

Parking Services Enforcement Code of Practice

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1. CIVIL PARKING & TRAFFIC REGULATIONS ENFORCEMENT IN HARINGEY

1.1. Introduction

The Council is responsible for the enforcement of civil parking and traffic regulations in most streets in Haringey. Powers for enforcement are set out in legislation, notably:

Traffic Management Act (TMA) 2004.

London Local Authorities Acts 1996-2003.

Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022.

Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022.

The Council abides with the London Councils Code of Practice on Civil Parking Enforcement which sets out both on street enforcement and back-office activities

Statutory guidance sets out the policy framework for civil parking enforcement. It explains how to approach, carry out and review parking enforcement.

Read the [Statutory guidance for local authorities in England on civil enforcement of parking contraventions](#).

This code of practice provides detail in addition to that provided by the London Councils code, specifically regarding enforcement implementation and practice in Haringey:

Additional detail regarding enforcement implementation and relevant definitions.

Information on contraventions, exemptions and observation periods.

Cancellation of Penalty Charge Notices and the exercise of discretion in this area.

This information is provided to inform the public and provide guidance for council employees in undertaking the enforcement of parking and traffic regulations.

1.2. Penalty Charge Notices

The council issues two types of PCNs, a Regulation 9 (served by being attached to vehicle or handed to driver) or a Regulation 10 (served by post).

There are three circumstances in which a PCN may be served by post:

1. Where the contravention has been detected based on evidence from an approved device (moving traffic and bus lane contraventions).
2. If the CEO has been prevented, for example by force, threats of force, obstruction, or violence, from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of that vehicle; or
3. If the CEO had begun to prepare the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

If in any of these circumstances, a PCN is served by post to the owner (whose details are obtained from the DVLA), and the PCN acts as the Notice to Owner. Although the legislation states that this postal PCN should be sent within 28 days, the Secretary of State suggests that postal PCNs should be sent within 14 days of the contravention.

3.1. CCTV Enforcement and Mobile CCTV Enforcement Cars



The Council has several areas that they enforce by a fixed camera for a number of different contraventions, which includes Bus Lanes, Priority Routes, No Motor vehicles, school zig zags, no left or right turns plus many more.

The information within this Code of Practice (COP) should be used in conjunction with Haringey's CCTV Code of Practice. This COP document specifies the enforcement code protocols CEOs should employ when enforcing parking and moving traffic contraventions on behalf of Haringey whereas the CCTV Code of Practice outlines operational

procedure and best practice.

The vehicles the Council use are clearly marked as CCTV vehicles, so that motorists are aware of where they are deployed at all times. The vehicles have the authority to park on restrictions where other drivers would be at risk of being issued a Penalty Notice, in order that they can carry out enforcement correctly.

The Council uses both static and unattended CCTV cameras to enforce the following contraventions only: 31, 34, 47, 48, 50, 51, 52, 53 and 99. (Contravention Codes are detailed on the London Council's website).

The Council maintains a separate Code of Practice for the operation of CCTV enforcement cameras.

3.2. Civil Enforcement Officers (CEOs)

CEOs ensure compliance with regulations both on street and in Council car parks. Employed directly by the Council, they receive training to a National City & Guilds standard, with further local training given as part of the induction process before being deployed, this is monitored as is their performance by the Council.

Their duties and responsibilities are set out in Department of Transport Guidance, covering all activity, from the start of their shift when their computers are synchronised to a global clock through the internet to uniform and details of records relating to contraventions, these being recorded on a digital device.

3.2.1. Uniform

SI 2007 No. 3485 The Civil Enforcement Officers (Wearing of Uniforms) Regulations 2007 are made under section 76(4) of the TMA 04 which states: Civil Enforcement Officers must wear uniforms as may be determined by Haringey Council in accordance with guideline and must not exercise any function when not in uniform.

Haringey Council has defined that the uniform must include the following:

- Clear identification that the wearer is a parking Civil Enforcement Officer.
- Clear identification that Haringey is the local authority on whose behalf the CEO is acting.
- A personalised number to identify the parking Civil Enforcement Officer which may contain letters as well as numbers. Epauettes will show the Civil Enforcement Officer's number.

3.2.2. Identification

All Civil Enforcement Officers will carry Council ID cards, which will not carry their names for personal security reasons. CEOs are required to provide this personal number to anybody with reasonable grounds to request it e.g. the recipient of a Penalty Charge Notice.

3.2.3. Complaints against civil enforcement officers:

Allegations that a Civil Enforcement Officer has made an error whilst issuing a PCN will be investigated under the statutory appeals process.

Any allegation of misconduct or rudeness made against a member of the enforcement staff will be investigated in accordance with the Council's formal complaint procedures. Details of the Council's complaints process can be found at:

[Make a complaint | Haringey Council](#)

2. DEFINITIONS

3.3. Controlled Parking Zones (CPZs)



There are many Controlled Parking Zones (CPZ's) in Haringey. Entry signs are displayed at the point of entry of each CPZ. This sign states the controlled hours of the zone that is being entered.

The Tottenham Hotspur Stadium event controls operate only during home games and other events. The Council gives advanced warning of those events, by stating the date of the next match/event on the entry signs.

Finsbury Park CPZs operate when there are events (including Arsenal football fixtures) at the Emirates Stadium and events taking place in Finsbury Park. The CPZ Parking signs are updated on match and event days showing that restrictions apply.

When introducing new CPZ's or extending existing zones, enforcement is by warning notice only for the first two weeks of operation.

Learn more about [Controlled parking zones \(CPZs\) | Haringey Council](#)

3.4. Grace periods

The Deregulation Act 2015 requires that a PCN must not be issued to a vehicle that has remained parked in a designated parking place on a road or in a local authority car park beyond the permitted parking period for a period not exceeding 10 minutes.

Grace periods only apply to designated parking places where a person is permitted to park. A road with a restriction (e.g. single yellow line) or prohibition (e.g. double yellow line) is not a 'designated' parking place either during or outside of the period of the restriction or prohibition.

In general, the Council applies the following rule: if a vehicle is parked legally on a designated parking bay when it is initially parked, then a 10-minute grace period is applied before issuing a PCN from the moment it becomes parked illegally.

3.5. Pay for parking



There are several pay for parking facilities offered across the borough. Those outside of CPZs are referred to as 'Stop & Shop' parking. The operational hours of 'stop and shop' parking varies and the nearby signs indicate when parking is permitted.

In many areas parking is only allowed at certain times during the day and it is important that motorists look carefully at those signs to ensure that they fully understand the restrictions that apply. The signage also informs the motorist of the option to use our cashless payment option.

3.6. Registered keeper's liability

Under the Traffic Management Act 2004 the responsibility for any PCN rests with the registered keeper of the vehicle as recorded at the Driver and Vehicle Licensing Agency (DVLA). If the keeper was not the driver at the time of the contravention it remains their responsibility to pay the PCN.

3.7. Loading and unloading

Vehicles will be permitted to park in contravention of waiting restrictions whilst carrying out the legitimate activity of loading or unloading (unless specifically prevented by legislation) provided:

1. Activity, involving the vehicle, is observed by the Civil Enforcement Officer whilst the vehicle is parked. The observation period shall be for at least five minutes and a PCN shall only be issued if no activity is seen during this period.
2. Generally, a maximum of 20 minutes will be allowed to enable loading / unloading to take place.
3. Exceptions will be made when the nature of the goods being loaded/unloaded requires more time, i.e. moving very heavy goods.
4. Due allowance will be given to allow the driver to complete the delivery paperwork.
5. Where a PCN is issued, a challenge or representation will be considered if supported by evidence showing loading and unloading that may have also related to heavy goods or confirming delay by the recipient of any goods.

You cannot deliver, load or unload on zigzags (yellow or white), at any time e.g. pedestrian crossings and school keep clear markings, in a bus stop or bus stand, during the operation hours of a loading / unloading ban and on the pavement, except in exceptional circumstances i.e. scaffolding, glass etc.

3.8. Picking up and setting down passengers

Picking up and setting down passengers is stopping at the kerbside to drop off or pick up passengers. Waiting at the kerbside for the passenger to arrive, or after passengers have left the vehicle, is not allowed. Passengers will be allowed a reasonable amount of time to board and alight from a vehicle irrespective of any waiting or loading restriction in force.

Special consideration will be given to hackney carriages or private hire vehicles that will need additional time to announce their arrival and accept payment. The CEO will exercise reasonable discretion in such circumstances; however, this must be done safely.

3.9. Disabled Blue Badge parking



The Blue Badge Scheme provides a national arrangement of parking concessions for people with disabilities who travel either as drivers or as passengers.

Blue badge holders may park for unlimited time in residential, shared use, pay and display and disabled bays. Holders may also park for up to three hours on yellow lines, providing that loading restrictions do not apply during the period the vehicle is parked for. The Blue Badge clock must be correctly set and clearly visible.

Haringey also offers a virtual Resident Blue Badge Holder permit which gives the same concessions as the Blue Badge if used in Haringey. Vehicles displaying a valid Blue Badge correctly or which have a Resident Blue Badge Holder permit will not be removed, providing the vehicle is being used by the Badge Holder for both arrival and pick up from the location where the vehicle is parked.

However, a vehicle correctly using a valid Blue Badge or Resident Blue Badge Holder permit maybe relocated to the nearest alternative space if causing an obstruction.

Learn more about the [Blue Badge scheme | Haringey Council](#)

3.10. Motorcycle and moped parking

Motorcycles may park free of charge in residential, shared use and pay and display bays. They should be parked at right angles to the kerb, and at one end of the bay, in a manner that would not prevent other users from parking in that bay.

3.11. Persistent Evaders

A persistent evader is a motorist that has 3 or more PCNs outstanding post Charge Certificate stage against a vehicle. Removing any vehicle flagged as a persistent evader to a CEO is one of the Council's removal priorities.

3.12. Vehicle removals



If a vehicle is seen parked in contravention or the Council believes it to be abandoned. The Council may remove it to the car pound. The Council works in partnership with an external nuisance vehicle contractor to remove vehicles to the car pound.

If the Council removes a vehicle, it will only be released following a visit the car pound to get it back.

The Council will not release vehicles until staff have seen and checked all proof documents and received full payment of the removal fees and the Penalty Charge Notice charge along with any storage fee(s) that has/have become due.

The Council sends at least 2 letters to the registered keeper letting them know their vehicle is in the pound. Uncollected vehicles, and property left in them, are disposed of after 35 days.

Read [Removed vehicles | Haringey Council](#)

3.13. Bank holidays

The rules governing bank holiday parking are published in advance and may vary depending on when the bank holiday falls. Specific information can be found on the Council's website at Bank holiday parking.

3.14. Bus stops



Parking or stopping in a bus stop or a bus stand is restricted to all vehicles except buses.

There are certain exemptions to this rule, which includes picking up, or setting down passengers from a licensed taxi (excluding public hire vehicles). Vehicles that are not exempt, must not stop in a bus stop or bus stand at any time, even if the driver is picking up or dropping off a passenger.

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

3.15. Suspended bays

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

3.16. Footway parking

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

3.17. Zig-zag markings outside schools



Zigzag markings outside schools; these restrictions are provided for safety reasons to ensure clear sight lines for both motorists and children outside schools.

They are identified by yellow zigzag lines and large yellow signs placed either in the centre of or at the end of the restrictions. School zigzags are only operational during school term times.

No vehicles, including vehicles displaying a disabled person's blue badge, are permitted to stop within the area of the markings during the times and dates the restriction is in force, even for picking up or setting down of passengers.

Additionally, drivers must not load or unload within the restricted area during the time and period that the restriction is in operation.

If the school lies within a Controlled Parking Zone (CPZ), then the keep clear area may also be covered by a single yellow line restriction. This prohibits parking within the school keep clear area during the CPZ hours of operation. Drivers who are not sure of the hours of operation should check the CPZ entry signs.

3.18. White zigzag markings and pedestrian crossings

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

3.19. Yellow lines

3.19.1. Single yellow lines



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

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

3.19.2. Double yellow lines

Parking on double yellow lines is not permitted at any time.

3.20. Enforcement of dropped footways

Dropped footway means any part of the footway or verge where it has been lowered to meet the level of the carriageway of a road for the purpose of assisting pedestrians crossing the road. These are especially useful for parents with pushchairs and those with wheelchairs and the less mobile such as elderly and disabled people. They also assist vehicles to enter or leave the road across the footway or verge, and to provide access to an off-street parking space such as a drive or garage.

Any motorist parking in front of or adjacent to a dropped footway may be issued with a PCN unless the vehicle is parked within a legally marked permitted parking place.

If a home or business has a dropped kerb and a vehicle is blocking access, the resident or business can contact the Council to have it removed. The Council will send a Civil Enforcement Officer to see if the vehicle's parked in contravention and if it is causing an obstruction. Where appropriate, the Council will remove the vehicle.

3.21. Correctly displaying a permit/ voucher/pay & display ticket

Motorists should ensure that they correctly display their permit, visitor voucher or pay & display ticket. Visitors using vouchers need to scratch off the date, month, year and time of arrival and display it on the dashboard of the vehicle with all details clearly visible. Vouchers only need to be displayed during controlled hours (that is when payment is normally required) and you must ensure that you are using the correct voucher for the zone where you park.

Please note the displaying of a permit or voucher/pay & display ticket does not apply to virtual permits and virtual parking sessions

3. PARKING CONTRAVENTIONS & EXEMPTIONS

The latest version of contravention codes can be found on the London Councils website. The Council adheres to the guidance provided by London Councils and the Secretary of State. Council on street signage is fully compliant to the Traffic Signs Regulations and General Directions 2016-2022.

Read [London Council – Parking Services](#).

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

4. OBSERVATION PERIODS

An observation period allows the CEO to observe the vehicle before a PCN is issued to it. Observation periods vary by contravention:

- Statutory: parking contraventions may require an observation period to be given, such that the CEO can be satisfied that the contravention is being committed.
- Local practice: parking contraventions may also have a local discretionary period as set by the council, allowing an element of flexibility as determined by circumstances.
- No observation period: parking contraventions may have no statutory period, as in cases of serious contraventions or where disruption to traffic flow occurs.

In addition to observations periods, CEOs are required to carry out visual checks to ascertain whether exemptions apply.

Contravention code	Observation time required	Time in minutes	Local protocol (where applicable)
01	Yes	5	5 minutes for cars/motorcycles; 10 minutes for vans and heavy goods vehicles
02	No	0	
05	No	0	PCN issued only after 10 minutes of expired paid for time
06	Yes	5	
11	Yes	5	
12	Yes	5	
14	Yes	5	
16	Yes	5	
19	Yes	5	
21	No	0	
22	Yes	5	
23	Yes	5	
24	Yes	5	
25	Yes	5	5 minutes for cars/motorcycles; 10 minutes for vans and heavy goods vehicles
26	Yes	5	
27	Yes	5	
28	Yes	5	
30	Yes	5	
40	Yes	5	5 minutes to allow for the observation of loading/unloading
45	No	0	
46	No	0	
47	No	0	
48	No	0	
49	Yes	5	Only if parked in cycle lane
55	Yes	5	
61	No	0	
62	No	0	
99	No	0	

5. PENALTY CHARGE NOTICE PROCESSING

3.22. Informal representations: (not including Moving Traffic CCTV contraventions)

Motorists may challenge the issue of a PCN if they believe an exemption applied or that mitigating circumstances exist. The motorist has a period of 28 days beginning with the date on which the alleged contravention occurred to make an informal written representation. If an informal representation is received within the period allowed for payment of the discounted charge (14 days from service of the PCN), motorists will be given the opportunity to pay the discounted charge (within 14 days from date of response) if the PCN is not cancelled. This ensures that motorists are not disadvantaged by challenging the issue of the PCN.

3.23. Formal representations: (not including Moving Traffic CCTV contraventions)

The formal process of challenging a PCN issued under the Traffic Management Act 2004 commences upon service of a Notice to Owner (NtO). This will be sent to the owner of the vehicle not less than 28 days after the PCN was served.

Drivers may make written representations on the statutory grounds described on the Notice to Owner. The Council is required to reply to representations within 56 days. The Council will either accept or reject those representations. If the Council rejects the representations, it will inform motorists using a formal Notice of Rejection of Representations and advise they can appeal against its decision. If the Council accepts the representations the PCN will be cancelled.

3.24. Formal representations: CCTV - Moving Traffic Contraventions and CCTV-Parking Contraventions

The formal process of challenging a PCN issued by CCTV commences upon service of the postal PCN. This will be sent to the owner of the vehicle normally no more than 14 days after the contravention was observed. Drivers may make written representations on the statutory grounds described on the PCN. The Council is required to reply to representations within 56 days. The Council will either accept or reject those representations. If the Council rejects the representations, it will inform motorists using a formal Notice of Rejection of Representations and advise they can appeal against its decision. If the council accepts the representations the PCN will be cancelled.

3.25. Informal representations: CCTV - Bus Lane contraventions

Bus Lane contraventions in London follow the process as defined under the London Local Authorities Act 1996 (as amended). Initially a postal PCN is sent to the vehicle owner – who has sole liability. This provides the recipient the opportunity to pay the fine in a 14-day discount period or up to 28 days in which to make an informal written challenge.

3.26. Formal representations: CCTV - Bus Lane contraventions

If the Penalty Charge is not paid before the end of 28 days from the date of the notice an Enforcement Notice may be issued, and it is in response to this document that formal representations against the issue of the PCN may be made in writing on the statutory grounds described on the document.

The Council is required to reply to representations within 56 days. The Council will either accept or reject those representations. If the Council rejects the representations, it will inform the motorists by issuing a formal Notice of Rejection of Representations and advise them they can appeal against its decision. If the Council accepts the representations the PCN will be cancelled.

3.27. Appeals

A motorist may appeal against the decision of the Council to reject their representations. The appeal must be lodged within 28 days of service of the notice of rejection. This offers the motorist the only opportunity to have their case heard by someone who is independent of the Council. The appeal will be considered by an Adjudicator who is legally qualified (solicitors or barristers for example) and is independently appointed by the Lord Chancellor.

Learn more about [London Tribunals](#).

3.28. The role of elected representatives

Consideration of challenges to enforcement is a quasi-judicial function and only fully trained staff will decide about the cancellation of a penalty charge notice. Elected representatives may ask for and be given information on behalf of a constituent on the progress of a representation or appeal. They should not play a part in deciding the outcome of individual challenges or representations.

3.29. Mitigation

Mitigation is the primary factor in most informal or formal representations. The Council has the discretion to cancel any PCN at any point where it believes that the circumstances warrant such an action, and there will always be cases that do not meet any of the standard criteria for cancellation where the circumstances are such that the Council may choose to cancel the PCN anyway.

Under general principles of public law, authorities have a duty to act fairly and proportionately and are encouraged to exercise discretion sensibly and reasonably and with due regard to the public interest.

Making a fair decision on cases does not require that all cases are treated equally. It means that the individual circumstances of the case will be taken into consideration i.e. each case is decided on its own merits.

The Council's approach to the exercise of discretion is objective and without regard to any financial interest in the penalty or decisions that may have been taken at an earlier stage in proceedings.

Equally when a motorist or vehicle owner writes to the Council regarding the issue of a Penalty Charge Notice they should include with their letter full details of why they are contesting the issue of the PCN and provide copies of any evidence to support their claim.

The Council's policy around mitigation is published on the Council's website.

3.30. Time to pay and instalment payments

Generally, the Council will neither offer extensive time in which to pay PCN's nor will it enter into instalment payment arrangements. However, each case is considered on its merits with due regard to any person identified as vulnerable.

If the owner of the vehicle is in financial difficulties, then the Council will consider placing the PCNs on hold for 30 days for the owner to obtain professional debt advice (Step Change Debt Charity is a UK-based charity that provides free and confidential debt advice to people in financial difficulty) that may include advice around entering the Debt Respite Scheme (Breathing Space).

If the owner does enter the Breathing Space scheme, once notified, the Council will fully comply with either a standard breathing space or a mental health crisis breathing space. If the Council is not notified the owner has entered Breathing Space or has not agreed alternatives with their debt advisor, the cases will continue to progress.

Read [Options for dealing with your debts.](#)

National Debt Line is another independent debt advice charity that provides advice to people in debt:

Visit the [National Debtline website.](#)