

SUSTAINABLE TRANSPORT STRATEGY 2006 – 2016
APPENDIX M



Islington Parking and Enforcement Plan

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Summary

Parking in Islington

1. Everyone who uses Islington's streets is affected by parking issues even if they do not use or own a car. Parking policy is not just about allocating and managing scarce on - street and off - street space. It is also about enabling the safe and efficient movement of traffic, and providing an attractive street environment for everyone.

Role of the Parking Plan

2. This plan sets out the council's current parking policies and procedures. It replaces the previous Parking Plan published in 1998. The plan describes all aspects of the council's parking service, including both on-street and off - street parking.
3. In summary, the council has powers to
 - allocate road space for parking by specific users on borough roads
 - enforce parking restrictions on borough roads
 - set on-street parking charges on borough roads
 - determine the amount of parking at new developments
4. In addition to the council, a number of other public and private organisations are involved in setting parking policies and delivering parking services in the borough. You can find out more about these organisations and their parking powers and responsibilities in Part One of the plan.

Sustainable Transport Strategy

5. To demonstrate the links between its parking policies and its wider transport priorities, the council is publishing this draft Parking Plan at the same time as its draft Sustainable Transport Strategy.
6. The draft Sustainable Transport Strategy for Islington has been written to fulfil four main purposes. They are to:
 - consult on Islington council's transport strategy for the next ten years (2006 to 2016)
 - fulfil the Mayor of London's requirement for Islington council to develop a transport local implementation plan (or LIP)
 - contribute towards the development of the council's new statutory land use plan - the Local Development Framework (LDF) - this will replace the existing Unitary Development Plan (UDP)
 - provide a strategic tool for council officers to assist longer-term programming and coordination
7. The process of updating and revising the Parking Plan has already begun a useful dialogue with service users, and we hope that this dialogue will continue. Publication of this plan also gives people the opportunity to make representations on the council's parking policies.

How to Comment on this Plan

8. The eight-week public consultation period for the strategy and parking plan runs from Monday 16 May to Friday 8 July 2005. We hope you will provide your feedback on the draft strategy and parking plan

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by completing the consultation feedback form provided on the website below, or by sending us a written submission.

Feedback should be sent to:
By email: transportstrategy@islington.gov.uk
By freepost:
 Freepost RLTS-CUSC-RZSE
 Islington Council
 Transport Planning Services
 Transport Strategy Consultation Team
 Third Floor
 Municipal Offices
 222 Upper Street
 London N1 1XR

9. The deadline for sending us your feedback is Friday 8 July 2005. If you have any further questions about the draft strategy, or draft Parking Plan, please phone Contact Islington on 020 7527 2000.
10. Additional copies of this draft strategy, or of individual chapters and appendices, can be downloaded from the council's website:
<http://www.islington.gov.uk/Transport/SustainableTransportStrategy>

Parking on Council Estates

11. Parking on council estates is managed by Homes for Islington – an Arms Length Management Company (ALMO). Parking on these estates is managed by Homes for Islington and is therefore outside the remit of this plan.

Context

Current Demand for Parking

12. In Islington, 42% of households own a car, the second lowest level of car ownership in England and Wales and well below the average for Inner London. Most people in the borough therefore depend on public transport, walking and cycling to get around. For example, over three quarters of Islington's residents use public transport or walk or cycle to travel to work – one of the highest levels in the country.
13. Islington residents own 42,000 cars or vans. Islington has the third highest level of cars per hectare in England and Wales (28.1 cars per hectare against 1.6 in England and Wales and 16.6 in London).
14. High levels of economic activity in the borough generate additional demand for parking – 112,000 people commute into the borough every day to work. This means that the daytime population of the borough is significantly higher than the residential population. The pressure on parking space in Islington is therefore more intense than in virtually any other part of London.

Reducing Traffic Congestion

15. According to national figures, every day vehicles drive 1.3 million km in Islington, equivalent to at least 115,000 vehicle trips each day. Many parts of Islington's road network are heavily congested (see Figure 1). This is not only economically inefficient; it also generates noise and air pollution and detracts from the quality of life for local people.

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16. The council is committed to tackling traffic congestion and reducing the social and environmental impacts of large volumes of traffic passing through the borough.

Improving Road Safety

17. Badly and illegally parked vehicles are also a significant safety problem. Analysis of the causes of pedestrian accidents in the borough between 1999-2003 indicates that the second most common causal factor is 'pedestrians crossing a road masked by a parked vehicle'.

Managing Demand

18. Demand for travel is also increasing as the numbers of residents and jobs in the borough increase. For example, if current trends continue, the projected growth in the population of Islington will lead to an additional 6,000 cars in the borough by 2016 – an increase of 15%.
19. The projected growth in employment could provide in excess of 20,000 additional jobs in Islington by 2016, a 15% increase from 2001 - again leading to additional demand for car travel and parking space.
20. There is simply not enough road space to safely and efficiently accommodate everyone who wishes to park or drive in Islington today or in the future. Furthermore, meeting demand would further increase traffic congestion with all the associated problems that this would bring.

Managing On Street Space

21. The council must therefore make complex choices about the allocation and management of on-street parking space. In making these choices, the council has to balance the needs of some groups with others, or to take actions that some motorists do not support. The council aims to make things better for the majority of people whilst minimising inconvenience to others.
22. Safety will always be the overarching determinant of how much on-street parking can be supplied and where. The starting point for determining the number and allocation of parking spaces will therefore be the number of spaces that can be safely accommodated. These are distributed according to the council's parking hierarchy (see below), specific local circumstances including land uses, and any feedback made during local consultation.

Parking Hierarchy

23. Any on-street space that is left over after demand from disabled people and residents is met is allocated to meet the needs of priority users including:
- local businesses
 - suppliers of goods and services including trades people
 - business customers and shoppers
 - residents' visitors
24. The council must also ensure that the use of parking space is managed effectively by setting charges at levels that will achieve an appropriate utilisation and turnover of spaces. It must also ensure that any parking controls are fairly and firmly enforced.
25. You can find out more about the council's on-street parking policies in Part Two of the plan.

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Parking in New Developments

26. The council also needs to carefully manage the future supply of off - street parking. High - density development is needed to support regeneration and meet exacting housing targets. However, the council wishes to ensure that population and economic growth is not accompanied by increased pressure on parking space and a worsening of traffic congestion. It has therefore adopted parking standards for new development that are consistent with London wide standards. Where appropriate, it also seeks to reduce the number of parking spaces at new residential developments through its car free housing policy. The council also supports and promotes a city car club. This gives residents cheap and easy access to a car without the need to own one.
27. You can find out more about the council's off street parking policies in Part Three of the plan.

Parking Objectives

28. In summary, the council has set five parking objectives. They are to:
- prioritise the parking needs of disabled people, local residents, 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 where this will benefit vulnerable road users, pedestrians, cyclists, and bus passengers
 - reduce the environmental and visual impacts of traffic and parking particularly in residential and other sensitive areas
 - ensure that parking regulations are firmly and fairly enforced
29. These objectives have been set within the overall context of current legislation, London wide and national parking and transport policies, and the council's wider priorities and objectives.

I Introduction

Purpose of the Parking Plan

- 1.1 The purpose of the Parking Plan is to:
- communicate the council's parking policies to our customers and staff by bringing all our policies into a single comprehensive document
 - explain how the council's parking policies support its wider priorities and objectives

The preparation of the Parking Plan has provided an opportunity to review and update the council's parking policies. This plan therefore supersedes the previous plan that was published in 1998. This plan also meets the Mayor of London's requirement that every London borough should produce a parking and enforcement plan.¹

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Structure of the Parking Plan

- 1.2 The plan has three parts:
- **Part 1** of the plan sets out the overarching factors that determine the council's parking policies. It summarises the council's legal powers and duties in relation to parking. It also provides an overview of the other bodies that are responsible for parking policy and operations in Islington. Demand for parking space in Islington is far more intense than in almost every other area of London, and could grow significantly if unconstrained. Part One explains why it is undesirable, if not impossible to meet this demand. It also sets out how the council manages demand in line with its wider objectives and priorities. Finally it outlines the consultation that has been carried out on the plan, and how the plan will be reviewed in future.
 - **Parts 2 and 3** of the plan set out the council's detailed policies on on-street and off-street parking respectively.
- 1.3 Parking is a very complex policy area. It is impossible for this plan to cover all the situations that may arise in a definitive and detailed manner. Council staff will often need to use their professional and legal knowledge to interpret the plan. They will always do this in a fair and open manner.

Powers and Responsibilities

Context

- 1.4 Parking within Islington falls into five main categories:

- on-street parking
- parking on former council estates
- public off-street car parking
- private off-street car parking
- on-street parking on private roads

A number of public and private organisations are involved in setting parking policies and delivering parking services in the borough. It is sometimes unclear to the customer who is responsible for specific issues or activities. Paragraphs 1.5 – 1.15 provide an overview of current responsibilities.

Council Powers and Responsibilities

- 1.5 In summary, the council has powers to:
- allocate road space for parking by specific users on borough roads
 - enforce parking restrictions on borough roads
 - set on-street parking charges on borough roads
 - determine the amount of parking at new developments
- 1.6 The Road Traffic Regulation Act 1984 (RTRA 1984), places a duty on the council to secure the expeditious, convenient, and safe movement of vehicular and other traffic (including pedestrians), and to provide suitable and adequate parking facilities on and off the highway. In particular, it provides the council with powers to control waiting and loading and to provide and charge for on-street parking. Subsequent Acts give the council powers to prohibit on-street waiting for all or part of the day, and may limit the duration of any permitted waiting. Restrictions may also be applied to prevent loading and unloading. Under the RTRA 1984, all parking offences were regarded as criminal offences and subject to criminal law.

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1.7 Parking offences were decriminalised under the Road Traffic Act 1991. This enables local authorities to establish Special Parking Areas (SPAs). Within these areas, the local authority (or their representatives) can charge for and enforce all non-endorsable parking restrictions. Further powers in this area derive from the London Local Authorities Acts 1996 and 2000 and the Greater London Authorities Act 1999. The whole of Islington was designated a SPA in 1994. The council is therefore responsible for on-street parking controls and their enforcement across most borough roads.

1.8 Using its powers, the council, has introduced a number of controlled parking zones (CPZs). It has also developed a programme to extend these zones to every area of the borough that wants one by 2006, and to review some existing zones. CPZs are designed and delivered by the council's Traffic and Engineering Service. The CPZ programme is reviewed annually, and the next review is scheduled to take place in June 2005. All new controlled parking zones are reviewed six months after their implementation. The Traffic and Engineering Service is also responsible for designing and implementing most other on street parking restrictions outside controlled parking zones.

The CPZ Team is headed by Zak Aktas the Parking Projects (Client) Manager and he can be contacted on 020 7527 2141 or email address zak.aktas@islington.gov.uk

1.9 The council's Parking Service issues most on-street parking permits and vouchers. It is also responsible for the enforcement of on-street parking and loading and waiting restrictions on borough roads in Islington. It manages a private contractor, NCP Ltd that undertakes enforcement on the council's behalf.

The Permits Manager is Partha Das and he can be contacted on 020 7527 6106 email address partha.das@islington.gov.uk

1.10 Until 2002, parking enforcement was carried out by the council's own in-house enforcement team, based in the South of the borough at City Road. However, this team was too small to support the recent expansion of the CPZ programme. A need for additional operational bases was also identified to provide for more efficient enforcement of local areas, and to provide convenient parking shops for local residents

1.11 It was initially decided that the in-house team would continue to enforce the South of the borough, but the North would be contracted out from September 2002. Following a competitive tendering process NCP were appointed as the successful enforcement contractor.

1.12 The South of the borough was subsequently tendered out and the contract awarded to NCP from September 2003. To improve the operation of the contracts and customer service, parking shops and operational bases were opened at Clifton Terrace and Waterloo Gardens and some NCP staff were relocated to premises in Old Street EC1 as a further operational base.

1.13 Parking Services work closely with NCP in relation to the performance, operation and monitoring of the enforcement contracts.

1.14 The Parking Service is also responsible for dealing with appeals against parking tickets issued by parking attendants on all roads other than the Red Routes. If someone is not happy with the council's decision about a ticket, they can apply to the Association of London Government (ALG) Parking and Traffic Appeals Service (PATAS). This provides an independent adjudication service for disputes about parking penalties.

Association of London Government Parking and Traffic appeals Service, New Zealand House, 80 Haymarket, London SW1A 4TE (telephone 020 7747 4700)

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Council Powers and Responsibilities – Off-Street Parking

1.15 Off-street car parks fall into three categories:

- council owned car parks located at its own premises and used by council staff and visitors
- A council owned public car park at Finsbury Square – this is leased to a private company that operates it
- Car parks owned and operated by other private and public organisations

Following the adoption of its Green Travel Plan in 2003, the council has begun to review parking provision at council owned buildings. It also encourages council staff to use alternatives to the car for their trips, to, from and during work. At present, 17% of council staff drive to work.

TfL Powers and Responsibilities

1.16 Transport for London (TfL) is responsible for parking on the Priority (Red) Routes within the borough. On these roads, the Metropolitan Police Traffic Warden Service and Traffic Police Community Support Officers are responsible for enforcing most parking restrictions. The Red Routes in the borough are:

- **A1:** Holloway Road, Highbury Corner, Archway Road, Upper Street, Islington High Street (part) and Goswell Road between City Road and Wakely Street. However the council remains responsible for the pay and display bays on Upper Street
- **A501:** Pentonville Road, City Road, Penton Rise and King's Cross Road
- **A503:** Camden Road, Parkhurst Road, Tollington Road, Isledon Road, Seven Sisters Road

Red Route controls also apply for approximately the first 30 metres of borough roads adjoining Red Routes. Queries about parking on the Priority (Red Routes) should be directed to Transport for London.

Transport for London, Windsor House, 42-50 Victoria Street, London SW1H 0TL (telephone 020 7941 4500)

Parking on Council Estates

1.17 Parking on former council estates is managed by an arms length management organisation (ALMO) called "Homes for Islington". Homes for Islington is responsible for managing parking and issuing parking permits for former council estates. This organisation is also responsible for enforcing parking on estates. This function is currently contracted out to a private company – Wing Securities.

Enquiries about estate parking should be made to Homes for Islington Estates P.O. Box 14055 Islington N5 1WD (telephone 0870 2404139)

Blue Badges

1.18 The Blue Badge scheme provides special parking permits for people with disabilities. This is a European and National scheme although the council issues the Blue Badges to local residents.

See paragraphs 2.54-2.73 below for more details on the Blue Badge scheme

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The Health Emergency Badge

- 1.20 The Health Emergency Badge is issued to emergency health staff and is administered by the Association of London Government (ALG).

See paragraphs 2.74-2.78 below for more details on the Health Emergency Badge

Managing Demand for On-Street Space

- 1.21 Islington residents own 42,000 cars or vans. Islington therefore has the third highest concentration of cars per hectare in England and Wales. It has 28 cars per hectare compared to 2 cars per hectare in England and Wales and 17 cars per hectare in London. The level of demand for parking space for residents is therefore far greater than in almost any other part of the country. If current trends continue, demand is also likely to increase. Demand for parking also comes from people who work and trade in the borough and from visitors. 112,000 people commute into the borough every day to work.
- 1.22 However, only 42% of households in Islington have a car, the second lowest level of car ownership in England and Wales and well below the average for Inner London. Most residents of the borough therefore depend on public transport, walking and cycling to get around. The proportion of people from Islington using public transport to travel to work (52%) is one of the highest in the England and Wales, while the proportion driving to work in a car or van (19%) is one of the lowest.

Managing Future Parking Demand

- 1.23 We estimate that the projected increase in the population of Islington could generate an additional 6,000 cars by 2016 – an increase of 15%. If this demand is not managed, it will exacerbate existing pressures. The projected growth in employment space could provide in excess of 20,000 additional jobs in Islington by 2016, a 15% increase from 2001 - again leading to additional demand for car travel and parking space.

Managing Traffic Demand

- 1.24 Parking policy is an important traffic demand management tool. According to Government figures, road vehicles are driven 1.3 million km in Islington on a daily basis, equivalent to at least 115,000 vehicle trips a day. This results in high levels of traffic congestion in the borough. Figure 1 indicates current traffic congestion levels in Islington and shows that many roads in the borough are congested for long periods of the day. Traffic congestion is not only economically inefficient; it generates noise and air pollution, delays emergency vehicles and bus passengers, and detracts from the quality of life for local people.

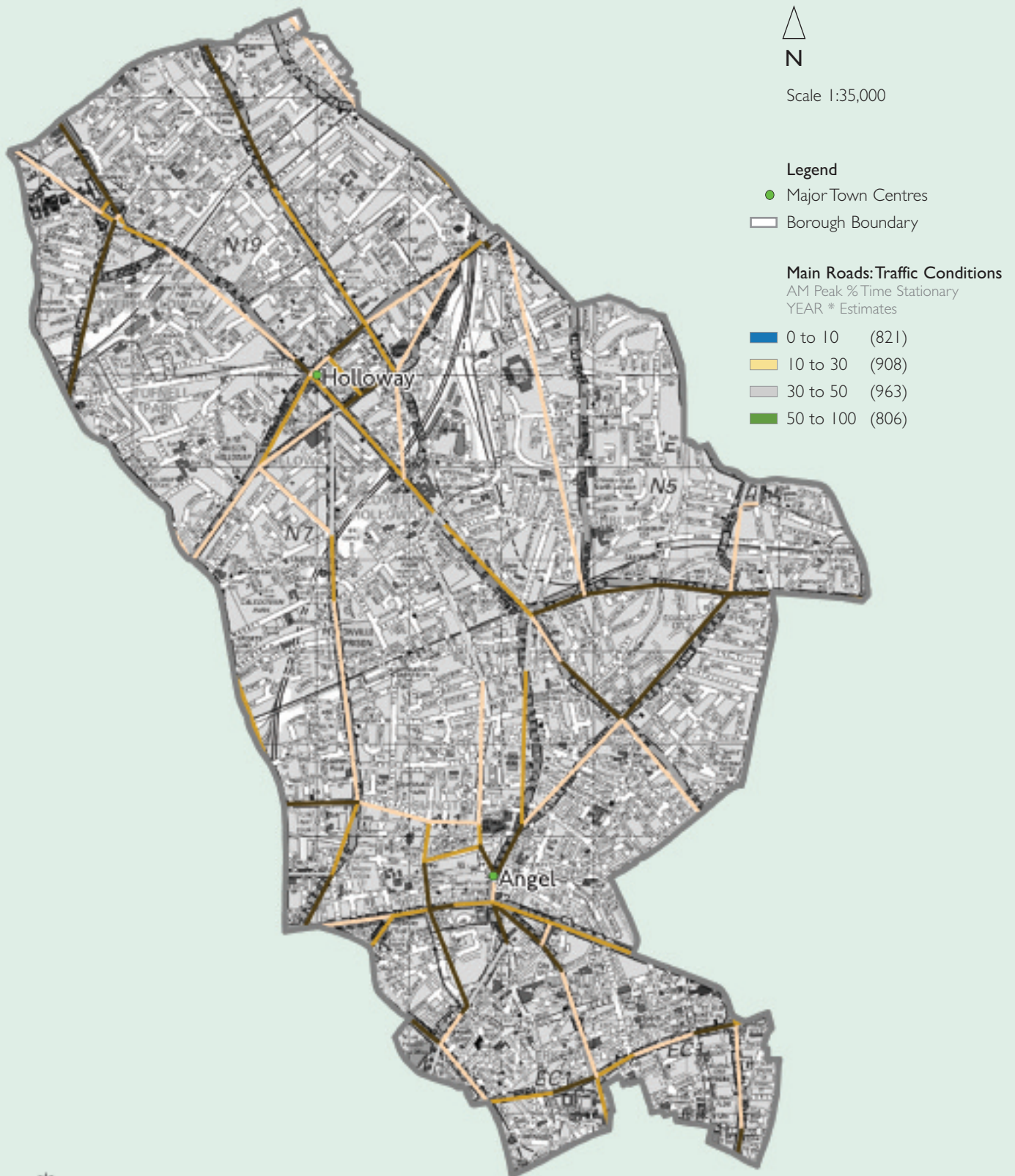
Managing Traffic Congestion

- 1.25 Allowing traffic levels in the borough to increase would exacerbate congestion disadvantaging both local residents and businesses. Badly and illegally parked vehicles also impede the flow of traffic resulting in congestion and delays. The council is committed to tackling traffic congestion and reducing the social and environmental impacts of large volumes of traffic passing through the borough.

The council's land use and transport policies are set out in its statutory land use plan or Unitary Development Plan. This plan was adopted following exhaustive statutory procedures and consultation.

TRAFFIC CONGESTION ON ISLINGTON'S MAIN ROADS

Figure 1



ISLINGTON

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The council's overall transport goal (goal 6) in the UDP is:

“To significantly reduce the adverse impact of road traffic on the environment, whilst providing adequate levels of accessibility. This should be achieved by a substantial reduction in the volume of motor traffic on Islington’s roads, through restraint measures, reducing the need to travel and local environmental improvement schemes; matched with substantial improvements to other transport modes, including walking, public transport, and cycling.”

Policy ST7 in the UDP states that the council will, amongst other things:

“control on and off-street car parking as part of the council’s traffic reduction strategy by restraining the unnecessary use of vehicles, especially private cars, and allocating parking to residents, shoppers and essential users in accordance with an established hierarchy of need.”

Promoting Road Safety

- 1.26 The council is committed to meet both national and London wide road safety targets. Parking controls are an important road safety tool. Badly and illegally parked vehicles can reduce sight lines, and are dangerous to all road users especially vulnerable road users. Vehicles masking pedestrians’ sight lines are the second most common cause of road accidents in the borough. During consultation on this plan, the emergency services, police and bus operators also expressed concerns about the impact that badly and illegally vehicles have on their services.

Providing More Attractive Streets

- 1.27 Excessive numbers of parked vehicles also detract from the appearance and ambience of Islington’s streets and make it more difficult for pedestrians and cyclists to get around.

Parking Objectives

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

These objectives flow directly from the council’s statutory Unitary Development Plan, and its One Islington priorities.

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Parking Policy Tools

- 1.29 The main tools that the council uses to achieve its objectives are:
- the allocation of on-street space in line with its 'parking hierarchy'
 - the setting of fees and charges
 - parking standards for off street parking
 - enforcement of parking regulations

Parking Hierarchy

- 1.30 In practice, Controlled Parking Zones are the most common way in which the use of on-street parking space is allocated. In general, residential demand can take up somewhere around 80% of the available space in a Controlled Parking Zone, although this percentage can be far higher in the South of the borough. Any space that is left over after demand from disabled people and residents is met is allocated to meet the needs of priority uses including:

- local businesses
- suppliers of goods and services including trades people
- business customers and shoppers
- residents' visitors

- 1.31 Safety will always be the overarching determinant of how much on-street parking can be supplied and where. The starting point for determining the number and allocation of parking spaces will therefore be the number of spaces that can be safely accommodated. These are distributed according to the hierarchy set out above, specific local circumstances including land uses, and any feedback made during local consultation. The council must also ensure that the use of parking space is managed effectively by setting charges at levels that will achieve an appropriate utilisation and turnover of spaces.

Given the constraints on space, and the council's wish to tackle traffic volumes and congestion in the borough, policies are designed to deter certain types of user i.e.:

- People who park in the borough, but who continue their journey on foot or by public transport to a destination outside the borough
- People who live in adjoining boroughs but who park in Islington's streets to avoid controls in their own streets
- People who commute into the borough to work

Parking Fees and Charges

- 1.32 Under the terms of the 1991 Road Traffic Act, as amended by the Greater London Authority Act 1999, the ALG Transport and Environment Committee is responsible, for setting some parking charges on borough roads within London (following consultation with the boroughs and subject to agreement by the Mayor of London and the Secretary of State). They include

- penalties for contraventions of parking regulations
- release fees from wheel clamps or car pounds
- storage charges
- disposal fees

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- 1.33 The Secretary of State's Traffic Management and Parking Guidance 1998 makes it clear that the primary purpose of penalty charges is compliance stating that: 'the purpose of penalty charges is to achieve compliance with the parking controls'. In addition this guidance also states that boroughs' parking operations "should become at least self-financing".
- 1.34 The council's 2005-06 parking charges are set out in the annex to this plan. They are reviewed annually. In setting parking fees and charges, the council considers several factors including:
- the cost of providing and maintaining parking facilities including the up-front costs of implementing Controlled Parking Zones;
 - the level of fees and charges across London, and, where appropriate, in neighbouring boroughs;
 - the need to ensure that the turnover of spaces matches local circumstances and needs; and
 - the desire to deter long-stay commuter parking and people living in adjoining boroughs.
- 1.35 However, the management and enforcement of parking space can generate a surplus income. This will depend on the level of demand for parking, and the level of compliance with, and enforcement of controls.

Parking Income

- 1.36 The Road Traffic Regulation Act 1984 states that local authorities can only spend surplus parking income on traffic and transport measures. However, the Greater London Authority Act 1999 amended this legislation. It enables London local authorities to use any surplus parking income to implement the Mayor of London's Transport Strategy. The Transport Strategy states that parking surpluses can be used to fund
- bus priority measures and other measures to improve bus services
 - structural maintenance of bridges and principal roads
 - Streets for People areas identified in the Local Implementation Plan
 - environmental street improvement schemes in town centres;
 - interchange projects
 - measures to assist freight developed through Freight Quality Partnerships
 - complementing congestion charging
 - development of school travel plans and workplace travel plans
 - vehicle emissions monitoring and enforcement¹

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- 1.37 At present, the Parking Service generates a surplus. This is used to part subsidise the Freedom Pass (with the balance coming from council resources). This provides free travel to older and disabled people within the borough.
- 1.38 Most off-street parking is in private ownership. As the local planning authority, the council can set parking standards, and reject planning applications that exceed these standards. The standards applied to different types of development are shown in the Unitary Development Plan. The parking standards indicate the number of parking spaces that are permitted for different sizes and types of development. The council's Planning Service determines parking standards and considers planning applications. It also has the power to take action against anyone who is in breach of planning regulations including the operators of illegal temporary car parks.

Policy Context

- 1.39 Following extensive consultation, the council's Unitary Development Plan (UDP), was adopted in June 2002. It is a statutory plan that sets out the council's planning policies, and provides the basis for all the council's planning decisions. The UDP reflects the council's wider aims and objectives of creating a healthy, safe and enjoyable environment for residents, workers and visitors. The UDP has 11 key aims. A number of these aims provide an overarching context for the council's parking policies. They are:
- **Environment** – To provide an urban environment of the highest possible quality by encouraging sustainable forms of development and protecting places and buildings that have character and interest.
 - **Economic Regeneration** – To encourage economic regeneration and a vibrant local economy, ensuring a mix and balance of uses that meets local and strategic needs.
 - **Sustainable Transport** – To reduce the amount of road traffic and its adverse effect on the environment and improve public transport, walking and cycling as alternative means of travel.
 - **Shopping and Town Centres** – To maintain the vitality and viability of existing town centres and local centres to meet community needs.
 - **Design and Conservation** – To ensure that all new development is of the highest design standards and respects and improves the character and appearance of the borough.
- 1.40 The council's UDP will be amended to form a Local Development Framework (LDF) as part of the Government's agenda to implement a range of reforms to the UK planning system.

Council Priorities

- 1.41 The council's parking policies have been developed and reviewed in support of its wider priorities. These priorities support the council's vision of One Islington. They are:
- **regenerating the borough:** working in partnership with Islington's diverse communities and local providers
 - **working towards a sustainable 'greener' future:** making the borough a more environmentally friendly place to live and work
 - **improving the performance of our services:** delivering value for money and high quality services that strive to continually improve
 - **focusing on the needs of our customers:** organising ourselves to meet the needs of our customers and involving and empowering communities and individuals

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1.42 The delivery of all council services including parking is organised to contribute to this vision.

Regenerating the Borough

- 1.43 Regeneration is about improving the life chances of everyone in Islington. The condition of the transport network plays an important role in supporting the economic vitality of the borough by retaining businesses in Islington, attracting new businesses, and by providing access for their customers. The council has recently carried out research in the Angel town centre. Visitors were asked how they travelled to the town centre and how much they planned to spend. This research found that nine times as many people travelled to the town centre by foot than the number who travelled by car. It also found that that pedestrians were by far the biggest spenders in the town centre accounting for a half of all spend. Similar studies have been carried out by Transport for London with similar results.
- 1.44 The implementation of parking controls to reduce commuter parking and vehicular conflict assists local businesses as well as residents. Moreover obstructive, and illegal parking can lead to delays to other road users including motorists. This is economically inefficient and makes it more time consuming and frustrating to move around the borough. It also adds to business costs.
- 1.45 Many businesses need somewhere to park in order to carry out their business. They need flexible and customer friendly parking policies that balance their needs against the other demands for on-street parking spaces.
- 1.46 The council has recently introduced a City Car Club and is promoting membership of this club to local businesses. Further information about the car club can be found in paragraphs 2.54-2.73 below. The City Car Club enables businesses to access a shared car near to their premises. The car is parked in a dedicated bay so that the user does not need to worry about finding a parking space for their vehicle. The council is currently working to make the Car Club more user – friendly to businesses.
- 1.47 However, the council recognises that when it introduces new parking controls it can take businesses and their customers some time to adapt to these controls. It always consults with businesses prior to the introduction of these controls and after they have been in place for six months. It is also introducing a package of measures that will assist local businesses to adapt to new parking controls.
- 1.48 Over the past two years, the council has started a Business Partnership. This provides a ‘one stop shop’ for businesses – a place where they can get expert help or sign post them on to other services. A sub group of the Business Partnership has been set up to engage with local businesses on parking issues.
- 1.49 Work is also in hand to assist businesses to promote green travel (highlighting ways to get to the business on foot, by bike or on public transport as well as where you can park legally in an area), and supporting them to consider home deliveries or internet shopping. There have been recent achievements in addressing business parking needs in Essex Road and other retail areas, but the challenge is to engage business at the earliest stage so that they are satisfied with the schemes implemented, rather than responding once they are in place.
- 1.50 The council intends to identify a business champion for parking – a council officer who will be directly responsible for building up relationships and then being available to ‘trouble shoot’ for businesses with other services, where necessary.

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Working Towards a Sustainable 'Greener' Future

- 1.51 The quality of our street environment is key to the quality of life of everyone who lives in or visits Islington. The council is committed to securing a greener and safer Islington. The introduction of Controlled Parking Zones and other parking controls can play a significant role in supporting this objective.
- 1.52 The council has set itself the goal of beating national road accident casualty reduction targets. In the previous two years, the number of people killed and seriously injured in traffic accidents in the borough has decreased by 30% from 2001-2003. This is a significant achievement. The roll-out of Controlled Parking Zones and improved design of parking schemes is likely to have made a substantial contribution to this reduction by reducing traffic levels and conflicts in sensitive areas, and improving sightlines especially for pedestrians.
- 1.53 Good design can also minimise the risk to motorists or their vehicles by prioritising parking in areas with good natural surveillance and lighting, and by providing additional security features, for example by providing facilities for securing cycles, motorcycles, and scooters.
- 1.54 London's air quality is the worst in the UK, and is particularly poor in inner London and along main roads. By limiting the amount of parking that is available to non-priority users, the council can reduce the level of traffic travelling through the borough and hence emission levels. Furthermore, research shows that emissions from vehicles are reduced when traffic is kept moving. Removing illegally or inconsiderately parked vehicles that are causing an obstruction can smooth the flow of traffic and reduce emission levels.
- 1.55 Both moving and stationary vehicles have a very significant effect on the visual attractiveness of streets and open areas. By managing parking, the council can minimise the inevitable visual intrusion caused by parked vehicles – particularly large vehicles.
- 1.56 Signs, bollards, and other street furniture can create physical obstructions and visual intrusion that undermines the quality of the street environment and makes it harder for people, particularly those with disabilities, to get around. Excessive street furniture can also adversely affect perceptions of personal security, and can harm the setting of listed buildings and the appearance of conservation areas.
- 1.57 The council wishes to minimise the visual intrusion and obstructions caused by signs, posts, ticket machines, and other street furniture used to control parking. This needs to be balanced with the requirement that regulations are clearly and unambiguously communicated to motorists. The council has published its Streetbook. This sets out guidance on the design of Islington's streets, including parking controls, and other traffic schemes.

Improving the Performance of Our Services

- 1.58 The council is continuously improving the delivery of its parking services. The Parking and Traffic and Engineering Services have recently achieved registration to the international quality standard ISO 9001:2000. This requires organisations to plan, control, measure and monitor their business processes and to demonstrate continuous improvement. The Parking Service has also achieved a number of additional accreditations including

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- 1.59 The council has recently introduced a number of major improvements to its parking service. These improvements include
- the introduction of a clamping and removal service to deter dangerous parking
 - faster processing of representations
 - a comprehensive suite of customer leaflets which have received the Crystal Mark from the Plain English Campaign
 - a call-centre to deal with all parking enquiries and transactions
 - a re-vamped website, including the ability to pay on-line
 - registration to the international quality management system ISO 9001: 2000
- 1.60 As we have already seen, many different organisations are involved in parking in Islington. This can often be confusing to the customer. All of the services involved in parking work together towards shared goals. The aim is to deliver an integrated and consistent service to the customer. To this end, the council will continue to work closely with our public and private sector partners who are involved in delivering these services.
- 1.61 Transport for London's guidance on the preparation of Local Implementation Plans² requires London borough's to set performance indicators in relation to parking. Local authorities are required to monitor their performance in three areas i.e.:
- Compliance with parking regulations
 - Business satisfaction with fairness of enforcement of parking and loading regulations
 - The supply of parking space in designated town centres (the Angel and Nags Head)
- Further guidance on these indicators and baseline data are awaited from Transport for London. More information about the council's total package of transport performance measures is provided in chapter 7 of Islington's Consultation Draft Sustainable Transport Strategy.

Focusing on the Needs of Our Customers

- 1.62 Everyone who uses Islington's streets is a customer of the parking service even if they are not a car user or a resident. In recognition of this, the Executive Member for Customer Focus is responsible for parking.
- 1.63 A fundamental principle of the *One Islington* vision is that the needs and convenience of service users are the determining factors behind how services are delivered. Customers for the council's parking services include everyone who uses Islington's streets even if they do not use a car, or even live in the borough.
- 1.64 Over recent months, a number of customer service improvements have been introduced. They include:
- faster processing of representations
 - a comprehensive suite of leaflets which have received the Crystal Mark from the Plain English Campaign
 - a call-centre to deal with all parking enquiries and transactions
 - a re-vamped website, including the ability to pay on-line

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- 1.65 This plan was prepared following extensive consultation with key external stakeholders including:
- the Islington Transport Liaison Group – this includes all the main transport providers and user groups in the borough
 - local representatives from the emergency services and Metropolitan Police
 - vulnerable road users including older and disabled people – this included a meeting with disabled people and a workshop at a local Age Concern drop-in centre
 - representatives of the business community
 - local bus operating companies and Transport for London Buses
 - Islington Cycle Action Group (ICAG)
 - local representatives of the British Motorcyclists Federation and a group of local residents and visitors to Islington who regularly ride motorcycles and scooters
 - individual meetings were held with neighbouring councils

- 1.66 Council staff who deliver parking services were also interviewed, and recent letters and emails to Members and council staff were analysed.

This consultation has resulted in a number of changes to the council's parking policies.

These changes include policies to:

- make it easier for disabled people to park outside their homes and to reduce the theft of disabled Blue Badges
- make it easier for businesses to provide services throughout the borough
- reduce the incidence of motorcycle and scooter theft and provide additional parking stands for powered two wheelers
- make it easier for people to take children to nursery school
- provide additional parking space for medical practices to improve patient care
- enable council officers to review the number of visitors vouchers that are allocated in each Controlled Parking Zone as that zone is reviewed
- remove anomalies about the size of vehicles that can be parked in Controlled Parking Zones

These changes demonstrate that the council is willing to listen to customers and to make changes where needed and justifiable. Steer Davies Gleave Consultants were appointed to carry out the consultation and assist in drawing up this plan. In particular, they were able to provide an independent assessment of, and advice on the council's parking policies.

Conclusion

- 1.67 The process of updating and revising the plan has begun a useful dialogue with service users, and publication of this plan provides an opportunity to continue this dialogue.
- 1.68 However, in developing its policies, the council has had to balance the needs of some groups with others, or to take actions that some motorists do not support. The council aims to make things better for the majority of people whilst minimising inconvenience to others. Parking is clearly an area where we need to communicate and explain the reasons for our policies and actions more clearly. It is intended that this plan will contribute to an improved public awareness of parking issues and policies, and the constraints that the council must face in addressing these issues

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- 1.69 Part 1 of the plan has provided an overview of the council's responsibilities in relation to parking, and the overall context in which it exercises these responsibilities. Detailed information about the policies and how they are operated is set out in the following sections of the plan.

2 Street Parking

- 2.1 As we have already seen, demand for on-street parking often out-strips the amount of available kerb space, and difficult decisions must be made as to which users should have priority in terms of use of that space. This section of the plan explains the council's on-street parking policies and how they are enforced. A full list of available vouchers and permits and the level of charges for 2005-06 are shown in the annex to this plan.

Queries about the use of these permits should be directed to Partha Das on 020 7527 6106 or partha.das@islington.gov.uk

Residents' Parking

- 2.2 Within Controlled Parking Zones (CPZs) residents are issued with a permit that entitles them to park within residents' bays at any time. In Zones A & C resident permit holders can also park free of charge on the pay and display bays within the zone for which their permit is valid up to 9.30am and after 5.30pm Monday-Friday and up to 9.30am on Saturday. This was introduced as a special measure in these zones because the number of residents' permits exceeds the number of residents' bays. Whilst ownership of a permit allows the use of a space in a Controlled Parking Zone, there is no entitlement or guarantee of a specific space within the zone. However, by discouraging certain groups of non-residents from parking in an area, a Controlled Parking Zone increases the likelihood that a resident can park close to their home.
- 2.3 In keeping with the guidelines issued by the Government, there is a charge for a resident's parking permit, to cover the cost of operating and enforcing the system.³

Residents Permit Eligibility Criteria

- 2.4 To be eligible for a residents' parking permit, an applicant must:
- have, as their main place of residence, an address within the zone in question
 - be the main user/keeper of a vehicle
- There is no 'rationing' system for permits – if a resident is eligible for a permit, they can have one.
- 2.5 Residents living on Priority Red Routes may apply for a residents' permit in their nearest Controlled Parking Zone.
- 2.6 Applicants are required to support their application with documentary evidence in the form of a council Tax notice, driving licence or current fixed utility bill; and a vehicle registration document or insurance document.
- 2.7 Whilst only one permit is allowed per resident, up to three vehicles may be registered on a single permit. However, only one vehicle may be parked at any one time during the hours of control. Where co-habiting couples who live at the same address have two cars registered to one individual, the council will, in normal circumstances, accept this as proof that the applicants are each the main user/keeper of one vehicle.

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Second vehicles

- 2.8 It is recognised that some residents may wish to park more than one vehicle on the street. Under the existing arrangements, this is not possible and only one vehicle may be parked at any one time. The extreme pressure on a limited number of available parking spaces means that permits for second vehicles cannot be issued. There is an exception for motorcycles however (see 2.95 below).

Green vehicles

- 2.9 In keeping with its policy to promote green transport, reduce energy consumption and improve local air quality, the cost of a residents' parking permit is 20% lower for vehicles with an engine capacity of less than 1,400 cc. Residents with electric powered vehicles are given residents' parking permits free of charge, and a discount is also available on some other permits and vouchers.

Hire cars

- 2.10 Some residents choose not to own a car but to hire one when it is needed. Residents who do not own a car may obtain a permit for a hire car at a cost of £10 a year. This enables them to park in residents' bay for up to six hours in any day. The permit must be displayed together with vouchers costing 40p per hour. Each resident may buy a maximum of 300 vouchers in any one year. Hire permits are not available in Quadrant Controlled Parking Zone on match days. There is a maximum stay of 6 hours a day.

Courtesy cars

- 2.11 From time to time, residents holding annual parking permits may need to park a courtesy car whilst their own car is being serviced.
- 2.12 The council will issue a temporary change of registration number permit on receipt of a letter from the garage giving the resident's address and the amount of time the courtesy car will be based at that address. This permit should be displayed in the courtesy car together with the original residents' permit. The temporary permit will show the registration number of both vehicles, the dates during which it is valid, and the zone for which it is valid.

Visitor Parking Vouchers

- 2.13 Residents in Controlled Parking Zones can buy visitor vouchers. They enable visitors to park their vehicles in spaces reserved for people with residents' permits during the hours of control.
- 2.14 The total number of hours that can be purchased varies from zone to zone, and depends on the availability of parking space in the zone during the hours of control. The annex to this plan gives the number of hours that can be purchased **per person** in each zone. Residents in Controlled Parking Zones in the south of the borough are entitled to fewer visitor permits than those further north. This is due to the very high demand for parking in the south of the borough, and the pressure on parking space throughout the day. Before the council decides how many visitor vouchers can be purchased in each zone, it carries out a thorough assessment of the level of demand from residents for parking space. In areas where demand is high, residents are allowed to purchase a smaller number of visitors' vouchers. This ensures that residents are able to park within a reasonable distance of their home.

In addition to the all day vouchers, residents can also buy vouchers that are valid for three hours, and vouchers that are valid for thirty minutes.

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- 2.15 Older or disabled people who need care are often dependent on friends and relatives to visit them by car. Therefore, residents over 60 and those receiving Disability Living Allowance or Attendance Allowance are eligible for a 50% discount on visitor vouchers, and can purchase twice as many 'hours' as other residents (see annex).
- 2.16 Some residents have indicated that the current allocations of visitors' permits are inadequate. The most common complaints are from people who want extra visitors' vouchers for trades people and from people with long-term care requirements. There have also been requests for additional permits from residents in match day zones.
- 2.17 Where existing Controlled Parking Zones are under review, the council will examine the take up of visitors' permits, and the availability of parking space within the zone. The council will consider **temporarily** increasing the visitor voucher allowance **on a trial basis** in individual CPZs if:
- clear evidence of need can be demonstrated
 - there is sufficient on-street capacity to accommodate additional visitors
- This additional allocation will not be considered, or will be withdrawn, if it leads to increased parking difficulties for local residents and other priority users.
- 2.18 As new Controlled Parking Zones are implemented and existing zones are reviewed, the council will seek to provide additional Pay & Display parking that can be used by non-residents for short-stay parking.

Parking For Businesses & Trades People

- 2.19 As proposals for Controlled Parking Zones are developed, the council assesses the level of demand for business parking space and, where capacity allows, appropriate levels of business parking is provided. When making decisions about the allocation of space, the needs of residents and local business have to be carefully balanced. Business permits are not available in Zones A, B, and C. This is to ensure that residents are able to park close to their homes.
- 2.20 Annual business permits are issued at a cost of £600 to businesses meeting set criteria. The permit allows registered company vehicles to park throughout the Controlled Parking Zone hours. There is a limit of two permits per business although it is possible to have up to three vehicles registered on each permit, so it can be transferred between company vehicles. Only one vehicle can be parked displaying the permit at any one time.
- 2.21 Alternatively, businesses can purchase annual permits and vouchers for the zone where they are based. Company cars can be parked for a maximum of three hours at any one time. The current charges are £10 for the annual permit and then 80p for each hourly voucher.

Trades People Working in Homes

- 2.22 Trades people often need to park a vehicle close to their clients' homes. Indeed, it is recognised that some trades people will only agree to visit clients if parking is available. There are a number of alternatives available to trades people as follows:
- a 'Permission to Park' permit (see 2.23 below). This allows the vehicle to park in a residents' permit bay but does not guarantee a specific space
 - a waiver granted for a specific purpose such as long-term loading and unloading, and costing £5 per day

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- residents' visitor vouchers allocated by their client
- local short-stay paid parking such as Pay & Display bays
- a parking bay suspension can be arranged through the parking control section at a cost of £90 for the first day and £15 for subsequent days

By law, vehicles operated by utility companies are exempt from normal waiting and loading restrictions when working on infrastructure adjacent to, on or under the public highway.

- 2.23 Permission to park notices are available for builders and contractors working in Islington. They provide all day parking in parking places (residents' bays, business bays and pay and display bays) at a cost of £15 a day. This may be for specific streets and proof of works taking place will have to be provided.
- 2.24 Permission to park notices may also be purchased for up to 12 months at the following rate:
- 1 month - £300
 - 6 months - £1800
 - 12 months - £3000

Annual Universal Permit

- 2.23 The council has introduced a new universal permit allowing any business that trades or provides a service in the borough, to park a vehicle in any bay across the borough with the exception of disabled and doctors' bays. This permit may be useful to trades and business people who regularly need to park in residential areas close to their clients. The permit minimises the need for these people to find suitable short-stay paid parking, and carry the associated cash, or the need to use "permission to park" or residents' visitor vouchers. The permit is priced at £3,000 per year, although this will be reviewed annually.
- 2.24 This permit will only be available to genuine businesses that:
- trades or provide a service in the borough;
 - are able to demonstrate that they could not carry out their business, or provide a service without a vehicle

The number of permits that are issued per business will be based on the proven operational demands of that business.

Domestic Removals

- 2.25 The council's Traffic Management orders make provision for **liveried removals vehicles** to park in a parking bay without the need for a permit or voucher. However, in practice it is most unlikely that space will be available to accommodate removal vehicles as the bays are heavily used. Therefore it would be prudent to arrange a suspension of the parking bay. People who are not using a liveried removals van can use visitors' vouchers or a permission to park voucher or arrange for a suspension. A notice period of 14 days is required to suspend a residents parking place and 6 days notice for pay and display bays. Suspension of a parking bay costs from £90 for the first day plus £15 per space per day thereafter.

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Storage of Vehicles by Garage Owners

- 2.26 Under current legislation, businesses are restricted from undertaking repair works on the public highway for safety reasons.
- 2.27 Since the introduction of Controlled Parking Zones, operators of some car repair garages have made requests for special parking allocations on the street outside their premises to store vehicles awaiting repair or collection. Provision of on-street parking for storage of vehicles by garages would place additional pressures on existing residential parking and could encourage garages to undertake works on the public highway. The council has therefore decided that it will not issue special permits to garages.

Large Vehicles

- 2.28 Large vehicles can cause obstructions for vehicles and pedestrians, reduce sight lines, and detract from the appearance of local streets. Restrictions on vehicle dimensions for residents and business permits are therefore in place to avoid very large vehicles parking on-street, especially on residential streets. Only vehicles under five metres long and 2.5 metres high are eligible for any permits. In some of the older CPZs in the south of the borough, longer vehicles are allowed but they must not have seating capacity for more than 12 people. Parking attendants are able to issue tickets to vehicles that are clearly larger than the maximum dimensions, and the permit for that vehicle can be withdrawn.
- 2.29 However, the current permitted dimensions set out in the traffic management orders are slightly smaller than many modern vehicles. The council will retain the existing thresholds, and will not normally grant any exemptions to this requirement. However, some flexibility can be given to deal with those vehicles that are only slightly over the permitted dimensions. Exceptions will be considered if:
- the vehicle is only slightly over the standard i.e. less than half a metre
 - the vehicle has a seating capacity of less than twelve people
 - the owner does not have any practical alternative to parking it on street
 - the vehicle does not cause a visual or physical obstruction, or impact adversely on visual amenity
 - the vehicle can be accommodated within a defined parking bay

Waiting And Loading Restrictions

Temporary Waiting Restrictions

- 2.30 The council can occasionally introduce temporary waiting restrictions. However, a temporary Traffic Order is required. Most commonly, these restrictions are required for programmed events such as resurfacing works or special events. Before being introduced, public notices must be displayed to inform the public of the temporary restriction.
- 2.31 The amount of notice given prior to introduction of the temporary restrictions varies, although the council attempts to give all those concerned as much notice as possible. Press advertisements are the legally required form of notice. Under normal circumstances, and as most occurrences are due to planned events, the council also aims to erect advisory public notices at least five working days before the temporary restrictions come into force. It is also endeavouring to ensure that larger, more visible notices are used instead of the statutory paper notices that can be easily overlooked.
- 2.32 Enforcement can take place but only during the hours of operation and for the restrictions stated in the Temporary Traffic Order.

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Mandatory School ‘Keep Clear’ Markings

- 2.33 Ensuring the safety of children attending schools in Islington is a top priority. The council is committed to meeting the national and London wide target of halving the number of child casualties by 2010 and this is a key priority in the council’s Road Safety Plan. One of the main ways in which the council can reduce the number of accidents involving children is to ensure that areas close to schools are kept clear of parked vehicles. This ensures that passing vehicles can see children wishing to cross the road.
- 2.34 School ‘keep clear’ markings, or zigzags, provide a clear indication of where parking is banned outside schools during their hours of operation. No stopping is allowed on zigzags, even to pick up or drop off children. At the moment, not all schools have ‘keep clear’ markings although the council has a programme to roll-out mandatory zigzags to all schools that need them by 2005. The council will also ensure that these restrictions are properly enforced. Sometimes zigzags are provided in conjunction with other parking restrictions such as double yellow lines. However, the periods during which the two sets of restriction are in force may differ. Care must be taken to ensure that people comply with both sets of restrictions.

Parking at Primary Schools and Nurseries

- 2.35 The council’s overall approach is to encourage people to consider safe alternatives to the car for the journey to school or nursery. This is beneficial for the child’s physical well being as well as the local environment around nurseries and schools. It is also an effective means of reducing traffic volumes and tackling traffic congestion during peak periods. To this end, the council has one of the largest and most successful Safer Routes to School programme in London. It has also developed a programme to deliver school travel plans to all schools in the borough.
- 2.36 People escorting their child into school or nursery must park their vehicles legally, for example, by using short-stay paid parking bays if appropriate. When designing new Controlled Parking Zones the council will seek to provide an appropriate number of short stay paid parking bays around schools and nurseries wherever possible.
- 2.37 The council allows people to park for five minutes on yellow lines outside schools and nurseries to escort children into the building. This policy only applies if no other alternative short-term parking facilities are **available for use**, if the person is parked in a safe place, and is not causing an obstruction. This does not allow anyone to park on the mandatory keep clear markings around schools (“zig-zags”).

Waiting and Loading Restrictions in Cycle Lanes

- 2.38 The convenience, safety and security of cyclists are important factors in the design of all our traffic schemes. The council will continue to work closely with the Islington Cycle Action Group to develop programmes for new cycle facilities and consult on proposals for new traffic schemes. Cycle theft is a particular problem in Islington and the council will work with the Islington Cyclist Action Group to identify and implement solutions.
- 2.39 Inconsiderate parking in cycle lanes can be inconvenient and dangerous for cyclists, especially when this forces the cyclist to enter the flow of oncoming traffic.
- 2.40 No parking of any kind is allowed in mandatory cycle lanes.
- 2.41 These are separated from the main carriageway by a thick, solid white line.

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- 2.42 Waiting and loading is allowed in advisory cycle lanes, although it may be restricted at certain times of the day. Advisory cycle lanes are separated from the main carriageway by a thick dashed white line.
- 2.43 Owing to the high pressure on kerb and road space in Islington, converting all advisory cycle lanes to mandatory ones is unlikely to be feasible. However, the council will look at each location on a case-by-case basis.

Waiting and Loading on Red Routes

- 2.44 Waiting and loading restrictions on Red Routes are different from those on other roads in the borough, and are indicated using red and white lines and boxes. In summary, the controls used on Red Routes are:

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

Enforcement of waiting and loading restrictions on Red Routes has recently been transferred from the Metropolitan Police to Transport for London. The penalty charges are the same as for Islington's streets – £100 or £50 if paid within 14 days.

Loading Bays

- 2.45 There are currently a total of twelve enforceable Loading Bays on borough roads located in Fonthill Road, Wells Terrace and Biggerstaff Street. Loading bays are legally similar to yellow lines; they permit general motor vehicles to load or unload. Drivers must show that loading or unloading is taking place for the duration of their stay. Parking, even for Blue Badge holders, is not permitted in these bays.

Review of Waiting and Loading on Borough Roads

- 2.46 When it implements or reviews CPZs the council reviews waiting and loading restrictions at the same time. It aims to balance the needs of local residents and businesses as well as the need to ensure that journey times for emergency vehicles and buses are maintained.

Short-Stay Paid Parking

- 2.47 Short-term paid parking in the form of Pay & Display bays is provided throughout Controlled Parking Zones particularly for people visiting shops and businesses. The council is allowed to charge for this parking. It can also vary charges in order to ensure that the turnover of spaces meets local needs. For example, prices are set to deter commuters who could occupy a space for the whole day to the detriment of local shoppers and traders.
- 2.48 The level of charges has recently been considered in the Fees and Charges 2005 - 2006 review, and five different tariffs have been agreed. Charges are intended to maximise the turnover and occupancy of bays in line with local circumstances. As a rule of thumb, Government guidance indicates that charges should be increased if the utilisation of a bay is over 85%. If occupancy is shown to be significantly above appropriate levels, the council will consider raising charges.

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2.49 The current tariffs are £1.20, £2.00, £2.40, £3.00 and £3.60. The different rates are a response to the varying pressures on parking across the borough, and the level of charges in adjoining boroughs. Charges are generally higher to the south of Pentonville Road/City Road and in the Upper Street corridor where pressures are greatest.

2.50 Blue badge holders may park free of charge and without time limit at Pay & Display bays.

Special Permits

2.51 There are a large number of users who have specific parking requirements that cannot be catered for by the general arrangements that are described above. They include:

- disabled people
- emergency health workers and social services staff carrying out similar duties
- teachers
- users of powered two-wheelers
- street traders
- taxi ranks
- diplomatic missions

This section describes the criteria that must be satisfied by those groups who may be eligible for special parking arrangements. Details of fees are given in the annex of this Parking Plan.

Parking for People With Disabilities

2.52 One of the council's key objectives is to reduce and remove those barriers which prevent certain groups within our society from making full use of the facilities and services available to them. One group particularly affected by these barriers are people with disabilities. The council is setting up a forum to consult disabled people on transport issues including parking.

Please contact Linda Brosnan for further details (linda.brosnan@islington.gov.uk or 020 7527 3017).

2.53 The council participates in the international Blue Badge scheme which was introduced in 2000.

The Blue Badge scheme

2.54 The Blue Badge scheme is a national arrangement of parking concessions for people with permanent severe walking difficulties, and who travel either as drivers or passengers. The scheme also applies to registered visually impaired people, and people with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. It allows badge holders to park close to their destination. Once issued, badges remain valid for three years, at which time a reassessment of the holder's needs is made to see if the badge should be renewed.⁴ The Blue Badge scheme is administered by the Parking Service.

The Permit Manager is Partha Das and he can be contacted on 020 7527 6106 email address partha.das@islington.gov.uk

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- 2.55 The scheme is operational on all of Islington’s public roads but the scheme does not apply:
- on private roads (such as those on public or private housing estates)
 - in off-street car parks (although some may provide special spaces for disabled people)
 - in central London (the City of London, Kensington & Chelsea, Westminster and the southern part of Camden) and in certain other town centres, where access is prohibited or limited to vehicles with specially issued local permits
- 2.56 Blue Badges are issued by the council, in line with Government guidance, to “a disabled person of any prescribed description resident in the area of the issuing authority for one or more vehicles driven by him or used by him as a passenger.”⁵
- 2.57 To be eligible, the applicant must:
- receive the higher rate of the mobility component of the Disability Living Allowance
 - receive a War Pensioners’ Mobility Supplement
 - use a motor vehicle supplied for disabled people by a Government Health Department
 - be registered blind
 - have a severe disability in both upper limbs and regularly drive a motor vehicle but cannot turn the steering wheel of a motor vehicle by hand even if that wheel is fitted with a turning knob
 - have a permanent and substantial disability and be unable to walk or have very considerable difficulty in walking
- 2.58 The badge entitles holders to special concessions only if it is displayed in the windscreen of vehicle in which they are travelling. The use of Blue Badges is only permitted if the disabled person to whom the badge has been issued is a driver or passenger in the vehicle at the time of the parking.
- 2.59 The parking concessions available are detailed in the Department for Transport leaflet “The Blue Badge Scheme”. The council offers an extra concession permitting badge holders to park for an unlimited period in residents’ bays, with the badge displayed. Table 1 sets out the available concessions in full.

Table 1: Blue Badge Concessions in Islington

Type of parking	Concession for Blue Badge holders
Pay & Display bay	Park free of charge without time limit. The badge must be displayed.
Resident’s Permit bay	Park free of charge without time limit. The badge must be displayed.
Single yellow line	Park free of charge for up to three hours (except where there is a ban on loading or unloading shown by yellow ‘stripes’ on the kerb above the yellow line. The times of the loading ban are shown on a white sign beneath the yellow ‘no parking’ sign.)
Double yellow lines	As above.
Zigzags	No parking allowed
Single / double red lines (on Red Routes)	No parking allowed. Picking up or setting down on red routes is permitted.
Loading / unloading bays (on Red Routes)	Parking allowed in some bays (refer to signs) for maximum of three hours

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- 2.60 When the length of stay is restricted, a “clock” must be displayed with the Blue Badge and set to indicate the arrival time. Outside of the loading ban times, normal Blue Badge rules apply on single or double yellow lines. Stopping briefly to set down or pick up passengers is allowed even if there is a loading ban or on a Red Route.
- 2.61 Under the Road Traffic Act 1991 vehicles displaying a current and valid Blue Badge are exempt from wheel clamping. Although there is no similar statutory exemption from removal of vehicles, the council recognises that people with disabilities are frequently heavily or completely reliant upon their vehicles and that removal of the vehicles can cause them great distress.
- 2.62 The council does not remove vehicles displaying a valid Blue Badge unless there are emergency, security or ceremonial reasons or the vehicles are causing a serious safety hazard or obstruction. This is in line with Government guidance.⁶ If removal is absolutely necessary, and the driver of the vehicle cannot be located within a reasonable time, the vehicle will be moved to a position nearby where there is no hazard or obstruction. Whenever possible, a message will be left for the driver indicating where the vehicle is located. Only as a last resort, and where there is no better position nearby, will a vehicle be moved to a pound. In that case special recovery arrangements are made and normally the recovery fee will be waived.
- 2.63 Sadly, misuse of Blue Badges is becoming more common, as is the theft and illegal duplication of Badges. Any misuse of a Badge is an offence and the badge can be withdrawn if it is misused or others are allowed to misuse it. Specifically, it is a criminal offence:
- for non-disabled people to use a badge – if they do so, they are liable to a fine of up to £1,000; or
 - to drive a vehicle displaying a Blue Badge unless the badge holder is in the vehicle, or the vehicle is being driven to or from an area which is accessible only to vehicles displaying a Blue Badge in order to pick up or drop off the holder.⁷
 - The council has set up a unit to investigate disabled badge theft and abuse and to carry out prosecutions.
- 2.64 Because the Badge relates to an individual rather than a specific vehicle, it is difficult for the council's Parking Attendants to establish if badges are being misused and the council therefore relies on holders respecting the terms of use of the Badge.
- 2.65 As the concessions offered by Blue Badges are considerable, they are particularly valuable and therefore prone to theft whilst being displayed in vehicles. These badges are then used illegally, duplicated or sold on. The Badge does not show a vehicle registration number and thus any vehicle may be used. This is useful to badge holders who are passengers and rely on transport from a number of sources. It is not obvious however that the Badge has been stolen until the owner notifies the council. If a Parking Attendant suspects that a Badge is being illegally used, they will issue a Penalty Charge Notice. They may also remove the vehicle in order to confiscate the Badge.
- 2.66 Many disabled people have told the council that their Badge is especially prone to theft when it is displayed overnight in a vehicle outside their home. The council is therefore looking at the permit systems that have been recently introduced in Camden and Tower Hamlets to see whether a similar scheme can be applied in Islington. In the meantime, the council has decided to issue local Blue Badge holders with a free residents' permit. This will enable the holder to park outside their home without having to display their Blue Badge.

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- 2.67 In Islington, Blue Badge holders are able to park for free in residents' bays. Disabled bays are therefore not normally designated within controlled parking zones. However, if parking places are regularly full, and the applicant cannot usually park within a reasonable distance of their home, the council will consider providing a disabled parking bay close to the applicant's home.
- 2.68 Disabled bays may also be designated within Islington for badge holders close to their place of work.
- 2.69 Bays are currently enforced only between 08:30 and 18:30 Monday to Saturday. However, the council is considering how bays can be enforced 24 hours a day, seven days a week through greater deployment of resources and installing dedicated bays (see below).
- 2.70 The disabled parking bays that Islington council provides may be used by any Blue Badge holder, not simply the person who originally requested that the bay is provided. In some cases, the intended user may find that other users regularly occupy their nearest bay. In these circumstances, the council will consider whether provision of an additional bay is required.
- 2.71 Some residents have asked for personal disabled bays. Until recently, legal advice states that this was not possible although more up to date advice indicates that it is. The council has therefore decided to make these bays available where necessary.
- 2.72 Applications for Disabled Person Parking Places are considered after consultation with the Metropolitan Police and other bodies.
- 2.73 The location of a parking bay must not cause an obstruction of the Highway, or a danger to other road users.

Health Emergency Badge

- 2.74 The Islington area is covered by the Association of London Government scheme for emergency health workers. Doctors, nurses, midwives and health visitors who are regularly engaged in urgent or emergency health care away from their normal base are entitled to use a Health Emergency Badge (HEB). Badges must be applied for by the practice/department manager responsible for the staff who will use the badge. The badge may only be used when visiting patients in the home or away from the badge user's normal base. The badge is not valid for clinic visits, parking in doctors' or hospital bays, or for non-urgent or non-emergency care.
- 2.75 Any general practice, trust department or clinic may apply for badges if they employ staff whose work involves visits to the home for the provision of emergency or urgent healthcare. This includes doctors, nurses, midwives and health visitors; it excludes other para-medical professions such as physiotherapists, chiropodists, occupational therapists etc. Applications should be made at one time for all the badges required for all the relevant staff at the practice/trust/clinic.
- 2.76 Applications should be made for the minimum number of badges necessary for example, where there are twenty community nursing staff in an oncology department, but only four or five are likely to making home visits at any one time, only five badges should be applied for by that department manager. The badge may be used by any eligible member of staff in any vehicle. It is the responsibility of the practice/ department/team manager to allocate the badges to staff as appropriate. Once allocated, the badge is valid for two years.

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- 2.77 It should be noted that the HEB scheme does not apply:
- on private property (eg housing estates) or private roads
 - on the Priority 'Red' Route Network
 - to serious parking offences for example vehicles left causing obstruction, positioned dangerously, parked on the pavement or on zigzag markings
 - if the holder is not responding to an urgent or emergency situation or responding to a call they think may develop into one⁸

- 2.78 Application or queries about this scheme should be made to:

HEB Scheme Coordinator
 ALG Transport & Environment Committee
 New Zealand House
 80 Haymarket
 London
 SW1Y 4TE
 Telephone: 020 7747 4749

Social Services Permit

- 2.79 In 2003, the council decided to issue a very small number of special permits to council social services staff who are designated as essential car users and who are engaged in carrying out activities that were previously carried out by emergency health workers. The permits are issued by the council and use exactly the same eligibility criteria as the Health Emergency Badge scheme. This is the only special permit that is issued to council staff.

Parking Facilities for Doctors

- 2.80 Since the mid 1970s Islington council has provided parking bays for doctors in congested areas or in Controlled Parking Zones to enable them to have a vehicle to hand to attend emergencies. The parking bay should not to be used to facilitate commuting, or for the convenience of the doctor. It should be used to park vehicles to deal with life-threatening or similar emergencies. A bay is available for any of the vehicles registered to the practice, providing they display the relevant permit. Charges have recently been agreed as follows:
- parking bay per year £1,500
 - annual doctor's parking permits £120
- 2.81 After two years, a practice must apply to continue using the bay. Doctor's bays are enforceable between 8am and 8pm seven days a week.
- 2.82 Doctor's parking bays are only considered where there is a proven need and where this can be achieved without any adverse effect on other traffic or road users. The following criteria must be met for a bay to be installed:
- the bay is for vehicles regularly making emergency calls
 - only one bay will normally be provided per practice (but see below)

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- the council should be satisfied that applicants cannot normally find suitable on-street parking space and that no public or private garage or other off-street parking facility is available within a reasonable distance of the practice
- the siting of the bay will be determined in the light of traffic conditions after consulting with the Police and London Buses. A bay will not be provided where waiting or loading is prohibited unless it can be accommodated without affecting traffic movement and safety
- the bay will be located as close to the practice as possible but it may not necessarily be immediately outside or on the same side of the road, or even in the same street
- the bay may be withdrawn at any time if any of the above criteria are no longer met

2.83 Some local doctors have indicated that their practice has a need for a second bay to deal with concurrent call outs of medical staff. The council will work with the local Primary Care Trust to develop criteria for the allocation of additional bays. The criteria will be based on numbers of call-outs and numbers of patients. These bays will only be provided where they are needed to facilitate patient care. Any second bay will be charged at the same rate as the first bay.

Parking for Teachers

2.84 The council is currently developing a programme of school travel plans at local schools. The council will work with local schools to identify and promote safe and convenient alternatives to the car for all members of the school community. Nevertheless the council recognises that in special circumstances, school teachers may need to use their cars and as part of its user-friendly policy the council does allocate some permits at local authority schools.

Car Clubs

2.85 Car clubs reduce the need for people to own their own cars by providing the borough's residents, businesses and employees with access to conveniently located, high-quality, environmentally-efficient vehicles on an affordable "pay-as-you-drive" basis. The council supports car clubs because they have been found to significantly reduce car use as well as demand for on-street parking space in other cities.

2.86 Islington council is a part of the London City Car Club consortium and has signed a partnership agreement with six other boroughs and the car club operator Smart Moves Ltd. The agreement states that Islington council will provide on-street car club parking bays only for the London City Car Club until the agreement expires at the end of March 2006. Islington council has established a new parking permit for car club vehicles. One car club parking permit is issued per car club parking bay, and a charge of £20 per year has been established. These arrangements are likely to change once the partnership agreement has expired, and procedures will be put in place to facilitate multiple operators in the borough.

2.87 The first on-street car club spaces in Islington were introduced in 2003 on Highbury Crescent. Additional bays are currently being rolled out, and the council is working towards establishing car club parking bays within a 5-10 minute walk of most residences in the borough within the next few years. Suitable dedicated car club bays will be identified and installed and/or converted in Controlled Parking Zones subject to consideration of consultation responses. Car clubs will also be expanded by seeking S.106 contributions to pay for free first-year car club membership for residents of car-free and low-car housing developments as well as to pay for on-street parking bays near the developments.

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Powered Two-Wheelers

- 2.88 In recent years, there has been an increase in the number of motorcycles and scooters owned by local residents and used by others to visit the borough. Since the introduction of the Central London Congestion Charging Scheme, the level of usage has grown very rapidly indeed.
- 2.89 Motorcycles and scooters bring some benefits in that they take up less road space than cars, and can be more environmentally friendly in terms of emissions. However, the council remains concerned by the high number and severity of accidents involving powered two-wheelers.
- 2.90 There are currently a number of motorcycle parking places in Islington, mostly in established sites in the south of the borough. These bays are primarily intended for use by visitors to the area rather than residents.
- 2.91 Motorcycle Parking Areas are areas marked out as 'solo motorcycle only'. Yellow lines normally continue through these motorcycle parking areas to indicate waiting restrictions to cars and other vehicles. There is currently no charge and no time limit for motorcycles parking in these areas in Islington.
- 2.92 As the implementation of Controlled Parking Zones has moved north, parking provision for powered two-wheelers has not been as extensive. However, the council accepts that it is desirable to continue to make this facility available to encourage an efficient use of road space.
- 2.93 Riders may park their motorcycles in Pay & Display bays although the rider is subject to the same charges as a car occupying the entire bay. Where solo motorcycle bays are in short supply, such bays may provide the only viable parking location for motorcycles.
- 2.94 Consultation with user groups indicates that there is a serious problem of theft of pay and display receipts displayed on motorcycles in Pay & Display bays. The council will work with user groups to identify the best way forward, although payment for the use of bays will still be required.
- 2.95 Motorcyclists living in a Controlled Parking Zone are, like car drivers, entitled to purchase a resident's parking permit allowing them to park their motorcycle or scooter in a residents' parking bay within their zone. Permits for motorcycles cost £35 a year. Motorcycles with sidecars are subject to the same charges as cars. Residents can also apply for visitor permits for motorcycles, the charge being the same as that for cars. Like other residents, powered two-wheeler riders are only eligible for a single permit, be this for a car, motorcycle, scooter or other vehicle. As new CPZs are introduced, residents will be eligible for a second permit for their motorcycle or scooter, although they will have to pay the full charge for both permits.
- 2.96 Like cars, permits must be displayed so as to be clearly visible to a Parking Attendant. However, like Pay & Display tickets, it is difficult to display a valid powered two wheeler permit, or visitor voucher, without the risk of theft. This in part is due to the fact that, traditionally, the permits have been square whereas the tax disc holders used by most riders, are round. In response to this issue, the council now offers round residents' parking permits to riders of powered two-wheelers.
- 2.97 Motorcycles and scooters are more susceptible to damage and theft than most other vehicles. In response to this, some riders illegally park their motorcycle or scooter on the pavement where it is away from other vehicles and can be securely chained to a railing or lamp post. To avoid this situation, the council endeavours to provide additional parking within Controlled Parking Zones when controls are drawn up or reviewed and a demand can be demonstrated. It consults residents on the need for motorcycle bays with secure stands when Controlled Parking Zones are proposed.

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- 2.98 Secure parking provision for motorcycles and scooters is important. The council is currently experimenting with security fixtures within new motorcycle parking areas. These enable bikes to be chained and offer a greater degree of security. Initial reactions have been favourable. This facility may, subject to funding, be extended.

Taxi Ranks

- 2.99 The Public Carriage Office designates taxi bays, but Islington council provides and maintains the carriageway markings. All taxi ranks are signed with a “no stopping except taxis” sign to prohibit illegal parking by other vehicles, including minicabs illegally plying for trade.

Street Traders

- 2.100 Around some of Islington’s markets, such as Chapel, Exmouth and Whitecross Markets, it is difficult for street traders to find locations to park their vehicles which do not contravene existing parking regulations. At present, traders may apply for parking permits to park their vehicles outside the market.
- 2.101 During February 2004, the council undertook a trial, in Whitecross Street, of a new approach whereby traders could park their vehicle on market pitches providing they are associated with their stall. These vehicles had to display a second street trading license showing the vehicle registration and pitch number. Both the licenses could be revoked if abused. The trial has proved successful and is being extended.
- 2.102 The council recognises that there may be special circumstances, where market traders need to be allowed to purchase a business permit to trade in enclosed areas.

Diplomatic Bays

- 2.103 Some bays are designated for the exclusive use of the diplomatic community. They are marked with a diagonal cross in the box and a sign. Vehicles with diplomatic registration plates may park without restriction in these bays. However, bays are not allocated to particular embassies.

Footway Parking

- 2.104 Parking on footways causes problems - parked vehicles obstruct pedestrians and are a hazard to disabled, visually impaired and older people and those with buggies and pushchairs. Footway parking can also cause damage to the pavement and pipes and cables beneath it. Pavements are not designed to take the weight of motor vehicles. Vehicles illegally parking on the footway cause considerable damage to the borough’s pavements that is costly to repair.
- 2.105 Footway parking is an area where London is different from the rest of the country. Outside London, if parking on a footway or verge is prohibited there must be a sign indicating the prohibition. In London, footway parking is banned under the London Local Authorities Act 2000 unless a location is specifically exempted and signs indicate you may park partially or wholly on the footway. The ban applies at all times of day and night, every day of the year. Vehicles parked on the footway may be issued with a penalty charge notice and may be removed and or clamped, even if only one or two wheels are on the pavement.
- 2.106 Under the Road Traffic Act 1991, the parking of vehicles on the footway became a decriminalised offence and the council is therefore able to enforce the footway parking ban.

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2.107 The ban covers any part of the public highway that is not carriageway. This includes pavements, grass verges, central reservations, traffic islands, and parts of the pavement that link private property with the road (crossovers). Any vehicle parked with one or more wheels on any of these areas is liable to receive a PCN unless fully parked within an exempted footway parking area.

2.108 Footway parking bans also apply to motorcycles.

Exemptions from footway parking ban

2.109 Parking on the footway is not allowed anywhere in Islington except on sections of Malvern Terrace, Hornsey Lane, and Warters Close.

2.110 A blue sign showing the letter 'P' and a car parked on the pavement indicates these, and white bay markings indicate where you can park. There is no exemption from the footway parking ban for Blue Badge holders.

2.111 Additional footway parking will not be considered unless:

- a minimum clear carriageway width of at least 4 metres is retained
- carriageway widths cannot accommodate vehicles parked wholly on the carriageway, on both sides, and still retain the clear width set out above
- the footway width is sufficient to permit exemptions and retain a minimum footway width of 1.8 metres
- there is little or no private off-street parking space reasonably available
- obstruction of sight lines, crossovers, bus stops, statutory undertakers plant etc. can be avoided
- access to sites and through pedestrian routes can be maintained
- the demand for parking is such that additional parking is thought appropriate

2.112 In assessing requests, consideration will also be given to safety issues, traffic levels and levels of existing parking

2.113 Outside these specific locations, and in exceptional circumstances, vehicles may be allowed to stop on the footway briefly for the continuous loading of a large quantity of bulky goods to adjacent premises. This exemption only applies if:

- the vehicle is not causing an obstruction to pedestrians
- there is no loading ban in place
- there is no alternative to parking on the pavement (e.g. stopping on the road would cause an obstruction)
- the vehicle is not left unattended

Lorry And Coach Parking

2.114 Problems arise when lorries are parked on-street for long periods or overnight. The former Greater London council decided to restrict the use of heavy goods vehicles, to improve the environment for Londoners. In 1974 regulations were introduced whereby commercial vehicles are banned from waiting overnight. Vehicles of a maximum gross weight which exceeds 5 tonnes are banned from parking in any restricted street, between the time of 6.30 pm on any one day and 8 am on the following day. Islington council will continue to enforce the London-wide ban on overnight parking.

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Coach Parking

- 2.115 In Islington, demand for coach parking is concentrated in a small number of locations such as hotels and tourist attractions, and Arsenal Football Club. Space to accommodate additional coaches either on or off street is highly limited and is only likely to be permitted in exceptional circumstances.

Parking Enforcement

Enforcement Duties and Principles

- 2.116 The council is responsible for the enforcement of decriminalised on-street parking restrictions on most streets in the borough. A private company - NCP provides parking enforcement services on behalf of the council. Enforcement of Red Routes is the responsibility of Transport for London, which has recently taken over responsibility from the Metropolitan Police.
- 2.117 The council also has powers to charge for the removal, storage, and disposal or immobilisation of vehicles in contravention of certain parking regulations.
- 2.118 The council ensures that, while sufficient resources are deployed to ensure a satisfactory level of compliance within Controlled Parking Zones, adequate provision is also given in all areas of the borough to:
- ensure the unobstructed movement of buses
 - ensure the safe and free movement of other traffic
 - minimise the impact of car parking on other road users
- 2.119 The council abides by a London-wide Code of Practice relating to on-street parking enforcement laid down by the Association of London Government.⁹ The council has also adopted a set of principles by which enforcement will be guided. These have been defined by the Greater London Authority and are:
- fairness in applying the law and securing compliance;
 - targeting of enforcement action;
 - consistency of approach;
 - transparency about what enforcement action is taken and why;
 - recognition that effective partnerships are needed.¹⁰

Exemptions from Parking Controls

- 2.120 Enforcement is carried out on a fair and equitable basis. Parking Attendants cannot enforce selectively against vehicles, and legally the council must enforce all the controls that it designates. Exemptions are listed below:
- 2.121 **Emergency vehicles** – Emergency vehicles and any vehicles in the service of the fire, police or ambulance services are exempt from parking controls.
- 2.123 **Weddings and Funerals/ Places of Worship** – Parking Attendants will not normally enforce against:
- the lead vehicle at funerals either at home or at a place of worship
 - vehicles waiting to follow funeral corteges
 - the lead vehicle at weddings

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- 2.124 However, funeral and wedding vehicles should not cause an obstruction, or create a risk to other road users. As far as possible, vehicles should clearly identify that they are waiting for this purpose. Parking Attendants are required to act sensitively on these occasions.

Further information can be obtained from:
 Islington Parking Services
 PO Box 16780
 London, EC1V 9HX
 (Telephone 020 7527 1414)

When implementing and reviewing CPZs the council will provide appropriate levels of paid short stay parking around places of worship where appropriate.

Penalty Charge Notices (PCN) and Other Charges

- 2.125 Penalty charges are used to achieve compliance with parking controls. At meters and Pay & Display bays, this means compliance with the permitted maximum length of stay and the relevant parking charge. On yellow lines and in residents' and other designated parking places, this means compliance with regulations regarding what vehicles can park, and at what times. In 1998, the Secretary of State recommended that penalty charges should be set at levels that achieve a high degree of compliance with the controls.¹¹
- 2.126 A summary of penalty charges and other charges is given in Table 2 below. The penalty charges shown are set in agreement with the ALG. The council applies 'Band A charges' which are standard across central and inner London. All neighbouring boroughs with the exception of Haringey also use 'Band A' charges. Streets that straddle the borough boundary into Haringey are included in the lower PCN band.

TABLE 2: PCN and Other Charges for 2004/05

Type of charge	Penalty
PCN 'Band A'	£100
PCN 'Band B' (streets partly in Haringey)	£80
Release from wheel clamp	£65
Removal to pound	£150
Daily storage at pound	£25

*A discount of 50% is available on PCNs if paid within 14 days

PCN Processing

- 2.127 When a PCN is issued, the recipient is given an opportunity to pay the charge at a discounted rate if paid within fourteen days after the date of issue. It is a statutory requirement for Local Authorities to comply with certain procedures laid down in the civil debt recovery process, and to issue the following notices.

Notice to Owner: If following 28 days the PCN has not been settled a Notice to Owner is issued to the registered keeper. It requests payment in full and warns that if payment is not received within 28 days a

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Charge Certificate will be issued, increasing the penalty by 50%. It also explains how to make a representation against the PCN and on which grounds. Any representation must be made within 28 days.

Charge Certificate: If the PCN remains unpaid, a Charge Certificate is issued 28 days after the Notice to Owner. This notifies the keeper that the amount outstanding has increased by 50% and warns that the amount will be registered as a debt with the County Court, if not paid within 14 days.

- 2.128 If no payment is received following the issue of the Charge Certificate, the council will register the charge as a debt at the County Court. Subsequently a Warrant of Execution may be granted and the case will be put in the hands of bailiffs who will add their own costs of recovery, to the outstanding penalty charge, for recovery.

Representations and Appeals

- 2.129 Motorists wishing to object to the issue of a Penalty Charge Notice must do so in writing. This correspondence is known as a Representation. The council processes all representations in line with applicable legislation.
- 2.130 Motorists who are not satisfied with the decision made may appeal to the London-wide independent Parking and Traffic Appeals Service.

Wheel Clamping and Removal

- 2.131 The Road Traffic Act 1991 gives the council powers in relation to wheel clamping and removal. The council already had the power in the Removal and Disposal of Vehicles Regulations to remove vehicles from designated parking places but the 1991 Act also allowed the council to charge for these removals, and for any associated storage and disposal action. The Act also empowers the authority's attendants to wheel clamp vehicles.
- 2.132 With the exception of vehicles displaying blue badges, and diplomatic vehicles, any vehicle which has been issued with a PCN can be clamped or / and removed. In most cases, the vehicle can be clamped or removed at the same time and as soon as the PCN has been issued. The exception to this rule is that vehicles cannot be clamped or removed until 15 minutes after a pay & display ticket expires.
- 2.133 Whilst wheel clamping is a useful way of strengthening enforcement, in some circumstances, immobilising a vehicle can create a hazard or obstruction to traffic. Clamping a vehicle may also reduce parking opportunities for other drivers seeking short-term on-street parking. However it is felt that the deterrent effect of wheel clamping greatly outweighs the loss of a particular space.
- 2.134 Drivers or owners of removed vehicles need to know where to find their vehicles and what steps they should take to recover them. In the absence of an indication of the action taken at the point of removal, they will be unsure whether the vehicles have been stolen, and will not know who has taken the vehicle. In many cases, they will not know which local authority area the vehicle has been removed from.
- 2.135 Islington council participates in the London-wide TRACE system for tracking removed vehicles. The system works extremely well and the Association of London Government has set exacting service standards for dealing with motorists' telephone calls.

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Priorities for Clamping and Removal

- 2.136 As clamping or removing a vehicle is likely to involve the employment of scarce resources, the council has established priorities for both clamping and removing vehicles. This gives a greater level of priority to removing vehicles that are parked in a dangerous position or causing an obstruction. The Parking Attendant or their controller, decides on the priority for affixing a clamp or removing the vehicle based upon the table shown below:

Table 3: Priority For Removal Or Wheel-Clamping Of Vehicles

Priority	Criterion	Comment
1	Dangerous position	Clamping will not be used. Removal must be undertaken
2	Serious obstruction	Clamping will not be used. Removal must be undertaken
3	Serious parking infringements	Normally the vehicle will be removed but in exceptional circumstances could be clamped and then removed
4	Permit parking infringement	Vehicles may be clamped or removed. Clamping should only be used if there is spare capacity within the parking bay
5	Clamped vehicles remaining on the street	Clamped vehicles will not be left clamped for more than 24 hours
6	Other parking infringement	Vehicles may be clamped or removed but will normally be clamped
7	Persistent evaders	High priority for wheel-clamping/removal

- 2.137 Vehicles belonging to owners who are persistent evaders of charges will be a high priority for clamping and removal. When an attendant encounters a persistent evader committing another parking infringement, then further enforcement action must be requested. Furthermore should an attendant identify an evader who has also unclamped themselves, a removal will always be ordered.

Diplomatic Vehicles

- 2.138 Some special parking enforcement arrangements apply to vehicles with diplomatic registration plates. These plates include “D” Registration Plates (which indicate that the owners of the vehicles are entitled to diplomatic immunity), personalised diplomatic registration plates (which are sometimes issued for the official cars of Heads of Diplomatic Missions, who have full diplomatic immunity) and “X” Registration Plates (which indicate that the owner is entitled to limited diplomatic immunity).¹² Vehicles carrying these plates can be issued with PCNs in the same way as any other vehicle.
- 2.139 However, diplomatic vehicles may not be wheel clamped in any circumstances and may only be removed as a last resort when such action is necessary to relieve obstruction or danger to other road users and where the driver cannot be located quickly. In these cases, the vehicle will be removed to a more suitable location within the immediate vicinity, and, where possible, a message will be left indicating where the vehicle can be found. Removal to a car pound will be avoided if possible.¹³

Parking at Bus Stops and in Bus Lanes

- 2.140 Islington council has worked with Transport for London to implement the London Bus Priority Network, the aim of which is to improve the reliability, comfort and safety of bus travel in London. The introduction of low floor, wheelchair accessible buses has strengthened the importance of keeping bus stops clear to permit access to the kerbside for buses. Bus stop clearway orders have been prepared for all stops on the network.

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- 2.141 Illegally parked vehicles can greatly inconvenience bus users. Even a single illegally parked vehicle can wholly negate the benefit of a bus lane. Bus lane enforcement has formerly been a matter for the Police. However, the application of waiting and loading restrictions in bus lanes means that decriminalised parking offences can be enforced by the council's Parking Attendants.
- 2.142 The full benefits of bus lane provision can only be attained when bus lanes are kept free of prohibited moving and stationary vehicles. The council intends to give increased attention to enforcement of bus routes, as part of - and funded by - the London Bus Initiative.

Temporary Suspension of Parking Bays

- 2.143 From time to time, it is necessary to suspend one or more parking bays in order to carry out maintenance of equipment, the highway itself or to gain access to infrastructure under the carriageway. The council has the power to suspend parking places. Reasons for suspensions include filming, building works, and works by public utilities. Currently, applications and payment should be received by Parking Services at least 14 working days in advance of the suspension date. The exception to this is in emergencies, where it may be possible for suspensions to be arranged at shorter notice.
- 2.144 Upon suspension of one or more bays, a fee is levied by the council to cover the costs of suspending parking places and inspecting them to ensure that the proper use is being made of them. Utility companies are entitled to work on, in or under the highway without suspending a parking place, but if they require the bay to be suspended to gain access they are not exempt from the charge.
- 2.145 The council erects notices warning drivers of the suspension at least ten days in advance of a suspension although in an emergency or when essential works are required, such as a burst water main, less notice may be given. The council has set a target of giving residents and others ten days' notice of a bay suspension.
- 2.146 In situations when the bay to be suspended is one of only a small number of that type in a locality, such as a Blue Badge or car club bay, the council will notify the affected parties in writing.
- 2.147 Enforcement action can be taken against any unauthorised vehicle parked in the bay, including those displaying residents' permits. Vehicles are liable to receive a PCN and may be relocated or removed. Suspended bays may be enforced at any time.
- 2.148 Residents who leave their vehicle legally parked but return after a long period, such as a holiday, to find their vehicle ticketed, clamped or removed will have any mitigating circumstances considered if they can provide evidence to support their claims.
- 2.149 The council provides information regarding suspension of bays with new or reissued residents' parking permit application forms and will post suspension notices on our website.

Treatment of Abandoned Vehicles

- 2.150 The Removal and Disposal of Vehicles Regulations 2002 allows the council to remove vehicles that are deemed to be abandoned after 24 hours without requiring the council to place a notice on the vehicle. The council can also take away your unwanted vehicle **free of charge** if you live in Islington.

For more information, call 020 7527 4814.

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- 2.151 Priority is given to removing vehicles abandoned near schools, parks, and playgrounds, which otherwise pose a threat to public safety or are badly damaged or burnt out.
- 2.152 The cost of removing abandoned vehicles is significant and the council will always seek to recoup the cost of removing and disposing of the vehicle from the rightful owner. Measures are being developed to prosecute offenders under the Refuse Disposal (Amenity) Act. In the case of abandoned vehicles, under the legislation the keeper may be liable for a fine of up to £2,500 and for reimbursement of the council's costs.
- The problem of abandoned vehicles has escalated massively in recent years, largely due to the drop in scrap metal prices.
- 2.153 People often confuse a genuinely 'abandoned' vehicle, which the council has the powers to tackle and remove, with a 'nuisance' and/or untaxed vehicle.
- 2.154 For a vehicle to be classed as 'abandoned' and be dealt with by the enforcement team, it must have an out of date tax disc/absence of tax disc plus at least three of the following:
- it should be a shell
 - burnt out
 - doors open
 - doors missing
 - bonnet open
 - seats and inside fittings missing
 - windows broken/missing
 - windscreen broken/missing
 - wheels missing
 - flat tyres
 - other signs of vandalism
 - evidence of vehicle having been stripped for parts; for example bumpers and tyres missing
 - vehicle full of rubbish
 - signs of a tow rope having been used
 - missing registration plates
 - evidence of vehicle not having moved – birds' mess, dust, weeds, no windscreen wiper marks
 - evidence of neglect and poor condition; e.g. rust, very dirty, scratched, dented
 - vehicle has arrived, and has never been seen in the location before, has now been there 3 days
 - badly parked
- 2.155 If you consider a vehicle to be abandoned you can report it:
- Using Interactive Islington -**
http://webgis.islington.gov.uk/website/Internet/Abandoned_Vehicles/Viewer.htm
- Using the online reporting form -**
<http://www.islington.gov.uk:8080/servlet/ep.app?type=19788&auth=700&st=ANONYMOUS&ut=X>
- Email -** contact@islington.gov.uk
- Telephone -** 020 7527 2000

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- 2.156 Where the vehicle is untaxed, but does not appear to meet the criteria above, it will be dealt with by the DVLA local office:

DVLA
Sidcup VRO
Group 5, Sidcup House
12-18 Station Road
Sidcup
Kent
DA15 7DA
(Telephone: 0800 03252020)

3 Off-Street Parking

Introduction

- 3.1 There are a number of off-street car parks in the borough. Examples include those in Finsbury Square, Upper Street (Business Design Centre and N1 Centre), Bowling Green Lane, Sainsbury's in Tolpuddle Street, and Waitrose and Safeways at the Nag's Head.

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

- its powers in relation to parking on roads within council housing estates
- its powers as the planning authority to set and enforce parking standards and policies for new development

However, the council does not operate any public off street car parks. It does however own one off street car park in the south of the borough. This is leased to a private operator.

- 3.3 From time to time, the borough is blighted by illegal temporary car parks often undercutting on-street parking charges. The council will use its powers as a planning authority to close down such car parks.

Council Estates

- 3.4 The council has decided to deliver housing services to its tenants and leaseholders through a company called an Arms Length Management Organisation (ALMO). The decision will give Islington council tenants and leaseholders a unique opportunity to bring their homes up to modern standards, improving their standard of living and the environment at the same time.
- 3.5 Homes for Islington, (the name of the ALMO) took up responsibility on Monday 5 April 2004. The company is owned entirely by the council and is managed by a Board of Directors, made up of Islington tenants and leaseholders, council representatives and independent members.
- 3.6 The vast majority of roads on council estates have not been adopted by the council as public highways. As such, they fall under the legal regulations relating to private property and therefore the normal rules relating to on-street parking, do not apply. Nor are they part of the Islington Special Parking Area. There are a few exceptions to this rule where some estate roads have recently been adopted.
- 3.7 Most estates have parking bays and/or garages intended primarily for use by estate residents. Residents wishing to park on the estate are required to purchase parking permits that entitle them to sole use of a designated parking bay or garage. Parking elsewhere on estates is not allowed. Some virtually car-free estates exist where parking is only provided for Blue Badge holders and site contractors.

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- 3.8 Demand for parking spaces varies greatly between estates. As a general rule, the proportion of empty bays/garages is much lower in the south of the borough than in the north. There are generally fewer free spaces on estates in the south of the borough and on some estates, there are waiting lists of 3-5 years for a permit. Perceptions of poor security mean that bays/garages on some estates, or in certain areas of estates, are unpopular.

Housing Estate Parking Permits

- 3.9 Permits to park on council estates are currently issued by Homes for Islington, through the six Area Offices, rather than Parking Services (which issues all on-street permits). In the near future, however, the issuing of housing estate parking permits will be centralised in a single location. Permit charges vary between different estates reflecting the varying pressures on estate parking across the borough. Charges are generally higher in the south.
- 3.10 In general, permits are allocated in the following order of priority:
- Blue Badge holders
 - estate residents
 - other council residents, tenants and leaseholders
 - other commercial, business or private householders

Residents' Permits On Council Estates

- 3.11 Current permit charges vary from approximately £3 to £5 per week for a parking bay and up to £12 per week for a garage. Blue Badge holders receive a 50% discount. Permits for bays or garages for non-tenants (either leaseholders living on the estate or residents from elsewhere) incur VAT. Non-residents also pay 50% above the normal permit price.
- 3.12 Once issued, permit charges are collected on a weekly basis with tenants' rent payments and permits are cancelled if tenants are in rent arrears. Permits relate to a specific vehicle. If the resident changes vehicle, they must inform council in advance and provide the necessary documentation.

Visitor Permits on Council Estates

- 3.13 As bays are designated for specific vehicles, it may not always be possible for visitors to park on an estate. In addition, there may be little or no on-street parking available to the visitor in the immediate surrounding area. Homes for Islington is developing a programme of initiatives to make visitor parking more flexible by:
- making some spaces on estates available to visitors by allocating visitor permits to each household (spaces available on a first come, first served basis)
 - providing permit holders with a second permit which entitles another vehicle to park in their own dedicated bay / garage
- 3.14 These pilot visitor parking schemes are currently on trial on Penderyn Way, Miranda, Fieldview Court and Citizen Road Estates. Homes for Islington is also considering further visitor schemes including a combination of the two pilot initiatives.

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Other Housing Estate Permits (Permission to Park)

- 3.15 Temporary permits are made available upon request for contractors, delivery vehicles or in other exceptional circumstances. Where appropriate, a temporary parking bay is allocated as long as obstruction is avoided. Applications for temporary permits are issued by local Area Housing Offices.

Housing Estate Permit Charges

- 3.16 A reserved, secure parking space on an off-street estate is a valuable asset, especially in the south of the borough where demand is high. The cost of parking in a dedicated bay or garage on an estate is therefore more expensive than the cost of parking on the public highway where there is no guarantee of a space. The level of charges is also based on the cost of providing the spaces and permits, and by the need to apply charges that are similar to neighbouring boroughs.

Disabled Parking on Council Estates

- 3.17 Within estates, priority is given to Blue Badge holders. This does not mean however that Blue Badge holders can always be issued immediately with a parking bay as this could require a bay to be removed from an existing permit holder. When a tenant holding a Blue Badge, or a driver acting on behalf of a Blue Badge holder, applies for an estate parking permit the council will therefore act as follows:
- if there are spaces available on the estate, immediately issue the applicant with a Permission to Park in the free bay of their choice
 - if there are no spaces available, opportunities for providing an additional bay on the estate for the applicant are investigated

In the event that provision of an additional bay is impractical, the applicant is given priority on the waiting list over all other applicants, (with the exception of those holding Blue Badges).

- 3.18 Blue Badge holders receive a 50% discount on the normal permit charge.
- 3.19 Bays located next to entrances to estate buildings will be prioritised for use by Blue Badge holders. All residents' permits relate to a specific vehicle and parking bay or garage and therefore bays for disabled users do not need to be differently marked or signed unless the estate roads have been adopted.

Housing Estate and Public Highway Parking

- 3.20 During consultation on this plan, a number of issues were raised about the interaction between parking on estates, and on the public highway. Estate residents may sometimes prefer to park on-street to avoid the higher estate parking permit costs, or because they believe their vehicle will be safer. By parking on surrounding roads, estate residents can put additional parking pressure on those roads. The removal of parking bays on estates for landscaping or other reasons can put further pressure on surrounding on-street parking.
- 3.21 People who do not live on an estate can park on estates if there are spaces available. The introduction of Controlled Parking Zones on roads surrounding estates can lead to a significant increase in demand for estate parking bays (for example in the Archway area).
- 3.22 Homes for Islington will alleviate the issues identified above by:

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- ensuring that all estate parking is secure so that estate residents are less likely to park on surrounding streets
- prioritise the allocation of unused estate parking bays for local residents rather than for people from outside the borough

Housing Estate Parking Enforcement

- 3.23 Enforcement of parking, clamping and removal of vehicles on council estates is undertaken by a private company, Wing Securities Ltd. Wing Securities operate under contract to Homes for Islington.
- 3.24 As a result of different legal arrangements, there are some differences in the way Wing Securities and NCP enforce parking on estates and on-street respectively. The two most important are that, for cars parked on estates, there is no equivalent of the Penalty Charge Notice. Vehicles are simply clamped or removed without a ticket having been issued. Secondly Wing, when the removal fee is paid, return the car to the owner at a suitable safe location, whereas the on-street offender has to recover the car from the car pound.
- 3.25 If estate roads are adopted by the council, they are brought within the borough Special Parking Area. The council can then use its on-street enforcement powers and contractors to control parking on these roads.

Clamping and Removal

- 3.26 Since 1 April 2003, the council's contractors have had the power to clamp and remove any vehicle on an estate that:
- is illegally parked
 - is not parked in the correct bay
 - is not clearly displaying a valid permit
 - is parked in a green area
 - is blocking a fire access area
 - is displaying a Blue Badge but is parked in another resident's space

Sustainable Travel on Council Estates

- 3.27 Homes for Islington is considering ways to improve sustainable travel on estates such as reduced permit prices for smaller engined and alternative fuelled vehicles, creation of estate car clubs, and provision of secure cycle parking facilities. Simply reducing the number of spaces would be impractical if this would result in increased parking pressures elsewhere in the borough.

Parking Standards

- 3.28 The council's parking standards for new developments are set out in its statutory Unitary Development Plan. These set out the number of parking spaces that developers must provide. These standards are consistent with national and London wide policy.

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- 3.29 Further guidance on the council's parking standards is set out in its supplementary planning guidance including:
- Planning Standards Guidelines
 - Guidelines for Parking, Servicing and Highways Design
 - Car Free Housing
 - Green Travel Plans

3.30 These documents can be viewed via the council's website.

Parking in Gardens and Crossovers

- 3.31 Cars parked in front gardens can detract from the character and appearance of the borough. Parking in front gardens can lead to a loss of green space and visual amenity and create risk and inconvenience for pedestrians and other street users.¹⁴ The council therefore normally discourages the creation of additional 'crossovers' across pavements and the creation of hard standing areas for vehicles in front of buildings.¹⁵ Where planning permission is required, the council will not normally give consent for parking in front garden areas.¹⁶
- 3.32 Property owners have a right to access the highway at any point where their land touches it. Under planning legislation the area of land around a house can be covered with hard surfaces provided it is being used for domestic purposes. However, the right to request a dropped kerb crossover is restricted in two ways:
- Where a vehicular access is required onto a trunk or other classified road, planning permission must first be obtained
 - In all other cases property owners can apply to the council for a crossover
- 3.34 Consent for permanent crossovers and new vehicular access to property is needed under highway legislation. Dropped crossings or crossovers can only be created for the purpose of allowing vehicles to gain access to a private driveway or garage. Parking in front of an entrance or any part of the pavement including a dropped crossing is an offence.
- 3.35 Applicants for a crossover must be able to satisfy the council that the following criteria can be met:
- The crossover will not extend beyond the frontage of the property and will be of a minimum practicable width to serve the parking area.
 - The Hard standing/Parking Area within the property to be constructed and usable before the crossover is installed and may be subject to an inspection by the council.
 - Any vehicle parked within the property must not overhang any part of the highway/pavement.
 - The parking space provided will be a minimum of the length of the vehicle plus a 1 metre safety access to the front door of the property.
- 3.36 Applicants must be able to satisfy the council that these criteria can be met by providing the council details of the vehicle that will park in the parking area. Should there be evidence of regular abuse of the above criteria the council reserves the right to remove the dropped crossing at the resident's expense.
- 3.37 Crossovers will not be allowed where they:
- compromise safety, for example for reversing, or by reducing sight lines
 - impact on bus-lanes
 - reduce on-street parking availability

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- 3.38 The full cost of inspection and construction of a dropped kerb crossover, including moving any street furniture or public utilities' plant, will be met by the applicant and the works can only be carried out by the council.
- 3.39 If an occupier of any building habitually drives or permits to be driven a vehicle across a kerbed footway or a verge in the highway to or from those premises, the council may serve a Notice on the owner or occupier of the premises. Once a Notice has been served the occupier must stop crossing the footway although they can make a formal application for a dropped kerb crossover to be constructed.

Provision of Access Protection Marking

- 3.40 Access Protection Marking is a white marking provided along the carriageway in front of an entrance to off street premises, or where the kerb is dropped to provide a convenient crossing place for pedestrians, which should be kept clear of stationary vehicles
- 3.41 This marking is only provided in the absence of parking restrictions in or around the area where the marking has been requested. The provision is only for premises in multiple occupation which have a known access problem due to obstructive parking, particularly where emergency services and refuse vehicles require access. In addition disabled badge holders and community services providers (doctors, district nurses, midwives, health visitors, priests, etc.), generally qualify for the use of these markings if they have difficulty in accessing their premises due to obstructive parking. A copy of the disabled badge is required to be provided where Access Protection Marking is requested by a disabled person.
- 3.42 The council will only permit Access Protection Marking at locations where it is the most appropriate solution to providing access.

Cycle Parking

- 3.43 Cycling is an efficient use of road space, does not damage the environment, and is a healthy and enjoyable means of getting around. High levels of cycle theft in the borough can act as a deterrent to people using their bikes. The provision of adequate and secure cycle parking is therefore a key component of the council's policies to encourage cycling. Provision is required in new developments and encouraged elsewhere. Provision of cycle parking at key destinations, including tube, rail and bus stations, shopping centres, schools, leisure facilities, libraries, and in housing areas is being improved.
- 3.44 Subject to resources, the council will seek to respond positively to requests for new cycle parking – particularly in areas where theft is a problem. 200 cycle stands have already been installed.

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References

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- 8 Association of London Government (2003) *Health Emergency Badge: Terms & Conditions of Use*
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- 14 Islington council (2003) *Islington's UDP02: Unitary Development Plan 2002* 6.4.9
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Annex: Permits, Vouchers and Charges

Permit/voucher	What does it allow you to do?	Who can buy it?	Cost 04/05	Which zones?	Notes
Blue Badge	Park free of charge for unlimited period in disabled bay, residents bay or pay & display. Up to 3 hrs on yellow line (where no loading ban)	People with disabilities meeting the European criteria	free	All zones	
Residents' permit	Park in a residents bay within the CPZ	Residents	£13 per month £35 per 3 months £56 per 6 months £95 per 12 months	All zones except Match-day permits in Gillespie/Quadrant and additional match-day permits in other zones (e.g. H,V) which are free.	
Residents' permit – under 1400cc	Park in a residents bay within the CPZ	Residents	£10 per month £28 per 3 months £42 per 6 months £75 per 12 months	All zones except Match-day permits in Gillespie/Quadrant and additional match-day permits in other zones (e.g. H,V) which are free.	
Residents' permit – motor cycle	Park in a residents bay within the CPZ	Residents	£4 per month £12 per 3 months £21 per 6 months £35 per 12 months	All zones except Match-day permits in Gillespie/Quadrant and additional match-day permits in other zones (e.g. H,V) which are free.	
Visitors' vouchers	Park in a residents bay within the CPZ	Residents for their visitors	30p _ hour £6 all day	Limited to 30 hours p.a. in A and C, 90 hours p.a.in B, 150 hours in E, 180 hours pa. in all other zones.	Over 60s plus those on Disability Living Allowance or Attendance Allowance get 50% discount plus twice as many hours.
Doctors' parking permit	Park in designated bay	Doctors who can demonstrate need. Criteria being developed with PCT to allow a second space in certain circumstances	£120 p.a.	NA	

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Permit/voucher	What does it allow you to do?	Who can buy it?	Cost 04/05	Which zones?	Notes
New doctors' parking place	Park in designated bay	Doctors who can demonstrate need. Criteria being developed with PCT to allow a second space in certain circumstances	£1,500 to Implement plus the cost of the annual permit	NA	
Business permit/voucher	Park in designated business spaces or shared use space in the CPZ (2 permits per business)	Businesses where parking is essential to the operation of the business	£10 p.a. plus 80p per hour - maximum 3 hours	No business spaces in A,B,C. Otherwise all zones except Match-day permits in Gillespie/Quadrant (£10 p.a.) and additional match-day permits in other zones (e.g. H,V) which are free.	
Business permit	Park in designated business spaces or shared use spaces in the CPZ (2 permits per business)	Businesses where parking is essential to the operation of the business	£600 p.a.	No business spaces in A,B,C. Otherwise all zones except Match-day permits in Gillespie/Quadrant (£10 p.a.) and additional match-day permits in other zones (e.g. H,V) which are free.	
Match-day trader permits	Park in parking bays on match-days	Licensed street traders	£480 p.a.	Gillespie and Quadrant and additional match-day zones only	No take-up at present

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Permit/voucher	What does it allow you to do?	Who can buy it?	Cost 04/05	Which zones?	Notes
Hire car vouchers	Park in residents bay – max 6 hrs day. 300 vouchers p.a.	Residents not owning a car	? £10 p.a. plus 20p per hour	All zones except Gillespie and Quadrant	
Permission to park	Park in any bay except disabled or doctor or diplomat	Businesses providing a service in the borough who need a permit	£15 per day £300 per month £1,800 per 6 months £3,000 p.a.	All zones	
Health emergency badge	Park free of charge when on emergency anywhere except red routes, or where dangerous	Doctors, nurses, midwives, health visitors on emergencies	Provided by ALG		
Teachers' permit	Park in residents or shared use bays	Teachers, as approved by Director of Education	£250 p.a.	Local zone	

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