dangerous and inconsiderate parking.

## **Emergency services**

7.83 Emergency vehicles are generally exempt from parking regulations. However, there is no clear definition of what constitutes an emergency. Enforcement against what appear to be emergency vehicles is a difficult issue for councils: by issuing a PCN they can be seen as overzealous and by not doing so they can be seen as inconsistent.

7.84 For the purpose of parking and traffic enforcement, Hackney Council 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 enforcement officers not to issue PCNs to vehicles in these circumstances. Scheduled visits by police, fire and ambulance vehicles are not included in this definition.

7.85 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 are used for pets. Hackney Council 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.

7.86 Community ambulances which use both marked ambulances and unmarked private vehicles to visit and treat patients may be issued with a PCN if found to be parked in contravention – unless the CEO is able to ascertain that the ambulance is responding to an emergency situation. If a PCN is issued, the community ambulance will be able to dispute the PCN and provide evidence of attending an emergency call at the time of the contravention.

7.87 Community ambulances are not exempt from moving traffic and bus lane restrictions. A PCN may be issued if a community ambulance is found to be contravening the restrictions in place. If a PCN is issued, the community ambulance will be able to dispute the PCN and provide evidence of attending an emergency call at the time of the contravention.

## Payment of PCNs

7.88 The Council does not set the price of its PCNs, which are agreed by London Councils' Transport and 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 7.1.

<b>Table 7.1: Levels of PCN</b>			
<b>Level of contravention</b>	<b>Amount</b>	<b>Amount if paid within 14 days*</b>	<b>Examples**</b>
Less serious	£80	£40	<ul style="list-style-type: none"> <li>• parking when the short-stay ticket has run out**</li> <li>• re-parked in the same parking space within a set time</li> <li>• not parking correctly within the bay markings.</li> </ul>
More serious	£130	£65	<ul style="list-style-type: none"> <li>• parking on double yellow lines</li> <li>• parking in a disabled person's bay without displaying a valid permit parking in a suspended bay.</li> </ul>

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

\*\*All PCN codes (issued at lower or higher charge) are available on the London Councils website ([www.legislation.gov.uk/uk/si/2007/3487/contents/made](http://www.legislation.gov.uk/uk/si/2007/3487/contents/made)).

## Challenges, representations and appeals

7.89 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 the Council, as described in table 7.2.

<b>Table 7.2: Stages of 'appeal'</b>		
<b>Stage</b>	<b>Made to</b>	<b>When</b>
Informal representation or challenge (for PCNs issued by a CEO and PCNs issued by post for bus lane contravention)	Hackney	Within 28 days of the PCN being served

Representation - (formal)	Hackney	<p>Within 28 days of service of a 'Notice to Owner', which Hackney Council may send 28 days after the PCN is served</p> <p>Within 28 days of service of a Regulation 10 PCN contravention, issued in the post and captured by an approved CCTV device</p> <p>Within 28 days of service of an Enforcement Notice for bus lane contraventions.</p>
Appeal	The independent adjudicator, Environment and Traffic Adjudicators	Within 28 days of Hackney Council serving the Notice of Rejection.

- 7.90 There are a number of statutory grounds on which drivers can appeal. These are set out in the Notice to Owner/PCN/Enforcement Notice document, which the Council provides at the point when the motorist can make representations. The Council will also consider representations made on other grounds.
- 7.91 A PCN issued through the post also acts as a Notice to Owner except for a Bus Lane PCN which is an Enforcement Notice. This means that there is no informal representation or challenge stage, but a formal representation can still be made.
- 7.92 Once a PCN has been paid, the case will 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.
- 7.93 Back-office staff considering representations and appeals are recommended 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.
- 7.94 Under the TMA 2004, 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 Council 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.

- 7.95 The guidance to the TMA 2004 recommends Councils to publish policies on the use of discretion in circumstances where the Council may choose not to enforce on a motorist or cancel a valid PCN. The Council's policy on discretion is included as appendix three.

## **Debt recovery**

- 7.96 If a PCN is not paid or contested within 28 days of the Notice to Owner/PCN/Enforcement Notice being issued, the Council may serve a Charge Certificate. If the Charge Certificate remains unpaid for over 14 days from the date of service the Council may register the PCN as an outstanding debt in Northampton County Court. If this happens the Council will serve an Order for Recovery. If the Order for Recovery remains unpaid for over 21 days the Council can then recover the outstanding amount by issuing a warrant of control to enforcement agents as set out by the Taking Control of Goods Act 2014.

## 8. Crime, fraud and misuse

### General

- 8.1 The Council takes instances of fraud and misuse seriously and will always seek to sanction these appropriately and in accordance with their individual levels of severity.
- 8.2 Parking permit terms and conditions in Hackney also exist to support the mitigation of these instances and to prevent them from occurring wherever possible. The Council also reserves the right to cancel, bar or restrict sales to anyone found to be misusing permits or vouchers.
- 8.3 Hackney Council will always respond proportionately to cases of crime, fraud and misuse and consider each level of severity and each frequency of occurrence. In line with this the Council will discharge its duty to apply sanctions as outlined in table 8.1 below.

### Persistent evaders

- 8.4 Persistent evaders are drivers with three or more unpaid penalty charge notices (PCN/PCNs) past the point of appeal. Any existing Hackney Council parking permits held by persistent evaders will be cancelled with no refund. No further permits will be issued to persistent evaders until outstanding PCNs have been paid.

<b>Recommendation 8.1 - Crime, fraud and misuse</b>
To actively pursue persistent evaders of parking and traffic restrictions to recover charges.
<b>Updated October 2022.</b>
Adopted from the start of the Parking and Enforcement Plan 2022-27.

### Cloned vehicles

- 8.5 Hackney Council will now remove any vehicle within the borough which is found to be displaying cloned number plates.

## Foreign vehicles

8.6 Permits for foreign vehicles will only be issued for a period of six-months, or two three month permits over the course of 12-months in total. There will be no option of renewal thereafter for any foreign vehicles which are not re-registered as UK vehicles with DVLA.

## Blue Badge fraud and misuse

8.7 Blue Badges displayed in vehicles parked in London are often 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 in disabled bays and yellow lines and are therefore an attractive target for thieves.

8.8 Civil Enforcement Officers (CEOs) can request to see suspected fraudulent or misused badges, and since 2017, CEOs can not only inspect but can also retain a badge without police presence if they have reasonable grounds for believing that the badge is being used fraudulently. The sanctions applied to Blue Badge fraud, misuse and crime are outlined in table 8.2.

8.9 CEOs currently carry out checks on Blue Badges that are being used to park vehicles in the borough. To enhance the inspections already being carried out and to further protect Blue Badge holders from theft, it is proposed that Parking Services develop the IT systems and the CEOs handheld devices to facilitate these necessary checks which help to protect the Blue Badge and parking spaces for those that are most in need.

<b>Recommendation 8.2 - IT developments to facilitate Blue Badge checks</b>
To investigate IT options that can facilitate the speed and ease of which CEOs can carry out checks on Blue Badges.

## Companion e-badge misuse

8.10 As with the Blue Badge, the companion e-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 e-badge significantly increases the scope for misuse by friends and family because the two badges can be used at once.

- 8.11 The changes that will enable Blue Badge holders to park in permit bays are a significant change, which will make it much easier for Blue Badge holders to travel across Hackney, and will deliver upon our commitment to place them at the top of our parking hierarchy.
- 8.12 We recognise however, that this does create potential challenges, particularly in relation to Blue Badge misuse, and the future of the companion e-badge now that residents will be able to park their vehicle in a wider range of bays near their home with their Blue Badge if they wish to.
- 8.13 We will monitor the use of companion e-badges during the course of this PEP, to ensure that the changes made deliver the required benefits for Blue Badge holders, and also to make sure that any problems, such as potential misuse, are addressed quickly. This is to ensure that there is more space for genuine badge holders, and that public confidence is maintained. This will include monitoring the continuing necessity and demand for companion e-badges.

**Recommendation 8.3 - Review companion e-badge use throughout the lifespan of this PEP**

To review the impact of the changes in Blue Badge parking permissions and address any potential misuse to ensure that parking spaces are available for those most in need.

- 8.14 Please refer to table 8.1 below for further details on parking crime, fraud and misuse offences and the sanctions in place to combat them. Any disputed sanctions can be directed to the complaints team and the case will be investigated in accordance with the Council's formal complaints procedures. For more information on the complaints procedure please see chapter three, and section complaints procedure.

**Table 8.1: Parking Services sanctions for fraud, misuse and crime**

Level of severity	Offence	Misuse, fraud and crime committed	Sanctions
Level 1 - Lesser	1st offence	<ul style="list-style-type: none"> <li>Misusing visitor vouchers</li> </ul>	<ul style="list-style-type: none"> <li>Warning</li> </ul>
Level 2 - Low	1st offence	<ul style="list-style-type: none"> <li>Obtained more permits than allowed by permit allocation entitlement - for example more than one companion e-badge, resident permit per person or estate permit per household</li> <li>Obtained Hackney permit as</li> </ul>	<ul style="list-style-type: none"> <li>Warning</li> <li>Product cancelled and no refund.</li> </ul>



		<ul style="list-style-type: none"> <li>a non-resident</li> <li>Obtaining a permit for a foreign-registered vehicle: <ul style="list-style-type: none"> <li>That has not been registered in the UK for more than six months,</li> <li>And/or already had a six months permit.</li> </ul> </li> </ul>	
Level 3 - Medium	2nd offence	<ul style="list-style-type: none"> <li>Continued misuse of visitor vouchers</li> <li>Companion e-badge misuse.</li> <li>Multiple permits (permits obtained that customer is not entitled to)</li> <li>False representations against a PCN</li> <li>False witness statement / statutory declaration</li> <li>Persistent evaders.</li> </ul>	<ul style="list-style-type: none"> <li>Temporarily prohibited from purchasing parking products <ul style="list-style-type: none"> <li>Up to one year (up to three years for companion e-badge / Blue Badge misuse).</li> </ul> </li> <li>Block on household entitlement to permits for a year. Removal of vehicle (for persistent evaders).</li> </ul>
Level 4 - High	1st offence	<ul style="list-style-type: none"> <li>Using fraudulent documents</li> <li>Misrepresenting vehicle's emissions for financial gain</li> <li>Cloned vehicles</li> <li>Unregistered vehicles</li> <li>Vehicles registered in false/fake names/addresses</li> <li>Payment chargebacks/bounced cheques</li> <li>Physical abuse/harassment of Council staff.</li> </ul>	<ul style="list-style-type: none"> <li>Block on household permit entitlement <ul style="list-style-type: none"> <li>One year for permits and vouchers (excluding companion e-badge, which will be up to three years)</li> <li>The companion e-badge (allowed to purchase a resident permit)</li> <li>During your ban if we find that you have obtained another permit, we will cancel the permit and the ban will start again with extra time added.</li> </ul> </li> <li>For charge-back a fee of £18 will be added to cover the cost</li> <li>The cost of the full permit will be recovered over the duration the misuse took place. The cost must be paid off before the block is lifted.</li> <li>Prosecution.</li> </ul>
	2nd offence	Obtained permit as a non-Hackney resident.	
	3rd offence	<ul style="list-style-type: none"> <li>Continued misuse of visitor vouchers</li> <li>Companion e-badge</li> <li>Multiple permits.</li> </ul>	

\*Table is not an exhaustive list .

8.15 As Blue Badges are a nationwide scheme, instances of crime, fraud and misuse are not limited to within the borough, therefore the Council's Audit, Anti-Fraud and Risk Management Service lead on bringing forth prosecutions for serious offences, please refer to table 8.2 for more information.

**Table 8.2: Blue Badge sanctions for fraud, misuse and crime**

Misuse, fraud and crime committed	Sanctions
Blue Badge fraud and misuse	<p>The level of severity of the sanction will mirror the action taken by the Audit, Anti-Fraud and Risk Management Service.</p> <p>Possible sanctions:</p> <ul style="list-style-type: none"><li>• Warning</li><li>• Companion e-badge banned - if prosecuted or Blue Badge confiscated</li><li>• Prosecution.</li></ul>

8.16 Similarly false witness statements are dealt with by London Tribunals, please refer to table 8.3 for more information.

**Table 8.3: False witness statement sanctions for fraud, misuse and crime**

Crime	Sanction
False witness statement.	<ul style="list-style-type: none"><li>• Sanction is controlled by London Tribunals.</li></ul>

## 9. Consultation

### General

9.1 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 parking zone(s) (PZ/PZs) and policy consultations are to ensure that people are engaged and that all relevant factors are taken into account.

### Principles of consultation

9.2 When conducting non-statutory consultations the Council abides by the four Gunning Principles. These principles form the legal foundation from which the legitimacy of public consultations are assessed. The principles are:

- 1) **Proposals are still at a formative stage.**
- 2) **There is sufficient information to give “intelligent consideration”** - The Council provides information relating to the issue, which is available, accessible and easily interpretable so that consultees can make an informed decision.
- 3) **There is adequate time for consideration and response** - The Council ensures that consultees are given an adequate time frame to participate in the consultation. The standard consultation period is 12-weeks, however, this is not set in stone and will vary depending on the policy.
- 4) **“Conscientious consideration” must be given to the consultation responses before a decision is made** - Hackney Council will be able to provide evidence that we took consultation responses into account.

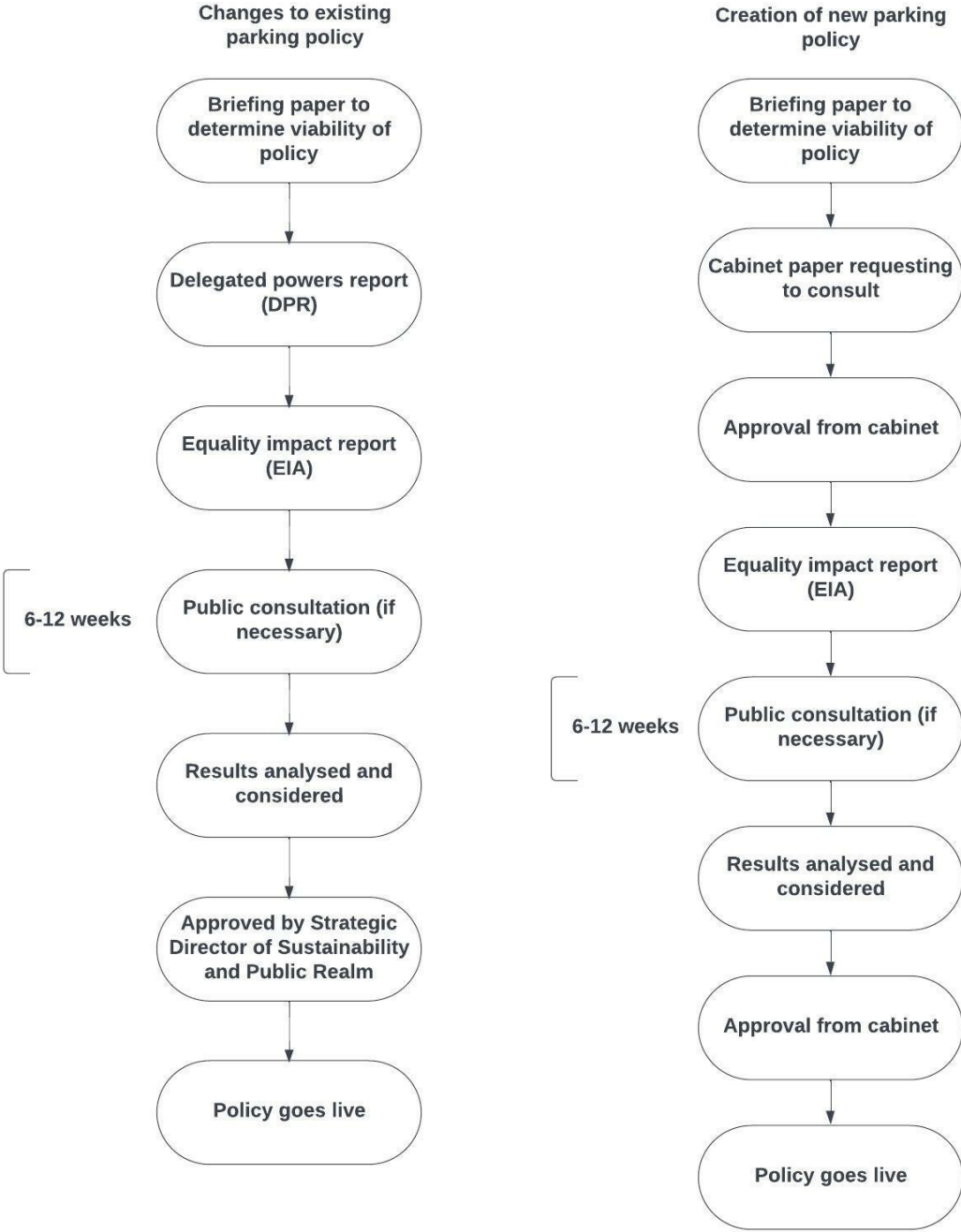
9.3 Consultations are only advisory, and the opportunity to respond is not the same as a vote. The Council will give “conscientious consideration” to the responses as outlined in the fourth Gunning Principle; however, the Council do not have to proceed with the majority sentiment.

### Consultation method

9.4 The consultation methods and engagement activities vary depending on the size and scope of the consultation. Consultation lengths also vary; however, the average length of consultation is between six and twelve weeks. The Council will ensure that adequate time has been given, as per the third Gunning principle.

- 9.5 Borough-wide consultations are limited to one response per person. As of December 2020, PZ consultations are limited to one consultation per household. Restricting the number of consultations per household prevents numerous responses being submitted from each address, thus helping to prevent bulk submissions and the possible skewing of results.
- 9.6 All consultations, apart from PZ consultations, will be open to everyone. Designated PZ consultations will only be open to residents and businesses who live in the catchment area. All respondents from businesses, residents and visitors who live outside the catchment area will be discounted.
- 9.7 The Council will aim to get the views of all those that will be affected by a policy change and in doing so will target specific groups. This is to ensure that the necessary effort is made to garner responses from groups that are typically underrepresented in consultations and groups that are most affected by the topic of the consultation. The Council may use various forms of communication to maximise engagement with the local community and to ensure target groups are reached.
- 9.8 After the consultation has ended the results will be analysed. Analysis will consider all responses and aims to spot trends, recurring issues, health and safety issues, and salient issues that may have been missed in the proposal. The analysed results will then be used to inform the final version of the policy and submitted to the relevant parties for approval. If approved, the policy will be adopted and implemented, see figure 9.1.
- 9.9 All of the Council's consultations are available at [consultation.hackney.gov.uk](https://consultation.hackney.gov.uk). For more information about our upcoming, ongoing and past consultations please visit this site.

**Figure 9.1: Process for policy changes**



**PZ consultations**

9.10 When proposing a new PZ, the Council conducts a four stage process:

- **Stage one** - in principle consultation
- **Stage two** - detailed design consultation
- **Stage three** - implementation of the new PZ
- **Stage four** - PZ review.

- 9.11 Depending on the needs of the local area the Council may combine stage one and two consultations.
- 9.12 Properties on housing estates and private roads are included in on-street 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.
- 9.13 Since September 2021, Parking Services also conducts consultations for the creation and review of PZ on estates. These will follow the same procedure as an on-street PZ consultation but on a smaller scale, and will be supported where possible by the local Neighbourhood Housing Offices (NHO) to ensure that the individual needs of the estate are being met.

### **Stage one (in principle consultation)**

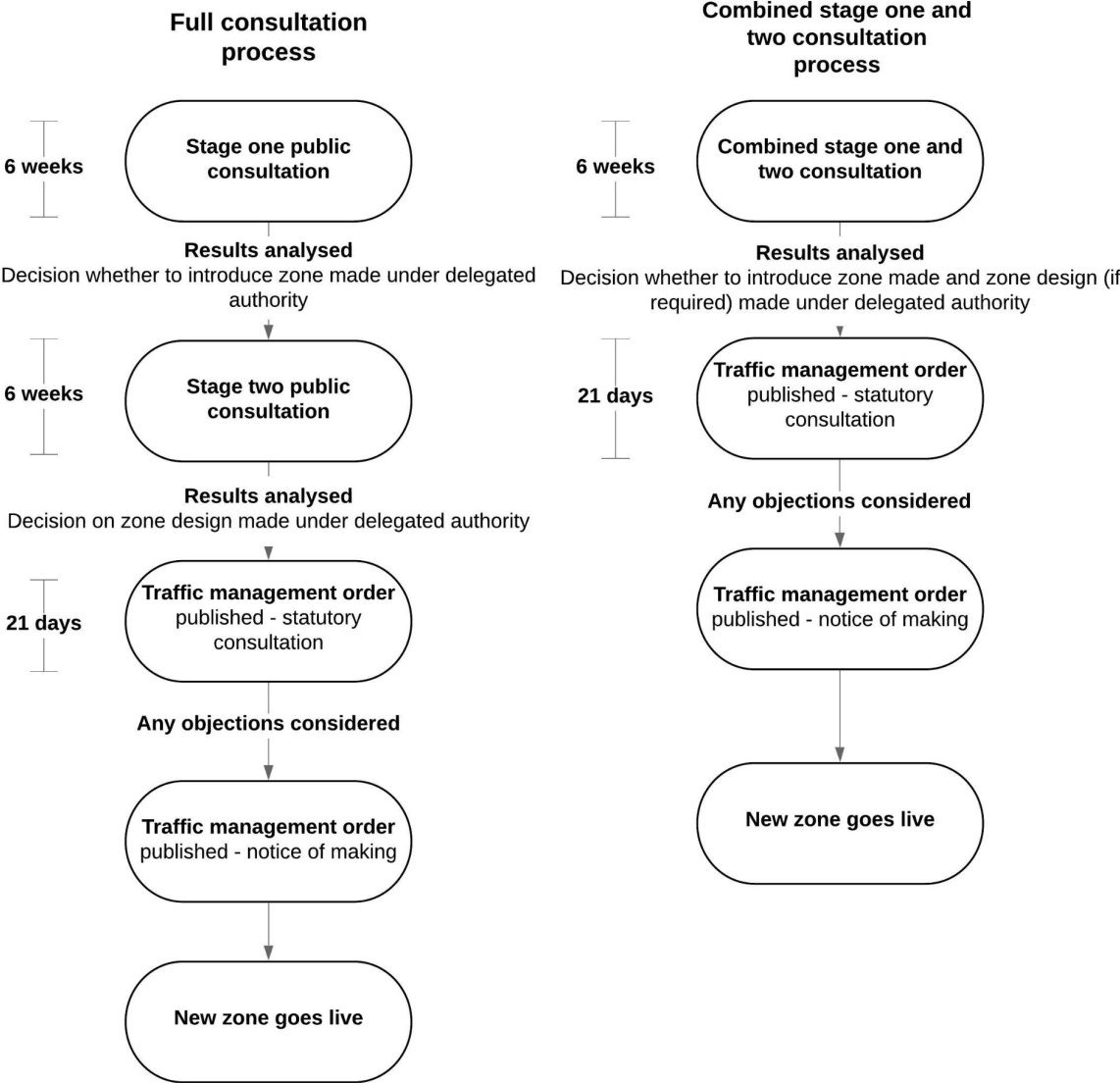
- 9.14 The first stage involves:
- An initial consultation exercise to gauge the level of public support for the introduction of new parking controls from the local community. The process allows local opinion to be taken into account before any decision is made and ensures that resources are only spent on designing zones that will be implemented. Consultation includes questionnaires and drop in sessions if the consultation is for a new zone.
  - A detailed analysis of parking stress - many uncontrolled Hackney Housing estates, particularly around existing PZs, can suffer from very high parking stress, which has a very damaging impact on local residents. Parking stress will be assessed on each estate. Where ‘technical assessments’ are used to assess available space and the demand for parking. These assessments survey the area on at least three days (one day apart) and at three separate times each day (in the morning, afternoon and evening) to ensure results are representative. The assessors record the vehicle registration marks (VRM) and other vehicle identifiers to help monitor the changes in the amount of cars parked in the area during the day. The assessment records kerbside space, potential parking capacity, parking occupancy levels and parking stress.
  - An assessment of road safety - the introduction of parking controls aids road safety by reducing car movements, and providing improved visibility for pedestrians due to the reduction in parked cars that follows.

- Traffic flow - any issues in relation to existing parking arrangements impeding the ability of vehicles to enter and exit the estate, including emergency vehicles, will be considered.
- Environmental and air quality impacts of parking and traffic - An assessment of air quality in the area, including levels of nitrous oxides (NO<sub>x</sub>) and particulate matter (PM) is also undertaken if this data is available. To exceed the exceptional circumstances threshold, Hackney Housing estates would need to have air quality levels that are above UK limits for NO<sub>x</sub> and PM.

## **Stage two (detailed design consultation)**

- 9.15 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.
- 9.16 The hours of control on parking estates are standardised to apply at all times. This is to protect the parking spaces from being used by non estate residents at any time.
- 9.17 If a PZ is to be introduced following the stage two consultation, a statutory consultation will also be necessary once the final design is approved and before any PZ is implemented. This involves a notice of proposals being published in the Hackney Citizen and the London Gazette advertising a proposed traffic management order. There is the opportunity for the public to make comments to the order which must be made in writing. All comments 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.
- 9.18 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. A process of this length means that many changes may need to be made during the process to ensure the new zone is fit for purpose. There is a need to review whether combining stage one and two of consultations is a more appropriate method taking into account council resources and public demand.

**Figure 9.2: Full and combined consultation process**



**Stage four (PZ review)**

9.19 PZ review consultations are conducted within one year of implementation of a new zone, or sooner if a clear need is identified. Uncontrolled estates adjacent to a PZ experiencing parking stress may be asked if they would like controls. For more details about PZ reviews please see chapter four.

**Consultation on the Parking and Enforcement Plan (PEP)**

9.20 Hackney Council also widely consults with residents, business and visitors when developing its new PEP. This typically involves the methods outlined in the



consultation methods section of this chapter, but the approach is also tailored to the stakeholders affected by the proposals. Unless explicitly stated otherwise, recommendations set out in the final version of the PEP approved by Cabinet will be implemented without further consultation.

# 10. Equality and diversity

## General

10.1 Hackney is one of London's most diverse and multicultural places to live, work and do business. Parking Services is committed to promoting equality and diversity whilst providing the best possible service to all of its users. As well as adhering to local and government policies and legislation the Council also employs a number of schemes that have been introduced specifically to help those most in need and protect the most vulnerable.

## Policy and legislation

10.2 Parking Services is bound by a number of policies that shape and influence how it provides services.

10.3 The Council's **Equality and Cohesion Policy** sets out the overall approach to equality and diversity within the Council. The equality objectives are to:

1. Increase prosperity for all and tackle poverty and socio-economic disadvantage.
2. Tackle disadvantage and discrimination that is linked to a protected characteristic.
3. Build a cohesive and inclusive borough.

10.4 All organisations and businesses are also bound by **The Equality Act 2010** which legally protects people from discrimination in the workplace and in wider society. It sets out the different ways in which it is unlawful to treat someone. It is against the law to discriminate against anyone because of certain characteristics that are protected by the Equality Act 2010. These are called 'protected characteristics'.

10.5 The characteristics that are protected by the Equality Act 2010 are:

- age
- gender reassignment
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion or belief
- sex

- sexual orientation,

10.6 The act also protects individuals from discrimination:

- at work
- in education
- as a consumer
- when using public services
- when buying or renting a property
- as a member or guest of a private club or association.

10.7 Hackney Council and its decision makers must comply with the **Public Sector Equality Duty** set out in s.149 of the Equalities Act 2010.

10.8 It requires that public bodies have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not
- Public bodies are also required to publish relevant, proportionate information showing compliance with the Equality Duty, and to set equality objectives.

10.9 Parking Services operates within the policy and legislative framework outlined above in the provision of its services, and the employment of its workforce. As well as this, we have made many changes and additions to the service in recent years and seek to work with and for our diverse communities to continue to enhance and improve the service that we provide for all.

## **Parking for people with disabilities**

10.10 Many people with disabilities rely on their 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 general-use disabled 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 people with disabilities do not find it impossible or unreasonably difficult to enjoy a service on the same basis as people without disabilities. The priority afforded to people with disabilities parking needs is reflected in the borough's parking hierarchies (see

chapter one, and the section a short profile of Hackney/the need to prioritise.

## **Blue Badge scheme**

- 10.11 Hackney Council's Adult Social Care division administers the disabled 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 a medical professional to see whether other applicants need a badge. Further details can be obtained by visiting [hackney.gov.uk/blue-badge](http://hackney.gov.uk/blue-badge)
- 10.12 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 a 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. Blue Badge holders also benefit from the approximate 150 general-use disabled bays in the borough that are assigned solely for the use of those with a disability.
- 10.13 Blue Badge holders in the borough cannot currently park in residential bays unless they have obtained a free companion e-badge which allows them to park in residential bays in their home parking zone (PZ) without the need to display the Blue Badge and clock. For the complete list of bays that Blue Badge holders can park in see table 10.1 of this section.
- 10.14 The Blue Badge follows the person to whom it was issued and so can be used in any vehicle that the Blue Badge holder is travelling in. As it is not linked to a specific vehicle and needs to be physically displayed when in use, it is often a target for thieves who can go on to fraudulently use or distribute the badge. To tackle the risk that the Blue Badge can be stolen from vehicles, the companion e-badge scheme was introduced.
- 10.15 Blue Badge theft is a nationwide issue which has become an increasing problem for local councils in recent years. Further information on how the Council is combating Blue Badge fraud and misuse can be found in chapter eight of this document.
- 10.16 As part of our commitment where we place Blue Badge holders at the top of our hierarchy of parking need, Parking Services will expand the parking options for Blue

Badge holders to include the ability to park in permit bays across the borough.

- 10.17 This will mean all Blue Badge holders will be eligible to park in permit bays as well as shared-use bays, pay and display, general-use disabled bays and single and double yellow lines for up to three hours, where no further restrictions apply (see table 10.1). This will provide Blue Badge holders with a greater variety of places to park, which in turn, will make it more convenient to travel and park across the borough.
- 10.18 Parking Services will monitor the effect of these changes to the availability of parking spaces for residents and businesses in areas around the borough and may use this information to increase the amount of resident or business permit holder only bays where necessary during parking zone reviews. This will ensure that there is a balance in the distribution of parking spaces available for all users, and will also give Parking Services the flexibility to adapt to local demands as required. Resident Blue Badge holders also have the option of applying for a personalised permit bay to park close to their home and any exceptional circumstances will be considered as part of the application.

<b>Recommendation 10.1 - Blue Badge parking in permit bays</b>	
To allow Blue Badge holders to park in permit bays, which will make it easier for them to travel and park across the borough - see table 10.1.	
<b>Table 10.1: Blue Badge holder parking places</b>	
<b>Bay type</b>	<b>Can Blue Badge holders park?</b>
Permit holder only bays	Yes, if you have a valid Blue Badge for any length of time.
Shared-use bays (combined pay and display and permit holder bays)	Yes, if you have a valid Blue Badge for any length of time
On-street pay and display bays	Yes, if you have a valid Blue Badge
General-use disabled bays	Yes, if you have and display a valid Blue Badge (clock is required only the sign shows a time limit)
Personalised permit bays (allocated to a single disabled driver that has passed set criteria)	No - (only if it is allocated to you, using your companion e-badge linked to the bay)
Single and double yellow lines (where no further restrictions apply)	For up to three hours displaying a valid Blue Badge and time clock
Resident permit holder only bays	No
Business bays	No
Doctors bays	No

Car club bays, suspended bays, red routes	No
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## Companion e-badge scheme

10.19 In 2005 the companion e-badge scheme was introduced in Hackney to help combat the issue of Blue Badge theft from vehicles. As it is vehicle specific and an electronic badge, the companion e-badge is not able to be stolen and used by thieves. A companion e-badge allows the holder to park within their home parking zone without having to display their Blue Badge.

10.20 The application processes for the Blue Badge and the companion e-badge are combined whenever possible and their durations are aligned. This is to make the application and renewal process easier for the customer.

10.21 Following a Blue Badge parking consultation and review in 2018, new rules for the companion e-badge scheme were introduced in February 2021. Feedback from the consultation indicated that some found the rules complicated and that the scheme could be made simpler for users. Where Blue Badge holders can park with a companion e-badge has now been updated and aligned to that of a resident's permit. Companion e-badge holders can now park in:

- Resident and permit holders only bays (in the home parking zone only).
- Shared-use bays (in the home parking zone only).
- General use disabled bays (home parking zone only).
- Their allocated personalised permit bay (only if the Blue Badge holder has applied for one, met the criteria, passed the assessment process and been assigned one).

10.22 Blue Badge holders that have motorcycles can benefit from applying for a companion e-badge to park their motorcycle within their home parking zone without having to display their Blue Badge. Blue Badge holders who own a vehicle and a motorcycle will only be entitled one companion e-badge per person for one or the other. As a Blue Badge follows the person, it can be used in any vehicle. In addition to this, the Council's plan to open up its permit bays to all Blue Badge holders during the lifespan of this PEP, which will increase the number of places to park.

10.23 Currently companion e-badges do not cover vehicles to park on estates unless it is for a personalised permit bay. Blue Badge holders that live on estates can however, apply for a free estate resident permit which will allow them to park in their home estate without displaying their Blue Badge. This permit does not count towards the household limit.

## **General use disabled bays**

- 10.24 Under the requirements of the Equality Act 2010, the Council should ensure that adequate, conveniently located disabled parking facilities are provided close to public buildings in the borough. Hackney Council currently has approximately 150 general-use disabled parking bays throughout the borough. There is no time restriction on the vast majority of these bays, but some are limited to short-stays to ensure all Blue Badge holders have access to shopping and facilities.
- 10.25 In some cases it is necessary to prioritise on-street space for residential Blue Badge holders. Non-Hackney residents whilst displaying their Blue Badge (and clock if required) have extensive rights to park on-street for free in shared-use and pay and display bays.
- 10.26 To ensure that general use disabled bays within parking zones are still required, Hackney Council engages with badge holders and considers the allocation of bays as part of the parking zone review process. This process, along with data on expired Blue Badges, helps the Council to recycle disabled bays that are no longer required.

## **Personalised permit bays**

- 10.27 In 2019, the Council consulted and approved plans to introduce personalised permit bays in residential areas, to support residents with disabilities who, despite having a disabled bay installed close to their home, had problems with other Blue Badge holders regularly using the space. This followed changes to the Traffic Sign Regulations and General Directions that permitted their introduction.
- 10.28 Disabled bays can be personalised if requested, for those who meet the current eligibility criteria for a bay. For those that were awarded a disabled bay before 12 June 2017 a further assessment will be required, which may include a mobility assessment. The personalised permit bay will be situated, whenever possible, at the closest distance to the eligible resident's home. They may be installed outside the eligible resident's home or in a residential car park depending on the location of the residence. Blue Badge resident motorcyclists that meet the mobility criteria for a disabled parking bay, may be awarded one.
- 10.29 Unlike general-use disabled bays, personalised permit bays can only be used by the person that they were issued to. This ensures that a parking space is always available to those residents most in need of parking close to their home.

## **Equality Impact Assessments (EIA)**

- 10.30 It is essential that equality, social inclusion and community cohesion are considered in all of the Council's decision-making processes. This is particularly important when making decisions or implementing changes that affect the way that the Council works.
- 10.31 The Equality Impact Assessment form is a public document that the Council uses to demonstrate that it has complied with the Equality Duty when making and implementing decisions that affect the way the Council works. The form collates and summarises information that has been used to inform the planning and decision-making process.
- 10.32 Before implementing any major changes to services not already covered by the EIA attached to this PEP, Parking Services will undertake an Equality Impact Assessment to ascertain who the changes will affect and how. Any potential impacts, good or bad are considered as part of the overall decision making process.
- 10.33 The Equality Impact Assessment will be published alongside any proposal put forward by Parking Services for approval by Hackney's Cabinet or Full Council.

## **Religious festivals and parking for places of worship**

- 10.34 The Council values the cultural diversity within the borough and the important role that religion and places of worship play in the lives of Hackney's residents. 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, there is often a conflict of parking interest during major events.
- 10.35 The Council is committed to reducing the effect of climate change by improving air quality through the reduction of trips made via motor vehicles in the borough. As a result, we encourage sustainable modes of transportation to places of worship, such as walking, cycling, public transport and/or car club over the use of a private car. In support of this, the non-enforcement of parking suspensions to facilitate religious festivals will no longer be offered, as we need to balance the needs of all residents in the borough, including those who live in the surrounding area of places of worship.
- 10.36 For those who do need to use a car, Hackney has over 20,000 parking bays that can be used with our cashless parking system, and families can now benefit from the annualised limit on visitor vouchers, and the introduction of e-vouchers, which makes it as easy as possible for friends and families to be able to meet and celebrate festivals together.



10.37 Worshippers with a Blue Badge who may need to drive may park in pay and display and shared-use bays for an unlimited amount of time and on yellow lines (where no loading restrictions are in place) for up to three hours.

### **People with disabilities parking on estates**

10.38 Estate residents with disabilities are prioritised when allocating parking on estates. Residents with a Blue Badge for people with disabilities can request for a personalised permit bay to be installed closer to their property if they have difficulty parking near to their property. More details about the personalised permit bay scheme can be found in chapter 10 and the section permit personalised bays.

10.39 Estate Blue Badge holders can use their Blue Badge to park in disabled bays on the estate. They can also park on-street in pay and display and shared-use bays for an unlimited amount of time and on yellow lines (where no loading restrictions are in place) for up to three hours.

## Appendix 1 - PEP 2022-27, Permit and voucher policy and permissions

	How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions-based charging” apply?
<b>On-street - resident permit</b>	Online or by post.	Resident bay, shared use bay, permit holder bay.	Motorists over 17 years old who live in Hackney, whose permanent address is in a Hackney PZ for a minimum of five days a week. The vehicle must be registered and insured to the same address* (excluding hired vehicles and company vehicles where the vehicle can be registered at a different address). The permit cannot be used for business purposes, except for sole traders, whose business is registered at the same address as their home.	Home PZ only.	One.	12,6,3 months	One permit, per person (residents may obtain a resident motorcycle permit alongside their resident permit).	Evidence of residency in a PZ, through an automated check or documentary proof. Resubmission of evidence is only required if a person's address changes. Registration of vehicle at permit holder's address through automated DVLA check or documentary proof, and self-certification	Yes.
<b>On-street resident motorcycle permit</b>	Online or by post.	Resident bay, shared use bay, permit holder bay, and motorcycle bays	Motorists over 16 years old who live in Hackney whose permanent address is in a Hackney PZ for a minimum of five days a week. The vehicle must be registered and insured to the same address* (hired vehicles and company vehicles where the vehicle can be registered at a different address). The permit cannot be used for business purposes, except for sole traders, whose business is registered at the same address as their home.	Home PZ only.	One	12,6,3 months	One permit, per person residents may obtain a resident permit alongside their resident motorcycle permit).	Evidence of residency in a PZ, through an automated check or documentary proof. Resubmission of evidence is only required if a person's address changes. Registration of vehicle at permit holder's address through automated DVLA check or documentary proof, and self-certification	Yes

How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions- based charging” apply?	
<b>On-street visitor voucher (paper scratchard /e-voucher)</b>	Online or by post. (you cannot apply for e-vouchers by post).	Resident bay, shared use bay, permit holder bay.	Residents whose permanent address is in a Hackney PZ for a minimum of five days a week.	Home PZ only.	N/A.	Two hour and one-day vouchers are available.	40 books per household, per year. Discounted rate for blue badge holders and people over 60 (first 24 books ordered per year) In areas where parking stress is high, or air quality is poor, variable limits may be introduced for visitor vouchers in the affected parking zones.	Evidence of residency in a PZ, through an automated check or documentary proof. Resubmission of evidence is only required if a person's address changes.	No.
<b>Estate resident permit</b>	Online or by post.	The permit is only valid for the estate parking zone it is issued.	Motorists over 17 years old who live in Hackney whose permanent address is on a non-gated Hackney Council managed estate. The vehicle must be registered and insured to the same address (excluding hired vehicles and company vehicles where the vehicle can be registered at a different address). The permit cannot be used for business purposes, except for sole traders, whose business is registered at the same address as their home.	Home estate PZ only.	One	12 months	Variable - limits on the number of permits per household is set on an estate by estate basis. Most estates have a limit of one permit per household. (Estate residents may obtain an estate motorcycle permit alongside their estate permit).	Evidence of residency in a PZ, through an automated check or documentary proof. Resubmission of evidence is only required if a person's address changes. Registration of vehicle at permit holder's address through automated DVLA check or documentary proof, and self-certification.	Yes

	How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions-based charging” apply?
<b>Estate motorcycle permit</b>	Online or by post.	The permit is only valid for the estate parking zone it is issued.	Motorists over 16 years old who live in Hackney whose permanent address is for a minimum of five days a week is on a non-gated Hackney Council managed estate. The vehicle must be registered and insured to the same address (excluding hired vehicles and company vehicles where the vehicle can be registered at a different address). The permit cannot be used for business purposes, except for sole traders, whose business is registered at the same address as their home.	Home estate PZ only.	One permit per household.	12 months	Variable - limits on the number of permits per household is set on an estate by estate basis. Most estates have a limit of one permit per household(estate residents may obtain an estate permit alongside their estate motorcycle permit).	Evidence of residency in a PZ, through an automated check or documentary proof. Resubmission of evidence is only required if a person's address changes. Registration of vehicle at permit holder's address through automated DVLA check or documentary proof, and self-certification	Yes
<b>Estate paper visitor voucher</b>	Online or by post.	The voucher is only valid for the estate parking zone it is issued.	Residents over 17 years old whose permanent address for a minimum of five days a week is on a non-gated Hackney Council managed estate.	Home estate PZ only.	N/A	One day	24 books per household per year (limited to two per household per month unless there is an arrangement with the neighbourhood housing office).  Discounted rate for people 60 and over (one day, ten cards in a book, valid for six months from date of issue). In areas where parking stress is high and in order to protect spaces for residents and Blue Badge holders variable limits may be introduced for visitor vouchers in the affected parking zones.	Evidence of residency in a PZ, through an automated check or documentary proof. Resubmission of evidence is only required if a person's address changes.	No.

	How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions-based charging” apply?
<b>Car sharing permit</b>	Online or by post	Resident bay, shared use bay, and permit holder bays in both CPZs that the vehicles are registered to.	Residents in CPZs in Hackney.	The two zones that	Two	12 Months.	A maximum of two PZs can be added to a resident car sharing permit	Vehicle details from automated DVLA check or documentary proof.	Yes
<b>Business permit</b>	Online or by post.	Shared use bay, permit holder bay, business bay.	Businesses located within a 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. Using a vehicle to travel between meetings will not be classed as essential.	Home business PZ only.	Three vehicles can be allocated to one permit (can only be used in one vehicle at any time.) All VRMs must be registered in advance and the vehicle that needs to be parked must be selected as the protected vehicle on the permit holder's account.	12 or 3 months.	There are a maximum of five permits per business premise. (Businesses can obtain a business motorcycle permit and a business permit)	<b>Vehicle details from automated DVLA check or documentary proof. Self-certification of need.</b> Non-domestic bill with the company's status. Corporate tax or VAT return.	Yes.
<b>Business motorcycle permit</b>	Online or by post.	Shared use bay, permit holder bay, business bay.	Businesses located within a 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. Using a vehicle to travel between meetings will not be classed as essential.	Home business PZ only.	Three vehicles can be allocated to one permit (can only be used in one vehicle at any time.) All VRMs must be registered in advance and the vehicle that needs to be parked must be selected as the protected vehicle on the permit holder's account.	12 or 3 months.	There are a maximum of five permits per business premise. (Businesses can obtain a business permit and a business motorcycle permit)	<b>Vehicle details from automated DVLA check or documentary proof. Self-certification of need.</b> Non-domestic bill with the company's status. Corporate tax or VAT return.	Yes.

	How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions-based charging” apply?
Market trader permit	Online or by post.	Market traders will be given a designated badge ID which they will need to display in their vehicle whilst parked.  Shared use bay, permit holder bay (except resident bays).	Market Traders in Hackney.	All zones.	One	12 or 6 months (Trader badges will expire simultaneously with its respective licence and must be renewed accordingly.)	One permit per trader	Proof of being a licence holder.	No
Doctor's permit	Online or by post	Allocated Doctor's bay only.	Doctors who work for the NHS to provide a GP service and are regularly required to make emergency visits..	One bay only.	One.	12 months.	One assigned to a corresponding bay.	<b>For permit:</b> Proof of medical status <b>and</b> self- certification of regular emergency visits. <b>For bay:</b> Regular simultaneous emergencies required for more than one bay.	Yes.
All zone permit	Online or by post.	Resident bay, shared use bay, permit holder bay, business bay.	Anyone except Hackney Council employees	All zones.	Three.  Can only be used in one vehicle at any time. All VRMs must be registered in advance and the vehicle that needs to be parked must be selected as the protected vehicle on the permit holder's account.	12 months.	None.	<b>Vehicle details from automated DVLA check or documentary proof. Self-certification of need.</b>	Yes

	How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions-based charging” apply?
<b>Internal all zone permit</b>	Online or by post	Shared use bay, permit holder bay, business bay, resident bay, <a href="#">estate resident bay</a> .	Hackney staff members and contractors working on behalf of Hackney Council	All zones including estates	One.	12 months.	None.	Sign off from a head of service, job role requires visits to residents throughout the borough or requires car travel, works for Hackney Council, or a contractor working on their behalf.	Yes.
<b>Blue Badge</b>	From the Mobility Team, by post, forms downloadable online.	Shared use bay, disabled bay (clock not required unless there is a time limit), pay and display bay, single / double yellow lines 🕒 (up to 3 hours). Can only be used if the Blue Badge holder is present.	People with disabilities 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.	Most badges are issued for three years only. However, certain exceptions apply.	N/A	Proof of residency within Hackney, proof of identity, evidence provided in application.	No.



How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions-based charging” apply?
<p><b>Companion e-badge</b></p> <p>From Parking Services by post, forms downloadable online, (or from Mobility Team if applying for or renewing a Blue Badge at the same time). Apply using the e-permits system</p>	<p>1) As per resident permit (in your home PZ only).</p> <p>2) In a generic disabled parking bay in your home PZ only - (⌚ required only if signs show a time limit).</p> <p>3) Personalised permit parking bays, with your companion e-badge with a unique reference number.</p> <p>Personalised permit parking bays are only for residents with disabilities who have met the eligibility criteria, applied for, passed the assessment and been awarded a bay.</p> <p>Companion e-badge holders can park in a resident bay, shared use bay and permit holder bay in your home PZ only.</p>	<p>Hackney resident blue badge holders only. The Blue Badge holder must be the owner and driver of the vehicle.</p> <p>Residents applying on behalf of a dependent under 18, must be the main driver, keeper of the vehicle and be registered at the same address where the companion e-badge is required.</p> <p>The dependent must:</p> <ul style="list-style-type: none"> <li>• hold a valid blue badge</li> <li>• live at the same address as you.</li> </ul>	<p>The Blue Badge holder Hackney home parking zone only.</p>	<p>One vehicle, per Blue Badge, per person.</p>	<p>Up to three years, to match the duration of the linked Blue Badge.</p>	<p>One per person. Blue Badge and evidence of residency in a PZ, through an automated check or documentary proof.</p> <p>Estate residents who apply for a companion e-badge and a free estate's residents permit must cover the same vehicle registration mark.</p> <p>We do not allow more than one vehicle per person.</p>	<p>Blue Badge and evidence of residency in a PZ, through an automated check or documentary proof</p> <p>Registration of vehicle at permit holder's address through automated DVLA check or documentary proof and self-certification.</p>	<p>Yes.</p>




	How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions-based charging” apply?
<b>Community support permit (previously health and social care permit.)</b>	By post, Forms downloadable online. Online under the 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.	12 months.	Limits vary between organisations - see chapter four of the PEP.	<b>Vehicle details from automated DVLA check or documentary proof.</b> A letter from the organisation, with the line manager supporting the application Worker's job description to determine eligibility <b>and</b> job descriptions to illustrate the work.	Yes
<b>Community support paper voucher / Community support e-voucher (previously health and social care vouchers.)</b>	By post, forms downloadable online. Online under 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.	All zones.	N/A.	Three hours (maximum).	None.	Proof of eligibility for Health and social care permit.	Yes.

	How can a permit be purchased	Permissions – where can the permit holder park? (see the permit permissions page for more detail)	Which groups are eligible to purchase the permit?	Zones covered by the permit	Maximum no. of vehicle registrations on a permit	Duration of permit/voucher	Limits – number of permits/vouchers per property/household	Proof required to purchase	Does “CO <sub>2</sub> Emissions-based charging” apply?
<b>Pay and display ticket or parking session</b>	At the machine using cash, by phone or at <a href="#">PayPoint locations</a> .	Shared use bay, pay and display bay.	All.	Specific to the local area.	N/A.	Some bays have a maximum stay period, which is indicated on the sign by the bay.	None.	N/A.	Yes.
<b>Dedicated bays Car club permit</b>	By post. <a href="#">Online under e- permits system.</a>	Round trip car clubs (Zipcar and Enterprise club) - car club bays only,	Hackney's car club providers	One bay only,  Round trip car clubs in home parking bay and zone only.	Round trip car clubs are one.	12 months.	Permits should only be sold to correspond with bays.	Vehicle details from automated DVLA check or documentary proof.	Yes.
<b>Floating car club licence</b>	By post.	Floating car club services (Zipcar) - resident bays and shared use bays.	Hackney's car club providers	Floating car clubs may park in all zones and no zone borough-wide parking for residents and shared use bays only.	Floating car clubs participating vehicles are livered	12 months.	Floating car club services may park in resident bays and shared use bays but will only be allocated to licence a limited number of vehicles.	Vehicle details from automated DVLA check or documentary proof.	TBD

\*excluding students whose vehicle is registered at a term-time address.

### Key

 Clock must be displayed

Text in black are current policies

Text in [blue](#) indicates policies that have been approved but not been implemented.

## Appendix 2 - Permit and voucher allowance matrix

Each customer's allowance to obtain a permit or voucher (if all other eligibility criteria is met).

	Resident Permit on street	Companion e-badge	Estate resident permit	Business permit	Community Support permit, and vouchers	All zone permit (external)	Visitor vouchers (paper & electronic)	Estate visitor vouchers	Market traders permit	Car sharing permit
Resident on street	✓	✗	✗	✗	✗	✓	✓	✗	✗	✓
Resident on Hackney estate	✓*	✗	✓*	✗	✗	✓	✓	✓	✗	✓
Resident Blue Badge holder on street	✓	✓	✗	✗	✗	✓	✓	✗	✗	✓
Estate resident Blue Badge holder on estate	✓	✓	✓	✗	✗	✓	✓	✓	✗	✓
Resident in a car free development	✗	✗	✗	✗	✗	✗	✓	✗	✗	✗
Business owner	✗	✗	✗	✓	✗	✓	✗	✗	✗	✗
Visitor	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗
Worker in borough**/ commuter (non resident)	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗
Traders of Hackney Council markets	✗	✗	✗	✗	✗	✓	✗	✗	✓	✗
Support worker in the community	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗
Hackney Council worker / contractor	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗

\* Permits must cover the same vehicle

\*\* Worker in the borough does not include those employed by the London Borough of Hackney. Council workers should read the staff parking policy available

When launched, separate motorcycle permits will also be able to be obtained for residents and business permits in addition to the allowance of permits listed above e.g. you may purchase one resident permit for your motorcycle and one resident permit for your car.

### **Appendix 3 – Policy on discretion and mitigation**

If you contest a penalty charge notice (PCN) issued by Hackney Council, we will consider the grounds for cancellation you put forward to us, including any mitigating circumstances that you raise in your dispute.

Before you submit your representation, please note:

- You should supply as much documentary evidence as possible to support your case.
- We will treat each case separately
- We will not repeatedly cancel PCNs for the same reason.

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

- Any circumstances beyond the driver's control - the extent to which the motorist could have parked correctly.
- 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 Civil Enforcement Officer 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.