



# Frequently Asked Questions

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## Public engagement

### What parking issues are specific to this area?

- Reports of displaced parking from existing parking controls and adjacent CPZs
- Residents have expressed difficulties with finding parking by raising petitions for controls in Hogarth Hill and Winnington Road
- Commuters park and walk to Golders Green Station and will leave their vehicles all day
- Residents of Northway, Erskine Hill, Litchfield Way, Meadway have presented items at the local area forum and report reduced parking opportunities
- Visitors park and walk to Hampstead Heath leaving their vehicles for long periods of time
- Requests for yellow lines to improve road safety across the engagement area
- Limited opportunities for residents to introduce off street parking (dropped kerbs)
- Observations of motorists leaving vehicles for long periods while they go on holiday.

### What is the purpose of this public engagement on parking?

This is an opportunity for residents, businesses, and other stakeholders to have their say on parking in their area.

We will ask a range of questions that will help us identify problems, assess the level of support for parking controls, and determine how a permit parking scheme might operate.

The public engagement will also help us identify the need for paid parking spaces, Blue Badge parking, cycle parking and storage, and electric vehicle charging points.

### Who are we engaging?

We will write to all residential and business properties, including identified community and resident groups, and places of worship within a targeted engagement area.

We will also seek the views of a range of community interest organisations, such as those representing people with disabilities, businesses, or concern for the environment within the borough. This list is not exhaustive, and we welcome a broad range of representation.

### Why is a parking engagement taking place in my area?

There are a number of reasons why a parking engagement could be taking place in your area.

The Council may have received complaints, requests for controls and petitions, and reports of parking congestion in your area. The area may also be experiencing displaced vehicles from existing CPZs.

Other reasons for launching a public engagement may include commuter parking issues associated with transport hubs, schools, new housing developments, community centres, places of worship and shops.

These are considerations across the borough, each one may not be specific to your area.



## My road doesn't experience parking issues, why am I being asked to take part in the public engagement?

We understand that some residents may not currently experience any parking issues. However, receiving your feedback is very important to us as it provides a greater understanding of the parking needs in an area, before deciding a way forward.

Where a street is not in favour of controls, but surrounding areas are, then the majority will usually prevail. We would not usually exclude individual roads that form part of a natural boundary of a CPZ, as doing so would typically result in vehicle displacement.

By engaging wider areas, it allows us to monitor and record the impact of change on neighbouring streets in the future.

## Why is my area is not included within the public engagement?

We are currently only considering the roads contained within the boundary on the plan provided within the engagement pack.

However, the Council is undertaking a borough wide parking review over a number of years and it is possible that your road will be included in a future public engagement. Our process includes monitoring and reviewing the CPZ areas to measure the impact of displaced parking after new parking controls are installed and carry out further engagement if required.

## How do I report a parking issue in my road?

There are a number of ways that you can bring your parking issue to our attention:

1. Contact us at [BarnetParking@ProjectCentre.co.uk](mailto:BarnetParking@ProjectCentre.co.uk) with location details and evidence of the issue you are experiencing, we will then advise you of whether this has been identified within our CPZ programme. The more contacts we receive will help us to prioritise the programme.
2. Chat with your neighbours and local businesses about your concerns and see if there is a consensus of opinion. If so, consider, coordinating and submitting a petition to the Council. Petitions can either be submitted in hard copy or by using the Council's [e-petitions facility](#).
3. Discuss with your Ward Councillors and potentially raise it at your local resident's forum. The Parking Team review items and put forward recommendations to the forum, with consideration of our long term CPZ plans. Details of your local forum can be found [here](#).

## How do we ensure that all residents in the engagement area are delivered a leaflet?

Engagement documents are sent to each property by post, or hand delivered by a distribution company. Council staff will also conduct an audit of the engagement area to ensure that residents and businesses have received the documents. If you have not received a document, you can contact the project team by emailing at [BarnetParking@ProjectCentre.co.uk](mailto:BarnetParking@ProjectCentre.co.uk) or calling on [0207 112 8130](tel:02071128130).



## How do I take part in the survey?

Please visit our website at [www.pclengagement-hub.co.uk/projects/gardensuburbparking](http://www.pclengagement-hub.co.uk/projects/gardensuburbparking), where you will be able to take part in our survey at the bottom of the page.

If you are not able to access the online survey or would like to request a paper copy you can do so by calling [0207 112 8130](tel:02071128130) and leaving your details on the automated service. You can also request a copy by emailing [BarnetParking@ProjectCentre.co.uk](mailto:BarnetParking@ProjectCentre.co.uk). Please note that it can take up to 5 working days to receive your paper copy survey.

Paper copy surveys will be returnable via freepost envelope, we will also accept scanned copies by email to [BarnetParking@ProjectCentre.co.uk](mailto:BarnetParking@ProjectCentre.co.uk).

Regrettably, we are not able to reply to any other enquiries that do not relate to this engagement via this channel. If you need to contact us in relation to any other matter, please do so via our 'Contacting the Council' option on the main page of our website at [www.barnet.gov.uk](http://www.barnet.gov.uk) or by calling [020 8359 2000](tel:02083592000).

All submissions must be made by Wednesday 10<sup>th</sup> November, which is when the online survey will close. Any submissions made after this point may not be included within the feedback analysis. However, we will accept postal submissions received up to one week after the closing date.

Your views matter and we thank you for taking part.

## Am I able to email my survey response?

Though we do recommend that everyone fills out our survey via our website, or by returning the freepost hard copy surveys available on request, we will also accept submissions via email at [BarnetParking@ProjectCentre.co.uk](mailto:BarnetParking@ProjectCentre.co.uk).

## How do I leave comments on the interactive map?

To leave comments on the interactive map, please visit our website at [www.pclengagement-hub.co.uk/projects/gsmmap](http://www.pclengagement-hub.co.uk/projects/gsmmap), where you will have the option to view and comment on our interactive map by clicking the interactive map button on the timeline.

Once you are on the interactive map page you will be able to zoom in and click on specific locations to leave comments across the proposed CPZ and the surrounding area.

You will be asked some information about yourself, which is solely to ensure the validity of the comment and inform the locational analysis. The information won't be used for any other purposes. This information will not be visible on your comment.

When making comments on the map, please be respectful of others' views and ideas and refrain from using bad language. Any bad language will be blocked and offensive comments removed.



### How many responses are allowed per household?

We are asking each household to complete one survey only, so please ensure the views given are representative of your household.

### How are the results collated?

At the end of the public engagement period, we will analyse the responses on a road-by-road basis. The responses will allow us to determine which roads are in support of parking controls.

### When will I be updated on the outcome of the public engagement?

We will analyse the results and discuss the outcome of the engagement with Ward Councillors before agreeing on whether a scheme is introduced. At this stage we will also decide on the operational aspects of the scheme, including the times and days the CPZ will operate.

We will correspond with residents and businesses and provide an update on next steps and publish a report that will contain the public engagement results on the Council's website.

## Controlled Parking Zones

### What is a Controlled Parking Zone (CPZ)?

A CPZ is an area where parking controls are introduced to protect the parking needs of residents, businesses and their visitors.

In a CPZ, parking bays are marked on the carriageway to indicate to motorists where they can park.

In some areas 'Permit holders past this point' schemes may be installed. In this case this parking bays will not be used, and signs will be installed on the entry to the parking areas. There may be some circumstances where these will not be used and it is our intention to use a limited number of signs to protect the aesthetics of an area.

The operational times for the single yellow lines are indicated on signs as you enter the zone. Double yellow lines do not require signs and operate continuously. Waiting restrictions marked by single or double yellow lines are also introduced to ensure vehicles can pass one another, ensure visibility at junctions, and prevent inconsiderate parking across dropped kerbs during the operational hours of CPZs.

### Why do we need parking controls?

In some areas of the borough there is competition for parking and a limited amount of kerb space. This means that we have to strike a balance between the competing demands of various users. Residents, businesses, and visitors all want somewhere to park and introducing CPZs helps us to allocate the space fairly.



In addition, access to parking throughout the day and weekends in our town centres and High Street areas supports local businesses by preventing vehicles parking continuously and encouraging turnover, so that spaces are available for shoppers. CPZs help to achieve this.

### What type of parking is available within a CPZ?

There are a number of different types of parking available within a CPZ, these may include:

- **Permit bays:** In residential areas, parking will mainly consist of either resident permit or permit holder bays. Resident permit bays can only be used by residents and their visitors, whereas permit holder bays can be used by all permit types (resident, business and visitors).
- **Shared use parking bays:** These can be used by both permit holders, and for short term visitors using paid parking facilities. These bays are typically provided where there is a demand for parking around high street areas.
- **Pay to Park (Pay by Phone) bays:** These are introduced at suitable locations to provide parking opportunities for visitors. Permit holders are not entitled to park in these bays. Payment to park is made using the Pay by Phone service through mobile phone app, by telephone, text message or at local PayPoint outlets. Instructions are given on the Pay by Phone signs.
- **Disabled parking places:** Disabled bays are provided in suitable locations in our town centres and high street areas. Blue Badge holders can park for free within permit parking bays and pay to park facilities. There is often a time limit for Blue Badge holder parking at pay to park spaces and where a time limit operates this is shown on the signs.

The Council also provides designated disabled bays to residents if they qualify under the criteria. More information on Designated Disabled Bays can be found [here](#).

- **'Permit holders past this point' areas:** These areas may be introduced in cul-de-sacs or small network of roads with little or no through traffic. We provide entry signs at the entrance to these parking areas, which removes the need for marked parking bays and additional signs. This helps maximise the kerb space for permit holders within an area.

You can read more about the types of permits available by visiting the Council's [website](#).

### Will I be allowed to load and unload within a CPZ and can I accept deliveries?

Loading and unloading will be permitted in all parking places within a CPZ for up to 40 minutes without the need to display a permit or visitor voucher, provided that the loading and unloading activity is seen to be continuous.

This will also apply on any yellow line restriction provided that no loading restrictions are in operation.

### Will I need a parking permit?

If you are a resident or a business registered at an address within an area where a CPZ is being introduced and need to park your vehicle on street in a parking place or area, within the controlled hours, you will need to purchase a parking permit.



Residents of certain developments will not be able to apply for permits to park within CPZs. In addition, some developments may only be eligible to apply for a limited number of permits. These conditions are set out within the planning permission as there is a London wide Mayoral planning policy to encourage the uptake of sustainable modes of travel such as walking, cycling and the use of local transport.

We will share information regarding permits and how to apply once a decision has been made, however, you can find general information on permits on the Council website [here](#).

### What are the benefits of having a CPZ in my area?

CPZs create more space for residents and businesses by preventing long stay and commuter parking. This simply means that it is easier for you, and your visitors to park near your home or business. It's also more convenient for trades people and deliveries to take place at your property.

CPZs limit and organise the number of parked vehicles allowed on your street, not only making the area more attractive, but freeing up space to introduce areas that can be used for creative uses such as planted trees, green areas (parklets), bicycle storage and EV charging points.

[Research shows](#) that streets are safer because CPZs designate where it's safe to park and where it's not. The use of yellow lines within CPZs improves traffic flow and reduces congestion and ensures better visibility at junctions for pedestrians and motorists. They also provide better access for emergency services, improved bus journey times, and ensure waste collections and deliveries can be carried out.

Careful traffic management on our roads, we will help with our ambitions for a reduction in air and noise pollution, along with addressing congestion, and supporting active travel choices such as walking and cycling. Controlling parking around stations reduces commuter parking activity.

### Will a permit parking scheme guarantee me a parking space in my road?

A parking permit is not a guarantee of a parking space, nor can we reserve parking on the public highway for individual private properties. However, by preventing commuters and other long-term parking in your area, CPZs make it much more likely that you'll find a parking space near home.

### How will the operational days and hours be decided?

The operational days and hours will give consideration to the feedback the Council receives during the informal engagement process. The times and days of surrounding CPZ areas will also be considered along with any traffic flow management and road safety concerns. The views of blue light services such as Police, Fire and Ambulance, as well as waste collection services, and public transport bodies will be taken into account. Options will be provided, but will be tailored to suit local needs, and will take into consideration the effects of nearby transport hubs, retail areas, schools etc.

The Council will have already undertaken a detailed assessment and considered the operational hours and days of control, and a recommendation will be suggested based on identified issues across your area. The recommended option will be listed as one of the choices available on the survey.

As far as possible we will use a standardised suite of controls to aid enforcement and ensure parking rules are more easily understood by motorists. As Barnet is the fourth largest London borough, we will



consider the operational demands on our Parking Enforcement Team to ensure we deliver an effective parking enforcement service and keep traffic moving over such a large area.

## Scheme introduction

### How will the new controls be introduced?

If a decision is made to introduce a CPZ this will be done using experimental traffic orders.

### What is an experimental traffic order (ETO)?

An experimental traffic order is a legal document which sets out the new parking controls in an area and can be in place for up to 18 months.

### What are the benefits of an experimental traffic order?

It provides an opportunity for the community to experience the new controls whilst the Council monitors the effects of the scheme. This also allows us to make any necessary alterations more rapidly. This may include identifying additional pay to park bays to support our high streets or introducing further safety measures such as double yellow lines.

### When will the scheme become permanent?

When new CPZs are introduced using experimental orders, the Council will ensure that you are kept up to date by letter on the outcome of the review, and when the measures will become permanent.

### When will a review of a new CPZ happen?

As mentioned previously, new CPZs will be monitored during the experimental traffic order period to ensure that the CPZ is effective in addressing the parking issues. Once a CPZ has been made permanent it is good practice to carry out a further review two to three years later.

When considering new CPZs during the experimental period, those surrounding roads identified as likely to experience impacts from displacement should be reviewed between 6 and 12 months after the CPZ is introduced.

A mature CPZ which has been in place for a long time should be reviewed every 5 to 7 years.

### What is considered when reviewing existing CPZs?

Over time, conditions change and parking controls that were introduced many years ago may no longer meet the needs of the local community.

Reviewing established CPZs enables us to reassess the use of kerb space and ensure that they are fit for purpose and still support the needs of our communities, high streets, and town centres.





A review may be triggered by feedback from residents, businesses or Ward Councillors. The Council will use such feedback, along with insight on changes to public transport and new developments, to inform its review programme.

The Council will use the public engagement process to establish what changes will need to be made to existing CPZ controls.

## Wider traffic management

### How will the Council improve traffic flow in our high street and town centres?

To improve congestion on our major routes, bus routes, and town centre areas, the Council will ensure that parking controls are designed to maintain traffic flow, particularly during busy periods.

This may include seeking to introduce paid parking places on side roads so that no parking is allowed on main roads, to keep traffic moving on key routes.

The Council will also consider the loading and unloading requirements on main roads and create loading bays in appropriate locations.

### How will the Council ensure that the roads are safe to use?

The Council has a legal responsibility to manage our road traffic network safely and effectively to keep traffic moving, while at the same time reducing the risk of accidents.

Inconsiderate and obstructive parking at junctions is dangerous and causes disruption to road users. As well as affecting other motorists, it can cause an increased risk of collisions.

We will install double yellow lines at junctions to ensure there are clear sightlines and the road is safer for all road users.

We will also ensure there are appropriate restrictions near schools to reduce the risk of harm to children and pedestrians at peak school travel hours.

### What are the Council's plans for bike storage in the area?

For many Barnet residents, parking their bicycle at home currently means keeping it on a balcony, in a hallway or in a garden.

We are assessing the level of interest for introducing on-street secure bicycle storage. This will help us determine a future priority programme which will be subject to the availability of funding to pay for the storage facilities. More information on bicycle storage can be found [here](#).

We also welcome suggestions from residents for new cycle parking facilities, including cycle stands. Submit your request for a bike hangar on your road or suggestions for new cycle parking facilities by emailing us at [cycling@barnet.gov.uk](mailto:cycling@barnet.gov.uk).

### What are the Council's plans for the provision of electric vehicle infrastructure in the area?

The Council has adopted a Long Term Transport Strategy which aims to reduce the harmful impacts of transport emissions to help improve the air that we breath.



Our ambition is to provide an accessible network of Electric Vehicle charge points. Our network is subject to funding and we cannot guarantee that a charging point will be installed in a particular location.

If you would like a location to be considered, please visit our dedicated Electric Vehicle Charge webpage [here](#) for more information and how to apply.

### Are the Council exploring car club initiatives within the area?

The Council plans to review options for car club providers to introduce on street car club parking bays within controlled parking zones. If you are currently a member of a car club, or are considering this, please let us know if you would like to see car club bays introduced in the future by participating in this public engagement.