

An aerial photograph of a city street scene in Salford, UK. A prominent rainbow is visible in the upper left sky. The scene includes a multi-lane road with a pedestrian bridge, a tall apartment building, and various residential and commercial buildings. The text 'Salford City Council' is overlaid in a red box at the top left.

**Salford City Council**

# Civil Parking Enforcement

## Annual Report

### 2011 - 2012



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# Civil Parking Enforcement in Salford

## Annual Report for the period 1 April 2011 to 31 March 2012

### 1. Introduction

This report, relating to Salford's Civil Parking Enforcement operation, is prepared in accordance with the provisions of the Traffic Management Act 2004 updating the report covering the period 1 April 2010 to 31 March, 2011.

The city of Salford comprises one of the ten Metropolitan districts of Greater Manchester and is bounded by the city of Manchester, the Metropolitan Boroughs of Bolton, Bury, Trafford and Wigan together with the Cheshire town of Warrington.

There are five townships within Salford namely Eccles, Worsley, Swinton and Pendlebury, Irlam and Cadishead each comprising of a number of districts and together covering some 37 square miles.

Decriminalised Parking Enforcement was introduced in Salford in April 2001, the Council being granted powers to do this by Central Government under the provisions of the The Road Traffic (Permitted Parking Area and Special Parking Area) (City of Salford) Order 2001.



Part 6 of the Traffic Management Act, 2004 introduced numerous changes to the scheme which became known as Civil Parking Enforcement (CPE).

The key elements and objectives of CPE in Salford are summarised as follows:

- There are over 3500 Traffic Regulation Orders (TROs) for waiting restrictions in Salford.
- Waiting restrictions are intended to improve road safety, maintain traffic flows and reduce pollution.
- Some of the city's car parks are controlled by TROs and are subject to Pay and Display conditions.
- The Traffic Management Act 2004, (TMA) changed the name of Parking Attendants to Civil Enforcement Officers (CEOs)
- The TMA also introduced differential penalties depending on the contravention.
- The TMA provided for possible additional enforcement powers.
- The objective of CPE is to contribute towards the Local Authority's transport objectives through close involvement with the Council's Traffic Management Unit, the Police and Fire Services together with other agencies such as Transport for Greater Manchester and the Disabled Drivers Association.
- Raising revenue is not the objective.
- The purpose of Penalty Charge Notices (PCNs) is to dissuade non-compliance of regulations.
- Penalty charge payments **must** be used in accordance with section 55 (as amended) of the Road Traffic Regulation Act 1984

## 2. Penalty Charge Levels

Parking penalties outside London are much lower than in the capital but are set nationally by Central Government. There are two levels of penalty applicable to parking contraventions dependant upon the severity of the contravention and the following table provides details of the variable levels of charges under the charging band operating in Salford:

(1) Higher level penalty charge	(2) Lower level penalty charge	(3) Higher level penalty charge paid early	(4) Lower level penalty charge paid early	(5) Higher level penalty charge paid after service of charge certificate	(6) Lower level penalty charge paid after service of charge certificate
£70	£50	£35	£25	£105	£75

Parking contraventions are classed as higher or lower level, dependant upon the severity determined by Central Government legislation. Columns 1 and 2 refer to the penalties at their respective levels.

Penalties paid within 14 days of issue attract a 50% discount for early payment as illustrated in columns 3 and 4.

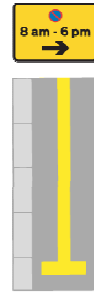
Penalties remaining unpaid and unchallenged result in a charge certificate being issued, a minimum of 60 days following the issue of a PCN, which increases the penalty by 50% as illustrated in columns 5 and 6.

32,993 PCNs were issued to motorists in Salford during the year, an increase of 1502 or 4.8% on the previous year and information relating to their disposal is included at Appendix C.

A total of £944,883 was paid in penalties, an increase of £31,769 (3.5%) on 2010/11 and a full breakdown of all parking income is included at Appendix B.

### 3. Enforcement.

Parking Enforcement is undertaken throughout the City on all highways and car parks subject to regulation, by Civil Enforcement Officers who are empowered to issue PCNs to vehicles or drivers appearing to be in breach of the regulations. This operation takes place throughout the year including Bank Holidays, the regulations on highways also being applicable on those days contrary to some motorists' perception. Signs indicating a restriction normally accompany yellow lines and these should always be checked when parking to avoid the risk of a penalty. However, it should be noted that double yellow lines, indicating 'no waiting at any time', no longer require accompanying signs. In addition to ensuring that motorists comply with parking restrictions, those Local Authorities granted CPE powers are also empowered to enforce some other traffic matters.



#### Misuse of Bus Lanes

Although empowered to do so, enforcement of bus lanes is not currently undertaken in Salford by the Council, although recent compliance surveys following the introduction of new road schemes suggest that offending may be on the increase.

The methods of bus lane enforcement are quite different to those of parking enforcement. Civil Enforcement Officers do not have powers to control or direct traffic so they cannot stop unauthorised vehicles being driven in bus lanes. In these circumstances, drivers can only be dealt with by recording their movements via cameras which must be what is termed 'Approved Devices'.

This requires considerable financial investment to provide the necessary equipment for enforcement and the support of appropriate IT to undertake the issue of Penalty Charge Notices and their processing.

The situation in Salford is currently being monitored, especially in view of the possibility of additional bus lanes being introduced in the City, and the options for undertaking enforcement are being considered. In the meantime, however, the Police continue to exercise their powers to undertake such enforcement when necessary.

#### Pedestrian Crossings

The TMA also empowered Local Authorities to enforce 'zig-zag' markings at pedestrian crossings, which until then had solely been an endorseable offence dealt with by the Police.



Under the TMA, whilst the offence of parking in the 'zig-zag' area has retained its endorseable status under criminal law, it has also become a civil contravention enforceable by CEOs. However, should the Police witness such an offence that has been dealt with by way of a PCN issued by a CEO, they have the discretion to override that notice and

substitute it with an endorseable Fixed Penalty Notice which takes precedence in terms of judicial administration.

In Salford, during the reporting period, 146 PCNs were issued by CEOs for pedestrian crossing contraventions.

### **Dropped Crossings**

Enforcement action can now be taken in respect of motorists parking across dropped crossings, i.e. locations where footpath kerbs have been lowered to provide ease of access to pedestrians at road crossing points. These lowered kerbs are particularly helpful to wheelchair users or people with restricted vision wishing to cross the road, whose progress can be severely impeded by inappropriately parked vehicles.

This power also extends to vehicle crossing points over footpaths such as driveway entrances, to help deal with instances where these access points are obstructed by unauthorised vehicles, a common and frustrating problem in some areas. The Council only deal with this type of contravention on complaint from a property owner as the legislation allows such owners to park across the access to their own property or permit others to do so.

Most of these locations are not identified by signage or line markings, although some may have the familiar white 'H' marking painted in the road, but advice is contained within the Highway Code in respect of parking where kerbs have been lowered for these purposes. The Council have previously publicised the intention to enforce these contraventions and motorists are generally becoming more aware of the requirement to keep them clear.

### **School keep clear markings**

One of the major areas for concern caused by parked vehicles is outside primary schools, particularly at starting and finishing times due to parents dropping off and collecting children.

Most school entrances are protected by 'keep clear zig - zag' markings which generally denote that vehicles are prohibited from stopping there during the school day.

The restrictions are intended to improve road safety ensuring that children crossing the road are not masked by parked vehicles.



Unfortunately, some parents stop their vehicles in these areas, endangering other children. As a result, our CEOs are requested to pay attention to most of the primary schools in Salford, but due to the number of such schools in the area which exceed eighty they can only do this on a rolling programme.

We work closely with the Council's Road Safety Unit and schools to reduce this problem by advising motorists and where possible, encouraging alternative methods of travel to school, other than the car.

## **4 Enforcement Arrangements**

Operational parking enforcement in Salford continues to be undertaken by our contracted service provider, NSL Services Group. They employ the uniformed Civil Enforcement Officers (CEOs) who patrol the city streets and car parks under Council direction.

The company are now into the sixth year of a potential nine year contract term and continue to provide good service to the Council in this respect.

CEOs can issue PCNs for a number of parking contraventions (included at Appendix 'D') and in Salford, they are additionally empowered by the Local Authority under the provisions of the Clean Neighbourhoods and Environment Act, 2005, to issue Fixed Penalty Notices (FPNs) for offences of dog fouling, littering, fly posting and graffiti. During the reporting period, 185 FPNs were issued by CEOs for such offences in Salford.

Salford was probably the first area in the Country to multi-task CEOs in this way and whilst parking enforcement is still their primary function the CEOs have made a valuable contribution to the reduction of this kind of anti-social behaviour in the city. Indeed, a number of other Authorities have sought advice from Salford in this respect and now deploy CEOs in a similar manner or are considering it.

PCN processing, which includes dealing with correspondence, payments and appeal file preparation, is dealt with by a small team of Council Officers seconded to Urban Vision Partnership Limited.

The Council's Parking Enforcement Policy is included in this report at Appendix 'A'.

## **5. Immobilisation (clamping) and Removals**

Clamping and removal of vehicles is permitted in certain circumstances under the TMA in Local Authority areas where CPE is undertaken.

In Salford, we limit this action to circumstances where there are a number of PCNs outstanding in respect of vehicles which cannot be pursued due to there being no current ownership details recorded at the Driver and Vehicle Licensing Agency (DVLA).

It is a requirement for vehicle owners to keep the DVLA informed of changes to keeper details and failure to do so is in itself a criminal offence.

It is difficult to set up an operational clamping and removal scheme due to the various facilities needed, the most obvious being removal vehicles and a pound, which require considerable financial investment.

NSL provide this service for the Council utilising the locally based facilities they provide for other operations.

Ten vehicles were clamped in Salford during the year, the total number of PCNs issued to these being 86. Clamping enabled the Council to recover outstanding penalties or commence recovery action against the keepers.

Clamping and the issuing of parking tickets on private land is not governed by the Traffic Management Act and is not something undertaken by the Council.

New arrangements are due to commence later in the year under the provisions of the Protection of Freedoms Act, 2012 which will prevent the clamping of vehicles on private land by or on behalf of land owners and will introduce new procedures regarding the enforcement of parking tickets issued on private land.

Further information in this respect may be found at: <http://www.parliament.uk/topics/Roads.htm>

## **6. Appeal arrangements**

Motorists wishing to contest PCNs have various options open to them to do so.

In the first instance, a motorist may make a written challenge to the Council either by letter or e-mail. Should this be rejected and the PCN remains unpaid, a Notice to Owner is sent to the vehicle keeper who may then make representations, again to the Council.

If such representations are rejected, motorists are able to formally appeal to the Traffic Penalty Tribunal (TPT), where an independent adjudicator will hear the case. (See Appendix 'C' for appeals statistics.)

TPT appeals can be heard in person, by post and now by telephone which assists in speeding up the process, providing more convenience to all parties. Indeed, the Council has taken part in a number of telephone hearings during the year, saving time and the expense of attending a hearing in person.

In all cases, the Adjudicator's decision is final and binding on all parties.

The most recent Traffic Penalty Tribunal report which covers the period, 2008 – 2010 can be accessed at: <http://www.trafficpenaltytribunal.gov.uk/site/index.php>

## **7. Relationships with other agencies**

### **Police**

The enforcement contractors are encouraged to develop close working relationships with other agencies, particularly the police. Indeed, they have actively taken part in a number of policing initiatives throughout the city, including the locally organised 'SNAP' weeks which look at reducing various aspects of anti social behaviour and encouraging community cohesion.



## DVLA

CEOs also provide details of vehicles not displaying excise licences to the DVLA, who have powers to clamp and remove any which are not taxed, enabling excise duty recovery action to be taken by them.

## Social Services

We are currently working closely with the Council's Social Services Department in an attempt to reduce the fraudulent misuse of disabled persons parking permits, commonly referred to as 'blue badges'.

Deliberate abuse of the system has caused concern at national level and following a consultation exercise undertaken by the Department for Transport, reforms were made to the scheme earlier in the year including the introduction of more secure badges in an effort to reduce the level of misuse.

## 8. Car Parking

The Council operate a small number of Pay and Display car parks situated at the following locations:

- Salford
  - Hankinson Way, off Loganberry Avenue, Salford.
- Eccles
  - John William Street, off Albert Street, Eccles.
  - St Mary's Road, off Church Road, Eccles.
  - Irwell Place, adjacent to Eccles Recreation Centre, Barton Lane, Eccles.
  - Eccles Precinct, John William Street, Eccles.
  - Corporation Road, Eccles.
  - Partington Street, Monton.
- Swinton
  - Church Street, near to the Civic Centre, Chorley Road, Swinton.
  - Civic Centre Visitor's car park.
- Worsley
  - Worsley Court House, Barton Road, Worsley.



The Ellor Street car park near to Salford Shopping City was closed earlier this year to allow development of a new super store and a new Pay and Display facility was opened in Corporation Road, Eccles.

## Controlled Parking Zone



There is a Controlled Parking Zone (CPZ) in the Blackfriars and Trinity areas of Salford bordering onto the city of Manchester, throughout which waiting is restricted.

Highway signage outlines the applicable restriction at all entry points into the zone. Generally speaking, waiting is restricted between the hours of 8am and 6pm, Monday to Friday and 8am and 12.30pm on Saturdays.

Additional signing within the zone gives details of other applicable restrictions in force at that point, particularly in relation to loading or unloading operations.

Waiting is permitted on some roads within the controlled zone in marked bays subject to the purchase of a pay and display ticket, available at roadside machines.

The possibility of further extending the zone is currently being explored to offer additional parking bays in the area.

The car parks and CPZ are both covered by regulations enforced by the CEOs.

## Charges

Annual contracts are available on all our Pay and Display car parks and to encourage use of cleaner burning vehicles, we offer a discount of 25% off contract parking charges for vehicles officially classified as producing low emissions.

Car parking charges remained static throughout the year ranging from £1.50 for up to two hours to a maximum of £4.50 for the day, depending upon location, with annual contracts priced at £360 (exc.VAT). CPZ on-street charges are £1.00 per 40 minutes.



Charging for Council employees and Elected Members parking on workplace car parks was introduced during the year, which entitles all who subscribe, to park on any car park attached to Council workplaces. Fees are deducted at source from salaries/allowances.

## 9. Local/National Liaison

Over 250 local councils now undertake Civil Parking Enforcement, including all those in Greater Manchester and the Council is usually represented at the various meetings and seminars held both at local and national level where matters of best practice are discussed.

We have maintained our membership of the British Parking Association (BPA), an organisation dedicated to formulate and further the highest standards of its members in all parking matters.

## **10. Performance**

PCN issue levels in Salford have increased slightly over the previous year, as has off-street income although on-street income has reduced (see Appendix 'B'.)

Despite some assertions in the media, there are no targets for PCN issue and neither are CEOs paid a bonus for the number they issue.

Challenges and representations made to the Council in respect of PCNs are considered on their own merits and we believe that matters are dealt with in a fair and proportionate manner, discretion being exercised where appropriate.

All of our notice processing team are experienced in dealing with parking enforcement and in addition to answering telephone queries they consistently deal with all written challenges or representations within the statutory time restraints, working towards dealing with correspondence against the targets shown at Appendix 'E'.

## **11 Further Information**

Civil Parking Enforcement is now more widespread as an increasing number of Councils take on the powers and whilst it may not be the most popular of functions, the majority of the motoring public seems to accept that it is a necessary activity to maintain traffic flows.

Most motorists avoid being issued with a PCN by parking correctly but from the statistics published in this report it would seem that compliance levels do not show much improvement. PCN issue levels in Salford have remained fairly constant since CPE commenced in 2001, despite the operation of a robust regime.

However, although robust, it is believed that the scheme is operated fairly and we are willing to listen to motorists who have genuine grounds for challenge or appeal.

Further information concerning CPE and parking in Salford may be obtained from the following web addresses:

<http://www.patrol-uk.info/>

<http://www.salford.gov.uk/parking>

or by telephone - 0161 779 4987.



## Appendix A

### Enforcement Policy

Waiting restrictions are introduced following a procedure involving consultation with interested parties such as residents, business holders, the emergency services, the passenger transport executive and finally, approval by elected members of the Council.

The reasons for their introduction are manifold but are usually for the purposes of minimising traffic congestion, which can in turn, reduce pollution from idling vehicles. They may also be introduced to aid road safety by improving site lines at junctions, for example.

Some restrictions are introduced for limited periods of the day and may include times when loading operations are not permitted, for example during peak periods, again to aid traffic flows.

Other restrictions apply at all times but usually permit drivers to undertake such functions as loading/unloading or allowing passengers to board or alight or take part in other activities where the use of a vehicle is necessary.

The benefits of these restrictions are not always appreciated by some motorists who do not comply with them and their actions sometimes result in the issue of a Penalty Charge Notice by a Civil Enforcement Officer, (CEO).

It is normal procedure in Salford for contraventions of the regulations to be enforced when observed but it is accepted that there may be good reasons why a vehicle was parked on a restriction, which may not have been apparent to the CEO at the time.

It is for this reason that there are avenues of appeal. If you feel the Penalty Charge Notice has been wrongly issued you can appeal - or what's called 'make a challenge' - against the charge using our [online challenge form](http://www.salford.gov.uk/parking) at [www.salford.gov.uk/parking](http://www.salford.gov.uk/parking).

If you prefer you can make a challenge in writing to Salford City Council at the address shown on the notice.

Should this challenge be rejected and the penalty remain unpaid, a Notice to Owner (NtO) form will be issued that will provide a further opportunity to make representations to the council. Should these representations be rejected, an appeal may then be made to an independent body, the Traffic Penalty Tribunal. Further information can found at [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk).

Representations should be made not later than the last day of the period of 28 days beginning with the date on which the NtO is served and any representations which are made outside that period may be disregarded. However, should late representations be made, although not obliged to, the Council may consider them if there are good reasons for their late submission.

The matters considered by Council Officers before any decision is made in relation to a challenge or representations are as follows.

- Does it appear that a contravention has been committed?
- Has the Penalty Charge Notice (PCN) been issued correctly? (i.e. handed to the person appearing to be the driver or affixed to the vehicle or in some cases sent by post)
- Has the PCN been completed correctly (i.e. correct contravention code used, vehicle details etc.)
- Is the Traffic Regulation Order valid? (this is the legal instrument for introducing the restriction)
- Is the signing and lining correct on the road? (Are the yellow lines of sufficient quality? Are there any signs missing? Please note, there is now no requirement for signs where double yellow lines are present.)
- Was the vehicle exempt from the restriction (i.e. loading/unloading taking place where permitted; used for building operations, removals etc)
- Was the vehicle exempt in respect of the Blue Badge scheme? (Disabled motorists)
- Was the vehicle broken down or made immobile due to unforeseen circumstances?
- Are there any mitigating circumstances or compassionate grounds to justify cancellation of the PCN?

This list is not exhaustive and there can be many reasons to take into account when considering challenges or representations.

Each case is different and is considered individually, the Council always having the option to exercise discretion as to whether or not cancellation of a PCN is appropriate, taking into account the severity of the contravention, fairness and proportionality.

However, it has to be stated that where there is evidence that a contravention has been committed and there do not appear to be grounds to cancel a PCN, the Council will require payment of the relevant penalty and if necessary present a case to any subsequent appeal hearing.

Subsequent non-payment of enforceable penalties may ultimately result in the issue of warrants, which are referred to independent bailiff companies for execution and recovery of payment or seizure of goods.

This is of course a last resort and such action can result in bailiff charges escalating costs considerably. It is obviously not in the best interests of the motorist to allow matters to progress to that stage but it is quite often the case that warrants are issued because no action has been taken following receipt of a PCN and subsequent letters or notices have been ignored.

To avoid this situation, it is necessary to take some form of action following the receipt of a PCN, which would be;

- pay the penalty, or if you believe you have grounds,
- challenge it supplying supportive evidence as appropriate or,
- respond to a Notice to Owner and any subsequent correspondence

but it is not an option to ignore it, the problem will not go away and the Council will pursue outstanding penalties.

To avoid receiving a PCN, it is advisable to always comply with road markings/traffic signs and relevant conditions for use of car parks.

Further advice may be found within the Highway Code.



## Appendix B

### Financial Report for 2011/12

	£
Total income in the parking account .....	1,917,956
Total expenditure .....	1,471,075
Net surplus. ....	446,881

The surplus, which is mainly due to the introduction of Council staff parking charges, has been used in part to offset a deficit from 2010/11 and has contributed to the Council's overall strategy to temper the effects of reductions in funding from Central Government.

#### Income breakdown

Off street Pay and Display .....	349,120
On street Pay and Display .....	132,815
Off street contract .....	491,138
PCN income .....	944,883
<b>Total</b> .....	<b>1,917,956</b>

### Financial Report for 2010/11

	£
Total income in the parking account .....	1,458,269
Total expenditure .....	1,528,827
Net deficit. ....	70,558

The deficit forms part of Salford City Council's overall financial position which is managed by the City Treasurer.

#### Income breakdown

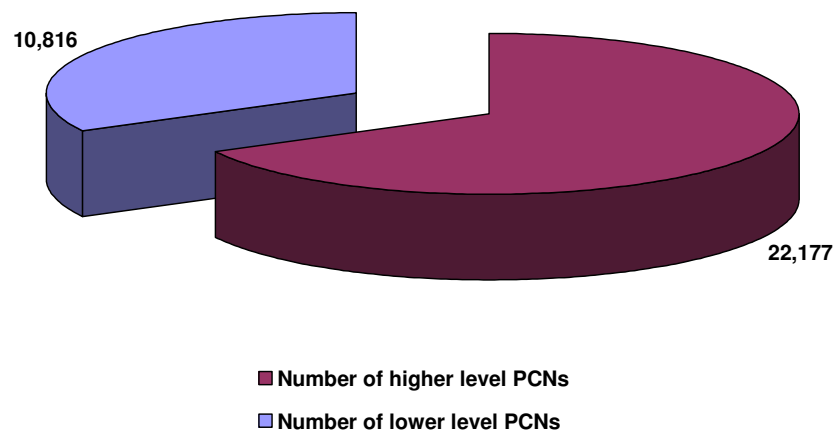
Off street Pay and Display .....	278,859
On street Pay and Display .....	140,471
Off street contract .....	125,825
PCN income .....	913,114
<b>Total</b> .....	<b>1,458,269</b>

## Appendix C

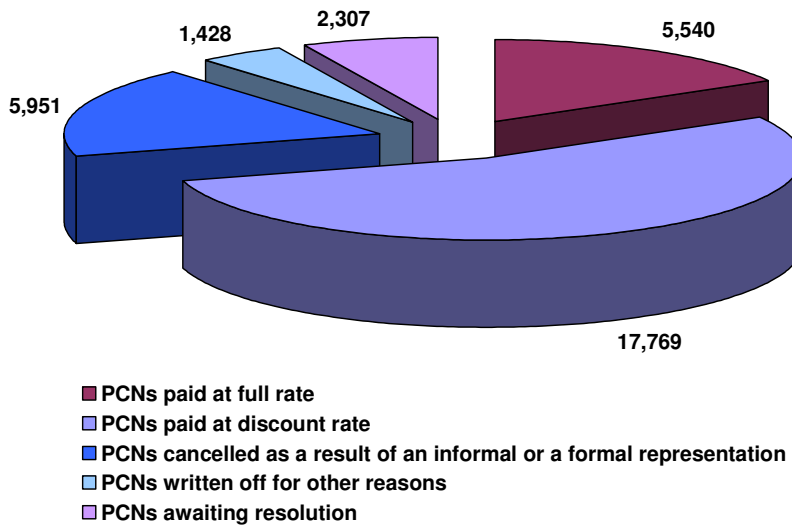
### Statistical Report for 2011/12

- Number of higher level PCNs issued..... 22,177
- Number of lower level PCNs issued..... 10,816
- Number of PCNs paid..... 23,309
- Number of PCNs paid at discount rate..... 17,769
- Number of PCNs against which an informal or formal representation was made ..... 9,744
- Number of PCNs cancelled as a result of an informal or a formal representation being successful ..... 5,949
- Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable) ..... 1,428
- Number of PCNs awaiting resolution ..... 2,307
- Number of vehicles immobilised ..... 9
- Number of vehicles removed ..... 0
  
- **Total Number of PCNs issued ..... 32,993**

Higher / lower level PCNs issued 2011/12



### PCN status 2011/12

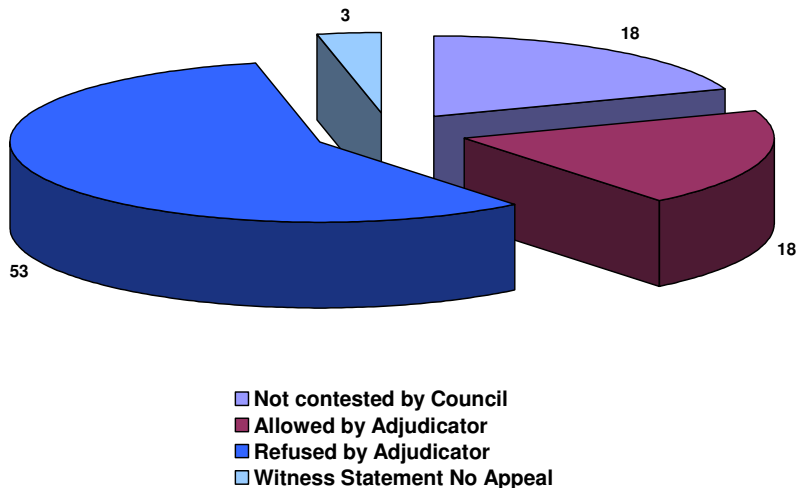


### Appeals to the Traffic Penalty Tribunal – April 2011 to March 2012.

Appeals	PCNs issued	Rate of Appeal per PCN	Not Contested by Council	Allowed by Adjudicator	Total allowed inc. no contests	Refused by Adjudicator	Witness Statement No Appeal	Awaiting Decision
95	32,993	0.29%	18 19%	18 19%	36 38%	53 56%	3 3%	3 3%

(Statistics supplied by The Traffic Penalty Tribunal)

### Appeals to the Traffic Penalty Tribunal 2011/12





## Statistical Report for 2010/11

- Number of higher level PCNs issued..... 20,619
- Number of lower level PCNs issued..... 10,872
- Number of PCNs paid..... 21,893
- Number of PCNs paid at discount rate..... 18,433
- Number of PCNs against which an informal or formal representation was made ..... 9,812
- Number of PCNs cancelled as a result of an informal or a formal representation being successful ..... 5,951
- Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable) ..... 1,460
- Number of PCNs awaiting resolution ..... 2,187
- **Total Number of PCNs issued ..... 31,491**

## Appeals to the Traffic Penalty Tribunal – April 2010 to March 2011.

Appeals	PCNs issued	Rate of Appeal per PCN	Not Contested by Council	Allowed by Adjudicator	Total allowed inc. no contests	Refused by Adjudicator	Stat Dec No Appeal	Awaiting Decision
96	31,491	0.30%	32 33%	15 16%	47 49%	40 42%	9 9%	0 0%

(Statistics supplied by The Traffic Penalty Tribunal)

## Appendix D

### Contravention Codes

#### On-Street Parking

Code	Description	Level
01	Parked in a restricted street during prescribed hours	Higher
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher
04	Parked in a meter bay when penalty time is indicated	Lower
05	Parked after the expiry of paid for time	Lower
06	Parked without clearly displaying a valid pay & display ticket or voucher	Lower
07	Parked with payment made to extend the stay beyond initial time	Lower
08	Parked at an out-of-order meter during controlled hours	Lower
09	Parked displaying multiple pay & display tickets where prohibited	Lower
10	Parked without clearly displaying two**** valid pay and display tickets when required	Lower
11	Parked without payment of the parking charge	Lower
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Higher
13	--- RESERVED FOR TfL USE (LOW EMISSION ZONE) ---	N/A
14	Parked in an electric vehicles' charging place during restricted hours without charging	Higher
16	Parked in a permit space without displaying a valid permit	Higher
17	--- RESERVED FOR TfL USE (CONGESTION CHARGING) ---	N/A
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	Lower
20	Parked in a loading gap marked by a yellow line	Higher
21	Parked in a suspended bay/space or part of bay/space	Higher
22	Re-parked in the same parking place or zone within one hour* of leaving	Lower
23	Parked in a parking place or area not designated for that class of vehicle	Higher
24	Not parked correctly within the markings of the bay or space	Lower
25	Parked in a loading place during restricted hours without loading	Higher
26	Parked more than 50cm from the edge of the carriageway and not within a designated parking place.	Higher
27	Parked adjacent to a dropped footway	Higher
30	Parked for longer than permitted	Lower
31	London only - Entering and stopping in a box junction when prohibited	N/A
33	London only - Using a route restricted to certain vehicles	N/A
34	Being in a bus lane	N/A
35	Parked in a disc parking place without clearly displaying a valid disc	Lower

<b>Code</b>	<b>Description</b>	<b>Level</b>
36	Parked in a disc parking place for longer than permitted	Lower
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Higher
41	Parked in a parking place designated for diplomatic vehicles	Higher
42	Parked in a parking place designated for police vehicles	Higher
45	Parked on a taxi rank	Higher
46	Stopped where prohibited (on a red route or clearway)	Higher
47	Stopped on a restricted bus stop or stand	Higher
48	Stopped in a restricted area outside a school	Higher
49	Parked wholly or partly on a cycle track	Higher
51	London only - Failing to comply with a no entry sign	N/A
55	A commercial vehicle parked in a restricted street in contravention of an overnight waiting ban	Higher
56	Parked in contravention of a commercial vehicle waiting restriction	Higher
57	Parked in contravention of a coach ban	Higher
58	London only - Using a vehicle on a restricted street during prescribed hours without a valid permit	N/A
59	London only - Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	N/A
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	Higher
63	Parked with engine running where prohibited	Lower
67	---- RESERVED FOR VEHICLE EMISSIONS ----	N/A
68	---- RESERVED FOR VEHICLE EMISSIONS ----	N/A
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher

\* Or other specified time

\*\* Or voucher

\*\*\* Sometimes applies during term time only

\*\*\*\* Or other number

## Off-Street Parking (Car Parks)

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

\* Or other specified time

\*\* Or voucher

\*\*\* Sometimes applies during term time only

\*\*\*\* Or other number



## Appendix E

### Correspondence Targets

<b>Activity</b>	<b>Suggested Target from date of service, receipt of communication or relevant activity.</b>	<b>Statutory limit.</b>
Response to challenge or pre – NtO correspondence	14 days	None (Guidance states ‘In a timely manner’.)
Response to representation against PCN	21 days	Must reply within 56 days
Response to referral by the Adjudicator for reconsideration of mitigation		35 days
Despatch of Notice to Owner	56 days	6 months from the ‘relevant date’ – normally the date on which the PCN is served