

Parking Services Enforcement Policy

Corporate Report - Freedom of Information Policy	
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This is our guide to how parking and moving traffic restrictions are enforced in the London Borough of Redbridge.

1. Introduction

Our enforcement protocol is a guide to our parking and moving traffic enforcement procedures. We believe that a consistent and zero tolerance approach to parking enforcement is the best way to ensure the safe and expedient movement of traffic in the borough; as well as support the Council's response to the climate crisis. We aim to reduce congestion on our roads and promote the efficient movement of people and vehicles by ensuring appropriate parking and moving traffic restrictions are in place, and then ensuring compliance to these restrictions.

We provide a fair and consistent approach to parking and traffic enforcement which is aimed at benefiting the people who live in, work in or visit the borough through deterring inconsiderate or dangerous parking and driving.

This guide looks at individual contraventions and explains how they are enforced providing a useful reference to our procedures. Whilst we aim to keep our information up to date and accurate, you should always check parking and traffic signs on street when parking or driving within Redbridge. Drivers should also check the conditions of any permit, badge or dispensation when parking in restricted areas.

A guide to contravention codes

There are many different types of contraventions with each having varying lines and signs requirements and differing exemptions or permit provisions. This enforcement protocol aims to explain the various contraventions enforced within Redbridge. The full list is on the London Councils' website.

<https://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-information-professionals/contravention-code>

PCN charges

London Councils' Transport and Environment Committee is responsible, subject to agreement by the Mayor of London and the Secretary of State, for setting additional parking charges on London borough roads. A discount of 50% will apply to a PCN paid within 14 days of the date the PCN was issued (21 days for PCNs served by post).

Differential charging applies on the basis that there should be different charges for more serious and less serious contraventions and therefore PCNs are separated into two levels: higher and lower.

Parking places

Many parking places in Redbridge require drivers to have a certain permit or purchase paid for parking time (including free time). The requirement is shown on a time plate along with the hours that the restriction applies. If no hours are stated the restrictions apply 24 hours a day, 7 days a week. The parking place may also be marked on the road but the length and width may vary.

Free Parking

All designated on street paid for parking places currently offer free parking for up to one hour. Drivers must however ensure that a valid session for the correct vehicle registration is obtained either through the P & D machine or RingGo. Failure to start a parking session or starting a session for an incorrect or partial vehicle registration will result in a Penalty Charge Notice (PCN) being issued.

2. PCN Issuance & Legislation

Issuing a Penalty Charge Notice (PCN)

A PCN will be issued when a vehicle is seen in contravention. PCNs can be issued by Civil Enforcement Officers (CEOs) on foot, bicycle, car or moped, as well as those using mobile CCTV vehicles. PCNs may also be captured by unattended CCTV cameras where the PCN is reviewed by a CEO before issuing. Moving Traffic Contraventions (MTCs) are enforced using unattended CCTV cameras. Redbridge does not currently enforce bus lane contraventions on its network.

An on-street PCN is usually fixed to the vehicle or handed to the person appearing to be the driver. If a vehicle is driven away after the PCN has been printed or the CEO is prevented from serving it, the PCN may be sent by post. Moving traffic PCNs are issued by post.

CEOs will not find a driver to ask them to move their vehicle before issuing a PCN, as this is not practical or necessary in the issuing of a PCN. CEOs are not able to cancel PCNs on-street but any conversations with drivers are noted in their handheld devices. These notes are used when considering a PCN challenge.

We take a firm but fair approach to managing challenges, as well as ensuring we continue to take strong action against the minority of worst offenders in pursuing unpaid PCNs.

On-street and moving traffic legislation

Redbridge enforces parking and traffic regulations under the Traffic Management Act (TMA 2004) and the London Local Authorities Acts 2003.

The TMA 2004 was introduced to bring London and non-London enforcement authorities in line and provide consistency across the country while allowing for parking policies to suit local circumstances. The TMA 2004 aims to make the system fair to motorists and it is effective in enforcing parking.

Off-street legislation

Off-street parking means parking provisions which are not on the road, but rather off it, such as in car parks. There is no significant difference between on-street and off-street PCN charges.

Contraventions in off-street parking places including Vision Car Parks are subject to enforcement under the TMA 2004 and have their own PCN codes.

The signing and marking of off-street parking provisions is not included in the scope of the Traffic Signs Regulations and General Directions (TSRGD). Instead, this is left to local authorities to determine. However, Redbridge is keen to ensure drivers can recognise the various parking provisions and controls on off street land and has emulated similar traffic signs and road markings as found on the highway.

Deregulation Act 2015

The Deregulation Act 2015 introduced a 'grace period' of 10 minutes that was applied in various parking circumstances from 1 April 2015.

In parking bays the grace period only applies where the requirements of the bay have been satisfied - i.e. a paid for parking session has been purchased, the vehicle holds the relevant permit, is carrying out an exempted activity, etc. If these requirements are not met the vehicle will be subject to normal enforcement.

It is important to note that the grace period only applies to 'designated parking places' and not on yellow lines, keep clears, zig-zags or suspended bays. There is no grace period for these restrictions.

Challenge A PCN

Motorists are legally entitled to challenge any PCN they receive if they believe that a legal exemption applies. The process to challenge PCNs is detailed on the PCN itself. Any motorist challenging a PCN should ensure they provide full details of the reason for their challenge, with supporting evidence where appropriate.

Along with the legal grounds for challenging a PCN, the Council may consider strong mitigating factors presented.

If a motorist is unsuccessful in challenging a PCN with the Council, they can refer the case to the Environment and Traffic Adjudicators (ETA) where the case will be considered by an independent adjudicator.

Loading and unloading exemption

When loading or unloading please be aware of the restrictions in force. If there are kerb chevrons/blips on the kerb this means restrictions apply. Two kerb chevrons/blips mean that loading or unloading is not permitted at any time. One kerb chevron/blip means that loading or unloading is restricted at certain times and the time of restriction will be stated on a nearby time plate.

In other circumstances, please note that if loading or unloading activity is not seen the vehicle may be considered to be waiting and a CEO may issue a PCN.

The remainder of this document details the Council's approach to issuing each contravention code.

3. Waiting and Loading Contraventions (01/02)

Code 01 Parked in a restricted street during prescribed hours

Waiting restrictions are shown by yellow line/s and mean that vehicles may not be parked during restricted hours. A single yellow line indicates that waiting is not permitted at certain times of the day. The restriction may apply on some or all days of the week depending on traffic management needs. Double yellow lines indicate that waiting is not permitted at any time. Local signs will indicate the days and times where the restriction operates.

Observation Time – No

Common exemptions – Dropping Off/Picking Up & Loading

Code 02 Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force

Loading restrictions are shown by yellow kerb markings. Single kerb chevrons/blips are accompanied by a time plate stating the time when loading is not permitted whereas double kerb chevrons/blips operate at any time and they do not require a time plate.

Observation Time – No

4. Paid for Parking Contraventions (05/06/07/11)

Code 05 Parked after the expiry of paid for time

This contravention occurs when a vehicle is parked after the expiry of paid for parking time (or the end of a free session). When parking in a paid for parking bay a parking session must be purchased on arrival to cover the vehicle's stay. The session must be for the correct vehicle registration. A parking session can be extended up to the maximum allowed stay prior to the initial session expiring.

Observation time – No

Grace period: A 10 minute grace period applies before a PCN can be issued – e.g. if the paid for parking session finishes at 9:45, a PCN may not be issued until 9:55 or after.

Common exemptions: Dropping off/Picking Up & Loading

Code 06 Parked without clearly displaying a valid pay and display ticket or voucher

The contravention occurs when a vehicle waits in a pay and display bay during controlled hours and a valid voucher or ticket has not been clearly displayed in the vehicle, or the voucher or ticket is for an incorrect vehicle or zone.

Observation time – No

Common exemptions: Dropping off/Picking Up

Code 07 Parked with payment made to extend the stay beyond initial time

The contravention occurs when a vehicle remains in a parking bay beyond the time that was initially purchased by putting more money into the meter or displaying a further ticket or voucher.

Code 11 Parked without payment of the parking charge

When parking in a paid for parking bay a parking session must be purchased on arrival to cover the vehicle's stay. If a vehicle does not have a valid session a contravention occurs.

Observation time – No

Common exemptions: Dropping off/Picking Up

5. Resident Permit Bay Contraventions (12/19)

6. Code 12 Parked in a residents or shared use parking place without a valid permit or without payment of the parking charge

Vehicles parked in a resident bay are required to have a valid virtual or physical permit for that bay. In shared use bays, indicated by a shared use time plate, vehicles may also purchase paid for parking time. If a vehicle does not have a valid permit or paid for parking session a contravention occurs.

Observation time – Yes

Common exemptions: Dropping off/Picking up, Loading

Code 19 Parked in a residents or shared use parking place with an invalid permit or pay and display ticket, or after the expiry of paid for time.

This contravention occurs when a vehicle parks with an invalid permit, e.g., an expired resident permit or an incorrectly validated visitor permit. It may also occur in shared use bays (indicated by a time plate) where a paid for parking session has expired. The permit or parking session would need to have been valid at some point for this contravention occur.

Observation time – Yes

Grace period: A 10 minute grace period applies after the visitor permit or paid for parking session expires, e.g., if the visitor permit or parking session finishes at 9:45, a PCN may not be issued until 9:55 or after.

Common exemptions: Dropping off/Picking up, Loading

7. Permit Bay Contraventions (16)

Code 16 Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required

This contravention occurs when a vehicle is parked in a permit space without a valid permit. This code applies to many different bays including doctor bays, disabled bays, business bays, and car club bays.

Observation time – No

8. Other bay contraventions Code (14, 21, 23, 24, 25, 30, 40, 45)

Code 14 Parked in an electric vehicles' charging place during restricted hours without charging

This contravention occurs when a vehicle is parked in an electric vehicle charging bay without the vehicle being charged. It is important that these bays are available to allow charging within the borough.

Observation time – No

Common exemptions: Dropping off/Picking up, Loading

Code 21 Parked wholly or partly in a suspended bay or space

Bays may be suspended for a range of reasons including domestic removals, statutory works, tree cutting, etc. Advanced warning is given where possible. Vehicles parked in suspended bays may prevent works from being undertaken.

Observation time – No

Common exemptions: Not applicable

Code 23 Parked in a parking place or area not designated for that class of vehicle

Various bays in Redbridge are designated to a specific class of vehicle such as motorcycle bays. If a vehicle which is not the designated class of vehicle for that bay parks within a designated bay during controlled hours it is parked in contravention.

Observation time – No

Common exemptions: Dropping off/Picking up, Loading

Code 24 Not parked correctly within the markings of the bay or a space

This contravention occurs when a vehicle is not parked correctly within the markings of a bay or space. Vehicles are required to be parked wholly within the bay markings and if any part of the vehicle is not within the bay markings a contravention occurs.

Observation time – No

Common exemptions: Dropping off/Picking up, Loading

Code 25 Parked in a loading place or bay during restricted hours without loading

This contravention occurs when a vehicle parks in a loading bay during restricted hours without loading or unloading. These bays are provided to allow loading or unloading to occur to or from nearby premises. Some loading bays may be time limited.

Observation time – Yes

Common exemptions: Dropping off/Picking up

Code 30 Parked for longer than permitted

This contravention code covers a number of bays where a vehicle parks for longer than the permitted period. This contravention includes time limited blue badge bays and within set down parking places.

Observation time – Yes

Code 40 Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner

This contravention occurs when a vehicle waits in a disabled person's parking place without displaying a valid disabled person's parking badge and clock where required. To be eligible for the parking concession the vehicle must be correctly displaying a valid disabled person's parking badge (blue badge) and clock where required.

Observation time – No

Code 45 Parked on a taxi rank.

The contravention occurs when a vehicle that it is not a licensed taxi with a licence plate on the rear waits on a taxi rank marked 'TAXIS'.

Observation time – No

9. Other Street Contraventions (Code 26, 27, 28, 47, 48, 55, 61, 62, 63, 99)

Code 26 Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place

This contravention occurs when a vehicle is parked more than 50cm from the edge of the carriageway (kerb) and not within a designated parking space. This is also referred to as 'double parking'.

Observation time – Yes

Common exemptions: Dropping off/Picking up, Loading - only if no alternative parking place is available

Code 27 Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway

This contravention occurs when a vehicle waits on an area (footway, cycle track/lane or verge) that has been lowered to meet the level of the carriageway. Vehicles parked in this location limit access to crossing points for wheelchair users and other wheeled carriages such as prams, buggies or pushchairs.

Observation time – No

Code 28 Parked in a special enforcement area on part of the carriageway raised to meet the level of the footway, cycle track or verge

This contravention occurs when a vehicle waits on an area (footway, cycle track/lane or verge) that has been raised to meet the level of the carriageway. Vehicles parked in this location limit access to crossing points for wheelchair users and other wheeled carriages such as prams, buggies or pushchairs.

Observation time – No

Code 47 Stopped on a restricted bus stop or stand

This contravention occurs when a vehicle (other than a public service vehicle operating a scheduled service) stops during the prescribed hours on a restricted bus stop or stand. These areas will be marked by yellow markings and have the words 'BUS STOP' or 'BUS STAND'.

Observation time – No

Common exemptions: Dropping off/Picking up but only for licensed Hackney Carriages

Code 48 Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited

This contravention occurs when a vehicle stops when prohibited on a section of carriageway outside a school, hospital or fire, police or ambulance station. The area will be marked with 'keep clear' and zigzag markings. There will also be a time plate with the control hours displayed if applicable. If the restricted area is outside a school the restriction is only in force during term time.

Observation time – No

Code 55 - A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban.

The contravention occurs when a commercial vehicle over the 7 pm – Midnight, Midnight - 8 am indicated max gross weight (usually either 5 or 7.5 tonnes excluding passenger carrying vehicles designed to carry fewer than 13 passengers) waits in a restricted street during the prescribed hours. Extra information to be recorded: • Details of type and size of vehicle and MGW if shown.

Observation time – No

Code 61 A heavy commercial vehicle wholly or partly parked on a footway, verge or land in between two carriageways

This contravention occurs when a heavy commercial vehicle (weighing 3.5 tonnes or more) waits on any part of the footway, verge or land between two carriageways. Parking in this manner can cause damage and may inconvenience pedestrians and other road users.

Observation time – Yes

Common exemptions: Loading. Maximum 20 minutes but only if the vehicle is essential to the loading activity and the loading cannot be carried out elsewhere. The vehicle must also be attended at all times so it can be moved if needed.

Code 62 Parked with one or more wheels on or over a footpath or any part of the road other than a carriageway

This contravention occurs when a vehicle (weighing less than 3.5 tonnes) waits on any part of the footway, verge or land between two carriageways. Parking in this manner can cause damage and may inconvenience pedestrians and other road users.

Observation time – No

Code 63 Parked with engine running where prohibited

This contravention occurs when a vehicle is stopped with the engine running.

Observation time – Yes.

Code 99 Stopped on a pedestrian crossing or crossing area marked by zigzags

This contravention occurs when a vehicle (or part of a vehicle) waits on any part of the zigzag markings or the crossing area of a pedestrian crossing.

Observation time – No

10. Off-street contraventions (Code 73, 81, 82, 83, 85, 86, 87,94,96)

Code 73 Parked without payment of the parking charge

When parking in a paid for parking bay a parking session must be purchased on arrival to cover the vehicle's stay. If a vehicle does not have a valid session a contravention occurs.

Observation time – Yes

Common exemptions: Dropping off/Picking Up

Code 81 Parked in a restricted area in an off-street car park

This contravention occurs when a vehicle is parked where parking is not permitted or is restricted. For example, vehicles parked in walkways, pedestrian areas, etc.

Observation time – No

Code 82 Parked after the expiry of paid for time

This contravention occurs when a vehicle is parked after the expiry of paid for parking time. When parking in a paid for parking bay a parking session must be purchased on arrival to cover the vehicle's stay. The session must be for the correct vehicle registration. A parking session can be extended up to the maximum allowed stay prior to the initial session expiring.

Observation time – No

Grace period: A 10 minute grace period applies before a PCN can be issued – e.g. if the paid for parking session finishes at 9:45, a PCN may not be issued until 9:55 or after.

Code 83 Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock

This contravention occurs when vehicles seen to be parked in a pay and display car park without clearly displaying a valid pay and display ticket or have a valid cashless parking event.

Code 85 Parked without a valid virtual permit or clearly displaying a valid physical permit where required

This contravention occurs when a vehicle is parked without a valid virtual permit or clearly displaying a valid physical permit. This applies to permits that have expired or are obscured or illegible. PCNs can be issued to vehicles parked within permit bays including blue badge bays.

Observation time – No

Code 86 Not parked correctly within the markings of a bay or space

This contravention occurs when a vehicle waits with part of the vehicle outside the markings of a parking bay or space.

Observation time – No

Code 87 Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner

This contravention occurs when a vehicle waits in a disabled person's parking place without displaying a valid disabled person's parking badge and clock where required. To be eligible for the parking concession the vehicle must be correctly displaying a valid disabled person's parking badge (blue badge) and clock where required.

Observation time – No

Code 94 - Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required

This contravention occurs when a larger vehicle (typically a coach or bus) parks across more than one bay but only pays for 1 Pay & Display ticket.

Code 96 - Parked with engine running where prohibited

This contravention occurs when a vehicle is stopped with the engine running.

Observation time – Yes.

11. Moving traffic contraventions (Code 29, 31, 32, 33, 34, 38, 50, 51, 52, 53, 54)

No observations or exemptions commonly apply to moving traffic contraventions other than those stated within the relevant Traffic Management Orders. (TMOs)

Code 29 Failing to comply with a one-way restriction

This contravention occurs when a vehicle fails to proceed in the direction indicated by the arrow.

Code 31 Entering and stopping in a box junction when prohibited

This contravention occurs when a vehicle enters and stops in a box junction. This is most commonly caused when the exit to the junction is blocked by stationary vehicles.

Code 32 Failing to proceed in the direction shown by the arrow on a blue sign

This contravention occurs when a vehicle fails to proceed in the direction indicated by the arrow.

Code 33 Using a route restricted to certain vehicles

This contravention occurs when a vehicle is seen travelling on a route restricted to the types of vehicle(s) shown on the sign.

Code 34 Being in a bus lane

This contravention occurs when a vehicle is seen either travelling or parked in a bus lane.

Code 38 Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign.

This contravention occurs when a vehicle is seen travelling on a side opposite to that shown on the sign.

Code 50 Performing a prohibited turn

This contravention occurs when a vehicle is seen failing to comply with a sign indicating a prohibited turn. Vehicles may not turn in the direction indicated on the sign.

Code 51 Failing to comply with a no entry restriction

This contravention occurs when a when a vehicle is seen failing to comply with a no entry sign. Any exception will be signed beneath the no entry sign such as 'except cycles

Code 52 Failing to comply with a prohibition on certain types of vehicle

This contravention occurs when a vehicle enters a street or zone when a prohibition on that type of vehicle is in force. The prohibited types of vehicles will be shown on the sign and will vary at different locations.

Code 53 Failing to comply with a sign indicating restrictions on vehicles entering a pedestrian zone.

This contravention occurs when a vehicle enters a pedestrian zone when a restriction is in force. Vehicles indicated on the sign are prohibited.

Code 54 Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone

This contravention occurs when a vehicle enters or waits in a pedestrian zone when a restriction is in place