

POLICY FRAMEWORK FOR THE INITIATION, IMPLEMENTATION, AND ADMINISTRATION OF CONTROLLED PARKING ZONES

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1. INTRODUCTION

This document has been developed to address the current issues surrounding on-street parking and to proactively consider future challenges that may affect residential access and parking availability. It provides a framework for the introduction, amendment, and expansion of Controlled Parking Zones (CPZs) across the district. Additionally, it outlines the key principles for the administration and management of these schemes.

While this policy outlines the overarching principles relating to CPZs, it is not intended to address individual or site-specific circumstances in detail within this prescriptive framework.

CPZs establish formal parking arrangements and can be implemented in specific circumstances to help manage and prioritise the use of available parking space within an area. They are particularly useful in situations where residents consistently struggle to park within a reasonable distance of their homes due to competing or changing parking demands.

The introduction of a CPZ is one of several tools available to address existing or emerging resident parking needs and issues. However, depending on the specific nature of the parking challenges, other targeted measures may be more effective—for example, installing double yellow lines to protect junctions or using white access protection markings to safeguard access to residents' driveways.

2. SCOPE

This policy outlines the process for the introduction, amendment, and administration of CPZs across the Folkestone & Hythe district. It is intended to ensure that:

- Applications for CPZs are considered in a consistent, fair, and transparent manner.
- There is demonstrable support for the introduction of parking controls within an area before any formal consideration by the Council.

- Any CPZ introduced meets approved criteria and follows a robust process of local consultation and engagement.
- On-street parking controls strike a reasonable balance between current and evolving parking needs of both local residents and the wider community.
- CPZs are managed and administered fairly, consistently, and in accordance with relevant policies and procedures.

3. GENERAL INFORMATION

CPZs are implemented to regulate and manage on-street parking. To provide the necessary legal authority for enforcement, a Traffic Regulation Order (TRO) is made under the Road Traffic Regulation Act 1984. The TRO establishes the parking controls within a CPZ and typically exempts valid permit holders from those restrictions.

A TRO may designate specific parking bays for residents and businesses, as well as make provision for other types of parking, such as loading bays, pay-and-display spaces, limited waiting bays, electric vehicle charging bays, and include additional restrictions such as double yellow lines. These elements are designed to ensure a balanced approach that supports road safety, accessibility, and the evolving needs of the local community.

The design of a CPZ must take into account a range of factors, including the level of parking demand, the availability of on-street parking space, the needs of the local community, and requirements for safety and access. The aim is to create a scheme that improves parking availability for residents in an effective and balanced way. As part of the consultation process, residents and other affected parties are given the opportunity to review and provide feedback on draft proposals before any final decisions are made.

Advantages of CPZs include:

- **Better traffic management:** Reduces illegal and disruptive parking, leading to smoother traffic flow.
- **Improved access for emergency and waste collection vehicles:** Ensures these essential services can operate without obstruction.
- **Enhanced safety for all road users:** Improves visibility, benefiting pedestrians, cyclists, and drivers alike.
- **Allocated parking spaces for permit holders:** Designated parking spaces for residents and business permit holders during specific times.
- **Discourages long-term commuter parking:** Increases the chances that residents can park near their homes by limiting non-resident parking.

- **Encourages sustainable transportation:** Promotes the use of alternatives to private cars, such as walking, cycling, or public transport.
- **Improved air quality:** Reduces vehicle emissions by limiting unnecessary car use within the zone.
- **Balances parking demand:** Provides pay-and-display or limited waiting spaces for non-permit holders, helping manage competing parking needs fairly

Downsides of CPZs include:

- **Displacement of parking:** Non-resident vehicles may shift to nearby unrestricted roads, creating new parking pressures in surrounding areas.
- **No guaranteed parking:** Holding a permit does not entitle the holder to a specific space or guarantee availability within the zone.
- **Implementation and maintenance costs:** There are financial implications for setting up and managing CPZs, including enforcement and administrative expenses.
- **Visual impact of additional signage:** The need for signs, road markings, and other street furniture can affect the visual appearance of the area.

For these reasons, CPZs must be considered on an area-wide basis rather than in isolation. While it is widely accepted that CPZs can help address parking issues, particularly where residents face difficulties due to non-resident or long-term parked vehicles, a CPZ may not be suitable for all areas.

Before any scheme is considered for consultation and possible implementation, a thorough assessment will be carried out to ensure that:

- It will not significantly create or displace parking problems to surrounding areas
- It is technically and operationally feasible
- It is the most effective solution for addressing the identified parking issues

Only schemes that are assessed as feasible and that meet the criteria set out in this policy will be taken forward for implementation.

4. OPERATIONAL HOURS

CPZ operational hours are clearly displayed on signs located either adjacent to the parking bay or at the entrance to the zone or road in accordance with the traffic signs regulations and general directions. These hours can vary between different zones and are determined through consultation prior to the implementation of each scheme.

Some schemes may have limited restrictions, for example, two hours in the morning to address specific issues such as commuter parking. In areas experiencing all-day parking pressures, longer restrictions may apply, such as from 8:00am to 8:00pm.

The council does not operate a 24-hour enforcement service; therefore, 24-hour permit parking restrictions cannot be implemented.

No permit is required to park in permit bays outside of the designated operational hours.

Where double yellow lines are installed, parking is prohibited at all times, regardless of the CPZ operational hours.

Single yellow line restrictions apply during the CPZ operational hours, as indicated on the entry signs to the zone or by the times shown on signs adjacent to the markings.

5. SCHEME DESIGN

5.1. Scheme layout

When designing a parking scheme, it is essential to strike a balance between competing demands, ensuring that the needs of local residents are met while supporting the safe and efficient operation of the highway. The layout of each scheme will take into account a range of important considerations, including:

- Maintaining traffic flow and visibility at junctions
- Access to private driveways and properties
- Pedestrian access and public safety
- Loading and unloading requirements
- Bus stops and public transport routes
- The needs of Blue Badge holders
- Provision of limited waiting areas
- Cycle parking facilities
- Requirements for electric vehicle charging points
- Accommodation for visitors and other essential vehicle users
- The needs of the wider community and local businesses

Each of these factors plays a vital role in creating a fair, functional, and accessible scheme that works for everyone.

5.2. Defining a Scheme Area

CPZs will only be introduced on a **zonal basis**, which may include a small cluster of roads rather than individual streets in isolation.

When developing a CPZ, careful consideration must be given to the potential impact of **displacement parking**, where parking restrictions in one area may shift the problem to surrounding streets. This can lead to unintended pressure on nearby residential areas and must be managed to avoid creating new issues for residents.

5.3. CPZ Signs and Road Markings

Signs will be installed at both the entrance and exit of a CPZ, clearly indicating the operational hours of the restrictions within the zone. These will be supported by smaller signs located within the area, including signs adjacent to marked bays, to provide further clarity for drivers.

Within the CPZ, double yellow lines will be used in locations where it is not safe to park, such as at junctions or in areas where visibility and access must be maintained.

All traffic signs and road markings will be designed and installed in accordance with the Traffic Signs Regulations and General Directions (TSRGD) and the relevant guidance, including the Traffic Signs Manual.

While efforts will be made to minimise sign clutter, the Council has a duty to ensure that sufficient signage is in place so that all drivers are clearly informed of any enforceable restrictions.

6. INITIATING A CONTROLLED PARKING SCHEME

6.1. Informal Stage – Prioritising Requests for New Permit Parking Schemes

The Council receives numerous requests from residents across the district for the introduction of new permit parking schemes. As it is not possible to accommodate all requests simultaneously, a points-based assessment system has been developed to ensure that potentially viable schemes are considered fairly and consistently.

Applications that meet the basic eligibility criteria will be assessed and prioritised using this system. Priority will be given to the two or three highest-scoring schemes each year for further investigation, consultation and potential scheme development.

To ensure that all requests are assessed fairly and consistently, a set of clear criteria has been established.

Each scheme will be evaluated against the following criteria:

- **Severity of the parking issues** affecting the area
- **Initial level of resident support** for a scheme
- **Effectiveness of CPZ proposal** in mitigating the issues identified

In assessing the **severity of the parking issues**, the council will commonly consider:

- There **is clear evidence that a** significant number of non-residents **are frequently parking in the area for extended periods, placing** sustained pressure on available parking.
- Cause of the parking issues, **e.g. commuter, shopper, or visitor-related parking**
- Overall demand for parking **in the area**

- Size of the area affected, **whether it's a wider neighbourhood, several streets, or a small cluster near the requestor**
- Times and frequency of congestion, **such as year-round vs. seasonal, or weekdays vs. weekends**
- Location of the proposed CPZ, **e.g. inner town centre, town periphery, or rural area**
- Presence of local points of interest **such as shopping centres, transport hubs, employment areas, or tourist attractions**

In assessing the **Initial level of resident support**, the council will commonly consider if the scheme proposer has demonstrated:

- There is a **sufficient initial level of resident support**, across the proposed area in favour of exploring the introduction of a scheme. This may be evidenced by a local petition.
- Support for proposal also includes **businesses and other organisations** located in the proposed area.

In assessing the **Effectiveness of CPZ proposal** in mitigating the issues identified, the council will commonly consider:

- The proposed area consists of clearly defined blocks of streets, designed to **minimise the risk of displacement parking** in surrounding roads. While small clusters of roads or cul-de-sacs leading directly off main roads may be considered, **individual roads will not be eligible**.
- Properties in the proposed area have limited or no off-street parking and are therefore **reliant on the availability of on-street parking**.
- The introduction of a permit scheme is deemed to be the most appropriate and effective solution to address the current or emerging parking issues.
- Other interventions for example increased enforcement of existing restrictions and/or traffic calming measures would be more effective or should be attempted first.

This approach ensures that resources are directed to areas with the greatest need and where a permit scheme is likely to be both effective and supported by the local community.

Any application that fails to meet the specified eligibility criteria will not proceed to the next stage of assessment.

6.2. Steps in the Initiation and Implementation of a Permit Parking Scheme

The introduction of a permit parking scheme involves several key stages, from initial assessment to final implementation. These are outlined below:

Informal Stage

- If an initial application does not clearly demonstrate sufficient support, the Council may conduct an online survey to better understand and gauge local opinion.
- The council will write to all households and businesses within the proposed area inviting them to respond to the Informal Consultation Questionnaire through a link on the council website. Paper copies will be available on request.
- Only schemes where **at least 60% of respondents** within the proposed scheme area express support for the restrictions will proceed to the formal stages.

Formal Stages

- **Approval in Principle**
The proposed scheme is submitted for approval in principle to the Cabinet Member for Transport.
- **Detailed Design**
Officers will prepare a detailed design of the proposed scheme, taking into account technical requirements, safety considerations, and local needs.
- **Traffic Regulation Order (TRO)**
A Traffic Regulation Order is drafted and published.
- **Statutory Consultation**
A formal consultation is carried out with residents, businesses, stakeholders, and any groups who may be affected by the proposed changes. During the consultation period, any objections received will be reviewed and analysed, with a report submitted to the Cabinet Member for Transport for final consideration.
- **Scheme Implementation**

6.3. Repeat Proposals

New proposals from areas where a previous scheme was not supported by the majority of households will only be reconsidered if the local community can demonstrate a significant change in circumstances, such as:

- A notable increase in parking pressures, or
- The underlying causes of the previous lack of support have been addressed, and
- The level of resident support now meets or exceeds the required threshold.

This ensures that only proposals with a strong and clear basis, backed by sufficient community support, are progressed.

7. RESCINDING OR VARYING AN EXISTING PERMIT PARKING SCHEME

The same steps outlined in **Section 6.2 – Steps in the Initiation and Implementation of a Permit Parking Scheme** will also be followed when considering the rescinding of, or a variation to, an existing scheme.

However, it may not always be possible to progress all such requests immediately. Where demand exceeds available resources, requests for changes will be prioritised based on need and placed on a waiting list until they can be appropriately considered.

This ensures a consistent, fair, and transparent approach to both the introduction and review of permit parking schemes.

8. PERMIT COSTS

Permit charges are reviewed annually and set at a level that helps to cover the operating costs associated with managing permit parking schemes.

The cost of permits will be included in the council's approved Fees and Charges Schedule and may be subject to change as part of the annual budget-setting process.

For full details of the council's parking permit charges visit: [Parking permit terms and conditions | Folkestone & Hythe District Council](#)

9. OPERATION OF PARKING PERMITS

9.1. General Parking Principles

The following points outline the general operational principles of permit parking. These principles are intended as a summary and may vary depending on the specific parking scheme or location. They are not definitive or exhaustive.

- A valid parking permit allows the holder to park a vehicle without time restriction in designated permit parking areas.
- Residents whose main place of residence is at an eligible address within a permit zone, and who own or have regular use of a permitted vehicle type, may apply for a resident parking permit.
- Owners of second homes or holiday homes located within a permit zone are also eligible to apply for a resident parking permit.
- Businesses located within a permit zone, which do not have access to off-street parking and require the use of a vehicle essential to business operations (excluding commuting), may apply for a business parking permit.
- Business permits may also be granted to a limited number of commuting staff working in education, social care, health care, and emergency services located within CPZs. The number of permits issued will depend on an assessment of parking capacity within each zone, conducted by council officers. A final allocation will be determined based on the total available permit parking capacity in the area.
- Holding a valid permit does not guarantee the availability of a parking space within the permit zone.

- A fee is payable for the provision of parking permits. This fee contributes to the administration of the permit scheme, as well as enforcement, signage, and maintenance of parking infrastructure.
- It is the vehicle owner's responsibility to ensure that they possess a valid physical or virtual permit. Physical permits must be clearly displayed when parking within CPZs during restricted hours when permit-only parking applies.
- Vehicle-specific permits are non-transferable and cannot be used on other vehicles.
- A parking permit is not required for vehicles performing essential duties or operating under statutory powers, such as emergency services attending an incident, utility companies, or Royal Mail/postal service vehicles.
- Permits are not required for vehicles engaged in the continuous loading or unloading of goods, or where passengers are boarding or alighting.
- Motorcycles may be parked in permit bays, but will require a permit from the 1st April 2026.
- Blue badge holders may park in permit bays for as long as necessary.
- All permit charges are set by Folkestone & Hythe District Council's Cabinet, who reserve the right to modify the fees.

9.2. Permit types

The council reserves the right to refuse the issuance or renewal of a parking permit to any individual who has failed to comply with the terms and conditions of the Controlled Parking Scheme.

9.2.1 Resident Permit

To qualify for a resident parking permit, an applicant must meet the following criteria:

- Residency must be located within the permit zone.
- Own or be the principal user of a vehicle that is eligible under the terms of the scheme.

Supporting Documentation

Applicants must provide evidence to support both their address and their vehicle ownership or usage.

Proof of Address

One or more of the following documents must be submitted as evidence of residency:

- Current Council tax bill or comprehensive tenancy agreement
- Recent utility bill or bank statement
- Pension book, benefit book, housing association rent book
- Valid 12-month home or contents insurance document
- Most recent landline telephone bill

- Full driver's licence

Proof of Vehicle Ownership or Use

Applicants must also provide one of the following as proof that they own or are the primary user of the vehicle:

- Vehicle registration document registered to CPZ address
- Hire/leasing agreement in applicant's name and CPZ address
- Company vehicles: Letter from company secretary or senior representative confirming vehicle ownership/lease and sole use by employee, plus vehicle registration document or hire/lease agreement
- Recent vehicle purchase: bill of sale/invoice with valid insurance schedule

Permit Duration

Resident parking permits are valid for 12 months and must be renewed annually.

9.2.2. Visitor Permit

Residents living in a CPZ can buy visitor permits, enabling their visitors to park their vehicles in permit spaces within their zone during the 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. The same documents will be accepted as those quoted above for a resident permit.

Residents are allocated up to 100 visitor permits per year; however, additional permits may be granted in exceptional circumstances upon request.

9.2.3. Business Permit

Businesses based within a CPZ may buy permits for vehicles that are essential for running the business, for example delivery vehicles. They are not normally issued to get staff to and from work. Businesses are entitled to the same number of permits as vehicles registered to them to meet operational needs.

The vehicle covered by the permit must be registered for business use.

A limited number of commuting staff employed in education, social and health care, and emergency services located within CPZs may be issued with business permits. The number of permits issued will depend on an assessment of parking capacity within each zone, conducted by council officers. A final allocation will be determined based on the total available permit parking capacity in the area.

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

Accepted business evidence:

- A copy of current Folkestone & Hythe District Council, non-domestic rate demand.
- An official lease agreement in the business name.
- A copy of a recent gas, water, electricity bill or a bank statement in the business name.
- Certificate of incorporation for limited companies if the registered office is at the address within the CPZ.

Accepted vehicle evidence:

- Vehicle registration document.
- Copy of hire/leasing agreement in respect of the vehicle showing the name of the company or an employee.
- If the vehicle is registered to an employee, proof of employment in the form of a contract of employment is required, together with a typed letter on headed stationery from the company secretary or a senior representative confirming that the vehicle is necessary for the efficient running of the business. A copy of the vehicle's insurance certificate showing that the vehicle is insured for business purposes must also be provided.
- If the vehicle was purchased within the last three months: a garage bill of sale or the New Keeper Supplement (V5C/2), along with a valid insurance document showing the applicant as a named driver.

Business permits need to be renewed annually.

9.2.4. Trade Permits

These permits are for traders who need to park within CPZs to carry out their day-to-day business. The permit allows parking in all zones. All applicants must submit a letter on a company headed paper confirming the permit is needed to carry out day-to-day business.

9.2.5 On Street Waivers

On-street parking waivers are available to traders working within CPZs who require their vehicles nearby to access tools or equipment.

These waivers permit parking in the following locations for the purpose of carrying out work:

- Double yellow lines
- Permit holder bays
- Shared use bays (permit holder and limited waiting)

Waivers are chargeable and are issued on a **daily or weekly basis** and **must be booked in advance** for the specific **date and location** where the work is taking place.

9.2.6 On-street parking permissions for businesses

These are issued to window cleaners or carers who visit clients within CPZs and need to park for up to 30 minutes. They are not for parking at a place of work. All applications for these permits are judged on their own merits and should be submitted on a company headed paper.

9.2.7. Special Permits

Residents receiving regular visits from care or other support service organisations, like home helps and carers can apply for a Special Permit. This permit is free and issued at the discretion of the Council.

Accepted evidence:

Residential and medical evidence, one document from each list below must be provided.

Accepted residential evidence:

- Current Council tax bill
- Comprehensive tenancy agreement / Mortgage Statement
- Recent utility bill
- Pension, benefit or rent letter
- Valid 12-month home or contents insurance document
- Full driver's licence

Accepted medical evidence:

- A copy of latest Care Plan/Support Package
- Signed and stamped special permit medical evidence form from medical practitioner

9.3. Permit Renewals

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' or business owners' responsibility to ensure their permit is renewed on or before the expiry of the existing permit.

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

9.4. Changing Permit Details (Transferring Permits)

Vehicle-specific permits cannot be transferred between vehicles.

If a resident changes their vehicle, they must contact the Parking Services Team to update the vehicle details on their permit [Parking permit amendment \(vehicle registration\) | Folkestone & Hythe District Council](#).

An administration fee applies to all vehicle changes.

9.5. Permit Cancellations and Refunds

The Council's Parking Services team must be notified if a resident or business owner no longer requires their permit or moves out of the CPZ area.

As the council operates a reduced price permit scheme, refunds are not issued for resident or business permits.

However, Trade Permits are eligible for a partial refund, calculated based on the number of full months remaining, minus an administration fee.

9.6. Vehicle Eligibility

Vehicle Size

Permits will only be issued to the following types of vehicles:

- Passenger vehicles
- Goods vehicles, provided they meet the following criteria: overall height not exceeding 3.2 metres (10 ft 6 in), length less than 5.6 metres (18 ft 4 in), and a gross weight not exceeding 5 tonnes.

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

Below are the descriptions and regulations for different vehicle types in relation to parking in CPZ areas.

Motor Homes

Motor homes are allowed to park in permit parking areas provided:

- A valid permit is in place
- The vehicle complies with the size requirement above

Courtesy Cars

If a resident's car is undergoing repair and a courtesy car is being used, the courtesy vehicle must be covered by a valid permit when parked in a permit area. This can be either:

- A resident permit, or
- A visitor permit

If the courtesy vehicle is required for an extended period, the resident may apply to update the registered vehicle on their permit. A standard change of vehicle administration fee will apply.

Caravans and Trailers

Caravans, trailers, or any other non-motorised vehicles are not permitted to park within CPZs.

As Parking Services does not have the authority to enforce restrictions on non-motorised vehicles, any such vehicles found parked in CPZs will be reported to Kent Highways for further investigation and appropriate action.

Taxis

There are no parking exemptions for taxis while they are operating in the course of business.

Taxis may only stop to allow passengers to board or alight, or wait for up to the permitted waiting period, where applicable.

Taxis that are owned or kept by residents within a parking scheme area will be treated as company vehicles for permit purposes.

9.7. Suspensions

Parking bays may be temporarily suspended from normal use to accommodate essential activities such as utility works, house removals, or public events. The council aims to provide residents with sufficient advance notice, typically up to 7 days by placing suspension signs on a nearby lamp column or post. However, in certain situations, such as emergencies, the notice period may be shorter.

For larger-scale suspensions, such as those affecting an entire street, the council may arrange alternative parking options for permit holders where feasible.

Ward members will receive advance notice before the suspension of any bay(s) takes place.

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

9.8. Permit Revocation

The council reserves the right to revoke any parking permit issued to individuals who are found to be misusing or abusing the Controlled Parking Scheme. Grounds for revocation may include, but are not limited to, the following:

- Supplying a permit to individuals who are not entitled to use it, such as commuters or shoppers.
- No longer meeting the eligibility or qualifying criteria for the permit.
- Failure of payment to be processed or cleared.
- Altering, tampering with, or attempting to forge a paper permit.

Such actions undermine the integrity of the scheme and may also result in further enforcement action.

10. ENFORCEMENT

Enforcement is a vital component of any Controlled Parking Scheme. Through effective enforcement and the issuance of Penalty Charge Notices (PCNs), the council helps ensure that the public highway remains safe, traffic flows efficiently, parking spaces are used appropriately, and legal restrictions set out in Traffic Regulation Orders are upheld.

Civil Enforcement Officers (CEOs) will carry out parking enforcement duties under Civil Parking Enforcement (CPE) powers, covering both on-street and off-street parking restrictions.

CEOs are authorised to take action only in cases where vehicles are found to be parked in contravention of an active Traffic Regulation Order. Their role is essential in maintaining compliance and supporting the fair use of limited parking resources.