

PARKING ENFORCEMENT PROTOCOL

CIVIL ENFORCEMENT OFFICERS

When carrying out their enforcement duties in Hammersmith and Fulham, Civil Enforcement Officers (CEOs) will be robust but fair. The Council has a zero tolerance approach to malpractices in relation to the issue of Penalty Charge Notices (PCNs). The Council believes that it is not appropriate to give CEOs high levels of discretion with regard to the issuing of PCNs as this increases the potential for corruption and increases the likelihood of allegations of inconsistent enforcement.

PCNs are issued after following guidelines in relation to observation times and evidence. Our CEOs now take photographs of all vehicles issued with PCNs. If they realise that they have made a mistake in issuing a PCN, they will submit a report asking for it to be cancelled. They will also record details of any extenuating circumstances that they become aware of.

CONTRAVENTION CODES

This section describes the contraventions to be enforced, the contravention codes to be used, the conditions to be met and any special observations to be recorded before a CEO may issue a PCN. It also indicates which contraventions attract the higher or lower charges.

It should be noted that the Council may instruct CEOs to issue PCNs (i.e. 'instant' PCNs) for contraventions in specified areas from time to time without waiting for the necessary observation periods to expire.

On-Street

Code	General suffix(es)	Description	Differential level
01	e o	<p>Parked in a restricted street during prescribed hours</p> <p>PCN Issue Criteria: Vehicle parked on a yellow line when a waiting restriction is in force and no loading or unloading is seen, or vehicle parked on a yellow line when a waiting restriction is in force whilst loading but exceeding the 20 minute maximum allowed after 11:00 a.m. When only a waiting restriction is in force, drivers have unlimited time to load/unload before 11am and after 6.30pm. However if a vehicle is parked across a dropped kerb, the 20 minute limit applies.</p> <p>Observation Period: Minimum of 5 minutes observation. Where loading is seen to be ongoing, it will be subject to a 40 minute limit. The Council may instruct CEOs to issue PCNs for this contravention in specified areas from time to time without waiting for the observation period to expire, i.e. 'instant' PCNs.</p>	Higher
02	a e o	<p>Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force</p> <p>PCN Issue Criteria: Vehicle parked adjacent to kerb markings (loading blips).</p> <p>Observation Period: None.</p>	Higher
05	p	<p>Parked after the expiry of paid for time</p> <p>PCN Issue Criteria: Vehicle parked in a short stay pay & display bay and displaying an expired pay & display ticket.</p> <p>Observation Period: The pay and display ticket must have expired by at least 5 minutes.</p>	Lower

06	p	<p>Parked without clearly displaying a valid pay & display ticket**</p> <p>PCN Issue Criteria: Vehicle parked in a short stay pay & display bay and not displaying a valid pay & display ticket.</p> <p>Observation Period: Minimum of 5 minutes observation.</p> <p>Notes: To be used if a pay & display ticket is obscured or upside down, or if multiple tickets are displayed. The CEO should record available details of any tickets.</p>	Lower
09	p s	<p>Parked displaying multiple pay & display tickets where prohibited (Not currently used)</p>	Lower
12	s w x y	<p>Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place</p> <p>PCN Issue Criteria: Vehicle parked in a shared use bay and not displaying a valid permit, pay & display ticket or valid blue badge. In zones where Smart Visitor Permits (SVPs) are used, a PCN will be issued for code 12S if an SVP is displayed but has not been activated. If the SVP has been activated for a different zone, a PCN will be issued for code 12W.</p> <p>Observation Period: Minimum of 5 minutes observation.</p>	Higher
16	b q	<p>Parked in a permit space without displaying a valid permit</p> <p>PCN Issue Criteria: Vehicle parked and unattended in a permit bay (other than a shared use bay) which has been designated for use by a specific type of user without clearly displaying a permit valid for the type of bay in question. For example, a vehicle parked in a doctor's bay without clearly displaying a valid doctor's permit for that bay, or a vehicle parked in a market trader's bay without clearly displaying a valid market trader's permit.</p> <p>Observation Period: Minimum of 5 minutes observation.</p>	Higher

19	s	<p>Parked in a residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay & display ticket</p> <p>PCN Issue Criteria: Vehicle parked in a shared use bay and displaying an expired pay & display ticket or not properly displaying a pay and display ticket and residents visitors permit where required. This would include situations were a pay and display ticket only is displayed in Zones F, S and G during resident priority scheme periods. A PCN will also be issued if the visitor permit or pay and display ticket is invalid/expired or if only a visitors permit is displayed. If a Smart Visitor Permit (SVP) is displayed but the parking session has ended (i.e. the SVP has been deactivated) a PCN will be issued.</p> <p>Grace Period: Minimum of 5 minutes.</p>	Lower
20		<p>Parked in a loading gap marked by a yellow line</p> <p>PCN Issue Criteria: Vehicle parked in a loading gap marked by a yellow line within the boundaries of a permitted parking place.</p> <p>Observation Period: Minimum of 5 minutes observation.</p>	Higher
21	d l p q s	<p>Parked in a suspended bay/space or part of bay/space</p> <p>PCN Issue Criteria: Vehicle parked and unattended in a designated parking bay which has been suspended. Such vehicles are likely to be relocated.</p> <p>Observation Period: None.</p> <p>Notes: The CEO should record the locations and serial number of the suspension signs.</p>	Higher

22	l o p s	<p>Re-parked in the same parking place within one hour* of leaving</p> <p>PCN Issue Criteria: Vehicle parked in the same parking place as recorded during an earlier observation, having moved from its original position.</p> <p>Observation Period: Minimum of 5 minutes observation. The second observation should be within one hour of the first observation. The CEO should have recorded the vehicle's location and tyre valve positions during the first observation and should also record the new location and valve positions (which should differ from the first) at the time of PCN issue.</p> <p>Notes: The parking place may be a number of shared use bays or spaces, or any other permitted parking place where parking is limited by time.</p>	Lower
23	g l	<p>Parked in a parking place or area not designated for that class of vehicle</p> <p>PCN Issue Criteria: Vehicle of the wrong class parked in a permitted parking place designated for one or more different classes of vehicle.</p> <p>Observation Period: Minimum of 5 minutes observation.</p> <p>Notes: The CEO should record the class of vehicle and the type of parking place, e.g. motorcycle, loading, etc.</p>	Higher
24	d p q s	<p>Not parked correctly within the markings of the bay or space</p> <p>PCN Issue Criteria: Vehicle parked and unattended with one or more wheels wholly outside the bay markings.</p> <p>Observation Period: Minimum of 5 minutes observation.</p> <p>Notes: CEO should record which wheel(s) were outside the markings and take photographs showing the position of the wheels in relation to the markings and the kerb line.</p>	Lower

25		<p>Parked in a loading place during restricted hours without loading</p> <p>PCN Issue Criteria: Vehicle parked in a designated loading bay with no evidence of loading or unloading taking place.</p> <p>Observation period: Minimum of 5 minutes constant observation to determine whether loading / unloading is taking place.</p>	Higher
26	e	<p>Vehicle parked more than 50 cm[†] from the edge of the carriageway and not within a designated parking place</p> <p>PCN Issue Criteria: Vehicle parked in the manner described above (double parked).</p> <p>Observation period: Minimum of 5 minutes.</p> <p>Notes: This contravention can be enforced at any time.</p>	Higher
30	o	<p>Parked for longer than permitted</p> <p>PCN Issue Criteria: Vehicle parked for longer than permitted in the space.</p> <p>Observation period: Such vehicles should have exceeded the relevant maximum stay period.</p> <p>Notes: CEO should record and log the location and valve positions when the vehicle is first seen. Upon returning after the expiry of the permitted period, the location and valve positions should be logged again. If they remain the same a PCN should be issued.</p>	Lower
35		<p>Parked in a disc parking place without clearly displaying a valid disc. (Not currently used).</p>	Lower
36		<p>Parked in a disc parking place for longer than permitted. (Not currently used).</p>	Lower

40		<p>Parked in a designated disabled person’s parking place without clearly displaying a valid disabled person’s badge.</p> <p>PCN Issue Criteria: Vehicle parked in a designated disabled bay by white lines without displaying a valid disabled badge. This includes vehicles parked in a personalised disabled bay without displaying a permit valid for the bay.</p> <p>Observation Period: Minimum of 5 minutes.</p> <p>Notes: A PCN should be issued if a badge is obscured or illegible. The CEO should record the fact that all windows were checked for a badge being displayed.</p>	Higher
41		<p>Parked in a parking place designated for diplomatic vehicles.</p> <p>PCN Issue Criteria: Vehicle parked in a designated diplomat's bay without displaying 'CD' plates or having a diplomat's VRM.</p> <p>Observation Period: None.</p>	Higher
42		<p>Parked in a parking place designated for police vehicles. (Not currently used).</p>	Higher
45		<p>Parked on a taxi rank.</p> <p>PCN Issue Criteria: Vehicle parked in a bay designated for taxis only during the restricted times shown on a nearby time plate.</p> <p>Observation Period: None.</p> <p>Notes: Taxi ranks without the yellow lines and a 'No Stopping' sign cannot be enforced.</p>	Higher

47		<p>Stopped on a restricted bus stop/stand.</p> <p>PCN Issue Criteria: A vehicle, other than a Public Service Vehicle parked on a bus stop clearway or bus stand.</p> <p>Observation Period: None.</p> <p>Notes: If a PSV is left on a bus stop a PCN should be issued. A bus stop clearway is denoted by a broad yellow line.</p>	Higher
48		<p>Stopped in a restricted area outside a school.</p> <p>PCN Issue Criteria: Vehicle stopped within the zigzag markings of a school keep clear area.</p> <p>Observation Period: None.</p>	Higher
49		<p>Parked wholly or partly on a cycle track (Not currently used).</p> <p>PCN Issue Criteria: Vehicle stopped partly or wholly on a cycle track.</p> <p>Observation Period: None.</p> <p>Notes: This does not apply to cycle lanes, which are usually part of the carriageway and are marked by white lines and cycle logos. Cycle lanes will be covered by waiting and loading restrictions. Cycle tracks are part of the highway but are usually within the footway. The CEO should take photographs showing the location of the vehicle in relation to the cycle track and any street furniture and premises.</p>	Higher

55		<p>A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban.</p> <p>PCN Issue Criteria: Vehicle over 5 Tonnes maximum gross weight parked between the hours of 18:30 and 08:00 on any day of the week.</p> <p>Observation Period: Minimum of 5 minutes constant observation to determine whether loading / unloading is taking place.</p> <p>Notes: The CEO should record the maximum weight of the vehicle if the plate is visible.</p>	Higher
56		<p>Parked in contravention of a commercial vehicle waiting restriction. (Not currently used).</p> <p>PCN Issue Criteria. A commercial vehicle over 5 Tonnes maximum gross weight parked in an area with a commercial vehicle waiting restriction.</p> <p>Observation Period. Minimum of 5 minutes constant observation to determine if loading / unloading is taking place.</p> <p>Notes. The CEO should record the maximum weight of the vehicle if the plate is visible.</p>	Higher
57		<p>Parked in contravention of a coach ban (Not currently used).</p>	Higher
61	1 2 4 c g	<p>A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways.</p> <p>PCN Issue Criteria: Unless permitted by footway parking signs, a vehicle of more than 7.5 Tonnes maximum vehicle weight parked with at least one wheel on the footway or verge.</p> <p>Observation Period: Minimum 5 minutes constant observation.</p> <p>Notes: The CEO should record the number of wheels on the footway. The plated weight of the vehicle should be recorded if the plate is visible.</p>	Higher

62	1 2 4 c g	<p>Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking).</p> <p>PCN Issue Criteria: Unless permitted by footway parking signs, a vehicle parked with at least one wheel on the footway or verge.</p> <p>Observation Period: PCNs can be issued immediately.</p> <p>Notes: The CEO should record the number of wheels on the footway.</p>	
99	o	<p>Stopped on a pedestrian crossing and/or crossing area marked by zig-zags.</p> <p>PCN Issue Criteria: Vehicle stopped with one or more wheels within the zigzag markings of a pedestrian crossing.</p> <p>Observation Period: None.</p> <p>Notes: Do not issue a PCN if a Police FPN has already been issued.</p>	Higher

OFF-STREET CAR PARK CONTRAVENTIONS

70		<p>Parked in a loading area during restricted hours without reasonable excuse. (Not currently used)</p>	Higher
80		<p>Parked for longer than the maximum period permitted.</p> <p>PCN Issue Criteria: Vehicle parked and left in a car park for longer than the maximum stay permitted, without moving.</p> <p>Observation Period: No minimum observation time is required, but an earlier observation should show the vehicle in the same location. The CEO should record the location and tyre valve positions at the time of the earlier observation and during PCN issue. The time between the earlier observation and PCN issue should be longer than the maximum period permitted.</p>	Lower

81	o	<p>Parked in a restricted area in a car park.</p> <p>PCN Issue Criteria: Vehicle parked on a yellow line or other restricted area in a car park seen.</p> <p>Observation Period: Minimum 5 minutes constant observation.</p> <p>Notes: Minimum of 5 minutes observation.</p>	Higher
82	p u v	<p>Parked after the expiry of paid for time.</p> <p>PCN Issue Criteria: Vehicle parked while displaying an expired pay & display ticket.</p> <p>Observation Period: None.</p> <p>Grace Period: 5 minutes after expiry of the P&D ticket.</p> <p>Notes: The CEO should record the expiry time and the serial number of the P&D ticket.</p>	Lower
83		<p>Parked in a car park without clearly displaying a valid pay & display ticket.</p> <p>PCN Issue Criteria: Vehicle parked with no P&D ticket displayed or ticket details not clearly visible.</p> <p>Observation Period: Minimum 5 minutes casual observation to determine whether the motorist is at a pay & display machine.</p> <p>Notes: If a ticket is present, the CEO should record whatever details are available, including its location.</p>	Lower

85	t r w	<p>Parked in a permit bay without clearly displaying a valid permit</p> <p>PCN Issue Criteria: Vehicle parked with no permit displayed or parked with permit details not clearly visible.</p> <p>Observation Period: Minimum 5 minutes casual observation.</p>	Higher
86	p r s	<p>Parked beyond the bay markings.</p> <p>PCN Issue Criteria: Vehicle parked with one or more wheels wholly outside of a marked bay.</p> <p>Observation Period: None.</p> <p>Notes: CEO should record which wheel(s) were outside the markings and take photographs showing the position of the wheels in relation to the markings and the kerb line. The vehicle will normally be outside a bay in the aisle or causing an obstruction.</p>	Lower
87		<p>Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge.</p> <p>PCN Issue Criteria: Vehicle parked in a disabled bay without displaying a valid disabled badge.</p> <p>Observation Period: None.</p> <p>Notes: A PCN should be issued if a disabled badge is obscured or illegible.</p>	Higher
89		<p>Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area.</p> <p>PCN Issue Criteria: Vehicle parked exceeds the height and weight limits displayed at the entrance to the car park.</p> <p>Observation Period: None.</p>	Higher

90	p s v	<p>Re-parked within one hour* of leaving a bay or space in a car park. (Not currently used).</p> <p>PCN Issue Criteria: Vehicle parked and unattended in the same car park as recorded during an earlier observation, having moved from its original position.</p> <p>Observation Period: No minimum time is required, but second observation should be within one hour of the first observation. The CEO should have recorded the vehicle's location and tyre valve positions during the first observation and record the new location and valve positions at the time of PCN issue.</p>	Lower
91	c g	<p>Parked in a car park or area not designated for that class of vehicle. (Not currently used).</p> <p>PCN Issue Criteria: Vehicle of the wrong class parked and unattended in a car park designated for one or more different classes of vehicle.</p> <p>Observation Period: None.</p> <p>Notes: The CEO should record the class of vehicle.</p>	Higher
92	o	<p>Parked causing an obstruction.</p> <p>Vehicle parked and unattended outside of any bay markings such that other vehicles are obstructed when entering or leaving bays or restricted from moving within the car park.</p> <p>Observation Period: None.</p> <p>Notes: The CEO should record the location of the offending vehicle as precisely as possible, with a sketch showing markings and dimensions. Details of any P&D tickets displayed should also be provided.</p>	Higher

Suffixes

General suffixes:—

- | | | | |
|--|-----------------------|------------------------------|------------------|
| a) temporary traffic order | b) business bay | c) coach parking bay | d) doctor's bay |
| e) double parked/obstruction | f) free parking bay | g) motor cycle bay | h) hospital bay |
| i) wrong type of voucher | j) camera enforcement | k) ambulance bay | l) loading place |
| m) parking meter | n) red route | o) blue badge holder | p) pay & display |
| q) market traders' bay | r) residents' bay | s) shared use bay | |
| t) voucher/P&D ticket used in permit bay | | u) mobile phone parking | v) voucher |
| w) wrong parking zone | x) incorrect VRM | y) obscured/illegible permit | |
| z) out of date permit | | | |
| 0) local buses / trams only | | | |

Footway

- 1) One wheel on footway
- c) on vehicle crossover

parking

- 2) Partly on footway
- g)

- 4) All wheels on footway
- on grass verge

only:—

General Exemptions to Contraventions

- A. A vehicle may wait in a restricted street for so long as may be necessary to enable a person to board or alight from the vehicle or load thereon or unload therefrom his personal luggage.

- B. The restrictions shall not apply to a bicycle propelled by mechanical power and not having a side car attached thereto within the limits of the solo motorcycle parking area.

- C. The restrictions shall not apply to public service vehicles being used in the provision of a London local service whilst picking up or setting down passengers at an authorised stopping place or at a terminal or turning point.

- D. The restrictions shall not apply to vehicles when used for fire brigade, ambulance or police purposes.

- E. The restrictions shall not apply to vehicles when used in the service of a local authority in pursuance of statutory powers or duties provided that in all the circumstances it is reasonably necessary in the exercise of such powers or the performance of such duties for the vehicle to wait in the place in which it is waiting.

- F. The restrictions shall not apply to licensed cabs whilst waiting upon any duly authorised cab rank.

- G. The restrictions shall not apply to vehicles whilst waiting in any restricted street for so long as may be necessary in connection with the taking in of petrol, oil, water or air, if any such taking in cannot be effected unless the vehicle waits in the place where it is waiting.
- H. A vehicle may load or unload while the vehicle is in use in any restricted street in connection with the removal of furniture to or from one office, dwelling-house or depository adjacent to that restricted street from or to another office, dwelling-house or depository.
- I. A vehicle may load or unload while the vehicle is in actual use in any parking place or restricted street in connection with the collection or delivery of goods from or to premises in or adjacent to that place/street if those goods cannot reasonably be loaded or unloaded outside the permitted or prescribed hours. In any designated parking place loading or unloading is limited to a maximum of 20 minutes.
- J. The vehicle is waiting owing to the driver being prevented from proceeding by circumstances beyond his control or to such waiting being necessary in order to avoid an accident.
- K. A vehicle may wait only for as long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic.
- L. A vehicle which is waiting while postal packets addressed to the premises adjacent to the parking place/waiting restriction in/on which the vehicle is waiting are being unloaded from the vehicle or, having been unloaded therefrom are being delivered or, while postal packets are being collected for loading on the vehicle from premises or posting boxes, or having been so collected, are being loaded therein.
- M. A vehicle is waiting for the purpose of any building operation, demolition or excavation adjacent to the parking place/waiting restriction or the maintenance or reconstruction of the parking place or the laying, erection, alteration or repairing adjacent to the parking place/waiting restriction of any sewer, or of any main pipe or apparatus for the supply of gas, water or electricity or the placing, maintenance or removal of any traffic sign.
- N. A vehicle may wait while any gate or other barrier at the entrance to premises, to which the vehicle requires access or from which it has emerged is being opened or closed, if it is not reasonably practical for the vehicle to wait in any other place while such a gate or baffler is being opened or closed.
- O. The restrictions shall not apply to vehicles holding a licence from the

Council to sell goods from a stationary vehicle on a pitch in a restricted street.

- P. PCNs should not be issued for the first and last 5 minutes when loading restrictions are in force.
- Q. If a vehicle is displaying an expired permit for a zone do not issue a PCN if the permit has expired by 0-14 days. If it has expired by 15+ days issue PCN.

Specific Exemptions/Dispensations for HEB and Disabled Badges

Health Emergency Badges (HEB) dispensation

An HEB badge allows the holder to park on a restricted area (yellow line) or permitted parking bay without payment for as long as necessary to react to an emergency or urgent medical situation. HEB badges are issued to authorised medical bodies such as hospitals, GP surgeries, etc. and are for use only by doctors or other authorised staff attending a medical emergency.

The badge should be displayed correctly, showing the house number and street where the doctor is attending the emergency. The street name need not be displayed if the vehicle is parked in the same street as the location of the emergency. The dispensation does not apply if the vehicle is causing serious obstruction, or is seen regularly in the same place and it is obvious that a medical emergency does not exist.

A vehicle displaying an HEB badge will not normally be removed or issued with a PCN without the CEO having first made an attempt to contact the driver at the address shown on the badge.

Disabled Badges (exemptions)

National and European badges show a number and an expiry date on the front of the badge for display in the vehicle. The badge must be displayed on the near side front windscreen or in a conspicuous position on the vehicle with the front of the badge facing forward.

The badges do not confer any exemptions for parking in certain places reserved for specific users, e.g. taxi ranks, bus stop clearways, motorcycle bays, diplomatic bays, school entrance markings and loading places.

The badges allow unlimited parking for free in shared use bays. However parking is only allowed on yellow lines when no loading restrictions are in force and is limited to three hours. When parked on a yellow line the clock must be set to the arrival time and must be clearly and visibly displayed. CEOs need to allow 5 minutes observation after the 3 hours are up.

However any vehicles displaying altered or photocopied badges, badges reported stolen or suspected to be fake are likely to be removed.

Football match day restrictions

Temporary restrictions apply on football match days in selected streets near Chelsea, Fulham and QPR stadia when the relevant signs are displayed. The match day restrictions for Fulham FC apply 3 hours before and 1 hour after the match. For Chelsea and QPR they apply 2 hours before and 1 hour after.

Additionally match day parking scheme in Zones X & Y operate on all Monday to Sunday match days between 9am and 9.30pm, including bank holidays. The maximum stay for pay and display on all match days is 1 hour *for the whole day*. On non-match days the controlled hours remain as Monday to Saturday 9am to 5pm.

The SMART Visitor Permit will operate with visitors being able to park for longer than one hour provided they are displaying an activated SMART Visitor Permit in the windscreen of their vehicle.

Grace period for permits

Blue Handwritten 7-Day Temporary Permits - no grace period allowed. PCNs can be issued the day after the expiry date shown on the permit.

Green/Red Printed Permits and Electronic Zone R Permits (including 1-month temporary permits which expire mid-month) - allow a 14-day grace period provided the permit is renewed immediately after expiry or upgraded from a temporary permit to a permanent permit at the end of the 1 month. PCNs should not be issued until 15 days after the expiry date shown on the permit.