



Annual Parking Report

2021/2022

Introduction – Cllr Dalgarno

I am pleased to present to you our Annual Parking Report for 2021/2022.

This report covers both on and off street civil parking enforcement for Central Bedfordshire.

Parking and traffic management is an important public service, which provides benefits for pedestrians, cyclists, motorists and the wider community. Those benefits include maintaining road safety and access to jobs, goods and services and is accessible for all road users.

The management of on and off street parking is an important public responsibility that we take seriously. Our aim is to provide a modern, efficient customer focused service and we're committed to delivering a service that operates in a fair, consistent, and transparent manner.

We recognise the importance of keeping the roads safe and free from obstacles. This helps ensure access is maintained for essential services, residents, and businesses, and positively contributes to our climate change targets, by improving air quality through keeping the road network free flowing and reducing congestion.

This report outlines our activity in managing on and off street civil parking where we have responsibility. The report includes data on the numbers of Penalty Charge Notices (PCNs) issued, parking permits sold, and the number of PCN appeals made.

We will continue with a range of initiatives to help our communities, to promote road safety, tackle congestion and encouraging active travel.

This year's report will be made available at www.centralbedfordshire.gov.uk and at publicly accessible Council offices and libraries.

I hope you will find this report informative and interesting, and that it answers many of the questions you have about how the Council manages both on and off street parking in Central Bedfordshire and thank you for taking the time to read it.

Councillor Ian Dalgarno
Executive Member for Community Services



Higher-than-average number of vehicles

157,000 cars or vans
in Central Bedfordshire

at the time of the 2011 Census

Central Bedfordshire Demographics

Central Bedfordshire is predominantly a rural authority, characterised by large open areas of countryside with picturesque villages, hamlets and small to medium sized market towns, covering 716 square kilometres. Within easy commuting distance to London, much of the area has either a suburban or rural feel with larger towns including Leighton-Linslade, Dunstable, Biggleswade, Houghton Regis, Sandy, and Flitwick.

Approximately 294,100 people live in Central Bedfordshire (according to the 2020 mid-year estimate, published by the Office for National Statistics in June 2021). This is forecast to increase by 22.6% between 2014 and 2031. The main drivers for population growth are increased life expectancy, a rising birth rate (exceeding mortality rate) and net increased migration because of planned development growth.

Central Bedfordshire is a high growth area — we are close to London, with good transport links. This means that people naturally wish to move here and work here, and our children also wish to stay here. We will need more housing and more employment to fulfil this demand. More houses and more employment will mean more roads and more cars, so we also need to consider how we manage parking to meet this future growth.

Central Bedfordshire households have a higher-than-average number of cars or vans, which is why parking is such an important issue. There were 157,000 cars or vans in Central Bedfordshire at the time of the 2011 Census.

47% of households owned two or more vehicles (compared to 32% nationally). An estimated 23% of residential properties in Central Bedfordshire (determined by premises age and type) don't have space within their curtilage for off-street parking. These households are reliant on parking any vehicles associated with their household on-street, including vehicles owned, leased, or loaned.

An estimated
23% of residential properties
without space for off-road parking



47% of households
owned
two or more vehicles
(compared to 32% nationally)



Parking Enforcement Team

Civil Enforcement Officers (CEOs) are deployed across Central Bedfordshire to enforce parking restrictions. The CEOs patrol 7 days a week and are responsible for Public Car Parks (off street) and the enforcement of parking restrictions on roads/streets (on street) in Central Bedfordshire.

CEO patrols are concentrated in those locations where parking related issues (road safety, congestion or accessibility to shops and services) are most prevalent including villages and surrounding areas outside of our town centres. In addition, the team also responds to specific concerns / requests received about parking enforcement, from members of the public, Local Councillors, Town and Parish Councils and other agencies such as the Police, Fire and Ambulance services.

All CEOs have formal training in Civil Parking Enforcement, carry identification, wear recognisable uniform, and are issued with the appropriate equipment to carry out their duties, in accordance with statutory guidance.

CEOs issue PCNs in line with the procedure set out in Department for Transport Operating Guidance for Local Authorities and comply with the Traffic Management Act 2004.



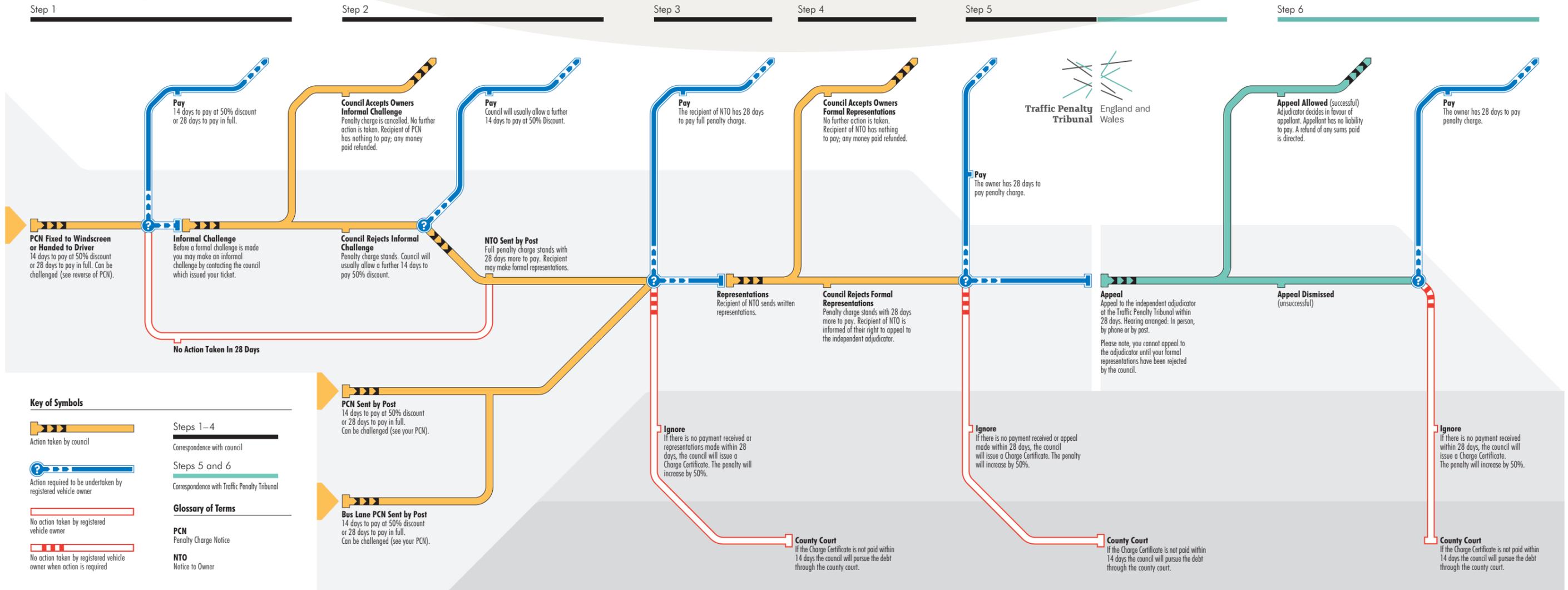
Parking Enforcement Support Officers (PESOs) process the PCNs issued by CEOs (Notice Processing) for both on and off-street contraventions across Central Bedfordshire. The main duties of the PESOs is to ensure that all PCNs are paid and manage any representation made about PCNs that have been issued. The PESOs also administer permit schemes, dispensations and act as the first point of contact for members of the public on parking enquiries and issues.

How we process PCNs

The flow chart below shows how the process that the Council follows when processing PCNs:

More information about this can be found at: [Authority Details - PATROL](#)

The Parking Penalty Enforcement Process





Myth Busting



The Legislation

The Traffic Management Act 2004 places a duty on local authorities to manage the road network and to ensure the expeditious movement of all traffic.

Civil Parking Enforcement is one tool used by the Authority to fulfil this duty. In addition, Civil Parking Enforcement is a tool that aims to support local, regional and national transport plans and achieve the following outcomes:

1. Improve road safety,
2. Reduce congestion,
3. Improve access to public transport,
4. Improve access to services for all road users, including pedestrians,
5. Support the local economy by ensuring a turnover of the free time limited parking spaces available,
6. Educate motorists and
7. Issue Penalty Charge Notices as a last resort to vehicles parked in contravention.



CEOs are paid commission for issuing a Penalty Charge Notice.

CEOs are paid an annual salary and do not receive any kind of commission for issuing Penalty Charge Notices.

CEOs have targets to issue a certain amount of Penalty Charge Notices.

CEOs do not have any PCN targets; they will patrol a beat and only issue where a vehicle is parked in contravention in accordance with the Traffic Management Act 2004.

If the PCN isn't on the car or handed to the driver, it's not valid.

A PCN would normally either be handed to the driver or attached to the vehicle. However, if a vehicle drives away before an officer serves the PCN it can be sent through the post (known as a regulation 10 PCN). We will also issue a regulation 10 PCN where the CEO is prevented from serving it. Another example of a regulation 10 PCN is when it has been issued by an approved device such as by Automatic Number Plate Recognition. These are only used in certain circumstances, for example Bus Gates, school keep clear markings, mandatory cycle lanes and red routes.

What is the difference between issuing a PCN and serving a PCN?

Issuing is where the CEO has printed the PCN, serving is the act of attaching the PCN to the vehicle, handing it to the driver, or sending it via the post (regulation 10).

A CEO can't issue without wearing a hat.

Although our CEOs are issued with full uniform including a hat, they do not have to be wearing a hat at the point they issue the PCN, this is in accordance with the Traffic Management Act 2004.

I can park where there's a break in a yellow line, why do I have a PCN?

Although there may be a break in yellow lines this does not mean that a PCN cannot be issued if it is clear that the restriction should be continuous.

If I ignore the PCN it will go away.

Ignoring a PCN does not mean it will go away, in fact by ignoring a PCN it means that you could incur additional costs to the original charge or even resulting in enforcement action against you, such as Bailiff action.

I am allowed 20 minutes on yellow lines, why do I have a PCN?

This is not true. There is a 2-minute observation period and a PCN can be issued after the 2-minute observation ends. You may stay on a yellow line for longer than 2 minutes but only for the purpose of loading/unloading and dropping off/picking up passengers. You must move off the yellow line as soon as you have completed loading/unloading or dropping off/picking up passengers if you don't a PCN can be issued. However, you cannot stop where there is a loading restriction on yellow lines and an instant PCN can be issued.

Are CEOs allowed to park on parking restrictions to issue a PCN?

When carrying out their duties a CEO should always park in accordance with parking restrictions. Sometimes this is not possible, therefore a CEO may park on a restriction to enforce vehicles in contravention.

Can CEOs issue a PCN for obstruction?

A CEO can only issue a PCN for obstruction if there is an enforceable parking restriction in place. If there are no restrictions in place only the police have powers to enforce an obstruction.



Working Together

Blue Badge - Fraud Team

Using a Blue Badge when the badge holder is not part of the journey or using a fake or out of date badge is a criminal offence. We take this very seriously because people who have a genuine disability and are entitled to use their Blue Badge in car parks and on the street are affected if these spaces are being taken by people who are not disabled and have no right to use a Blue Badge.

The rules about using Blue Badges are very clear. It is a criminal offence for a person to use a badge that does not belong to them; to create a copy of a badge; to use an expired badge or to alter a badge. We will continue to clamp down on this type of fraud: If we catch people using these disabled parking permits falsely, then we will take action.



The Parking Enforcement Team carry out targeted Blue Badge patrols around Central Bedfordshire at various times of the year working closely with the Fraud Team. If a Blue Badge is seen in a vehicle, we will contact the badge holder to ensure that they are legitimately using the badge. If it is identified that they are not legitimately using their badge, a Penalty Charge Notice will be issued, and the Council's Fraud Team carry out an investigation.



Highways

The Parking Enforcement Team work closely with the Highways Team, ensuring new schemes and restrictions are enforced when everything is in place, including signs, lines and a Traffic Regulation Order (TRO).

Highways are responsible for the process, management and implementation of new schemes and restrictions including resident permit zones. Highways also amend or change existing schemes, restrictions and create and update TROs.

The Parking Enforcement Team enforce restrictions that Highways put in place and advise of any issues regarding signs, lines and TROs.

Customers can report any Highways issue on [Fix My Street](#).



Road Safety

The Parking Enforcement Team works closely with the Council's Road Safety Team, whose aim is to reduce causality figures across Central Bedfordshire and make the roads and areas safer for all who use them.

The Parking Enforcement Team receives a lot of complaints about inconsiderate parking, and at schools where pick up and drop off times are a real concern to residents and road users. We work collaboratively with our colleagues in the Road Safety Team, carrying out joint visits at schools and other locations where there are problems.



To raise awareness of these issues and to educate drivers in an alternative way, the Road Safety Team uses Pavement Buddies with various messages on them. Schools and partner organisations and council teams can request to borrow buddies for two weeks at a time. When placed outside the school they are a visual reminder for drivers of where not park and to consider others when parking, making area safer for all road users. Schools are responding well to wanting the buddies at their locations and the Parking Enforcement Team and Road Safety Team are working together to identify priority areas where the 'buddies' can be used.



Breathing Space

Sometimes motorists who are issued a PCN cannot afford to pay them. In these cases, the team works with the Debt Respite Scheme which helps anyone experiencing financial difficulty, giving them the right to legal protections from creditor action.

Debt Advisors notify the Parking Enforcement Team when applications for Breathing Space are processed and any PCNs relating to the motorist are placed on hold.

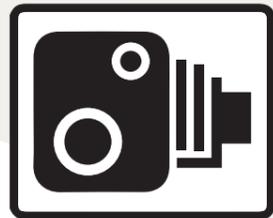
Find out more about [Breathing Space](#).



Future / Ongoing Projects

Automatic Number Plate Recognition Vehicles (ANPR)

The Council are in the process of buying 4 ANPR vehicles to support enforcement activities around Central Bedfordshire. ANPR cameras help us enforce some traffic offences.



Moving Traffic Offences

Legislation changes now allow local authorities to enforce Moving Traffic Offences. Previously only the police had these powers. Central Bedfordshire Council have applied for Moving Traffic Offence powers for the whole of the Central Bedfordshire.

Moving Traffic Offence powers will promote road safety, tackle congestion and facilitate active travel and the first Pilot schemes will be delivered in 2023.

The Parking Enforcement Team will be responsible for processing the PCNs issued for Moving Traffic Offences.



EV Charging (electric vehicles)

Central Bedfordshire Council are working with BP Pulse, our appointed Charge Point Operator, to expand the network of electric vehicle charging points throughout the area. This involves the installation of fast chargers for residential use and rapid chargers for wider public use on local authority land and highway land.

The Council's preferred model, where possible, is to install the fast charge points in local car parks to create charging hubs for use by nearby residents who do not have access to off-street parking. These residents will struggle to charge at home and are also less likely to transition to an electric vehicle, meaning they cannot play their part in the journey to net zero and improved local air quality.



The aim for these car park sites is to install 4 dual socket charge points at each, providing the ability to charge 8 vehicles.

The Parking Enforcement Team will support this work by enforcing EV bays where vehicles are not actively charging.



Car Parks



Car parks play an important role in supporting town centres, but a vibrant town centre needs many factors to align, and the Council must balance the challenge of supporting business in town centre areas by providing parking against reducing traffic congestion and pollution whilst encouraging people to visit town centres.

All our public car parks have the option of pay and display, cash or card payments with no minimum charge with the exception of limited waiting car parks, which are free for a set period of time.

We also provide a cashless payment option for all of our Pay and Display Car Parks with the exception of the Multi-Storey Car Park in Leighton Buzzard.



Total spaces

1176



Dunstable

587



Leighton Buzzard

352



Flitwick



We have car parks in the following locations:

	Total Number of Spaces	Number of Disabled Spaces	Number of marked out Permit Spaces
Dunstable			
Ashton Square	387	20	10
Matthew Street	72	3	28
Regent Street	59	3	0
Priory Gardens	67	3	22
Grove Park	437	39	0
St. Mary's Gate	58	2	13
West Street	48	0	6
Westfield Road	48	0	2
Leighton Buzzard			
Duncombe Drive	139	3	29
Hockliffe Street	126	2	40
West Street MSCP	266	14	8
Baker Street	48	2	0
New Road	8	0	2
Flitwick			
Steppingley Road	352	2	0

For more information on parking charges and permits in Council car parks please [click here](#).

Bus Gates



Central Bedfordshire Council currently has one Bus Gate at Venus Avenue, Biggleswade. Bus Gates help to support bus operators, reduce congestion where they are located and improve road safety.

A Bus Gate is a short section of street in which only buses and other authorised vehicles can go through. There are warning signs of the bus lane or bus gate restriction ahead, and at the point where the restriction starts.

The Parking Enforcement Team process all Bus Gate PCNs.



Freedom of Information



The Freedom of Information Act 2000 provides public access to information held by public authorities. It does this in two ways: public authorities are obliged to publish certain information about their activities; and members of the public are entitled to request information from public authorities.

The Parking Enforcement Team receives and responds to Freedom of Information (FOI) requests under the Act. Between 1 April 2021 and 31 March 2022 17 FOI requests were received covering the following issues:

FOI requests = 17

1 April 2021 to 31 March 2022

Blue Badges/Disabled Bays	3
Parking Fines	8
Bus Gates	1
Residents Zones	1
Parking Services/Enforcement	2
Fees and Charges	2



Terminology:



PCN Issued:

There are two levels of PCN charges, higher and lower, dependent on the contravention. Lower band contraventions are £50 (£25 if paid within 14 days) and higher band contraventions are £70 (£35 if paid within 14 days). For a list of contraventions and their level please see appendices.

Notice to owner (NTO):

If the recipient or registered keeper fails to pay or appeal within 28 days, from the serving of the Notice to Owner of the registered keeper, a Charge Certificate is issued. A Charge Certificate increases the penalty by 50% to £105 for higher band and £75 for lower band contraventions and for Bus Gate penalties £90.

Traffic Penalty Tribunal (TPT):

If the registered keeper/driver is unhappy with the response of the Council to their formal representations about being issued a PCN, they have the opportunity to appeal to the independent adjudication service - the Traffic Penalty Tribunal. This appeal must be made within 28 days of the rejection letter sent by the Council. Only where there are significant mitigating circumstances, will an appeal application that has been submitted late be considered by the Tribunal.

An appeal will be allowed by an Adjudicator if, after considering the evidence of the registered keeper/driver and the Council, they determine that the contravention either did not occur or that the Penalty Charge Notice was not issued correctly.

Traffic Enforcement Centre (TEC)/ Enforcement Agents (Bailiff):

In fairness to those that park legally and those that pay their Penalty Charge Notices, the Authority looks to recover unpaid Penalty Charge Notices. If a Penalty Charge Notice is not paid the Authority will apply to the Traffic Enforcement Centre (TEC) for a warrant to enable the collection of the unpaid debt to the Authority. These warrants are then issued to bailiffs to recover the outstanding debt.

Further information about the TEC can be found [here](#).



Cancellation Reasons:

Examples of some of the reasons why PCNs are cancelled are shown below:

- Informal Challenge – where the motorist contacts us to challenge their PCN for a range of reasons
- Notification of mitigating circumstances falling outside the normal appeal process e.g., DVLA has no records of a registered keeper
- Civil Enforcement Officer error identified during quality assurance checks e.g., incorrect registration number entered for the PCN
- Processing errors e.g. case has not been managed within prescribed timescales.
- Bus Gate duplicates e.g., where the ANPR camera has recorded the same vehicle more than once at the same time and location

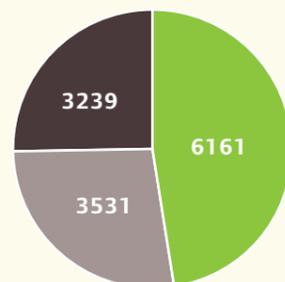


PCN Data



Total number of PCNs issued by category

- Higher level PCNs
- Lower level PCNs
- Bus Gate PCNs



Top Three Contraventions:

1 Code: 01

Parked in a restricted street during prescribed hours

3438
PCNs issued

2 Code: 34J

Being in a bus lane

3239
PCNs issued

3 Code: 73

Parked without payment of the parking charge

1385
PCNs issued

Top Ten Contraventions:

Contravention Code	Contravention Description	No. of PCNs issued
01	Parked in a restricted street during prescribed hours	3438
34J	Being in a bus lane	3239
73	Parked without payment of the parking charge	1385
30	Parked for longer than permitted contravention	916
83	No clear or valid p/d displayed contravention	856
12	Parked in a bay without a permit or p/d	710
85	Parked in a permit bay without clearly displaying a valid permit	355
40	In disabled bay without displaying a badge	346
87	Parked in a disabled persons parking space	252
27	Parked adjacent to dropped footway	190

Issued	On Street	Off Street	Total
*These figures are correct to the time report produced			
Number of higher level PCNs issued	5499	662	6161
Number of lower level PCNs issued	976	2555	3531
Number of Bus Gate PCNs issued	3239	0	3239
Total number of PCNs issued	9714	3217	12931

Payments	On Street and Bus Gate	Off Street	Total
Number of PCNs paid at discount rate (paid within 14 days)	6781	1878	8659
Number of PCNs paid at the non-discount rate (paid after 14 day period)	880	277	1157
Total number of PCNs paid	7661	2155	9816
Total number of PCNs unpaid	2053	1062	3115
Number of applications to register Charge Certificate at TEC (Traffic Enforcement Centre)	401	123	524

Challenges	On Street and Bus Gate	Off Street	Total
Number of PCNs issued by a CEO subject to challenges (statutory and other)	1104	935	2039
Number of PCNs issued at Bus Gate subject to challenges (statutory and other)	576	0	576
Total number of PCNs subject to challenges	1680	935	2615

Cancellations	On Street and Bus Gate	Off Street	Total
Number of PCNs cancelled as a result of a successful challenge (PCN correctly issued including Bus Gate)	41	140	181
Number of PCNs cancelled as a result of a successful challenge (PCN incorrectly issued/ including Bus Gate duplicates)	171	356	527
Total number of PCNs cancelled as a result of a successful challenge	212	496	708

Write offs	On Street and Bus Gate	Off Street	Total
Number of PCNs written off for other reasons	419	179	598

Appeals	On Street and Bus Gate	Off Street	Total
Number of PCNs which resulted in adjudication (appeals) because of a challenge	9	0	9
	On Street	Car Parks (Off Street)	Bus Gate
Cases won by the Council at Adjudication	1	0	1
Cases lost by the Council at Adjudication	2	0	1
Cases not contested by the Council at Adjudication	2	0	2

Bailiff Cases at Bailiff	Number of PCNs registered	Collection rate
Equita	324	37%
Newlyn	140	28%

Financials

Below is the Council's parking account for 2021/22:

Description	£	Information
Income for the financial year 2021/22		
Off Street Income	(966,029)	Car parks including permit
Off Street Income (PCN)	(66,801)	PCNs issued in car parks
On Street Income (PCNs)	(205,122)	
On Street Income (Bus Gate PCNs)	(101,931)	Bus Gate PCNs only
On Street Income (Permits)	(46,246)	Residents Permit Zone income, Dispensations etc.
Blue Badge Enforcement Income - Misuse of Blue Badges is a criminal offence and fines are awarded by the court	(275)	Income from fines issued by the courts
Total	(£1,386,404)	
Expenditure for the financial year 2021/22		
Expenditure (Off Street)	309,825	Costs related to off street activity e.g. Cash collection, Pay & Display machines etc.
Expenditure (On Street)	152,194	Costs related to on street activities e.g. PCN processing
Parking Enforcement Team Staffing Costs	599,432	All staffing costs for all activities
Card Payment Costs for Permits	981	These costs are for permits only and costs cannot be split into on and off-street expenditure
Total	£1,062,432	

The Traffic Management Act sets out that if there is any surplus income from PCN income or on-street parking, once the costs of delivering these services are accounted for, it must be used for Highways related projects.

The summary of this financial information is set out below:

Description	£	Information
On-Street Income for the financial year 2021/22	(353,299)	
On-Street Expenditure for the financial year 2021/22	152,194	
Staff Costs	419,602	It is not possible to break down staffing costs into time spent on off-street and on-street activities. As such an estimate of 70% of the teams total staff costs is being used for on-street enforcement costs
Total	£218,497	Deficit

For the financial year 2021/22 the costs of delivering these activities exceeded the income received and by £218,497 and there was no surplus income to allocate specifically to Highways projects.

Financial Year Summary 2021/22		
Description	£	Information
Total Income	(£1,386,404)	All income – on and off street
Total Expenditure	£1,062,432	All expenditure – on and off street
Net Income	(£323,972)	The surplus income from the parking account was allocated to the Council's General Fund which is allocated as set out in the Council's Medium Term Financial Plan.



Appendices: Appendix A

On Street

Code	Type	Alleged Contravention
1	Higher	Parked in a restricted street during prescribed hours
2	Higher	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
4	Lower	Parked in a meter bay when penalty time is indicated
5	Lower	Parked after the expiry of paid for time
6	Lower	Parked without clearly displaying a valid pay and display ticket or voucher
7	Lower	Parked with payment made to extend the stay beyond initial time
8	Lower	Parked at an out-of-order meter during controlled hours
9	Lower	Parked displaying multiple pay & display tickets where prohibited
10	Lower	Parked without clearly displaying two valid pay and display tickets when required
11	Lower	Parked without payment of the parking charge
12	Higher	Parked in a residents' or shared use place/zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place
14	Higher	Parked in an electric vehicles' charging place during restricted hours without charging
16	Higher	Parked in a permit space without displaying a valid permit
18	Higher	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited
19	Lower	Parked in a residents' or shared use parking place/zone displaying an invalid permit, an invalid voucher or invalid pay and display ticket
20	Higher	Parked in a loading gap marked by a yellow line
21	Higher	Parked in a suspended bay/space or part of bay/space
22	Lower	Re-parked in the same parking place/zone within one hour (or other specified time) of leaving
23	Higher	Parked in a parking place or area not designated for that class of vehicle
24	Lower	Not parked correctly within the markings of the bay or space
25	Higher	Parked in a loading place during restricted hours without loading
26	Higher	Vehicle parked more than 50cm (or other specified distance) from the edge of the carriageway and not within a designated parking place
27	Higher	Parked adjacent to a dropped footway
30	Lower	Parked for longer than permitted
34J	Higher	Being in a bus lane
35	Lower	Parked in a disc parking place without clearly displaying a valid disc
36	Lower	Parked in a disc parking place for longer than permitted
40	Higher	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge
41	Higher	Parked in a parking place designated for diplomatic vehicles
42	Higher	Parked in a parking place designated for police vehicles
45	Higher	Parked on a taxi rank
46	Higher	Stopped where prohibited (on a red route or clearway)
47	Higher	Stopped on a restricted bus stop/stand
48	Higher	Stopped in a restricted area outside a school
49	Higher	Parked wholly or partly on a cycle track or lane
55	Higher	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban
56	Higher	Parked in contravention of a commercial vehicle waiting restriction
57	Higher	Parked in contravention of a coach ban
61	Higher	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways
62	Higher	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)
63	Lower	Parked with engine running where prohibited
99	Higher	Stopped on a pedestrian crossing and/or crossing area marked by zigzags

Off Street

Code	Type	Alleged Contravention
70	Higher	Parked in a loading area during restricted hours without reasonable excuse
73	Lower	Parked without payment of the parking charge
74	Higher	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited
80	Lower	Parked for longer than the maximum period permitted
81	Higher	Parked in a restricted area in a car park
82	Lower	Parked after the expiry of paid for time
83	Lower	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock
84	Lower	Parked with additional payment made to extend the stay beyond time first purchased
85	Higher	Parked in a permit bay without clearly displaying a valid permit
86	Lower	Parked beyond the bay markings
87	Higher	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge
89	Higher	Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area
90	Lower	Re-parked within one hour of leaving a bay or space in a car park
91	Higher	Parked in a car park or an area not designated for that class of vehicle
92	Higher	Parked causing an obstruction
93	Lower	Parked in car park when closed
94	Lower	Parked in a pay and display car park without clearly displaying two valid pay and display tickets when required
95	Lower	Parked in a parking place for a purpose other than the designated purpose for the parking place
96	Lower	Parked with engine running where prohibited



Appendix B

Overview

If an individual receives a Penalty Charge Notice and they believe it should not have been issued, they can challenge it. The ways to do this are set out below. The appeals process is designed to be accessible to all and does not require legal counsel.

All appeals must be submitted in writing to Imperial Civil Enforcement Solutions via this link [here](#) or by writing to **Central Bedfordshire Council, PO Box 597, Northampton, NN4 7XN** who administer the processing of correspondence in relation to Penalty Charge Notices. Details of how to appeal can be found on the back of the Penalty Charge Notice.



There are three stages of appeal that are open to the recipient of a Penalty Charge Notice:

1. Informal Challenge -

These must be made within 28 days of the service of the Penalty Charge Notice.

2. Formal Representation -

If the Penalty Charge is not paid within 28 days a Notice to Owner is sent out to the Registered Keeper of the vehicle. The Notice to Owner sets out the grounds under which a Formal Representation can be made. If the recipient wishes to make a Formal Representation they must complete the Notice to Owner and return it within 28 days of receipt of the Notice to Owner documentation.

3. Appeal to the Traffic Penalty Tribunal -

If a Formal Representation is rejected by the Council, included with the notice of rejection of the representation, will be details on how, if the appellant is unhappy with the decision of the Council, they can appeal to the Independent Adjudication service - the Traffic Penalty Tribunal. In order for the Traffic Penalty Tribunal to consider an appeal, it must be made directly to them within 28 days of the service of the rejection of the Formal Representation by the Council.

Each appeal received to a Penalty Charge Notice is considered on its own merits. The Authority will consider carefully the details provided by the appellant but if it considers that Penalty Charge Notice was issued correctly, and there are no other grounds for cancellation an appeal will be rejected. Sometimes the Authority will ask for further evidence to be supplied by an appellant e.g. when it is claimed a vehicle has broken down and following receipt of the further evidence it will reconsider the appeal.

Where it is determined that a Penalty Charge Notice has been issued incorrectly then the Authority will cancel the Penalty Charge Notice. In addition, cancellation may also result where there are significant mitigating circumstances which are supported by evidence e.g. unexpected medical emergency or unexpected vehicle breakdown (this does not include running out of petrol).

Commonly Used Terms

Charge Certificate	The notice served 28 days after the service of the Notice to Owner if the Penalty Charge Notice remains unpaid. This notice increases the Penalty Charge by 50%.
Civil Enforcement Officer (CEO)	The name given to the Officers that enforce parking restrictions for the Authority.
Civil Parking Enforcement (CPE)	The name given to the type of enforcement of parking restrictions by a Local Authority under the Traffic Management Act.
Contravention	Where a motorist does not comply with a parking regulation (formally referred to as an offence under the previous Police enforcement regime).
Dispensation	A dispensation is where permission to park in contravention of a parking restriction given. A dispensation may be requested by applying for a parking waiver in line with the Council's parking
Exemption	A provision contained within a Traffic Regulation Order to allow a specific type of vehicle to park in contravention for a specific reason e.g. emergency service vehicles whilst attending an emergency.
Formal Representation	An appeal made within 28 days of the service of the Notice to Owner to the Registered Keeper.
Highway	A road over which the public has a right of way. A highway may be maintainable at public expense or maybe maintained privately. Parking Regulations can apply on both privately maintained highways and highways maintainable at public expense. The extent of the highway includes the road surface and any pavement, verge or island up to the building line of a property.
Informal Challenge	An appeal made within 28 days of the service of the Penalty Charge Notice
Notice to Owner (NTO)	The statutory notice issued to the Registered Keeper of the vehicle if a Penalty Charge Notice is not paid within 28 days of the date of service. The recipient may either pay in full or make a Formal Representation within 28 days of the service of the Notice to Owner.
Off-Street	This relates to facilities and enforcement at Council managed Car Parks.
On-Street	This relates to facilities and enforcement on the Highway.
Parking Regulations / Parking Restrictions	The rules that motorists must follow. These can be a result of Traffic Regulation Orders or national legislation.
Penalty Charge Notice (PCN)	The notice issued
Registered Keeper	The person who is deemed responsible for the payment of a Penalty Charge Notice irrespective of whether they were driving at the time of the contravention. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA).
Traffic Management Act 2004 (TMA 2004)	The legislation under which the Authority operates its Civil Parking Enforcement Scheme.
Traffic Penalty Tribunal (TPT)	The independent body that considers appeals in relation to Penalty Charge Notices where the appellant is unhappy with the Authority's response to their Formal Representation. This is the final stage of appeal for the motorist and their decision is binding on both the Authority and the motorist.
Traffic Regulation Order (TRO)	The legal basis for the majority of parking regulations. Traffic Regulation Orders may only be introduced following public consultation.
Waiver	An official notice issued by the Authority to a specific vehicle that has applied for a dispensation to park in contravention of a parking restrictions at a specified location, on a specified date, for a reason that meets the Authority's criteria for issuing a Waiver.

Central Bedfordshire in contact

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