

# **Controlled Parking Zones/Residents Parking Policy**

## **Introduction**

This policy has been developed to address parking issues and future challenges within Slough that affect access and/or residents vehicular parking availability. It creates a framework for the consideration of the introduction/extension of formalised Resident Parking Schemes and Controlled Parking Zones.

The Local Transport Plan (LTP) highlights the importance of managing traffic and the space available both efficiently and effectively to enable the delivery of the continued growth and development of sustainable communities across the borough. This policy augments this plan by illustrating the conditions where Resident Parking Schemes or Controlled Parking Zone may be considered, along with their key operational aspects. It sets out an approach that can be applied across Slough.

## **Background**

The highway is an area of land which the public have the right to use, passing and repassing without let or hindrance. Although residents and other road users have no automatic parking entitlements, residents' parking is allowed where it does not:

- Impinge on the movement of traffic
- Create a safety hazard or obstruct access for other highway users including Cyclists and pedestrians
- Cause damage to the fabric of the highway.

As the Highway Authority the Council may consider introducing parking restrictions for a variety of reasons including:

- If there are highway safety and access issues
- If there is a significant risk of accidents
- Traffic management or environmental reasons or
- To incorporate wider integrated traffic or parking management schemes or the objectives detailed in the LTP.

Restrictions on parking, such as yellow lines, should not be used as a way of meeting other strategic objectives. The introduction of single or double yellow lines will only be considered in residential areas where:

- Services and/or emergency vehicles cannot gain access to a road due to parked vehicles, effecting site lines.
- There are significant road safety issues arising due to the location of parked vehicles
- Significant traffic delays and/or congestion is occurring due to the parked vehicles during peak traffic flow periods.

Resident Parking Schemes or Controlled Parking Zones can be used in certain circumstances to prioritise the available parking space in a road or area. Schemes can help in situations where residents or businesses regularly find it difficult to park within a reasonable distance of their homes because of other competing/evolving parking needs.

Schemes are most often requested and introduced in residential areas near to a city, town centre or where other major sources of parking demand occur e.g. hospitals, universities and train stations. Schemes do not guarantee a parking space for individual residents outside their properties but do provide a better opportunity for residents to park near their homes. The provision of resident parking should form part of area wide proposals with the level of parking provided for residents balanced with other local needs.

## **Scope**

The provision for Resident Parking Schemes or Controlled Parking Zones takes into account the aims of the Council's strategic transport objectives (LTP) and the needs of residents and local communities whilst supporting and promoting sustainable transport as a means of reducing congestion, carbon emissions and air pollution. It also promotes the introduction of new technologies such as 'virtual' permits.

This policy is designed to help ensure that:

- The introduction of Resident Parking Schemes or Controlled Parking Zones are dealt with in a fair, consistent and transparent way
- Schemes that are introduced meet an approved set of criteria and have been through a localised consultation and engagement process
- On-street parking controls reasonably balance both the present and evolving parking needs of the local residents and general community
- Schemes should be cost neutral to the Council.

## **An Introduction to a Resident Parking Scheme/Controlled Parking Zone**

The introduction of a parking scheme is one of a number of options available to address existing/evolving resident parking needs and issues/ problems. Other options may be more suitable depending on the nature of the parking challenges - for example, the introduction of double yellow lines to protect junctions or white access protection marks to protect access to residents' driveways.

The main advantages and disadvantages of a Resident Parking Scheme include:

### **Advantages**

- Better management of limited parking spaces
- Improved traffic flow/ emergency vehicle and waste/ recycling removal access
- Improved road safety
- Encouraging use of alternative modes of transport
- Improved air quality through better traffic movement and fewer vehicles generating emissions

## **Disadvantages**

- No guarantee of a parking space
- Reduction of available parking spaces - in order to accommodate emergency vehicle access, waste/ recycling removal, pedestrian access, junction protection and the introduction of pay and display, disabled and car club bays to support the local community and local businesses
- Displacement of non-resident parking into surrounding areas
- Cost of introduction and management of scheme
- Additional street furniture

Whilst the introduction of a Resident Parking Scheme can discourage certain groups of non-residents from parking in an area, so increasing the likelihood that a resident can park close to their home, there is no entitlement or guarantee of a space within the parking zone.

Each Parking Scheme will be designed to reasonably balance the needs of the community where the scheme is introduced e.g. a community experiencing problems from commuters parking during the week is likely to need a different solution from a community with weekend problems through shopper parking.

## **Can a scheme be introduced anywhere?**

Whilst it is widely accepted that schemes can assist where residents face parking issues caused by other parked/waiting vehicles including non-residents, a Resident Parking Scheme may not necessarily suit all areas. Before a scheme is implemented an assessment is made to ensure that introducing a scheme is:

- Technically, financially and operationally feasible
- The most effective way of addressing the parking issue
- Cognisant of new or displaced parking problems

Only schemes which are assessed as feasible and meet the criteria described in this policy may be implemented.

## **How does a Resident Parking Scheme/Controlled Parking Zone work?**

Parking Schemes come about through a Traffic Regulation Order (TRO) under the Road Traffic Act 1984. Whilst the TRO restricts parking, it exempts permit holders from these restrictions. The TRO is a legal order that makes a provision for parking bays for residents' use and may also make a provision for other types of bays such as pay and display bays and restrictions such as double yellow lines to balance safety requirements and the needs of the local community.

The design of a scheme must consider a number of factors including the level of parking demand, available on-street parking space, local community needs and safety/access requirements whilst providing an effective means of improving the availability of parking for residents. Residents and other affected parties are given the opportunity to provide feedback on draft proposals as part of the consultation process.

Within Parking Zones, streets may be divided into areas where parking is prohibited (such as double yellow lines) or permitted (such as resident's or pay and display bays). In order to park where permitted, the respective valid permit, blue badge or pay and display ticket must be clearly displayed or, with virtual permits, comply with the operation rules of the scheme.

Permit categories can vary and are usually made available to residents and their visitors, however may include other users dependent on the highway such as Blue Badge holders. Any vehicle found parked without a valid permit, Blue Badge or pay and display ticket will be subject to a fine, through the issue of a Penalty Charge Notice (PCN). For a scheme to work, a pro-active enforcement regime is required to ensure that the terms of the order are upheld.

## **Scheme Funding**

### **How much does a scheme cost?**

The costs associated with Resident Parking Schemes fall into two main categories:

#### **Set Up Costs**

- Technical survey and scheme design
- Public engagement and consultation
- Preparation and publication of Traffic Regulation Orders (TROs)
- Purchase and installation of signs and lines

#### **Ongoing Costs**

- Administration - processing and issuing permits
- Enforcement of the scheme
- Maintenance - replacing signs and refreshing lines

As schemes are, by their nature, of direct benefit to a small and localised group of residents, the general principle will apply that those that directly benefitting from the introduction of Parking Schemes should meet the development and set up costs and the ongoing charges of schemes.

As Resident Parking Schemes as a whole should be self-funding, the charge for a permit must cover all associated costs. If there is a surplus or a deficit in funding of a scheme, this will be taken into account when permit fees are reviewed.

Set-up cost and enforcement associated with a Resident Parking Scheme will be recovered from the purchasing of permits.

Introduction, ongoing management and enforcement costs of the scheme are recovered via permit income. Residents will be informed of how much permits cost before a scheme is implemented. Permit costs vary according to the scope of individual schemes and vehicle type. As part of the consultation process, when a new scheme is introduced information about the permit costs will be made available.

The cost of visitor's permits will cover administration and enforcement.

## **Scheme Criteria**

The Council will only be delivering Controlled Parking Zones as a way to better control parking in the borough.

To ensure that resources are used effectively, all requests for the introduction of a Resident Parking Scheme/Zone will be assessed using the criteria described in this policy. A request for a scheme will not be progressed if it fails to meet the specified criteria. Schemes will be expected to be self-sustaining financially.

A scheme proposed by residents will be considered only where all the below criteria are met:

- The collective request by residents for a consultation on a Resident Parking Scheme and that is also supported by the local Councillor(s).
- The introduction of a Resident Parking Scheme/Zone is considered to be the most effective way to address the existing/evolving parking issue/ problem.
- There is only limited off-street parking.
- It can be demonstrated that a large number of non-residents are frequently parking in the area for extended periods causing a significant demand on parking.
- There is insufficient space to accommodate residents' and non-residents' needs simultaneously.
- The area proposed consists of clearly defined blocks of streets to deter, as far as reasonably practicable, the migration of parking into surrounding streets. In exceptional circumstances, small, isolated cul-de-sacs that lead directly off main roads or local distributor roads may be considered.
- The proposed Resident Parking Scheme/Zone is technically, financially and operationally feasible.

All Resident Parking Schemes should complement the provisions of other parking restrictions to address localised obstruction, safety issues and wider, integrated traffic or parking management schemes that encourage the use of alternative facilities such as off-street parking or park and ride schemes.

The Council as part of its new approach to CPZ's and Resident Permit schemes will review areas where previously the introduction of Resident Parking Scheme has not been supported by residents and will take on previous comments/consultation responses as part of a review before revisiting the area.

## **Prioritising a Residents Parking Scheme**

As the Council is adopting a new approach to the rollout of CPZ's/Resident Permits, it will produce a plan to indicate where work needs to start however, at residents may feel that some areas require urgent reviews. In these scenarios the Council will endeavor to review those sites first but it may not be possible to progress all requests when demand exceeds available resources. Where it is not possible to accommodate all requests, those having a lower prioritisation, will be placed on the next round of schemes waiting to be delivered. A parking occupancy survey will be undertaken and requests prioritised using the following criteria:

- The level of on-street parking
- The availability of off-street/ alternative parking
- The total level of parking occupancy on-street
- Existing accessibility/ access issues
- Number of properties affected

## **Creating a new Residents Parking Scheme**

Steps from initiation to implementation of a scheme include:

### **Informal stage**

- Defining the issue/problems and geographic area including displaced parking.
- Consultation with the Lead Member and respective Ward Councillors over the extent of the scheme.

### **Formal Stage**

- Scheme approval in principle, by the Head of the Service/Associate Director.
- Undertaking a feasibility study and defining/refining the parking plan for the area.
- A formal consultation with residents and other groups that may be impacted by the proposed change.
- Drafting and publishing the Traffic Regulation Order (TRO) and dealing with Objections.
- Scheme implementation.

## **Operational guidance on Resident Parking Schemes**

Each Resident Parking Scheme will be designed to meet the needs of the community where the scheme is being introduced. The operational information detailed below should be used as guidance only and may differ between different Resident Parking schemes.

### **Times of Operation**

Times of operation for individual Resident Parking Schemes will be designed to reflect local parking needs and road use; local consultation will help to inform this decision.

The standard operating period for a Resident Parking Schemes is based on non-resident parking (between Monday to Saturday, 8am to 7pm) and covers the basic administration and enforcement costs. Any extension to the standard operating period will increase the annual cost of residents' permits to cover any additional enforcement.

As there are basic administration and enforcement costs, a reduction in the standard operating period (between Monday to Saturday 8am to 7pm) will not reduce the annual cost of residents' permits.

Enforcing short time restrictions can be more expensive to enforce due to the lack of flexibility in times that enforcement officers are sent to each area hence additional staff may be required to enforce effectively.

## **New Developments**

Within new developments, developers may wish to provide on-street parking. Within urban areas where new roads are being offered up for adoption as public highway, there will be an expectation parking will be permitted on-street in properly designated areas and that these too will be subject to a CPZ/Resident Permit scheme. The assumption will be that any other parking on-street will not be permitted without appropriate parking controls approved/introduced by the Council.

Developers will be required to fund the Traffic Regulation Order (TRO) process to introduce suitable parking controls through Section 106 agreements.

## **Permits and their use**

All permits now being issued in Slough are “Virtual” so an online account must be set up with an email address as part of the registration. Applicants will be required to upload their “proof” documents before a permit can be issued. Once the application is accepted the permit will be issued within the parking office operational hours.

Residents will need to accept the Terms and Conditions as set out in the application when applying for a permit, these have been listed below.

- All applications must be supported by the requested proof documents relevant to the permit applied for.
- A virtual permit is only valid for the vehicle and resident parking zone for which it is registered to on your account in the PermitSmarti system. The permit shall cease to be valid at the expiration of the specified period.
- For those residents with paper permits these must be clearly displayed at all times within the vehicle front windscreen of the vehicle it has been issued to, it must not be copied, changed or defaced in any manner and the permit may not be used in any other vehicle. If it is, it becomes invalid and the keeper becomes liable for any penalty imposed.
- If the Council has reasonable grounds to believe that the conditions of use of the permit have been abused, the Council reserves the right to cancel the permit. The Council will notify you of its decision in writing to the address given at the time of application. The permit must then be returned to the Council within 48 hours.
- You must obey the law relating to parking and obstruction on the public highway. The permit is valid only within the area designated to resident permit parking.
- Slough Borough Council reserves the right to withdraw any resident permit or visitor permit if an individual is found to be subverting the purpose of the scheme. All permits are non-refundable or exchangeable.

## **Permit Types**

When a zone is designed the type of permits allowed to park within the zone will be defined. Permit types will vary according to each area and may include:

- Residents' Permits
- Visitors' Permits
- Business Permits
- Carer Permits
- Dispensations

### **Property eligibility**

Allocation of residents' permits per household will be a maximum of two, purchased on a first come first served basis. Visitor permits are issued per household in hourly slots and 720 hours are permitted to purchase per annum.

Within an existing Resident Parking Zone:

- Any new development will not qualify for residents' parking permits
- Where redevelopment of an existing property or properties results in an increase in the number of dwelling(s), no permits will be issued to the new dwelling(s) but the existing dwelling will retain the right to apply for residents' permits.

All dwellings, whether existing or newly developed, will be eligible to apply for visitors' permits.

### **Vehicle eligibility**

New permits will be issued only to vehicles that do not exceed 5 metres in length and with a maximum of 8 seats.

### **Resident Permit eligibility and Proof Documents Required**

To qualify for a resident permit, an individual's main place of residence must fall within the zone area and the applicant should own or have the use on a regular basis of a vehicle of the type permitted. Two permits are permitted per household. A third resident permit may be approved on special circumstances. Applicants must be able to support their application with proof of residency and proof of vehicle ownership. Acceptable documents are listed below:

#### **Proof of Residency**

- Utility Bill e.g. gas, electricity, telephone, water etc. (must be dated within the last 3 months)
- A bank/building society statement (must be dated within the last 3 months)
- A Benefits Agency statement/pension book (must be dated within the last 3 months)
- A letter from solicitor stating the date of completion on purchase or the property
- A valid Tenancy Agreement
- Your council tax bill for the current year
- Driving licence – showing my name and current address within the relevant zone.



## **Proof of Vehicle Ownership**

- Vehicle registration document (VRD) also known as log book, showing my name and address with the relevant zone
- A copy of a valid insurance certificate or cover note, showing your name and address within the relevant zone
- If an employer owns the vehicle and the VRD is in their name, a required letter from the company secretary (or equal authority) on headed paper, specifying that the vehicle is allocated for the specific use as an employee. (Must be dated within last 3 months)

## **Visitor Permit eligibility and Proof Documents Required**

Residents living in a Resident Parking Zone can buy visitor permits, enabling their visitors and any tradesmen to park their vehicles in a marked residents' bay within their parking zone during the operational hours. Residents do not need to hold a valid residents' permit or own a vehicle to apply for visitors' permits.

Applicants must be able to support their application with proof of residency. Acceptable documents are listed below:

- Utility Bill e.g. gas, electricity, telephone, water etc. (must be dated within the last 3 months)
- A bank/building society statement(must be dated within the last 3 months)
- A Benefits Agency statement/pension book (must be dated within the last 3 months)
- A letter from solicitor stating the date of completion on purchase or the property
- A valid Tenancy Agreement
- Your council tax bill for the current year
- Driving licence – showing the name and current address within the relevant zone.

## **Business Permit eligibility and proof documents required**

If a business operates within a Resident Parking Zone and has no access to off-street parking and a vehicle is essential to the operation of the business, then they can apply for a business permit. One permit is permitted per property which allows up to 3 vehicles to use the permit.

Applicants must be able to support their application with proof of residency, proof of vehicle ownership and proof of the business. Acceptable documents are listed below:

## **Proof of Residency**

- Utility Bill e.g. gas, electricity, telephone, water etc. (must be dated within the last 3 months)
- A bank/building society statement(must be dated within the last 3 months)
- A letter from a solicitor stating the date of completion on purchase or the property
- Driving licence – showing the name and current address within the relevant zone.

## **Proof of Vehicle Ownership**

- Vehicle registration document (VRD) also known as log book, showing the name and address with the relevant zone.
- A copy of a valid insurance certificate or cover note, showing your name and address within the relevant zone.

## **Proof of Business**

- Business Rate bill (must be dated within the last 3 months).

## **Carer Permit eligibility and proof documents required**

If a resident is receiving short-term or long-term care in their own home and lives within a Resident Parking Zone they may be able to apply for a carer permit. This permit can be used by anyone who provides care, including friends and family members not just registered professionals. Applicants must be able to support their application with proof of residency and proof of need of a carer. Acceptable documents are listed below.

## **Proof of Residency**

- Utility Bill e.g. gas, electricity, telephone, water etc. (must be dated within the last 3 months)
- A bank/building society statement(must be dated within the last 3 months)
- A Benefits Agency statement/pension book (must be dated within the last 3 months)
- A letter from a solicitor stating the date of completion on purchase or the property
- A valid Tenancy Agreement
- Your council tax bill for the current year
- Driving licence – showing the name and current address within the relevant zone.

## **Proof of requirement for carer**

- Doctors letter
- Blue badge
- Letter from carer company confirming service provided.

## **Dispensation eligibility and proof documents required**

If you require a dispensation due to working on a property within a controlled parking zone (Single/double yellow lines, free limited bays) and can demonstrate a clear operational need for your vehicle to be parked in that restricted area, you can apply for a dispensation that can be purchased in advance or on the day it is required. A dispensation can be issued on a daily or weekly basis.

Applicants must be able to support their application with proof of works being carried out. Acceptable documents are listed below:

- Contract for the work or,
- Invoice or planning permission.

## Permit Costs

Please refer to below table which lists the current charges for all types of permits issued by this Authority. **These may be subject to changes and will be updated on TROs.**

	1st Permit	2nd Permit	3rd Permit	Daily	Weekly	Other
<b>Residents Permit</b>	£75	£125	£250	-	-	-
<b>Business Permit</b>	£300			-	-	-
<b>Carer Permit</b>	£25	-	-	-	-	-
<b>Visitor Vouchers 3hr booklets of 5</b>	-	-	-	-	-	£5
<b>Visitor Vouchers 6hr booklets of 5</b>	-	-	-	-	-	£10
<b>Visitor Vouchers 12hr booklets of 5</b>	-	-	-	-	-	£15
<b>Visitor Vouchers 24hr booklets of 5</b>	-	-	-	-	-	£20
<b>Dispensations</b>	-	-	-	£10	£30	-
<b>Suspensions</b>				£100 minimum subject to area and days required		
<b>Healthcare Permit</b>	£40					
<b>Community Permit (Community Agency means a place of worship/religious establishment based within the permit parking zone)</b>	Free	£125	-	-	-	-
<b>Teachers Permit (limited to schools within a Zone)</b>	£40	-	-	-	-	-
<b>Tradesperson Permit (annual) for those working regularly in Slough)</b>	-	-	-	-	-	£300

## **Temporary permit/temporary hire car permit**

Temporary permits are used when residents within a zone are awaiting documentation to apply for an annual permit or when residents are using a courtesy/hire car. Permits can be purchased on a weekly or monthly.

## **Transfer of Permits**

Permits cannot be transferred from one vehicle to another. When a resident changes their vehicle they must amend their details on their online account. A replacement permit will then be issued.

## **Refunds**

Where a permit holder no longer requires their permit they should notify the parking office who can cancel the permit. All permits are non-refundable or exchangeable.

## **Permit Misuse**

The council reserves the right to revoke any permit(s) issued to individuals who abuse the Resident Parking Scheme by:

- Tampering with a permit
- Supplying a permit to others who are not entitled to use them
- No longer meeting the qualifying criteria
- Payment not cleared.

The council may refuse to approve a permit to individuals who have failed to comply with the terms of a Resident Parking Scheme.

## **Parking Suspensions**

Parking suspensions are for those who require an area suspended nearby a location to carry out work such as and not limited to removals, filming, special events, weddings and funerals, StreetWorks and for security reasons. Suspension notices will be placed adjacent to effected area advising drivers of the times/ days of operation. A Penalty Charge Notice will be issued to any unauthorised vehicle parked in a suspended area. Cost may vary for the type of suspension required, any loss of income will also be calculated in the overall cost. Please note a suspension application will need to be completed and approved prior to any work commencing, this may take up to 7 working days.

Alternative parking will have to be sorted if large numbers of resident permit bays are taken for certain amount of time however, permit refunds will not be considered.

## **Skips/Building materials on the Highway**

If a resident requires a skip or to place building materials on the Highways an application would need to be completed online and a fee payable to the Streetwork Permit team or Highways, durations, costs and terms and conditions can be found on the applications form. Any skip requests in residential bays and on waiting restrictions will require approved by the Parking Team and will inform of any cost associated.

## **Provisions for Healthcare Workers**

Healthcare permits are issued in Slough to NHS healthcare workers. Free paper permits are distributed and managed by the healthcare provider. The permit allows NHS workers to park in resident permit bays, yellow lines, loading bays, pay and display bays and limited waiting bays for 1 hour when carrying out their medical duties. The Authority is sent a list of valid permits monthly for enforcement purposes.

## **Provisions for Blue Badge Holders**

Valid Blue Badge holders are permitted to park in residents' parking bays when a valid Blue Badge is correctly displayed, providing the bay has not been suspended. There is no time limitation.

## **Enforcement**

Whilst the Council encourages all road users to comply with highway regulations, it accepts that the level of compliance is optimised and sustained through timely and effective enforcement to:

- Enforce parking contraventions in a fair and consistent manner for the benefit of all parking users
- Encourage sensible parking to improve access and protect public safety
- Provide safe parking places with clear markings and signage
- Ease congestion by keeping streets clear to enable smooth traffic flow.

A necessary and integral part of any Parking Scheme is that visible and effective enforcement action, to help ensure that the terms of the Traffic Regulation Order (TRO) are observed. The Council will undertake enforcement only where Civil Enforcement powers are enacted. Penalty Charge Notices/Fixed Penalty Notices will be served to all vehicles observed parking in contravention of the rules/times of any Parking Scheme.

## **Exemptions**

The parking team receives requests for parking exemptions for events, funerals, religious festivals. These will be considered, and any cost associated to put an exemption in place, however this may not be to the detriment of residents permit scheme or cause any road safety issues, all requests will be carefully considered. Please note that parking for those that are visiting places of worship are not excepted from any restriction in place.

## **Low-income households**

Households on Low Income will be able to apply for a reduced permit charge subject to providing evidence that they are on Universal Credit or other similar benefits recognised by the Local Authority. The permit fee will be reduced by £10 for the first permit/vehicle only and is not transferable.

## Obstruction of Parking spaces

Any obstruction by resident placed on the Highway i.e. bins to save parking spaces outside properties will result in warning letters sent to permit holders and if continued removal from the scheme.

## Footway Parking

The Council has a responsibility to keep footways safe to use, to maintain safe passage for pedestrians, rather than to facilitate parking. Parking on footways:

- Creates safety issues for pedestrians and can hide other vehicles particularly on bends, narrow roads and at junctions
- Creates an obstruction and hazard for the visually impaired, disabled and elderly people and those with prams and pushchairs
- Can cause damage to the footway.

Parking on footways would be considered in exceptional circumstances only where there is no impact on safety or pedestrian movement and where the underlying construction is suitable for vehicles.

**Please note:** This policy is subject to change due to best practice, legislation changes or Traffic Regulation Order changes but not restricted to. If the Council feels that residents are abusing the Residents permit schemes it is reasonable to remove households due to constant disregard of the scheme. Warning letters will be sent to households.