



London Borough of Brent

Parking Strategy 2015

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1. Introduction

- 1.1 Good parking management is an important tool that can contribute towards achieving the Council's wider transport, economic and planning policy objectives. Well thought-out parking policies and effective enforcement can influence travel patterns, sustain the local economy, balance competing demands for road space, relieve congestion and contribute to sustainable outcomes.
- 1.2 Conversely, parking which is not properly regulated can exacerbate congestion on the road network, reduce the reliability of public transport, impact adversely on the local economy and create road safety problems. Parking services are highly visible to residents, local businesses and visitors. In particular, enforcement needs to be seen as fair, effective and proportionate if it is to retain public confidence.
- 1.3 Demand for parking in the London Borough of Brent is high. Over time the Council has introduced a number of measures to control the demand for kerb space. Parking in the south-eastern part of the borough, which is closest to central London, is regulated through Controlled Parking Zones where residents have the option of purchasing resident permits. Other parts of the borough also have parking controls, typically in and around busy high street locations, or near railway stations where there may be a demand for parking from commuters.
- 1.4 Another key feature is the presence of Wembley Stadium. On major event days the local area receives an extremely high number of visitors, placing significant pressure on local parking, and for this reason, the area surrounding the stadium also has parking controls to protect parking for local residents and businesses.
- 1.5 This Parking Strategy has been prepared to meet a key commitment made in the Council's Long Term Transport Strategy:

A Parking Strategy will be developed by Parking Services during the 2015/16 period. This Strategy will seek to analyse the current situation regarding parking in Brent and identify problems and opportunities for improvement. The Strategy will seek to achieve a balance between the needs of residents to park, access to local employment and local retail and service providers, and the need to reduce trips by conventional cars throughout the borough.
- 1.6 Accordingly, this Strategy outlines the Council's parking policy as well as providing local solutions for parking problems in the area. It sets out how parking issues are currently dealt with, identifies the priorities for enforcement and for future investment, and sets a framework from which the service can be developed. This Strategy builds on existing best practice undertaken within the borough and refines it to meet the current and emerging challenges.
- 1.7 This Strategy replaces the Council's former Parking and Enforcement Plan, adopted in 2006.

2. The Parking Strategy in Context

- 2.1 Brent is an Outer London borough, with a population of 311,200 according to the 2011 census, making it the fifth most populous borough in London. The borough covers an area of 4,325 hectares - almost 17 square miles - between inner and outer North West London. It extends from Burnt Oak, Kenton and Kingsbury in the North, to Harlesden, Queen's Park and Kilburn in the South. Brent is bordered by the London Boroughs of Barnet to the east, Harrow to the north and Ealing to the west. It has short boundaries with the inner London boroughs of Camden, Westminster, Hammersmith and Fulham, and Kensington and Chelsea in the south.
- 2.2 The North Circular Road divides the less densely populated northern part of the borough from the more densely developed south. In the north of the borough, in areas such as Kenton and Kingsbury, a higher proportion of the population is retired, and cycling is used for less than 1% of all journeys. Conversely, in southern areas such as Brondesbury and Queens Park, cycling rates are much higher at 7-11%.
- 2.3 Brent is the most ethnically diverse place in Britain, with more than 120 languages spoken. The borough is home to the iconic Wembley Stadium, Wembley Arena and the Swaminarayan Hindu Temple in Neasden, and is accustomed to the successful staging of many major events. This means that Brent is the destination for thousands of British and international visitors every year. Fortunately, it is served by some of the best road and rail transport links in London, with 26 rail, Overground and tube stations, and several others just beyond the borough boundary.
- 2.4 Despite these strengths Brent is ranked amongst the top 15 per cent most deprived areas in the country. This deprivation is characterised by high levels of long-term unemployment, low average incomes and a reliance on benefits and social housing. Children and young people are particularly affected with a third of children in Brent living in a low income household and a fifth in a single-adult household. Living in poverty generally contributes to lower educational attainment, poorer health and wellbeing, and social isolation.
- 2.5 Despite its large population, Brent does not have a metropolitan-scale shopping centre, and many of the shopping and leisure demands of a large number of Brent residents are currently met by the Metropolitan Centres (as defined by the London Plan) of Harrow, Ealing and Shepherd's Bush, together with Brent Cross regional shopping centre, all of which are outside the borough.
- 2.6 Brent's largest centre, Wembley, is classified by the London Plan as a Major Centre. Wembley is also classified as an Opportunity Area, defined as having "significant capacity to accommodate new housing, commercial and other development linked to existing or potential improvements to public transport accessibility". It is also identified as a Potential Outer London Development Centre in the leisure / tourism / arts / culture / sports category.

2.7 The London Plan identifies six District Centres which lie wholly within Brent, and two which lie partly in Brent and partly in the London Borough of Harrow:

- Ealing Road
- Harlesden
- Neasden
- Kenton (also Harrow)
- Preston Road
- Wembley Park
- Willesden Green
- Kingsbury (also Harrow)

In addition, the Council's Local Development Framework (LDF) Core Strategy, adopted in 2010, identifies a further Major Centre and three additional District Centres which lie partly in other boroughs. These are:

- Kilburn (Major Centre - also Camden)
- Burnt Oak (also Barnet)
- Colindale (also Barnet)
- Cricklewood (also Barnet & Camden)

2.8 Park Royal, which lies partly in Brent and partly in Ealing, is classified by the London Plan as an Opportunity Area. On 1st April 2015, the Old Oak and Park Royal Development Corporation came into existence. The Development Corporation is the planning authority for its area.

2.9 Wembley and Park Royal are the major employment centres in the borough. The GLA's Further Alterations to the London Plan (2014) suggests that Brent will experience employment growth of 23.2 % between 2011 and 2036, the eighth highest employment growth of the 33 London authorities. It is also forecast that, in the same period, the borough's population will grow by 20%.

2.10 The LDF identifies five growth areas in the borough:

- Wembley
- South Kilburn
- Church End
- Burnt Oak & Colindale
- Alperton

Within these five growth areas, Wembley will be the preferred destination for town centre uses including new retail growth, office development, and new hotels. In the other four growth areas, mixed use development will be encouraged in accordance with a series of more detailed place-making policies appropriate to each area. These five areas will also be the location of nearly 90% of the 21,000 new housing units forecast to be built in the borough by 2026.

2.11 These potential changes will inevitably lead to increased demand for movement to, from and within the borough, with particular focus on the areas identified for growth. While the availability, frequency and reliability of public transport, and the existence of high quality facilities for walking and cycling will influence the way people travel, there will nevertheless be an unavoidable impact on loading, deliveries and parking.

2.12 The main demand for both on-street and off street parking in the borough's town centres occurs from Monday to Saturday across the working day between 8am and 6:30pm, on Sundays during the retailing hours of 10am to 5pm, and during special events, particularly in the Wembley area. The majority of drivers seeking long-stay

parking in the Borough, for which there is heavy demand, are likely to be commuters who travel at peak periods when traffic levels are at their highest. Conversely, many drivers seeking short stay parking are more likely to be shoppers, most of whom tend to avoid travelling in peak periods.

Car ownership

- 2.13 The 2011 Census indicated that car ownership in Brent is slightly below the London average, ranking 19th out of the 33 London authorities. Of the Outer London boroughs, only Haringey and Newham have fewer households with access to a car. As the table below shows, the proportion of households with access to a car fell between 2001 and 2011, and is now similar to the pattern that existed in 1991.

Table: Household car ownership in Brent

No. of cars/ vans per household	1991		2001		2011	
	No. of h/h	%	No. of h/h	%	No. of h/h	%
0 (car-free)	40,756	43.4	37,287	37.3	47,417	43.0
1	38,153	40.6	42,606	42.6	43,598	39.5
2	12,705	13.5	16,207	16.2	14,884	13.5
3+	2,350	2.5	3,891	3.9	4,385	4.0
Total Households	93,964	100	99,991	100	110,286	100

Car use

- 2.14 The 2011 London Travel Demand Survey indicates that, between 2005/06 and 2009/10, residents of Brent made an average of 3.1 trips each day, the eleventh highest rate of the 33 London authorities and slightly higher than the averages for both Outer London and Greater London as a whole (both 2.2 trips per day). 44% of these trips by Brent residents were made by car or motorcycle. This is a higher percentage than any Inner London borough, but is the sixth lowest of the 19 Outer London boroughs.
- 2.15 Use of buses in Brent is equal second highest in Outer London (16% of trips) and use of the Underground is also equal second highest in Outer London (7% of trips). Walking accounts for 29% of trips and cycling 1%.
- 2.16 Although the proportion of households without access to a car has risen (see above), the continuing increases in population, together with the forecast increases in employment, will generate additional demand for parking in the borough.
- 2.17 14.5% of the population (2011 Census) are people over 60 who have access to free travel on public transport, either through the Freedom Pass (which is available from the state retirement age) or the London-only 60+ Oyster Photocard (which is available from age 60). A higher proportion of older people live in areas in the north of the borough that are less well served by public transport. In addition, this group is likely to have more health problems than younger members of the community. Thus the availability of free transport is to a degree offset by a higher likelihood of using a car as a first choice for travel.

Parking policies

2.18 The Council's parking policies must comply with the law (particularly the Traffic Management Act 2004); and have regard to the Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions, the latest version of which was issued in April 2015. This Guidance states that enforcement authorities should design their parking policies with particular regard to:

- managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists);
- improving road safety;
- improving the local environment;
- improving the quality and accessibility of public transport;
- meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car; and
- managing and reconciling the competing demands for kerb space.

2.19 The Council's parking policies also sit within the context of the Council's overall transport policies. These are set out in the Council's 2015 Long Term Transport Strategy (LTTS). The LTTS sets out five objectives, all of which are relevant to this Parking Strategy:

Objective 1

Increase the uptake of sustainable modes, in particular active modes

Increasing the uptake of cycling and walking will actively contribute to a reduction in congestion and air pollution and improve the health of Brent residents. Use of public transport or car clubs instead of the private car also contributes to reduced congestion and is important in enabling access to services. Uptake of all these modes can be influenced by effective travel planning measures and infrastructure.

Objective 2

Reduce conventional vehicular trips on the network, particularly at peak time

This is not about reducing the total number of trips on the network as mobility is highly important for local economic growth. However, trips can be re-timed to avoid peak hours or take place in less polluting vehicles.

Objective 3

Support growth areas and town centres to enable acceptable development

Brent is expected to see high levels of growth over the next 20 to 30 years, focussing on the growth areas. Adequate transport investment will be required to ensure this development takes place on a sustainable basis and does not place undue pressure on the transport networks.

Objective 4

Reduce KSI* incidents and slight accidents on Brent's roads

Over the last 10 years roads in Brent have become safer, however there is still considerable amounts of work to do in further reducing accidents to create safe and accessible streets for all users.

*Killed and seriously injured

Objective 5

Reduce the exposure of Brent residents to PM and NO2 generated by the transport network

It has become apparent that particulate matter and nitrogen dioxide generated by a variety of sources has a significant adverse impact on the health of those who are regularly exposed. A proportion of these pollutants are generated by transport. Reduction in exposure of Brent residents could result in significant health benefits.

2.20 The LTTS also sets five priority areas that will provide a focus for further work. These are:

- Road safety;
- Air Quality;
- Health;
- Congestion; and
- Growth and regeneration.

2.21 Both the **Mayor's Transport Strategy** (May 2010) and the **London Plan** (July 2011) contain London-wide policies on parking, to which the Council must have regard. In particular, the London Plan sets out a framework of standards for the provision of off-street parking in new developments, including standards for cycle parking, disabled parking, and the provision of parking for electric vehicles. These issues are considered separately in this Strategy.

Other relevant policies

2.22 The **Local Development Framework (LDF)** is the Council's main planning policy document. The LDF Core Strategy was published in July 2010 and, as required by legislation, was subject to a Sustainability Appraisal of its policies. The LDF's Strategic Objective 8 deals with Transport Infrastructure as follows:

Strategic Objective 8

Reducing the Need to Travel and Improved Transport Choices – by:

- Completing first class retail and other facilities in Wembley that reduces the need to travel to other centres.
- Improving key transport interchanges of Wembley, Alperton, First Central and Queen's Park.
- Promoting access by public transport, bicycle or on foot and reducing car parking standards for growth areas because of their relative accessibility.
- Reducing modal share of car trips to Wembley from 37% towards 25%.
- Completing at least 5 car-free schemes per annum in the Plan period.

2.23 The Core Strategy Sustainability Appraisal adopted a number of additional objectives:

- | | |
|-----|--|
| S7 | To improve accessibility to key services especially for those most in need |
| EN1 | To reduce the effect of traffic on the environment |
| EN3 | To improve air quality |
| EN7 | To reduce contributions to climate change and reduce vulnerability to climate change |
| EC5 | To encourage efficient patterns of movement in support of economic growth |

2.24 The **Wembley Area Action Plan** (WAAP), published in January 2015, includes transport and parking policies intended to support the planned development and expansion of the Wembley area. Specifically in relation to parking, the WAAP sets out proposals for new car parks on the edge of the town centre, including coach parking, and also adopts parking standards for new developments in Wembley.

2.25 The Council's 2006 **Parking and Enforcement Plan**, which this Parking Strategy replaces, set out a priority hierarchy for on-street parking as follows:

- Local disabled resident parking need *
- Non-local disabled parking need *
- Local resident parking need*
- Essential worker in the delivery of public service
- Local business operational parking/servicing need
- Short-stay shopper/visitor parking need
- Long-stay shopper/visitor parking need
- Long-stay commuter parking need

* Includes residents' additional parking requirements for visitors and tradespeople (e.g. builders) who may require operational parking all day.

This priority hierarchy has been specifically referred to by the Council when considering amendments to parking charges since 2006, and will continue to be taken into account when assessing parking need.

2.26 Finally, the Council's 2014/15 Parking Report states that Brent is committed to providing a fair, consistent and transparent approach to parking and traffic enforcement. Publishing clear statistical and financial information will help achieve these objectives.

The Council's objectives for the parking service

2.27 In the light of the above, the Council has adopted the objectives listed below for the operation and development of its parking service.

Policy objectives

The Council seeks:

- To improve the safety of all road users.
- To provide affordable parking spaces in appropriate locations to promote and serve the needs of the local economy.
- To assist in providing a choice of travel mode and enable motorists to switch from unnecessary car journeys, to reduce traffic congestion, carbon emissions and pollution.
- To promote carbon reduction and improved air quality by encouraging the use of vehicles with lower emission levels
- To support local businesses by facilitating effective loading and unloading, and providing allocated parking where appropriate.
- To provide the right balance between long, medium and short stay spaces in particular locations
- To achieve a turnover of available parking space in shopping and commercial areas, to maximise business activity and promote economic growth
- To assist the smooth flow of traffic and reduce traffic congestion.
- To enable residents to park near their homes.
- To facilitate visitor parking, especially by those visiting residents with personal care needs.
- To assist disabled people with their parking needs, and enhance their access to local shops and key amenities
- To prioritise parking controls to support the needs of local residents and businesses over event traffic.

Operational objectives

The Council aims:

- To set a level of charges which balances demand and supply for parking spaces across the borough.
- To provide an efficient service which constantly seeks to improve.
- To be fair, consistent and transparent in our dealings with customers.
- To publish clear statistical and financial information on a regular basis.

3. Brent's Parking Policies in Action

3.1 The Council's overall approach to parking and enforcement is to work with residents and other stakeholders, to identify local problems and develop appropriate and proportional local solutions which support and complement the Council's wider policies and strategies. These solutions include:

- the prohibition of parking where this would compromise safety and the free flow of traffic;
- using parking controls to manage the demand for kerbside parking space;
- providing convenient on-street parking for residents, visitors and businesses;
- providing off-street parking (car parks) in areas where demand is greater than can reasonably be accommodated at the kerbside;
- ensuring that new developments provide sufficient parking to avoid adding to the demand for parking on the street; and
- adopting approaches such as car clubs and car-free development that reduce the demand for parking space and encourage the use of more sustainable forms of transport.

Waiting restrictions (red and yellow lines)

3.2 The majority of yellow-line waiting restrictions in Brent are on strategic and distributor roads and have been introduced largely to promote safety, assist buses, enable servicing and aid efficient movement of traffic. Where practicable, short-stay parking bays are also provided on these roads. Red-line waiting restrictions on the Transport for London Road Network (TLRN) are the responsibility of TfL, but aim to meet similar objectives on London's busiest roads.

3.3 Elsewhere, waiting restrictions have been introduced to remove obstructive or unsafe parking at locations such as close to junctions, on bends, outside schools and where the visibility of other motorists is obstructed. Special arrangements apply to protect residents' parking when events take place, especially in the Wembley area. In addition, restrictions are often placed in narrow streets, where parking would otherwise take place on both sides, to assist the emergency services in obtaining access.

3.4 Waiting restrictions across the borough apply for a number of different time bands; many restrictions were introduced several years ago covering a standard working day from 8.00 or 8.30am to 6.30pm. Over the last 20 years the borough has seen increased traffic flows and congestion, more flexible working arrangements and the growth of evening and Sunday trading. As a result, peak traffic periods have spread and the peak times for parking demand have changed.

3.5 To address this process of change, the Council reviews restriction time bands as part of a wider process by which waiting restrictions are regularly reviewed and amended in order to improve safety, continue meeting local needs, and rationalise provision in order to reduce ambiguity or confusion for drivers.

- 3.6 The Council sees the introduction of restrictions into residential streets as a last resort. This only takes place where safety is compromised by dangerous or obstructive parking, or where the bulk of the demand for kerbside parking is from people from outside the local area and is detrimental to residential and community activities.
- 3.7 The views of residents and other frontagers are always taken into account in deciding whether controls should be introduced.

Legal powers

- 3.8 The Council is empowered by the Road Traffic Regulation Act 1984 (as amended), the Traffic Management Act 2004, and other specific legislation to provide parking places on and off the highway, to charge for their use, and to carry out enforcement activities. The Greater London Council (General Powers) Act 1974 (as amended) bans footway parking in London.

On-street parking

- 3.9 A survey in 2014 indicated that there were approximately 88,000 on-street parking places, both controlled and uncontrolled, available across the whole of Brent. Over large areas of the borough, particularly in the north and west, on-street parking remains available to motorists free of charge or restriction. In these areas, there are only limited lengths of kerbside waiting and loading restrictions in place on-street, including those necessary to ensure road safety.
- 3.10 In areas of parking control, residents can purchase electronic vouchers to enable their visitors to park. Elsewhere, ad hoc on-street visitor parking is managed by the use of Pay and Display (P&D) bays, which normally require a valid ticket or permit to be displayed in the windscreen of the vehicle parked in a defined bay. Pay and Display machines are located near shops and businesses within areas of controlled parking across the borough. Payment by mobile phone, which does not require a permit to be displayed, is also possible and is an increasingly popular method of payment.
- 3.11 As the use of telephone (cashless) parking increases the number of P&D machines is likely to be reduced, while still maintaining an option to pay with cash except in specific designated areas suitable for commuter parking. A mobile application (app) is available which increases the convenience of cashless parking, for example by sending text reminders when parking sessions are due to expire.
- 3.12 The main areas of parking control also have bays reserved for local residents, or bays shared between residents and paying visitors. In some places there are also bays reserved for motorcycles, businesses, disabled people, doctors, car club vehicles and loading.

3.13 Current shopping and business opening hours mean that in some areas there can be similar, and sometimes higher, levels of parking on Sundays and Bank Holidays than on normal weekdays or Saturdays. For this reason, parking controls apply on Sundays in a small number of locations as follows:

Zone	Location
E	Ealing Road
KR	Kensal Green (part zone only)
T	Brentfield Road
W	Wembley Hill

Parking controls also operate on Bank Holidays in some busier areas. There is no enforcement on Christmas Day. However there is Bank Holiday enforcement on Boxing Day in the four zones listed above, plus zones KG (Kilburn Lane) and KM (Malvern Road).

Controlled Parking Zones

3.14 There are 42 formal Controlled Parking Zones (CPZs) in the borough as well as other areas where some controlled parking operates without there being a formal CPZ. The distinguishing feature of a formal CPZ is that the hours of operation of the restrictions are displayed on signs at the entrances to the area. The hours of control that apply to single yellow lines and to permitted parking bays are usually the same, and it is not necessary to provide signs at each separate length of yellow line.

3.15 The main exceptions to the uniform time restriction within a CPZ are double yellow lines, which prohibit parking “at any time” (i.e. 24 hours a day, every day) and do not require signs in addition to the lines themselves. Any other exceptions have to be specifically signed as having different hours of control to the general hours of the scheme in question.

3.16 A full list of CPZs and their hours of operation is contained in Appendix 1.

Parking permits

3.17 The Council issues a range of parking permits which enable the permit holder to park on-street in a bay designated for a particular type of user. The most common types of permit are for residents, residents’ visitors and businesses. Permits are of two general types: those which allow the holder to park in a bay reserved only for that type of permit holder (such as resident’s permit within a particular zone), and those which allow the user to park in a range of different bays (such as an Essential User Permit during operational hours). The Council launched a new on-line parking permit system in 2012/ 2013, and it became fully operational in 2013/2014.

3.18 A permit does not guarantee the holder a dedicated space outside an individual address, nor is it a guarantee that there will be sufficient kerbside parking space available to cater for all those who may have permits to park in any particular road or zone at any one point in time.

3.19 Permits are subject to terms and conditions which can be found at Appendix 2 and on the Council’s website. These conditions include a limit on the size of a vehicle for

which a permit may be obtained, and also on the number of permits which may be obtained under particular circumstances.

Residents' permits

3.20 The Council will issue a resident's permit on request to those people who:

- have a permanent address within a permit parking area and are able to provide evidence of this;
- prove that they are the keeper of the vehicle for which the permit is sought by providing details of ownership or a leasing agreement;
- agree to meet the terms and conditions shown at Appendix 2; and
- pay the applicable fee.

Applications are made online, and the validity of the resident's address and the vehicle details are checked electronically.

3.21 The maximum number of residents' permits that can be purchased per household is three. Non-residents are not eligible for a Resident's Parking Permit.

3.22 The resident permit enables the holder to park in any resident bay, and Shared Use (Resident/Pay & Display) bays within the Zone shown on the permit. However, a permit does not give the holder the right to a parking space immediately outside their home or in their own street, nor does it guarantee the availability of a parking space. Neither does it allow the holder to park in bays reserved for other classes of vehicle, such as doctors' bays or car club bays.

3.23 Permits are only available in respect of vehicles which do not exceed a maximum length of 6.5m, a maximum height of 2.5m and a maximum weight of 5 tonnes.

3.24 Residents' parking permits are priced according to vehicle emissions and the number of vehicles in a household. The Council has established seven Vehicle Bands as set out in the table below. The least environmentally damaging vehicles may park free of charge. (This currently applies to a vehicle in Band 1 which is the first or only vehicle in the household to receive a permit.) Residents have the option of purchasing annual, six month, or three month permits.

Brent Vehicle Band	1	2	3	4	5	6	7
Vehicle Emissions (gCO ₂ /km) of passenger vehicles registered on or after the 1st March 2001	Less than 110	110 to 130	131 to 150	151 to 175	176 to 200	201 to 255	Over 255
Cylinder capacity of engine (cc) of passenger vehicles registered before 1st March 2001 and goods carrying vehicles	Less than 1101	1101 to 1200	1201 to 1550	1551 to 1800	1801 to 2400	2401 to 3000	Over 3000

3.25 The charge for the second permit in a household is higher than the charge for the first, and the charge for a third and final permit is higher than the charge for the second permit.

Shared use parking

3.26 In order to allow short stay parking for visitors in predominantly residential areas, some bays have been designated as “shared use”. Shared use bays are available for use both by resident permit holders and by the public as pay and display bays. This allows visitors to the area to make use of the parking space vacated by residents who take their cars out of the area during the day.

Visitor permits

3.27 Residents who live in a controlled parking zone may purchase permits for use by their visitors, removing the need for a visitor to find a paid-for on- or off-street parking space. There are five specific options:

- annual visitor household permits;
- daily visitor parking;
- Temple (T) zone visitor permit;
- Wembley Hill (W) and Ealing Road (E) zone visitor permits (6.30pm to 9pm); and
- event day visitor permits.

3.28 An **annual visitor household permit** is a paper permit which displays the name of the resident’s street. It allows visitors to park in any resident or shared use bay, only in the named street (or part of the street) within the zone shown on the permit. The permit may be displayed on any vehicle. Each household may only hold one annual visitor household permit.

3.29 All visitor household permits are charged at a flat rate, and do not depend on the resident having a car for their own use.

3.30 **Daily visitor parking permits** require residents to set up a parking account, following which visitor permits can be booked online by telephone or by text. Residents must purchase a minimum of ten credits at a time, with each credit giving one day’s parking for one vehicle. Each credit is activated by providing the Council with the relevant date and the visitor's vehicle registration number.

3.31 The resident is issued with a voucher reference number and Civil Enforcement Officers will then have immediate access to the voucher information on their hand-held devices. There is nothing to display on the vehicle. Once a visitor parking session has been booked it cannot be cancelled.

3.32 Controlled Parking Zone T (Temple) has 24-hour parking controls, while Zones W (Wembley Hill) and E (Ealing Road) have controls that extend from 8 am to 9 pm every day including bank holidays. Special visitor permit schemes have been introduced to allow residents of these zones to receive visitors outside the hours of peak parking demand.

3.33 The **Temple Zone visitor permit** allows residents' visitors to park between 6.30pm and 8am every day. Only one Temple Zone visitor permit can be purchased per eligible household.

3.34 The **W and E zone visitor permit** allows residents' visitors within zones W and E to park between 6.30pm and 9pm and all day Sunday. Only one W or E zone visitor permit can be purchased per eligible household.

3.35 **Event day visitor permits** are discussed in the section on Wembley Event Day Parking.

3.36 Residents of private roads are not entitled to visitor permits.

Temporary courtesy permit

3.37 Temporary courtesy permits are issued with a one month duration. A small fee is payable and the cost is not emissions-based. Typically the circumstances in which a courtesy permit is issued are:

- the applicant has just moved into Brent and cannot yet authenticate their new address;
- to cover a short period between buying a new vehicle and selling the old one; or
- the annual permit has expired and the resident is moving out of Brent in less than three months.

Replacement vehicle permit

3.38 Replacement vehicle permits are available to existing permit holders whose normal vehicle is unavailable and who are temporarily using another vehicle. They are typically used by permit holders who have use of a garage courtesy car. There is a charge for the issue of a replacement permit.

Business permits

3.39 Business permits are available on request to local firms who are able to apply for up to a maximum of three permits per business, for each zone in which the business has premises. This is subject to providing the necessary proof of entitlement. The permit allows the vehicle to which it is attached to park in any resident bay within the same CPZ without restriction. The permit does not exempt the vehicle from any other restrictions, so business permit holders still have to pay if they park in a Pay and Display bay, and they may not park in other reserved bays such as disabled bays (unless the driver or passenger is using a Blue Badge), car club bays, doctors' bays, etc.

3.40 Business permits are specific to a named CPZ, and are not emissions-based. There are two types:

- liveried permit: and
- standard business (un-liveried) permit.

Liveried permits, which cost less than a standard business permit, are issued under a specific application process which includes the submission of vehicle photographs.

Parking for disabled people

- 3.41 There is a national scheme for issuing Blue Badges to disabled people who meet national eligibility criteria. Eligibility for a Blue Badge is either automatically passported if the applicant is in receipt of one of a range of benefits, or is determined locally by local authorities who assess applicants' level of mobility. The scheme allows holders of Blue Badges a range of parking concessions to improve accessibility. These concessions include dispensations from paid on-street parking, and also allow parking on yellow lines for up to 3 hours unless a ban on loading or unloading is in force. Some of the on-street concessions do not apply fully in central London, but Blue Badge holders are exempt from the London congestion charge, subject to payment of an administration fee.
- 3.42 The badge is issued to the individual, not to the vehicle and can be used in any vehicle so long as the holder is travelling in it.
- 3.43 Legislation allows the introduction of marked on-street disabled parking bays, in which the holders of Blue Badges are entitled to park if their permit is displayed in the windscreen of the vehicle which they are using. Motorists without a Blue Badge, who park in one of these bays, are liable to enforcement action.
- 3.44 The use of a Blue Badge to obtain the above concessions is only permitted if the disabled person, to whom the Badge has been issued, is a driver or passenger in a vehicle at the time at which parking takes place. Any misuse of Badges is an offence, and in such cases the Badge may be withdrawn from the disabled person.
- 3.45 Residents of England qualify automatically for a Blue Badge if they are aged two or over and one of the following applies:
- they are registered blind
 - they get the higher rate mobility component of disability living allowance (DLA)
 - they have been awarded 8 points or more in the 'moving around' activity of the personal independence payment (PIP)
 - they get war pensioners' mobility supplement
 - they have received a lump sum payment from the Armed Forces and Reserve Forces Compensation scheme (within tariff levels 1-8).
- 3.46 Anyone over two years old *may* be eligible for a Blue Badge, if they either:
- have a permanent and substantial disability which means they cannot walk, or makes walking very difficult; or
 - drive a motor vehicle regularly and have a severe disability in both arms, making it very difficult or impossible to operate parking meters.
- 3.47 A parent of a child who is younger than three years old may also apply for a Blue Badge. The child must have a specific medical condition which means that they either:
- must always be accompanied by bulky medical equipment which is very difficult to carry around; or
 - need to be kept near a vehicle at all times to get emergency treatment for a condition when necessary.

- 3.48 People who do not automatically qualify for a Blue Badge may have an application agreed following a desk-based assessment which considers the evidence (usually medical) that the applicant can supply to confirm their mobility problems. Otherwise the applicant will be subject to a mobility assessment to determine whether their level of mobility is such as to qualify for a Badge.
- 3.49 Although the Council previously issued Blue Badges free of charge, it has agreed to introduce the statutory maximum fee of £10 for issuing a Blue Badge.

Parking by disabled residents

- 3.50 With increasing numbers of cars parking in the Borough's streets, many residents experience difficulty parking close to their homes. Whilst all drivers can suffer inconvenience at times, disabled drivers are more seriously affected. In recognising the special needs of disabled drivers, Brent Council seeks to assist those who are most disadvantaged by mobility problems.
- 3.51 Where a resident has sufficient room on their property to accommodate a vehicle, the Council's policy is to encourage the resident to convert their garden to enable their vehicle to be parked off the road. The Council can carry out works to drop the kerb and construct a strengthened ramp in the footway to enable the resident to access their property at the owner's expense. In some cases, blue badge holders may be able to claim some financial assistance to carry out this work, as part of a personal care package. However, this option may not be possible if there is insufficient space, and in some circumstances it may be necessary to seek planning permission for the changes.
- 3.52 If a Blue Badge holder experiences problems with parked vehicles obstructing their driveway access, a white line or "access bar" can be marked on the road. Access bars are discussed in more detail later in this document.
- 3.53 The Council can provide an advisory sign for fixing to the disabled driver's property, to remind other drivers to park with consideration. These can be used either in conjunction with a crossover, or to deter kerbside parking along the kerbside outside a disabled driver's property.

Disabled persons' parking places

- 3.54 A disabled person's parking place is a parking space marked on the public highway by a white-painted box with a sign indicating that it is for the use of blue badge holders only. The space is defined by a Traffic Order, which makes it an offence for any vehicle to be parked there without displaying a valid blue badge. The process for making a Traffic Order means that anyone affected by the proposed bay can submit an objection, which must be considered before a decision is reached on whether to designate the space.
- 3.55 Even when a bay is requested by a householder, it is not reserved for their personal use. The disabled person's parking place is still available for any blue badge holder to use, although in practice this may be a rare event.

3.56 The Council's criteria for granting a disabled person's parking place are as follows:

- The applicant must be a registered Blue Badge holder.
- Where off-street facilities are available, a bay may be provided if the applicant can demonstrate that the facilities are either unsuitable for the use of a disabled person due to the nature of their disability, or unsuitable for their vehicle.
- The applicant must use and drive a vehicle kept at the premises, except where the applicant:
 - a) requires substantial physical assistance from the driver of the vehicle when entering and leaving the vehicle and the driver is generally the only person available to assist the passenger: or
 - b) is sufficiently mentally or physically incapacitated to necessitate constant supervision by the driver of the vehicle and the driver of the vehicle is the only person available to effect this supervision.
 - c) The driver should also live at the applicant's address.
- All disabled person's parking places will be operational 'at any time'.
- Disabled persons' parking places will only be approved at locations where road safety will not be adversely affected by their provision.
- Where disabled persons' parking places are considered to be no longer necessary due to a change in circumstances, or are reported to be unused, they will be removed.

3.57 Disabled person's parking places are not provided for:

- Dial-a-Ride, taxis, hospital drivers or others, for the purpose of picking up or setting down passengers.
- Non-disabled visitors or carers.

Personalised disabled bays

3.58 In addition to providing ordinary Disabled Person's Parking Places as set out above, the Council has its own local scheme to assist residents with a greater degree of disability. A personalised bay reserves the space for a named user, and other Blue Badge holders may NOT park in the bay.

3.59 The Council's main criteria for granting a personalised disabled bay are as follows:

- Applicants must hold a Brent issued valid Blue Badge.
- Applicants must be receiving the DLA Higher rate of Mobility Component for an indefinite period. The higher rate of Attendance Allowance will also be accepted for applicants aged 65 or over.
- Applicants must be driving their own car or nominate a carer who drives them who also resides at the same address.
- Applicants must have no access to off street parking facilities.
- The bay will be subject to an annual review.

3.60 The full criteria for provision of a personalised disabled bay are set out at Appendix 3.

Advisory signs for disabled drivers

- 3.61 In locations where it is not possible to provide a formal disabled bay, the Council will consider installing an advisory sign, fixed to the disabled driver's property, reminding other drivers to park with consideration. No markings are put on the road.

Off-street disabled parking

- 3.62 The Council provides dedicated disabled parking bays in most of its car parks. Commercially-run public car parks may also provide dedicated disabled bays.
- 3.63 The Council also places requirements on developers through the planning process to provide stipulated numbers of dedicated off-street parking places for disabled customers, staff and visitors in new developments.

Essential User Parking

- 3.64 The Council operates an Essential User Permit (EUP) scheme to help certain charitable organisations and public sector workers to provide essential care and services to people that live or work in controlled parking areas. The scheme was introduced in 2003.
- 3.65 An essential user permit (Essential Service User/ESU permit) is available to any person who performs a statutory service on behalf of the Council, including social housing management and residential or community care management, or is a health visitor, general practitioner, district or community nurse, midwife, chiropodist, dentist or osteopath employed by the National Health Service, or who provides home visiting on behalf of a religious or non-profit making charitable organisation. Permits are also available for highway maintenance works and for visits to premises or structures that are potentially dangerous. The scheme was extended to schools (in limited circumstances) in 2008, subject to their commitment to develop a school travel plan.
- 3.66 An ESU permit is only valid whilst the holder is undertaking official duties. This usually means at a clients' house or workplace, and never includes the permit holders' own office or other workplace. In addition, the permit may not be used for official duties within 500 metres of the holder's place of work. The permit does not guarantee that a space will be available for the user at any particular location.
- 3.67 An ESU permit temporarily entitles the permit holder, whilst undertaking official duties, to park in:
- a resident permit holders only bay;
 - a permit holders only bay; or
 - a dual-use bay (pay & display and permit/resident permit holders bay).

3.68 An ESU permit does not entitle a holder to park in or on:

- pay & display only bays;
- doctors' bays;
- disabled bays;
- car club bays;
- car parks;
- a Controlled Parking Zone operated by another borough;
- any place subject to Wembley Event Day restrictions;
- privately-owned land, including housing estates owned by Brent Council; and
- suspended bays.
- loading bays;
- taxi ranks;
- motorcycle bays;
- yellow line restrictions;
- bus stops;

3.69 A full list of terms and conditions is available on the Council's website.

Car Clubs

3.70 Car Clubs are now well-established in Brent. These have either come about through planning agreements relating to individual developments, or through the Council working with car club companies to provide on-street bays where car club vehicles can be kept. The Council's Long Term Transport Strategy includes a commitment to draw up a Car Club Management Plan that will aim both to provide encouragement for car clubs in Brent, and also to provide a framework by which space on the highway can be equitably allocated between competing car club operators and private vehicle owners.

3.71 Car clubs offer significant benefits including:

- reducing on-street parking stress, by reducing the number of parked cars, encouraging car sharing and helping some residents to give up private car ownership;
- reducing traffic congestion (research demonstrates that car club members typically reduce their car mileage in favour of more sustainable means of travel);
- achieving emissions reductions, contributing to the Council's commitment to improve air quality in Objective 5 of the Long Term Transport Strategy; and
- reducing costs to individuals who only use a car occasionally.

3.72 The Council facilitates the provision and enforcement of on-street car-club bays in the borough, and will seek to increase their number where there is a clear demand. The Long Term Transport Strategy includes a target to increase the number of car club vehicles available to Brent residents by 20% by 2035.

3.73 Car club bays are reserved for the use of car club vehicles at any time, and exclude other permit holders and disabled drivers. Users of car club vehicles may park free of charge in resident bays across the borough, but not in shared use or Pay & Display bays.

3.74 There are no operational or administrative changes in respect of car club bays. Car club bay permits are free to operators to encourage car clubs in line with the Council's transport policy objectives.

Electric vehicles

- 3.75 The Council supports the adoption and use of ultra-low emission vehicles (ULEVs), including electric vehicles, due to their reduced impact on air quality. In addition, the Mayor of London has a policy to improve the availability of electric vehicle charging points across London. Electric vehicles have the potential to help reduce kerbside emissions if they become widely used, although current technology means that they are likely to be a more attractive choice in urban areas where the possibility exists of creating a network of publicly-available charging points. To date, take-up of electric vehicles by the general public has remained low, and there have been problems with the maintenance and reliability of some of the charging points already installed across London.
- 3.76 Residents' permits for electric vehicles are free (for the first car only), and electric vehicles are exempt from the central London Congestion Charge.
- 3.77 Currently four Council car parks have charging points, namely:
- Brent Civic Centre, Engineer's Way
 - Preston Road
 - St. Johns Road
 - Wendover Road
- 3.78 In addition, there are at least four other off-street locations in Brent with public charging points:
- Asda Wembley, Forty Lane
 - Asda Colindale, Capitol Way
 - IKEA Wembley, Drury Way
 - Ace Cafe, North Circular Road
- 3.79 The potential exists to install public on-street charging points. Since any bays would have to be reserved for electric vehicles only, the Council will take into account future demand and the loss of general public parking before considering whether to install any on-street bays.

Motorcycle parking

- 3.80 Motorcycles – or powered two-wheeled motor vehicles (PTWs) - are efficient users of road and parking space, although when in use they do not offer significant environmental advantages over other motor vehicles in terms of emissions. The Council also remains concerned about the high number of collisions associated with motorcycle usage.
- 3.81 Nevertheless, motorcycles can be a cheap and convenient means of personal transport. There are a number of areas in the borough where the demand for motorcycle parking is high, for example around key public transport interchanges. The siting of PTW parking facilities needs to be carefully planned so that they are highly visible to encourage natural surveillance and minimise theft.

3.82 The Council provides dedicated on-street motorcycle bays where this can be justified by demand and the needs of other users. The current locations are:

- Algernon Road
- Bolton Gardens
- Buller Road
- Chichester Road
- Coventry Close
- Harvist Road (3 sites)
- Kilburn Lane (3 sites)
- London Road
- Neasden Lane (2 sites)
- Pember Road
- Rainham Road
- Station Parade, Willesden
- Summerfield Avenue
- Wakeman Road
- Warfield Road
- Bayford Road
- Buckley Road
- Burton Road
- Claremont Road
- Dyne Road
- Kempe Road
- Kingsbury Road
- Montrose Avenue
- Oxford Road
- Prioory Park Road
- St. John's Road
- Station Terrace, northern arm
- Victoria Road
- Walm Lane
- Willesden Lane (2 sites)

3.83 Solo motorcycles can also park free of charge in:

- pay and display bays
- resident bays
- shared use bays
- permit holder parking bays
- Council-run car parks in Brent (some of which have dedicated motorcycle bays).

Motorcycles may not park on yellow lines or on the footway.

Cashless parking

3.84 A system for cashless parking payments has been in operation across the borough, on-street and in car parks, since December 2010. It allows motorists to pay to park their vehicle using a mobile phone and a bank card instead of using coins in a parking machine.

3.85 The system offers a wide range of benefits to customers, including choice of payment method, reminders that their parking session is due to end, and the flexibility to extend their parking session using their mobile phone, thereby eliminating the need to over-book initially.

3.86 Benefits to the Council include cost reductions in respect of coin processing, parking machine provision and maintenance, and reduced theft of cash from machines. Many parking machines are reaching the end of their reliable life, and without a transition to cashless parking, the Council would incur the capital cost of replacement.

3.87 The Council's current provider of cashless parking services trades as RingGo. Before using the service it is necessary to register, either in advance or at the time of parking, by providing the number plate, colour and make of the vehicle and details of the payment card to be used. There are several ways to pay to park with RingGo:

- by using an application (app) on a suitable mobile device
- by calling the phone service
- by text message
- through the internet (either via a mobile device or a PC).

3.88 When parking, a user is asked to:

- confirm the vehicle identity;
- confirm the location;
- state the proposed length of stay; and
- provide the security code from the payment card being used.

3.89 There is no charge for registering with RingGo and no charge for downloading or using the RingGo iPhone and Android apps. However, there is a small convenience charge, on top of the normal parking charges which apply. Since October 2013 the charges for cashless parking have been lower than for cash payments in Pay and Display bays.

Taxis and Taxi Ranks

3.90 There are six taxi ranks in the Borough, as listed below. The purpose of a taxi rank is to provide residents and visitors with a set location where they can hire a licensed taxi. Ranks are located in places where people are most likely to need a taxi, and there is a particular focus on the Wembley area. The ranks are the only places where a taxi may wait for business in a stationary position. It is an offence for any other vehicle to park in a taxi rank.

Location	Spaces
Arena Square / Engineers Way (Wembley Arena), Wembley (Not in operation when events require the closing of Boulevard Way)	6
Bridge Road / Brook Avenue / Olympic Square (Wembley Park Station), Wembley Park	17
Hilton London, Wembley	3
Kingsbury Road (Kingsbury Station), Kingsbury	2
Station Crescent (Sudbury Town Station), Wembley	2
Station Parade (Willesden Green Station), Willesden Green	2

3.91 Taxi ranks are designated by TfL in consultation with the Council, and the Council has responsibility for enforcement. The Council will conduct monitoring of stands and will continue to liaise with TfL over future arrangements and the provision or alteration of taxi facilities.

3.92 The Council's Local Development Framework preserves Policy TRN30 of the 2004 Unitary Development Plan, which says that developments likely to attract significant numbers of visiting members of the public should include adequate taxi parking facilities where boarding and alighting does not obstruct the public highway.

Doctors' bays

3.93 Doctors' parking bays are issued to registered practitioners for use at their surgeries, subject to production of proof that the premises are in current use as a surgery. The bays are restricted for use by the individual permit holder. The sign erected next to the bay includes the permit number, to indicate which user is permitted to park in the bay. Restrictions apply "at any time", so no other vehicle may legitimately park in the bay. There is an upper limit of three permits per address.

3.94 Doctors' permits do not permit doctors to park elsewhere during home visits. Parking for home visits is covered by the Essential User and Health Emergency Badge schemes.

Health Emergency Badge

3.95 The Council is part of the London-wide Health Emergency Badge (HEB) scheme, which is administered by London Councils on behalf of the London boroughs. The HEB scheme is intended to identify doctors' vehicles (and those of other qualifying health professionals) when being used on emergencies. The badge provides no immunity from parking regulations, but if a vehicle otherwise parked illegally is observed to be displaying a badge, Civil Enforcement Officers will generally not issue a Penalty Charge Notice (PCN) if the conditions of use are being adhered to.

3.96 Badges are issued to a practice or clinic, not an individual, and can only be used by professionals providing emergency health care. This includes doctors, nurses, midwives and health visitors, but not other para-medical practitioners such as physiotherapists, chiropodists and occupational therapists, or social workers.

3.97 The badge should be clearly displayed by hanging it on the rear view mirror, and the address of the patient being visited must be shown. Badge users attending a medical emergency can park in meter, pay and display bays and residents' bays without paying. If no alternative parking space is available, users can park on yellow lines. At all times badge users must ensure they do not cause an obstruction or endanger other road users. Badge users must not stay longer than absolutely necessary.

3.98 A vehicle displaying an HEB will not normally be penalised without an attempt made to contact the driver at the address shown on the badge. However, if a PCN is issued, any challenge must be individually contested using the normal process.

Special parking permit

- 3.99 The Council operates a Special Parking Permit scheme to meet the needs of key workers and services such as schools, social workers, certain charities and the police, whose place of work is situated within controlled parking areas. To meet the Council's commitment to sustainable transport, any affected organisation that requests a special permit must first prepare a Travel Plan, which illustrates that there are no other alternative travel options available. They must also:
- actively participate in the Council's Travel Plan programme;
 - demonstrate that the organisation has explored all reasonable alternatives for staff travel-to-work, including car sharing and other modes of transport; and
 - demonstrate that the organisation does not have sufficient off-street parking space to meet staff parking needs, and as a result suffers recruitment and retention problems.

Wembley event day parking

- 3.100 The size and number of events taking place at Wembley Stadium has led the Council to implement the **Wembley Stadium Event Day Protective Parking Scheme**. The scheme defines an event day zone where special parking restrictions are operational on all major event days at Wembley Stadium.
- 3.101 Wembley Stadium is a public transport venue. The scheme's restrictions are enforced to ensure that the area remains congestion free, and that minimum disruption is caused to the local community by visitors to the stadium. Anyone parking illegally in the event day zone is liable to receive a Penalty Charge Notice and may have their vehicle removed.
- 3.102 Event day restrictions operate between 8am and midnight on main roads to the stadium, and generally between 10am and midnight elsewhere outside Controlled Parking Zones (i.e. streets which do not have parking controls on non-event days).
- 3.103 In Controlled Parking Zones within the scheme area, the restrictions are 8am to midnight, with the exceptions of zone SA (Sudbury) which is 10am to midnight, and zone T (Brentfield Road) which operates at all times.
- 3.104 Also in Controlled Parking Zones within the scheme area, existing residents', business and other permits remain valid. In streets outside the CPZs, the Council offers a range of event day permits as follows:
- Event day resident permit
 - Event day visitor permit
 - Event day business permit
 - Event day school permit
 - Event day place of worship permit
 - Event day allotment permit
- 3.105 Event day permits are not vehicle-specific and are not subject to emission-based charges. There is a one-off single charge for each of these permits.

- 3.106 Applicants for an **event day resident permit** will have their residential status checked in the same way as other applicants for a resident permit. The maximum number of event day permits that can be purchased per eligible household is three. Residents of private roads in the scheme area are also entitled to permits to allow them to park in enforceable parts of the event day zone during an event.
- 3.107 Permit holders who have moved away are not currently required to surrender their pass. Most permit holders who move away dispose of their permit, but some are still inappropriately used. The Council intends to take steps to address this misuse.
- 3.108 Eligible households can also obtain **event day visitor** permits subject to a maximum of two per household. Residents of private roads in the scheme area are not entitled to visitor permits.
- 3.109 **Event day business permits** are available to legitimate businesses in the scheme area. These include passes specifically issued to support Royal Mail and Metropolitan Police operations in the area. For other eligible businesses, the maximum number of event day permits that can be purchased is three.
- 3.110 **Event day school permits** are available to a capped number of staff (currently 20) at schools in roads in the scheme area.
- 3.111 Up to 20 **event day place of worship permits** are available to recognised places of worship in roads in the scheme area that are subject to parking controls only on Wembley event days. It is not available to places of worship on roads that are subject to regular CPZ controls on non-event days.
- 3.112 Permits issued to places of worship and schools are not vehicle-specific and are transferable from one vehicle to another. Permits can only be used in roads within the area number shown on the permit.
- 3.113 **Event day allotment permits** are available to allotment holders at Brent allotments, subject to the applicant providing proof of vehicle ownership and proof that they have an allotment within the event day zone.

Other events

Funerals and Weddings

- 3.114 The Council will consider any special requests made by residents or funeral directors regarding parking arrangements for funerals or weddings. No charge is made for this service.

Religious Festivals

- 3.115 There are no formal policies in place for religious festivals. However, the Council will discuss any specific parking needs with organisers, and may agree to make informal local arrangements so long as these do not unreasonably cause parking or traffic problems for others.

Special occasions, one-off events and street parties

- 3.116 The Council understands that many residents living in the borough wish to hold non-religious events or celebrate special occasions from time to time, and these may also generate specific parking requirements. These events may be of any size, but

some may be large and have wide-ranging impacts. The Council publishes a guide “Organising Events in Brent”, which is available on the Council’s website, to assist people who wish to organise an event. The guide covers the very wide range of issues, including licensing and consultation, which may need to be addressed when organising an event.

3.117 Any event that will lead to an increase in traffic and parking in a particular area, a larger than average number of people on public transport, or a road closure, is likely to need a Traffic Management Order (TMO). In some cases, an event organiser may wish to close a road for a short period of time. A road that is closed to vehicle access, even for a short period of time, has many implications:

- the public may need to be informed of any road closures or diversionary routes well before the event dates;
- buses, taxis and emergency vehicles may be affected and may need to be warned of diversions;
- parking bays may need to be suspended for the day;
- business loading zones may be affected.

3.118 The Council requires a minimum of six weeks’ notice for street parties and a minimum of eight weeks’ notice for other events, for approval by the Borough Safety Advisory Group (BSAG) and to carry out the required procedures to close a road.

3.119 The Council makes a charge to cover its costs where a Traffic Management Order is required to close a street for an event.

Places of worship and community centres

3.120 Many places of worship are situated in residential areas. People often use their cars to travel to worship or to attend related community activities, and this can sometimes cause congestion and/or conflict with the parking needs of local residents and businesses. With the exception of event-day place of worship permits in Wembley (only premises that are not in a CPZ are eligible), no special on-street parking provision is made for places of worship and community centres.

3.121 The Council seeks to work with any faith group that wishes to reduce the impact of travel to their premises.

3.122 A specific Controlled Parking Zone (Zone T) is in place around the Neasden Temple to mitigate the impact on local streets.

Commercial vehicles, deliveries and servicing

3.123 To support the local economy and ensure that businesses can continue receive deliveries and despatch goods, the Council normally allows stopping on yellow lines for the purpose of loading and unloading goods. This arrangement, which is formalised in a Traffic Order, allows up to 20 minutes for this action, so long as a continuous loading or unloading process is taking place. Civil Enforcement Officers allow a twenty-minute observation period to check that a vehicle is parked for loading, and not for any other purpose, before issuing a PCN.

- 3.124 However, uncontrolled loading during peak traffic periods can lead to traffic congestion and endanger pedestrians, and it is therefore often necessary to prohibit loading and unloading at times of high traffic flow. These restrictions are indicated by signs and yellow kerb stripes.
- 3.125 When considering new traffic or parking schemes, the Council consults with businesses to ensure that the proposals will not have an unduly negative impact on the local economy, and that the access and loading needs of businesses are met without unacceptably compromising traffic management or the other objectives of the scheme.
- 3.126 Formal on-street loading bays can cause enforcement problems because of the difficulty in deciding whether a vehicle is involved in loading/unloading operations or is simply parking. The use of sections of yellow line, which prohibit parking but allow loading and unloading, is often a more flexible and practical way of providing for business needs.
- 3.127 All business proposals for better loading facilities are considered in the context of existing rear-servicing access, the impact on bus services, and the potential for the loss of footway space where the proposal is to “cut in” a loading bay.

Overnight parking of commercial vehicles

- 3.128 In common with most London boroughs, Brent prohibits the overnight parking of commercial vehicles on all borough streets. "Commercial vehicle" includes all goods vehicles whose maximum gross weight exceeds 5 tonnes, but does not include motor vehicles constructed or adapted solely for the carriage of not more than 12 passengers (exclusive of the driver) and their effects, or a hackney carriage (taxi). The parking ban operates from 6.30pm to 8.00am the following morning.
- 3.129 In practice, this means that most buses and coaches (but not minibuses as commonly recognised), and most larger lorries, are banned from parking overnight.

Coach parking

- 3.130 The Council does not currently own or operate any on- or off-street coach parking facilities. However, privately-managed coach parking is provided for event days at Wembley Stadium.
- 3.131 The Council's Local Development Framework preserves Policy TRN30 of the 2004 Unitary Development Plan, which says that developments likely to attract significant coach traffic (e.g. larger hotels and exhibition facilities) should include adequate coach stopping and parking facilities to ensure that unloading and alighting do not obstruct the public highway. The Wembley Area Action Plan of January 2015 suggests that existing stadium coach parking may be redeveloped, with any new coach parking being located away from the town centre, but within 960 metres of the centre of the Stadium.

Lorry Parking

- 3.132 There are no dedicated lorry parks in Brent.

Footway Parking

- 3.133 Parking on the footway causes an obstruction for pedestrians with wheelchairs and buggies, sometimes forcing them into the carriageway. It can also result in broken paving, which can become a trip hazard and lead to serious injury to elderly pedestrians.
- 3.134 The Greater London Council (General Powers) Act 1974 introduced a ban on parking on the footway, or on footway verges, in all roads in London. This is intended to prevent damage to the footway and to provide clear passage for pedestrians, visually impaired people and wheelchair users. This ban is now decriminalised and enforced in the same way as other parking contraventions.
- 3.135 Within the context of the London-wide ban, boroughs can introduce exemptions to prevent obstruction of the carriageway. These exemptions aim to assist in reducing traffic congestion and improving community safety by reducing obstruction of emergency vehicles in residential areas, while retaining adequate access for pedestrians. There are standard signs and markings which indicate where footway parking is allowed
- 3.136 The Council has adopted a set of criteria which have to be met before a street is granted exemption. These are:
1. Exemption will be granted only where the parking of vehicles wholly within the carriageway reduces the carriageway width to less than 3 metres.
 2. A minimum footway width of 1.2 metres for temporary schemes, or 1.5 metres where a permanent Order has been made, must be available for pedestrians.
 3. Roads in shopping and other busy pedestrian areas will not be considered.
 4. Roads outside schools, play areas, libraries, hospitals, health centres and residential homes for the elderly and other places of public assembly, will not be considered.
 5. Any road where, were it to be exempted, vehicles would park on a grass verge will not be considered.
 6. No vehicle will be allowed to park where it would obstruct the proper use, by all classes of vehicles, of a turning area provided at the end of a cul-de-sac or similar blocked highway.
 7. Motor cycles will be permitted to park on footways where footway parking exemption has been granted.
 8. Exemption will not be granted where residents can provide off-street parking but have chosen not to do so, or do not use existing off-street parking places for a variety of reasons not considered acceptable on highway, traffic or amenity grounds.
 9. Where a street does not meet the above criteria for exemption, and where any enforcement action would create a situation where access for emergency vehicles is obstructed and/or the capacity of the highway is reduced below its functioning level, special consideration will be given according to the particular circumstances, and the criteria relaxed as necessary.

Emergency vehicles

- 3.137 Fire, Ambulance or Police vehicles are exempt from all parking controls and restrictions while they are being used operationally in the borough. Access for these vehicles can prove difficult, especially at certain times of the day and along particular busy distributor routes
- 3.138 The presence of parked motor vehicles along these routes, and indeed in narrower residential streets, can sometimes delay emergency vehicles. This can have severe consequences. This problem is exacerbated when the driver of an illegally parked motor vehicle which is obstructing an emergency cannot be located quickly.
- 3.139 Unhindered access for emergency vehicles is essential and the Council will rigorously enforce against unauthorised parking on all of the main emergency corridors.
- 3.140 Emergency vehicle access is always considered when considering new traffic or parking schemes, and in considering applications for new developments.

School “Keep Clear” markings

- 3.141 The Council installs yellow zig-zag “Keep Clear” markings near schools at sites where parked vehicles are a hazard to children. The markings are a reminder not to stop and park at the school entrance for whatever reason and are enforceable under moving traffic contravention rules. New regulations restricting parking enforcement by CCTV, introduced in April 2015, still allow the Council to use CCTV to enforce these markings.

Access Bars

- 3.142 In areas outside Controlled Parking Zones, residents and businesses sometimes experience difficulty with drivers obstructing vehicular access to their premises. However the introduction of short sections of yellow line may not be practicable, as resources for the enforcement of waiting restrictions are limited.
- 3.143 The Traffic Signs Regulations and General Directions allow the provision of white access bars (carriageway markings to diagram 1026.1) across driveways where there is the potential for obstruction. The markings are to indicate to drivers that there is a vehicle access or crossover present and that they should not park.
- 3.144 Residents and businesses may apply to the Council for a white line marking. Markings cannot be provided where waiting restrictions are in force or where the white line would conflict with other carriageway markings. Accesses which are shared between two or more premises require the consent of all the affected occupiers. The Council makes a charge for this service. However, the charge may be waived for disabled applicants as part of a personal care package.

- 3.145 White line markings are advisory and are intended to act as a deterrent to thoughtless parking. However, enforcement is possible in some circumstances. The London Local Authorities and Transport for London Act 2003 (section 14) allows the Council to issue Penalty Charge Notices to, or remove, vehicles parked across dropped footways. This includes places where the footway is dropped to allow pedestrians to cross the road more easily.
- 3.146 In cases where a dropped footway is there to provide access to a driveway which is for individual residential premises (and not a business or shared with other premises), then enforcement action can only be taken when the occupier of the premises requests the local authority to do so. This means that it is not an offence for a residential occupier to park across his or her own driveway. The Council operates a telephone service between the hours of 8am and 10pm (except Christmas Day) which allows residents to ask for the removal of a vehicle which is blocking their driveway.
- 3.147 Other obstructions of the highway are a matter for Police enforcement and are dealt with under Section 137 of the Highways Act 1980.

Cycle parking

- 3.148 The Council encourages everyone living and working in Brent to cycle, for the benefits it offers to the individual as well as the benefits for the local community through reducing pollution, congestion and emissions. The provision of convenient, clean, well-lit and secure cycle parking can play a major role in an individual's decision to cycle on a particular journey.
- 3.149 Cycle parking facilities can be found throughout the borough in convenient locations near shops, workplaces and railway and underground stations, and the Council continues to identify new locations for the provision of cycle parking.
- 3.150 There is also a requirement to provide cycle parking in most new developments, including housing developments. The standards are set out in the Council's Local Development Framework (LDF), and compliance with these standards is checked as part of the planning application process.
- 3.151 It should be noted that cycle parking is not administered by the Council's Parking service.

Off-street Parking (Car Parks)

- 3.152 Public car parks in the Borough are operated both by the Council and by private operators. Car parks are the only way of providing substantial numbers of parking spaces in areas of high demand. They generally offer the opportunity to park for longer than nearby on-street space and often offer a cheaper tariff and visible security measures.

3.153 A summary of the Council’s off-street parking supply is given in Appendix 4, while Appendix 5 contains information on car parks which are run by other operators. The total Council off-street parking stock in the Borough is 893 spaces (including motorcycle spaces), allocated as follows:

Car spaces	796	Parent & child spaces	7
Disabled spaces	27	Electric vehicle spaces	
Business spaces	26	(plus 47 e.v. spaces also	6
Motorcycle (P2W) spaces	31	available as general parking)	
Total spaces	893		

There are also over 700 spaces in privately-run car parks available to the public on a “turn up and pay” basis.

3.154 In addition to the above, there are large numbers of spaces associated with shopping centres, supermarkets etc., although these are often intended for customers only.

Parking on Driveways

3.155 The concentration of event venues in Wembley means that a market has developed in which private householders, who are entitled to on-street permits, make their private driveways available for rent on a daily basis. In town planning terms, this is legal for up to 28 days a year. Any more permanent commercial use of a residential driveway would require the granting of planning consent.

3.156 There are additional parking controls on event days in the Wembley Stadium Event Day Parking Zone which are designed to reduce parking stress and protect the normal activities of residents and businesses on event days. The renting out of private residential space adds to parking stress by displacing residents’ vehicles on to the street, while long-stay event visitors, who would normally not be able to park, occupy the off-street space.

Parking on housing estates

3.157 Brent’s council-owned housing estates are managed by Brent Housing Partnership (BHP), which has responsibility for providing, managing and controlling parking on the estates’ unadopted streets, and for providing and managing secure cycle parking for residents. While roads on housing estates may sometimes appear similar to the surrounding public highway, they are in fact private roads. A separate permit system, operated by BHP’s contractor (currently Wing Parking), operates on estate roads. Permits issued by the Council’s Parking service for use in nearby Controlled Parking Zones are not valid on BHP housing estates.

3.158 Blue Badge holders are not automatically entitled to park on estate roads, and where disabled parking is available, additional conditions may apply.

3.159 BHP residents are able to apply for up to two resident permits and one visitor permit, subject to providing proof of residence and confirmation that residents’ vehicles are registered at the applicant’s address. Permits last for one year.

3.160 Residents of housing estates may also apply for a normal on-street parking permit in the relevant zone, but only if their address is on an adopted road

Procedure for introducing on-street parking schemes

3.161 The Council will consider the introduction of new CPZs or other on-street parking controls where:

- there is public support and there is evidence of a need for demand management; or
- parking is compromising road safety.

Controls have been introduced in order to regulate traffic volumes and parking demand in order to support the transport and environment objectives of the LDF and the Long Term Transport Strategy.

3.162 The programming of new parking projects is subject to prioritisation alongside other transport projects within existing budgets. Funding for new parking controls may also be available when the transport assessment for a new development indicates the need for additional controls, and the funding for the work is secured under a planning agreement related to the development.

3.163 As required by the Road Traffic Regulation Act 1984, all restrictions on kerbside parking have to be introduced by making a permanent or experimental Traffic Management Order. As part of the order-making process, local authorities are required to carry out statutory consultation with defined stakeholders. These include:

- the emergency services;
- adjoining authorities, if affected;
- representatives of freight transport operators; and
- other known stakeholders who would be materially affected by measures.

3.164 In advance of the statutory order-making consultation, the Council will normally undertake informal consultation with residents, frontagers and elected ward Members. In some cases it may be appropriate to consult over a wider area before moving on to the statutory phase. Depending on the circumstances, and the scale of the proposal, consultees can also include Transport for London and local transport interest groups, such as Brent London Cycle Campaign.

3.165 The Council now seeks to make its consultations available on-line and through social networking sites. This allows a greater flexibility in reaching and responding to consultees and potentially opens access to decision-making to a broader spectrum of the population. Through this process, stakeholders in the community can play a part in developing schemes that provide solutions which address specific local issues.

3.166 Following the consultation process, the Council decides on the measures to be introduced following consideration of any comments or objections received. New schemes and changes to existing waiting and loading restrictions are generally made using permanent Traffic Management Orders.

4. Parking Spaces and New Development

- 4.1 As explained in Section 2 above, the Local Development Framework (LDF) is the Council's main planning policy document or, more correctly, series of documents. The provision of parking space in new developments is governed by local policies contained in the LDF, which in turn must comply with national planning policy and the London Plan. These policies cover not just the number of car parking spaces required, but also disabled parking, cycle parking, the provision of electric vehicle charging points, deliveries and servicing.
- 4.2 In summer 2014 the Council consulted on a further Development Plan Document (DPD), the draft **Development Management Policies** document. This includes, among other policies, updated policies on the provision of parking in new developments. When formally adopted the Development Management Policies document will form part of the LDF.
- 4.3 In general terms, the Council's parking standards for new developments:
- are maximum standards rather than a fixed requirement;
 - take account of public transport accessibility in the vicinity of the site; and
 - aim to ensure that off-street provision is sufficient not to generate additional on-street parking.

Car-free development

- 4.4 The Council's planning policies generally require that residential developments should include some parking provision for residents. The number of parking spaces required can vary depending on the location of the development, the degree of public transport accessibility and the type of tenure.
- 4.5 Exceptionally, "car-free" housing developments may be permitted in areas with good or very good public transport accessibility. In Wembley, the Wembley Area Action Plan of January 2015 states Policy WEM 15 that the Council will *promote* the implementation of car-free development where it can be associated with good public transport accessibility.
- 4.6 An essential aspect of car-free developments is that occupation is restricted by condition to those who have agreed not to be car owners (other than for pooled communal vehicles). These residents will not be granted residents' parking permits.
- 4.7 Consequently it is only possible to consider car-free development in areas where on-street parking is already restricted.

Transport assessments and travel plans

- 4.8 Larger developments may be required to submit a transport assessment as part of the planning application process. Transport assessments identify the amount of travel likely to be generated by a development, how people are likely to travel, and any impact the development may have on the road or public transport networks. A transport assessment can also identify the amount of car and cycle parking needed by a development, and any delivery or servicing needs.

- 4.9 One outcome from a transport assessment may be the development of a travel plan for the site. A travel plan will build on the transport assessment to identify ways of encouraging sustainable travel during the life of the development. A key element of a travel plan is that it is regularly monitored and updated, and there is continuing engagement with staff and other users of the site. Examples of travel plan initiatives can include the provision of secure and dry cycle parking, loans for season tickets or the purchase of bicycles, the use of pool cars or car club vehicles for business journeys, and the provision of information on bus routes and timetables.

5. Parking Charges

Parking pricing principles

- 5.1 The former Parking and Enforcement Plan set criteria for determining parking charges, as set out in paragraphs 5.2 and 5.3 below. These criteria remain in force as part of this Strategy.
- 5.2 The Council will progressively develop a parking and CPZ permit charge structure that reflects balanced transport policies and overarching environmental aims and objectives. On this basis, and subject to local conditions, parking and permit charges will be higher in areas where the combination of motor traffic and parking impose the greatest external costs on the community and the environment, and also in locations that are highly accessible by public transport, walking and cycling. In addition, maximum stay parking periods will be set to discourage commuting. The broad criteria for setting charges are as follows, although each case will be considered on more detailed merits:

Highest charge  Lower charges	Locations that are highly accessible by public transport, walking and cycling and therefore have the greatest potential for mode shift, and which suffer high levels of congestion and parking stress.
	Locations where the environmental impact of high motor traffic volumes is greatest, including congestion, costs to the economy, air pollution, noise, danger and community severance. The most acutely affected areas are generally within parts of the borough designated as Air Quality Management Areas.
	Locations where enhancement and maintenance of the built environment is most needed and where parking and motor traffic volumes are judged to significantly undermine the quality of the built environment and discourage walking and cycling.
	Areas where local strategies for transport are directed towards restraining the use of private cars.
Higher charges  Lowest charge or free (in exceptional circumstances only)	Secondary shopping locations on the edges of town centres and including smaller district centres with good public transport, cycling and walking accessibility, where nevertheless the car plays a significant role in maintaining a viable local economy.
	Areas that have poor public transport accessibility and low density catchment areas, where the car is acknowledged as an essential tool to meet daily needs. In local shopping areas, the Council will consider the merits of providing free short stay parking (maximum half an hour) in order to facilitate 'stop and shop'.
Exceptions to the general rule	Charges for specified users, low emission vehicles and city car club vehicles will be varied according to their adjudged contribution to reducing the negative externalities of car use. Cycle parking will be provided free of charge except where there is good reason to make a charge (for example to cover the reasonable costs of maintenance and (re)provision of long stay facilities). Motorcycle parking will also be free of charge, but only until such time as the Council identifies a robust mechanism for registering that a motorcyclist has paid for parking.

5.3 Parking charges will be reviewed regularly to ensure that:

- they are consistent with charges made in other boroughs;
- they meet the environmental principles set out in the table above; and
- local businesses are not unduly affected by high levels of charges in terms of loss of trade to other shopping areas.

5.4 In September 2012, the Council's Executive adopted a further set of principles in order to guide future pricing of parking. These principles are:

No change should be made that undermines policy objectives, and subject to this overriding principle:

- A preference for annual inflation-matching price changes, rather than longer periods of static pricing followed by substantial price change, unless the cost of implementing annual inflation is economically unviable;
- Where different means of applying or paying for services result in significantly different costs for the Council, customer prices should reflect the different costs;
- The general consumer assumption that larger or longer purchases should result in a lower unit cost should apply where practicable;
- Inconsistent pricing for comparable products should be avoided;
- Very large anomalies should be eliminated in a staged manner;
- The cost of enforcement should, where possible, be met by the income from parking charges and permits, with receipts from contravention penalties being released for wider transport or environmental objectives.

5.5 Whilst it is reasonable for a Council to take due regard of estimated costs and income arising from the management of parking, is not lawful for a Council to use the Road Traffic Regulation Act 1984 to impose charges to raise revenue.

5.6 Also in September 2012, the Executive agreed that the pricing of a range of permits, available for different durations, should be priced according to fixed multiples as follows:

- 24 month permit 195%
- 12 month permit 100%
- 6 month permit 60%
- 3 month permit 40%
- 1 month permit 20%

5.7 It was also agreed that residents' permit prices should be automatically adjusted on the 1st day of April each year, based on the most recent available RPI data published by the Office for National statistics, and rounded to the nearest pound. This will typically be the January RPI figure, which is published on the 20th of February of each year. To simplify price increases, the prices of a number of parking products are now linked to the annual price of a band 4 first vehicle resident's permit.

5.8 In October 2013 the Council introduced a second tariff for users of the cashless parking service, in recognition of the fact that the operating costs of a cashless service are markedly lower than cash payments at pay and display meters.

Penalty Charge Bands

- 5.9 Penalty charges are set on a London-wide basis, and are applied according to location and the nature of the contravention. In general terms, a penalty will be in the “lower” or “less serious” category if it relates to a place where parking is normally allowed, and in the “higher” or “more serious” category if it relates to a place where parking is prohibited.
- 5.10 The penalty charges which currently apply in Brent are set out below. However, it should be noted that they are subject to change:

	More serious contraventions	Less serious contraventions
Band A 1. All roads in the Wembley Event Day Protective Parking Scheme Area (at all times and not only on Wembley Event Days). 2. Harrow Road between Greyhound Road and Kilburn Lane.	£130	£80
Band B All remaining streets in the London Borough of Brent.	£110	£60
Car Parks – all zones	£110	£60

There is a discount of 50% if a Penalty Charge Notice issued by a CEO is paid within 14 days. The period is 21 days if the notice is issued by CCTV.

- 5.11 Charges for other contraventions and parking services are also set on a London-wide basis. These include the following:

Contravention	Penalty charge
Bus lane contravention	£130
Minor moving traffic contravention	£130
Release from car pound	£200
Vehicle storage charge	£40 per day
Disposal fee	£70

Emissions-based charging

- 5.12 As stated in the “residents’ permits” section above, the Council uses vehicle emissions as the basis for setting its charges for residents’ parking permits.

Permit refunds

5.13 Permit holders who no longer require a permit, for example those who have moved out of the borough or have disposed of their vehicle, are eligible for a partial refund of their permit fee. The arrangements for refunds are set out in the Council's Traffic Management Orders, and are as follows:

- annual permits – maximum 4 months' refund;
- 6 month permits - maximum 2 months' refund;
- 3 month permits - maximum 1 month's refund.

Only full months remaining are eligible for a refund.

Dispensations and suspensions

5.14 Dispensations temporarily allow a vehicle to park in a location where parking is not generally permitted (for example, on yellow lines or in a reserved bay) where no alternative parking is reasonably available. This often happens when building works are required to take place at a property and there is no practical alternative parking available. The maximum dispensation is for four hours in every 24 hour period. Any issued permit must be displayed on the windscreen on the authorised vehicle.

5.15 Suspensions allow existing parking spaces to be suspended where traffic flow would be compromised during road works, or to accommodate traffic attending special events. Suspensions are also used to facilitate building works, filming, removals, funerals and so on. In these cases the temporary suspension of a parking bay reserves a specific bay or bays for use on a specified day, or part of a specified day, by a specified vehicle. If a suspension is granted, the Council will post notices informing other motorists of the change. Any issued permit must be displayed on the windscreen of the authorised vehicle.

5.16 Vehicles which park in a suspended bay once a suspension notice is displayed are liable to be removed for parking in contravention. Any other items left in a suspended bay are liable to be removed. Because of the need to inform motorists of a forthcoming suspension, an application must normally be made 21 days in advance. Urgent suspensions with short notice will normally attract an additional fee.

5.17 Applications for dispensations and suspensions can be made by email or post, using a form available on the Council's website. A fee is chargeable for this service. The Council does not guarantee that it will grant an application for a dispensation or suspension.

5.18 A suspension does not affect the designation and legal status of a parking place. It merely removes the parking place (or part of it), from use during the period of the suspension. Any suspension approved and carried out by, or on behalf of the Council, is without prejudice to any action which may be taken by the Metropolitan Police to suspend parking places without prior warning for reasons including security and public safety.

6. Parking Enforcement

- 6.1 The parking controls and services the Council provides need to be enforced to ensure that residents, visitors and businesses get the benefits that are intended. The Council recognises that a practical, common sense approach is needed to carry out its parking enforcement responsibilities, and it aims to get the balance right ensuring there is neither too much enforcement nor too little. Information provided by members of the public helps to achieve this.
- 6.2 However breaches of parking restrictions, due to lack of knowledge or deliberate abuse of the rules by drivers, are unfortunately common. Contraventions of parking restrictions can lead to traffic congestion and have adverse implications for road safety. While many people consider that a breach of the rules is of minor importance, they do not always appreciate the cumulative effect of illegal parking on road safety, congestion and traffic flow.
- 6.3 To ensure that the rules are observed, the Council deploys Civil Enforcement Officers (CEOs) to identify and take enforcement action against vehicles not abiding by local parking regulations. CEOs patrol the whole of Brent, but their deployment is focused on priority locations, including Controlled Parking Zones (CPZs).
- 6.4 Parking contraventions are normally dealt with by the issue of a Penalty Charge Notice (PCN) and, in appropriate circumstances, by removal (towing away) of the vehicle. In certain circumstances, warning notices may be issued instead of PCNs. The offences for which PCNs can be issued are detailed in the list of offence codes issued by London Councils, as set out in Appendix 6.
- 6.5 As well as managing Controlled Parking Zones and local parking schemes, the Council also provides important enforcement of other parking restrictions to bring about motorist compliance. The list below is not exhaustive, but the work undertaken by the service includes enforcement of:
- School “Keep Clear” markings
 - Yellow lines
 - Footway parking
 - Bus lanes
 - Yellow box junctions
 - Other moving traffic offences
- 6.6 Following an innovative joint procurement exercise with the London Boroughs of Ealing and Hounslow in 2013-14, the three boroughs jointly awarded a parking enforcement contract to Serco Ltd. The contract with the previous long term supplier, APCOA, came to an end in July 2013. The contract with Serco has provided new vehicles and equipment for the service, a new operational base and car pound at Park Royal, more efficient working methods, and enhancements to the customer experience.

Civil Enforcement Officers (CEOs)

- 6.7 The Council's Civil Enforcement Officers are employed by Serco under the parking enforcement contract. All CEOs are fully trained before they start their enforcement duties and are required to follow guidance set by London Councils, the organisation that represents the common interests of the 32 London boroughs and the City of London.
- 6.8 CEOs wear a uniform that is easily recognisable and each officer is required to display an individual ID number. CEOs are not paid commission and they are not set individual targets set for the number of Penalty Charge Notices (PCNs) they issue. A CEO who identifies a contravention is expected to issue a PCN. CEOs use a hand-held device to assist in issuing PCNs, and are required to keep a log and record photographs of contraventions for evidence purposes.
- 6.9 Following the implementation of a new parking scheme, CEOs will issue Warning Notices rather than PCNs for two weeks. Warning notices are also issued for up to seven days following the expiry of a resident's permit.
- 6.10 CEOs have a difficult role to perform and can experience conflict with some members of the public. Assaults on CEOs are treated very seriously and will be investigated. The Council will press for Police action in the case of any assault. Any allegations of dishonesty or impropriety on the part of CEOs are also fully investigated.

Penalty Charge Notices

- 6.11 A Penalty Charge Notice (PCN) is issued by being placed on a vehicle's windscreen. Less commonly, it will be handed directly to the driver or sent by post. There is a 50 per cent discount if payment is received within 14 days from the date the PCN was issued.

Observation periods and grace periods

- 6.12 In some cases, for example when a vehicle is left unattended on a yellow line where loading is prohibited, it is possible for a CEO to issue a PCN immediately. In other cases, a CEO will not issue a PCN to a vehicle until he or she has observed the vehicle for a minimum of three minutes. This **observation period** is used to ensure that, for example, the vehicle has not stopped simply to pick up a passenger from the kerbside, or is not legitimately loading or unloading.
- 6.13 In April 2015, new national rules were introduced to allow a ten minute **grace period** in specific circumstances, before a PCN could be issued. The grace period is the minimum waiting time which must be allowed to elapse between a vehicle being first observed as parked in contravention, and a CEO then issuing a PCN. The observation period may commence within the grace period.

6.14 Examples of when a grace period **will apply** include:

- a vehicle parked in a residents' bay (or other controlled bay) at the start of controlled hours;
- a vehicle parked in a paid bay whose paid-for period has expired; and
- a vehicle displaying a Blue Badge that is parked on a Blue Badge bay for longer than any stipulated time period.

6.15 Examples of when a grace period **will not apply** include:

- a vehicle parked on a permit bay, shared use bay or pay and display bay when controls are already in force, and the driver does not display a permit/scratch-card or pay and display ticket. In other words, the grace period does not allow ten minutes' free parking where the driver would otherwise have to pay;
- a vehicle parked outside the hours of control on a single yellow line (and not in a designated parking place) when controls commence;
- a vehicle parked in a bay that is not designated for that class of vehicle if it parks when controls are already in force;
- a vehicle parked on a yellow line displaying a blue badge if parked for longer than the maximum 3 hour period.

Challenging a PCN

6.16 The Council aims to provide a firm, fair, transparent and customer-focused enforcement service. If a motorist disputes the issue of a PCN he or she has received, they can challenge the PCN informally. Should the motorist be dissatisfied with the Council's response at this stage, they can make a statutory Representation in writing which the Council must by law consider. There are eight statutory grounds for making a Representation, but in practice the Council will consider every Representation even if it does not fall within the prescribed grounds.

6.17 If a Representation is rejected, and the motorist is not satisfied with the decision, a written appeal may be made to the Parking and Traffic Appeals Service (PATAS, which fulfils the Parking Adjudicator role in Greater London). The appellant may request a personal hearing.

6.18 The Council has a duty to comply with any direction issued by the Adjudicator.

CCTV enforcement – parking

6.19 The Council continues to use CCTV enforcement for a number of purposes. New operational guidance introduced by central Government in April 2015 has restricted the use of CCTV for enforcing parking (as opposed to moving traffic) offences. These changes mean that in most circumstances a parking PCN may only be issued by fixing it to the offending vehicle or handing it to the person who appears to be in charge of the vehicle.

6.20 Since CCTV parking enforcement relies on serving the PCN by post, it may no longer be used except in specified circumstances. These are:

- if the CEO has been prevented (for example by force, threats of force, obstruction or violence) from serving the PCN;
- if the CEO had started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away, and the CEO would otherwise have to write off or cancel the PCN;
- where the contravention has been detected on the basis of evidence from an “approved device”.

6.21 An “approved device” is a camera and associated recording equipment which has been approved by the Secretary of State for Transport. PCNs for parking contraventions may not be served by post on the basis of evidence from an approved device other than when vehicles are parked on:

- a bus lane;
- a bus stop clearway or bus stand clearway;
- a Keep Clear zig-zag area outside schools; or
- a red route.

6.22 Certain contraventions (such as double parking, footway parking and parking in areas where stopping is prohibited) are difficult to enforce by CEOs on foot because the driver often remains close to the car and can move the vehicle if a CEO is seen approaching. Because CCTV may no longer be used to enforce against these contraventions, the Council has increased the level of on-street enforcement by redeploying some CEOs who were previously used to issue camera-based PCNs.

CCTV enforcement - moving traffic contraventions

6.23 In order to support the Council’s policy of encouraging sustainable form of transport, the Parking service provides stringent enforcement of bus lanes in order to secure faster journey times for bus users.

6.24 In addition, the Council has adopted powers available under the the Traffic Management Act 2004 to undertake civil enforcement of a number of moving traffic offences. Yellow Box Junctions, prohibited turns, and no-entry signs are all examples of moving traffic violations actively enforced by the service. Such restrictions are in place to ease congestion on the borough’s roads, and improve road safety.

6.25 CCTV enforcement is co-ordinated from an enforcement suite in Brent Civic Centre.

Mobile CCTV

6.26 The Council has retained the use of mobile CCTV for school Keep Clear markings. During the rest of the day the vehicles are used for enforcement at bus stops and for intelligence gathering.

Vehicle removals and clamping

- 6.27 The Council provides a vehicle removal service. In practice, removal is focused on more serious offences, such as obstructive parking which affects road safety or creates traffic congestion. A vehicle is eligible for removal if it remains in a pay and display or shared use bay for more than 30 minutes after a PCN has been issued. If a vehicle is involved in persistent contraventions, and has three or more PCNs outstanding, the removal period may be reduced to 15 minutes. In the case of other types of parking offence (such as obstructive parking on a yellow line), the vehicle may be removed immediately.
- 6.28 All vehicles that have been removed are taken to the Brent Car Pound, which is located at Unit 20-22, Whitby Avenue, Park Royal, NW10 7SF. The pound is open every day, except Christmas Day, between 8am and 8pm.
- 6.29 The Council does not operate a clamping service.

Abandoned and unwanted vehicles

- 6.30 The Council will remove abandoned or unwanted vehicles. The requirement for a vehicle to display a tax disc was removed in October 2014. It is now possible for a member of the public to check whether a vehicle is taxed or insured by entering the vehicle's registration number and make on the DVLA website.
- 6.31 Possible abandoned vehicles can be reported to the Council by telephone or online, giving the location, registration number, colour, make and model of the vehicle. Abandoned vehicles are removed to the Council's car pound in the first instance.
- 6.32 The Council will also remove unwanted vehicles. This service is free of charge to Brent residents having a vehicle collected from their home address, subject to proof of ownership. Removals requested by non-residents of Brent or by the managing agent of a property in Brent are subject to a charge for each vehicle removed from private property. A managing agent will also have to indemnify the Council against the consequences of removing a vehicle.

Enforcement Outcomes

6.33 The total number of enforcement activities has remained remarkably constant in recent years, as is shown in the table below. The proportion of penalty notices issued for moving traffic offences has risen slightly, as has the proportion of notices issued by CCTV. However, new rules introduced in April 2015 have strictly limited the circumstances under which CCTV may be used to issue PCNs for parking (as opposed to moving traffic) offences. The Council will monitor how the pattern of PCN issue has changed as a result of the reallocation of enforcement resources in response to the new rules.

Year	PCNs issued by CEO	Vehicle Removals following PCN	Moving traffic offences		CCTV Parking	Total
			Bus Lanes	Other Moving Traffic		
2011/12	91,010	4,358	2,153	19,644	24,692	141,857
2012/13	85,101	4,084	3,373	25,367	28,942	146,867
2013/14	75,460	3,085	5,681	24,029	37,353	142,523
2014/15	87,146	1,991	11,362	27,512	36,584	162,604

7. Parking Management

7.1 In addition to the enforcement services described in Chapter 6 of this document, the Council's Parking service also provides a number of administrative functions to ensure the smooth running of the service. These functions include:

- a telephone service to help customers to register for a parking account, to buy permits and other services, and advising customers on parking enforcement activities. This service is currently operated by Serco on the Council's behalf, and is available between 9am and 5pm, Monday to Friday;
- consulting residents, businesses and elected members on proposed changes to the service and on proposed new parking schemes;
- handling requests for parking/traffic enforcement when residents or businesses report problems; and
- monitoring the activities of our contractors to ensure an efficient service and value for money.

Online Parking Accounts

7.2 The Council launched an online parking permit system in the 2012/2013 year, with the majority of users transferring to the system in 2013/2014. This change has led to the closure of parking counter services and the withdrawal of paper-based scratch cards for residents' visitors. Initially the transition to the new system generated an unexpectedly high volume of demand for telephone-based services. However, the online permit system has now reached a steady business state, and the Council successfully processes an average of 35,000 customer transactions per month. These transactions are spread over 20 different products, although the most popular of these continue to be Resident Parking Permits (11% of transactions), and Visitor Parking (76%).

7.3 Applicants can apply online by:

- entering personal details including name and date of birth;
- selecting their address from the database; and
- providing vehicle registration details if applicable.

It is also possible to provide these details by telephone.

7.4 Applicants will not normally need to attach supporting documents, as the system automatically attempts to verify the applicant's car registration details, their address; and that they live in a Controlled Parking Zone.

7.5 If the system cannot verify an applicant's details, they will be given a temporary account. The services available will be limited to purchasing a permit valid for one month and purchasing up to 30 electronic visitor vouchers. This temporary period allows time for the applicant either to scan and email one of a small list of acceptable documentary proofs of address, or to copy the proof and submit it by post. If the application is subsequently validated, the applicant will be notified, and will then be able to purchase permits up to 12 months' duration, and also to purchase additional electronic visitor vouchers.

Fraud

- 7.6 Parking - particularly convenient parking - can be a scarce and sometimes expensive resource, and the availability of free or relatively low-cost parking through residents' permits, visitor permits and disabled badges can sometimes be misused. Misuse of parking permits can constitute fraud and it can also be a criminal act.
- 7.7 In particular, Blue Badge fraud and misuse is a significant problem in Brent, in London, and across the rest of the UK. People who have a genuine disability and a real need for a Blue Badge are often unable to park as the spaces are taken by able-bodied people fraudulently misusing a Blue Badge to park free or on a yellow line.
- 7.8 Fraud and misuse of Blue Badges comes in a number of forms:
- Fraud: when someone is using a counterfeit Blue Badge, a stolen Blue Badge, an altered Blue Badge, or a deceased person's Blue Badge;
 - Misuse: when a genuine Blue Badge holder's Badge is used by another person and the Blue Badge holder is not in the car.
- 7.9 A national Blue Badge database was created in 2012 which helps prevent multiple and fraudulent applications and make it easier for people checking badges on the street to verify a badge's validity.
- 7.10 The Council organises regular drives against Blue Badge fraud and misuse. These operations involve members of the Council's Blue Badge and Audit & Investigation teams, and the Police, in targeting particular areas. Considerable successes have been achieved, involving the issue of PCNs, the towing away of vehicles and the confiscation of Blue Badges. The Council intends to enhance these activities by devoting staff resources to the detection and prevention of fraud and misuse.
- 7.11 If misuse is identified, a PCN can be issued, possibly supplemented by the vehicle being towed away. If the circumstances allow the Police to seize the misused Blue Badge, it can be returned to the genuine Badge holder with a warning, but no penalty. However, the Council has wide powers to prosecute both the person misusing the Blue Badge and a person who deliberately allows their Blue Badge to be misused. As part of its enhanced anti-fraud activities the Council will actively consider prosecuting the perpetrator in all cases of misuse.
- 7.12 The Council will always consider prosecution in cases which appear to involve fraud, and where sufficient evidence is available following an investigation.
- 7.13 The Council can withdraw a Blue Badge after a relevant conviction, or if there is evidence that it has been fraudulently obtained. Where the offence prosecuted was committed by a third party using the holder's badge, the authority needs to demonstrate that the holder knew the third party was using the badge, before it can be withdrawn. The Council has put in place a procedure to ensure that a vulnerable badge holder is neither prosecuted nor has a badge withdrawn as a result of being coerced or manipulated by a third party.

Travel initiatives

- 7.14 This Parking Strategy is one element of the Council's traffic and transportation policies, which together have shared strategic aims such as reducing the need to travel by private car, whilst supporting initiatives to increase social inclusion and economic activity in the borough. Thus projects which improve bus reliability, make it easier to choose to walk or cycle, or which improve accessibility to stations, and the introduction of car clubs and car-free developments, all have a role in reducing car use and car ownership. In turn this will help to slow down the spread of parking stress on the borough's streets.
- 7.15 Another initiative to encourage sustainable travel is the use of travel plans. Travel plans identify the current travel patterns at workplaces or other institutions like schools and colleges, and try to find ways of encouraging staff and other users to choose non-car modes of travel. (See also the section on parking in new developments).
- 7.16 Brent is one of six West London boroughs which make up the WestTrans partnership (the others being Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Hounslow). WestTrans works to identify, develop and implement transport projects to the benefit of the subregion. It also contributes relating to the development of an appropriate transport strategy for West London and provides a platform to lobby regional and national government in a cohesive manner. WestTrans is able to offer organisations advice on developing their own travel plan.

Permit surrender scheme

- 7.17 In addition to the normal system for providing a partial refund of the permit fee for those who have moved out of the borough or have disposed of their vehicle, the Council runs a permit surrender scheme to encourage residents to adopt more sustainable forms of transport. Any resident who chooses to return an existing resident's parking permit and agrees not to purchase another for a minimum period of two years will be granted £200 towards the cost of either:
- membership of a car club;
 - the purchase of a bicycle; or
 - an Oyster card credit for use on London's public transport network.
- 7.18 It is not necessary to surrender all the permits in a household to take advantage of the scheme. However, the maximum number of residents' parking permits available to that household will be capped at a lower level for two years.
- 7.19 Residents taking up this offer must remain Brent residents for at least six months after surrendering their permit. They may also be asked to provide evidence at a later date of having used the money for the agreed purpose.

Financial arrangements

- 7.20 As stated in the chapter on Parking Charges, while a council may take due regard of estimated costs and income arising from the management of parking, it is not lawful for a council to impose on-street parking charges merely to raise revenue.

7.21 Local authorities in London are required to keep a separate account of their income and expenditure in respect of designated (i.e. on-street) parking places, and their functions as enforcement authorities. They must send a copy of this account to the Mayor of London. In addition, the Local Government Transparency Code requires authorities to publish on their website:

- A breakdown of income and expenditure on the authority's parking account. The breakdown of income must include details of revenue collected from on-street parking, off-street parking and Penalty Charge Notices.
- A breakdown of how the authority has spent any surplus on its parking account.

7.22 Furthermore, local authorities are prohibited from spending any surpluses in their parking accounts on anything other than the management of parking or other specified transport related expenditure (this specified expenditure is more widely defined as it applies to authorities in London). Local authorities may not use the surpluses to subsidise other non-related council services.

7.23 The Council currently uses its parking surplus on:

- transportation related expenditure; and
- the costs of the Freedom Pass

Further details can be found in the Council's Annual Parking Report.

Monitoring Performance

7.24 The Council maintains records of the Parking service's performance covering a range of indicators, including permit sales, on-street and off-street income, and income from enforcement. These indicators are published in the **Annual Parking Report**, which is available on the Council's website. The items included in the monitoring are as follows:

- Total permit and visitor revenue
- Visitor parking use
- On-street pay and display sales
- On-street cashless sales
- Off-street pay and display sales
- Off-street cashless sales
- On-street CEO revenue
- Off-street CEO revenue
- On-street CCTV revenue
- On-street bus lane revenue
- On-street moving traffic revenue
- Enforcement volumes
- Vehicle removals
- Telephone-based services
- Representations and appeals

8. Future Challenges

8.1 The challenges that the Council's Parking service will have to face in future years come both from within the borough and from outside it. Among the known factors which will contribute to the challenge are:

- the anticipated national growth in the number of cars owned and used;
- the planned expansion of Wembley Town Centre; and
- ensuring that parking from new developments does not worsen on-street conditions.

8.2 All these issues will, to a greater or lesser degree, have an impact extending beyond the borough's boundaries. The Council expects to work with neighbouring boroughs, with TfL and with London Councils, to develop common approaches to these challenges which nevertheless retain the flexibility to accommodate local priorities.

8.3 Improved and more secure public transport, measures to encourage walking and cycling, travel awareness campaigns, and better travel information will all have a role to play in managing increased demand for parking. Nevertheless, the expected changes mean that the direct demand for both on-street and off-street parking in the Borough is likely to increase.

8.4 The general underlying increase in demand will be reinforced by additional pressures at particular localities. Careful management will be required to ensure that new parking provision and new controls create an optimum balance which is closely aligned with the Council's economic, social, planning and transportation priorities. It is often the detailed way in which parking policies are applied at the very local, street-by-street, level which requires the most careful consideration and generates most debate.

8.5 Against the current background of public spending restraint, there is competition for allocation of the Council's scarce resources, and this will remain the case for the foreseeable future. The Parking service will face the challenge of delivering value for money while maintaining and developing the service so that it remains, and is seen to be, fair, efficient, effective and responsive to change.

8.6 In the context of these challenges, it will be important that this Strategy remains a living document which adapts to emerging issues and provides a flexible approach within the context of the Council's overall transport policies and objectives.



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Appendix 1 - Controlled Parking Zones in Brent

Zone	Location	Hours of Operation
C	Wembley Central	8am – 6.30pm Monday to Saturday excluding Bank Holidays
E	Ealing Road	8am – 9pm every day including Bank Holidays
G	Willesden	8am – 6.30pm Monday to Saturday excluding Bank Holidays
GA	Anson Road	10am – 3pm Monday to Saturday excluding Bank Holidays
GB	Dudden Hill	8.30am – 6.30pm Monday to Friday excluding Bank Holidays
GC	Dollis Hill Station	8.30am to 6.30pm Monday to Friday excluding Bank Holidays
GD	Denzil Road	8.30am to 6.30pm Monday to Friday excluding Bank Holidays
GH	Pound Lane	8.30am to 6.30pm Monday to Friday excluding Bank Holidays
GM	Cricklewood	10am – 9pm Monday to Saturday excluding Bank Holidays
GS	Donnington Road	8.30am – 6.30pm Monday to Friday excluding Bank Holidays
H	Harlesden	8am – 6.30pm Monday to Saturday excluding Bank Holidays
HS	Craven Park	8am to 6.30pm Monday to Saturday excluding Bank Holidays
HW	Wrotesley Road	8am to 6.30pm Monday to Saturday excluding Bank Holidays
HY	Cobbold Road	8.30am to 6.30pm Monday to Friday excluding Bank Holidays
K	Kilburn	8.30am – 6.30pm Monday to Friday excluding Bank Holidays
KB	Brondesbury	8.30am – 6.30pm Monday to Friday excluding Bank Holidays
KC	Canterbury Terrace	8.30am – 6.30pm Monday to Friday excluding Bank Holidays
KD	Dyne Road	8.30am – 6.30pm Monday to Friday including Bank Holidays
KG	Kilburn Lane	8.30am – 6.30pm Monday to Friday including Bank Holidays
KH	All Souls Avenue	12 noon – 3pm Monday to Friday excluding Bank Holidays
KL	Kensal Rise	8.30am to 6.30pm Monday to Friday excluding Bank Holidays
KM	Malvern Road	8am – 6.30pm Monday to Saturday including Bank Holidays
KQ	Queens Park	8.30am – 6.30pm Monday to Friday excluding Bank Holidays but including August Bank Holiday
KR	Kensal Green	8.30am – 6.30pm Monday to Friday including Bank Holidays
	Victor Rd & Napier Rd only	8.30am – 9 pm Monday to Sunday
KS	Brondesbury Park	8am – 6.30pm Monday to Friday excluding Bank Holidays

Zone	Location	Hours of Operation
	Kingsbury Road	8am – 6.30pm Monday to Saturday excluding Bank Holidays
MA	Mapesbury Road	10am – 3pm Monday to Friday excluding Bank Holidays
MC	Anson Road	10am – 9pm Monday to Saturday excluding Bank Holidays
MK	Christchurch Avenue	10am – 3pm Monday to Friday excluding Bank Holidays
MW	Walm Lane	8am – 6.30pm Monday to Saturday excluding Bank Holidays
N	Kenton	8am – 6.30pm Monday to Saturday excluding Bank Holidays
NC	Neasden Town Centre	8am – 6.30pm Monday to Saturday excluding Bank Holidays
NS	Neasden Town Centre	8.30am – 6.30pm Monday to Friday excluding Bank Holidays
NT	Normanby Road	8.30am – 6.30pm Monday to Friday excluding Bank Holidays
	Park Royal	7am to 7pm Monday to Saturday excluding Bank Holidays
QA	Queensbury	10am – 3pm Monday to Saturday excluding Bank Holidays
S	Sudbury	7am – 7pm Monday to Saturday excluding Bank Holidays
SA	Sudbury	10am – 3pm Monday to Friday excluding Bank Holidays
SH	Sudbury Hill	8am – 6.30pm Monday to Saturday excluding Bank Holidays
ST	Sudbury Town	8am – 6.30pm Monday to Saturday excluding Bank Holidays
T	Brentfield Road	At Any Time including Bank Holidays
W	Wembley Hill	8am – 9pm every day including Bank Holidays

Appendix 2 - Parking Permit Terms and Conditions

Parking Permit Application

1. Permits are only for vehicles with a maximum length of 6.5m, maximum height of 2.5m and a maximum weight of 5 tonnes.
2. The maximum number of permits that can be purchased per household is limited to the following; three resident permits; one Visitor Household permit; three Event Day permits (for eligible properties); two Event Day Visitor permits (for eligible properties); one Visitor permit for zones W,E and T ((for eligible properties). The maximum number of permits that can be purchased per business is limited to the following; three business permits; three business livery permits; three Event Day business permits (for eligible businesses).
3. The permit must be displayed on the vehicle to which it relates, in such a way that the particulars on the permit are readily visible from the front near-side of the vehicle windscreen.
4. Permits are NOT transferable from one person to another. Vehicle specific permits are only valid for the vehicle shown on the permit. Visitor Household permits can only be used by bona fide visitors visiting the Visitor Household permit holder. All Visitor Household Permits will be charged at the highest CO2 emission vehicle for the address given.
5. A permit does not give the holder the right to park outside their home or work place, nor does it guarantee the availability of a parking space.
6. The resident permit enables the holder to park in any resident or permit holder bay, and Shared Use (Resident/Permit Holders and Pay and Display) within the Zone shown on the permit. The visitor household permit allows parking in any resident or permit holder bay, and Shared Use (Resident/Permit Holders and Pay and Display) only in the street / part of the street within the Zone shown on the permit.
7. The business permit enables the permit holder to park in a business bay or permit holder bay within the Zone identified on the permit.
8. A resident, visitor or business permit does not entitle a holder to park in: Pay & Display only bays; Loading bays; Doctor bays; Taxi ranks; Disabled bays; Motorcycle bays; Car club bays; Yellow line restrictions; a different zone within the borough from that shown on the permit; a Controlled Parking Zone operated by another borough (unless specific authorisation is given in writing by either Borough); Suspended bays (it is your responsibility to check that the bay is not suspended on a daily basis).
9. The driver should always check the signs and that the bay is not suspended before parking to ensure that the vehicle is parked legally and within the bay markings. On Wembley Stadium Event Days, additional event related restrictions come into force and will be signed on the streets. Failure to check the signage and park legally may result in the issue of a Penalty Charge Notice and removal of the vehicle.
10. Permits must be surrendered if the holder changes address or ceases to own or use the vehicle for which the permit was issued.

11. Business permits must be surrendered if the holder ceases to work for the business, the business ceases trading or relocates outside of the Zone, or the holder ceases to own or use the vehicle for which the permit was issued.
12. A new permit must be sought in the event of a change of vehicle. Any change of vehicle must be notified immediately to the Parking Service and the original permit must be surrendered.
13. The property to which the permit application relates **MUST NOT** be in a car free development. A "Car Free Development" is part of an agreement made under Section 106 of the Town & Country Planning Act 1990, or a development for which planning permission has been granted where the description refers to it being car free and therefore, occupants of the property are not entitled to parking permits issued by the council. Any permit issued must be surrendered or the Council will revoke the permit immediately if the property is a part of a car free development.
14. It is the responsibility of the permit holder to renew the permit on time. Renewal reminders (letters or emails) are sent as a courtesy and are not a legal requirement. The permit holder remains responsible, regardless of whether they have or have not received a renewal reminder.
15. A permit holder who surrenders their permit shall be entitled to a refund of up to a maximum of one third of the value of the permit only.
16. As part of the Council's Policy to prevent fraud and misuse of permits, proof of address and proof of vehicle ownership can be requested at any time after the issue of a permit. Failure to co-operate may result in cancellation of the permit.
17. If a permit is lost, stolen, destroyed, defaced or mutilated, the permit holder must notify the Parking Service immediately and the permit will cease to be valid. A replacement permit will be issued for the unexpired period of the original permit and an administration fee of £15 will be charged. A police reference number is required for the replacement of Visitor Household Permit and Free Visitor Permit.
18. A charge of 1.25% will be added for payment by credit card.

“Alternatively Fuelled” Vehicles

19. Alternatively fuelled vehicles include a vehicle that is powered by an energy source separate or in addition to petroleum (petrol) or diesel. Examples can include hybrid vehicles (whereby a small petrol or diesel engine is accompanied by an electrical power source/motor, liquefied petroleum gas (LPG) and natural gas power sources. Brent Council does not offer a discount for any alternatively fuelled vehicles;
20. All factory-converted / purchased LPG conversions should have a dual Carbon Dioxide rating. When ascertaining the charge to be levied for a particular dual-fuel vehicle, the Council will always use the lowest Carbon Dioxide figure, affording the resident the cheaper resident parking permit. Where two readings appear, for example, on manufacturers' (factory) conversions, the lower of the two emissions readings will be used to calculate the cost of the Residents' parking permit. Brent Council will not consider aftermarket conversions to alternative fuel sources, nor other records displaying a Carbon Dioxide emission rating other than DVLA records in calculating the cost of a Residents' resident parking permit.

Visitor Parking

21. Resident's daily visitor parking permits are available for use only by genuine visitors to residents to whom the permits have been issued to within Brent Controlled Parking Zones.
22. A daily visitor parking permit is only valid if the vehicle registration number and date that parking is required is supplied to the Council. The permit is only valid for use in the Controlled Parking Zone shown on the permit.
23. Parking is only permitted on street in designated Resident or Permit Holder bays and Shared Use (Resident/Permit Holders and Pay and Display) bays during controlled hours (as displayed on street signs, within the Zone specified on the permit).
24. A daily visitor parking permit does not allow parking in off street car parks, in designated on street Business bays, Disabled bays, Personalised Disabled Bays, Car Club Bays, Doctors bays, Loading Bays, Pay and Display only bays, Suspended Bays, Housing Estates or other private land, or on yellow lines.
25. The issue of a daily visitor parking permit does not guarantee the availability of a parking space. Nor does it render the Council subject to any liability in respect of loss or damage to the vehicle in a parking bay, or to the contents or fittings of any such vehicle.
26. No refund will be given for any unused and /or expired daily visitor parking permit.
27. The use of parking bays may be suspended by police Officers, Civil Enforcement Officers or duly authorised Council Officers at any time without notice.
28. The user must ensure that the vehicle is parked within the confines of each designated parking bay.
29. This daily visitor parking permit is issued subject to the relevant Traffic Management Orders of the London Borough of Brent and may be subject to change in the future.
30. The Council will investigate and prosecute any cases of suspected fraud or misuse of the scheme. If we find evidence of fraud or misuse we will suspend the daily visitor parking permit facility, cancel credits already purchased, refuse to issue new visitor parking credit and/or issue a Penalty Charge Notice/remove the vehicle.
31. Daily visitor parking permits are NOT FOR RESALE, and are not transferable.
32. A charge of 1.25% will be added for payment by credit card.

Appendix 3 - Criteria for Personalised Disabled Persons' Parking Places

Mobility

1. Applicants must hold a Brent issued valid Blue Badge.
2. Applicants must be receiving the DLA Higher rate of Mobility Component (for example help getting around) for an indefinite period. A copy of the Disability Benefit and copy of the 2014 rate Department of Pensions must be provided. The higher rate of Attendance Allowance will also be accepted for applicants aged 65 or over.
3. Applicants must be driving their own car or nominate a carer who drives them who also resides at the same address (proof of name and address to be supplied). The vehicle must be parked at that address for the majority of the time during the day.

Parking

4. If applicants do not drive and has appointed a nominated carer to drive for them, the carer must receive the Carer's Allowance award. A copy of the Carer's Allowance must be provided. As in number 3, the carer must reside at the same address. Proof of name and address must be provided with application.
5. Applicants must have no access to off street parking facilities. Where off street parking exists, applicants may be required to provide proof that this facility is not available for their use. This may take the form of, for example, a Tenancy Agreement or Property Deeds.
6. If all of the above criteria have been met the applicant must then have mobility assessment (assessment as in established Blue Badge System used by Social Services, which will be modified to identify those with greatest mobility restriction). Applicants using additional mobility aids, sticks, wheelchair etc will provide written evidence of this use.
7. Applicants must agree to be visited at home, should this be necessary, in order for the Council to carry out further investigations, including contacting applicants before or after issuing a Disabled Person's Parking Place permit, to ensure that the address on the application is correct.
8. The following on site conditions will be taken into consideration:
 - Interests of traffic movement in the area and parking anxiety in the area
 - Interests of owners and occupiers of adjoining properties
 - The need to maintain access to premises
 - Road safety considerations
9. Personalised Disabled Person's Parking Places will be operational at all times.

Appendix 4 - Council-run car parks in Brent

Car Park	Number of spaces							Charged Hours	24h? (Y/N)	Park- mark (Y/N)
	Car spaces	Disabled spaces	Business spaces	P2W spaces	Parent / child spaces	Elect. Veh. spaces	TOTAL spaces			
								(Bank holidays are charged as normal unless explicitly stated)		
Barham Park	15	0	0	0	0	0	15	Monday to Friday - 10am to 3pm Sunday – no charge Wembley event days - 10am to 12 midnight Bank Holidays - 10am to 12 midnight	Y	N
Brent Civic Centre	146	9	0	21	3	(47)**	179*	Monday to Sunday – at all times	Y	N
Disraeli Road	74	0	0	0	0	0	74	Monday to Friday – 8am to 8pm Saturday and Sunday – no charge	Y	N
Elm Road	96	4	0	0	0	0	100	Monday to Saturday – 8am to 6.30pm Sunday - no charge except on event days Wembley event days – 8am to 10.30pm	N	Y
Kingsbury Road	25	4	15	4	0	0	48	Monday to Saturday – 8am to 6.30pm Sunday – no charge Wembley event days – 8am to midnight	Y	N
Lonsdale Avenue	33	0	0	0	0	0	33		Y	N
Neasden Town Centre	38	0	0	0	0	0	38		Y	N
Northwick Park	93	3	0	0	0	0	96	Monday to Friday – 8am to 6pm Saturday and Sunday – no charge Bank Holidays – no Charge	N	N
Preston Road	155	3	0	0	4	2	164	Monday to Saturday - 8am to 6.30pm Sunday – no charge Wembley event days - 8am to midnight	Partly (top level only)	Y
Salisbury Road	29	1	11	0	0	0	41	Monday to Saturday – 8am to 6.30pm Sunday – no charge Wembley event days – 8am to midnight	Y	Y
St. Johns Road	67	3	0	6	0	2	78		Y	Y
Wendover Road	25	0	0	0	0	2	27		Y	N
Total Spaces	796	27	26	31	7	6 (53)	893			

* Not all spaces are available for public parking **Available as general parking when not in use for vehicle charging

Appendix 5 - Privately run car parks in Brent

Car Park	District	Operator	Number of spaces			Hours of operation
			Cars	Dis-abled	Total	
Wembley Park Underground	Wembley Park	NCP	158	6	164	Mon-Sun 24 hours
Wembley Stadium Red Car Park	Wembley Park	City & Suburban Parking Ltd.	0	0	0	Mon-Sun 24 hours
Montrose Crescent	Wembley Central	Parking & Enforcement Agency Ltd	141	6	147	Mon-Sun 24 hours
Wembley Central	Wembley Central	Wembley Central Management Ltd	223	19	242	Mon-Sun 24 hours
Harlesden Plaza	Harlesden	LCP	100	10	110	Mon-Sun 24 hours
Queensbury Underground	Kingsbury	NCP	68	5	73	Mon-Sun 24 hours
Total			690+	46+	736+	

Appendix 6 - London Councils' Standard PCN Codes

On-Street

Code	General suffix(es)	Description	Diff. level	Notes
01	ajoyz	Parked in a restricted street during prescribed hours	Higher	Suffixes y & z for disabled badge holders only
02	ajo	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher	
04	cs	Parked in a meter bay when penalty time is indicated	Lower	
05	cpsuv1	Parked after the expiry of paid for time	Lower	
06	cipv1	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	
07	cmprsuv	Parked with payment made to extend the stay beyond initial time	Lower	'meter feeding'
08	c	Parked at an out-of-order meter during controlled hours	Lower	Electronic meters only
09	ps	Parked displaying multiple pay & display tickets where prohibited	Lower	
10	p	Parked without clearly displaying two valid pay and display tickets when required	Lower	"two" may be varied to another number or "multiple".
11	gu	Parked without payment of the parking charge	Lower	
12	rstuwy4	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge	Higher	
13		---- RESERVED FOR TfL USE (LOW EMISSION ZONE) ----	n/a	
14		Parked in an electric vehicles' charging place during restricted hours without charging	Higher	
16	bdehqstwx z4	Parked in a permit space or zone without clearly displaying a valid permit	Higher	Suffix "s" only for use where bay is completely non-resident
17		---- RESERVED FOR TfL USE (CONGESTION CHARGING) ----	n/a	
18	bcdefhjmprs v	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	
19	irsuwxyz4	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time	Lower	
20	j	Parked in a part of a parking place marked by a yellow line where waiting is prohibited	Higher	

21	bcdefghjlmpr qrsuv12	Parked wholly or partly in a suspended bay or space	Higher	
22	cfjlmnopsv	Re-parked in the same parking place or zone within one hour after leaving	Lower	“one hour” may be varied to another time period or “the prescribed time period”
23	bcdefghjklpr sv123	Parked in a parking place or area not designated for that class of vehicle	Higher	Suffix required to fully describe contravention
24	bcdefhlmprq rsv12	Not parked correctly within the markings of the bay or space	Lower	
25	jn2	Parked in a loading place during restricted hours without loading	Higher	On-street loading bays
26	j	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher	“50 cm” may be varied to another distance in Scotland.
27	jo	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Higher	
28	jo	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	Higher	
30	fjlmnopsu	Parked for longer than permitted	Lower	
31	j	Entering and stopping in a box junction when prohibited	n/a	London only
32	jdtw	Failing to drive in the direction shown by the arrow on a blue sign	n/a	Code-specific suffixes apply. London only
33	jbcefhgkhrs	Using a route restricted to certain vehicles	n/a	Code-specific suffixes apply. London only
34	j0	Being in a bus lane	n/a	
35		Parked in a disc parking place without clearly displaying a valid disc	Lower	
37	j	Failing to give way to oncoming vehicles	n/a	London only
38	jlr	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign	n/a	Code-specific suffixes apply. London only
40	n	Parked in a designated disabled person’s parking place without displaying a valid disabled person’s badge in the prescribed manner	Higher	
41	j	Parked in a parking place designated for diplomatic vehicles	Higher	
42	j	Parked in a parking place designated for police vehicles	Higher	
43	j	Stopped on a cycle docking station parking place	Higher	
45	n	Parked on a taxi rank	Higher	
46	jn	Stopped where prohibited (on a red route or clearway)	Higher	
47	jn	Stopped on a restricted bus stop or stand	Higher	

48	j	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher	
49	j	Parked wholly or partly on a cycle track or lane	Higher	
50	jlru	Performing a prohibited turn	n/a	Code-specific suffixes apply. London only
51	j	Failing to comply with a no entry sign	n/a	London only
52	jgmsvx	Failing to comply with a prohibition on certain types of vehicle	n/a	Code-specific suffixes apply. London only
53	j	Failing to comply with a restriction on vehicles entering a pedestrian zone	n/a	London only
54	j	Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone	n/a	London only
55	j	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	Higher	
56		Parked in contravention of a commercial vehicle waiting restriction	Higher	Non- overnight waiting restriction
57		Parked in contravention of a bus ban	Higher	Non- overnight waiting restriction
58		Using a vehicle on a restricted street during prescribed hours without a valid permit	n/a	London Lorry Control Scheme
59		Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	n/a	London Lorry Control Scheme
61	124cgj	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	Code-specific suffixes apply.
62	124cgj	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	Code-specific suffixes apply.
63	c	Parked with engine running where prohibited	Lower	This contravention occurs in certain coach bays.
64	124	Parked in contravention of a notice prohibiting leaving vehicles on a grass verge, garden, lawn or green maintained by a local authority	n/a	Code-specific suffixes apply. For use in Essex only
65	124	Parked in contravention of a notice prohibiting leaving vehicles on land laid out as a public garden or used for the purpose of public recreation	n/a	Code-specific suffixes apply. For use in Essex only.
66	124cg	Parked on a verge, central reservation or footway comprised in an urban road	n/a	Code-specific suffixes apply. For use in Exeter only.
99	jo	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	Pedestrian Crossings

Off-Street

Code	General suffix(es)	Description	Diff. level	Notes
70		Parked in a loading area during restricted hours without reasonable excuse	Higher	Off-street loading areas
71		Parked in an electric vehicles' charging place during restricted hours without charging	Higher	Off-street car parks
73	u	Parked without payment of the parking charge	Lower	Off-street car parks
74	prs	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	Off-street car parks
77		--- RESERVED FOR DVLA USE ---	n/a	
80	u	Parked for longer than the maximum period permitted	Lower	Off-street car parks
81	o	Parked in a restricted area in a car park	Higher	Off-street car parks
82	puv	Parked after the expiry of paid for time	Lower	Off-street car parks
83		Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	Off-street car parks
84	u	Parked with payment made to extend the stay beyond initial time	Lower	Off-street car parks
85	btrw4	Parked in a permit bay without clearly displaying a valid permit	Higher	Off-street car parks
86	prs	Not parked correctly within the markings of a bay or space	Lower	Off-street car parks
87		Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	Off-street car parks
89		Vehicle parked exceeds maximum weight or height or length permitted in the area	Higher	Off-street car parks
90	psuv	Re-parked in the same car park within one hour after leaving	Lower	Off-street car parks. "one hour" may be varied to another time period or "the prescribed time period"
91	cg	Parked in a car park or area not designated for that class of vehicle	Higher	Off-street car parks
92	o	Parked causing an obstruction	Higher	Off-street car parks
93		Parked in car park when closed	Lower	Off-street car parks
94	p	Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required	Lower	Off-street car parks. "two" may be varied to another number or "multiple"
95		Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower	Off-street car parks
96	c	Parked with engine running where prohibited	Lower	Off-street car parks - occurs in certain coach bays

Optional Suffixes

Suffix	Meaning	Suffix	Meaning	Suffix	Meaning
a	temporary traffic order	n	red route	1	electric vehicles bay
b	business bay	o	blue badge holder	2	goods vehicle loading bays
c	buses only	p	pay and display	3	bicycle bay
d	doctors' bay	q	market traders' bay	4	virtual permit
e	car club bay	r	residents' bay	5	dedicated disabled bay
f	free parking bay	s	shared use bay	6	hotel bay
g	motorcycle bay	t	pay and display ticket used in permit bay		
h	hospital bay	u	electronic payment		
i	wrong type of voucher	v	voucher		
j	camera enforcement	w	wrong parking zone		
k	ambulance bay	x	incorrect VRM		
l	loading place	y	obscured/illegible permit		
m	parking meter	z	out of date permit		