



# **Cambridgeshire County Council**

## **Resident Parking Scheme Policy (Operational)**

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## 1. Overview

This document has been developed to address parking issues and future parking challenges within Cambridgeshire that affect access and resident on-street parking availability. It creates a framework for the consideration of the introduction, amendment and extension of formalised Resident Parking Schemes across Cambridgeshire and sets out principles for the administration of those schemes.

It complements existing policies and supports the Council's overarching objectives to improve air quality, ease congestion, reduce the reliance on private car ownership and promote walking, cycling, public transport or using other more sustainable modes of transport such as car clubs.

Whilst this policy sets out the principles surrounding Resident Parking Schemes, it would be difficult to address individual circumstances within this prescriptive policy.

Resident parking schemes provide formal parking arrangements and can be used in certain circumstances to prioritise the available parking space within a street or area. Schemes can help in situations where residents regularly find it difficult to park within a reasonable distance of their homes because of other competing or evolving parking needs.

Schemes are most often requested and introduced in residential areas near to cities or town centres or where other major sources of parking demand occur, e.g. hospitals and universities.

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

## 2. Scope

This policy defines the process surrounding the introduction, amendment, and administration of Resident Parking schemes across Cambridgeshire.

This policy is designed to help ensure that:

- Requests for the introduction of Resident Parking Schemes are dealt with in a fair, consistent and transparent way.
- Schemes that are introduced meet an approved set of criteria and have been through a localised consultation and engagement process.
- On-street parking controls reasonably balance both the present and evolving parking needs of the local residents and general community.
- Schemes are administered in a fair and consistent way and in line with relevant policies and procedures.
- Schemes, as a whole, are cost neutral to the County Council.

## 3. General Definitions

"applicant"	A person who applies for or requests something.
"Blue Badge"	Badge issued to people with disabilities, granting them special parking rights.

“Boarding and Alighting”	waiting for a person to board or alight from a vehicle.
“Business Proprietor”	the proprietor (or an employee nominated by the proprietor) of a business, who owns or operates an Essential Operational Business Vehicle and has no off-street parking
“carer”	A person who looks after someone who is ill or elderly, including a relative.
“Car Club”	formally constituted car-sharing scheme approved by the Council.
“Civil Enforcement Officer”	A uniformed officer employed by or on behalf of a council to enforce restrictions and regulations by way of issuing PCNs.
“Clearly Displayed”	displayed either on the near side of the vehicle behind the windscreen and with its front facing forward so as to be legible from the outside of the Vehicle, or on the dashboard or fascia panel so that the permit is legible from outside the Vehicle. In the case of a Vehicle not fitted with a front windscreen, dashboard or fascia panel, the permit is displayed in a position on the Vehicle so that the permit is legible from outside the Vehicle.
“contravention”	The failure of a motorist to comply with parking regulations that have been decriminalised (i.e., those for permitted parking and those in Special Parking Areas)
“the Council”	Cambridgeshire County Council and includes its employees and agents;
“Doctor”	a fully registered person
“Driver”	the person driving the Vehicle whilst it is waiting or at the time it was left in the Parking Place or street.
“enforcement”	The means of ensuring that laws and regulations are complied with.
“evidence”	Any relevant item or piece of information that may be used to prove a point of law.
“hire vehicle”	A vehicle hired under an agreement that conforms with The Road Traffic (Owner Liability) Regulations 2000. This transfers liability for any Penalty Charge Notice (and other contraventions or offences) from the hire company, as the owner of the vehicle, to the hirer of the vehicle.
“Hours of Operation”	the hours identified in the Order
“Household”	Where a building is made up of separate, self-contained dwellings (e.g. flats) each separate dwelling with an independent postal address will be treated as a separate household.  Riverboats will be treated as a household where it is the main residence, has a permanent mooring and holds a valid mooring licence issued by the local city or district council.
“Medical Practitioner”	a person who provides medically associated services at the Surgeries.
“motorcycle”	A two-wheeled motor vehicle.
“Order”	The City of Cambridge (Civil Enforcement Area)(Waiting restriction and Street Parking Places) Order 2022 (or any subsequent order).
“Penalty Charge Notice (PCN)”	A notice issued by a council to a motorist appearing to be in charge of a vehicle that the council believes was contravening the council's Traffic Regulation Order (TRO - bylaw regulation). A Penalty Charge Notice must contain certain information, including a description of the contravention alleged to have occurred.
“property”	A building having a postal address, i.e. formally listed on the national property gazetteer
“resident”	A person whose usual place of abode is at premises, the postal address of which is within a residents' parking zone

“tenant”	Under a lease or tenancy agreement, the party who is given by the landlord the right to occupy the property on an exclusive basis in return for rent. The term will include a new tenant who takes an assignment of the new tenant’s interest in the lease.
“tradesperson”	a person who is working on an occupied property within a parking permit scheme who can demonstrate a clear operational need and provide acceptable documentary evidence of that need, for their vehicle to be parked in that restricted area.
“valid permit”	A physical/virtual permit issued by the council for use in a particular scheme and/or parking bay. Permits are valid if correctly completed, used for the vehicle for which they were intended and ensuring the expiry date has not elapsed. All permits are valid only on receipt of the correct fee.
“vehicle”	Any means in or by which someone travels, or something is carried or conveyed.
“vehicle owner”	The person who keeps and uses a vehicle of the type permitted. Vehicles must not exceed 5.40 metres in length. The vehicle need not necessarily be registered in the applicant’s name. Resident’s parking is designed to assist residents who keep and use motor vehicles habitually under their care and control and where there is a need to park in the zone by virtue of their residence.
“visitor”	One that visits a property within a scheme. “
“visitors parking permit”.	A permit issued to a resident within a resident parking scheme, for use by their visitors.
“Scheme”	An area where on-street parking is controlled by the use of parking permits as identified in the Order.

## 4. General Information

Resident Parking Schemes are used to regulate and manage on-street parking. A Traffic Regulation Order (TRO) is made under the Road Traffic Act 1984 to give legal backing to Resident Parking Schemes and enables them to be enforced. The TRO introduces controls on parking, but it essentially exempts permit holders from these restrictions. The TRO makes a provision for parking bays for residents’ use and may also make a provision for other types of bays such as paid for or free cycle parking, pay and display spaces and restrictions such as double yellow lines to balance safety requirements and the needs of the local community.

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

Within Resident Parking Schemes, streets can be divided into areas where parking is prohibited (such as double yellow lines) or permitted (such as residents’ or pay and display bays). To park where permitted, the respective permit, blue badge or pay and display ticket must be clearly displayed or, with virtual permits, comply with the operating rules of the scheme.

Resident parking is generally allowed where it does not impinge on the movement of traffic, create a safety hazard or obstruct access for other highway users (including cyclists and pedestrians) or cause damage to the fabric of the highway.

As the Highway Authority the Council may consider introducing parking restrictions for a variety of reasons including if there are highway safety and access issues, a significant risk of accidents, Traffic management or environmental reasons and to incorporate wider integrated traffic or parking management schemes or the objectives detailed in the Local Transport Plan.

The advantages of a Resident Parking Scheme include:

- Better management of limited parking spaces.
- Allocated parking for residents to park in a particular area, during a specific time.
- Discourage certain groups of non-residents from parking in an area, increasing the likelihood that a resident can park close to their home.
- Improved traffic flow including better access for emergency vehicles and waste vehicles.
- Improved access for road users including pedestrians and cyclists.
- Encourage the use of alternative, more sustainable modes of transport.
- Through better traffic management and fewer vehicle generating emissions, improved air quality.
- Balance the needs of residents and the local community by making a provision for other types of bays such as cycle parking bays and pay and display spaces.

The disadvantages of a Resident Parking Scheme include:

- There is no entitlement or guarantee of a parking space within the scheme area.
- To accommodate marked spaces for residents, it is often necessary to prevent parking on the opposite side of a street and at junctions to ensure clear access for vehicles including emergency vehicles. Partial footway parking may be removed and pay and display, disabled, car club, electric vehicle charging, and cycle parking bays installed along with other amenities to support the local community and local businesses. This may reduce the overall parking capacity available.
- Displacement of non-resident parking into surrounding areas.
- The cost involved in the introduction and ongoing management of schemes.
- Additional street furniture.

For these reasons Resident Parking Schemes are considered on an area wide basis.

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

- Technically, financially and operationally feasible.
- The most effective way of addressing the parking issue.
- That it will not create or displace parking problems elsewhere.

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

The introduction of a Residents parking scheme is unlikely to be a solution where parking spaces for example, are being taken by parents dropping off or collecting children from school.

## **5. Operational hours**

Hours of operation for the schemes are displayed on signs adjacent to the relevant parking bay or signposted on the entrance to a scheme. For other restrictions within a scheme such as single yellow lines or pay and display bays, signs are situated adjacent to these restrictions.

During these times, permit holders can park without restriction in the permit only parking bays or areas provided in any of the streets within their designated scheme. In certain permit only parking schemes, parking bays are not provided but the street is still subject to the restrictions.

No permits are required for parking within the permit parking bays outside of the operating times.

All waiting restrictions are active on statutory Bank and Public Holidays and will be subject to enforcement activity.

All schemes have the same terms and conditions although operation time, permit types and permit costs may vary.

## **6. Scheme Design**

### **6.1 Scheme Layout**

When designing a scheme, it is essential that the balance between the needs of residents and those of the wider local community is carefully considered. When determining the scheme layout the following will be considered:

- Maintaining traffic flow & visibility at junctions
- Vehicle accesses
- Pedestrian access & safety of the public
- Loading/unloading requirements.
- Bus stops and routes
- The needs of blue badge holders
- Limited waiting areas for local business
- Cycle parking requirements
- Visitors and other categories of vehicles that need to park within a scheme
- The needs of the wider community.

The aim would be to optimise the number of parking spaces and to reduce the amount of commuter parking in residential streets.

### **6.2 Maintaining traffic movement**

In determining the amount of available space for permitted parking and to ensure that all schemes are treated in a similar way, it is considered appropriate to adopt a set of criteria for maintaining available widths of highway for traffic movements.

These criteria are:

- Residential roads with one-way traffic shall maintain a minimum free carriageway width of 3.1 metres between marked bays to allow access for emergency services and waste collection.

- Residential roads with one-way traffic and parking on one side of the road require a minimum width of 4.9 meters, with parking on both sides of the road a minimum width of 6.7 meters.

These are minimum dimensions which only provide for one lane of traffic and are only suitable for roads with low traffic volumes. Roads carrying two-way traffic must retain a width commensurate with its function. For example, a through route may need to allow sufficient width for two HGV's to pass.

The above is based on the legal bay width requirement of 1.8m

In exceptional circumstances and following consultation with the police and other emergency services, it may be possible to reduce the above widths.

### 6.3 Defining a Scheme Area

The scheme will be introduced on a zonal basis. The introduction of a scheme provides greater flexibility by using spare capacity in one street to supplement another. Scheme boundaries should remain logical and easily defined and not large enough to provide a benefit in vehicles 'commuting' whilst remaining in their scheme.

Consideration must also be given to the effect of displacement parking as moving the problem to another location may cause other significant issues for residents.

The scheme area will be the road or geographic area described in the Traffic Regulation Order (TRO) which supports the introduction of restricted parking and allows parking with a permit.

### 6.4 Signs and Road Markings

Signs will be installed at the entrance and exit of a Resident Parking Scheme and supported by smaller signs within the scheme area or located adjacent to marked bays. The signs will indicate the times that the restrictions within the area will be operational.

Within a scheme, double yellow lines will be installed where it is not safe to park.

Traffic signs and road markings on the highway should comply with the Traffic Signs Regulations and General Directions, and accompanying guidance, including the Traffic Signs Manual.

Whilst sign clutter will be kept to a minimum, the Council has a responsibility to ensure there is sufficient signage to ensure that drivers are fully aware of any enforceable restrictions.

The cost maintenance of signs and lines is an integral element of permit costs and are recovered via permit income.

### 6.5 Footway parking

It is not an offence to park on a footway. Exemptions to this are:

- Heavy goods vehicles (Section 9 of the Road Traffic Act 1988)
- If a vehicle is deemed to be causing an obstruction



- Where there is a Traffic Regulation Order in place prohibiting it.

If there is an obstruction of the road or footway this is the responsibility of the police to investigate and enforce.

If a Traffic Regulation Order is in place, this will be indicated by either signs or road markings to show parking is prohibited. For example, double yellow lines. Such restrictions apply to the road itself and may also apply to any adjacent footway and/or verge. Therefore, vehicles parked on such areas adjacent to yellow lines may receive a Penalty Charge Notice.

Parking on footways creates safety issues for pedestrians, obstructions and hazards for the visually impaired, disabled and elderly people and for those with prams and pushchairs.

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

## 7. Initiating a Resident Parking Scheme

### 7.1 Scheme Funding

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

The costs associated with schemes fall into two main categories:

Set up costs which include:

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

The set-up cost associated with installation of a scheme should be recovered via a one-off charge to residents when they first purchase a residents' permit.

Ongoing costs which include:

- Administration of processing and issuing permits
- Enforcement of the scheme
- Maintaining, replacing signs and refreshing lines
- The ongoing development of schemes

Ongoing management and enforcement costs of a scheme are recovered via permit income. Residents will be informed of how much permits cost before a scheme is implemented. Permit costs vary depending on the type of schemes and vehicle type.

Resident Parking Schemes as a whole should be self-funding. If there is a surplus or a deficit in the funding of a schemes, this will be considered when permit fees are reviewed.

Permit charges will be reviewed regularly and will form part of the County Council's approved Fee and Charges Schedule.

## 7.2 Scheme Criteria

To ensure that resources are used effectively and to ensure that all requests for the introduction of a Resident Parking Scheme are treated in a similar way, it is considered appropriate to adopt a set of criteria.

These criteria are:

- The request for a scheme consultation is supported by the local county councillor(s).
- The introduction of a scheme is considered to be the most effective way to address the existing or evolving parking issues.
- Properties within the scheme have little or no off-street parking and rely on being able to park on-street.
- It can be demonstrated that a large number of non-residents are frequently parking in the area for extended periods causing a significant demand on parking.
- There is insufficient space to accommodate residents' and non-residents' needs simultaneously.
- The majority (over 50%) of households responding to the survey provide written support for the introduction of a Resident Parking Scheme.
- The area proposed consists of clearly defined blocks of streets to deter, as far as reasonably practicable, the migration of parking into surrounding streets. In exceptional circumstances, small, isolated cul-de-sacs that lead directly off a main roads or local distributor roads may be considered.
- The proposed scheme is technically, financially and operationally feasible.

Any requests that do not meet these criteria should not be considered further unless the area forms part of a wider integrated traffic/parking management scheme or there are road safety problems.

New proposals from areas where previously the introduction of a scheme has not been supported by the majority of households will be considered only where the local community can demonstrate that the problem has changed significantly, or the cause(s) of the previous failure has been overcome and the level of support increased to the required level.

## 7.3 Prioritising a Resident Parking Scheme

At times when demand exceeds available resources, it may not be possible to progress all requests for Resident Parking Schemes. Where it is not possible to accommodate all requests, requests for potentially viable schemes will be prioritised using the following criteria provided by the local county councillor.

These criteria are:

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

## 7.4 Creating a new Resident Parking Scheme

There are several steps involved in the initiation and implementation of a scheme.

These steps include:

### Informal stages

- Defining the issue or problems and geographic area
- A survey led by the local county councillor(s) to establish the level of support for the introduction of a Resident Parking Scheme (only schemes where the survey shows that the majority of households within the defined scheme area support the restriction proposed, will progress).

### Formal stages

- Scheme approval in principle, by the Service Director of Transport and Connectivity.
- Undertaking a feasibility study and defining and refining the scheme design and plan for the proposed area
- A formal consultation with residents and other groups that may be impacted by the proposed change (only scheme that achieve the required scheme criteria (see the '**Scheme Criteria**') will be progressed)
- Drafting and publishing the Traffic Regulation Order (TRO). All objections received during this consultation period will be considered via the appropriate officer or committee.
- Scheme implementation.

## 8. Variation or rescinding of an existing Resident Parking Scheme

The same steps as detailed in **Creating a new Resident Parking Scheme** are used when considering rescinding or a variation of a scheme.

The costs associated with the introduction of any agreed variations will be recovered through a one-off charge at the point of renewal or initial application.

At times it may not be possible to progress all requests for the rescinding or a variation of an existing scheme. When demand exceeds available resources, requests will be placed on a waiting list.

## 9. Permit Costs

Permit charges will be reviewed regularly and set at an appropriate level to cover operating costs and where required, used to influence parking demands, consistent with traffic management and environmental objectives. Permit costs will form part of the County Council's approved Fees and Charges Schedule.

For full details of the resident parking permit Charges visit: [insert link].

No permits are required for parking within the permit parking bays outside the operating times.

## **10. Operation of Parking Permits**

### **10.1 General Parking Principles**

The following points provide a summary of the general operational principles of permit parking. They are not definitive or exhaustive and may differ between different areas.

- Residents whose main place of residence is an eligible address within a scheme area and whom own or have regular use of a permitted vehicle type, may apply for resident parking permits.
- Businesses whose postal address falls within a scheme area, have no off-street parking and require the use of a vehicle essential to the business (no commuting), may apply for a business parking permit.
- All dwellings, whether existing or newly developed, will be eligible to apply for visitor permits.
- A permit allows the holder to park a vehicle without restriction in the areas designated for resident only parking.
- Holding a valid permit does not reserve or guarantee spaces exclusively within the scheme area.
- Permits which are vehicle specific, are non-transferable.
- Permit types can vary from scheme to scheme and are usually made available to residents and their visitors, however, may include other users dependent on the highway such as Blue Badge holders.
- A fee is payable for the provision of parking permits. The fee covers the administration costs associated with the permit issue, the costs of enforcement and signing and lining maintenance.
- It is the responsibility of the vehicle owner to ensure that they have a valid physical or virtual permit. Physical permits need to be correctly displayed when parked in those areas and at those times where parking is permitted by permit holders only.
- All fees in connection with resident parking are set by Cambridgeshire County Council, who reserve the right to modify the fees at any time and without notice.
- Any vehicle found parked without a valid permit, Blue Badge or pay and display ticket may receive a Penalty Charge Notice (PCN).
- With the exception of Tradesperson permits, permits are renewable on an annual basis.

For full terms and conditions can be found in appendix 1

A permit will not be required for vehicles carrying out essential duties and statutory powers such as emergency service vehicles attending an emergency, statutory undertakings and universal service providers for postal service. In addition, permits will not be required for vehicles engaged in the continuous loading or unloading of goods or where passengers are boarding or alighting.

### **10.2 Property Eligibility**

Not all properties that fall within a scheme area are eligible for permits.

**We strongly recommend that residents prior to buying or starting a tenancy of an address in a residential scheme without sufficient off-road parking for their needs, check to ensure the prospective home is eligible for resident parking permits.**

We can only issue permits to an eligible address as defined in our legal Traffic Order.

Properties that are not eligible include:

- Any new development introduced after the introduction of the scheme including when a property is subject to a change of use. This covers a completely new building(s) or change of use, such as the conversion of a residential dwelling to business or vice versa. In this situation, no resident permits will be issued to the property or properties.
- Where the redevelopment of an existing property or properties has resulted in an increase in the number of residential dwelling(s) or business premises, the resident or business proprietor of any of the newly created dwellings or premises, will not be eligible for resident or business permits. This covers the conversion of any property to create additional dwellings, such as a building being split up into flats or an HMO.
- Where development takes place within the curtilage of a property that does not involve any material change to the existing property or properties but results in the provision of additional but separate dwellings, no permits will be issued to the new dwelling(s) but the existing dwelling(s) will retain the right to apply for residents' permits (provided the existing dwelling retains the original address). This covers situations where a residential dwelling is split in such a way that the original dwelling is largely unchanged, but has a new "secondary" dwelling, such as an annexe or workspace (office or workshop).

A 'material change' might be the external appearance of the building being different, such as the addition of an extension. Where the footprint of the building changes. A 'non-material change' might be an existing garage or outbuilding being converted into living space, resulting in no change to the footprint of the building.

The supply of on-street parking places has not changed, and it is not fair or reasonable to increase the number of eligible properties due to subsequent development.

In exceptional circumstances the request for permits may be considered by the Service Director of Transport and Connectivity.

## 10.3 Vehicle Eligibility

### Vehicle Size

Permits will only be issued to passenger vehicles designated as carrying up to 8 passengers (excluding the driver), which do not exceed 5.4 metres in length.

In all cases the width of the vehicle must be such that when parked it is fully contained within the confines of the parking bay. If a vehicle is found out of a marked bay this could result in receiving a Penalty Charge Notice.

### Vehicle Types

Caravans and Trailers

Caravans, trailers or any other non-motorised vehicle are not permitted in the resident only parking areas. Details of any caravan or trailer so parked may be passed to the Police who may charge the owner with obstruction under Section 42 of the Road Traffic Act 1988. The County Council do not have the power to enforce parking of non-motorised vehicles.

#### Motor Homes

Motor homes are permitted to park in a resident parking areas provided that a valid permit is in place, and that they comply with the requirements of the **Vehicle Size** section.

#### Courtesy Cars

Where a residents' car is away for repair and a courtesy car is in use, the courtesy car must still be covered by a valid permit when parked in an area designated for permit holders. This can be a resident or a visitor permit. If a courtesy vehicle is in use by a resident for a significant length of time, the resident may apply for a change of registered vehicle. The usual change of vehicle administration fee is payable.

#### Hire Cars

Any hire vehicle used by a resident, whether it be instead of or as well as their registered vehicle, must be covered by a valid permit. This can be a resident, visitor or hire car permit. If a hire vehicle is in use by a resident for a significant length of time, the resident may apply for a change of registered vehicle. The usual change of vehicle administration fee is payable.

#### Company Cars

Company cars, lease cars and other company vehicles are treated in exactly the same manner as a resident's own vehicle, with the exception that proof must be provided that the vehicle is in the custody of the resident. This should take the form of a letter from the company giving the name and address of the person using the vehicle and the registration mark, make, model and colour of that vehicle.

In instances where the company car has replaced a private vehicle registered at the applicant's address, the normal rules and fee for the change of vehicle are applicable.

#### Taxis

There are no exemptions for taxis whilst in the course of their business, whether hackney carriage or private hire, other than stopping to allow passengers to board or alight or waiting for up to the allowed waiting period. Taxis owned or kept by residents in a parking scheme will be treated as company cars.

#### Foreign Registered Vehicles

There are no specific exemptions for foreign registered vehicles.

### 10.4 Permit Types

#### 10.4.1 Resident Permit

The allocation of resident permits per household is limited. For full details on permit limits visit: [\[insert link\]](#).

Resident permits need to be renewed annually.

To qualify for a resident permit, an individual's main place of residence must fall within the scheme area and the applicant should own or be the principal user of a vehicle of the type permitted.



Applicants must be able to support their application with the following detailed documentary evidence:

- Valid Driving Licence or Tenancy Agreement.
- Valid schedule of motor insurance showing the applicant's address and the main driver.
- Vehicle Registration document where emission discount is claimed.

Where the main residence is a riverboat, applicants must be able to support their application with the following detailed documentary evidence:

- Valid Mooring Licence issued by the local city or district council.
- Valid certificate of insurance showing the applicant as the main driver.
- A letter from the applicant's insurance company acknowledging they are aware that the vehicle is parked within the relevant Resident Parking Scheme area.
- Vehicle Registration document where emission discount is claimed.

Permits are linked to a specific vehicle, not a household.

#### 10.4.2 Visitor Permits

The allocation of visitor permits is limited. For full details on permit limits visit: [\[insert link\]](#).

Residents living in a Resident Parking Scheme can buy visitor permits, enabling their visitors to park their vehicles in a marked residents' bay or area within their scheme during the scheme's operational hours. Residents do not need to hold a valid residents' permit or own a vehicle to apply for visitors' permits.

Applicants must be able to support their application with proof of residency. Acceptable documentary evidence includes:

- Valid Driving Licence
- Tenancy Agreement
- Current utility bill (issued in last 3 months)
- Where the main residence is a riverboat, applicants must be able to support their applications with a valid Mooring Licence issued by the local city or district council.

In exceptional circumstances the request for further visitors' permits will be considered by the Service Director of Transport and Connectivity

#### 10.4.3 Free Medical Permits (Provision for carers)

If a resident is receiving short-term or long-term care in their own home, they may be able to apply for free medical permits. These permits can be used by anyone who provides care, including friends and family members, not just registered professionals.

The applicant's doctor will need to assess the medical condition or mobility issue and provide an estimate of the number and frequency of official visits required.

#### 10.4.4 Blue Badge Holder Parking Permit

Residents whose main place of residency falls within the scheme area and hold a valid Blue Badge, can apply for a free Blue Badge Holder Visitor Parking Permit. This enables their visitors to

park their vehicles in a marked residents' bay within their scheme during the scheme's operational hours.

This permit is not vehicle specific and there is no limit on how often this permit can be used. Permits are limited to one per applicant and permits need to be renewed annually.

Blue Badge details will need to be provided at the point of application.

Within Cambridgeshire, valid Blue Badge holders are permitted to park in residents' parking bays and pay and display parking bays when a valid Blue Badge is correctly displayed, providing the bay has not been suspended. There is no cost or time limitation.

#### 10.4.5 Business Permits

If a business address is located within a Resident Parking scheme, the business has no access to off-street parking and the vehicle is essential to the operation of the business, the business proprietor can apply for a permit to allow parking within that scheme area during the schemes' operational hours.

The permit is valid for one specific vehicle at a time, but three vehicle registration numbers can be shown on the same permit.

Applicants must be able to support their application with the following detailed documentary evidence:

- A business rate bill as proof of your business
- Certificate of Motor Insurance for business use (for each vehicle)
- The Vehicle Registration Document (V5C) (for each vehicle)

The Business Permit is only valid for use on vehicles which are registered to the business and are needed to carry out a function of the business (for example a permit could be used for a refrigerated delivery van which is required to frequently return to base during the day to load/unload perishable food goods for delivery). Permits are not valid for vehicles which are parked at the business address all day.

Due to limited parking capacity, Business Permits will not be issued to businesses within the Brunswick, Kite, Park, West Cambridge (City) and Regent Resident Parking Schemes.

A limit on the number of permits issued may be set where considered appropriate.

Business permits need to be renewed annually.

#### 10.4.7 Tradesperson Permits

Tradespersons who are working on a property within a parking permit scheme and can demonstrate a clear operational need for their commercial or non-commercial vehicle (i.e. a vehicle created and adapted to carry goods) to be parking in that restricted area whilst work is undertaken, can apply for a tradesperson parking permit.

This virtual permit can be purchased on a daily, weekly, or monthly basis and are both vehicle and scheme specific.



Applications should be made at least three working days before the permit is required. Same-day application can be granted for emergency cases only. Application can be made by either the homeowner or their chosen contractor.

Applicants must be able to support their application with the following documentary evidence:

- An image of the business letterhead, or similar, to prove the business is legitimate.
- Evidence that the tradesperson is working at a property and that the vehicle is an essential on-site base.
- Confirmation works start and expected end dates.
- Vehicle registration details.

Permits are limited to two per household at any one time.

**Permits will not be activated until the council have approved the application and full payment has been made.**

#### 10.4.8 Motorcycle permits

The allocation of motorcycle permits per household is limited. For full details on permit limits visit: [\[insert link\]](#).

This type of resident permits needs to be renewed annually.

Residents living in a Resident Parking Scheme can apply for a motorcycle permit. To qualify for a resident motorcycle permit, an individual's main place of residence must fall within the scheme area and the applicant should own or be the principal user of a motorcycle. Permits are linked to a specific vehicle not a household.

Applicants must be able to support their application with the following detailed documentary evidence:

- Valid Driving Licence or Tenancy
- Valid certificate of insurance showing the applicant as the main driver

Motorcycle permits need to be renewed annually.

#### 10.4.9 Car Club Permits

To reduce car ownership and support the County council's overarching objectives to encouraging a move to more sustainable modes of transport, designated parking bays may be provided on-street for car club vehicles. Permits for car club bays shall be issued only to accredited car club operators authorised to operate within that area.

#### 10.4.10 Health Care Worker Permit

Health Care Worker parking permits are available to registered healthcare providers, who deliver essential care to residents in their own homes. Health care professionals who undertake unscheduled, emergency-based visits to patients or carrying drugs or heavy medical equipment, can apply for Health Care Worker Permit.

Permits are valid for use in any on-street designated residents permit holders only and pay and display bays. Permits are not valid for use on yellow lines, any other type of waiting restriction or in off-street car parks.

This vehicle specific permit should only be used in the undertaking of professional duties when visiting clients living within a resident parking scheme and not for any other purpose.

Applications must be countersigned by the service provider manager.

Health Care worker Permits are not scheme or location specific and need to be renewed annually.

#### 10.4.11 Doctors Permits

Doctor permits are only issued for Doctor bays that are defined in our Traffic Order. These permits are only valid for the bay indicated on the permit.

Permits for the bay(s) are available to doctors working within a practice. Applications must be completed and submitted by the Practice Manager.

Doctors Permits need to be renewed annually.

#### 10.4.12 Medical Permits

Medical permits are only issued for medical bays that are defined in our Traffic Order. These permits are only valid for the bay indicated on the permit.

Permits for the bay are available to medical practitioner working within a joint practice. Applications must be completed and submitted by the Practice Manager.

Medical permits are not vehicle specific and need to be renewed annually.

#### 10.4.13 Temporary Permits

Temporary permits are used when a resident has recently moved to an address within a Resident Parking scheme area and the resident is waiting for documents such as a driving licence, to be amended. A temporary resident permit will be valid for 3 months and cannot be extended. If further proof is not provided and subsequent documents are not supplied, any refund will be subject to an administration fee.

When documents are supplied, the permit will be converted into full resident parking permit.

Evidence of the alternative vehicle, such as a signed agreement with the garage will need to be provided. Alternatively, in this situation visitor permit can be used.

#### 10.4.14 City Centre Access Permits

##### Resident Permits

Residents located within the city centre area can apply for one resident permit per household. No visitor permits are available.

See **Resident Permit** for application details.

## Business Permits

Business Permits are not available in this scheme area.

## Disabled Access Permits

Disabled Access Permits are available to those in receipt of Personal Independence Payment (PIP) or the war pension mobility supplement.

In order that an application can be considered, the following evidence needs to be provided:

- A copy of the letter from the Department of Work and Pensions confirming Personal Independence Payment (PIP) of 12 points (enhanced rate) have been awarded on the mobility section.
- A copy of a letter from Department of Work and Pensions confirming the applicant is in receipt of war pension mobility supplement.
- A copy of the valid blue badge

## City Centre Access permits

City Centre Access permits are available to utility companies, postal services providers, emergency services and other companies that have a real operational reason to access this area. City Centre Access permits application should be made directly to:

[parkingcontrol@cambridgeshire.gov.uk](mailto:parkingcontrol@cambridgeshire.gov.uk)

## 10.5 Renewals (Resident Permits)

Resident permits need to be renewed annually. Reminder letters will be sent to the address where permits have been issued to 4 weeks before the permit is due to expire. This is a courtesy reminder. It is the residents' responsibility to ensure their permit is renewed on or before the date stated on the existing permit.

Residents can renew their permit up to one month before it expires.

Once a permit has expired there is no automatic 'grace period' before enforcement action may be taken.

## 10.6 Changing permit details (transferring permits)

Vehicle specific permits cannot be transferred from one vehicle to another.

When a resident changes their vehicle, any physical permit should be returned along with a copy of the certificate of insurance showing them as the principle insured driver or policy holder of the new vehicle. A replacement permit will be sent. In the case of 'virtual permits', please contact the Parking Services Team. Such changes will be subject to an administration fee.

## 10.7 Refunds (cancelling a permit)

Where a resident no longer requires their permit, or when a resident moves out of the Resident Parking Scheme area, the resident should return their physical permit to the Parking Services Team to receive a refund. In the case of 'virtual permits', the resident should contact the Parking Services Team.

Refunds will be made for each whole quarter remaining on the permit after an administration fee has been deducted.

Refunds will not be given in relation to any permits which have been defaced or tampered with.

Unused and/or expired visitors' permits will not be refunded or exchanged.

## 10.8 Stolen or lost permits

Where a physical permit is lost or stolen a resident can obtain a replacement permit by applying to the Parking Services Team. A replacement permit will be approved provided the resident still meets the eligibility criteria.

Lost or damaged permit replacements will be subject to an administration fee. Stolen permits will be replaced free of charge if a valid police crime number is provided. There is no need to supply further evidence.

## 10.9 Suspensions and Waivers

### Suspensions

Suspensions are when specific parking bays are suspended from normal use, to allow vehicles to park for an agreed purpose. For example, events and house removal vehicles. Only sections of road with formal parking restrictions along them (e.g. resident's parking) can be suspended.

Alternative parking will not be provided, and no refunds for cancellations of works will be given, under any circumstances. An administration fee will be charged if any details need to be changed, for example a change of date(s).

A Penalty Charge Notice may be issued to any unauthorised vehicle parked in a suspended bay.

### Waivers

In certain circumstances the issue of a parking waiver can be considered. This gives exemptions from certain parking restrictions and allows a vehicle to park lawfully in what would otherwise be a contravention of a Traffic Regulation Order.

Waivers can be issued to any individual or company who needs constant access to their vehicle which must be considered to be an integral part of the works being carried out, and whose work demands that they park close to the premises.

Waiver fees are approved annually and form part of the County Council approved Fee and Charge Schedule.

## 10.10 Enforcement

Civil enforcement officers will undertake parking enforcement under Civil Parking Enforcement (CPE) powers for both on and off-street parking restrictions. Through effective enforcement and issuing of Penalty Charge Notices (PCNs) highways are safer, traffic flows more freely, parking spaces can be utilised appropriately, and legal Traffic Order restrictions are observed.

Civil enforcement officers are limited to taking enforcement action with respect to vehicles that are parked in contravention of a Traffic Order. Within Civil Enforcement Areas, the police maintain the responsibility and authority to issue Fixed Penalty Notices where vehicles are:

- Parked obstructively or dangerously.
- Parked on footways and causing an obstruction where there are no restrictions in place.
- Parked in a mandatory cycle lane where there are no restrictions in place.

The above is not an exhaustive list of Police responsibilities within Civil Parking Enforcement Areas.

Parking enforcement and the processing of PCNs will be conducted in line with the Cambridgeshire County Council parking enforcement procedure documents.

Enforcement outside of the defined CPE areas will remain the responsibility of the Police.

### 10.11 Permit Misuse

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

- Tampering with a permit
- Supplying a permit to others who are not entitled to use them such as commuters or shoppers.
- Selling or providing permits to paying guests.
- No longer meeting the qualifying criteria.
- Payment not cleared.

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

### 10.12 Fraud

This document aims to ensure that measures are in place to allow only eligible residents or businesses to hold a current permit. Every effort is made to make it more difficult for non-residents or businesses to obtain a permit that they are not entitled to.

We take all allegations of misuse or abuse of resident permits seriously and all allegations will be investigated in the strictest confidence. If a resident suspects someone of using a parking permit in Cambridgeshire that they are not entitled to or they want to report potential fraud, an email should be sent to: [Parking.Permits@cambridgeshire.gov.uk](mailto:Parking.Permits@cambridgeshire.gov.uk)

### 10.13 Revoking permits

The County Council has absolute discretion to revoke and cancel permits without notice, if it believes that the permit has been misused or has been obtained fraudulently. A refund will not be considered if a permit is revoked.

### 10.14 Aggressive Customers

Staff at Cambridgeshire County Council have a right to work in an environment free of harassment. Aggressive or abusive enquiries, whether by telephone or face to face, will not be tolerated. If this situation occurs, then the officer concerned will politely point out that if the unacceptable behaviour continues then it will be necessary to terminate the call or discussion.

## 10.15 Data Protection

The County Council:

- may record the following data about you: your name, address, contact details, and details of the query. We need this information so that we can respond to enquiries regarding parking services.

Data protection law allows us to process your information within certain conditions. In this case we are using the performance of a public task condition for us to do this as we provide this service in line with our responsibilities in the Traffic Management Act 2004.

- Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. We do not plan to use it for any other purpose or share it for any other use with anyone else.
- Will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it.
- Will only keep this information for as long as necessary or as the law requires. For this service it will be for a period of 7 years.

If the information you provided changes or your circumstances change, please contact [Parking.Permits@Cambridgeshire.gov.uk](mailto:Parking.Permits@Cambridgeshire.gov.uk)

### Other guidance

If you wish to find out more about national parking policy and rules and regulations governing parking in the United Kingdom, then please visit the following websites:

[Department for Transport](#)  
[The Highway Code](#)