

CODE OF PRACTICE FOR CIVIL PARKING AND TRAFFIC ENFORCEMENT

April 2022

London Borough of Ealing
Parking Services



SECTION 1 – INTRODUCTION

1.1.0 Contents

SECTION 1 – INTRODUCTION

SECTION 2 – CIVIL PARKING ENFORCEMENT

SECTION 3 – MOVING TRAFFIC RESTRICTIONS AND BUS LANE ENFORCEMENT

SECTION 4 – CONTROLLED PARKING ZONES

SECTION 5 – TYPES OF PERMITS

SECTION 6 – OFF STREET CAR PARKS AND FACILITIES

SECTION 7 – CHALLENGING A PENALTY CHARGE NOTICE

SECTION 8 – PAYING FOR A PENALTY CHARGE NOTICE

SECTION 9 – PAY & DISPLAY ON STREET

SECTION 10 – CONTACT LIST

SECTION 1 – INTRODUCTION

1.2.0 Glossary of terms

AVRS	Abandoned Vehicle Removal Service
CCTV	Closed Circuit Television
CEO	Civil Enforcement Officer
CPZ	Controlled Parking Zone
DYL	Double Yellow Lines
SYL	Single Yellow Line
FOI	Freedom of Information
HEB	Health Emergency Badge
P&D	Pay & Display
LT	London Tribunals
PCN	Penalty Charge Notice
NTD	Notice to Owner
ENF	Enforcement Notice
CC	Charge Certificate
OFR	Order for Recovery
TMA 2004	Traffic Management Act 2004
LLA 1996	London Local Authorities Act 1996
LLA 2000	London Local Authorities Act 2000
LLA 2003	London Local Authorities and Transport for London Act 2003
RTA 91	Road Traffic Act 1991
VRM	Vehicle Registration Mark
TMO	Traffic Management Order

SECTION 1 – INTRODUCTION

1.3.0 About this document

This document sets down the parking and moving traffic contravention enforcement protocols in the London Borough of Ealing. Parking Contraventions are covered in section two of the document, Moving Traffic and Bus Lane Contraventions in section three. It is primarily intended for use by London Borough of Ealing's Civil Enforcement Officers (CEOs) and camera operators but has been made readily available to the public via the council's website for their information.

Visit www.ealing.gov.uk/parking

Through this document Ealing Council seeks to:

- deliver a high-quality parking service to all road users in a fair and consistent manner, in line with our charter of being 'firm, fair, excellent and progressive'
- ensure there is clarity of the enforcement requirements and policy for all CEOs and parking service officers
- have a single point in which enforcement policy is documented and can be easily updated

Document format

Separate sections cover each main area of enforcement.

CEOs are not strictly bound by this Code of Practice when enforcing parking regulations on behalf of the London Borough of Ealing, in the sense that a CEO may disregard an instruction if they feel a concession or exemption is being abused.

Illustrations and photographs in this Code of Practice

The illustrations and photographs included in this document are only examples and may not reflect the restrictions in place on street but are intended to promote ease of use of this document. In the case of moving traffic contraventions, the contraventions are not limited to the signs displayed in the document.

1.4.0 Freedom of Information (FOI) and public access to this document and corporate procedure

No information has been withheld from this document under FOI exemptions.

All requests for hard copies of this document should be treated as an FOI request. The public may make an FOI request to the FOI team by emailing;

foirequests@ealing.gov.uk

SECTION 1 – INTRODUCTION

1.5.0 Governance and version control

1.5.1 Previous editions

None

1.5.2 Ownership

This document is owned by Parking Services, the London Borough of Ealing.

1.5.3 Updates

Ad hoc changes will be communicated via formal instructions. The instruction will refer to the section of the Code of Practice that is being changed. The full document will be re-issued / published only when appropriate.

1.5.4 Approval authority

All re-issues must be authorised by the Assistant Director of Parking. This copy replaces any previous versions of the Code of Practice, which are now obsolete.

1.5.5 Contravention codes

Contravention codes and descriptions in line with the Standard Penalty Charge Notice (PCN) Codes v6.7.8.

1.6.0 Definitions

Waiting, parking and stopping

Parking contraventions are contraventions of the relevant TMOs or parking regulations. As described in the Road Traffic Regulation Act 1984, parking and waiting are synonymous. Waiting consists of stopping a vehicle where restrictions apply and can be described as occurring 'where the vehicle has been permitted to remain at rest'. The definitions of parking and waiting are covered in some detail on the LT website in the 'key case' of Schwarz vs. Camden.

Loading/unloading

This activity needs to be visible and the process (i.e. the delivery/collection and obtaining any necessary signature etc) needs to be continuous in order to satisfy the concessions for loading and unloading. It is only permitted in certain bays and on yellow lines where no loading restrictions apply. Private vehicles are only afforded loading/unloading concessions when loading/unloading goods too heavy or bulky to be carried from a legal parking place. The vehicle must be so parked as a matter of necessity rather than mere convenience. This stipulation does not apply to commercial vehicles.

Picking up/dropping off of passengers

The definition of picking up/setting down is stopping at the kerb side in order to allow passenger/passengers to board or alight the vehicle. Waiting at the kerb side for passengers to arrive, or after passengers have left the vehicle, is not part of either of these processes.

SECTION 1 – INTRODUCTION

1.7.0 Exemptions to this Code of Practice

1.7.1 Exemptions and observations listed in this document do not apply to private or commercial vehicles if it appears to the CEO or camera operator that the vehicle is not being used in accordance with the exemption or concession. For example, an observation period will not be given to a commercial vehicle parked on a yellow line if it is evident that the crew is having lunch in a nearby café etc.

An observation period is primarily designed to ensure that the vehicle is not engaged in an exempt activity, such as loading or unloading. When a vehicle is parked in contravention of the regulations, and depending upon the type of restriction, the CEO may observe the vehicle for a certain period of time before issuing a PCN. In all other cases (for example a vehicle causes an obstruction or is parked hazardously), an observation period does not apply and a PCN may be issued immediately. This is implemented via variable observation periods.

A variable observation period will benefit the public as it will enable swift enforcement action to be taken against problem vehicles parked in contravention, whilst allowing longer observation periods for vehicles that may be entitled to an exemption (for example vehicles parked displaying a Blue Badge). Certain contravention codes will have variable observation periods in Ealing to help to resolve ongoing parking issues at particular locations.

The Code of Practice also may not apply to persistent evaders, defined by the TMA Act 2004 as being those with three or more live and unchallenged PCNs post-Charge Certificate stage. Additionally, where vehicles are known to use the maximum observation times under these protocols and then move the vehicle, only to park in contravention once again, instant PCNs may be issued upon parking in contravention for the second time. Full notes are to be made by the CEO.

1.7.2 Problem areas – arrangements to lift Code of Practice requirements

Where a vehicle or vehicles are known to park in contravention at a given location or locations on a regular or continuous basis, that location and the appropriate VRM(s) will be briefed to CEOs, and/or CCTV camera operators and may be subject to immediate enforcement without observation. Bases will be requested to provide

details over the period of two weeks with documented evidence (other PCNs, CEO notes) that parking in contravention is taking place. The notes and evidence provided will then be produced in case of challenge or appeal of the PCNs subsequently issued.

1.7.3 Extension to controlled hours

Warning notices should be issued for two weeks during the extension period. Normal enforcement should be carried out during previous core-controlled hours.

1.7.4 Introduction of new restrictions

Where brand new restrictions are introduced, warning notices only should be issued for the first two weeks of controls.

1.8.0 Parking enforcement by CCTV

The Traffic Management Act 2004 makes provision for local authorities to carry out the enforcement of parking contraventions using CCTV cameras. The Secretary of State must certify any type of device used solely to detect parking contraventions. This means that the CCTV cameras used for parking enforcement need to be approved by the Secretary of State.

CCTV enforcement is not suitable for all types of parking contraventions and is used mainly for parking contraventions of a more serious nature. Examples of some of the more serious parking contraventions are school zigzags, and bus stops. CCTV enforcement is not permitted for permit holder bays, stop & shop bays or pay & display parking bays.

SECTION 2 – CIVIL PARKING ENFORCEMENT

2.1.0 Civil parking enforcement

Introduction

The main objective of a CEO is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner. CEOs enforce parking regulations by serving PCNs where vehicles are parked in contravention of the relevant restrictions. CEO duties also involve helping the public by acting as a point of contact, inspecting parking equipment and reporting faults, checking and reporting incorrect street furniture, road signs and markings and by issuing information leaflets or warning notices when required.

A CEO is also expected to record and provide accurate information in relation to their daily activities and enforcement actions. This information can be used to support the CEO when unable to serve a PCN either through the vehicle being driven away or by threats of violence. This information can also be used by the notice processing team when challenges are received against PCNs issued and ultimately by a parking adjudicator in the case of an appeal.

2.2.0 Explanation of different types of bays

Free parking bays



Free parking bays are spaces in which you can park for a limited period of time free of charge. The hours of control when these bays are in force are stated on a sign adjacent to the bay. The sign will usually also state a time period within which you cannot return to park within the same bay or bays. Outside of these times you can use the bay without restriction.

Permit bay



Permit bays are reserved for holders of valid resident parking permits, resident visitor permits, business parking permits or business visitor permits.

Blue badge holders and solo motorcycles may also use these bays to park free of charge provided the bay has not been suspended.

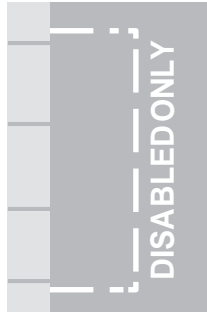
Loading bay



Motorists can use loading bays for a short period of time for the purpose of delivering or collecting of goods or for loading and unloading. The vehicle involved does not have to be a goods vehicle, unless signs state otherwise but use of the vehicle must be necessary for loading and unloading.

SECTION 2 – CIVIL PARKING ENFORCEMENT

Disabled bay



Disabled bays are reserved for motorists that are clearly displaying a valid disabled person's blue badge. Unless there is a specified time of control or days of control on the bay sign, then the bay is controlled on a 24-hour, seven days-a-week basis.

Doctor's bay



Doctor's bays are reserved for holders of valid Doctor's permits only.

Dual use bay



Dual use bays change their function at specified times of the day e.g. loading bay during the day and a pay & display bay at other times. The class of the vehicle permitted to use the bay and the days and hours that controls apply are shown on the sign adjacent to the bay.

Pay & display bay



Pay & display bays are parking bays with a single ticket machine for a number of parking spaces. The hours when payment is required, maximum stay limits and instructions on how to pay are stated on the front of the machine. A customer also has the option to Pay by Phone.

Car club bay

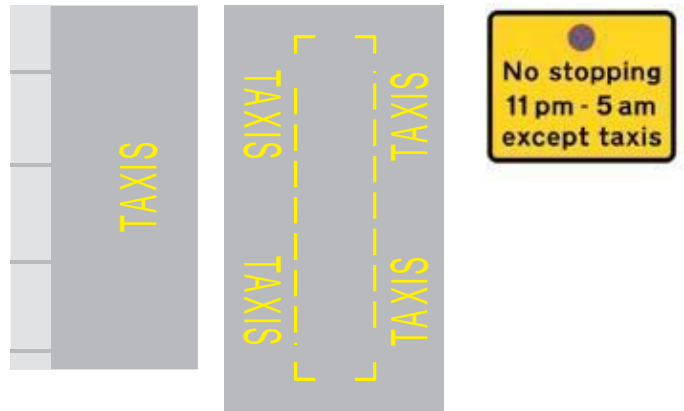
Car club bays are restricted for use by vehicles operated by a council recognised car club organisation for 24-hours-a-day, seven days-a-week throughout the year. They are only available for use by vehicles that display a car club permit and are a member of the car club scheme.

Motorcycle bay



Motorcycle bays are reserved for solo motorcycles only which allow them free unlimited parking.

Taxi ranks bays



Taxi rank bays are reserved for use by licensed taxis (not private hire). Taxi ranks provide the public with a set location where they can hire a licensed taxi.

SECTION 2 – CIVIL PARKING ENFORCEMENT

Electro bays

These bays are reserved for use by electric vehicles. Vehicles parked within these bays can use the charging points to charge their vehicles free of charge as long as they are a member of Source London. Vehicles parked in these bays must also ensure payment of the parking charge is made.

Vet bay

These bays are reserved for holders of valid vet's permits only.

Coach bay

These bays are restricted and allow buses or coaches to set down or pick up passengers. These bays are free of charge, but some have a maximum stay period.

Police bay

These bays are reserved for the sole use of police vehicles.

2.3.0 Parksmart—how to avoid being issued with a PCN

2.3.1 Suspended bays

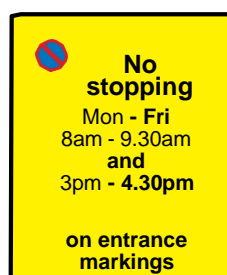
Yellow suspension signs are usually put up three days before the suspension is due to take place and indicate the dates, times and locations that the suspension is in force. Any vehicles found to have parked in the suspended bays during the times stated on the signs may be issued with a PCN.

2.3.2 Footway parking

Parking on footways and footpaths is not permitted in London unless signs state otherwise. Vehicles parked on footways and footpaths or an area of the road that forms part of a footway or footpath can cause a problem for pedestrians, especially wheelchair users, parents with pushchairs or people with mobility difficulties.

2.3.3 Zigzag markings outside schools

These restrictions are provided for safety reasons to ensure clear sight lines for both motorists and children outside schools. They are identified by yellow zigzag lines and large yellow signs placed either in the centre of or at the end of the restrictions. School zigzags are only operational during school term times on Monday to Friday between 8 - 9.30am and 3 - 4.30pm.



Please check the signs carefully before parking or stopping.

SECTION 2 – CIVIL PARKING ENFORCEMENT

2.3.3 Zigzag markings outside schools cont.

No vehicles, including vehicles displaying a disabled person's blue badge, are permitted to stop within the area of the markings during the times and dates the restriction is in force, even for picking up or setting down of passengers. Additionally, you must not load or unload within the restricted area during the time and period that the restriction is in operation. If the school lies within a Controlled Parking Zone (CPZ), then the keep clear area may also be covered by a single yellow line restriction. This prohibits parking within the school keep clear area during the CPZ hours of operation. If you are not sure of the hours of operation, check the CPZ entry signs, permit parking bay signs or signs at pay & display machines.

2.3.4 Bus stops and bus stands

Parking or stopping in a bus stop or a bus stand is restricted to all vehicles except buses. There are certain exemptions to this rule, which includes picking up, or setting down passengers from a licensed taxi (excluding public hire vehicles), vehicles when used for the fire brigade, ambulance or police purposes and vehicles used for universal postal services. If you are not exempt, you must not stop in a bus stop or bus stand at any time, even if you are picking up or dropping off a passenger.

Bus stops and stands are clearly marked on the road and also have a restriction sign. Please note that it is not a legal requirement for a bus stop or bus stand to have a red road surface.

2.3.5 Loading and unloading

Loading and unloading of goods

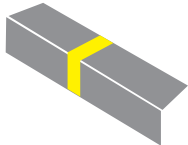
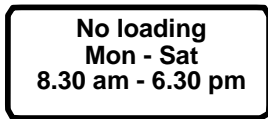
The regulations allow drivers to park for a short period for the purpose of delivering or collecting goods or for loading and unloading. This does not mean stopping to buy a newspaper, nor does it cover choosing and paying for goods. The vehicle involved does not have to be a goods vehicle, but use of the vehicle must be necessary for loading and unloading, and not merely convenience. For example, it may not be necessary to stop immediately outside a shop to collect a small item even if it is convenient, whereas it would be necessary to stop there for a heavy item that could not easily be carried far.

You can deliver, load or unload:

- on a single yellow line or on double yellow lines (without causing an obstruction) during restricted hours, unless there are yellow markings on the pavement kerb and an adjacent black and white sign showing that a loading ban is in force (see picture on page 12). Loading or unloading is permitted on yellow lines up to a maximum of 40 minutes
- in a permitted parking space which includes resident, business, pay & display, stop & shop (limited time free bays) or shared use bays for a maximum of 20 minutes only
- in a loading bay. Loading bays are indicated by white bay markings and a loading symbol on an accompanying sign. The wording 'Loading Only' is displayed on the signs and may also be on the road surface. The accompanying sign may also indicate whether loading and unloading is restricted to goods vehicles as well as the times of operation. If no times or days are shown, the loading bay may be used at any time for loading and unloading purposes.

SECTION 2 – CIVIL PARKING ENFORCEMENT

Note: If you are loading or unloading within a Controlled Parking Zone, the hours of operation will normally be the same as the hours of operation of that zone unless a sign indicates otherwise.



No loading or unloading
at the times shown



No loading or unloading
at any time

You cannot deliver, load or unload:

On zigzags (yellow or white) at any time e.g. pedestrian crossings and school keep clear markings; in a bus stop or bus stand, during the operation hours of a loading / unloading ban and on the pavement, except in exceptional circumstances i.e. scaffolding, glass etc.

Load bans

Yellow marks on the kerb or at the edge of the carriageway indicate that loading or unloading is prohibited at the times shown on the nearby black and white signs. If no days are indicated on the signs, the restrictions are in force every day including Sundays and Bank Holidays.

What do these markings mean?

These are markings on pavement kerbs that accompany single and double yellow lines. They direct drivers to look for signs displaying additional time restrictions that apply to loading and unloading on yellow lines in that area. Please note that outside the stated times for loading restrictions, parking restrictions may also apply. If there are no kerb markings, you can load and unload on a single or double yellow line for a maximum period of 40 minutes at any time. If there is a single kerb marking, you may not load or unload during the time the restriction is in force but outside the time of restriction you can load and unload for a maximum period of 40 minutes. Double yellow kerb markings mean no stopping or loading and unloading at any time.

What happens if I park there?

Any vehicle parked when restrictions are in place may be issued with a PCN. Vehicles may also be removed. Any vehicle, including vehicles displaying a disabled person's blue badge, may receive a PCN if parked on a loading or unloading ban during the times of operation or at any time as indicated by an accompanying sign.

SECTION 2 – CIVIL PARKING ENFORCEMENT

2.3.6 White zigzag markings and pedestrian crossings

You must not stop or park on a pedestrian crossing or in the area covered by the zigzag markings. These markings are installed specifically to maintain pedestrian safety. Any vehicle parked on these markings may receive a PCN.

2.3.7 Dropped kerbs or sloping footways

Enforcement of dropped footways

Dropped footway means any part of the footway or verge where it has been lowered to meet the level of the carriageway of a road for the purpose of assisting pedestrians crossing the road. These are especially useful for parents with pushchairs and those with wheelchairs and the less mobile such as elderly and disabled people. They also assist vehicles to enter or leave the road across the footway or verge, and to provide access to an off-street parking space such as a drive or garage. Any motorist parking in front of or adjacent to a dropped footway may be issued with a PCN unless the vehicle is parked within a legally marked permitted parking place e.g. displaying a valid resident permit/ voucher in a resident parking area during the hours of operation of a CPZ. You, members of your family and friends can park in front of the dropped footway outside your property as long as there are no parking restrictions in force at the time. If someone else parks across your dropped footway (without your permission), you can request the council to issue them with a PCN. In order to do this, you need to be registered with the council. You are then able to telephone the council about specific incidents and request that the council issue a PCN.

Note: If you live within a CPZ, the same process applies. Please note all vehicles must have a valid permit/voucher displayed if parking during controlled hours of the CPZ.

2.3.8 Yellow lines

Single yellow lines

Parking on single yellow lines is permitted only outside the times of operation that apply to that particular section of single yellow line. The times and days of operation for a single yellow line will be shown on a yellow sign next to the single yellow line. If the sign does not show any days of operation, then the restriction applies seven days a week.

Note: Within a CPZ, the single yellow line restrictions normally have the same times of operation as the controlled parking zone and are not individually signed. The CPZ entry sign will show the hours of operation that apply in that zone. However, if a particular section of yellow line has different hours of restriction from the CPZ hours, then a sign will show the alternative times of restriction.

Double yellow lines

Parking on double yellow lines is not permitted at any time of the day or night. Double yellow lines do not require a sign.

2.3.9 Correctly displaying a permit/ voucher/pay & display ticket

You should ensure that you correctly display your permit, visitor voucher or pay & display ticket. Visitors using vouchers need to scratch off the date, month, year and time of arrival and display it on the dashboard of the vehicle with all details clearly visible. Vouchers only need to be displayed during controlled hours (that is when payment is normally required) and you must ensure that you are using the correct voucher for the zone where you park. Please note the displaying of a permit or voucher/pay & display ticket does not apply to virtual permits and virtual parking sessions.

SECTION 2 – CIVIL PARKING ENFORCEMENT

2.4.0 Civil parking contraventions

A parking contravention can occur in a restricted parking area as well as in a permitted parking area. A vehicle parked in a restricted parking area where parking is prohibited for that type or class of vehicle at that time is committing a parking contravention. A vehicle parked in a permitted parking area can also commit a parking contravention if it does not park correctly, exceed the maximum permitted time or return to the same parking place before the expiry of a no return time.

2.4.1 More serious on and off-street parking contraventions

On street - higher

Contravention 01	Parked in a restricted street during prescribed hours
Contravention 02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.
Contravention 12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay & display ticket issued for that place where required, or without payment of the parking charge.
Contravention 14	Parked in an electric vehicles' charging place during restricted hours without charging.
Contravention 16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required.
Contravention 21	Parked wholly or partly in a suspended bay or space.
Contravention 23	Parked in a parking place or area not designated for that class of vehicle.
Contravention 25	Parked in a loading place or bay during restricted hours without loading.
Contravention 26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place.
Contravention 27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway
Contravention 40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.
Contravention 45	Stopped on a taxi rank.
Contravention 47	Stopped on a restricted bus stop or stand.
Contravention 48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited.
Contravention 49	Parked wholly or partly on a cycle track or lane.

SECTION 2 – CIVIL PARKING ENFORCEMENT

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

Contravention 62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway.
Contravention 99	Stopped on a pedestrian crossing or crossing area marked by zigzags.

Off street - higher

Contravention 81	Parked in a restricted area in a car park.
Contravention 85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required
Contravention 87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.
Contravention 89	Vehicle parked exceeds maximum weight or height or length permitted
Contravention 91	Parked in a car park or area not designated for that class of vehicle.
Contravention 92	Parked causing an obstruction.

There is a statutory grace period of 10 minutes for on and off-street parking on designated parking places, where a person is permitted to park. This includes free parking bays. If a vehicle is parked legally in a designated parking bay, the 10-minute grace period will be applied before issuing a PCN from the moment it becomes illegally parked.

SECTION 2 – CIVIL PARKING ENFORCEMENT

On street – higher

Contravention 01

Description: Parked in a restricted street during prescribed hours

Observation period:

Two minutes (constant). (Variable observation period applies)

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge and time clock, is displayed CEO, to log and not enforce within three hours
- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid Health Emergency Badge

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 02

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

Observation period:
Instant.

Observation:

- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- emergency services vehicles (police, fire, ambulance etc.)

Contravention 12

Description: Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay & display ticket issued for that place where required, or without payment of the parking charge.

Observation period: Two minutes.

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge is displayed then there is no limit on the duration of stay
- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid Health Emergency Badge

- vehicles displaying a valid LBE service voucher
- vehicles displaying a valid LBE permit/voucher (resident permit/visitor voucher)
- vehicles displaying a valid religious permit (for applicable zone).

Contravention 14

Description: Parked in an electric vehicles' charging place during restricted hours without charging

Observation period: Two minutes.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 16

Description: Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required.
Parked in a permit space or zone without clearly displaying a valid permit

Observation period: Two minutes.

Observations:

- If evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid LBE permit for that type of bay.

Contravention 21

Description: Parked wholly or partly in a suspended bay or space



Observation period: Instant.

Observation: None.

Exemptions:

- emergency services vehicles (police, fire, ambulance etc.)

Contravention 23

Description: Parked in a parking place or area not designated for that class of vehicle
This applies to motorcycle and coach bays only.



Observation period: Instant.

Observation: None.

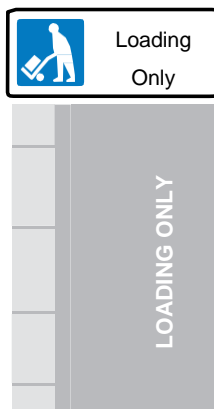
Exemptions:

- emergency services vehicles (police, fire, ambulance etc.)

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 25

Description: Parked in a loading place or bay during restricted hours without loading



Observation period: Two minutes.

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 26

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

Observation period: Two minutes.

Observations: None.

Exemptions:

- emergency services vehicles (police, fire, ambulance etc.)

Contravention 27

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

The description, 'parked adjacent to a dropped footway' applies to a dropped footway, which includes driveways. For residential driveways authorisation is required via confirmation that the driveway has been registered with LBE.

Driveways for shared-use residencies do not require authorisation. There is no authorisation required for enforcement at other dropped footways (i.e. sloping kerbs).

Observation period: Instant.

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge with time clock is displayed, CEO to log and not enforce within three hours
- if evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid health emergency badge

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 40

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



Observation Period: Instant.

Observations:

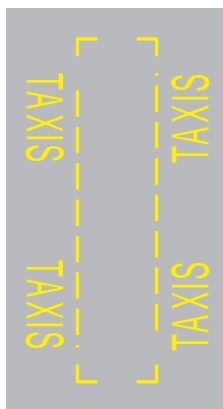
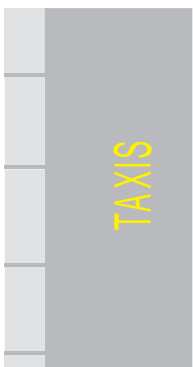
- If a valid blue badge is displayed, then there is no limit on the duration of stay.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 45

Description: Stopped on a taxi rank



Observation period: Instant.

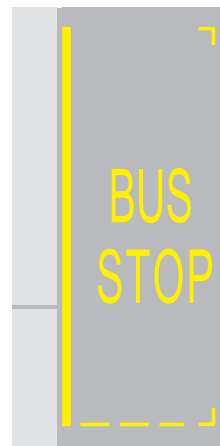
Observations: None.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 47

Description: Stopped on a restricted bus stop or stand



Observation period: Instant.

Observations:

- if evidence of setting down/picking up passengers and luggage is observed from a licensed taxi (not private hire) then casual observation to be followed.

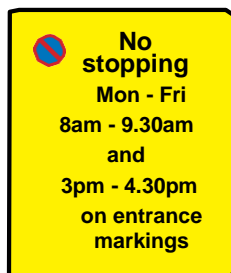
Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 48

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



Observation period: Instant.

Observations: None.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 49

Description: Parked wholly or partly on a cycle track or lane

Observation period: Two minutes.

Observations:

- if there is evidence of loading/unloading CEO to log for minimum of 20 minutes casual observation
- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 55

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

This only applies where an overnight waiting sign is displayed.

Observation period: Instant.

Observations: None

Exemptions:

- emergency services vehicles (police, fire, ambulance etc.)

Contravention 62

Description: Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway

Observation period: Instant.

Observations: None.

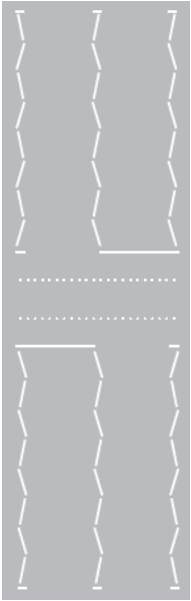
Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 99

Description: Stopped on a pedestrian crossing or crossing area marked by zigzags.



Observation period: Instant.

Observations: None.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Off street - higher

Contravention 81

Description: Parked in a restricted area in a car park
This applies to yellow hatched boxes.

Observation period: Instant.

Observations: None.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- refuse vehicles in the process of carrying out their work
- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation.

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 85

Description: Parked without a valid virtual permit or clearly displaying a physical permit where required. This is only enforced in designated permit only areas of car parks.

Observation period: Two minutes.

Observations: None.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid car park permit.

Contravention 87

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

Observation period: Two minutes.

Observations:

- if a valid blue badge is displayed then there is no limit on the duration of stay unless stated on the tariff board. If the limit is stated, then the time clock needs to be displayed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 89

Description: Vehicle parked exceeds maximum weight or height or length permitted

Observation period: Two minutes.

Observations: None.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 91

Description: Parked in a car park or area not designated for that class of vehicle

Observation period: Instant.

Observations: None.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 92

Description: Parked causing an obstruction

Observation period: Instant.

Observations: None.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

SECTION 2 – CIVIL PARKING ENFORCEMENT

2.4.2 Less serious on and off-street parking contraventions

Contravention 5	Parked after the expiry of paid for time
Contravention 6	Parked without clearly displaying a valid pay & display ticket or voucher
Contravention 19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay & display ticket, or after the expiry of paid for time
Contravention 22	Re-parked in the same parking place or zone within one hour after leaving
Contravention 24	Not parked correctly within the markings of the bay or space
Contravention 30	Parked for longer than permitted
Contravention 80	Parked for longer than permitted
Contravention 82	Parked after the expiry of paid for time
Contravention 83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock
Contravention 86	Not parked correctly within the markings of a bay or space
Contravention 90	Re-parked in the same car park within one hour after leaving
Contravention 93	Parked in car park when closed

On street - lower

Contravention 5 -

Description: Parked after the expiry of paid for time

Observation period: Two minutes.

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge is displayed then there is no limit on the duration of stay
- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid Health Emergency Badge
- vehicles displaying a valid LBE service voucher
- vehicles displaying a valid religious permit (for applicable zone).

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 6

Description: Parked without clearly displaying a valid pay & display ticket or voucher

Observation period: Two minutes.

Observations:

- if there is evidence of loading/unloading
CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge is displayed then there is no limit on the duration of stay
- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid Health Emergency Badge
- vehicles displaying a valid LBE service voucher
- vehicles displaying a valid religious permit (for applicable zone).

Contravention 19

Description: Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time

Observation period: Two minutes.

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge is displayed then there is no limit on the duration of stay
- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation will be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid Health Emergency Badge
- vehicles displaying a valid LBE service voucher
- vehicles displaying a valid LBE permit/voucher (residents permit/visitor voucher)
- vehicles displaying a valid religious permit (for applicable zone)
- vehicles displaying a valid allotment permit (for applicable zone).

Contravention 22

Description: Re-parked in the same parking place or zone within one hour after leaving

Observation period: Two minutes – two loggings in are required with changed valve positions recorded.

SECTION 2 – CIVIL PARKING ENFORCEMENT

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge is displayed then there is no limit on the duration of stay
- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid Health Emergency Badge

Contravention 24

Description: Not parked correctly within the markings of the bay or space.

Observation period: Instant.

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge is displayed then there is no limit on the duration of stay
- if there is evidence of setting down/picking up passengers and luggage is observed, then casual observation to be followed.

Exemptions:

- emergency services vehicles (police, fire, ambulance etc.)

Contravention 30

Description: Parked for longer than permitted

Applies to all free bays and stop & shop bays and also used for blue badge holders overstaying the three-hour limit on single and double yellow lines.

Observation period: Two minutes – two loggings are required with the same valve positions to be recorded. If a blue badge is displayed, then a log is required of the time displayed on the clock.

Observations:

- if there is evidence of loading/unloading, CEO to log for minimum of 20 minutes casual observation
- if a valid blue badge is displayed then there is no limit on the duration of stay
- if there is evidence of setting down/picking up passengers and luggage is observed then casual observation to be followed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid health emergency badge

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 80

Description: Parked for longer than permitted
This applies to disabled bays with time limits.

Observation period: Two minutes – two loggings are required with the same valve positions confirmed and details of the time clock displayed to be recorded.

Observations:

- if a valid blue badge with the time clock is displayed, CEO to log and not enforce within the time detailed on the bay.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 82

Description: Parked after the expiry of paid for time

Observation period: Two minutes.

Observations:

- if a valid blue badge is displayed then there is no limit to duration of stay unless stated on the tariff board.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid car park permit
- vehicles clearly displaying a valid pay & display ticket, with unexpired time remaining, for that car park. CEO should be able to see ticket clearly from the outside of the vehicle.

Contravention 83

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

Observation period: Two minutes

Observations:

- if a valid blue badge is displayed then there is no limit to the duration of stay unless stated on the tariff board.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)
- vehicles displaying a valid car park permit
- vehicles clearly displaying a valid pay & display ticket, with unexpired time remaining, for that car park. CEO should be able to see ticket clearly from the outside of the vehicle.

Contravention 86

Description: Not parked correctly within the markings of a bay or space.

Observation period: Instant

Observations: None.

Exemptions:

- emergency services vehicles (police, fire, ambulance etc.)

SECTION 2 – CIVIL PARKING ENFORCEMENT

Contravention 90

Description: Re-parked in the same car park within one hour after leaving

Observation period: Two minutes – two loggings are required detailing the time clock displayed on both occasions. T

Observations:

- if a valid blue badge is displayed then there is no limit on the duration of stay unless stated on the tariff board. If there is a limit stated, the time clock needs to be displayed.

Exemptions:

- any vehicle displaying a valid LBE dispensation
- emergency services vehicles (police, fire, ambulance etc.)

Contravention 93

Description: Parked in car park when closed

Observation period: Two minutes.

Observations: None.

Exemptions:

- vehicles displaying a valid permit for that car park.

2.5.0 Vehicle removals

Explanation of vehicle removals and relocations

Parking Services may use a removal truck to carry out additional enforcement action against vehicles parked in contravention of the parking regulations. Due to the deemed severity of removal action being taken, and the additional release costs involved, the use of the removal truck is focused on certain offences and types of offenders. These include: vehicles causing obstruction, persistent evaders (vehicles with three or more PCNs outstanding, where there is no longer an opportunity to appeal), vehicles parked in contravention of the higher-level contraventions - parking in places where parking is prohibited, and foreign registered vehicles where the likelihood of obtaining keeper details to recover outstanding debts are limited.

A vehicle will be issued with a PCN and then, dependent on the contravention and/ or if the vehicle is deemed a persistent evader, the removal can be instant or there may be a period of 15 minutes or 30 minutes between the issue of the notice and any removal action being taken. Once removed the vehicle details will be passed to TRACE, along with details of where the vehicle is being removed. You can call TRACE on 0300 077 0100. You can also text “TRACE” followed by your Vehicle Registration Mark to 66663 or use the on-line service <https://trace.london/>

At the pound the vehicle can be released following payment of the vehicle release fee and the PCN costs and once the correct proof of ownership is provided.

In addition to vehicle removals, the removal truck is also used to relocate vehicles in various situations. These can include vehicles that are causing an obstruction but that are not deemed appropriate to remove, including vehicles displaying blue badges, diplomatic vehicles etc. These vehicles will be relocated as close as possible to their original location, but not in contravention of the parking regulations. Relocation will also be used in instances where vehicles need to be moved from suspended parking bays or where emergency access is required to carry out repair work to utilities etc.

SECTION 3 – MOVING TRAFFIC RESTRICTIONS AND BUS LANE ENFORCEMENT

3.1.0 Understanding moving traffic restrictions and bus lane enforcement

Bus lanes

The aim of bus lanes is to give priority to public transport services and to exclude other motorists from using them during prescribed hours. The benefits include a reliable and timely public transport service. A reliable public transport service contributes towards reducing pollution and congestion and people are encouraged to use public transport services.






In Ealing, bus lanes can be used by public transport vehicles (buses), motor vehicles which are constructed or adapted to carry more than eight passengers (excluding the driver), licensed taxis (not private hire), and pedal cycles. The bus lane operating hours are indicated on big blue signs along the bus lane. The signs will also indicate a description of the permitted vehicles.

Bus lanes are also operational on public holidays including bank holidays.











Bus lanes are marked on the road by a solid white line, which indicates the boundary of the bus lane. The wording 'bus lane' is also marked on the road. This should always be near one of the big blue signs. Bus lanes do not need to be red in colour to be enforced.

Moving traffic restrictions




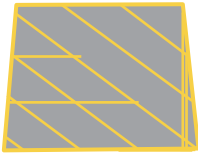
Non-adherence to moving traffic restrictions has serious road safety consequences. Signs are put up in areas where moving traffic restrictions apply. The sign could be a stand-alone sign or be part of another sign or signs, traffic lights or bollards. The kind of sign would indicate the type of traffic restriction in force. A list of decriminalised traffic restriction signs are given below. These can also be found in the London Local Authorities and Transport for London Act 2003, Schedule three and in The Traffic Signs Regulations and General Directions 2016.

Sign / marking	Requirement, restriction or prohibition
	Traffic must proceed in the direction of the arrow.
	Traffic must turn ahead in the direction of the arrow.
	Traffic must comply with the requirements prescribed in schedule 3. This means you must keep to the left-hand side of the road.
	No right turn.
	No left turn.

SECTION 3—MOVING TRAFFIC RESTRICTIONS AND BUS LANE ENFORCEMENT

Sign / marking	Requirement, restriction or prohibition
	No U-turns for vehicular traffic
	Priority must be given to vehicles coming from the opposite direction.
	You may not enter or reverse beyond this sign.
	All vehicles are prohibited beyond this sign except non-mechanically propelled vehicles e.g. bicycles which are being pushed by pedestrians.
	Entry to pedestrian zone is restricted. Note: there are alternative versions of this sign.
	Entry to and waiting in this pedestrian zone is restricted. Note: there are alternative versions of this sign.
	Motor vehicles are prohibited.
	Motor vehicles except solo motorcycles are prohibited.
	Solo motorcycles are prohibited.
	Goods vehicles exceeding the maximum gross weight indicated on the goods vehicle symbol are prohibited.

SECTION 3—MOVING TRAFFIC RESTRICTIONS AND BUS LANE ENFORCEMENT

Sign / marking	Requirement, restriction or prohibition
	One way traffic only.
	Route for use by buses and pedal cycles only.
	Part of the road outside a school entrance where vehicles should not stop.
	Yellow box junction marking which conveys the requirements prescribed in and Part 7 and 8 of Schedule 9 of the Traffic Signs Regulations and General Directions 2016. This means you must not enter a box junction unless your exit is clear You may enter when you are turning right but need to wait for oncoming traffic to clear before progressing.

3.2.0 Moving traffic contraventions

Contravention 29	Failing to comply with a one-way restriction
Contravention 31	Entering and stopping in a box junction when prohibited
Contravention 32	Failing to proceed in the direction shown by the arrow on a blue sign
Contravention 33	Using a route restricted to certain vehicles
Contravention 34	Being in a bus lane
Contravention 37	Failing to give way to oncoming vehicles
Contravention 50	Performing a prohibited turn
Contravention 51	Failing to comply with a no entry restriction
Contravention 52	Failing to comply with a prohibition on certain types of vehicle
Contravention 53	Failing to comply with a restriction on vehicles entering a pedestrian zone
Contravention 54	Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone

SECTION 3—MOVING TRAFFIC RESTRICTIONS AND BUS LANE ENFORCEMENT

Contravention 29

Description: Failing to comply with a one-way restriction

Observation period: Instant.



One-way traffic

Details:

- applies to vehicles driving in the wrong direction on a one-way street.

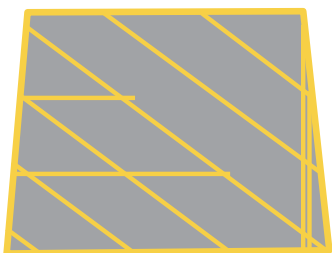
Exemptions:

- vehicles used for police, fire brigade or ambulance services.

Contravention 31

Description: Entering and stopping in a box junction when prohibited

Observation period: Instant.



Details:

- applies to vehicles entering and stopping in a box junction due to the presence of a stationary vehicle or vehicles.

Exemptions:

- a vehicle entering and stopping in a box junction for the purposes of turning right, for so long as it is prevented from completing the right turn by oncoming vehicles or other vehicles which are stationary whilst waiting to complete a right turn
- vehicles used for police, fire brigade or ambulance services.

Contravention 32

Description: Failing to proceed in the direction shown by the arrow on a blue sign

Observation period: Instant.



Traffic must proceed in the direction indicated by the arrow.



Traffic must turn ahead in the direction indicated by the arrow.



Traffic must comply with the requirements prescribed in schedule 3, part 2 of The Traffic Signs Regulations and General Directions 2016.

Details:

- applies to vehicles proceeding in the wrong direction, passing to the wrong side, turning in the wrong direction or driving in the wrong direction on a one-way street.

Exemptions:

- vehicles used for police, fire brigade or ambulance services.

SECTION 3—MOVING TRAFFIC RESTRICTIONS AND BUS LANE ENFORCEMENT

Contravention 33

Description: Using a route restricted to certain vehicles

Observation period: Instant



Route for use by buses and pedal cycles only.

Details:

- applies to vehicles driving in a route that is restricted to them i.e. bus only routes.

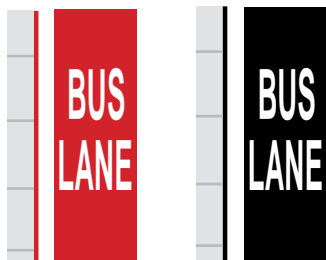
Exemptions:

- vehicles used for police, fire brigade or ambulance services.

Contravention 34

Description: Being in a bus lane

Observation period: Instant



Details:

- applies to non-permitted vehicles driving or parking / stopping in a bus lane.

Exemptions:

- vehicles used for police, fire brigade or ambulance services
- vehicles constructed or adapted to carry more than eight passengers (exclusive of the driver). This only applies if the bus symbol on the bus lane signage does not have the wording 'local' in it
- licensed taxis (not private hire), and pedal cycles.

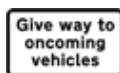
Contravention 37

Description: Failing to give way to oncoming vehicles

Observation period: Instant



Priority must be given to vehicles coming from the opposite direction.



Details:

- applies to vehicles that do not give priority to vehicles from the opposite direction when directed to do so.

Exemptions:

- vehicles used for police, fire brigade or ambulance services.

SECTION 3—MOVING TRAFFIC RESTRICTIONS AND BUS LANE ENFORCEMENT

Contravention 50

Description: Performing a prohibited turn

Observation period: Instant



No right turn for traffic.



No left turn for traffic



No u-turn for traffic.

Details:

- applies to vehicles contravening a 'no left turn', 'no right turn' or 'no U-turn' sign

Exemptions:

- vehicles used for police, fire brigade or ambulance services.

Contravention 51

Description: Failing to comply with a no entry sign

Observation period: Instant



No entry for traffic.

Details:

- applies to vehicles contravening a 'no entry' sign.

Exemptions:

- vehicles used for police, fire brigade or ambulance services.

Contravention 52

Description: Failing to comply with a prohibition on certain types of vehicle

Observation period: Instant



Motor vehicles are prohibited.



Motor vehicles except solo motorcycles are prohibited.



Solo motorcycles are prohibited.



Goods vehicles exceeding the maximum gross weight indicated on the goods vehicle symbol are prohibited.

Details:

- applies to vehicles entering an area which is restricted to them.

Exemptions:

- sometimes vehicles requiring access to premises or land adjacent to the restricted road are exempted as long as there is a sign which states 'except for access'
- vehicles used for police, fire brigade or ambulance services.

SECTION 3—MOVING TRAFFIC RESTRICTIONS AND BUS LANE ENFORCEMENT

Contravention 53

Description: Failing to comply with a restriction on vehicles entering a pedestrian zone

Observation period: Instant



All vehicles are prohibited except non-mechanically propelled vehicles being pushed by pedestrians.



Entry to a pedestrian zone is restricted. Note there are alternative types of this sign.

Details:

- the contravention occurs when a vehicle enters a restricted pedestrian zone.

Exemptions:

- vehicles used for police, fire brigade or ambulance services.

Contravention 54

Description: Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone

Observation period: Instant



Entry to and waiting in a pedestrian zone is restricted. Note there are alternative versions of this sign.



Entry to and waiting in a pedestrian zone is restricted. Note there are alternative versions of this sign.

Details:

- the contravention occurs when a vehicle fails to comply with a sign indicating a restriction on entering and waiting in a pedestrian zone.

Exemptions:

- vehicles used for police, fire brigade or ambulance services.

4.1.0 Control Parking Zones (CPZ) explanation

In residential areas where there is a lot of traffic, specially designed CPZs can be implemented. These zones have parking restrictions in place and are marked with yellow lines and parking bays. The entry points to these zones are signposted and indicate the hours when restrictions apply.

The times on these signs show when single yellow lines and parking bays are enforced. If you park on a single yellow line within these times, or in a parking bay without making a payment or displaying a permit/voucher you may receive a PCN. Double yellow lines are enforced 24-hours-a-day and some individual parking spaces have their own signs indicating the hours of enforcement.

Outside these zones, some roads may have parking restrictions, and these will be signposted at the location.

SECTION 5 – TYPES OF PERMITS

5.1.0 Parking permits

5.1.1 What is a Controlled Parking Zone (CPZ)?

A Controlled Parking Zone (CPZ) is a parking scheme in a street or area where parking is organised in order to help residents and businesses park their vehicles within the zones that they reside.

To find out which zone you are in, visit our website at www.ealing.gov.uk/parking

Parking is only permitted in designated parking bays during prescribed hours while displaying a correct permit, ticket or voucher.

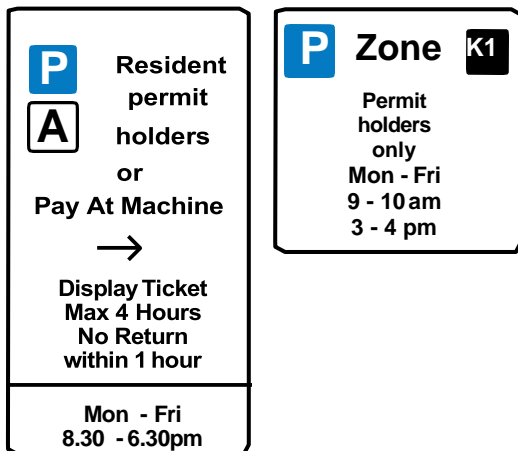
The aim of CPZs is to discourage commuter and long stay parking by people from outside the area and encourage the free flow of traffic through the borough.

5.1.2 What is a parking permit?

A parking permit allows residents and businesses to park inside a designated parking place within a CPZ during the prescribed hours.

Please note:

- you must be a resident or own a business in the CPZ to apply
- all parking permits issued for CPZs are annual permits.



SECTION 5 – TYPES OF PERMITS

5.1.3 Am I entitled to apply for a parking permit?

- **Resident permits**

If you reside in one of the London Borough of Ealing's CPZs, you may apply for a resident permit within your own zone, unless your property is in a low car-housing scheme.

- **Business permits**

If you run a business in a CPZ and you feel that you do not have enough off-street parking space, you may apply for a business permit to park in your zone. You will need to submit evidence provided by the company that you use the vehicle for operational use and not just for getting to work.

- **Allotment permits**

You must own an allotment in one of the London Borough of Ealing's CPZs to apply for an allotment permit.

- **Doctor's and veterinary surgery permits**

If a doctor's or veterinary surgery is located inside a CPZ and has a bay outside its surgery, they may apply for a permit.

5.1.4 How do I apply for a parking permit?

ONLINE: You can apply online by visiting our website at **www.ealing.gov.uk/parking**

BY POST: To: Ealing Council, Parking Services, PO Box 46264, London, W5 2UN. With a cheque or postal order payable to:

'EALING COUNCIL',

All cheques and postal orders must have the permit reference number and/or the vehicle registration number written on the back. Please send a stamped self-addressed envelope if you would like a receipt. Please do not send post-dated cheques, as they will not be accepted.

Any other form of payment, including cash, will not be accepted.

5.1.5 Who can I contact if I have any questions about parking permits?

If you require any further information about permits for the London Borough of Ealing please visit our website at **www.ealing.gov.uk/parking** or call us on **020 8825 6677**, Mon-Fri, 9am-5pm.

SECTION 6 – OFF STREET CAR PARK FACILITIES

6.1.0 Off street car park facilities

There are currently 18 off street car parks located around the borough. These range from two multi storey car parks to smaller surface car parks. Some offer season tickets and there is a range of opening hours. Dependant on the car park, Ealing Council provides dedicated disabled, motorcycle, car club and mother & child bays. The car parks are patrolled by CEOs who will issue PCNs to vehicles for a number of contraventions including not clearly displaying a pay & display ticket, or relevant permit, vehicles with expired pay & display tickets/pay by phone sessions or permits, vehicles parking in certain dedicated bays without displaying the relevant permit and vehicles not parked correctly within the bay markings. Payment can also be made by the Council's pay by phone provider.

Car park information

There are 18 car parks situated in all parts of the borough. Some of our car parks offer season tickets for year-round parking. All car parks are free of charge on bank holidays.

SECTION 7 – CHALLENGING A PCN

7.1.0 Challenging a Penalty Charge Notice (PCN)

7.1.1 What is a Penalty Charge Notice (PCN)?

A Penalty Charge Notice (PCN) is issued to the keeper/owner of a vehicle that the London Borough of Ealing believes to have committed a contravention.

There are currently, six types of Penalty Charge Notices. Five of these are served via the post and one Penalty Charge Notice is served by a Civil Enforcement Officer (CEO).

1. A CEO issued PCN

A Civil Enforcement Officer serves a Penalty Charge Notice by affixing it to the vehicle, or by giving it to the person in charge of the vehicle. From the day the Penalty Charge Notice is issued, you have approximately 28 days to challenge the Penalty Charge Notice with an informal challenge.

If your challenge is unsuccessful you may still make a formal representation against the Penalty Charge Notice, after the London Borough of Ealing sends the keeper/owner a Notice to Owner (NTO). The keeper/owner of the vehicle will then have approximately 28 days to submit a formal representation to the council for consideration. For more information about challenging a Penalty Charge Notice please visit our website at www.ealing.gov.uk/parking

2. A CEO vehicle drive away

The Penalty Charge Notice is served by post because, a Civil Enforcement Officer observed a contravention and attempted to serve a Penalty Charge Notice by affixing it to the vehicle, or giving it to the person in charge of the vehicle but the vehicle in question drove off from its once stationary position. The Penalty Charge Notice will be served by post to the DVLA registered keeper/owner of the vehicle. From the day the Penalty Charge Notice is served, you have approximately 28 days to make a formal representation.

3. A CEO prevented from issuing a PCN

The Penalty Charge Notice is served by post because a Civil Enforcement Officer observed a contravention and attempted to serve a Penalty Charge Notice by affixing it to the vehicle or giving it to the person in charge of the vehicle, but was prevented from doing so by one or more person/people. The Penalty Charge Notice will be served by post to the DVLA registered keeper/owner of the vehicle. From the day the penalty charge notice is served, you have approximately 28 days to challenge the Penalty Charge Notice with a formal representation.

4. A CEO parking contravention via CCTV

A parking contravention is observed by a Civil Enforcement Officer via an approved device (CCTV), the Penalty Charge Notice will be served by post to the DVLA registered keeper/owner of the vehicle. From the day the Penalty Charge Notice is served, you have approximately 28 days to challenge with a formal representation.

SECTION 7 – CHALLENGING A PCN

5. Moving traffic contravention

A moving traffic contravention is observed via CCTV device. The Penalty Charge Notice will be served by post to the DVLA registered keeper/owner of the vehicle. From the day the Penalty Charge Notice is served, you have approximately 28 days to challenge with a formal representation.

6. Bus lane enforcement

If you are observed via an approved device (CCTV) in a bus lane within the enforcement hours, the Penalty Charge Notice will be served by post to the DVLA registered keeper /owner of the vehicle. From the day the penalty charge notice is served, you have approximately 28 days to challenge with an informal challenge.

If your challenge is unsuccessful

The London Borough of Ealing will then send the keeper/owner an Enforcement Notice (ENF). The keeper/owner of the vehicle then has approximately 28 days to challenge the Penalty Charge Notice with a formal representation. For more information about challenging a Penalty Charge Notice please visit our website at www.ealing.gov.uk/parking



7.2.0 Challenging a PCN

7.2.1 50% discounted rate for all Penalty Charge Notices.

If you would like to make a payment for any Penalty Charge Notice, and your payment is within the first 14 days of the date of service of the notice, you may receive a 50% discount. Note it is 21 days for a CCTV parking PCNs.

If you make a challenge against a Penalty Charge Notice and it is not successful, you will receive a letter from the London Borough of Ealing notifying you of your rejection and will be given an additional 14 days to make the payment at the 50% discounted rate.

7.2.2 For all Penalty Charge Notices

Formal representation not successful

If your formal representation is not successful, then the London Borough of Ealing will send a letter of rejection to the keeper/owner of the vehicle. With this letter there will be a Notice of Appeal form (NoA). This form is provided so that the keeper/ owner of the vehicle can appeal to an independent adjudicator at the London Tribunals (LT). To visit the Parking and Traffic Appeals Service's website go to: <https://www.londontribunals.gov.uk/>

Rejection from the London Tribunals (LT)

If the independent adjudicator does not uphold your appeal, the keeper/ owner of the vehicle will be given approximately 28 days to make payment to the London Borough of Ealing.

SECTION 7 – CHALLENGING A PCN

If no payment received within 28 days

If no payment is received within the 28 days the keeper/owner of the vehicle will be served with a Charge Certificate, and the Penalty Charge Notice may be increased by 50%. The keeper/owner of the vehicle will have approximately 14 days to pay the Penalty Charge Notice.

If no payment is received at Charge Certificate stage

If there is not payment within 14 days, the London Borough of Ealing may register the Penalty Charge Notice with the Traffic Enforcement Centre (TEC) at Northampton County Court as an unpaid fine. This will increase the Penalty Charge Notice by £8 (court charge). To visit Northampton County

Court online, go to:

www.hmcourts-service.gov.uk/bulkcentre.htm

The London Borough of Ealing will send the keeper/owner of the vehicle an Order for Recovery (OFR), the keeper/owner of the vehicle will be given approximately 21 days to make payment or file a statement/declaration with the Traffic Enforcement Centre at Northampton County Court. If no statement/declaration is filed with Northampton County Court and no payment is received, the London Borough of Ealing may register your PCN with the TEC at Northampton County Court to obtain a warrant of control. The London Borough of Ealing will then pass the warrant to our Enforcement Agent to collect the outstanding monies. If your case is with the Enforcement Agent, you will need to contact them directly.

You can view the current state of a Penalty Charge Notice by visiting our website at:

www.ealing.gov.uk/parking

SECTION 8 – PAYING A PENALTY CHARGE NOTICE

8.1.0 Paying a Penalty Charge Notice (PCN)

HOW TO PAY



ONLINE:

Go to **www.ealing.gov.uk** and follow the online instructions. Payment can be made by debit/credit or charge card (Not Amex or Diners Club). Please have your details ready along with your Penalty Charge Notice (PCN) number.



BY TELEPHONE:

Call **020 8825 6565** (24-hours). Payment can be made by debit/credit or charge card (not Amex or Diners Club). Please have your card and penalty charge details ready when you call.



BY POST:

To: Ealing Council, Parking Services,
PO Box 46264, London, W5 2UN.

With either:

- a cheque or postal order payable to: 'EALING COUNCIL', OR
- your credit card details and payment authorisation.

All cheques and postal orders must have the Penalty Charge Notice number and the vehicle registration number written on the back. Please send a stamped self-addressed envelope if you would like a receipt.

Please do not send post-dated cheques, as they will not be accepted. **Any other form of payment, including cash, will not be accepted by post.**



IN PERSON:

Bring your Penalty Charge Notice and payment to the cashiers' desk at Serco Ltd Vehicle Pound, Units 20 – 22, Whitby Avenue, Park Royal, NW10 7SF. The opening hours are Mon-Sunday, 9am-7pm. Payment can be made either by cheque, postal order, credit or debit card or in cash. If you pay by cash, please ensure that you obtain a receipt.

Please do not make any payment if you want to challenge your PCN.

9.1.0 Pay & display explanation

Pay & display bays are parking bays with a machine that issues tickets for a number of parking spaces. The hours when payment is required, the maximum stay and instructions on how to pay are all stated on the front of the machine. Once you have made payment a ticket will be dispensed displaying the expiry time of your parking session. This ticket should be clearly displayed in your vehicle (preferably on the dashboard) so our CEO's can check the details. If you do not move your vehicle before the expiry of the paid for time, or have not purchased another parking session, you may be issued with a PCN and your vehicle may be removed.

The pay & display machines are checked on a regular basis so if the machine is out of order there will normally be an option to pay for a virtual parking session. If the machine near to the bay where you park is out of order, then you need to buy a ticket from a nearby machine or use our cashless provider. If a machine goes out of order when you use it, you should tell a passing CEO so it can be reported.

Parking in pay & display bays is only free on public and bank holidays where expressly stated on signs. Please check carefully before leaving your vehicle.

SECTION 10–CONTACT LIST

Customer Services

Ealing Customer Services, Perceval House,
14-16 Uxbridge Road, Ealing, W5 2HL

Office hours: Mon-Fri, 9am-5pm

Penalty charge notices (PCNs)

PCN payments and enquiries

Tel: 020 8825 6565

Email: parkingrep@ealing.gov.uk

Post: Ealing Council, PO Box 46264,
Ealing, W5 2UN

Office hours: Mon-Fri, 9am-5pm

General enquiries excluding PCNs

Tel: 020 8825 6677

Email: parkingservices@ealing.gov.uk

Office hours: Mon-Fri, 9am-5pm

For enforcement requests outside of these hours please call:

020 8825 5000.

Postal address

Ealing Council, Parking Services,
PO Box 46264, Ealing, W5 2UN

Controlled parking zones (CPZs)

For further information on the process of setting up CPZs, please contact highways management on 020 8825 6000 Mon-Fri 9am-5pm. For further information about the enforcement of CPZs, please contact parking services.

Film unit parking Applications

must be made via

www.westlondonfilloffice.co.uk

For further advice call the West London Film Office on **020 8825 6105** or **020 8825 5975**.

