

# Frequently Asked Questions

## What is a School Street?

In present context, it is a street with a school entrance, which is restricted to use by pedestrians and cyclists, with most motor vehicle traffic prohibited, between the hours of 08:00 to 09:30 and 14:00 to 16:00 on weekdays. In accordance with the Highway Code for the School Street signs, the restriction applies to the act of driving into the road during the stated hours. Vehicles arriving outside these hours will be permitted to remain parked in the road and to drive out of the road at any time. In practice, the restrictions are not enforced outside the school terms. Exempt vehicles can drive into the road at all times (see below).

## Why is the Council doing this?

The School Street is proposed, firstly, in response to credible requests for something to be done about obstruction, safety and air pollution concerns from the high volume of traffic and parking at school times. The London Mayor has made it an overarching policy that all local Councils must help children and parents to use cars less and to walk, cycle and use public transport more. The opening of a School Street will coincide with additional road safety and travel training for children at the school, and information to parents.

## What if I need to drive my vehicle in the street during the restricted hours?

Motor vehicles belonging to the following groups of drivers are eligible for an exemption permit, to enable them driving in the School Street during the hours of operation:

- Occupier within the zone, with a registered vehicle or a hire, company or courtesy car.
- Schools buses and vehicles used in the transport of children and adults with special access needs, including private vehicles, taxis and minicabs declared for such use. The school has authority to determine eligibility and request a permit for special circumstances where car use is considered essential, such as for a school parent in latter or difficult stages of pregnancy and the child is considered unable to walk unable to unaccompanied from a drop-off/pick-up point just outside the School Street zone.
- School contractors.
- Business and school employees with allocated parking on their premises inside the zone.
- Essential health and care visitors, including relatives of residents with care needs.
- All day commercial operators, such as builders, decorators and heavy goods suppliers, are eligible for a temporary permit covering the duration of their necessary activities.

**The exemption permit is simply an electronic record in the compliance system and there is no need to physically affix anything to a vehicle.**

Motor vehicles belonging to the following groups and situations are automatically permitted to drive in a School Street, without first obtaining an exemption permit:

- Emergency services.
- Statutory public services, such as gas/electricity companies and refuse collectors.
- Universal postal service providers, such as the Royal Mail.
- Breakdown and recovery vehicles (the so called 4<sup>th</sup> emergency service).
- Exemptions stated in the Highway Code, such as with the permission or at the direction of a police officer.

## How do I request an exemption permit?

The permit is free (£0.00) and requested by email to [schoolparking@croydon.gov.uk](mailto:schoolparking@croydon.gov.uk). The following information should be provided:

- Name and address (e.g. resident or school address).
- Vehicle registration number.
- Residents must also provide a scan or photo/picture copy of the DVLA V5C form (front page of vehicle's Log Book) or company/hire car agreement.

Schools are provided with a template record form, for supplying staff and permanent contractor vehicle details. The school can request temporary exemptions using the email service.

Schools will have 24 hours to register the exemption for a contractor, tradesperson or special delivery that turns up unannounced – i.e. where the temporary exemption could not be set up in advance. The scheme enforcement camera events will always observe a 2-day standstill.

Schools are recommended to include an advisory notice in their instructions to suppliers (e.g. purchase order), to explain that the school supplier is eligible for driving into the School Street during the hours of operation – subject to providing their registration number to the school office. The request for exemption must be made through the school office.

Note: It is envisaged to eventually develop an online exemption service.

## What about our visitors?

Other drivers who wish to access the School Street must arrive outside the hours of operation, or they can temporarily park outside the zone and then move the vehicle once the restrictions end. The vehicles that are not eligible for a permit notably include those of:

- General visitors to residents and businesses.
- Home deliveries to residents.
- Business and school employees without access to on-premises parking (the scheme is not intended to free up the road to substitute for workplace parking). It is pragmatically accepted that on-site parking may occasionally create an over-spill into the public road.

## How can it be ensured that motorists driving in the School Street zone are entitled?

A traffic camera with automatic number plate recognition (ANPR) and a contravention detection algorithm will operate during the controlled hours. To prevent false triggers and to permit a driver correcting a turning mistake, the alleged contravention trigger point is a small distance into the road. The Penalty Charge Notice is £130 (discounted to £65 if paid within 14 days) and issued to the registered keeper of a vehicle. This penalty charge is set by a London-wide authority, to reflect a level necessary in deterring driving contraventions. Drivers have the right to appeal any penalty, stating a legally valid reason for driving in the School Street.

## What about my privacy when using the street?

Every individual ANPR camera has a Privacy Data Protection Impact Assessment (DPIA), which is registered with the Information Commissioner's Office. The DPIA checks and demonstrates that the processing of personal data is compliant with the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018.

The fixed position ANPR camera is type approved by the Department for Transport and operates within the Surveillance Commissioners Codes of Practice. The ANPR camera is operated in a way that does not constitute surveillance and does not interfere with rights granted under the European Convention on Human Rights (ECHR). The camera focuses strictly on the traffic entry point to the street. It only uploads a short recording when a driving contravention is detected. The camera cannot be turned or used for any other purpose, such as for observing private individuals or recording anti-social behaviour.