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Foreword

The Road Traffic Act 1991 gave powers to Local Authorities to enforce parking restrictions, previously the responsibility of the Police (traffic wardens) and there have been a number of subsequent changes which have widened these enforcement powers to include for example, the use of cameras to enforce bus lanes, parking contraventions and other moving traffic contraventions. Tower Hamlets Council has embraced the opportunities for additional enforcement powers since then, whilst seeking to apply these provisions in a fair and equitable manner which is in line with its traffic management objectives. The parking provisions in the Traffic Management Act 2004 came into force on 31st March 2008 and affected the service we provide, making it more accountable and transparent and linking the enforcement regime more strongly to parking and transport management policies. These increasing powers have seen the parking service expand significantly since those early beginnings.

The need for parking controls in Tower Hamlets is evident. The Borough is one of the smallest in London but also one of the most densely populated and, as in other London Boroughs, traffic in Tower Hamlets has increased significantly over the years and the demand on parking space is increasing steadily. To address these growing needs, there are now four Controlled Parking Zones (CPZs) operating in the Borough (sub-divided into mini-zones). The net result is that parking and traffic enforcement is now a significant activity for the Council and consequently significant for our residents and the business community.

This Parking and Traffic Enforcement Plan Document (PTEP) draws together the Council’s strategy on parking and traffic enforcement. It is intended to provide a comprehensive reference guide to the strategy and policies laid down by the Council for everyone with a vested interest in parking within Tower Hamlets. The document is based upon the Council’s Local Implementation Plan and complies with national and local (London wide) guidance and strategy on which enforcement is based within the Borough and on other Council strategies relating to transport, parking and the environment.

This PTEP sets out, in one document, the Council’s Policies and Strategies for dealing with all aspects of parking and traffic enforcement. It is the first such document that has been produced and is intended to be flexible to allow it to constantly evolve; for this it will be regularly updated and amended to keep pace with the changing priorities and to assimilate new ideas, reflect changes in attitudes and changes to the regulations that control parking demands.
A level of parking provision is important for the Borough and for the convenience of residents and visitors alike. It must, however, be recognised that parking space and availability is directly linked to traffic volume, which is linked to traffic congestion, pollution and noise, as well as damaging health and climate change impacts. A careful balance must, therefore, be struck between parking provision, parking controls, levels of charges and enforcement. This is in order to ensure that we optimise the social, environmental and economic wellbeing for local citizens, as well as for sustainability and environmental issues.

Parking and traffic enforcement is central to the Council’s overall sustainable strategic transport strategy and has as a key purpose to achieve traffic management objectives, through encouraging compliance with traffic regulations. Effective traffic enforcement assists the Council in delivering its wider transport strategies. The policies outlined in this document are based on these key objectives and can be summarised as follows:

- Maximising the use of parking space to balance the needs of all road users, including pedestrians, cyclists, public transport and car users, residents, businesses and visitors.
- Managing the safe and free movement of vehicles, pedestrians and cyclists.
- Improving road safety.
- Improving the local environment.
- Improving the movement and accessibility of public transport.
- Meeting the needs of people with disabilities.

All of these objectives and the policies that derive from them will contribute to the Council’s vision for Tower Hamlets, which is to:

“**Improve the quality of life for everyone living and working in Tower Hamlets**”

It is important to remember that the parking policies cannot be viewed in isolation or separate from wider transport policies. Every one of these policies has been devised with one or more specific objectives in mind, such as; to improve the traffic flow within the Borough, enable residents to park near to their homes or reduce congestion and improve the quality and experience in busy shopping areas.

There are a number of ways in which the effectiveness of the policies set out in this plan will be monitored and measured and these will be related to whether
or not the desired outcomes have been achieved through the implementation of this enforcement plan.

Monitoring will ensure that the traffic management objectives outlined throughout this document are being met, and will include not just internal monitoring, but external monitoring through consultation for example (e.g. the review of CPZs), and feedback from motorists (e.g. through correspondence). Compliance monitoring will also be carried out to assess the effectiveness of these policies.

Additionally, it is intended to ensure that staff training and development programmes incorporate a requirement to train staff in the policies outlined in this document and the broader traffic management objectives that they serve. This in turn will enable staff to convey this message to drivers when they contact the Council, so that motorists appreciate the purpose of parking enforcement and its link to traffic management objectives.

**The Council’s Sustainable Transport Policies**

Tower Hamlets Council is committed to the community that it serves. Through our Community Plan (which sets our future shared, sustainable vision for the borough), there is a common purpose to make Tower Hamlets a better place for all.


**Making Connections** focuses on far-reaching, strategic issues to address the transport challenges of climate change and complements the Council’s existing land use and transport plans in the form of the emerging Local Development Framework (LDF) and Local Implementation [transport] Plan (LIP).

The Council’s related transport policies are set out in Tower Hamlets Local Implementation Plan (LIP2), and cover many more issues than just parking and traffic enforcement.

This Parking and Traffic Enforcement Plan (PTEP) comprises the parking and traffic enforcement elements of the Council’s transport policies and explains how these are addressed by the Council’s Parking Service.

The PTEP is firmly rooted within Tower Hamlets transport policy and is fully compliant with it.
The transport policy guides the Parking and Traffic Enforcement Plan and the PTEP guides the actions of the Council’s parking enforcement team, determines the basic objectives for the Council’s parking permit schemes and informs the Council’s approach to determining the appropriate level of charges for casual parking, permits and other parking services.

The Local Implementation Plan 2 is available from the Council and may be viewed on the Tower Hamlets web-site.

Tower Hamlets PTEP complies with the Mayor’s Transport Plan, Transport for London’s (TfL) Parking and Enforcement Guidance for Local Authorities, the Mayor’s Spatial Development Strategy (London Plan) and the requirements of the Local Implementation Plan. Tower Hamlets Unitary Development Plan has also been taken into account.

The six main objectives of the Mayor’s Transport Strategy are:

- Support economic development and population growth
- Enhance the quality of life for all Londoners
- Improve the safety and security of all Londoners
- Improve transport opportunities for all
- Reduce transport’s contribution to climate change and improve its resilience
- Support delivery of the London 2012 Olympic and Paralympic Games and its legacy

The Unitary Development Plan outlines a number of Strategic Policies that the Council has committed to and these include the following transport objectives.

- To support and improve public transport, ensuring that the system is accessible to, and safe for all.
- To restrain the unnecessary use of private cars in order to achieve a more balanced allocation of road space between users.
- To improve the environment by restricting and calming traffic in residential areas and shopping streets.
- To improve safety and convenience of movement for all road users, especially pedestrians and cyclists.
- To oppose any new roads or road improvements that would lead to a significant increase in car commuting through the borough.
- To ensure that development is located so that the transport generated can be efficiently, effectively and safely accommodated within the
Existing and proposed transport system with the minimum detriment to amenity and the environment.

- To reduce the impact of heavy lorry traffic by promoting greater use of rail and water for the movement of freight.

This has led to the development of a number of transport specific policies which are outlined in the Local Implementation Plan and these have been summarised at the end of this document in Section 8.

Parking Services response to the Council’s Environmental & Transport Policies

Managing the supply and demand for parking can assist in achieving some, but not all, of the Council’s Policy objectives for the Borough, environment and transportation.

Improve the quality of life for everyone living and working in Tower Hamlets by:

- Providing parking permit schemes that prioritise the needs of residents, businesses and people with disabilities.
- Making special parking provision for worshippers.
- Making special parking arrangements for festivals and community events.

Reduce the impact of transport on climate change resulting from human activity by:

- Linking the charge made for permits to the vehicles CO2 emissions or engine size.

Improve road safety by:

- Protecting sight lines and junction returns through waiting and loading restrictions.
- Prioritising enforcement of waiting and loading restrictions and keep clear markings.
- Prioritising the need for road safety over demand for parking.

Improving bus journey times by:

- Prioritising enforcement of bus lanes and bus routes.

Relieving traffic congestion by:

- Managing parking at the point of destination.
• Setting casual parking charges (i.e. the hourly tariff at Pay & Display controlled parking bays) to restrain demand and achieve a minimum vacancy level of 15% to reduce congestion caused by vehicles cruising to find a space.
• Enforcing moving traffic signs (non endorseable offences).

Improving parking and loading arrangements by:

• Recognising the needs of businesses to carry out deliveries by designating loading bays, “loading gaps” and waiting restrictions.
• Introducing loading bans when only absolutely necessary.
• Carrying out appropriate observation of vehicles prior to taking enforcement action to ensure that it is not being loaded or unloaded at the time that the Penalty Charge is issued.
• Carrying regular programmed reviews of parking/waiting and loading restrictions to ensure that these remain appropriate to changing circumstances.

Improving accessibility and social inclusion by:

• Providing general and personalised disabled parking places.
• Providing “Blue Badges” for qualifying residents free of charge and “companion badges” showing the holder’s vehicle registration number to reduce the risk of theft and subsequent fraudulent use.

Restrain the unnecessary use of private cars in order to achieve a more balanced allocation of road space between users by:

• Managing parking at the point of destination.
• Setting casual parking (Pay & Display) tariffs at a level that restrains demand.
• Balancing the parking needs of residents, businesses and visitors.
• Surcharging the cost of residents second and (particularly) third parking permits.
• Robustly managing the Council’s permit schemes to reduce the potential for fraud and vigorously dealing with fraud when this arises.
• Strictly adhering to planning agreements that have created “car free” (or rather “permit free”) developments.
• Working with and providing assistance to car clubs.

Improve safety and convenience of movement for all road users, especially pedestrians and cyclists by:
• Prioritising enforcement of waiting and loading restrictions and keep clear markings.
• Prioritising enforcement of bus lanes (which can be used by cyclists).
• Enforcing moving traffic signs (non endorseable offences enforced by Local Authorities).
• Prioritising enforcement of parking on the footway.

Reduce the impact of heavy lorry traffic by:

• Enforcing the London overnight lorry ban (5 metric tonnes or more).

In applying these policies, situations can arise in which they appear to be in conflict or a compromise is inevitable. So for example, yellow line (no waiting) reviews usually result in the provision of additional designated parking bays (for residents/businesses/visitors etc). While this offers assistance to motorists it nevertheless also assists more journeys being made by car and there are other inconsistencies that will at some point need to be addressed. Resident permit holders can, for example, use their permits in their own controlled parking zone but in addition make trips of three hours duration to other controlled parking zones. These short journeys across zones, but which are nevertheless completed within the Borough, are by definition the very same short journeys that the Council believes should be taken by public transport; yet the permit scheme actually facilitates these being made by car.

Summary of strategic documents, policies and plans

A number of policies and plans have been mentioned in the above section and these are listed below. Together, they form a hierarchy of documents that the Council must take into consideration when dealing with parking issues. This document (PTEP) has been informed by these policies and strategies.

National Level

The Sustainable Communities Plan - issued by the Government in 2003, this plan sets out a long-term programme of action for delivering sustainable communities and tackles housing supply issues in the South East, low demand in other parts of the country and the quality of our public spaces.

Planning Policy Statements - these are documents prepared by the Government to provide guidance on planning policy and the operation of the planning system. They explain the relationship between planning policies and other policies which have an important bearing on issues of development and land use. Local authorities must take them into account when preparing their development plans.
London-wide Level


*Mayor of London’s Transport Strategy* - this policy document outlines the Mayor’s transport strategy for London and was published in May 2010.

Local Level

*Local Development Framework* - this sets out Tower Hamlets’ planning strategy for the Borough and includes land development, protecting the environment and transport policies.

*Local Implementation Plan 2* - outlines the way in which the Council will meet the Mayor of London’s Transport Strategy.

*Making Connections - towards a climate-friendly transport future - 2008-2033* - this strategy complements the documents referred to above.

**Managing Supply and Demand**

Clearly, there is a limited and finite amount of road space for parking and there is virtually no potential to increase the amount of parking provision in the Borough.

The growth of vehicle ownership in the Borough and the demand for parking not just outside residential properties, but at businesses, shops, stations and other areas in the Borough means that the Council has to effectively manage the competing needs of all drivers who live or work in the Borough or who wish to visit the Borough. This may involve allocating parking space for certain groups of people, such as disabled drivers, residents etc, or making provision for short term parking where the need arises. Unfortunately, it is unlikely that all drivers who wish to park in the Borough can be accommodated as to do so, would result in residents and others who have no choice being unable to park in their local areas.

Therefore, the Council often finds itself in a position where it must balance conflicting demands for parking space. Parking provision is constantly reviewed to ensure that it achieves the best balance possible. This involves listening to residents, businesses and other stakeholders and taking their views into account, all of which must be considered in conjunction with the Council’s
parking policies and environmental polices (the aims and objectives of these policies have been set out elsewhere in this document).

Changes that may be considered include the following -
- Variation of hours of control
- Variation to the maximum period of stay
- Change of usage for individual bays
- Increased charges
- A limit to the number of permits issued for each household
- A review of criteria for permit schemes
- Review and amend the benefits attached to a type of permit

To assist with assessing the changes required, occupancy surveys will be carried out. Officers will visit an area several times, at different times and on different days of the week, in order to build up a picture of the way in which the parking provisions are being used, e.g. who is using the bays (residents, visitors, businesses etc), what is the length of stay, are there issues at certain times of the day or certain days of the week. These surveys will indicate whether the existing arrangements are adequate or whether changes need to be made.

If changes are indicated, detailed proposals will be drawn up and residents in the area (and other groups where appropriate) will be consulted. This may lead to the changes being modified or even discarded. Once proposals have been finalised, Cabinet will be asked to approve them for more detailed consultation. A period of statutory consultation will then take place and all comments (and/or objections) will be taken into account, considered and reported to Cabinet. Only when the proposals have been approved by Cabinet and all objections have been dealt with, will the proposals be approved and implemented.

The way in which the supply of parking space is managed is very similar, although, as previously stated, there are few options for actually increasing the number of bays. However, supply may be better managed by changing the designations or some bays, or by varying charges, hours of restriction, and changes to the permit schemes. For example, in areas where there is inadequate car parking space, it could be advisable to reduce demand for on-street parking by visitors by increasing charges. Once again, consultations on the proposals will take place, Cabinet will approve the proposals for consultation and the statutory consultations will be carried out prior to final Cabinet approval and implementation.

Not all parking charges are set by the Council. Penalty Charges, wheel clamping charges, removal and storage charges are set by the Mayor of London
Managing Change

Parking provision and enforcement is an ever-changing environment and controls and enforcement levels are subject to continual review. The parking operation in Tower Hamlets has been developed over many years and aims to provide an effective and efficient means of control over the demand for parking in the Borough. Changes throughout the years have been incorporated into the current scheme and the Council will continue to refine the operation in the light of existing and future developments.

The impetus for change can come from a number of different pressures, many of which will be concurrent with each other. Some of the main forces for change have been identified below:

- Strategic changes, either from national policies or local guidance and policies.
- Legislative changes, such as the Traffic Management Act 2004 and Climate Change Bill.
- Changes to the built environment, such as new developments in the Borough.
- Pressures from the fringes of the borough, linked to changes in the congestion charge regime in central London.
- Rises in occupancy levels in the Borough, both business and residential.
- Intensifying levels of car ownership.
- Environmental issues, such as improving air quality.
- Changes in economic activity (e.g. late evening and Sunday trading).
- Local community needs, including groups such as disabled people, motor cyclists.
- The need to maintain and improve local transport links, e.g. buses.
- Changes to parking patterns, bay occupancy levels and enforcement requirements.
- Changes to methods of parking enforcement, such as the use of CCTV, new technology, best practice changes.
- The London Olympics in 2012.

The Council is pro-active in identifying priority areas for change and responding to them through reviews of CPZs, permit schemes and the enforcement operation - the nature of the change will determine which areas need to be reviewed and the Council's response to the change. For example, changes resulting from the congestion charge in central London resulted in a review of
controls in the Borough to ensure that they were adequate to prevent overspill parking by drivers who may wish to park outside the congestion charge zone to avoid the charge.

Proposed changes will be considered within the framework of the existing Council policies, as outlined in this document, and where appropriate, policies will be reviewed to incorporate changing circumstances and ensure that changes can be accommodated without detriment to the efficiency of the Borough’s parking operation.

**Parking and the environment**

The Council is committed to developing a green, climate and people-friendly transport system in the Borough and parking enforcement plays a role in this.

The policies that have been developed in respect of the Council’s green transport commitments should not be taken in isolation as they complement existing plans such as the Local Development Framework and the Local Implementation Plan, and also the Mayor of London’s London Plan and Transport Strategy. The policies outlined in this PTEP comply with the Council’s strategy on the environment.

In line with the Council’s commitment to reducing carbon dioxide emissions, the charge made for most on-street parking permits reflects the vehicle’s CO2 emissions or engine size. This had been implemented successfully in several London boroughs and was introduced in Tower Hamlets in 2008.

The aim of the emission based permit charges scheme is to encourage residents to use lower emission vehicles through making permits more expensive for higher polluting cars. The permit charges are therefore more reflective of the relative impact that the individual vehicle has on the environment. This also resulted in lower permit charges for lower emission vehicles.

The Council has also established a Carbon Rationing Group (CRAG) and this is aimed at encouraging and assisting residents to take responsibility for reducing their own carbon footprint. The scheme enables residents to effectively manage their own energy use in respect of household energy use, private car and plane travel. The group sets an annual emissions target and each individual member takes responsibility for any carbon debt (i.e. emissions above their ration) they have accumulated over the year. Car use is included in the scheme and the aim is to encourage people to consider whether their journey is necessary and whether it could be made by other means, such as public transport, cycling or walking.
Tower Hamlets is working with operators to introduce on-street Community Car Clubs throughout the borough which would reduce individual car use, traffic congestion, pollution, noise and accidents. Car Clubs provide quick and easy access to cars for short term hire and are a pay-as-you go-alternative to owning a car and can reduce on-street car parking levels.
Section 1 - Parking and Moving Traffic Enforcement in Tower Hamlets

This section deals with the need for enforcement and explains the background and legislation relating to decriminalised enforcement. The objectives of Tower Hamlets Council parking and traffic enforcement services are also explained.

Why have parking regulations?

The issue of parking enforcement cannot be considered without an understanding of the basis for parking regulations. The first parking restrictions were introduced in the 1920s, with the first meters (in Manchester Square in London’s West End) in 1958. In Britain and in central London in particular, it was, at that time, not uncommon to find cars double or even triple parked in various locations.

A study of road accidents in London in 1947/48 showed an overall increase in accidents of 8% whereas in another part where several miles of road had had parking controls introduced, accidents fell by 31.5%, giving a difference of 40% overall. Studies following the introduction of the new metered controlled zones showed that the number of parking vehicles was halved, and journey times improved. Traffic accidents decreased by 21% in the controlled zone but in similar uncontrolled areas the number of accidents rose by 22%. (Research on Road Traffic, Road Research Laboratory 1965).

The Road Traffic Regulation Act 1984 defines the objectives for which parking regulations can be introduced. These can be summarised as:

- Safety
- Maintenance of access to premises
- Congestion reduction
- Management of the kerb space where demand for parking exceeds supply

Raising revenue is not a lawful objective for either introducing or enforcing parking controls.

The precise regulations made by the Council will depend on the circumstances at the location. Regulations introduced for safety reasons are more likely to be in the form of double yellow lines or ‘school entrance - keep clear’ markings.
Where congestion reduction or access to premises for deliveries is the issue, single yellow lines might suffice. Pay and display bays and residents’ zones are all symptomatic of areas where demand exceeds supply, requiring the Council to give priority to particular groups of motorists (such as residents and disabled) or forms of parking (such as short stay).

Typically, residents’ permit holders will be given priority in residential areas, while short stay parking and deliveries will be given priority in commercial and shopping areas.

In many locations where such measures are introduced it is not possible to meet all the demand for parking spaces, even for priority users. In some residential areas the demand for residents’ parking now is starting to outstrip the supply of spaces. In mixed use areas such as those where markets are situated, there are competing demands from shoppers, residents and deliveries. The Council must often make difficult decisions over allocation of kerb space between these demands and it is unlikely that all groups of motorists will be accommodated to the extent they would wish.

Short stay parking is regulated either by having limited stay free parking bays or by charges. Short stay free parking is difficult to enforce but may nevertheless be effective in certain circumstances, whilst paid-for parking provides a more effective rationing mechanism and also makes enforcement simpler. The Government’s and London Council’s advice is that parking charges should be set so as to achieve about 85% occupancy. This ensures that there are always a few spaces available and minimises traffic searching for a parking space and causing congestion. Casual parking charges have been set in accordance with this objective and remain competitive for the area, especially when compared to those in central London.

Many traders would like to see lower parking charges, yet research by the London Planning Advisory Committee (LPAC), and in Europe (through the COST 342 project), shows that there is no correlation between parking charges and economic vitality of a centre. Several cities in Europe have tried to introduce an initial free period of parking (such as 30 minutes) to encourage retailing. Evidence here shows that this has no impact on economic activity but adds to congestion while cars hunt for a free parking space.

**Background to parking and traffic enforcement**

At one time, anyone who drove a car could park where they wanted, without time limit, free of charge. As car numbers have soared, those days have gone, but the dream of car-based unrestricted mobility still remains for many.
Where yellow lines or parking restrictions prevent drivers from parking where they want, many will take a risk, parking illegally and putting their own needs above other road users.

Based on data supplied by the London Boroughs, London Councils estimates that about 50 million illegal parking acts take place each year in London. Many may seem small to the perpetrators, yet they can cause considerable congestion, by delaying buses for example or effectively blocking roads. For example, a driver parking illegally outside a bank to use the cash machine may stop for only two minutes, yet may delay many other people, in cars and buses, trying to get past. Good parking regulations can prevent this but only if motorists comply with them, and without effective enforcement this is unlikely. This underlines the main purpose of parking enforcement, which is to secure compliance with the regulations and ideally, not to issue any parking tickets at all.

**History of legislation on parking and traffic enforcement**

Parking enforcement was traditionally the responsibility of the Metropolitan Police Service. Traffic wardens were introduced in 1969 to supplement the work of police officers in this area as the police were unable to enforce the regulations effectively. Lack of enforcement was an issue even then.

However, even with traffic wardens, enforcement was still not being carried out effectively and several reports in the 1980s, notably the National Audit Office’s ‘Fine Lines’ report (1989) drew attention to the problems this caused.

Following lobbying by the London boroughs, the Road Traffic Act 1991 provided for the decriminalisation of parking enforcement and its transfer to local authorities within the newly created Special Parking Areas (SPAs). Tower Hamlets Council created a SPA which covered the whole of the Borough, except for the red route network, in July 1994.

Subsequent legislation in the London Local Authorities Acts in 1995, 2000 and the London Local Authorities and Transport for London Act 2003 modified the 1991 Act, introducing new categories of contraventions, such as “double parking” and parking on pedestrian crossings. The London Local Authorities Act 1996 provided for local authority enforcement of bus lanes and the joint 2003 Act provides for decriminalised enforcement of other moving traffic offences, such as box junctions and no entry signs and also empowered the Council to take enforcement action against vehicles parked by dropped kerbs.

In July 2007, differential penalty charges were introduced in London and this measure was designed to ensure fairness for motorists who receive a parking ticket, by differentiating contraventions according to their ‘seriousness’.
It seemed unfair that a driver who over stayed his or her time at a pay and display machine would receive the same level of penalty charge as the driver who parked on a no waiting restriction causing considerable traffic obstruction. Therefore, the less serious contraventions, such as overstaying on a pay and display bay, result in a lower level penalty charge, whilst the more serious contraventions, such as parking on a yellow line attract a higher charge.

Part 6 of the Traffic Management Act 2004 was implemented on 31st March 2008 and replaced the Road Traffic Act 1991. The Act replaced the existing concept of Decriminalised Parking Enforcement with the new concept of Civil Parking Enforcement (CPE), rationalises the changes that have already happened to enforcement in London over the past years, and places them within one regulatory framework. The accompanying Statutory Guidance set out the way in which the government wishes to see parking enforcement carried out, incorporating themes of public acceptance, reasonableness, accountability and transparency.

The Council will issue an annual report on the parking service and will be involving stakeholders in consultations to improve and change the service as necessary. In fact, Tower Hamlets already do this and one example is the recent consultation exercises on emissions based permit charges and CPZs.

Parking attendants became Civil Enforcement Officers under the TMA 2004, which denotes their new role in the civil enforcement scheme. They will continue to enforce decriminalised parking regulations through patrolling and issuing PCNs where necessary, but may also become involved in other duties such as assisting the police and helping with on-street surveys, such as compliance surveys.

**Reasons for decriminalisation**

The reasons for decriminalisation of parking contraventions in the Road Traffic Act 1991 are found in the inability of the police to enforce parking and minor traffic regulations effectively. Studies in the 1980s indicate that only one illegal parking act in 100 was penalised and more than 50% of the Fixed Penalty Notices (FPNs) issued did not result in the penalty being paid. The Metropolitan Police, quite understandably, did not consider parking enforcement at all a priority and resources were limited. For example, a traffic warden force of 2,200 in the Metropolitan Police Service in the early 1970s had diminished to 1,100 by the end of the 1980s. Patrols by Traffic Wardens became more and more sporadic to the point where some areas of RB Kensington & Chelsea would only be “enforced” by a mobile squad of 5 or 6 wardens for a couple of hours per week. Resource shortages in processing areas meant that large numbers of FPNs were written off systematically in order to clear backlogs.
Notwithstanding that, the Metropolitan Police parking enforcement service cost the public purse nearly £40m in 1988 (Home Office Working Party on Parking Enforcement 1990).

Lack of police enforcement resources also prevented the introduction of new controlled parking zones (CPZs), even where these were strongly demanded by the public, as the police were not able to provide resources for any enforcement of new CPZs.

The result of this was excessive congestion caused by illegal parking - and the debates about the Road Traffic Act 1991 were dominated with this issue both in connection with decriminalisation of parking enforcement and the creation of the red route network - a lack of parking spaces in areas of high demand (particularly in residential areas around rail heads and in shopping areas) and a widespread flouting of parking regulations by drivers. The lack of effective enforcement also resulted in a culture amongst many drivers that compliance with parking regulations was not really expected and that these regulations were to be treated as advisory or best practice in a way that would not be accepted for any other type of formal regulation.

In the late 1980s, London’s boroughs campaigned to take over the responsibility for parking enforcement from the police, who were not in a position to give it high priority. In many parts of London there was parking anarchy and London’s boroughs wished to end that. The introduction of the Road Traffic Act 1991 allowed London Boroughs to enforce parking restrictions and this was welcomed as a means of ensuring efficient and effective enforcement.

A similar campaign resulted in the London Local Authorities and Transport for London Act 2003 which added further moving traffic infringements to the bus lane enforcement already carried out by the Council (London Local Authorities Act 1996). This legislation enabled London Boroughs to enforce a variety of moving traffic contraventions, such as yellow box junctions and banned turns.

Local Authorities, through the Local Government Association (LGA), reasoned that Councils would be able to afford these minor (non-endorsable) driving offences a greater priority and attention that the Police hitherto had been able to achieve. While the infringements enforced by the Council are relatively minor, they are important in terms of public transport efficiency and reliability, improved operation of the network, traffic calming and road safety. (There is probably nothing more surprising or alarming than being in a one-way street facing a vehicle coming towards you!).

To summarise, the Council can enforce the following restrictions -

- Parking contraventions in permitted parking bays or in restricted areas
• Bus lanes
• Moving traffic contraventions such as box junctions and banned turns
  (The full list of traffic signs that can be enforced by the Council are set
  out in Appendix 1).

Enforcement may be carried out using Civil Enforcement Officer (CEO)s who
patrol on foot or in vehicles or via Closed Circuit Television (CCTV) cameras.
The Council may issue Penalty Charge Notices and in some cases, remove
vehicles.

**Objectives of decriminalised enforcement**

The objective for the decriminalised enforcement regime is to ensure
compliance with the regulations and achieve traffic management objectives. As
noted above, the Road Traffic Regulation Act 1984 sets out the only lawful
objectives for making parking regulations. Statutory Guidance to the Traffic
Management Act makes this even more explicit by confirming that the
objective of parking enforcement is to achieve “100% compliance with no
penalty charges issued”.

Both statute and case law (notably Cran v. LB Camden, 1997) make it clear that
any authority that based its enforcement policy on the objective of raising
revenue would be acting unlawfully.

The Council currently enforces a wide range of regulations and restrictions.
Some of these are in place as a matter of course, such as dropped kerbs,
footway parking and double parking and do not need additional signs on the
street to indicate that there is a prohibition on parking in this manner.

In the majority of cases the parking and traffic restrictions enforced by the
Council are introduced by the making of Traffic Management Orders, the local
regulations that determine parking restrictions in the Borough. The
introduction of restrictions is costly and involves designing the restriction,
consultation, making the orders and placing suitable signs and lines. If the new
restriction is to have the desired effect, it will probably require a degree of
enforcement - another cost.

Reflecting the costs involved and the fact that the restrictions can have a
serious impact on residents and business, the Council will only introduce the
minimum level of restriction commensurate with achieving the stated
objectives of the scheme.

As previously stated, the objectives under which parking restrictions can be
introduced, as defined by the Road Traffic Regulation Act 1984 are limited to:-
The parking restrictions that the Council can apply are also limited:

- No waiting (single and double yellow lines)
- No loading/unloading (kerb blips used in conjunction with yellow lines)
- School keep clear markings
- Pedestrian crossing zig zag markings
- Controlled Parking places

When parking demand greatly exceeds supply then the Council may introduce a Controlled Parking Zone (CPZ). A CPZ has the following elements:

- The creation of controlled parking places
- The introduction (or extension) of permit schemes
- Possible restrictions on the type of vehicles that can use the controlled parking places (such as height and length of vehicles)
- The introduction of some control (waiting/loading/zig zags) on all kerb space not designated a permitted parking place.

The parking restrictions, the "tools of the trade", available to the Council are examined in greater detail in another part of this document.

The Council's permit schemes are set out in Section 5 of this document.

**Parking Charges**

The majority of casual paid for parking in the Borough is through pay and display bays on street. Charges for parking in these bays are set to achieve the aims of on-street parking provision, which is to achieve a rate of 80% full during the peak periods, reducing the volume of traffic cruising for a space and ensuring that drivers who need to park on-street are better able to find space.

Parking usage, turnover and charges will be reviewed annually in order to ensure that the objectives outlined above continue to be met. All increases in parking charges are agreed by Cabinet before implementation and advertised widely so that drivers are advised of the revised charges in advance.

Payment of short-term parking charges on-street may be made by means of cash payments into pay and display machines or through the use of mobile phone payments as detailed below.
Park and Phone

The Council has introduced a cashless parking scheme which has a number of benefits for motorists. It avoids the need for drivers to ensure they have sufficient change on them when using pay and display facilities in the borough and ensures they will not receive a parking ticket through not having coins of the right denomination on them.

Many drivers pay for more time than they actually use as they will generally over-estimate the length of stay rather than buy insufficient time and risk a parking ticket if the time expires - this system allows drivers to pay only for the actual time used. It is convenient for motorists and has been well-received by those who have joined the scheme. Take up by motorists has nevertheless been very low.

Motorists can sign up to the scheme in advance supplying their personal details and payment details. Whenever they use pay and display or shared use bays in the borough they log into the system when they park and log out of the system when they leave, using their mobile phones. This accurately measures the parking stay and ensures that the driver is charged the appropriate amount for the length of stay, which will automatically be charged to the registered payment method.

Cashless parking systems are still relatively new and the way in which this scheme operates will be monitored by the parking section. It is not envisaged that the Council will move completely to a cashless parking system as there will always be drivers who prefer to use cash, or who do not park often enough to justify a mobile phone payment account, and there are likely to be areas where mobile phone reception is not good enough to support this scheme. For the foreseeable future therefore, mobile phone payments will continue to supplement pay and display machines. Developments in other parts of London relating to the removal of pay and display machines that accept cash, and a London wide scheme for payments by phone are being closely followed.
Section 2 - Parking and Moving Traffic - The restrictions explained

Parking Restrictions - Introduction

All parking and waiting and loading restrictions within the borough are enforced by the Council unless the road is part of the Transport for London (TfL) Road Network, in which case the regulations are enforced by the Metropolitan Police (and Met Police Traffic Warden Service) operating under a Service Level Agreement with TfL. The London Lorry Ban is also enforced by Transport for London. The Police retain the ability to enforce against obstructive parking, although this is not a high enforcement priority.

The parking regulations enforced by the Council fall into two basic groups:-

a) Those that apply nationally or within London - in which case the Council must be clear as to why it enforces them and in what circumstances; and

b) Those that have been applied by the Council through the making of Traffic Management Orders (TMOs), in which case the Council needs to have a policy determining when the use of these powers are appropriate. The question of whether these restrictions should be enforced does not apply because if it was appropriate to introduce and maintain the restriction it is appropriate to enforce it.

Parking restrictions that apply nationally or regionally.

Parking on footways and verges.

Parking on footways and verges is banned throughout London unless specifically exempted by the Borough and appropriately signed. This ban is designated in Section 15 of the Greater London Council (General Powers) Act, 1974 and covers parking on any part of the public highway that is not carriageway, i.e. pavements, grass verges, central reservations and traffic islands. Any vehicle (including motorcycles) parked with one or more wheels on these areas is liable to receive a Penalty Charge Notice unless fully parked within an exempted area (see below). In addition, the vehicle may be removed.
The problem of footway parking was highlighted in the House of Commons Environment, Transport and Regional Affairs Eleventh Report entitled *Walking in Towns and Cities*, printed in May 2001. This Parliamentary Select Committee Report states (75):

“Parking on the pavement is a serious and growing problem, especially outside London (in the capital it is illegal, elsewhere it is not). It blocks the way of parents pushing buggies and of elderly and disabled people in wheel chairs and electric carts. [125] The pavement surface is soiled by oil stains and broken by the weight of vehicles, leading to an uglier walking environment and an increased risk of trips and falls. Moreover, tolerance of it symbolises the widespread assumption that the car driver is king and encourages contempt for pedestrians. It indicates that all public space, pavements as well as roads, belongs to the motorist.

Footway parking is not permitted in London under Section 15 of the Greater London Council (General Powers) Act, 1974. Exceptions are in designated streets for which Traffic Management Orders (TMOs) are published that regulate such activity.”

Parking on footways and verges is illegal, causes additional maintenance costs, environmental damage, the risk of damage, and is dangerous to pedestrians, blind people, disabled people, and to people with pushchairs.

**Exempted Roads (Where parking is permitted on footways/verges)**

Footway parking is prohibited in London, unless signs are placed to the contrary. This requires that each road be reviewed on an individual basis to determine whether or not footway parking should be permitted, and a Council resolution passed in respect of the roads that are to be exempted from the general footway parking ban.

Footway parking is prohibited in Tower Hamlets with the exception of a few locations where either (a) parking bays have been formally introduced (and backed by a Traffic Management Order) or (b) an informal amnesty applies. The locations are:

<table>
<thead>
<tr>
<th>Formal</th>
<th>Informal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn Street</td>
<td>Cadogan Terrace</td>
</tr>
<tr>
<td>Brownfield Street</td>
<td>Carbis Road</td>
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<tr>
<td>Cotall Street</td>
<td>Hinde Grove</td>
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<tr>
<td>Hesperus Crescent</td>
<td>Simpson Road</td>
</tr>
<tr>
<td>Iceland Road</td>
<td>Thermopyle Gate</td>
</tr>
<tr>
<td>Priory Street</td>
<td></td>
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</tbody>
</table>

*Issued March 2008*
When exempting roads from the footway parking ban, the Council has taken into account the following criteria -

- The width of the road and the appropriate clearance widths required (this will vary on the type of road and its usage).
- The volume and nature of traffic using the road.
- Access requirements for emergency vehicles.
- The width of the pavement.
- Safety considerations for pedestrians and other drivers.
- The implications of any exemption for footway parking in terms of traffic and pedestrian movement.
- Whether or not there is off-street or alternative parking available nearby.
- Whether alternative measures can be introduced, such as -
  - Banning parking on one side of the street while permitting it on the other.
  - Introducing one-way working and permitting carriageway parking on both kerbs.

The desirability of allowing footway parking (both formal and informal is to be reviewed in a joint exercise with colleagues from Highways.

**Overnight Parking Restrictions on Commercial Vehicles**

The former Greater London Council decided to restrict the use of heavy goods vehicles, to improve the environment for Londoners. In 1974 regulations were introduced whereby commercial vehicles are banned from waiting overnight and at weekends. Vehicles of a maximum gross weight (meaning, when the lorry is fully loaded) exceeding 5 tonnes (metric measurement) are banned from parking in any restricted street, between the time of 6.30 pm on any one day and 8 am on the following day, although they may park on some roads that are not restricted. A plate on the side of the vehicle shows the maximum tonnage.

The Council will retain and enforce the existing ban on overnight on-street lorry and coach parking. The intention is to secure environmental improvements by reducing disturbance from commercial vehicles.

The overnight lorry/coach ban prevents large vehicles parking on street overnight, which can be detrimental to the environment of the Borough and the Council will continue to enforce the restriction and respond to complaints from residents with targeted enforcement.
Parking against Dropped Kerbs

Dropped kerbs are provided (at considerable expense) to -

a) assist pedestrians, but particularly to assist the disabled and parents with pushchairs to cross the road
b) allow vehicles to leave and join the carriageway
c) allow the movement of heavy-wheeled containers (such as refuse paladins) that need to be brought to the rear of the refuse vehicle

Prior to the London Local Authorities and Transport for London Act 2003, enforcement of vehicle crossovers was an "obstruction" offence enforced by the Police after a request from a motorist wishing to re-join the carriageway.

The Council now can and will, through the Traffic Management Act 2004, enforce against vehicles that block those dropped kerbs (and where the carriageway has been raised to the level of the footway) that have been provided to assist pedestrians crossing the carriageway and those provided to assist vehicles leaving or joining the carriageway.

It is important for pedestrians and particularly the disabled and parents with pushchairs to be able to cross the road safely. The Council will continue to carry out enforcement in these locations and where this assists vehicles to join or leave the carriageway.

Wheeled refuse paladins are not vehicles and therefore the Parking Service cannot enforce dropped kerbs provided solely for paladin movement.

The Council will not introduce new white lining or maintain existing [lining as this is not legally necessary], except in the most exceptional circumstances.

Although the London Local Authorities and Transport for London Act 2003 gave London Council the power to enforce dropped kerbs it omitted to give the power to enforce where, to assist pedestrians, the carriageway is raised to the level of the footway. The Traffic Management Act 2004 corrected this omission and at the same time brought uniformity across the country (i.e. all Councils can now enforce against vehicles parked against dropped kerbs or where the level of carriage has been raised to the height of the carriageway.

The Council will keep under review the need to provide enforcement outside normal working hours for those dropped kerbs provided to assist vehicles leaving and rejoining the carriageway (the implication being the need to provide a 24-hour enforcement and removals service).
Pedestrian Crossing Zig-Zag Markings

As a highway authority, the Council is required by law to install zig-zag markings at all pedestrian crossings. The markings prevent any vehicle from stopping (other than when impeded by traffic).

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

The argument for zig-zag markings on the exit side of a pedestrian crossing in a one-way street is less compelling. Nevertheless they are still a legal requirement as they provide clear uncluttered sight lines for both motorists and pedestrians and assist in the creation of a "safe place to cross".

Although this offence has been partly decriminalised, the police may still issue a Fixed Penalty Notice, although this happens rarely. Where it does happen, the police action takes priority and any Penalty Charge issued by the Council will be cancelled.

The Council considers that zig-zag markings make a significant contribution to the creation of safe locations where pedestrians can cross the road and will continue to take enforcement action against vehicles that park in breach of these regulations.

Obstruction and Double Parking

Any vehicle parked on the highway (other than in a designated parking place) could be considered to be causing an obstruction under the Highways Act 1980 section 137 or under common law, which allows the public to pass and re-pass unhindered over the public highway. Section 137 of the Highways Act describes the offence of wilful obstruction of free passage along a highway and its penalty. The term "wilful", however, makes it difficult to prosecute. Under Regulation 103 of the Road Vehicle (Construction and Use) Regulations 1986, it is stated that no person in charge of a motor vehicle should cause their vehicle to stand on a road so as to cause an obstruction. Furthermore, section 22 of the Road Traffic Act 1988 (as amended by the 1991 RTA) states -

"if a person in charge of a vehicle causes it to remain at rest on a road in such a position or circumstances as to involve danger of injury to other persons using the road he will be guilty of an offence".

Penalty points are obligatory for such an offence if found guilty and obstruction of the highway is an offence which is largely enforceable by the police rather than the Council.
However, the London local Authorities Act 2000 enabled the Council to enforce obstruction where this is due to double-parking or parking too far away from the edge of the carriageway. Exercising this power of enforcement allows the Council to address nuisance and obstructive parking and relieves pressure on Police time.

The Council will continue to enforce against “double-parking” under the London Local Authorities Act 2000 (and subsequently the Traffic Management Act 2004).
Restrictions on Parking Introduced by the Council

Short of introducing a CPZ, there are only a finite number of options available to the Council to control where vehicles stop and park and these are outlined below.

School Keep Clear Markings

The Council has introduced advisory (i.e. unenforceable) keep clear markings outside most schools in the borough.

The purpose of the markings is to:-

- maintain sight lines for children crossing the road to/from school
- maintain good access for emergency vehicles and to facilitate evacuation

School keep clear markings prevent any vehicles from stopping and can be formalised by the making of Orders which then permit enforcement action to be taken via the issue of Penalty Charges. At the present time school keep clear markings are advisory only, and where Councils have formalised them, concerns have arisen over the fact that penalties are then issues to local parents making the school run. There is a wide spectrum of response to these infringements, from schools who request the presence of Civil Enforcement Officers and special patrols to encourage compliance and those that agree with parents that the safest way to get their children to and from school is to drive and use the school keep clear markings to drop off and pick up.

The Council will review its policy for the enforcement of school keep clear markings with a view to developing a more robust and consistent approach.

Waiting Restrictions

These are shown by single and double yellow lines. Single yellows indicate a restriction that applies for any period less than 24 hours. A time plate is needed to show the times of control unless the restriction is in a CPZ and the hours of operation coincide with the CPZ operating times.

Double yellow lines operate 24 hours a day, 365 days a year. As such, a time plate is not required.
Waiting restrictions are used to:

- Facilitate road safety by keeping sight lines clear at junctions
- Facilitate commercial activity by “reserving” space that can be used for loading and unloading (see also next section “Loading Restrictions”)
- Reduce congestion by preventing parking that would obstruct traffic flow

The majority of waiting restrictions in Tower Hamlets are on strategic and distributor roads, where they are largely introduced to remove obstructive parking at locations such as the approaches to traffic signal junctions or at bus stops. These also aim to assist in reducing traffic congestion and consequently air pollution.

Within Controlled Parking Zones (CPZs), there are fewer waiting restrictions in residential areas. Where they are introduced it is generally at potentially dangerous locations such as close to junctions, on bends, outside schools, where visibility of other motorists would be obstructed by parked vehicles and where restrictions may improve road safety and reduce accidents.

Waiting restrictions across the Borough are applicable over many different time bands and will be regularly reviewed and amended in order to introduce more rationalisation or continuity of restrictions to reduce confusion amongst motorists. An example of the need for change is that many of the restrictions that were introduced 30 years ago apply from 8.00 a.m. to 6.30 p.m. In the last 30 years, with increasing traffic flows and congestion and with more flexible working arrangements, peak traffic periods have spread. Peak flows in the morning now generally arise between 7.00 a.m. and 10.00 a.m. and in the evening from 4.00 p.m. to 7.00 p.m.

Pressure on available on-street parking space has lead to increasing abuse of the Highway Code’s basic rules regarding parking in obstructive or dangerous places. More restrictions in conjunction with enforcement are, therefore, required to increase compliance with these basic rules and thereby to improve road safety.

In order to deal with these changing situations there is a constant ongoing review, rationalisation and upgrading process for waiting restrictions. As part of a systematic approach to the design and application of waiting restrictions the following strategy has been adopted:

- “At any time” waiting restrictions will be introduced in locations where parking is potentially dangerous or to maintain the free flow of traffic.
- Within a Controlled Parking Zone waiting will normally be restricted during the hours of operation of the Controlled Parking Zone.
Otherwise individual time plates are erected to show the times of the waiting restriction.

- “Side road returns”, the distance that a waiting restriction extends away from the corner of a junction, will generally be a minimum of 8m (approximately 2 to 3 car lengths).

Waiting restrictions are only used when absolutely necessary to achieve a clearly stated objective or to deal with a demonstrable problem. As such they attract a high priority for enforcement.

Finally, it is worth noting that waiting restrictions cover the whole of the highway which means including the footway. So for example, in a street that has double yellow lines down one kerb, the waiting restriction imposed covers the area from the centre line of the carriageway to the garden wall/shop front on that side of the street where the yellow lines have been laid.

**Loading Restrictions**

These are denoted by yellow kerb markings placed on the kerb at right angles to the kerb and a time plate.

A single kerb marking indicates that the restriction operates less than 24 hours and a double indicates 24 hours, 365 days a year. A time plate indicating the hours of the restriction must always be shown, even if the hours coincide with those of the CPZ or are 24/365.

Loading restrictions are used in conjunction with waiting restrictions and have the effect of removing the ability to load and unload which is permitted on yellow lines (see above), and preventing stopping by vehicles that would normally be allowed to park on yellow lines, such as disabled badge holders.

Stopping for the purpose of loading and unloading goods was previously permitted on a waiting restriction (where no loading restriction is present) as follows: -

- in designated parking places - 20 minutes,
- on yellow line waiting restrictions before 11am - unlimited,
- on yellow line waiting restrictions after 11am - limited to 20 minutes,
However, these provisions were implemented many years ago, have not generally been understood by drivers and were considered inappropriate for today’s circumstances. Changes to the provisions were agreed by the ALG TEC and all London Boroughs have implemented them (or are in the process of implementing them). Tower Hamlets implemented these changes from 1st December 2007 and the loading and unloading provisions are now as follows: -

- in designated parking places - up to 20 minutes,
- on yellow line waiting restrictions - stopping is permitted for up to 40 minutes as long as loading or unloading is continuously being performed,
- loading bays - stopping for the purpose of loading and unloading is restricted to the maximum time limit shown on the sign

The time limits shown above do not entitle the vehicle to be automatically parked for this length of time, only for as long as it takes to load and unload.

In general, loading restrictions are introduced in areas where such loading would be obstructive or dangerous or would increase congestion and delays during peak traffic periods.

Disabled “blue” badge holders are not permitted to park on loading restrictions and, with increasing numbers of such badges, it is regrettably becoming increasingly necessary to introduce such restrictions to prevent obstructive parking by some thoughtless blue badge holders.

Examples of how we use loading restrictions are;

- Loading restrictions on strategic and distributor roads will generally apply from 7.a.m. to 10.a.m. and from 4.p.m. to 7.p.m.
- “At any time” loading restrictions will be introduced at all locations where there is a potential for dangerous obstruction.

Waiting and loading restrictions are only imposed when absolutely necessary and in order to -

- Achieve a road safety objective
- Prevent obstruction by parked vehicles

They have the effect of preventing any vehicles from stopping during the controlled hours other than to set down or pick up passengers. Waiting and loading restrictions attract a high enforcement priority and where possible this is carried out by CCTV and/or removals.
What Constitutes Loading and Unloading?

Surprisingly this is neither defined in the legislation nor in the Council's TMO (which are based on standard orders of the former GLC). However, definitions have been provided by decisions by Adjudicators in cases which have considered the process.

For commercial vehicles it is considered that they need to be able to park close to the premises where they are delivering or collecting goods, as there are considerations of time and money involved in the delivery and collection process. The goods involved do not have to be heavy or bulky and the delivery process can include checking goods and paperwork, but the goods do have to be pre-ordered and the delivery or collection process should be completed as soon as possible without any undue delays.

Although commercial delivery and collection activities may also involve heavy or bulky goods, there is a distinction between these processes and the one-off delivery usually carried out by a private motorist. In these cases, the goods must be bulky or heavy (so that they could not easily be carried by hand), and it therefore becomes necessary for the vehicle to be parked close to the premises. Once again, the goods must be pre-bought and the process must be completed as soon as practicable.

Enforcement of Loading Restrictions

Civil Enforcement Officers will always carry out observations to assess whether any loading or unloading activity is being carried out. This normally involves continuous observation of the vehicle for 5 minutes and the CEO must stay in a position where they will be able to see any loading/unloading that is taking place. If no activity is seen during the observation, then a Penalty Charge is issued. Alternatively, if the vehicle is seen beyond the period during which loading and unloading is permitted (e.g. more than 40 minutes on a yellow line) then a Penalty Charge can be issued immediately based on the first and second logged observations of the vehicle (and in these circumstances a continuous 5 minute observation is not required).

Controlled Parking Zones (CPZs)

CPZs are only appropriate in areas experiencing extreme demands for parking at certain times of day or throughout the day. The trigger for a CPZ is usually complaints from residents that they are unable to park during the day because of an influx of cars driven to the areas by some attraction, such as shops, offices, railway station, cinema, bingo hall or a community facility, or
displaced parking from another CPZ. Whatever it is that is causing the problem it must be capable of being relieved by the CPZ (i.e. if the problem is that too many residents have more than one car, clearly a CPZ will not resolve the problem - another solution must be found or the rules governing the issue of permits be changed so that a CPZ would have a good chance of working).

Every metre of kerb space within a CPZ is controlled. [Note: This statement is true in Tower Hamlets and most other London Boroughs but is not universal. Some boroughs have unusually introduced controlled parking zones to provide, and control, designated parking bays but have left lengths of kerbside in between which are uncontrolled.] The controls used are a combination of:

- waiting restrictions (yellow lines)
- loading restrictions (kerb blips)
- zig-zag markings
- permitted parking places
  - parking for permit holders
  - parking for casual use (normally pay and display)
  - parking for shared use (permit holders and casual users)
- loading bays

CPZs have another significant element. They allow the Council to help some groups of motorists by making it harder for others to park. The principal beneficiaries of Tower Hamlets CPZs are residents, businesses and disabled people. Residents and businesses can apply for permits which will allow them to use parking places. Disabled "motorists" must correctly display their Blue Badge (which technically is an exemption not a permit). Exemptions and permits are described and explained in later sections.

When they work well, CPZs can greatly benefit local residents and businesses, but they also bring some disadvantages and before introducing a new CPZ the pros and cons need to be carefully weighed up, for example -

- residents and businesses must apply for and pay for a permit (usually each year)
- residents need to buy visitor permits for friends, family and trades people calling on them
- because all of the kerb space within a CPZ is controlled, parking demand is displaced to roads just outside the CPZ, so while one group of residents benefits from a CPZ, another may experience considerable disadvantage

For any CPZ to work effectively there must be winners (groups who are better off) and losers (such as commuters who can no longer park all day in the roads adjoining a railway station).
It is a sad fact that if no one is disadvantaged by the CPZ it was simply not required or isn't working properly. Motorists will often ring the Council and ask, "Where can I park for (say) six or eight hours?" If the CPZ is intended to stop this type of parking, the correct answer must be "nowhere". The Council is not required to solve everyone's (including residents and businesses) parking problems and indeed CPZs set out to make it harder for some and easier for others. Under the Road Traffic Acts the Council has the power to change the way in which roads can be used for parking; that is, when they are not required for the safe movement of vehicles and pedestrians.

The Council uses these powers to provide the greatest benefit to the overall community, but this is sometimes at the expense of individuals who find that they can no longer park just where they want to.

**Regulations in force at Council Car Parks**

The use of off-street car parks is controlled by an Order. This specifies, for each car park, the opening times, charging hours, permitted class/es of vehicle, maximum length of stay and the scale of charges. It also includes regulations relating to pay and display tickets and how vehicles should park and various by-law style rules controlling how individuals should behave. There is currently one Council run car park at Roman Road/St. Stephens Road.

**Moving Traffic Regulations**

**Bus Lanes**

Bus lanes are introduced to give priority to buses as part of a range of measures designed to improve the reliability of public transport in London and reduce journey times made by public transport.

Under current legislation, bus lane infringements can only be enforced using CCTV equipment, and the Council uses both static and, where practical, mobile cameras. It has been proved that the enforcement of bus lanes leads to a significant reduction in bus lane infringement within a few months following its introduction. Conversely, even a single parked vehicle can wholly negate the benefit of the bus lane.

CCTV enforcement has a number of advantages; it is efficient, poses no risk to a parking attendant, and encourages compliance with the regulations. In locations which are enforced using CCTV, the Council has usually erected signs on the street warning that CCTV cameras are in use (although there is no legal requirement to display “CCTV enforcement” warning signs). This gives drivers the opportunity to ensure that they are not breaking the regulations.
It is Council policy to support and encourage the use of public transport and further to this, the Council intends that all bus lanes in the Borough should be enforced, and will continue to investigate suitable sites in the Borough for additional camera locations. Most bus lanes in the Borough are on the red route network and as such the requirement to enforce falls to Transport for London.

**Moving Traffic Signs**

Enforcing moving traffic regulations in London historically has been the responsibility of the Police. However, from 21 June 2004 Transport for London (TfL) took responsibility for enforcing certain moving traffic infringements on all of London's major roads (under the Local Authorities and Transport for London Act 2003) and under the same Act, the Council adopted powers to enforce moving traffic infringements from July 2006.

Under the legislation there are 21 signs specified as enforceable by the Council. These include:

- Banned turns (left, right, U-turn)
- Directional signs (i.e. one way traffic)
- Vehicle prohibitions (i.e. no motor vehicles)
- Pedestrian zone signs
- Routes restricted to certain vehicles (blue, circular signs)
- Yellow box junction

Further details of the signs in question are given in Appendix 1.

The Council conducts enforcement either via static CCTV cameras (in main roads and at box junctions) or via mobile CCTV recording the offences by the roadside.

The Council actively seeks recommendations for locations at which to enforce the above signs, from residents and businesses, Councillors, colleagues and Civil Enforcement Officers. Once a suggestion is received, the Traffic Management Orders are checked for accuracy and any vehicles exempted from the restrictions. The location is then surveyed to ascertain the number of infringements taking place there and time of day, as well as the best position for enforcing the site, by static or mobile CCTV.

Once a location is agreed, warning notices are usually issued to motorists for six days (Monday - Saturday). These notices look similar to Penalty Charge Notices, but carry no charge and have the objective of giving motorists advance notice so they can break their bad habits before they receive their first PCN. Usually, two weeks following the issue of warning notices, 'live' PCNs are issued at the location.
All other moving traffic offences are currently enforced by the Metropolitan Police with the single exception of the London Lorry Ban which has recently been decriminalised and is enforced by London Councils.

We will never enforce a temporary moving traffic sign (eg for carriageway works) unless at the express request of the Council’s highway engineers (to ensure that the temporary regulation is enforceable).

**Reviewing regulations**

Traditionally, parking regulations were reviewed rarely, if at all. Where enforcement was limited or non-existent, an out of date regulation made little difference. The onset of tougher enforcement through the decriminalised regime changed that. Government advice urged Councils to review regulations and, in practice, the political accountability for enforcement meant that Councils found it hard to continue enforcing regulations that could not be justified. Nowadays, parking regulations are, in practice, under continual review.

The Council will continue to review regulations on a regular basis and ensure that changes are made where necessary, to enable parking regulations to meet the needs of a changing environment. To this end, information will be obtained from Civil Enforcement Officers and from feedback provided by drivers, so that it may inform the process.

Since April 2007, it has been our policy to carry out zonal reviews. Under this policy requests for amendments to the regulations are investigated but not implemented immediately unless that is a pressing traffic, road safety or access reason for doing so. Zones are then reviewed on a rotational basis taking account of all requests that have been made in the intervening period while proactively looking for any improvements that can be made to parking provision; essentially to reduce yellow line and provide more permitted parking places.

**Lines and signs**

When restrictions are introduced, the Council must lay the correct lines and erect the proper signs - if this is not in place the restriction cannot be enforced.

The Traffic Signs Regulations and General Directions specify in precise detail the signs that must be used to indicate traffic and parking restrictions. Where there is an unusual or non-standard type of restriction the Department for
Transport is requested to specifically authorise each sign (and often, its location).

Ensuring that all signs and lines are in place and maintained is an expensive and time-consuming operation. Civil Enforcement Officers report deficiencies and these are also identified when drivers who have received Penalty Charge Notices contact the Council to complain that the lines and/or signs are missing, damaged or defaced.

The Council will continue to take remedial action as soon as possible when problems are identified, to ensure that all restrictions in the Borough can be properly enforced.

Where it becomes apparent that signs are being deliberately removed or defaced, the Council will take steps to discover who is doing this and gather evidence, including CCTV images, to support their prosecution.

**Non-CPZ parking controls**

Most of the Borough lies within a CPZ. The largest remaining area outside a CPZ is the mainly industrial area known as Fish Island. A consultation took place with Local residents and businesses in the summer of 2007 as to whether a CPZ should be introduced in the light of perceived increased parking demand which could be related to the development of the adjoining Olympic site. Following this consultation it was agreed by Cabinet that a CPZ was not appropriate at the time but that the existing yellow lines should be reviewed (with a view to reducing them to the minimum required to facilitate safe movement of traffic) and then enforced along with the prohibition of parking on the pavement.
Section 3 - Exemptions, Dispensations and Suspensions

This section reviews -

- The exemptions included in the Council’s Traffic Management Orders (parking and moving traffic)
- The availability of dispensations from the waiting and loading restrictions
- The ability to suspend certain parking regulations

Suspensions, dispensations and exemptions all seem very similar, but in parking they have quite specific meanings and uses, not only in relation to CPZs but more generally (and they are not the same as permits, which are explained in Section 5)

Suspensions

Having introduced (or "designated") a permitted parking place (permit holder, shared use, pay and display, doctor, disabled, etc.), it may be necessary to suspend it for a short time. (If the parking place is no longer required, or it is deemed that it would be better utilised for another purpose, it should be revoked. A Traffic Management Order is required to revoke a designated parking place).

Unless there are exceptional circumstances, the Council will only suspend a designated parking place in the following circumstances:-

- to facilitate maintenance and repairs to the highway
- to facilitate maintenance and repairs to services (gas, water, electric, telecoms etc.) buried within the highway
- business or domestic removal
- building works
- filming
- at the request of the Police (events and public safety)
Anyone can request the suspension of a parking place (or part of a parking place), provided it is for one of the reasons stated above. The suspension is provided to help carry out a task or event but clearly causes inconvenience to those motorists who are then not permitted to use the parking place; and in extreme circumstances a long-term suspension (for example, to facilitate a major redevelopment) can impact on the viability of a small business.

To minimise the inconvenience caused by suspensions the Council will:-

a) only grant a suspension when absolutely necessary  
b) restrict the suspension to the minimum space required to perform the task or carry out the event  
c) restrict the duration of the suspension to the shortest possible amount of time  
d) consider the size of suspension in conjunction with the duration (i.e. a long term suspension is more acceptable if only a short length of kerb is taken)  
e) normally make a charge for each suspension based on number of bays/number of days plus administration charge, to encourage the speedy return of the parking place to its designated use. (These charges are reviewed annually and a “parking bay” is defined as 6 metres in length)  
f) where there is a choice (and usually there is not), choose to suspend "pay and display only" bays rather than "permit holder only" or "shared use" bays  
g) ensure that suspensions are correctly and clearly signed  
h) monitor suspensions to ensure they are removed when no longer required  

Generally, no more than ten car parking spaces will be approved per day for a suspension.

For a domestic removal a total of three car spaces only will be suspended (approximately 18 metres) and there is no charge for this type of suspension. If the applicant considers this to be insufficient space, additional space may be agreed and the normal suspension charges will apply.

Applications for suspensions should be made no later than five days in advance as the Council will give at least three days advance notice of the suspension for the benefit of residents in the area. However, this is not always possible as emergencies will require priority suspensions and the Council will be unable to give advance warning. Residents are advised to check that there are no suspensions in place on a daily basis if they are leaving their car in a permit or multi use bay.
All documents supplied to holders of permits issued by the Council will include advice to the holders of the need to check their vehicle every day and to ask a neighbour, friend or relative to do this for them if they go away for any length of time, leaving their car in a designated on-street parking bay (that might have to be suspended). All designated parking bays in the Borough might be suspended at some time.

Enforcement action will be taken against any unauthorised vehicle parked in a suspended bay, even if it is displaying a resident permit. Some residents believe that if a bay has been suspended for their use, to facilitate a house removal for example, they may park their own vehicle in the bay if it is not being used by the removal vehicle. This is not the case as a suspension is authorised for a specific purpose and may only be used by the vehicle engaged in that purpose.

Any vehicle parked in a suspended parking place will be issued with a Penalty Charge Notice (PCN) and authorised for removal to the Council's car pound. Removal is appropriate because the parking bay is required for another use during the period it is suspended.

It is also important to note that a suspension is actually in force at any time, even if the bay would normally be in force during a shorter period. Where times are specified on the suspension notice this will not be the case, but if there are no times shown, enforcement action may be taken at any time during a 24 hour period.

A vehicle displaying a disabled person's parking exemption, parked in a suspended parking place, will be ticketed (PCN) and relocated to the nearest safe parking place.

There are occasions when suspensions are introduced without warning (usually urgent repairs to underground services). Any vehicle that is illegally parked in the bay at the time the suspension comes into effect will be ticketed and removed to the car pound. Any legally parked vehicle will also be ticketed (this creates a unique reference number for the enforcement action) and whenever possible be relocated. The Penalty Charge Notice will be subsequently cancelled.

Where a suspension is required for such a considerable time that the Council must reconsider whether the parking place should be re-designated (as it becomes apparent that the carriageway in question is again required for the passing of vehicles), it becomes inappropriate to levy a daily charge to encourage the early return of the parking bay since this is actually outside the control of the contractor/utility company.
We are committed to giving residents and other drivers as much notice of the suspension as possible, ensuring that the signs indicating that a suspension is in place are clear and give full details of the duration, location and nature of the suspension, to regular checking of suspensions and prompt removal when they are no longer required.

There are three further key points to parking suspensions:

a) It is not possible to suspend a parking place to permit parking, e.g. the Council can suspend a parking place so that a wedding car can wait for the bride (or groom), but will not suspend a parking place so that guests can come to the celebrations after the wedding.

b) The suspension process can be open to abuse, e.g. a builder may request the suspension of a parking place to assist with delivery of materials to the site, and then use the suspended area to park his own van. Suspensions therefore need to be properly monitored and the Council will issue PCNs in these circumstances.

c) It is not possible to suspend a waiting restriction (yellow line) or waiting and loading restriction (yellow line and kerb blips). If this is what is (in effect) required, then it may be appropriate to grant a "dispensation".

Dispensations

A "dispensation" is short for "dispensation from the waiting and loading restrictions".

It is Council policy only to introduce waiting and loading restrictions when absolutely necessary. The circumstances in which waiting and loading restrictions are deemed necessary have already been described. It follows that if waiting and loading restrictions are only applied when absolutely necessary, similarly a dispensation from the waiting and loading restrictions can only be granted when absolutely necessary.

On receiving an application for a dispensation, the Council will examine whether it is possible to carry out the task in a different manner, such as -

a) without the use of a vehicle
b) outside the hours when the restrictions apply
b) by correctly using a permitted parking place in the vicinity of (but not immediately adjacent to) the destination
In many cases, carrying out the task outside restricted hours is a very real possibility albeit this may be at the inconvenience of the applicant (but the alternative is almost invariably to inconvenience every other road user).

Dispensations will usually only be granted for special one-off events. If, for example, a carpet shop sought a daily dispensation for its fitters’ vans to load and unload at the start and finish of each day, the request would be declined. The Council would advise the applicant that the loading and unloading should take place during the times when the loading ban is not in place. As a follow up, the Council could consider providing a loading bay in a nearby side street.

In granting any dispensation, the Council must satisfy itself that it will not result in any increased risk to public safety. (It should be noted that waiting and loading restrictions are often introduced to improve road safety).

The Council will consider applications for dispensations to allow:-

- a) Funerals - for the hearse and cortege vehicles
- b) Weddings - bridal vehicles
- c) Extended loading or unloading or maintenance to adjacent buildings
- d) Household or commercial removals
- e) Other reasons that indicate a compelling need for a dispensation to be issued

A dispensation does not equate to permission to park on the footway. It is relevant to mention this here because waiting and loading restrictions are often imposed when (because) the carriageway is narrow. When the carriageway is narrow, delivery drivers often feel that blocking the footpath for pedestrians (mothers with pushchairs, the disabled, and children) is preferable to blocking the carriageway. A dispensation does not give permission to mount the footway. The correct action is to carry out the delivery or task as quickly as possible and move away. The Council will issue tickets (PCNs) to any vehicle with one or more wheels on the footway regardless of any dispensation that has been issued.

Any dispensation from the waiting and loading restrictions is very specific, in that it will show the following details -

- a) the location(s) where the dispensations may be used
- b) the times and date(s) when it may be used
- c) the reason it has been issued
- d) any conditions attached to the issue
e) the vehicle registration number (VRN) of the vehicle in question must be shown and a description of the vehicle (e.g. Delivery van, removals lorry, mobile crane, concrete pump, armoured vehicle)

f) the name of the applicant or company name and their contact telephone number

If the dispensation is not being used correctly and the requirements as to vehicles registration, location, times and dates are not met, a Penalty Charge will be issued.

Generally, the dispensation is granted for one half day only, although a full day may be agreed in special circumstances.

The Council will continue to make a charge for issuing a dispensation.

Dispensations are issued to vehicles on the basis that the person in charge of the vehicle will co-operate with any instructions of a Police officer in uniform, Traffic Warden or Civil Enforcement Officer engaged in parking enforcement.

**Exemptions to the parking restrictions**

The majority of the Council's Traffic Management Orders (TMOs) follow the layout and include identical or similar provisions to those of the former GLC (which before its abolition was the Traffic Authority for London), and therefore tend to be fairly standard throughout all London Boroughs.

A TMO is required to impose most of the parking, waiting and loading and moving traffic regulations currently enforced by the Council (most but not all box junctions, for example, can be introduced without a TMO).

Exemptions from the regulations are also contained within the TMOs and these are designed for two major reasons -

1. To ensure that necessary commercial activities can continue.
2. To accommodate certain situations or activities.

The Council's TMOs currently grant exemptions to the following classes of vehicle use: -

1. Emergency services vehicles, i.e. police, ambulance and fire, whilst on official duties.
2. Vehicles belonging to a public service company (e.g. buses) whilst on official duties.
3. Local Authority vehicles whilst being used in connection with statutory duties.
4. Post Office (and other postal delivery service providers) whilst engaged in picking up or delivering postal packets.
5. Gas, water, electricity and telecommunications providers whilst the vehicles are being used in connection with works on the highway or in emergency situations.
6. Vehicles being used in connection with removals, building, demolition or excavation activities.

There are also exemptions that apply to any vehicle, but only in certain circumstances, for example -

1. Those displaying a valid blue badge (see further information below).
2. A vehicle stopping to allow someone to board or alight from the vehicle.
3. A vehicle which is prevented from moving due to circumstances beyond the driver’s control.
4. Loading and unloading (discussed earlier in this document).

There are variations in these exemptions which apply to the use of bus lanes and to other moving traffic regulations. For example, emergency vehicles are exempt from the moving traffic provisions, as are drivers who are directed to contravene a sign by the police, or who had to do so to prevent an accident.

**Market Traders**

There are currently ten council owned market areas in the borough:

Bethnal Green Road - Monday to Saturday
Brick Lane - Sunday
Crisp Street - Monday to Saturday
Columbia Road - Sunday
Petticoat Lane - Monday to Friday and Sunday
Roman Road - Tuesday, Thursday and Sunday
Roman Road Square - Monday to Saturday
Stroudley Walk - Monday to Saturday
Watney Street - Monday to Saturday
Whitechapel - Monday to Saturday

The Council is committed to supporting market traders and has a local agreement to allow them time to set up their pitches. At present, they may do so up to 10am after which they must move their vehicle and park legally. Market Trader permits and scratchcards are also available (see Permits section).
Disabled Person's Parking Exemption (Blue Badge)

The European Blue Badge scheme is recognised in Tower Hamlets and most London Boroughs, other than some areas in Central London. Applications for badges are considered by the Council’s Mobility team.

The Blue Badge Scheme is more correctly known as the Disabled Person’s Parking Exemption. The badge conveys a number of benefits to the holder, including an exemption from the waiting restrictions (single and double yellow lines). The full list of the benefits conveyed by the Blue Badge scheme is as follows -

- Badge holders may park for up to three hours on single or double yellow lines (provided a loading ban - yellow kerb blips - is not in place)
- Immunity from wheel clamping, and generally from removal (although the vehicle can be re-located in certain circumstances such as an emergency, or for security or ceremonial reasons).
- Badge holders may park without payment or time limit in any parking bay that is not reserved for a specific class of user (i.e. they may not automatically park in resident bays but may park in pay and display bays and shared use without payment or time limit).

However, in recognition of the needs of blue badge holders the Council offers additional benefits for Blue Badge holders when in Tower Hamlets (note - this does not apply in all Boroughs in London): -

- Specific bays have been laid out for blue badge holders only where parking is without charge or time limit, although some of these bays do have a limit of three hours only.

Severely disabled residents may apply for a personalised disabled parking bay outside their home. The bay will be marked out with a unique number that is also shown on their permit, meaning that in effect the bay is for their use only.

The Council takes disabled bay blocking seriously and will ensure that stringent enforcement action is carried out in these circumstances.

Theft and abuse of disabled Blue Badges is a national issue. The flexibility of the Blue Badge, which is issued to the person, not the vehicle, is also the source of its vulnerability. The Council has therefore implemented a system whereby the holder of a blue badge may obtain a disabled blue badge permit from the Council. This permit, which must always be accompanied by the
“disabled clock”, is displayed in the vehicle, and is unique to the vehicle and therefore of no benefit to thieves. Because the European Blue Badge does not need to be displayed, this eliminates the risk of theft. The Tower Hamlets Blue Badge Permit Scheme is only recognised in Tower Hamlets and grants exactly the same exemptions as the blue badge itself. However it is not recognised by Transport for London who are responsible for enforcing red routes in the Borough.

Blue Badge security devices have now come on the market. We can inform Blue badge holders of the availability of these devices but we are not able to endorse any particular product.

Recent legislation (The Traffic Management Act 2004) allows Civil Enforcement Officers to ask to inspect a badge displayed on any vehicle where they suspect that abuse of the scheme may be occurring. It is an offence to fail to produce a badge when requested and it is important that all blue badge holders cooperate with any such request to preserve the integrity of the scheme. While this will no doubt assist all Councils to combat abuse of disabled Blue Badges, it is no more than the power to inspect (i.e. there is no proposal to permit inspectors to seize badges which may of course have been issued by another local Council). We believe the correct response to these new powers of inspection is to include them in an overall review of how we combat all permit abuse and this is an issue that is currently being addressed at both local and national level.

Blue Badge holders who receive PCNs and contact the Council will receive information on the correct use of the badge on future occasions.

The Council has agreed to waive the nationally agreed charge of £3 for the issue of blue Badges and does not charge for the Tower Hamlets Blue Badge Permit. Member’s of the Council’s Blue badge Permit scheme are charged £50 for any replacement “disabled clock” if the old clock has been “lost”.

Health Emergency Badge Scheme

Tower Hamlets participates in the Health Emergency Badge Scheme (HEBS) operated by London Councils Transport and Environment Committee.

The aim of the scheme is to assist parking for those persons involved in urgent emergency health care away from their normal base. Badges are issued to doctors, nurses, midwives and health visitors; they are not issued to other paramedical professions such as physiotherapists, chiropodists and occupational therapists.

The badge can only be used when visiting a patient to provide emergency or urgent healthcare away from the badge holder’s normal base.
Examples of what is considered ‘urgent’ or ‘emergency’ are -

- A situation in which a patient needs immediate treatment to avoid possible loss of life or where life saving equipment in the home has failed
- A patient needs immediate treatment to alleviate acute pain or other distressing symptoms
- Childbirth is imminent or immediate post-natal treatment is required
- A child is in danger or a person is at risk of violent attack
- A patient is suffering a mental health emergency and poses a risk to themselves and/or others

Badge users can park in resident’s, pay and display or shared use bays without paying, for an unlimited period of time. Badge users may, if no alternative parking spaces exist, park on yellow lines. When parking in areas where it is normally prohibited (such as in loading bays, on a loading ban, on the footway or over dropped kerb or zig-zag markings), badge holders must ensure they do not cause obstruction nor danger to road users. If this is the case, a Penalty Charge Notice may be issued. Badge users must not stay longer than absolutely necessary. Using the badge in accordance with the conditions of use ensures that no Penalty Charge Notice will be issued.

If a vehicle showing the badge must be towed-away efforts will be made to find the user at the address on the badge before any action is taken.

All Health Emergency Badges are property of London Councils. Any use of a Health Emergency Badge outside the terms of these criteria may result in the individual badge being withdrawn; or all the badges issued to a particular site being withdrawn. Parking in connection with clinic visits, parking in doctor’s or hospital bays, routine non-emergency or non-urgent home visits are not covered by the HEBS, nor does it cover situations where a holder is responding to a call that they think may subsequently develop into an emergency situation. For these visits, staff should park legally, paying the appropriate charges if necessary, and/or walk to their appointment.

The exemption does not apply in the vicinity of the holder’s place of work and does not permit dangerous or obstructive parking on zig-zag markings, over dropped kerbs or parking on the pavement. In addition it does not apply on private property (private roads or housing estates) or on the red route network.
Use of the badge will be monitored by staff in the Penalty Charge Notice processing section if a Penalty Charge Notice is issued, and if possible misuse is suspected, this is reported to London Councils for investigation.
Section 4 - Controlled Parking Zones

Explanation and Objectives

Controlled Parking Zones are a fundamental component of national, regional and local transport policies. CPZs form part of the Mayor of London’s Transport Strategy and are an integral part of the Council’s Local Transport Strategy. The reasons for introducing a CPZ have already been discussed.

Controlled Parking Zones introduce uniform restrictions throughout an area. Every metre of kerb space is controlled during the hours in which the CPZ operates. The hours of operation are posted on every road by which a motorist can enter the CPZ and where a single yellow line (denoting no waiting during part of the day) or a double yellow line (no waiting at any time) is imposed there is no need for a separate time plate unless the hours differ from those of the overall CPZ - this has the effect of a significant reduction in sign clutter on streets. Nevertheless there are occasions where repeater signs are desirable to reduce confusion to motorists, and CPZ times are also shown on parking bay signs within the controlled area.

CPZs may operate for a limited time during the day/week or 24/365. A CPZ should have clear objectives and the controls that are introduced must be commensurate with achieving these; for example, a CPZ intending to assist residents in parking may not work if the controlled hours extend into the evening and there are extremely high numbers of vehicles all belonging to residents and no commuter parking in the area as this would mean that when residents return home at night they may not be able to find parking spaces close to their property.

Any type of controlled parking zone is difficult and expensive to introduce, both in terms of the equipment and signs on the street and in terms of the procedures and consultations that must be gone through. The Council has, therefore, only introduced such zones where there is strong public support for them. As explained in the previous paragraph, it is crucial to ensure that the operational hours are set to meet the objective of the CPZ and any amendments to operational hours carefully considered.

Residents sometimes request that the Council amend the controlled hours in their particular street. However, the Council cannot consider such requests in isolation and must take into account the effect that this could have on the surrounding area.
For example, a change in hours in a particular street could result in parking being displaced from one street to another, and if this would be the case, it is unlikely that such a request would be granted.

Controlled Parking Zones have been introduced to assist the Council in meeting its key parking objectives:

- Prioritise the parking needs of local residents, disabled people, suppliers of goods and services, businesses and their customers.
- Seek to reduce car commuting into the borough where alternatives exist.
- Ensure the safe and efficient flow of traffic, particularly for vulnerable and priority road users.
- Reduce the environmental and visual impacts of traffic and parking, particularly in sensitive areas.
- Ensure that parking regulations are firmly and fairly enforced.

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

In designing and managing CPZs, the following issues are always considered:

- Safety of all road users
- The need for movement of traffic
- Projected demands for day-time and night-time residents car parking
- Convenient car parking for people with disabilities
- The balance between car-parking for residents, visitors and local businesses
- Opportunities for and implications of the dual-use of parking spaces
- Convenient parking provision for delivery and service vehicles
- Business permit requirements
- Signage
- Restraint on traffic growth by reducing available commuter parking
- Good practical design to support the efficient day to day operation of the zone such as:-
  - Casual parking located as close as possible to points of attraction such as shops
  - Pay and display bays (and therefore equipment) grouped so that in the event of a unit failing it is a practical proposition to require the motorist to find and use an alternative working machine
  - Financial viability, like only locating pay & display equipment where they are likely to generate sufficient revenue to recover their operating, maintenance and depreciation costs
• Standard hours of operation across the Borough, for ease of understanding by motorists, commensurate with achieving the stated objectives of the CPZ in question.

Casual Parking within a Controlled Parking Zone

As previously stated, a CPZ allows the Council to prioritise the parking needs of local residents, disabled people, suppliers of goods and services, businesses and their customers. Priority is given to residents and businesses through the issue of permits (see Section 5 for an explanation of all the Council’s permit schemes). Casual parking for people needing to visit places within the borough is controlled by Pay & Display machines.

The Council uses Pay & Display bays in two situations:

Pay & Display only: (to park in the parking place controlled by the Pay & Display machine the motorist must buy a ticket from the machine and display this in the windscreen of the vehicle or “pay by phone”)

Shared Use bays: (vehicles must either display a valid parking permit issued by Tower Hamlets or a valid Pay & Display ticket or the motorist paid by phone)

Charges for casual parking are reviewed annually and are set to achieve 85% occupancy of casual parking bays in that area. This level of occupancy is recommended to reduce traffic congestion from vehicles searching for a space.

Reviews of Controlled parking Zones

All areas of Tower Hamlets, except Fish Island are included in CPZs, and it seems inevitable that eventually these areas will be incorporated within B Zone.

The main factors that influence the timing of any review of B Zone are:

• New developments (particularly in the transport infrastructure)
• Local public demand for improved parking management
• Local parking problems (that might for example arise from the development of the Olympic Park)
• Co-ordination with (or action by) neighbouring authorities
• Staff availability
• Funding
The Council has introduced the following CPZs:-

<table>
<thead>
<tr>
<th>Zone</th>
<th>Times of Restriction</th>
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<tbody>
<tr>
<td><strong>A</strong>&lt;br&gt;Bethnal Green Area, comprising&lt;br&gt;A1&lt;br&gt;A2&lt;br&gt;A3&lt;br&gt;A4&lt;br&gt;A5&lt;br&gt;A6</td>
<td>Monday to Friday, 8.30am to 5.30pm, Sunday 8.30am to 2pm Monday to Friday, 8.30am to 5.30pm, Sunday 8.30am to 2pm Monday to Saturday, 8.30am to 5.30pm Monday to Friday, 8.30am to 5.30pm Monday to Friday, 8.30am to 7pm, Sunday 8.30am to 2pm Monday to Sunday 8.30am and 10.00pm in RESIDENT permit holders parking bays only in streets to the West of Brick Lane, otherwise, restrictions apply between 8.30am and 7.00pm Monday to Friday and 08:30am and 2pm on Sunday</td>
</tr>
<tr>
<td><strong>B</strong>&lt;br&gt;Bow/Poplar Area, comprising&lt;br&gt;B1&lt;br&gt;B2&lt;br&gt;B3</td>
<td>Monday to Saturday, 8.30am to 5.30pm Monday to Friday, 8.30am to 5.30pm Monday to Saturday, 8.30am to 5.30pm</td>
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<tr>
<td><strong>C</strong>&lt;br&gt;Stepney/Wapping Area, comprising&lt;br&gt;C1&lt;br&gt;C2&lt;br&gt;C3&lt;br&gt;C4</td>
<td>Monday to Friday, 8.30am to 5.30pm Monday to Friday, 8.30am to 5.30pm Monday to Friday, 8.30am to 5.30pm Monday to Friday, 8.30am to 5.30pm</td>
</tr>
<tr>
<td><strong>D</strong>&lt;br&gt;Isle of Dogs Area, comprising&lt;br&gt;D1&lt;br&gt;D2</td>
<td>Monday to Friday, 8.30am to 5.30pm Monday to Friday, 8.30am to 5.30pm</td>
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The above CPZs were introduced following extensive local consultation and there is some variation in the hours of control that they impose which is reflective of local situations and concerns raised within the consultation.

Whilst it can be said that lack of standardisation of hours may confuse motorists, it is more important to ensure that each individual CPZ meets its objectives and that the Council is meeting the individual needs of those who live in the area as well as businesses and visitors who need to use the parking facilities. In deciding the hours of control, the Council has therefore investigated the individual concerns and listened to the results of consultation.

Whilst the hours of operation of CPZs have not been completely standardised, the charges for permits and casual on-street parking (pay & display / shared use bays) have in that there are only two hourly charges in place, with higher charges applying in busier central areas. Standardised parking charges simplify things for the motorist but ignore the fact that there are great differences in the character and operation of the current CPZs. On-street casual parking charges will be reviewed annually and set to achieve 85% occupancy of spaces at peak periods.

The Council has a policy of regularly reviewing all of its waiting and loading restrictions on a zone by zone basis and this review programme ensures that the restrictions are kept up to date and continue to meet the needs of the area concerned.

All significant changes to CPZs are reviewed six to twelve months after their implementation.

**Parking for Powered Two Wheelers**

Motorcycles, mopeds and scooters can offer quick, relatively low cost private transport and are more space and fuel efficient than cars, although they can generate relatively more pollution and noise.

The Council has provided some motorcycle designated parking bays in the borough and motorcycles may park in these bays free of charge and without time limit.

If a motorcycle is parked in a pay and display bay they must pay to park like other drivers. Residents who live in a CPZ will need to obtain a resident permit for their motorcycle and a round permit will be issued, which may be displayed in an additional tax disc holder on the vehicle.

Residents may also apply for visitor’s permits for motorcycles and the charge for these is the same as for cars.
Motorcycles are expected to comply with all other restrictions and to park considerately (e.g. avoid dropped kerbs and not park on the pavement). Parking on the pavement is particularly dangerous for the blind and disabled and for young children who could touch a hot engine/exhaust. The Council, has, therefore, adopted a firm enforcement policy against illegally parked powered two-wheelers left on the footway.

Rules for parking powered two wheelers vary considerably across London. The Council will fully participate in any pan-London review of parking facilities/restrictions for powered two wheelers.

**Enforcing Vehicle Crossovers in CPZs**

The Council has been able to enforce against cars parked against dropped kerbs since 2004, provided the dropped kerb has been introduced to assist pedestrians crossing the road or vehicles leaving or joining the carriageway. The new power, introduced under the London Local Authorities and Transport for London Act 2003 means that it is no longer necessary to protect vehicle crossovers with yellow line. However, there is a constraint to this. Where the crossover is to a single residential property, the Council can only carry out enforcement action with the consent of the occupier of that property. The intention is obvious. Any resident who creates their own off-street parking space (usually this is forecourt or front garden parking) and who pays for a vehicle crossover, in effect gets two parking places; one on the property and one across the width of the crossover. (Since the Council can only take enforcement action against vehicles parked on the crossover with the occupier's consent). Clearly this is a complication for Civil Enforcement Officers and a procedure is in place to assist them.

The real issue is that this greatly increases the attractiveness of front garden / forecourt parking albeit this can often detract from the overall street scene.

The new legislation also had particular implications within CPZs. The introduction of any vehicle crossover will usually result in the loss of permitted parking spaces. Therefore, while the applicant is happy because they have for a single, one-off payment, secured two dedicated parking places, other residents within the CPZ have lost a parking opportunity.

To reduce the attractiveness of paying for a vehicle crossover, officers have determined that these should continue to be protected by single yellow line during the hours of operation of the zone (the situation that pertained prior to the 2003 Act). Even this has its drawbacks. Under the 2003 Act, where a restriction is in place at a crossover this must be enforced rather than invoking the new power.
Vehicles displaying a Blue Badge may park on single yellow line, with the consequence that a resident could find themselves blocked in by a legally parked vehicle. An option would be to support the waiting restriction (yellow line) with a loading ban (kerb markings) as these do apply to blue badge holders.

On balance, the best option would be not to introduce waiting restrictions across vehicle crossovers but to -

a) rely upon the power to enforce dropped kerbs conveyed by the London Local Authorities Transport for London Act 2003 and
b) firmly apply the Council’s policies and criteria for the introduction of vehicle crossovers to prevent undesirable developments

The Council will review its policies and criteria for providing vehicle crossovers to permit front garden / forecourt parking and will rigidly apply them.
Section 5 - Permits

Note - details of current permit charges may be found on the Council’s website, or by telephoning the Council’s main switchboard. These charges are reviewed annually.

Introduction

The creation of CPZs allows the Council to influence how parking places are used; by whom (residents, businesses, disabled people, visitors etc), for how long (maximum length of stay) and at what cost.

A CPZ can therefore assist groups with specific parking needs, such as -

- Residents who need to park near their home.
- Business users who require access to business premises.
- Disabled residents who need to park near their home (where a specific bay has been provided).

The Council has introduced a number of permit schemes. These are described below and all allow the use of permit holder only bays and shared use bays (unless stated otherwise).

Because a CPZ is introduced to give priority to residents and businesses in the area, it is not possible to accommodate the requests for permits from groups of individuals who do not live or operate a business in the area, but who would like a permit to enable them to park. Where there are special circumstances, the Council will consider the issue of a permit for a limited period, but these are closely monitored and alternative suggestions offered where possible, and the issue of a permit will not imply that it will be renewed.

Car Free Developments

As part of Tower Hamlets Council’s sustainable transport planning policies, there are now an increasing number of properties in the borough that are cited in Car Free Agreements (made under Section 106 of the Town and Country Planning Act 1990) and residents of these properties will not be able to apply for any type of on-street parking permit and only limited scratchcards, other than the disabled person’s exemption (Blue Badge); and depending on the specific Section 106 agreement, Blue Badge holders may also be able to obtain other on-street permits issued by the Council.
Residents in these developments should have been advised of the agreement by the vendor/landlord before purchasing/leasing the property and this will be stated in the lease. Residents who are unsure if they are live in one of these developments should check with their landlord and/or solicitor.

To assist residents who live and/or work in a car free development they may apply for a temporary permit at a daily rate to allow a contractor (such as a builder, electrician or plumber) to carry out work on the property. To qualify for a temporary permit they must provide written proof of the work to be carried out and the vehicle details. A resident may only have a maximum of 20 days of contractor permits in a rolling 6 month period.

The types of permits issued for use in CPZs are explained below.

**Residents' Permits (An Emission-based permits scheme)**

Providing their principal address is within a CPZ and is not part of a “car free development”, a resident of the Borough can apply for a resident's parking permit. There is no limit placed on the number of permits that can be issued to an individual (as many vehicles as that person has) or to the household (a household is defined as a single postal address). Permits may be issued for six months or one year.

A permit allows the holder to park in residents' bays, permit bays and appropriate shared use bays in the zone where their address is situated. The vehicle may be parked for unlimited time in the zone printed on the permit and the permit may also be used to park in these types of bays in any other zone in Tower Hamlets for up to three hours in any one day.

A charge is made to cover the cost of the permit scheme and slightly higher charges made for permits issued to second and subsequent vehicles in the same household. These higher levels of charge reflect the Council's obligation to manage the use of the finite kerb space available for parking. Since 2008, resident permit charges have been based on the vehicle’s emissions (if known) or engine size as part of the Council’s response to climate change resulting from human activity.

There will be no charge for permits issued to the residents who receive one of the following -

- The higher rate mobility component of the Disability Living Allowance (DLA)
- Higher rate attendance allowance
• War Pensioners Mobility Supplement

Because there is a limited amount of space available it is important to ensure that permits are only issued to genuine residents, all permit applicants will be required to provide proof of residence and vehicle ownership before a permit will be issued. In circumstances where a resident is unable to provide the proof at the time of application, they may pay a fee of £5.00 per day and be issued with a temporary permit.

There are also facilities for residents to download permit application forms from the Council’s web-site.

**Business Permits**

Any person (including any employee of a business), occupying business premises (i.e. any non-residential premises) in a CPZ and not included within a “car free development” can apply for a business permit, providing they confirm that the vehicle is essential for the execution of their business. Permits are issued for three, six or twelve months and allow the use of business bays, permit bays and the appropriate shared use bays in the CPZ in which the business is situated.

Business permit holders are also entitled to use their permit in similar bays in any other zone in the Borough for up to three hours.

All business permits are issued for twelve months.

**Contractor’s Permits**

Tower Hamlets is constantly changing and to facilitate building work and maintenance, the Council has introduced a Contractor’s Permit, which allows parking in business and permit bays.

Applicants must show that:

- They are a registered company providing building or property maintenance services.
- The vehicle for which the permit is sought is a commercial vehicle and complies with height, length and width restrictions.
- The vehicle is UK registered and;
- A contractual relationship exists to carry out building works/property maintenance in Tower Hamlets.

**Market Trader Permits**
These permits are designed to assist market traders operating in various markets throughout the Borough and can be used in any of the designated market trader bays, business bays, permit bays or shared use bays for an unlimited period of time, throughout the Borough.

Permits are only issued to named market traders and may be issued for a period of three, six or twelve months. Daily permits are also available.

**Visitor Scratchcards**

Scratchcards are designed to assist visitors to the area and each household may submit one application. They are only for use when visitors from outside the controlled zone visit the address for which they were obtained.

Scratchcards are valid for use in resident bays, permit bays or shared-use bays.

The scratchcards are issued in books of ten and each card allows up to five hours parking in the mini-zone in which the applicant lives. Restricting the maximum stay while using a scratchcard to 5 hours is to reduce the possibility of scratchcards being used to support commuting. There is a prohibition on two scratchcards being displayed at the same time, for the same reason. However, a scratchcard is valid all day on Saturday or Sunday, (the risk of commuting being less over the weekend) and will need to be displayed if Saturday and/or Sunday controls operate in that CPZ.

A household may purchase up to 120 scratchcards in any six month period. The cards are valid for one year from the date of issue and must be used within this period, as no refunds are given for unused cards. This is to prevent the accumulation of scratchcards which could reduce the space available for permit holders, whilst still allowing resident’s visitors to park in the area.

Each scratchcard must be validated and displayed on the vehicle in accordance with the instructions on the card. They may not be resold and the Council will investigate any cases of fraudulent sale or use of the cards as this undermines the purpose of the scheme. Where fraud is discovered, no further scratchcards will be issued.

**Senior Citizens or residents needing carer’s visits.**

In recognition of the reliance on visitors of these groups of people, scratchcards will be issued free, up to the same limit (120 every six months).

To prevent abuse of this concession, proof will be required.

**Public Service Employees**
These permits may be issued to the following groups of people providing they can prove that the vehicle is necessary for them to do their job throughout the day (not just to commute to work) -

- Those who work for charities and non-profit making organisations
- Public Sector Workers e.g. social workers and midwives
- London Borough of Tower Hamlets essential car users
- LBTH contractors
- Teachers and other staff delivering the curriculum in LBTH schools/colleges where off street parking is not available

Public service permits can be used in on-street residents’ bays, permit bays or the appropriate shared-use bays unless specific signs stating otherwise have been erected throughout the borough and are issued for periods of six or twelve months.

Public Service Permits (and Public Service Scratchcards) can be used on the Council’s Housing Estates (but not on privately managed estates). Vehicles displaying a Public Service Permit (or Public Service Scratchcard) may park for up to 1 hour in designated visitor and contractor parking bays only on Council managed estates.

**Public Service Scratchcards**

They have the same conditions of use as Public Service Permits except the vehicle may only be parked for up to 3 hours (one hour if used on a Council Housing Estate).

They are valid for one year from the date of issue and refunds will not be given on unused scratchcards.

**Community Car Club Permits**

Permits are issued to the Car Club Operator to allow their vehicles to park in marked ‘Car Club Only’ bays.
**Temporary Permits**

A temporary permit can be issued in circumstances where the permit holder has lost the use of their regular vehicle for a short period beyond their control. The most common reason is where the vehicle is in a garage for repairs and the resident/business holder is using another vehicle temporarily.

A temporary permit for a maximum period of two weeks may be issued and a further extension by one week may be considered. A charge is applicable for each period.

If a permit holder has to use another vehicle because their own vehicle needs to go in for servicing or repair, we will issue a free temporary permit provided it can be demonstrated that the vehicle, for which the permit is issued, is currently off the road.

If a vehicle has been stolen, we will also supply a free temporary permit (on proof of theft).

Temporary residents’ permits are also available in a number of other situations, for instance when you first move into the borough and do not have all the documents you need for a full permit. There is a daily charge in most circumstances, and we will need to see some proof of residency.

Temporary permits are issued for a maximum of two weeks at a time. Should a resident need more than two consecutive free temporary permits, they may be asked to transfer the vehicle registration on the full permit to the temporary vehicle. Residents of the borough are entitled to apply for a total of 20 days’ worth of temporary permits in a six-month period.
Structure of the Parking Service in Tower Hamlets

The parking service in Tower Hamlets consists of several different elements. The provision of enforcement services is carried out by Council employed Civil Enforcement Officers.

The processing of Penalty Charge Notices is also handled in-house and this is the industry norm, given the high degree of public interface involved. The regulations require that some elements must be handled only by Council staff and to provide an integrated service all elements of processing are handled in-house.

There are many elements that make up the parking service in Tower Hamlets and these services include -

- Enforcement on-street and by use of CCTV.
- Installation and maintenance of pay and display machines.
- Issue and management of permits.
- Processing of PCNs.
- Handling correspondence and complaints.
- Cash collection and banking services (pay and display machines).
- Vehicle removals and management of car pound.
- Management of an integrated parking IT system.
- Reviewing restrictions and making Orders.

The parking service in Tower Hamlets liaises with other Council departments to ensure that the service it provides meets the Council’s strategic objectives, as outlined in this document.

Enforcement ethos

There are compelling road safety and traffic reasons for enforcing parking restrictions. Without parking regulation there can be little doubt that many busy parts of Tower Hamlets would quickly grind to a halt. However, the Council recognises that a practical, common sense approach is needed to carry out the parking enforcement responsibilities it took over in 1994, and moving traffic enforcement responsibilities in 2006.
Parking regulations should be known and understood by everyone who takes a driving test. It should not come as a surprise when laws are enforced, particularly when illegal parking causes other problems. For example, repairing pavements, kerbstones, verges, trees, and underground services damaged by pavement parking is expensive, the cost being met by Council Taxpayers.

Tower Hamlets parking enforcement regime is directed to tackling that level of illegal parking which causes accidents, damages the environment, causes inconvenience and congestion and prevents those permitted, where regulations restrict parking (such as residents or people with disabilities) from getting a parking space. Any enforcement activity generates complaints from those who are subject to it, while those who benefit, for example, by finding a parking space easily, rarely acknowledge that good enforcement makes this possible. Enforcement of moving traffic infringements is directed at the worst locations with the poorest records of compliance.

Tower Hamlets Council intends to provide parking and traffic enforcement that is effective and fair and has implemented an enforcement regime that accords with these aims and is sufficiently flexible to accommodate changing patterns of parking and the requirement to vary enforcement according to need. With the volume of enforcement activity as high as it is it is inevitable that some drivers will feel aggrieved and occasionally errors will occur. Our intention is to keep these to a minimum through clear policies, robust procedures and by employing high calibre, well trained staff. Where mistakes have occurred, we will acknowledge them and rectify them as soon as possible.

The Council employs Civil Enforcement Officers to enforce the parking restrictions, all of whom receive comprehensive training to enable them to carry out their duties effectively. The use of technology is an integral part of their enforcement duties and assists in ensuring that Penalty Charge Notices are correctly issued and the required evidence is collected to enable the penalty to be pursued. In addition, specific policies have been developed to ensure that they are carrying out their work in a fair and reasonable manner for example, the use of observation times to ensure that Penalty Charge Notices are not issued to vehicles involved in loading/unloading.

The Council follows industry practice of not allowing the exercise of discretion in enforcement. If in the opinion of CEO an infringement has been committed a penalty charge will be issued. There is an enforcement protocol (Appendix 2) in place which changes to suit the needs of the Borough and its principle aims are

1. To deliver a high quality parking service to all road users in a fair and consistent manner, and
2. To ensure there is clarity of the enforcement requirements for the contraventions that is committed and policy for all parking service officers and Civil Enforcement Officers.

Wherever circumstances allow, Tower Hamlets Civil Enforcement Officers seek co-operation from motorists rather than issue a penalty charge notice (PCN), for example by requesting they move on if the vehicle is attended.

Where a vehicle is causing a hazard or an obstruction, and in the case of persistent offenders, the Council may remove the vehicle to the car pound. This action is controlled by policies covering the priorities and procedures for removals.

The Council is committed to working with the police wherever possible and will continue to actively explore ways to assist in joint initiatives.

**Vehicle Removals**

If a vehicle is issued with a Penalty Charge Notice on-street, it may deter the motorist from re-offending but the vehicle could remain in that position for hours. Depending on the location of the vehicle, this could have an effect on the flow of traffic, availability of parking spaces, and access to carriageways for pedestrians and vehicles (among other issues).

Additionally, there are some motorists who delay payment of Penalty Charge Notices as there is a gap between obtaining the Penalty Charge Notice and having to pay the penalty and they think the ticket will "go away". This leads to the motorist being eventually pursued for payment through the courts and ultimately, by bailiffs appointed by the Council. This is a time consuming and costly process.

There are also some motorists who have untaxed and uninsured vehicles or who are untraceable through the DVLA system, where issuing Penalty Charge Notices will not result in payment and therefore, there is no incentive to comply with the regulations.

Furthermore, there may be times when the Council needs to move vehicles at short notice to allow for a special event, such as a parade or festival.

Therefore, for these and other reasons, Penalty Charge Notices must be supported with a faster means of increasing compliance - the removals service.

Tow trucks remove parked vehicles for the following reasons -
- Creating a hazard to safety (obstructing a dropped kerb used for pedestrians crossing the road and parking on the footway)
- Reducing the fluidity of the basic network (e.g. parking on a loading ban)
- Incorrectly using the road network (occupying spaces reserved for other users or specified purposes, i.e. formal disabled bay, doctor’s bay)
- Vehicles that avoid PCN payment (persistent evader (3 or more PCNs). 

By insisting that the motorist pays for both the Penalty Charge Notice and removal charge at the car pound before the vehicle is released, the Council ensures that either payment is made or the vehicle is retained by the Council.

Removing vehicles also helps to deter persistent offenders and, where the vehicle is recovered by the owner, enables the Council to obtain an up-to-date address. This in turn facilitates recovery of other Penalty Charge Notices and assists in keeping the DVLA database up-to-date.

The Council has agreed the criteria for removals and have approved a list of priorities, shown below. The policy is only to remove a vehicle if it is parked in a dangerous position or is badly inconveniencing a member of the public, such as a disabled person or parked across a dropped kerb entrance to premises.

**Criteria for Vehicle Removal**

The Councils criteria for the removal of vehicles infringing the parking regulations are set out at the end of Enforcement Protocol (Appendix 2)

All vehicles removed are taken to the car pound which is located at -

LBTH Car Pound
585-593 Commercial Road
London E1 0HJ

The car pound is open from Monday to Saturday, 8am to 11pm.

**Persistent Evaders**

There are a number of vehicles that persistently flout the parking regulations and not only inconvenience other drivers but are often untaxed and uninsured. On many occasions these vehicles are not registered correctly at the DVLA. At present, the Council can only remove these vehicles if they are parked illegally, but new legislation to be introduced in London will permit the removal of these vehicles even when they are parked legally and may also allow the Council to recover all unpaid PCNs before releasing the vehicle. The
Council welcomes these changes and will use them to ensure that persistent evaders do not continue to flout the parking restrictions.

**Abandoned vehicles**

The presence of abandoned vehicle on our streets is unsightly, dangerous and takes up valuable space. The Council is therefore committed to dealing with these as soon as practicable and will use its statutory powers to remove and dispose of abandoned vehicles.

Priority is given to vehicles that pose a threat to public safety or are badly damaged or burnt out. The cost of removing a vehicle is significant and the Council will seek to recover those costs from the vehicle owner.

The Council also offer a free disposal service for unwanted vehicles which residents and businesses can qualify for by completing the appropriate surrender form.

**Summary of different methods of enforcement**

Enforcement of parking contraventions is primarily carried out by Civil Enforcement Officers who patrol the streets in the Borough and issue PCNs, which are placed on the vehicle or handed to the driver if he/she returns during the issuing process.

Enforcement of some parking contraventions, including those where waiting and loading is prohibited is carried out by on-street Civil Enforcement Officers and also by CCTV. Where enforcement by CCTV is used, a Penalty Charge Notice will be sent by post to the owner of the vehicle.

CCTV is also used to enforce the prohibition on either parking or driving in a bus lane. Once again, the Penalty Charge Notice will be sent to the owner of the vehicle through the post. However, a vehicle which is parked in a bus lane may also be issued with a Penalty Charge Notice by a parking attendant on patrol.

Moving traffic contraventions are enforced by CCTV only.

The Traffic Management Act 2004 gave the Council powers to send postal PCNs to drivers who deliberately drive away before the CEO can place the Penalty Charge Notice on the vehicle or hand it to the driver.
Processing Penalty Charge Notices

The way in which Penalty Charge Notices are processed is subject to regulations, and there are variations according to how the notice was issued, e.g. whether by hand or post.

A Penalty Charge Notice requires payment within 28 days. The driver of the vehicle is afforded the opportunity to pay the charge at a 50% discount within:

- 14 days of the date of service if the Penalty Charge Notice is issued on-street.
- 21 days of the date of service if the Penalty Charge Notice is issued by post.

In order to ensure that drivers who wish to pay a Penalty Charge Notice can do so conveniently, the Council has established a number of ways in which the charge can be paid.

Around 20% of the PCNs issued will result in correspondence from drivers who are questioning the issue of the ticket or simply do not understand why they have received one. It is the Council’s policy to reply fully to the letter, with the aim of ensuring that the driver understands the reasons for the issue of the Penalty Charge Notice, and is provided with the information that will answer the queries raised.

If a driver writes to the Council within the 14 day discount period, and if the Penalty Charge Notice cannot be cancelled, a further 14 days will be offered for payment at the discount rate on receipt of the reply letter to ensure that the driver is not disadvantaged by querying the issue of the Penalty Charge Notice.

After the 28 days required for payment of the charge, a notice is sent to the owner of the vehicle, who is ultimately responsible for the Penalty Charge Notice. On receipt of this notice, the owner may pay the charge or make representations to the Council on various statutory grounds. If the representations are refused, an appeal may be made to the independent Adjudicators (Parking and Traffic Appeals Service) - the judicial body appointed to hear such appeals. The Adjudicator’s decision is final and binding on both the appellant and the Council.

If the charge is still unpaid, it increases by 50% and following registration as a debt at the County Court a warrant may be issued to bailiffs to recover the monies due. At this point, any costs incurred by the bailiff, and these are...
often considerable, will be recovered from the registered keeper of the vehicle.

**Cancellation of a Penalty Charge Notice**

There are good reasons why a parking attendant is not permitted to cancel a Penalty Charge Notice once he/she has issued it. This could lay the officer open to suggestions of abuse and Statutory Guidance to the Traffic Management Act 2004 recommends that discretion rests with the officers who deal with correspondence and representations after the issue of the Penalty Charge Notice.

Each case is different and individual consideration is given to all the circumstances of a case. Council officers who consider cases are required to know and understand the appropriate legislation and Council policies relating to parking.

The Council will cancel a Penalty Charge Notice if it has been improperly issued, if the driver was covered by an exemption, or if one of the statutory grounds for representation applies.

The Council will also take mitigating circumstances into account in making a decision. For example, if a driver has been unable to move the vehicle due to unforeseen and unpreventable circumstances, such as a medical emergency, the Penalty Charge Notice may be cancelled. In all cases, the Council may ask for proof to verify the circumstances.
Section 7 - Responding to Special Circumstances

Special events

The Council's traffic and parking policies, Traffic Management Orders and enforcement protocols are the Council's response to the daily pressures of traffic and parking in the Borough. However, not every day is the same and there are occasions when special circumstances arise when the parking service will be required to make a small, one-off adjustment without prejudice to its overall aims of being firm but fair in its objective of improving compliance.

Some examples of circumstances that will require a change of enforcement are local and general elections and religious festivals.

For religious festivals, the Parking Service has been developing operational procedures in the light of experience to date. In 2005 a pilot scheme was implemented which relaxed some parking controls around selected places of worship with the aim of improving access for worshippers who travelled by car.

This included creating limited additional parking on existing yellow lines in the vicinity of five religious establishments -

- London Jamme Masjid Mosque, 59 Brick Lane E1
- East London Mosque, 92 Whitechapel Road E1
- Eshatul Islam Mosque, 16 Ford Square E1
- St. Matthew’s Church, St. Matthew’s Row E2
- Christ Church, Spitalfields, Commercial Street E1

The limited parking restrictions apply between 12.30pm and 2pm on Fridays near the Mosques and between 10.00am and Midday on Sundays near the Churches. Outside of these times, the normal controls and restrictions apply.

An additional 100 spaces were created for worshippers and whilst it cannot be guaranteed that other drivers will not use these spaces, the pilot scheme indicated that the provisions were of benefit to worshippers. This has now become a permanent arrangement and extended to other locations on request, subject as always to there being scope to do this.

Requests for enforcement variations for religious festivals are treated as an individual case and procedures are in place to deal with each situation individually by for example, permitting the use of multiple resident visitor permits, multiple pay and display tickets or permitted vehicles to overstay in free bays.
However, drivers are not permitted to park on yellow lines, nor will parking bays be suspended for the event. Most events are of short duration only and a balance between the needs of the festival and the rest of the local community can usually be accommodated within the guidelines.
Section 8 - The Council’s Sustainable Transport Policies

In order to provide for a self-contained, stand-alone document (this PTEP), the relevant sections of the Council’s Local Implementation Plan are set out below. The plan itself covers much more than parking, but the section shown below (section 7 in the plan) relates only to parking enforcement. The paragraph numbers are taken directly from the Local Implementation Plan.

When reading this document it should be noted that many of the measures have been implemented as this plan was prepared some time ago.

SECTION 1
Introduction

7.1 The Secretary of State for Transport and the London Planning Advisory Committee (LPAC) have recommended that each London Borough should assess the overall parking provision in their area and develop a Parking Plan that includes a statement of parking priorities and that these plans should be published. This has been reiterated in the Mayor for London’s Transport Strategy which requires boroughs to submit parking plans with supporting Enforcement Plans and standards as part of future Local Implementation Plan submissions. It is essential that the Borough has a strategic plan that allows it to manage parking in the Borough in anticipation of the huge changes in business and residential occupancy that will arise over the next 10 years.

7.2 The Policy and Implementation Committee at its meeting on 21st May 2001 approved the Parking Plan and instructed Officers to continue with their implementation through short, medium and long-term plans.

7.3 Following the Parking Plan report and Best Value review, existing parking management practices were examined to assess their ability to meet policy objectives. The Parking Plan identified short, medium and long-term actions within a five-year framework for review and implementation.

7.4 The short-term implementation programme covers the first year objectives of data collection and the better understanding of supply and demand for parking. Information Technology and Systems are currently being developed for this stage.
7.5 The medium term implementation programme delivers the changes in operational management from Year 2 on structural changes in parking management, reviews of zonal patterns and introduction of sub-zones to manage permit use and abuse. Following the introduction of congestion charging a review of controls has been undertaken.

Parking Plan Review

7.6 In 2001 a review of the existing Parking Plan was undertaken by consultants to the Council. Their main findings are included below and it is noted that these findings influenced how the current Parking and Enforcement Plan was developed.

♦ Parking management within the Borough is not directed sufficiently systematically by the availability of suitable parking data that can be used to identify priority areas for changes to regulations or enforcement effort.

♦ Supply of on-street parking spaces is already insufficient to meet all needs and this problem will be intensified by increasing car ownership, new developments and City Fringe pressures over the next five years.

♦ Supply of short stay on and off-street car parking close to District Shopping Centres is insufficient to meet the needs of visitors.

♦ Residents in parts of the Borough are experiencing difficulties parking close to their homes due to spaces being taken by non-local drivers.

♦ Permit allocation and use criteria provide too much scope for holders to use cars for journeys for which the permits are not intended.

♦ Shared bays and their use by permit holders from other parts of the Borough makes it difficult to ensure that sufficient spaces are available to meet local needs.

♦ Charges for parking permits in the Borough are generally below typical levels in inner London.

♦ There are inconsistencies in the treatment of parking on Council estates which need to be resolved.

♦ Parking policy mechanisms available to the Borough are likely to be ineffective in achieving significant traffic reductions or improvements in air quality.
Parking pressures are likely to intensify in the City Fringe areas and this would increase with the Mayor’s proposed congestion charging scheme.

Current commercial parking standards are typically close to operational minimum requirements, hence there is little scope for further reduction, especially if regeneration objectives are to be safeguarded.

Residential parking standards do not provide sufficient incentives for developers to build high density developments in accessible locations where low car ownership can be expected.

Borough policies need to support current practice of directing new developments to areas that are can be well served by public transport and high building densities achieved.

Local Implementation Plan

7.7 The Local Implementation Plan (LIP) is a medium term strategic transportation budgeting plan required from every London Borough by Transport for London in order to achieve the objectives of the Mayors Transport Strategy. The LIP includes all transportation-related projects and policies that the Borough wishes to implement between 2005/6 and 2010/11. Funding sources include TfL, Council, Parking surplus and Section 106 agreements among other sources. One of the requirements of the LIP is the inclusion a Parking and Enforcement Plan (PTEP). Prior to the preparation of the LIP, Tower Hamlets had a successfully operating PTEP in place. This has now been modified to recognise the additional aspects required by the LIP that were not previously considered.

7.8 The various projects/policies contained within the LIP are required to align with a number of Mayoral Priority areas. The collation of the data for these priority areas is the responsibility of TfL and other associated agencies. In terms of providing detail for parking supply in major town centres, the Borough does not have any major town centres within its boundaries. The 3 performance indicator areas are detailed in Table ‘7.1’ and the priority area that these relate to is:

‘Improving the working of Parking and Loading arrangements to provide fair, reasonable and effective enforcement or regulations, recognising the needs of modern business for servicing and delivery as well as other road users, thus contributing to easing congestion and improving access to town centres and regeneration areas.’
Table 7.1 - The 3 LIP Priority Areas for Parking Compliance

| Compliance: Boroughs are to achieve improvements in compliance with parking and loading regulations from a baseline to be agreed between boroughs and TfL by December 2004 | Compliance Factor | Compliance factors will be reported for a number of non-moving contravention’s and will be analysed for different times of the day and different days of the week. Compliance factors for moving offences will be reported for a single day’s data at each static camera location on a monthly basis. Survey will comprise: • 18 hours of detailed static survey on 16 sites (eight TLRN and eight borough) every three months • 12 hours of borough static surveys on 33 boroughs, three sites per borough, every six months. Surveys will be conducted quarterly; the first report is due summer 2004 | Yes, but information supplied by TfL and other parties |
| Business Satisfaction with fairness of enforcement of parking and loading regulations. New survey to be developed, or to be linked to existing survey if suitable. | Business Satisfaction | Business Satisfaction | Yes, but information provided by TfL and other parties |
| Public provision of long stay parking supply both | Change in parking supply for major town centres at borough level, by year as an actual number and proportion of total | No, Tower Hamlets does not have any town |
Issues

7.9 The Tower Hamlets Parking Plan was developed alongside the Best Value review of Parking Services. This document was approved as the policy framework addressing a number of key issues for the Borough namely:

♦ Managing on/off street parking demand

♦ Parking development to support economic regeneration and residential development in accordance with the UDP.

♦ Contingent policies such as congestion charging, traffic reduction regulations and supporting bus priority and ‘red’ routes.

Objectives

7.10 In the first year of the Parking Plan, a number of objectives were set. The majority of these objectives were achieved and all 12 objectives are listed as follows:

1. Create and utilise compatible software to the Borough’s IT strategy ensuring compatible data gathering and interpretation.

2. Introduce a data collection programme that allows easier monitoring of parking meters and parking enforcement.

3. Review the parking charges in sub-zones adjacent to central London and the costs of residents parking permits.

4. Review the policy of allowing residents on-street parking permits where an off-street space is available.

5. Review visitor permit charges and length of stay.

6. Introduce a charge of £2.00 per day for temporary permits.

7. Introduce a scheme for people with disabilities.
8. Undertake an inventory of private and public car parks and charges.

9. Monitor parking in district shopping centres and consider feasibility of off-street parking.


11. Encourage car free/high density housing with maximum levels of parking per unit.

12. Review the qualification criteria for Business Permits and Public Service Permits so as to prevent convenience commuter parking.

7.11 All the above issues have been implemented except for numbers 4, 8 (public car parks have been identified) and 10 which are in progress. Yearly reviews of all permit and on-street parking charges are considered by Cabinet and the price of parking continues to be used as a way of controlling demand. Pricing mechanisms can influence the decisions people make about travel options and is one clear way that Local Authorities can contribute to improving air quality and the environment in their area.

7.12 Subsequent objectives will build on those detailed above.

Controlled Parking Zones

Overview

7.13 Controlled Parking Zones were first introduced in certain areas of Tower Hamlets in the mid-1980’s. Gradually CPZ’s were extended to other areas of the Borough and since 1998 controls apply to all public highways with the exception of the Fish Island area, primarily an industrial area, which lies to the east of the A12.

7.14 Following reviews of restrictions and consultation and publication of the Statutory Notice of Proposal in the spring of 2004, sub-zones (with an increase in hours of control in certain areas in the western area of the Borough near the Congestion Zone) have been introduced from January 2005. Permits and visitor permits will be reissued with the appropriate revised zonal code e.g. A1. The sub-zones, although at this stage superficial in so far as there will be no change to permit holders’ entitlement to park within their own main zone for an unlimited period or for up to 3 hours in other zones will enable better management of parking patterns. Further consultation will then take place to restrict zonal movement in areas where local residents are experiencing difficulty in finding nearby parking space due to cross zonal parking.
7.15 Zone definitions can strengthen local need for controlling restriction times, varying parking charges and designating kerbside spaces for defined groups such as residents, businesses, visitors etc. Sub-zones will enable more effective management of parking occupancy and compliance.

7.16 The Parking Plan identified that there was no longer any clear criteria for these boundaries as parking activity had increased and the policy to deter commuting, encourage public transport usage, reduce pollution and reducing inter-borough car journeys was no longer being delivered.

Objectives

♦ To balance parking priorities within local areas, by controlled supply and demand.

♦ To effectively manage on-street parking activity and in doing so improve road safety and the general street scene.

♦ To protect local residents parking needs from non-local parking demands, e.g., commuters; provide parking facilities for local businesses and visitors, reduce traffic congestion and accidents.

Definition

7.17 A Controlled Parking Zone (CPZ) is an area within which specified hours of parking control apply to the public highway. CPZ’s are designed and implemented to assist areas suffering from parking stress. The hours of control are generally 8.30am to 5.30pm Monday to Friday but some areas have evening extensions and/or Saturday or Sunday controls to counteract shopping centres and markets.

7.18 Within each CPZ different types of parking bays are provided e.g. resident bays, business bays, pay and display bays, shared use bays (Permits or Pay & Display), disabled bays and motor cycle bays.

7.19 Permit holders are entitled to unlimited parking within their own zone and up to 3 hours in any one day in other zones.

Reviews

7.20 Reviews are undertaken both generally and where problems are brought to the attention of the Council to meet changing demands. This could comprise:

♦ changing parking bay usage,
♦ additional parking bays introduced where yellow lines are not considered necessary,

♦ additional waiting and loading restrictions introduced to improve the flow of traffic and road safety.

**Coach Management Strategy**

7.21 At present there is not sufficient demand or interest to pursue provision of off-street coach parking facilities and this is coupled with land costs and land availability constraints. In terms of developing a Coach Management Strategy there is not sufficient demand for this to occur. Some facilities have drop off points for coaches e.g. Tower Bridge, Mile End Park for access to popular venues and on-street coach bays are provided at certain locations.

**London Buses Initiative with TfL**

7.22 In addition to the Parking Plan, has been the strategic work on the London Buses Initiative (LBI) with Transport for London (TfL). Following agreement between the parties, cameras are being installed on priority bus lanes and routes and a new parking CCTV control room has been created at Mulberry Place, London E14.

**Location of Cameras**

**Table 7.2 - Location of CCTV cameras**

<table>
<thead>
<tr>
<th>Camera no.</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Turner Street opposite Ashfield</td>
</tr>
<tr>
<td>10</td>
<td>Turner Street jct Stepney Way</td>
</tr>
<tr>
<td>11</td>
<td>Stepney Way jct New Road</td>
</tr>
<tr>
<td>12</td>
<td>New Road opposite Newark Street</td>
</tr>
<tr>
<td>13</td>
<td>New Road opposite Fordham Street</td>
</tr>
<tr>
<td>14</td>
<td>New Road jct Varden Street</td>
</tr>
<tr>
<td>38</td>
<td>Brick Lane jct Hanbury Street</td>
</tr>
<tr>
<td>39</td>
<td>Brick Lane between Woodseer and Buxton</td>
</tr>
<tr>
<td>40</td>
<td>Brick Lane jct Quaker</td>
</tr>
<tr>
<td>41</td>
<td>Brick Lane opp. Pedley St</td>
</tr>
<tr>
<td>42</td>
<td>Brick Lane jct Cheshire St</td>
</tr>
<tr>
<td>43</td>
<td>Brick Lane jct Bacon St</td>
</tr>
<tr>
<td>44</td>
<td>Brick Lane jct Bethnal Green Rd</td>
</tr>
<tr>
<td>56</td>
<td>Roman Road</td>
</tr>
</tbody>
</table>
SECTION 2

Levels of Parking Charges, Supply and Demand and Review of Restrictions

7.23 Tower Hamlets, being an Inner London Borough, is subject to Band A Penalty Charges. These are currently £130.00 for a higher rate Penalty Charge Notice (discounted to £65.00 if paid within 14 days), £80.00 for a lower rate

7.24 The current on-street parking charges are as follows:
## Business/Public Service/Contractor Permits:

<table>
<thead>
<tr>
<th>Price Band</th>
<th>CO2 emissions (g/km)</th>
<th>Engine size (CC)</th>
<th>12 months</th>
<th>6 months</th>
<th>3 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>100 or less</td>
<td>-</td>
<td>£420</td>
<td>£260</td>
<td>£175</td>
</tr>
<tr>
<td>B</td>
<td>101 - 120</td>
<td>1100 or less</td>
<td>£445</td>
<td>£275</td>
<td>£185</td>
</tr>
<tr>
<td>C</td>
<td>121 - 150</td>
<td>1101 - 1300</td>
<td>£475</td>
<td>£295</td>
<td>£200</td>
</tr>
<tr>
<td>D</td>
<td>151 – 165</td>
<td>1301 - 1600</td>
<td>£525</td>
<td>£325</td>
<td>£220</td>
</tr>
<tr>
<td>E</td>
<td>166 – 185</td>
<td>1601 - 1800</td>
<td>£550</td>
<td>£340</td>
<td>£230</td>
</tr>
<tr>
<td>F</td>
<td>186 – 225</td>
<td>1801 - 2000</td>
<td>£575</td>
<td>£355</td>
<td>£240</td>
</tr>
<tr>
<td>G1</td>
<td>226 – 325</td>
<td>2001 - 3000</td>
<td>£600</td>
<td>£370</td>
<td>£250</td>
</tr>
<tr>
<td>G2</td>
<td>326 +</td>
<td>3000 +</td>
<td>£625</td>
<td>£385</td>
<td>£260</td>
</tr>
</tbody>
</table>

Market Trader Permits = £440.00 per annum  
Doctor’s Permits = £540.00 per annum

## Resident’s Permits:

<table>
<thead>
<tr>
<th>Price band</th>
<th>CO2 emissions (g/km)</th>
<th>Engine size (CC)</th>
<th>12 months</th>
<th>6 months</th>
<th>3rd &amp; subsequent permits</th>
<th>1st permit</th>
<th>2nd permit</th>
<th>3rd &amp; subsequent permits</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>100 or less</td>
<td>-</td>
<td>0</td>
<td>10</td>
<td>150</td>
<td>0</td>
<td>5</td>
<td>75</td>
</tr>
<tr>
<td>B</td>
<td>101 - 120</td>
<td>1100 or less</td>
<td>£40</td>
<td>£50</td>
<td>£190</td>
<td>£25</td>
<td>£30</td>
<td>£100</td>
</tr>
<tr>
<td>C</td>
<td>121 - 150</td>
<td>1101 - 1300</td>
<td>£50</td>
<td>£60</td>
<td>£200</td>
<td>£30</td>
<td>£35</td>
<td>£105</td>
</tr>
<tr>
<td>D</td>
<td>151 – 165</td>
<td>1301 - 1600</td>
<td>£70</td>
<td>£80</td>
<td>£220</td>
<td>£40</td>
<td>£45</td>
<td>£115</td>
</tr>
<tr>
<td>E</td>
<td>166 – 185</td>
<td>1601 - 1800</td>
<td>£90</td>
<td>£100</td>
<td>£240</td>
<td>£50</td>
<td>£55</td>
<td>£125</td>
</tr>
</tbody>
</table>
### Resident’s Motor Cycle Permit
- £ 15.00 per annum

### Short Stay Pay & Display
- £ 3.50 per hour (Zones A&C)
- £ 2.00 per hour (Zones B&D)

### By Main Zone

7.25 By Main Zone we have the following approximate numbers of different parking bays (based on an allowance of 5.5 metres per car). All parking bays are lined and signed in accordance with Department for Transport T.S.R & GD 2002.

<table>
<thead>
<tr>
<th>Category</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Bay</td>
<td>3237</td>
<td>4464</td>
<td>2818</td>
<td>1889</td>
<td>12408</td>
</tr>
<tr>
<td>Business Bay</td>
<td>230</td>
<td>43</td>
<td>181</td>
<td>48</td>
<td>502</td>
</tr>
<tr>
<td>Business &amp; Pay &amp; Display Permit</td>
<td>114</td>
<td>5</td>
<td>61</td>
<td>10</td>
<td>190</td>
</tr>
<tr>
<td>Permit</td>
<td>1295</td>
<td>2049</td>
<td>1032</td>
<td>578</td>
<td>4954</td>
</tr>
<tr>
<td>Shared use (permit or Pay &amp; Display)</td>
<td>1287</td>
<td>1459</td>
<td>976</td>
<td>632</td>
<td>4354</td>
</tr>
<tr>
<td>Pay &amp; Display</td>
<td>347</td>
<td>153</td>
<td>456</td>
<td>50</td>
<td>1006</td>
</tr>
<tr>
<td>Coaches</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>13</td>
<td>20</td>
</tr>
<tr>
<td>Police</td>
<td>6</td>
<td>-</td>
<td>12</td>
<td>19</td>
<td>37</td>
</tr>
<tr>
<td>Doctor</td>
<td>213</td>
<td>8</td>
<td>10</td>
<td>-</td>
<td>231</td>
</tr>
<tr>
<td>Personalised Disabled Bay</td>
<td>82</td>
<td>96</td>
<td>82</td>
<td>46</td>
<td>306</td>
</tr>
<tr>
<td>Car Club Bays</td>
<td>34</td>
<td>39</td>
<td>61</td>
<td>28</td>
<td>162</td>
</tr>
<tr>
<td>General Disabled Blue Badge 3 Hours</td>
<td>40</td>
<td>24</td>
<td>25</td>
<td>18</td>
<td>107</td>
</tr>
<tr>
<td>Loading</td>
<td>82</td>
<td>31</td>
<td>38</td>
<td>1</td>
<td>152</td>
</tr>
<tr>
<td>Multi Bay &amp;</td>
<td>22</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>22</td>
</tr>
</tbody>
</table>
**Sunday Market Traders**

<table>
<thead>
<tr>
<th>Motorcycle Bays</th>
<th>97</th>
<th>24</th>
<th>69</th>
<th>8</th>
<th>198</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit Holders &amp; Sunday Market Traders</td>
<td>15</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>15</td>
</tr>
<tr>
<td>Market Traders Only</td>
<td>22</td>
<td>-</td>
<td>1</td>
<td>2</td>
<td>25</td>
</tr>
<tr>
<td>Sunday Exemption</td>
<td>19</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>19</td>
</tr>
<tr>
<td>Cab Ranks</td>
<td>3</td>
<td>7</td>
<td>2</td>
<td>-</td>
<td>12</td>
</tr>
<tr>
<td>Friday Midday</td>
<td>25</td>
<td>35</td>
<td>84</td>
<td>17</td>
<td>161</td>
</tr>
<tr>
<td>Multi Bay &amp; Business Permit Bay</td>
<td>-</td>
<td>16</td>
<td>-</td>
<td>-</td>
<td>16</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7173</td>
<td>8456</td>
<td>5909</td>
<td>3359</td>
<td>24897</td>
</tr>
</tbody>
</table>

7.26 By Main Zone we have the following numbers of permits on issue:

<table>
<thead>
<tr>
<th>Zone</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>5638</td>
<td>7478</td>
<td>5508</td>
<td>2603</td>
</tr>
<tr>
<td>Business</td>
<td>276</td>
<td>100</td>
<td>292</td>
<td>89</td>
</tr>
</tbody>
</table>

**Council and Private car parking Facilities**

7.27 The Council only operates one small off-street car park - Roman Road, capacity 30 spaces. Table 7.3 is a breakdown of all known off-street car parks that are independently operated. Currently the number of independently operated car parks is 20 and these account for just over 4000 spaces.

**Local Community Needs**

7.28 As discussed in the background section of the PTEP each CPZ has been designed to reflect the needs of the local community. With the limited kerb space available for parking (despite reviews), it is not possible to meet all the demands from the various categories of road user. Whether residential or business permits are being sought, it is made clear to the applicant that convenient parking is not guaranteed. Residents take overriding precedence on most occasions although even then the onus is on the resident to ascertain whether owning a car and seeking parking in certain areas is viable.
Test for Undertaking Reviews

7.29 When reviewing the usage of existing parking bays a principle of 70% occupancy and above is considered appropriate for resisting any change. Occupancy surveys are conducted over a given period and repeated three times a day to ascertain a fair statistical analysis.

Parking Bay Introduction

7.30 The introduction of parking bays on previous yellow line waiting restrictions is also subject to street surveys and providing kerbside Loading/Unloading facilities, traffic flow, or road safety is not compromised, additional bays are introduced.

7.31 Most yellow line waiting restrictions in any given street apply during the CPZ times appropriate to the zone in which they fall. However, at locations where a problem has been or will be identified, additional hours of control are applied. Where it is necessary to introduce Loading Restrictions such restrictions are introduced so that they apply at appropriate times, be they peak hour or all times dependent on location.

Table 7.4 is an extract from the Tower Hamlets (Waiting & Loading Restriction) Order 2000 showing the various times that waiting or loading restrictions apply in the Borough.

7.32 As referred to above, the current Waiting and Loading Restrictions Order governing such restrictions in Tower Hamlets was consolidated in 2000. The various amendment orders since that time will be further consolidated at an appropriate time. The Zonal Parking Places Orders were previously consolidated in January 2004 and further consolidation has taken place to enable the introduction of the revised subzones.

7.33 Supply of parking bays is unlikely to be increased due to the finite level of kerb space. However, the Council is conscious of the need to improve the match of supply and demand, particularly in existing commercial and shopping areas, but due to the highly developed nature of parking in these areas this also means there are few realistic opportunities of reducing parking space. The development market equally affects potential for off-street parking spaces.

7.34 Waiting and Loading
7.35 In conjunction with the LBI initiative to improve bus journey times a review of waiting and loading restrictions on certain key routes has been carried out. Additional restrictions and hours of control have been introduced on Cambridge Heath Road, Grove Road, Hackney Road, Roman Road and West India Dock Road. A service level agreement with TfL is in place for additional levels of enforcement being carried out.

SECTION 3

Specific Groups of Parking User

7.36 The Mayor’s Draft Local Implementation Plan Consultation document specified certain parking control measures and activities that need to be considered. Section 2 preceding deals with most general issues but the following supplementary information applies.

The Needs of Residents and People with Disabilities

7.37 The Council demonstrates a positive attitude with regards to providing parking assistance towards residents and visitors with disabilities. Disabled parking bays have been provided:

a) as close as possible to a resident’s address, where the qualification criteria has been/is met, and,

b) in the close vicinity of hospitals, public buildings etc.

7.38 In April 2003 in recognition of the abuse of the Blue Badge Scheme caused by ineligible Blue Badge holders using Disabled Bays (thereby defeating the objective), the Council introduced a Personalised Disabled Parking Permit Scheme. To date there are 249 such Disabled Parking Bays. Disabled Parking Bays are also provided for general Blue Badge use outside hospitals, clinics, public buildings and where appropriate near shopping areas. To date there are 85 such Disabled Parking Bays. Applications/assistance for both such bays are given positive consideration.

7.39 Additionally, the Council have introduced an alternative permit to the Blue Badge which is valid only in Tower Hamlets. The permit which is vehicle specific avoids the need to display a Blue Badge and has drastically reduced car crime associated with the theft of Blue Badges. Some 2167 registered Tower Hamlets Blue Badge holders have taken up this option. Tower Hamlets is also a leading authority on prosecutions of Blue Badge fraud with over 100 prosecutions between April 2003 and November 2004.
Reviewing the Provision of Parking for Powered Two Wheelers

7.40 The Council currently provides for Motor Cycle Parking in two ways:

♦ for residents with a discounted permit at £12.00 per annum

♦ free designated Motor Cycle Bays where demand and circumstances permit this to occur

7.41 Requests for the latter are positively considered and to date there are 40 Motor Cycle Bays throughout the Borough.

7.42 The Council are currently consulting with appropriate representative organisations for (a) additional sites and (b) whether all parking bays should be available free of charge for any motor cyclist. With regards to the latter, it must be acknowledged that not all residents would appreciate valuable parking space being occupied by motor cyclists who are commuters.

Overnight Lorry Parking Ban

7.43 Tower Hamlets has a total prohibition of overnight parking by commercial vehicles and coaches exceeding 5 tonnes in weight. Certain exceptions apply to coaches if picking up or setting down passengers and for lorry’s involved in building operations where they are actively involved in building operations overnight.

SECTION 4

Enforcement

7.44 Effective enforcement is essential if the aims of parking restrictions are to be achieved.

7.45 In 1994 following the decriminalisation of parking offences, Tower Hamlets in common with other London Local Authorities, applied to the Secretary of State for Transport for permission to undertake enforcement of parking offences. Enforcement consisted of:

♦ the issue of Penalty Charge Notices, together with,

♦ the additional enforcement of wheel clamping or vehicle removal to aid compliance.
7.46 In obtaining permission, the Council had to demonstrate its ability to undertake such enforcement and agree to a Code of Practice. Clamping and removal commenced in 1999.

Parking Attendant Training

7.47 All the Council’s Civil Enforcement Officers undergo rigorous and thorough training to cover both national and local enforcement policies. Stringent checks on our Civil Enforcement Officers are routinely carried out to ensure quality standards are maintained and training given where necessary. Additionally, our Civil Enforcement Officers all obtain National Vocational Qualifications.

Frequency of Street Enforcement Patrols

7.48 Frequency of visits to any given street are based on experience and are adjusted accordingly where compliance is not being met. In October 2004 following monitoring, new beat frequencies have been introduced throughout the Borough. In addition to on foot patrols, we deploy Civil Enforcement Officers on motor cycles in response to specific enforcement requests.

CCTV Enforcement

7.49 In tandem with the LBI initiative for CCTV enforcement a Service Level Agreement exists with Transport for London to undertake additional enforcement on certain priority bus routes. The visible presence of Civil Enforcement Officers helps to deter illegal parking and consequentially improves bus journey times and has proved successful.

7.50 CCTV enforcement of certain Bus Lanes and Waiting and Loading restrictions became fully operational in January 2010.

Moving Vehicle Contraventions


Persistent Offenders

7.52 Parking Services currently has 1372 persistent evaders, with a total outstanding of £1,089,182. LBTH classify persistent evaders as any vehicle that has 3 or more Warrants of Execution outstanding. In their report "Tackling Persistent Evaders" dated 28th January 2005, ALG define persistent evaders as
a vehicle with 3 or more PCN’s outstanding, unpaid and not subject to appeal. In the same report, it recommends that changes to legislation will be required to tackle the problem more effectively. It is LBTH’s intention to work closely with ALG and other London Local Authorities and to actively pursue these evaders. In the short term we will be carrying out more research to determine any patterns of parking, making it easier to target the evaders, and may appoint an officer to coordinate, on street enforcement, removal vehicles and bailiffs. In the longer term LBTH operations will combine with other Local Authorities, ALG and TfL to act as a single force to tackle these vehicles.

Table 7.3 - London Borough of Tower Hamlets - List of Privately Owned Public Car Parks in the Borough

<table>
<thead>
<tr>
<th>No</th>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Oc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>St Katherines ‘A’ Car Park</td>
<td>St Katherines Way Next to Burr Close E1</td>
<td>020 7264 5194</td>
<td>80</td>
</tr>
<tr>
<td>002</td>
<td>N.C.P Car Park (National Car Parks)</td>
<td>Thomas More Square Off Thomas More Street Next to Safeway Super Store E1</td>
<td>0870 606 7050</td>
<td>150</td>
</tr>
<tr>
<td>003</td>
<td>Whites Row Car Park</td>
<td>Whites Row Off Commercial St E1</td>
<td>020 7329 6520</td>
<td>300</td>
</tr>
<tr>
<td>004</td>
<td>Britannia Car Park</td>
<td>Britannia Parking Ltd Off Aspen Way Next to West India Quay DLR Station</td>
<td>01202 555 888</td>
<td>450</td>
</tr>
<tr>
<td>005</td>
<td>GMT Car Parks (West India Quay Car Park)</td>
<td>Hertsmere Road London E14</td>
<td></td>
<td>400</td>
</tr>
<tr>
<td>006</td>
<td>Lawn House Close Car Park</td>
<td>Lawn House Close, Opp Jack Dash House, Off Marsh Lane E14</td>
<td>020 7538 6864</td>
<td>200</td>
</tr>
<tr>
<td>007</td>
<td>N.C.P Car Park (Rodwell House Car Park)</td>
<td>Strype Street London E1</td>
<td>020 7247 7923</td>
<td>175</td>
</tr>
<tr>
<td>008</td>
<td>PLR Market Car Park Middlesex Car Park</td>
<td>11 Goulson Street London E1</td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>009</td>
<td>Cromerest Car Park</td>
<td>40 Cuba Street Isle of Dogs E1</td>
<td>020 7987 4459</td>
<td>70</td>
</tr>
<tr>
<td>No.</td>
<td>Location</td>
<td>Address</td>
<td>Contact Numbers</td>
<td>Spaces</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------</td>
<td>-----------------------------------------</td>
<td>---------------------</td>
<td>--------</td>
</tr>
<tr>
<td>010</td>
<td>Arrowhead Quay Car Park</td>
<td>Admiral Way off Marsh Wall Isle of Dogs</td>
<td>07956 591 932</td>
<td>200</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E14</td>
<td>020 7712 0100</td>
<td></td>
</tr>
<tr>
<td>011</td>
<td>The International Car Park</td>
<td>Marsh Wall Isle of Dogs London E14 9SJ</td>
<td>07973 221 518</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>020 7712 0100</td>
<td></td>
</tr>
<tr>
<td>012</td>
<td>Truman Car Park</td>
<td>1-15 Hanbury Street London E1</td>
<td>07973 221 518</td>
<td>80</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>020 7712 0100</td>
<td></td>
</tr>
<tr>
<td>013</td>
<td>Brick Lane Car Park</td>
<td>89 Brick Lane London E1</td>
<td>07973 221 518</td>
<td>250</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>020 7712 0100</td>
<td></td>
</tr>
<tr>
<td>014</td>
<td>Minories Car Park</td>
<td>1 Shorter Street (Off Mansell Street)</td>
<td>020 7702 9160</td>
<td>400</td>
</tr>
<tr>
<td></td>
<td></td>
<td>London E1 8LP</td>
<td>020 7709 0546</td>
<td></td>
</tr>
<tr>
<td>015</td>
<td>Prescott Street Car Park</td>
<td>14-16 South Tenter Street London E1</td>
<td>020 7709 0546</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>(Mansell St Car Park Ltd)</td>
<td>8DW</td>
<td>020 7709 0546</td>
<td></td>
</tr>
<tr>
<td>016</td>
<td>Mansell Street Car Park</td>
<td>Mansell Street London E1</td>
<td>020 7709 0546</td>
<td>140</td>
</tr>
<tr>
<td></td>
<td>(Mansell St Car Park Ltd)</td>
<td></td>
<td>020 7709 0546</td>
<td></td>
</tr>
<tr>
<td>017</td>
<td>Tobacco Dock Multi Story Car Park</td>
<td>Wapping Lane Opp Tobacco Dock London E1</td>
<td>020 7702 9681</td>
<td>580</td>
</tr>
<tr>
<td>018</td>
<td>Alie Street Car Park</td>
<td>North Tenter Street London E1</td>
<td>020 7702 9681</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>(Mansell St Car Park Ltd)</td>
<td></td>
<td>020 7702 9681</td>
<td></td>
</tr>
<tr>
<td>019</td>
<td>Preston Road (Public Car Park)</td>
<td>Yabsley St Off Preston Road London E14</td>
<td>020 8799 6900</td>
<td>100</td>
</tr>
<tr>
<td>020</td>
<td>Buckle St Car Park</td>
<td>Buckle St Off Leman St London E1 8EH</td>
<td>020 7488 4935</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>BPM Management</td>
<td></td>
<td>020 7488 4935</td>
<td></td>
</tr>
</tbody>
</table>
**Appendix 1 - Moving Traffic Enforcement**

This appendix shows the road signs that the Council can enforce against. Drivers who ignore these signs are liable for a Penalty Charge Notice.

<table>
<thead>
<tr>
<th>Sign¹</th>
<th>Requirement, restriction or prohibition</th>
<th>Diagram number¹</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Sign" /></td>
<td>Vehicular traffic must proceed in the direction indicated by the arrow</td>
<td>606</td>
</tr>
<tr>
<td><img src="image2" alt="Sign" /></td>
<td>Vehicular traffic must turn ahead in the direction indicated by the arrow</td>
<td>609</td>
</tr>
<tr>
<td><img src="image3" alt="Sign" /></td>
<td>Vehicular traffic must comply with the requirements prescribed in regulation 15</td>
<td>610</td>
</tr>
<tr>
<td><img src="image4" alt="Sign" /></td>
<td>No right turn for vehicular traffic</td>
<td>612</td>
</tr>
<tr>
<td><img src="image5" alt="Sign" /></td>
<td>No left turn for vehicular traffic</td>
<td>613</td>
</tr>
<tr>
<td><img src="image6" alt="Sign" /></td>
<td>No U turns for vehicular traffic</td>
<td>614</td>
</tr>
<tr>
<td><img src="image7" alt="Sign" /></td>
<td>Priority must be given to vehicles from the opposite direction</td>
<td>615 &amp; 615.1</td>
</tr>
<tr>
<td><img src="image8" alt="Sign" /></td>
<td>No entry for vehicular traffic N.B. There is a condition attached to this sign which means that it is only included in this list when it indicates a restriction or prohibition which may also be indicated by another sign in the list.</td>
<td>616</td>
</tr>
<tr>
<td><img src="image9" alt="Sign" /></td>
<td>All Vehicles prohibited except non – mechanically propelled vehicles being pushed by pedestrians</td>
<td>617</td>
</tr>
<tr>
<td>Entry to pedestrian zone restricted (Alternative types)</td>
<td>618.2</td>
<td></td>
</tr>
<tr>
<td>Entry to and waiting in pedestrian zone restricted (Alternative types)</td>
<td>618.3</td>
<td></td>
</tr>
<tr>
<td>Entry to and waiting in pedestrian zone restricted (Variable message sign)</td>
<td>618.3A</td>
<td></td>
</tr>
<tr>
<td>Motor vehicles prohibited</td>
<td>619</td>
<td></td>
</tr>
<tr>
<td>Motor vehicles except solo motorcycles prohibited</td>
<td>619.1</td>
<td></td>
</tr>
<tr>
<td>Solo motorcycles prohibited</td>
<td>619.2</td>
<td></td>
</tr>
<tr>
<td>Goods vehicles exceeding the maximum gross weight indicated on the goods vehicle symbol prohibited</td>
<td>622.1A</td>
<td></td>
</tr>
<tr>
<td>One way traffic</td>
<td>652</td>
<td></td>
</tr>
<tr>
<td>Route for use by buses and pedal cycles only</td>
<td>953</td>
<td></td>
</tr>
<tr>
<td>Route for use by tramcars only</td>
<td>953.1</td>
<td></td>
</tr>
<tr>
<td>Part of the carriageway outside a school entrance where vehicles should not stop</td>
<td>1027.1</td>
<td></td>
</tr>
<tr>
<td>Marking conveying the requirements prescribed in regulation 29(2) and Part II of Schedule 19 of the Traffic Signs Regulations and General Directions 2002</td>
<td>1043, 1044</td>
<td></td>
</tr>
</tbody>
</table>

¹ - This refers to the diagram number and the diagram in the Traffic Signs Regulations and General Directions 2002.
Appendix 2 - Enforcement Protocol

Parking Services

London Borough of Tower Hamlets Enforcement Protocol

June 2010
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- Places of Worship: 7

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Section 1 – Introduction

Purpose of the Enforcement Protocol

This Protocol describes how Parking and Moving Traffic Infringements are enforced within Tower Hamlets. It will also outline the use of CCTV in the enforcement of certain contraventions throughout the borough and its purpose.

This Protocol will mainly be utilised by the Parking Enforcement Team, however it may also be made available to the Public and access may be obtained via LBTH website

www.towerhamlets.gov.uk

The purpose of this Protocol is to:

- Deliver a high standard Parking Service to all road users in a fair, consistent and transparent manner.
- Make clear the Parking Enforcement requirements for each contravention and relevant policy for parking staff and Civil Enforcement Officers.
- Have a single document in which enforcement policy is documented and can be easily updated when changes as required.

Document Format:
Each area of enforcement is detailed in separate sections throughout the document. They will describe each contravention code and how they are applied.

Ownership:
This document is owned by the Parking Enforcement Services, London Borough of Tower Hamlets.

Approved Authority:
All re-issues must be authorised by the Head of Parking Services.

Illustrations and Photographs contained in this Protocol:
The illustrations and photographs included in this document are only examples and may not reflect the restrictions in place on street.

Freedom of Information (FOI) and Public Access to this Protocol:
All requests for hard copies of this document should be treated as an FOI request. The public may make an FOI request to London Borough of Tower Hamlets
Relevant Legislation

Road Traffic Act 1984
The Road Traffic Act 1984 gave Local Authorities the power to manage all on street and some off street parking. However, the enforcement of on street parking restrictions was primarily the responsibility of the Police and Traffic Wardens, with the income from the fixed penalty Notices (FPNs) they issued going to the Exchequer.

Road Traffic Act 1991
Due to their demanding role and higher priority duties, the Police were increasingly unable to provide the resources to enforce Parking Restrictions effectively. As a result the Road Traffic Act 1991 (RTA) was introduced, this decriminalised parking, making it Civil Law as opposed to Criminal Law. Consequently, Local Authorities could take on the enforcement of parking restrictions.

Part 2 of the RTA made it mandatory for London Boroughs (optional for other Local Authorities) to take on parking enforcement in relation to parking and waiting (yellow lines) restrictions.

Income from Penalty Charge Notices issued under the RTA went to the relevant Local Authority to fund their enforcement systems.

Subsequent Acts
Since the RTA, decriminalized parking (DPE) has been revised and extended:

- **London Local Authorities Acts 1995 & 2000**, widened powers in terms of parking and waiting restrictions
- **London local Authorities Act 1996**, made it possible to carryout bus lane enforcement in London.
- **Transport Act 2000**, made it possible to enforce Bus Lanes generally across England and Wales
- **London Local Authorities and Transport for London Act 2003**, included powers for the enforcement of certain moving traffic Infringements (MTIs) by London Authorities.

Red Route
The Red Route was decriminalised in 2007 and it is now the responsibility of Transport for London (TfL) rather than the Police. The Police still enforce most MTIs, such as speeding Infringements and also issue FPNs for obstruction.
Traffic Management Act 2004


The Traffic Management Act 2004 was introduced to provide a single framework for the Civil Enforcement of Parking, Bus Lane and some Moving Traffic Infringements, whilst still allowing parking policies to suit local circumstances.

In addition the Act has been created to make Parking Regulations more transparent and easier for the general public to understand. It will provide a consistent system that is fair to the motorist whilst providing effective parking enforcement. Therefore there will be a greater emphasis on Fairness, Openness and Accountability.

With the introduction of Decriminalised Parking Enforcement (DPE) becomes known as Civil Parking Enforcement (CPE). This gives clear indication that parking enforcement will be carried out by Local Authorities rather than the Police.

Under the TMA 2004 the job title of the enforcing officer changed from Civil Enforcement Officer (PA) to Civil Enforcement Officer (CEO). Special Parking Areas (SPA) changed to Civil Enforcement Area’s (CEA). The TMA 2004 also created Special Enforcement Areas (SEA) where double parking and dropped footway contraventions may be enforced, these SEAs may be created anywhere within a Civil Enforcement Area (CEA).

Regulations

Regulations were made and set out before Parliament and these set out actions Local Authorities must or must not take under the Traffic Management Act 2004. Regulations as follows:

- The Civil Enforcement of Parking Contraventions (England) Representation and Appeal Regulations 2007 ("the Representations and Appeal Regulations") (SI number: 2007/3482);
- The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 (SI number: 2007/3483);
- The Civil Enforcement Officers (Wearing of Uniforms) (England) Regulations 2007 (SI number 2007/3485)
- The Civil Enforcement of Parking Contraventions (Approved Devices) (England) Order 2007 (SI number 2007/ 3486)
- The Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges (England) Order 2007 (SI number: 2007/3487)

Further information may be found on [www.opsi.gov.uk](http://www.opsi.gov.uk) website
Differential Charging

Following the approval of the Mayor and the agreement of the Secretary of State, differential parking penalties will start on 1 July 2007. There will be an increase in the penalty charge for some contraventions and a decrease in others.

The higher penalty charge applies to contraventions associated with prohibited parking. The contraventions to which the lower level applies are defined where there is permitted parking.

The penalties to be used are as follows:

<table>
<thead>
<tr>
<th></th>
<th>More serious</th>
<th>Less serious</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borough roads - Band A</td>
<td>£130/£65</td>
<td>£80/£40</td>
</tr>
<tr>
<td>Borough roads - Band B</td>
<td>£110/£55</td>
<td>£60/£30</td>
</tr>
</tbody>
</table>

Band A applies to London Borough of Tower Hamlets.

The discount of 50% will continue to apply to the above charges if paid within the 14-day period.

All Moving Traffic Infringements are at the higher rate of £130 / £65.

Other Additional Parking Charges from 1 July 2007

From 1 July 2007, the following penalties will apply across London regardless of location:

- Release from clamp £70
- Release from car pound £200
- Storage charge £40 per day
- Disposal fee £70

Differential Parking Penalties are compulsory, not optional or adoptive and each Local Authority implemented the charges on the same day

The higher penalty charge applies to contraventions associated with prohibited parking. The lower penalty charge applies to contraventions associated with permitted parking for that class of vehicle.
Photographs / CCTV Images
Still photographs and CCTV images may be taken of vehicles in contravention both on street and by CCTV. Both static and mobile CCTV cameras are used to record moving traffic contraventions. However this is not at present a legal requirement it remains secondary evidence.

Places of Worship
In order to assist worshippers who travel by car attending services on Fridays and Sundays, LBTH provides limited additional parking bays that operate between 12:00 and 2:30pm (near selected mosques) and between 10am and midday on Sundays (near selected churches). Outside of these times parking is prohibited by way of yellow line waiting restrictions. All other restrictions will still apply.

Pay and display in the immediate area of some selected places of worship are free of charge during the above mentioned periods however all other parking controls remain subject to enforcement.

Religious Festivals
During religious festivals, Civil Enforcement Officers adopt a low profile although there is no approved relaxation of parking control. Civil Enforcement Officers are deployed within these areas to provide advice on considerate parking and to assist with any parking related matters. Footway parking and double parking will remain enforceable.
Section 2 – Parking On Street

Controlled Parking Zones (CPZs)

There are 4 Controlled Parking Zones in Tower Hamlets, however each CPZ contains a number of mini zone areas that have variations in times of restrictions see below:

A Zone – Bethnal Green

Mini zones
A1 and A2 Monday to Friday 08:30am – 5:50pm
A3 Monday to Saturday 08:30am – 5:30pm
A4 Monday to Friday 08:30am – 5.30pm
A5 Monday to Friday 08:30am – 7pm and Sunday 08:30am to 2pm
A6 Monday to Friday 08:30am – 7pm and Sunday 08:30am to 2pm (Controls on residents bays apply in certain streets between 08:30am – 10pm Monday to Sunday)

B Zone – Bow/Poplar Area

Mini Zones
B1 Monday to Saturday 08:30am – 5.30pm
B2 Monday to Friday 08:30am – 5.30pm
B3 Monday to Friday 08:30am – 5:30pm except Chrisp St market Monday to Saturday 08:30am – 5:30pm

C Zone – Stepney/Wapping Area

Mini Zone
C1, C2, C3 and C4 Monday to Friday 08:30am – 5:30pm

D Zone – Isle of Dogs

Mini Zones
D1 and D2 Monday to Friday 08:30am to 5:30pm

There are sign plates on every major entry road into a particular zone, these sign advise motorists that parking restrictions are in place and specify the times of enforcement.

Under the Traffic Signs and General Directions Act 2002, there is no requirement to have sign plates on waiting restrictions (yellow lines) within a controlled parking zone. Single yellow lines will be enforced in line with the controlled hours specified on the entry plates and double yellow lines are enforced at all times.

CPZ Enforcement

Each CPZ is split into strategic beats or areas and these are enforced daily by Civil Enforcement Officers. (Please see Beat Map overleaf)
Parking Enforcement Beat Allocation Map

N.B. These areas are subject to change in line with service delivery and requirements
**Standard On-Street PCN Codes**

Higher rate contraventions = £130/£65 (Band A) - £110/£55 (Band B)

Lower rate contraventions = £80/£40 (Band A) - £60/30 (Band B)

### Standard PCN Codes v6.6

<table>
<thead>
<tr>
<th>Code</th>
<th>General suffix(es)</th>
<th>Description</th>
<th>Diff. level</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>ajoyz</td>
<td>Parked in a restricted street during prescribed hours</td>
<td>Higher</td>
<td>Suffixes y &amp; z for disabled badge holders only</td>
</tr>
<tr>
<td>02</td>
<td>ajo</td>
<td>Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force</td>
<td>Higher</td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>cs</td>
<td>Parked in a meter bay when penalty time is indicated</td>
<td>Lower</td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>cpsuv1</td>
<td>Parked after the expiry of paid for time</td>
<td>Lower</td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>cipv1</td>
<td>Parked without clearly displaying a valid pay &amp; display ticket or voucher</td>
<td>Lower</td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>cmprsuv</td>
<td>Parked with payment made to extend the stay beyond initial time</td>
<td>Lower</td>
<td>‘meter feeding’</td>
</tr>
<tr>
<td>08</td>
<td>c</td>
<td>Parked at an out-of-order meter during controlled hours</td>
<td>Lower</td>
<td></td>
</tr>
<tr>
<td>09</td>
<td>ps</td>
<td>Parked displaying multiple pay &amp; display tickets where prohibited</td>
<td>Lower</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>p</td>
<td>Parked without clearly displaying two valid pay and display tickets when required</td>
<td>Lower</td>
<td>“two” may be varied to another number or “multiple”.</td>
</tr>
<tr>
<td>11</td>
<td>gu</td>
<td>Parked without payment of the parking charge</td>
<td>Lower</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>rstuwy</td>
<td>Parked in a residents’ or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge</td>
<td>Higher</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td></td>
<td>- - - - RESERVED FOR TIL USE (LOW EMISSION ZONE) - - - -</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td></td>
<td>Parked in an electric vehicles’ charging place during restricted hours without charging</td>
<td>Higher</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>bdehqstwxyz</td>
<td>Parked in a permit space or zone without clearly displaying a valid permit</td>
<td>Higher</td>
<td>Suffix “s” only for use where bay is completely non-resident</td>
</tr>
<tr>
<td>17</td>
<td></td>
<td>- - - - RESERVED FOR TIL USE (CONGESTION CHARGING) - - - -</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>bcdefhmprsv</td>
<td>Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited</td>
<td>Higher</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>irswxyz</td>
<td>Parked in a residents’ or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time</td>
<td>Lower</td>
<td></td>
</tr>
</tbody>
</table>
## Tower Hamlets Council - Parking & Traffic Enforcement Policy

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 j</td>
<td>Parked in a part of a parking place marked by a yellow line where waiting is prohibited</td>
<td>Higher</td>
</tr>
<tr>
<td>21 bdefghjlmnpqrsuv12</td>
<td>Parked wholly or partly in a suspended bay or space</td>
<td>Higher</td>
</tr>
<tr>
<td>22 cfjlmnpsv</td>
<td>Re-parked in the same parking place or zone within one hour after leaving</td>
<td><strong>Lower</strong></td>
</tr>
<tr>
<td></td>
<td>“one hour” may be varied to another time period or “the prescribed time period”</td>
<td></td>
</tr>
<tr>
<td>23 bdefghjkprsv12</td>
<td>Parked in a parking place or area not designated for that class of vehicle</td>
<td>Higher</td>
</tr>
<tr>
<td>24 bdefhlmpqrsv12</td>
<td>Not parked correctly within the markings of the bay or space</td>
<td>Lower</td>
</tr>
<tr>
<td>25 jn</td>
<td>Parked in a loading place during restricted hours without loading</td>
<td>Higher On-street loading bays</td>
</tr>
<tr>
<td>26 j</td>
<td>Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place</td>
<td>Higher</td>
</tr>
<tr>
<td></td>
<td>“50 cm” may be varied to another distance in Scotland.</td>
<td></td>
</tr>
<tr>
<td>27 jo</td>
<td>Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway</td>
<td>Higher</td>
</tr>
<tr>
<td>28 jo</td>
<td>Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge</td>
<td>Higher</td>
</tr>
<tr>
<td>30 fjlmnopsu</td>
<td>Parked for longer than permitted</td>
<td><strong>Lower</strong></td>
</tr>
<tr>
<td>31 j</td>
<td>Entering and stopping in a box junction when prohibited</td>
<td><strong>n/a</strong> London only</td>
</tr>
<tr>
<td>32 jdtw</td>
<td>Failing to drive in the direction shown by the arrow on a blue sign</td>
<td><strong>n/a</strong> Code-specific suffixes apply. London only</td>
</tr>
<tr>
<td>33 jbcdefghikqrs</td>
<td>Using a route restricted to certain vehicles</td>
<td><strong>n/a</strong> Code-specific suffixes apply. London only</td>
</tr>
<tr>
<td>34 j0</td>
<td>Being in a bus lane</td>
<td><strong>n/a</strong></td>
</tr>
<tr>
<td>35 j</td>
<td>Parked in a disc parking place without clearly displaying a valid disc</td>
<td><strong>Lower</strong></td>
</tr>
<tr>
<td>37 j</td>
<td>Failing to give way to oncoming vehicles</td>
<td><strong>n/a</strong> London only</td>
</tr>
<tr>
<td>38 jlr</td>
<td>Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign</td>
<td><strong>n/a</strong> Code-specific suffixes apply. London only</td>
</tr>
<tr>
<td>40 n</td>
<td>Parked in a designated disabled person’s parking place without displaying a valid disabled person’s badge in the prescribed manner</td>
<td>Higher</td>
</tr>
<tr>
<td>41 j</td>
<td>Parked in a parking place designated for diplomatic vehicles</td>
<td>Higher</td>
</tr>
<tr>
<td>42 j</td>
<td>Parked in a parking place designated for police vehicles</td>
<td>Higher</td>
</tr>
<tr>
<td>43 j</td>
<td>Stopped on a cycle docking station parking place</td>
<td>Higher</td>
</tr>
<tr>
<td>45 n</td>
<td>Parked on a taxi rank</td>
<td>Higher</td>
</tr>
<tr>
<td>46 jn</td>
<td>Stopped where prohibited (on a red route or clearway)</td>
<td>Higher</td>
</tr>
<tr>
<td>47 jn</td>
<td>Stopped on a restricted bus stop or stand</td>
<td>Higher</td>
</tr>
<tr>
<td>48 j</td>
<td>Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited</td>
<td>Higher</td>
</tr>
<tr>
<td>49 j</td>
<td>Parked wholly or partly on a cycle track or lane</td>
<td>Higher</td>
</tr>
<tr>
<td>50 jlr</td>
<td>Performing a prohibited turn</td>
<td><strong>n/a</strong> Code-specific suffixes apply. London only</td>
</tr>
<tr>
<td>51 j</td>
<td>Failing to comply with a no entry sign</td>
<td><strong>n/a</strong> London only</td>
</tr>
<tr>
<td>52 jgmvsx</td>
<td>Failing to comply with a prohibition on certain types of vehicle</td>
<td><strong>n/a</strong> Code-specific suffixes apply. London only</td>
</tr>
<tr>
<td>53 j</td>
<td>Failing to comply with a restriction on vehicles entering a pedestrian zone</td>
<td><strong>n/a</strong> London only</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>54</td>
<td>j</td>
<td>Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone</td>
</tr>
<tr>
<td>55</td>
<td></td>
<td>A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban</td>
</tr>
<tr>
<td>56</td>
<td></td>
<td>Parked in contravention of a commercial vehicle waiting restriction</td>
</tr>
<tr>
<td>57</td>
<td></td>
<td>Parked in contravention of a bus ban</td>
</tr>
<tr>
<td>58</td>
<td></td>
<td>Using a vehicle on a restricted street during prescribed hours without a valid permit</td>
</tr>
<tr>
<td>59</td>
<td></td>
<td>Using a vehicle on a restricted street during prescribed hours in breach of permit conditions</td>
</tr>
<tr>
<td>61</td>
<td>124cgj</td>
<td>A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways</td>
</tr>
<tr>
<td>62</td>
<td>124cgj</td>
<td>Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway</td>
</tr>
<tr>
<td>63</td>
<td>c</td>
<td>Parked with engine running where prohibited</td>
</tr>
<tr>
<td>64</td>
<td>124</td>
<td>Parked in contravention of a notice prohibiting leaving vehicles on a grass verge, garden, lawn or green maintained by a local authority</td>
</tr>
<tr>
<td>65</td>
<td>124</td>
<td>Parked in contravention of a notice prohibiting leaving vehicles on land laid out as a public garden or used for the purpose of public recreation</td>
</tr>
<tr>
<td>66</td>
<td>124cg</td>
<td>Parked on a verge, central reservation or footway comprised in an urban road</td>
</tr>
<tr>
<td>99</td>
<td>jo</td>
<td>Stopped on a pedestrian crossing or crossing area marked by zigzags</td>
</tr>
</tbody>
</table>
# Tower Hamlets Council - Parking & Traffic Enforcement Policy

## Off-Street

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>70</td>
<td>Parked in a loading area during restricted hours without reasonable excuse</td>
<td>Higher Off-street loading areas</td>
</tr>
<tr>
<td>71</td>
<td>Parked in an electric vehicles' charging place during restricted hours without charging</td>
<td>Higher Off-street car parks</td>
</tr>
<tr>
<td>73</td>
<td>Parked without payment of the parking charge</td>
<td>Lower Off-street car parks</td>
</tr>
<tr>
<td>74</td>
<td>Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited</td>
<td>Higher Off-street car parks</td>
</tr>
<tr>
<td>77</td>
<td>- - - RESERVED FOR DVLA USE - - - n/a</td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>Parked for longer than the maximum period permitted</td>
<td>Lower Off-street car parks</td>
</tr>
<tr>
<td>81</td>
<td>Parked in a restricted area in a car park</td>
<td>Higher Off-street car parks</td>
</tr>
<tr>
<td>82</td>
<td>Parked after the expiry of paid for time</td>
<td>Lower Off-street car parks</td>
</tr>
<tr>
<td>83</td>
<td>Parked in a car park without clearly displaying a valid pay &amp; display ticket or voucher or parking clock</td>
<td>Lower Off-street car parks</td>
</tr>
<tr>
<td>84</td>
<td>Parked with payment made to extend the stay beyond initial time</td>
<td>Lower Off-street car parks</td>
</tr>
<tr>
<td>85</td>
<td>Parked in a permit bay without clearly displaying a valid permit</td>
<td>Higher Off-street car parks</td>
</tr>
<tr>
<td>86</td>
<td>Not parked correctly within the markings of a bay or space</td>
<td>Lower Off-street car parks</td>
</tr>
<tr>
<td>87</td>
<td>Parked in a designated disabled person’s parking place without displaying a valid disabled person’s badge in the prescribed manner</td>
<td>Higher Off-street car parks</td>
</tr>
<tr>
<td>88</td>
<td>Vehicle parked exceeds maximum weight or height or length permitted in the area</td>
<td>Higher Off-street car parks</td>
</tr>
<tr>
<td>90</td>
<td>Re-parked in the same car park within one hour after leaving</td>
<td>Lower Off-street car parks. “one hour” may be varied to another time period or “the prescribed time period”</td>
</tr>
<tr>
<td>91</td>
<td>Parked in a car park or area not designated for that class of vehicle</td>
<td>Higher Off-street car parks</td>
</tr>
<tr>
<td>92</td>
<td>Parked causing an obstruction</td>
<td>Higher Off-street car parks</td>
</tr>
<tr>
<td>93</td>
<td>Parked in car park when closed</td>
<td>Lower Off-street car parks</td>
</tr>
<tr>
<td>94</td>
<td>Parked in a pay &amp; display car park without clearly displaying two valid pay and display tickets when required</td>
<td>Lower Off-street car parks. “two” may be varied to another number or “multiple”</td>
</tr>
<tr>
<td>95</td>
<td>Parked in a parking place for a purpose other than the designated purpose for the parking place</td>
<td>Lower Off-street car parks</td>
</tr>
<tr>
<td>96</td>
<td>Parked with engine running where prohibited</td>
<td>Lower Off-street car parks - occurs in certain coach bays.</td>
</tr>
</tbody>
</table>

Issued March 2008
Suffixes

General suffixes:–

a) temporary traffic order  b) business bay  c) buses only  d) doctor’s bay
e) car club bay  f) free parking bay  g) motor cycle bay  h) hospital bay
i) wrong type of voucher  j) camera enforcement  k) ambulance bay  l) loading place
m) parking meter  n) red route  o) blue badge holder  p) pay & display
q) market traders’ bay  r) residents’ bay  s) shared use bay  t) voucher/P&D
u) mobile phone parking  v) voucher  w) wrong parking zone  x) incorrect VRM
y) obscured / illegible permit loading bays  z) out of date permit

0) local buses / trams only

Footway parking (codes 61, 62, 64, 65 and 66) only:–

1) one wheel on footway  2) partly on footway  4) all wheels on footway
c) on vehicle crossover  g) on grass verge

Moving traffic contraventions only:–

32 d) proceeding in the wrong direction  t) turning in the wrong direction  w) one way traffic
33 b) buses only  c) buses and cycles only  e) buses, cycles and taxis only  f) buses
and taxis only  g) local buses only  h) local buses and cycles only  i) local buses, cycles and taxis only  k) local
buses and taxis only  q) tramcars and local buses only  r) tramcars only  s) tramcars and buses only
38 l) must pass to the left  r) must pass to the right
50 l) no left turn  r) no right turn  u) no U-turn
52 g) goods vehicles exceeding max gross weight indicated
v) all vehicles except non-mechanically propelled ones being pushed  x) motor vehicles except solo m/cycles
motorcycles

The above PCN Code Version 6.6 is a publication from London Councils.
Waiting and Loading Restrictions (Yellow Lines)

**Contravention Code 01** - (Higher Rate of Penalty)
*Parked in a restricted street during prescribed hours*

(Time plates are only required outside a CPZ – see TSRGD 2002)

| 8 am - 6 pm | At any time |

Enforcement by CEO
Observation Period – 5 minutes
Removal/Relocation – 30 minutes after issue of PCN
   Instant if blocking access or egress
   (See LBTH Removal Criteria)

A PCN may be issued after a 5 minute observation period, unless an exemption below applies. Vehicles may be removed unless displaying a Blue Badge, Health Emergency Badge or Car Club member, in which case vehicle may be relocated to the nearest alternative space if causing an obstruction. A PCN may still be issued.

**Note:** Traffic Management Order allows continuous loading activity for 40 minutes. There is no restriction on the nature of goods however for loading activity. In respect of private vehicles the goods must be too heavy or bulky to be carried from a legal parking place.

**Exemptions to Enforcement**

1. Where evidence of loading/unloading, a 40 minutes casual observation period will be given to vehicles.

2. Vehicles displaying a Disabled Blue Badge or LBTH Disabled Parking Permit may be permitted to park for a period of 3 hours, however must clearly display both Badge and clock with the time of arrival set correctly.

3. Evidence of picking up or setting down passengers and their luggage observed. Sufficient time must be allowed for this activity (for as long as necessary.) Driver should be with vehicle. An observation period may be given.
4. Vehicles displaying a Health Emergency Badge will be kept under casual observation for 30 minutes before a PCN is issued.

5. Notification has been received from Tower Hamlets Parking Services that special permission has been given to load or unload at a particular location.

6. A vehicle is displaying a single/double yellow line dispensation.

7. Evidence of delivering mail or postal packets by couriers observed. In which case, an observation period may be given before a PCN is issued.

8. Vehicles being used for building demolition, excavation or construction; scaffolding Lorries and glaziers carrying out work in or adjacent to street.

9. A gate or barrier to premises which a vehicle needs access to, is being opened or closed and there is no other practical place for vehicle to wait.

10. Visible signs of vehicle breakdown or if recovery service in attendance.

11. Emergency Service vehicles during the course of their duties (Fire, Police, London Ambulance.)

12. London Fire Service vehicle displaying a waiver.

13. Cleansing and refuse vehicles collecting rubbish from the side of the road. This applies to Tower Hamlets refuse vehicles and commercial refuse company vehicles.
Contravention Code 02 (Higher Rate of Penalty)

Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

| No loading Mon-Sat 8.30 am - 6.30 pm |
| No loading at any time |

Enforcement by CEO and CCTV
Observation Period – Instant
Removal/Relocation – Instant (see LBTH Removal Criteria)

An instant PCN will be issued unless exemption below applies.

Vehicles will be moved on if driver present. If not, instant PCN may be issued unless exemption below applies.

Exemptions to Enforcement

1. Evidence of picking up or setting down passengers and their luggage observed. An observation period will be allowed for this activity. Driver should be with vehicle.

2. A vehicle is displaying a single or double yellow line dispensation.

3. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to London Borough of Tower Hamlets refuse vehicles and commercial refuse company vehicles.)

4. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

5. Vehicles being used for building demolition or excavation; scaffolding Lorries and glaziers carrying out work in or adjacent to street.

6. Gate or barrier to premises, which a vehicle needs access to, is being opened or closed and there is no other practical place for vehicle to wait.
PAID FOR BAYS (Pay and Display only)

**Contravention Code 05** (Lower Rate of Penalty)
*Parked after the expiry of paid for time*

**Contravention Code 06** (Lower Rate of Penalty)
*Parked without clearly displaying a valid pay-and-display ticket**

Payment methods – Pay Display at machine or Pay by Phone

Enforcement by CEO
Observation Period – 5 minutes for Code 06 / Instant for Code 05. (However, LBTH apply a 5 minute discretionary observation after the expiry of the ticket)
Removal/Relocation – No Removal/Relocation (unless otherwise instructed by a manager)

PCN will be issued if a pay-and-display ticket has expired by more than five minutes.

A PCN may be issued if a vehicle is not displaying a valid pay-and-display ticket or is not registered on the pay by phone system (Verrus). The ticket should be clearly displayed on either the dashboard or the windscreen of the vehicle allowing the details of the ticket to be read by the Civil Enforcement Officer. It is incumbent upon the driver to ensure that the ticket is displayed throughout the time that the vehicle parked or the correct fee for the length of stay is paid via the pay by phone system. A PCN may be issued after five minutes observation period.

Exemptions to Enforcement

**Pay-and-Display Bays**

1. In zones A, B, C and D, a driver can stay up to the maximum period stated on the Pay & Display sign.

2. Vehicles displaying a Blue Disable Badge are permitted to park in pay-and-display bays free of charge for an unlimited period of time.

**Shared Use Bays**
3. In all of the cases in exemption (2) above, a vehicle may park free of charge.

4. A pay-and-display ticket purchased from a nearby machine is acceptable providing the tariff and ‘maximum stay’ period are identical.

5. Evidence of private vehicles loading or unloading being observed in which case observation period may be given before PCN issued.

Note: Maximum time for loading in designated bay under the Traffic Management Order is 20 minutes, regardless of whether vehicle is commercial or private.

6. Evidence of picking up or setting down passengers and their luggage observed. A maximum of 2 minutes is allowed unless the person is disabled in which case, it is for as long as necessary. Driver should be with vehicle except for vehicles displaying a Blue Badge.

7. Unless in the vicinity of a hospital/clinic, vehicle displaying Health Emergency Badge will be kept under casual observation for 30 minutes before PCN issued.

8. Evidence of delivering mail or postal packets by couriers observed. In which case observation period will be allowed before a PCN is issued.

9. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Tower Hamlets refuse vehicles and commercial refuse company vehicles.)

10. Vehicle being used for building demolition, excavation or construction; Scaffolding Lorries and glaziers carrying out work in or adjacent to street.
Contravention Code 07 - (Lower Rate of Penalty)

Parked with payment made to extend the stay beyond initial time

Enforcement by CEO
Observation Period – 5 minutes
Removal/Relocation – No Removal/Relocation (unless otherwise instructed by a manager)

The contravention occurs when evidence, which has been collected, shows that additional payment has been made. A PCN may be issued after a Civil Enforcement Officer has made notes in his/her pocket book to prove that the vehicle was parked within the same parking bay without moving and that the vehicle is displaying another pay–and–display ticket to extend the stay.

Exemptions to Enforcement

1. Vehicles displaying a Blue Badge are permitted to park in pay-and-display bays free of charge for an unlimited period of time.

Shared Use Bays

2. In all of the cases in exemption (1) above, a vehicle may park free of charge.

3. A pay-and-display ticket purchased from a nearby machine is acceptable providing the tariff and ‘maximum stay’ period is identical.

4. Evidence of private vehicles loading or unloading being observed in which case observation period may be given before PCN issued.

Note: Maximum time for loading in designated bay under the Traffic Management Order is 20 minutes, regardless of whether vehicle is commercial or private.

5. Evidence of picking up or setting down passengers and their luggage observed. A maximum of 2 minutes is allowed unless the person is disabled in which case it is for as long as necessary. Driver should be with vehicle except for vehicles displaying a Blue Badge.

6. Unless in the vicinity of a hospital/clinic, vehicle displaying Health Emergency Badge will be kept under casual observation for 30 minutes before PCN issued.
7. Evidence of delivering mail or postal packets by couriers observed. In which case, observation period will be allowed before a PCN is issued.

8. Cleansing and refuse vehicles collecting rubbish from the side of the road.  
(NB: This applies to Tower Hamlets refuse vehicles and commercial refuse company vehicles.)

9. Vehicle being used for building demolition, excavation or construction -  
Scaffolding lorries and glaziers carrying out work in or adjacent to street.

---

**Shared Use Bays/Residents bays**

**Contravention Code 12** (Higher Rate of Penalty)

*Parked in a residents’ or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge.*
Payment methods – Pay and Display at machine, Pay by Phone or Visitors Scratch Card  
Display valid permit – Residents, Business, Public Service, Market Traders and Disabled Blue Badge Permit with Clock

| Enforcement by CEO |
|--------------------|-----------------|
| Observation Period – 5 minutes |
| Removal/Relocation – 30 minutes following the issue of a PCN (See LBTH Removal criteria) |

PCN may be issued after a 5 minute observation period, unless exemption below applies.

**Exemptions to Enforcement**

1. Vehicle is displaying a valid resident’s parking permit for the appropriate zone.

2. Evidence of picking up or setting down passengers and their luggage observed. An observation period will be allowed for this activity. Driver should be with vehicle.

Note: Maximum time for loading in designated bay under the Traffic Management Order is 20 minutes, regardless of whether vehicle is commercial or private.

3. Commercial vehicles – An observation period may be given before a PCN is issued.

4. Private vehicles – if evidence of loading/unloading observed, observation period may be given before a PCN is issued. If no evidence of loading activity seen, an instant PCN may be issued.

5. Notification has been received from Tower Hamlets Parking Services that Special permission has been given to load or unload at particular location.

6. If vehicle is displaying a Health Emergency Badge, then 30 minutes casual observation should be given before a PCN issued. An instant PCN may be issued if vehicle is parked near a surgery/hospital/clinic. Location/address of the surgery/hospital/clinic to be recorded by the Civil Enforcement Officer.

7. Vehicle displaying a resident permit for a neighboring zone A, B, C, or D for up to three hours.

8. Vehicle displaying a Public service permit.

9. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)
Shared Use Bays/Residents Bays

**Contravention Code 19 – (Lower Rate of Penalty)**

_Parked in a residents’ or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time._
An instant PCN may be issued, however LBTH gives 5 minutes discretionary Observation

**Enforcement by CEO**

**Observation Period – Instant** (However, LBTH apply a 5 minute discretionary observation after the expiry of the ticket)

**Removal/Relocation – No Removal/Relocation** (unless otherwise instructed by a manager)

**Exemptions to Enforcement**

1. Vehicle is displaying a valid resident’s parking permit for the appropriate zone.

2. Evidence of picking up or setting down passengers and their luggage observed. An observation period will be allowed for this activity. Driver should be with vehicle.

Note: Maximum time for loading in designated bay under the Traffic Management Order is 20 minutes, regardless of whether vehicle is commercial or private.

3. Commercial vehicles – An observation period may be given before a PCN is issued.

4. Private vehicles – if evidence of loading/unloading observed, observation period may be given before a PCN is issued. If no evidence of loading activity seen, an instant PCN may be issued.

5. Notification has been received from Tower Hamlets Parking Services that special permission has been given to load or unload at particular location.

6. If vehicle is displaying a Health Emergency Badge, then 30 minutes casual observation should be given before a PCN issued. An instant PCN may be issued if a vehicle is parked near a surgery/hospital/clinic. Location, address of the surgery/hospital/clinic to be recorded by the Civil Enforcement Officer.

7. Vehicle displaying a resident permit for a neighboring A, B, C, D zone for up to three hours.

8. Vehicle displaying a Public Service Permit.

9. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)
### PERMITTED BAYS

<table>
<thead>
<tr>
<th>Contravention Code 16 - (Higher Rate of Penalty)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parked in a permit space without displaying a valid permit</td>
</tr>
</tbody>
</table>
Tower Hamlets Council – Parking & Traffic Enforcement Policy

Applies to – Business Bays, Doctors Bays, Personalised Disabled Bays, Permit Bays, Market Traders Bays, Car Club Bays

Enforcement by CEO
Observation Period – 5 minutes
Removal/Relocation – 15 minutes after the issue of a PCN if no complaint received - Only applies to Personalised Disabled Bays.
Instant Removal if customer requires immediate use of the bay – Only applies to Personalised Disabled Bays. (See LBTH removal criteria)

30 minutes following the issue of a PCN. (See LBTH removal criteria)

A PCN may be issued after a 5 minute observation period.

Exemptions to Enforcement

1. Displaying a valid permit, i.e. doctors permit D40 in bay reserved for doctor permit holder D40 or Valid Resident permit, Business permit, Public service permit or valid personalized disabled permit or Car Club Vehicle.

2. Evidence of picking up or setting down passengers and their luggage observed. An observation period will be allowed for this activity. Driver should be with vehicle.

Note: Maximum time for loading in designated bay under the Traffic Management Order is 20 minutes, regardless of whether vehicle is commercial or private.

3. Commercial vehicles – An observation period may be given before a PCN is issued.

4. Private vehicles – if evidence of loading/unloading observed, observation period may be given before a PCN is issued. If no evidence of loading activity seen, an instant PCN may be issued.

5. Notification has been received from Tower Hamlets Parking Services that Special permission has been given to load or unload at particular location.

6. If vehicle is displaying a Health Emergency Badge, then 30 minutes casual observation should be given before a PCN issued. An instant PCN may be issued if vehicle is parked near a surgery/hospital/clinic. Location/address of the surgery/hospital/clinic to be recorded by the Civil Enforcement Officer.

7. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)
SUSPENDED BAYS

Contravention Code 21 - (Higher Rate of Penalty)
Parked wholly or partly in a suspended bay or space.

Enforcement by CEO
Observation Period – Instant
Removal/Relocation – Instant if customer requires immediate use.

15 minutes after issue of penalty charge notice - if no complaint/request to use the suspended bay/parking place is received.

Any vehicle listed at the time the suspension notices were erected and are listed on the suspension list to be relocated only. (See LBTH removal criteria)

The suspension of a parking place means that the location cannot be used at any time during the period of suspension. Enforcement action is taken to ensure that the parking place is kept clear for the person or company that requested the suspension.

Advance warning notices are erected (Normally three days) prior to a suspension, detailing the dates the bays are suspended. In addition where there are not enough posts and plates in a bay or only part of the bay will be suspended a yellow triangle is placed at the location as an additional advisory notice. (The triangle plate is for further information to the public on suspensions; this is a part of an on going pilot scheme in Tower Hamlets.)

A note is taken of all vehicles registration numbers that are parked in the bay, at the time the suspension notices are erected, and a list is then given daily to the on-board Civil Enforcement Officer who will relocate these vehicles rather than remove to the car pound.

Pay-and-display bays

Whole bay – an instant PCN will be issued and vehicle authorised for removal unless exemption below applies.

Part bay – a part bay suspension will apply where only part of the bay is required. (Normally indicated by yellow marks on the footway)
Enforcement action cannot be taken against vehicles outside of these markings. Vehicles in a part suspended bay at the time of notices being erected, should be relocated.

An instant PCN will be issued and vehicle authorised for removal unless displaying a Blue Badge/Health Emergency Badge/Car Club Permit. In which case, a PCN will be issued and vehicle relocated to the nearest alternative space, if causing an obstruction.

**Exemptions to Enforcement**

1. If a valid permit is displayed for the zone, bay, space etc, a PCN will be issued and the vehicle will be removed to the car pound. Unless, the vehicle was observed and listed at the time the suspension signs were erected.

2. If loading activity to a nearby site is observed (access/loading purposes for suspension works) – an observation period may be given to commercial vehicles before enforcement action is taken.

3. Domestic/commercial removal vehicles carrying out their duties.

4. Emergency Service vehicles during the course of their duties (Fire, Police, London Ambulance.)
Contravention Code 23 - (Higher Rate of Penalty)

Parked in a parking place or area not designated for that class of vehicle

Enforcement by CEO
Observation Period – Instant
Removal/Relocation – Instant if authorised vehicle waiting to park.

15 minutes after issue of penalty charge notice if no authorised vehicle waiting to park. (See LBTH removal criteria)

Exemptions to Enforcement

1. Where evidence of loading/unloading, a 20 minutes casual observation period will be given to commercial and private vehicles.

2. Evidence of picking up or setting down passengers and their luggage observed. Sufficient time must be allowed for this activity (for as long as necessary.) Driver should be with vehicle

3. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

4. Visible signs of vehicle breakdown or if recovery service in attendance.

5. Evidence of delivering mail or postal packets by couriers observed. In which case, observation will be allowed before a PCN is issued.
## Contravention Code 24 – (Lower Rate of Penalty)

*Not parked correctly within the markings of the bay or space*

<table>
<thead>
<tr>
<th>Enforcement by CEO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observation Period – 5 Minutes</td>
</tr>
<tr>
<td>Removal/Relocation – No Removal/Relocation (unless otherwise instructed by a manager) (See LBTH Removal Criteria)</td>
</tr>
</tbody>
</table>

A 5 minute observation period may be given prior to the issue of a PCN unless an exemption below applies. Vehicles may be removed *unless displaying a Blue Badge or Health Emergency Badge*, in which case a PCN should be issued and vehicles relocated to the nearest alternative space if causing an obstruction.

### Exemptions to Enforcement

1. Evidence of picking up or setting down passengers and their luggage observed. Sufficient time must be allowed for this activity (for as long as necessary.) Driver should be with vehicle. 5 minutes constant observation will be given to vehicles displaying a Blue Badge.

2. Commercial vehicles – An observation period may be given before a PCN is issued.

3. Private vehicles – if evidence of loading/unloading observed, observation period may be given before a PCN is issued. If no evidence of loading activity seen, an instant PCN may be issued.
4. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

5. Visible signs of vehicle breakdown or if recovery service in attendance.

6. Evidence of delivering mail or postal packets by couriers observed. In which case, observation period will be allowed before a PCN is issued.

**Contravention Code 25 - (Higher Rate of Penalty)**

*Parked in a loading place during restricted hours without loading*

The above bay will be accompanied by either of the plates above depending on the Traffic Management Order

**Enforcement by CEO and CCTV** (Sufficient evidence to be recorded)

**Observation Period – 5 Minutes**

**Removal/Relocation – 15 minutes after the issue of a penalty charge notice** (See LBTH Removal Criteria)

A PCN may be issued after a 5 minute observation period to determine whether loading or unloading is taking place. Vehicles displaying Blue Badge or Health Emergency Badge are not permitted to park.

**Exemptions to Enforcement**

1. Evidence of picking up or setting down passengers and their luggage
observed. Sufficient time must be allowed for this activity (for as long as necessary.) Driver should be with vehicle.

2. Commercial vehicles – An observation period may be given before a PCN is issued.

3. Private vehicles – if in a loading bay evidence of loading/unloading observed, observation period may be given before a PCN is issued. If no evidence of loading activity seen, an instant PCN may be issued. A PCN may also be issued to a private vehicle if seen in a Goods Vehicle Loading bay.

4. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

5. Visible signs of vehicle breakdown or if recovery service in attendance.

6. Evidence of delivering mail or postal packets by couriers observed. In which case, observation period will be allowed before a PCN is issued.

**Contravention Code 26 - (Higher Rate of Penalty)**

*Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking place*
Loading/unloading can take place providing the vehicle is not causing a danger to the public and the road is wide enough.

In Tower Hamlets, our policy is that the vehicle must be a minimum of 1 metre from the kerb prior to a PCN being issued.

If vehicle is causing an obstruction an instant PCN may be issued and if the vehicle is double parked the vehicle authorised for removal.

If vehicle is not causing an obstruction, a PCN will be issued after an observation period. If vehicle is attended, the driver will be asked to move on. If the driver refuses, a PCN will be issued.

**Exemptions to Enforcement**

1. Provided vehicle is not causing an obstruction, if evidence of loading/unloading heavy bulky items is seen and no other parking place is available for vehicle nearby, an observation period may be given. An instant PCN will be issued if vehicle still in situ after 20 minutes.

2. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

3. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Tower Hamlets refuse vehicles and commercial refuse company vehicles.)

4. Vehicles involved in: building operations; demolition; excavation; road maintenance and construction; traffic sign and sewer works; any mains gas, electricity or water works; telephone wire, cable and support work. An observation period may be given.

5. If evidence of picking up and setting down passengers seen, an observation period may be given. If no evidence seen, a PCN will be issued.
Contravention Code 27 - (Higher Rate of Penalty)

_Parked in a special enforcement area adjacent to a footway, cycle track, or verge lowered to meet the level of the carriageway_

Enforcement by CEO
Observation Period – Instant
Removal/Relocation – Instant (See LBTH Removal Criteria)

Note:

When a vehicle is parked alongside a dropped kerb used for vehicular access to and from a roadside property, or for pedestrians to cross at or where a vehicle is parked across a dropped kerb, a request in writing for enforcement must come from the property owner/leaseholder consideration is taken to avoid getting involved in disputes between neighbours.

Enforcement should only take place with the instruction of a manager.

During controlled hours the dropped kerb may be enforced under 01 – Parked in a restricted street during prescribed hours.

Exemptions to Enforcement

1. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

2. Prevented from proceeding by circumstances beyond driver's control or to avoid an accident.

5. Dropping off/picking up a passenger.

4. Vehicles being used for building demolition or excavation; scaffolding lorries and glaziers carrying out work adjacent to the dropped footway.

6. Cleansing and refuse vehicles collecting rubbish from the side of the road.
   (NB: This applies to Tower Hamlets refuse vehicles and commercial refuse company vehicles.)
7. The removal of any obstruction to traffic.

8. The maintenance, improvement or reconstruction of the road.

9. The laying, erection, alteration, repair or cleaning of:
   a) any traffic sign, traffic light or street light;
   b) any sewer or any main, pipe, cable or apparatus for the supply of water, gas or electricity; or
   c) any telegraph or telephone wire, cable, post or support.

**Contravention Code 28 - (Higher Rate of Penalty)**

_Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge._

**Enforcement by CEO**

 Observation Period – Instant

 Removal/Relocation – Instant (See LBTH Removal Criteria)

Note:

When a vehicle is parked on a raised part of the carriageway used for vehicular access to and from a roadside property, or for pedestrians to cross at, a request in writing for enforcement must come from the property owner/leaseholder consideration is taken to avoid getting involved in disputes between neighbours.

Enforcement should only take place with the instruction of a manager.

During controlled hours the raised carraigeway may be enforced under 01 – Parked in a restricted street during prescribed hours.

**Exemptions to Enforcement**

1. Emergency Service vehicles carrying out their duties (Fire, Police, LondonAmbulance.)
2. Prevented from proceeding by circumstances beyond driver’s control or to avoid an accident.

3. Dropping off/picking up a passenger.

4. Vehicles being used for building demolition or excavation; scaffolding lorries and glaziers carrying out work adjacent to the dropped footway.

5. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Tower Hamlets refuse vehicles and commercial refuse company vehicles.)

6. The removal of any obstruction to traffic.

7. The maintenance, improvement or reconstruction of the road.

8. The laying, erection, alteration, repair or cleaning of:
   a) any traffic sign, traffic light or street light;
   b) any sewer or any main, pipe, cable or apparatus for the supply of water, gas or electricity; or
   c) any telegraph or telephone wire, cable, post or support.
**Contravention Code 30** - (Higher Rate of Penalty)

**Parked for longer than permitted**

A vehicle observed to overstay longer than the permitted time of 3 hours in a zone that the permit is not specified for, may be issued with a PCN.

A vehicle observed to overstay longer than permitted time in a Loading Bay, a PCN may be issued.

A vehicle observed to overstay longer than permitted time of 3 hours in a 3 hours maximum stay disabled bay, a PCN may be issued.

A vehicle observed to overstay longer than permitted time or maximum stay in a maximum stay drop off and set down bay, a PCN may be issued.

**Enforcement by CEO**

**Observation Period** – 5 Minutes

**Removal/Relocation** – No Removal/Relocation

PCN should be issued after an observation period; the vehicle should be previously logged to allow for the permitted time, unless exemption below applies.

**Exemptions to Enforcement**

1. Notification has been received from Tower Hamlets Parking Services that special permission has been given to load or unload at particular location.
2. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

3. Dropping off/picking up a passenger.

4. Loading/unloading for up to 20 minutes if it cannot reasonably be carried out elsewhere in a parking bay and 40 minutes on yellow lines.

5. Vehicles being used for building demolition or excavation; scaffolding lorries and glaziers carrying out work in, or adjacent to, street.

6. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Tower Hamlets refuse vehicles and commercial refuse company vehicles.)

7. The removal of any obstruction to traffic.

**Contravention Code 40**

*Parked in a designated disabled person’s parking place without clearly displaying a valid disabled person’s badge*

An instant PCN may be issued and vehicle removed with the exception of those displaying a Blue Badge or Tower Hamlets disable permit.
**Note:** Vehicles displaying an expired Blue Badge may be relocated to nearest available space, but vehicles displaying an altered Blue Badge will be issued with an instant PCN and authorized for removal.

**Exemptions to Enforcement**

1. Displaying valid Blue Badge.

2. Displaying a substitute permit in a designated disabled person’s parking place in the relevant controlled parking zone.

3. Evidence of vehicle loading or unloading observed, in which case 20 minutes casual observation will be given before PCN issued. 20 minutes casual observation to commercial vehicles, even if no loading activity is seen.

4. If evidence of picking up or setting down passengers and their luggage seen, an observation period may be given. If no evidence seen, an instant PCN may be issued.

5. Emergency Service vehicles during the course of their duties (Fire, Police, London Ambulance.)

**SPECIAL INFRINGEMENTS**

**Contravention Code 42-**

*Parked in a parking place designated for police vehicles*

| No stopping | At any time | except | police vehicles |

**Enforcement by CEO**

Observation Period – Instant

Removal/Relocation – 15 minutes after issue of a PCN if no complaint received

Instant Removal if complaint is received from the Police (See LBTH Removal Criteria)

An instant PCN will be issued unless an exemption below applies.
Exemptions to Enforcement

1. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

2. Vehicle engaged in road maintenance.

3. Vehicle display a metropolitan police vehicle log book on the front of the dash board.

Contravention Code 43- stopping on a cycle docking station parking place (Higher rate of penalty)

Enforcement by CEO
Observation Period – Instant
Removal/Relocation – None

An instant PCN will be issued unless an exemption below applies.

Exemptions to Enforcement

1. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)

2. Vehicle engaged in road maintenance.
Contravention Code 47 - Suffix j

Stopped on a restricted bus stop or stand

Enforcement by CEO and CCTV (Sufficient evidence to be recorded)
Observation Period – Instant
Removal/Relocation – Instant (See LBTH Removal Criteria)

An instant PCN will be issued unless an exemption below applies.

Exemptions to Enforcement

1. Evidence of picking up or setting down passengers and their luggage observed. Sufficient time must be allowed for this activity (for as long as necessary.) Driver should be with vehicle. An observation period may be given.

2. Emergency Service vehicles during the course of their duties (Fire, Police, London Ambulance.)

3. Evidence of delivering mail or postal packets by couriers observed. In which case, observation period will be allowed before issuing a PCN.
Contravention Code 48 - Suffix

Stopped in a restricted area outside a school, hospital or a fire, police or ambulance station when prohibited.

Enforcement by CEO and CCTV (Sufficient evidence to be recorded)
Observation Period – Instant
Removal/Relocation – No Removal

An instant PCN may be issued and the vehicle removed unless displaying a Blue Badge/Health Emergency Badge, in which case vehicle should be relocated to nearest available space.

N.B. For school keep clear areas there is no contravention outside the restricted times unless the area is marked with an ordinary yellow line indicating that a waiting restriction also applies.

Exemptions to Enforcement

1. Emergency Service vehicles during the course of their duties (Fire, Police, London Ambulance.)

2. Vehicle engaged in road maintenance.

PARKING OUTSIDE SCHOOLS

Restrictions: Single/Double Yellow Lines
An instant PCN may be issued (if obstruction is being caused).

**Contravention Code 49**

*Parked wholly or partly on a cycle track*

An instant PCN will be issued unless an exemption below applies.
Note: A cycle track is part of a highway for use only by pedal cycles. A cycle track is not a cycle lane. A cycle lane is part of the carriageway and is marked by a white line and cycle logos.

Parking in a mandatory cycle lane is a contravention under contraventions 01 or 02. Parking in an advisory cycle lane (with no yellow lines) is not a contravention.

Exemptions to Enforcement

1. Emergency Service vehicles during the course of their duties (Fire, Police, London Ambulance.)

2. A vehicle engaged in road maintenance.
Contravention Code 55

*A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban*

---

Enforcement by CEO
Observation Period – Instant
Removal/Relocation – No Removal

**Hours:** Midnight to 8.00am and 6.30pm to Midnight everyday.

An observation period may be given to heavy goods vehicles to establish if the vehicle is in the process of being loaded/unloaded. If no evidence of loading activity is observed, a PCN may be issued. This also applies to coaches.

**Exemptions to Enforcement**

1. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)
2. A vehicle engaged in road maintenance.
### Contravention Code 61

*A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways.* *(Footway parking)*

### Contravention Code 62

*Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway.* *(Footway parking)*

Indication that Footway Parking is prohibited does not require signage, however in some areas there may be signs if necessary.

| Enforcement by CEO and CCTV (Sufficient evidence to be recorded) |
| Observation Period – 5 minutes Code 61 / Instant for Code 62 |
| Removal/Relocation – Instant for Code 62/ N/A for Code 61 as vehicle may be to large to remove (See LBTH Removal Criteria) |

An instant PCN may be issued to private vehicles if no loading observed and authorised for removal unless displaying a Blue Badge/Health Emergency Badge, in which case vehicle should be relocated to nearest available space. If loading observed, allow 20 minutes.

### Exemptions to Enforcement

1. Where a sign is present which shows that footway parking is permitted.
2. Evidence of loading or unloading goods in areas where there are no loading restrictions, when to leave the vehicle wholly on the carriageway would cause obstruction to other traffic. A PCN may be issued after an observation period for commercial vehicles. Vehicle should be attended at all times for safety reasons so that vehicle can be moved to assist pedestrians, partially sighted persons, parents and carers with pushchairs, wheelchairs etc.

3. Notification has been received that special permission has been given by Tower Hamlets Parking Services for the vehicle to park on footway in areas where loading/unloading is prohibited.

4. Vehicles used in connection with building operations, highway maintenance, etc

5. Vehicles used for the purpose of erecting/dismantling scaffolding or glazing, where there is a safety risk to the public.

6. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)
**Contravention Code 99 -**

*Stopped on a pedestrian crossing and/or crossing area marked by zig-zags*

<table>
<thead>
<tr>
<th>Enforcement by CEO and CCTV (Sufficient evidence to be recorded)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observation Period – Instant</td>
</tr>
<tr>
<td>Removal/Relocation – Instant (See LBTH Removal Criteria)</td>
</tr>
</tbody>
</table>

An instant PCN may be issued and the vehicle removed unless displaying a Blue Badge/Health Emergency Badge in which case, vehicle should be relocated to nearest available space.

**Exemptions to Enforcement**

1. Emergency Service vehicles carrying out their duties (Fire, Police, London Ambulance.)
SECTION 3 – CCTV Bus Lane and Moving Traffic Infringements

Overview

For Closed Circuit Television (CCTV) the last twenty years have been a period of experimentation, technical improvement and gradual piecemeal development. It was only in 1999 that the first British Standard for the monitoring of CCTV was published.

Technical advances mean that Closed Circuit Television (CCTV) has become a practicable and agreeable means of monitoring many activities. Mostly, CCTV is used for reducing crime and the fear of crime but it also has an important application for Urban Traffic Control (UTC) and a developing potential for controlling many types of anti-social behaviour, from vandalism to fly tipping.

LBTH Background

The London Borough of Tower Hamlets commenced CCTV enforcement of bus lanes and parking contraventions on 28th June 2005.

Subsequently enforcement of Moving Traffic Infringements commenced June 2006

What is CCTV ENFORCEMENT?

The scheme forms part of the Association of London Government's (ALG) the Mayor of London and London Borough of Tower Hamlets commitments to keeping London's traffic moving and ease congestion, providing improved travel to the public.

How does CCTV Work

Cameras are usually mounted on columns or buildings. Although in some cases fixed installations (pointing in one direction only) are appropriate, most cameras can be remotely controlled to pan and tilt to follow movement and zoom in to get a clearer picture of objects at a distance. Modern
cameras are useable at night with normal street lighting but there is some loss of picture quality. Some revert automatically to black and white in low light conditions. All CCTV cameras utilised for Parking Enforcement are DfT approved.

With CCTV the video signal is transmitted down a sealed electrical or fibre optic cable. The circuit is ‘closed’ in that the pictures can only be viewed by equipment that is connected directly. It can be considered intrinsically secure.

How does it operate?
CCTV camera’s at specific locations throughout the Tower Hamlets identify vehicle’s (via their Registration Numbers) contravening bus lanes, Parking and Moving Traffic Infringements during hours of operation. BTEC qualified Civil Enforcement Officers, experienced LBTH enforcement officers issue penalty charge notices by observing and digitally recording potential contraveners. The Civil Enforcement Officer will record sufficient evidence in order to support the penalty charge notice.

Once the officer determines that an infringement has occurred a penalty charge notice is sent to the registered keeper by post.

All moving traffic infringements are enforced by means of static CCTV and mobile vehicles equipped with approved digital recording devices. Bus lanes and Parking Infringements are enforced by means of static cameras.

Contravention Code 31- Suffix j (Moving Traffic Contravention) (Higher Rate of Penalty)

**Entering and stopping in a box junction when prohibited.**

Category: Box Junctions.

<table>
<thead>
<tr>
<th>Observation Period – Instant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removal/Relocation – N/A</td>
</tr>
</tbody>
</table>

Enforcement by CCTV

Proposed guidance on issue of PCN:
Camera (or observed) record shows that vehicle entered box when exit was not clear and obstructed the vehicle path taken by other traffic movements.

Note: Not enforced by Tower Hamlets Parking Services.
Evidence:
Camera or observations need to record the arrival of the vehicle, any signals, and the availability of ‘clear’ exits; its entry into the box, continued state of exit(s) and subsequent actions by the driver. Effectively a full record of movements in the junction overall during the passage of the vehicle in question.

Traffic Signs Regulations and General Directions 2002 description of Offence:
The requirements of Part II of Schedule 19 are: no person shall cause a vehicle to enter a box junction so that the vehicle has to stop within the box junction due to the presence of stationary vehicles enters a box junction for the purpose of turning right….stops it within the box junction for so long as it is prevented from completing the right turn by oncoming vehicles or other vehicles that are stationary waiting to complete a right turn’
Reference to a vehicle also applies to part of a vehicle.

Highway Code Rules / Advice:
You must not enter the box until your exit road or lane is clear. However, you may enter the box and wait when you want to turn right, and are only stopped from doing so by oncoming traffic or other vehicles waiting to turn right.
Contravention Code 32 - Suffix j (Moving Traffic Contravention) (Higher Rate of Penalty)

Failing to drive in the direction shown by the arrow on a blue sign
Category: Mandatory manoeuvre.

Proposed Guidance on issue of PCN:

32jd: Evidence shows that vehicle could see sign and failed to comply.

32jt: Evidence needs to show vehicle passing advance sign and then failing to make prescribed turn.

32jp: Evidence needs to show vehicle before and after failure to comply.

32jw: Evidence over a minimum distance (20 metres) of vehicle travelling in direction contrary to sign.

Evidence:
Record of vehicle approaching direction, failing to comply with instruction and continuing.

32jw: Record of vehicle travelling in the direction contrary to that indicated by sign.

Traffic Signs Regulations and General Directions Description of Offence:

32jd: Vehicular traffic must turn in the direction indicated by the arrow.

32jt: Vehicular traffic must turn ahead in the direction indicated by the arrow.

32jp: Vehicular Traffic must comply with the requirements specified in regulation 15.

32jw: One-way traffic.
Enforcement by CCTV
Observation Period – Instant
Removal/Relocation – N/A

Contravention Code 33 - Suffix j (Moving Traffic Contravention) (Higher Rate of Penalty)

Using a route restricted to certain vehicles

Category: Bus/Tram.

Proposed Guidance on issue of PCN:
Same guidance as for bus lane contravention modified to take account that whole route, not just section of carriageway is reserved.

Evidence:
The camera or observation should record approach to and passing of the sign(s) and subsequent movement by the vehicle including whether it parks, stops or travels along the restricted route.

Traffic Signs Regulations and General Directions Description of Offence:

33 Route for use by buses and pedal cycles only.

33 Route for use by tramcars only.

Highway Code Rules / Advice:

33 Signs giving positive instructions.

33 You must not enter a road, lane or other route reserved for trams.

Enforcement by CCTV (Sufficient evidence to be recorded)
Observation Period – Instant
Removal/Relocation – N/A
Contravention Code 34 - Suffixes j (Higher Rate of Penalty)

Being in a bus lane

Enforcement by CCTV (Sufficient evidence to be recorded)
Observation Period – Instant
Removal/Relocation – N/A (Removal will be requested by an on street CEO and a PCN will be issued for contravention code 02)

Enforcement

- Loading/unloading is taken place within controlled hours
- Non exempt vehicles that travel more than 20mtrs (4 car lengths) within bus lanes
- Vehicle gain unfair advantage over other vehicles queuing
- Vehicle straddles and adjacent carriageways
- Driver stops and leaves vehicle
- Vehicle obstructs or delays exempted vehicles

Provisions

- Where vehicle registration marks are obscured within the bus lanes, a shot of the same vehicle outside the bus lane can be used to obtain the VRM.
- The bus lane signs are only checked by camera at the beginning and end of the day
- Two minutes allowance of pick up and drop off passengers

Exemptions to Enforcement

1. Vehicle is a scheduled bus, pedal cycle, licensed Hackney cab (black cab or displaying a Hackney carriage license on the rear of the vehicle.)

2. Vehicle is being used for ambulance, fire brigade or police purposes and it is reasonably necessary for that vehicle to enter or proceed in the bus lane.

3. Vehicle is used in the service of a local authority (Tower Hamlets vehicles) in pursuance of statutory powers and in circumstances where it is reasonably necessary to exercise
such powers (pay-and-display engineers, signs/lines maintenance or surveys, CCTV camera repair.)

4. Vehicle is being used for the laying, erection, alteration or repair of any main services (gas, water, electricity, and telecommunication.)

5. Vehicle crosses over the bus lane through a gap in the white line at a junction.

6. Vehicle crosses over the bus lane to a point opposite, where this point is a footway crossing or vehicular access way; or in order to leave such a point.

7. Person is entering or stopping in the bus lane to avoid an accident.

8. Person is required to do so by law or in accordance with restrictions or requirements indicated by traffic signs.

9. Done with permission or at the direction of a police constable in uniform.
Contravention Code 37- Suffix j (Moving Traffic Contravention) (Higher Rate of Penalty)

Failing to comply with a give way to oncoming vehicles sign

Category: Priority.

Proposed Guidance on issue of PCN:
A judgement will have to be made as to whether a driver failed to give priority, with an assumption that this caused an oncoming vehicle to take evasive or other action.

Evidence:
A continuous record of both the alleged contravention and the build up showing the speed, position and actions of all vehicles.

Traffic Signs Regulations and General Directions Description of Offence:
Priority must be given to vehicles from the opposite direction.

Highway Code Rules / Advice:
Give way to oncoming traffic if directed to do so by signs.

Enforcement by CCTV (Sufficient evidence to be recorded)
Observation Period – Instant
Removal/Relocation – N/A
### Contravention Code 50 - Suffix j (Moving Traffic Contravention)

**Failing to comply with a sign indicating a prohibited turn**

**Category:** Prohibited manoeuvre.

**Proposed Guidance on issue of PCN:**
Unless there is no alternative to the prohibited manoeuvre, there must be evidence before, during and after the contravention.

- **50r** No right turn for vehicular traffic.
- **50l** No left turn for vehicular traffic.
- **50u** No U-turns for vehicular traffic.

**Evidence:**
Record of vehicle approaching restriction, making prohibited manoeuvre and continuing.

**Traffic Signs Regulations and General Directions Description of Offence:**

- **50r:** No right turn for vehicular traffic.
- **50l:** No left turn for vehicular traffic.
- **50u** No U-turns for vehicular traffic.

**Highway Code Rules / Advice:**
Signs giving orders.

**Enforcement by CCTV** (Sufficient evidence to be recorded)
- **Observation Period – Instant**
- **Removal/Relocation – N/A**
**Contravention Code 51 - Suffix j** *(Moving Traffic Contravention)*

**Failing to comply with a no entry sign**

**Category:** No entry (with associated signs.)

**Proposed Guidance on issue of PCN:**
Evidence shows that vehicle could see sign, failed to comply and passed it.

**Evidence:**
Record of vehicle approaching restriction, making prohibited manoeuvre and continuing.

**Traffic Signs Regulations and General Directions Description of Offence:**
No entry for vehicular traffic.

**Highway Code Rules / Advice:**
Signs giving orders.

**Enforcement by CCTV** *(Sufficient evidence to be recorded)*
Observation Period – Instant
Removal/Relocation – N/A
Contravention Code 52 - Suffix j (Moving Traffic Contravention)

**Failing to comply with a sign indicating a prohibition on certain types of vehicles**

**Category:** Vehicle type prohibited.

- Failing to comply with a sign indicating a prohibition on certain types of vehicles.
- Failing to comply with a sign indicating a prohibition on certain types of vehicles.
- Motor vehicles except solo M/Cs prohibited.
- Solo motorcycles prohibited.
Goods vehicles exceeding the gross weight indicated on the goods vehicle symbol prohibited.

**Enforcement by CCTV** (Sufficient evidence to be recorded)
**Observation Period** – Instant
**Removal/Relocation** – N/A

**Proposed Guidance on issue of PCN:**
Evidence should record prohibited vehicle passing sign(s) and, stopping, parking in or traversing restricted length/area.

**Evidence:**
Depending on the specific restriction, the camera or observation should record approach to and passing of the sign(s) and subsequent movement by the vehicle including whether it parks, stops or traverses the restricted length/area.

**Traffic Signs Regulations and General Directions Description of Offence:**

**52v:** All vehicles prohibited except non-mechanically propelled vehicles pushed by pedestrians.

**52m:** Motor vehicles prohibited.

**52x** Motor vehicles except solo M/Cs prohibited.

**52s** Solo motorcycles prohibited.

**52g** Goods vehicles exceeding the gross weight indicated on the goods vehicle symbol prohibited.

**Highway Code Rules / Advice:**
Signs giving orders.
Contravention Code 53 - Suffix j (Moving Traffic Contravention)

*Failing to comply with a sign indicating a restriction on vehicles entering a pedestrian zone*

Category: Entry restricted.

Enforcement by CCTV (Sufficient evidence to be recorded)
Observation Period – Instant
Removal/Relocation – N/A

**Proposed Guidance on issue of PCN:**
Evidence should record prohibited vehicle passing sign(s) during restricted hours and, stopping, parking in or traversing restricted length/area.
Evidence:
Depending on the specific restriction, the camera or observation should record approach to and passing of the sign(s) and subsequent movement by the vehicle including whether it parks, stops or traverses the restricted length/area.

Traffic Signs Regulations and General Directions Description of Offence:
Entry to pedestrian zone restricted.

Highway Code Rules / Advice:
Signs giving orders.

Contravention Code - 54 Suffix j (Moving Traffic Contravention)

Failing to comply with a sign indicating a restriction on vehicles entering and waiting in a pedestrian zone.

Category: Entry Restricted.

Traffic Signs Regulations and General Directions Description of Offence:
Entry to and waiting in pedestrian zone restricted.

Entry to and waiting in pedestrian zone restricted (variable message)
Enforcement by CCTV (Sufficient evidence to be recorded)
Observation Period – Instant
Removal/Relocation – N/A

Proposed Guidance on issue of PCN
Evidence should record prohibited vehicle passing sign(s) during restricted hours and, stopping, parking in or traversing restricted length/area.

Highway Code Rules / Advice
Signs giving orders

Evidence:
Depending on the specific restriction, the camera or observation should record approach to and passing of the sign(s) and subsequent movement by the vehicle including whether it parks, stops or traverses the restricted length/area.

SECTION 4 – Vehicle Removals/Relocation

Overview
As well as issuing Penalty Charge Notices Local Authorities in England have the power to remove and or clamp. The Traffic Management Act 2004 states clamping, or immobilisation as it is also known, is seen as a deterrent that should only be used in limited circumstances. Vehicles should be removed rather than be clamped.

The Traffic Management Act 2004 also states vehicles that fall into the criteria for being removed cannot be lifted until 30 minutes after it has been issued with a PCN, this depends on the actual
contravention as some allow for the immediate removal as guided by the London Councils, (see LBTH Criteria for Removal March 2010). If the vehicle is a persistent evader then it can be removed 15 minutes after the PCN is issued.

A vehicle owner is classed as a persistent evader if they have been issued with 3 or more PCNs that have not been paid, represented or appealed against or where their representation/appeal has been rejected and they still have not paid.

A key difference between the Road Traffic Act 1991 and the Traffic Management Act 2004 is in regards to the removal of a vehicle. If the driver returns to the vehicle before all 4 wheels have touched down on the bed of the removal truck, then it should be returned to the person appearing to be in charge of the vehicle. In the event that this happens then the PCN still stands.

When the owner goes to the removal pound and has the vehicle released then the pound staff must, at the point of release, make them aware of their rights to make representations and the right of appeal.

Removal Criteria
The table below shows the contraventions where we would consider removal/relocation as appropriate and time constraints (if any) that the Traffic Management Act 2004 specifies and through London Council guidance.
<table>
<thead>
<tr>
<th>London Borough of Tower Hamlets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Criteria for Vehicle Removals</td>
</tr>
</tbody>
</table>

**1st priority for removal (High)**

<table>
<thead>
<tr>
<th>Code 99  - Stopped on a pedestrian crossing marked by zigzags</th>
<th>Public Safety Risk - Instant Removal.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code 16 - Parked in a Personalised Disabled Bay</td>
<td>15 minutes after issue of PCN - if no complaint received.</td>
</tr>
<tr>
<td></td>
<td>Instant removal – if customer requires immediate use of their bay</td>
</tr>
<tr>
<td>Code 40 - Parked in a Disabled bay</td>
<td>15 minutes after issue of PCN - if no complaint received.</td>
</tr>
<tr>
<td></td>
<td>Instant removal – if customer requires immediate use of the bay</td>
</tr>
<tr>
<td>Code 21 - Parked in a Suspended bay (removal or relocation)</td>
<td>Instant removal – if customer requires immediate use of the suspended bay/parking place.</td>
</tr>
<tr>
<td></td>
<td>15 minutes after issue of PCN - if no complaint/request to use the suspended bay/parking place received.</td>
</tr>
<tr>
<td>Code 27 - Dropped Footway</td>
<td>Obstruction to property access or pedestrian crossing point.</td>
</tr>
<tr>
<td></td>
<td>Instant Removal – Only enforced on instruction from a manager</td>
</tr>
<tr>
<td>Code 28 – Raised Carriageway</td>
<td>Obstruction to property access or pedestrian crossing point.</td>
</tr>
<tr>
<td></td>
<td>Instant Removal – Only enforced on instruction from a manager</td>
</tr>
<tr>
<td>Code 26 - Parked more than 50cm from the kerb</td>
<td>Instant Removal - Remove only “double parked” vehicles</td>
</tr>
</tbody>
</table>

**2nd priority for removal (Low)**

<table>
<thead>
<tr>
<th>Code 02 - Parked when a Loading Ban is in force</th>
<th>Instant Removal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code 01 - Yellow Line</td>
<td>15 minutes after issue of PCN</td>
</tr>
<tr>
<td>Code 47 - Parked at a bus stop</td>
<td>Instant Removal – if blocking access or egress</td>
</tr>
<tr>
<td>Code 62 - Footway Parking one or more wheels</td>
<td>Instant Removal</td>
</tr>
</tbody>
</table>

Issued March 2008
<table>
<thead>
<tr>
<th>Code 12 - Parked in a Res or Multi bay without clearly displaying a Permit, Scratch card or P &amp; D ticket issued for that place</th>
<th>30 minutes after issue of PCN - Remove only if the bay is deemed to be full and there is clear evidence to support this. (London Code of Practice)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code 25 - Parked in a loading place during restricted hours without loading</td>
<td>15 minutes after issue of PCN</td>
</tr>
<tr>
<td>Code 16 - Parked in a Permit Bay (business, permit, doctors etc)</td>
<td>30 minutes after issue of PCN (London Code of Practice)</td>
</tr>
<tr>
<td>Persistent Evader / Offenders with 3 or more outstanding PCNs.</td>
<td>15 minutes after issue of PCN (Statutory guidance)</td>
</tr>
<tr>
<td>Code 23 - Wrong class of vehicle</td>
<td>Instant Removal – if authorised vehicle waiting to park 15 Minutes after issue of PCN – if no authorised vehicle waiting to park</td>
</tr>
<tr>
<td>Code 42 - Parked in a parking place designated for police vehicles</td>
<td>Instant Removal – If complaint received from Police 15 Minutes after issue of PCN – if immediate use is not required</td>
</tr>
</tbody>
</table>

Additional Notes:

Disabled Blue Badge holders should be relocated only unless circumstances below occur.

Fraudulent Disabled badge, permits or scratch cards should only be removed on instruction from a Manager or Supervisor - and a note of the instruction given must be made in the pocket book.

Any code not listed above should only be removed/relocated on instruction of a manager/supervisor, and clear concise notes of the instruction given must be made in the pocket book.

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Section 5 - Glossary – Abbreviations

CCTV - Closed Circuit Television  
CEA - Civil Enforcement Area  
CEO - Civil Enforcement Officer  
CPE - Civil Parking Enforcement  
CPZ - Controlled Parking Zone  
DPE - Decriminalized Parking  
FOI - Freedom of Information  
FPN - Fixed Penalty Notice+  
LBTH - London Borough of Tower Hamlets  
MTI - Moving Traffic Infringement  
N/A - Not Applicable  
PCN - Penalty Charge Notice  
RTA - Road Traffic Act 1991  
TMA 2004 - Traffic Management Act 2004  
TSRGD - Traffic Signs Regulations and General Directions  
VRM - Vehicle Registration Mark
Appendix 3 - PCN Cancellation Policy

Parking Services

PCN Cancellation Procedure

Introduction
Tower Hamlets Council’s overriding aim, when it took over parking and moving traffic enforcement from the Metropolitan Police service, was to improve the safety and well being of residents and visitors and to improve the environment of Tower Hamlets by helping with the free flow of traffic and reducing congestion.

Penalty Charge notices (PCNs) are issued to promote compliance to the parking and traffic restrictions in place. However, on some occasions the motorist will claim that they had genuine reasons for parking incorrectly, or mitigating circumstances that need to be taken into consideration.

The civil parking enforcement process therefore includes an appeals process for additional information to be considered that was not available to the Civil Enforcement Officer at the time the ticket was issued.

In some circumstances a PCN will need to be cancelled either because it was issued incorrectly or because of mitigating circumstances. We undertake to apply a reasonable, proportionate and common sense approach to the issue and cancellation of PCNs.

Legal Requirements
Legislation and Council created Traffic Management Orders (TMOs) contain certain minimum requirements for the correct issue of a parking ticket and for its enforcement. If these are not met, then the Council must cancel the parking ticket.

Penalty Charge Notice
The parking ticket MUST contain the following information
- The date on which the notice is served
- The date the contravention occurred
- The name of the enforcement authority
- The registration mark of the vehicle involved in the contravention
- The time of the contravention
- The grounds on which the CEO serving the notice believes that the penalty charge is payable
- The amount of the penalty charge
- That the penalty charge must be paid not later than the last day of the period of 28 days beginning with the date on which the PCN was served
• That if the penalty charge is paid not later than the last day of the period of 14 days beginning with
  the date on which the notice is served the penalty charge will be reduced by the amount of any
  applicable discount
• Payment methods
• That if the penalty charge is not paid before the end of the period of 28 days beginning with the
date on which the PCN was served a notice to owner (NtO) may be served by the enforcement
authority on the owner of the vehicle
• That a person on whom an NtO is served will be entitled to make representations to the
  enforcement authority against the penalty charge and may appeal to an adjudicator if those
  representations are rejected.
• If representations against the penalty charge are received at the specified address before the NtO is
  served they will be considered
• But if an NtO is served notwithstanding those representations received against the penalty charge
  before the NtO is served, those representations must be made in the form and manner and at the
time specified in the NtO.
If these do not appear, the ticket must be cancelled.

Service of a Penalty Charge Notice
To be served the PCN must be:
• Affixed to the vehicle
• Handed to the driver / or someone appearing to be the driver
• By post where the CEO was prevented from serving (e.g. due to violence, threat of violence or
  the vehicle driven away)
• By post in the case of a PCN captured by CCTV camera.
The fact that the driver does not receive the ticket does not invalidate it. The Council are able to provide
the driver or registered keeper of the vehicle with a copy of the information contained on the original parking
ticket.

Cancellation Reasons
Some PCNs are cancelled because they were not issued or served correctly, or if there are errors in the
Council’s Traffic Management Orders.
However, on some occasions the council will cancel a correctly issued PCN because of mitigating
circumstances, or because we will apply discretion.

Mitigating circumstances.
• Disabled Badges. We recognise that different councils have different rules for parking with a Disabled
  Badge, and that this may cause confusion to Badge holders. In view of this, we will may the first PCN
  issued if a Disabled Badge holder parks incorrectly. We undertake to write to the Badge holder to
  inform them of where they may or may not park in Tower Hamlets using their Badge.
• Permit holders. We may cancel one PCN (provided it is the only outstanding PCN) if a valid permit is
  held, and if parked in the correct bay. This is used, for example, if a valid permit has fallen from view.
  We will need permit details for verification.
• Pay & Display ticket holders. As above. A copy of the ticket must be provided as proof.
• Loading. Loading is permitted on a yellow line or loading bay for up to 20 minutes provided the
  loading is a continuous activity seen by the Civil Enforcement Officer during a five-minute
  observation period. However, we recognise that sometimes loading will not be seen, for example if a
  driver has to wait for access or take goods upstairs. Therefore we will consider cancelling a PCN if
  proof of loading is seen.
• Breakdown. Proof in the form of an invoice or breakdown report will be required.
• Emergencies. Medical emergencies will require proof in the form of a letter from a health professional.
  We do not usually cancel for routine appointments. We may also cancel for public utility workers or
tradespeople in an emergency situation, for example in the case of a gas leak or a glazier unloading glass. Proof would be required.

- Cloned vehicles – We will need a copy of valid tax disc which doesn’t correspond to the one recorded by the CEO
- Stolen vehicles – We will need a crime reference number.

**Discretionary policy**

All mitigating circumstances put forward by customers will be considered on their merits, not just those given above as examples and for the guidance of our staff. In dealing with cases our staff will gather all the relevant evidence (including any mitigation) needed to determine the case. At that point consideration is given as to whether discretion should be exercised given all the known facts and circumstances. A decision is then taken as to whether the penalty should be paid or cancelled.