

Shropshire Council

Parking Annual Report

2020/2021

**Service Statistics,
Enforcement Statistics
and Financial Information**

Service Statistics – Controlled Parking Spaces

Shropshire Council had 12,603 marked out controlled on and off street parking spaces within its area (estimated where spaces are not marked) in the year April 2021 to March 2022. Of these, Shropshire Council directly provided 4,497 free parking spaces and 8,106 parking spaces where charges applied.

Enforcement Statistics

In the financial year 2020/21 there were 12,564 Penalty Charge Notices (PCNs) issued in Shropshire. PCNs are issued to vehicles parked in contravention of a parking restriction as observed by Civil Enforcement Officers (CEOs).

Of the 12,564 PCNs issued, 5,458 were issued for higher level contraventions (£70 penalty) and 7,106 were issued for lower level contraventions (£50 penalty).

Number of PCNs	
Number of higher level contravention PCNs issued	5,458
Number of lower level contravention PCNs issued	7,106
Total Number of PCNs issued	12,564

More PCNs are issued for on street contraventions than off street (i.e. car park) contraventions, as can be seen by the breakdown of PCNs issued below. Information is provided for PCNs issued on and off street and includes the contravention type and code, whether it is a lower or higher level PCN and the number of PCNs issued per contravention.

On Street		
Lower or Higher Level	Contravention	Number of PCNs issued
Lower	05 – Parked after payment expired	283
Lower	11 – Parked without payment	936
Lower	19 – Parked in a residents place	11
Lower	22 – Re-parked in the same place	23
Lower	24 – Not parked correctly	127
Lower	30 – Parked longer than permitted	2,624
Total on street lower level PCNs		4,004
Higher	01 – Parked in a restricted street	1,779
Higher	02 – Loading in restricted street	695
Higher	12 – Parked in a residents place	162
Higher	16 – Parked in a permit space	50
Higher	23 – Wrong class of vehicle	56
Higher	25 – Parked in a loading bay	1,176
Higher	40 – Disabled person's parking	1,013
Higher	45 – Taxi rank	167
Higher	47 – Restricted bus stop or stand	174
Higher	48 – Restricted school area	2
Higher	99 – Pedestrian crossing	85

Total on street higher level PCNs		5,359
Total on street PCNs issued		9,363
Off Street		
Lower or Higher Level	Contravention	Number of PCNs issued
Lower	73 – Parked without payment	2,436
Lower	80 – Parked longer than permitted	30
Lower	82 – Parked after payment expired	510
Lower	86 – Parked beyond the bay markings	121
Lower	94 – Parked without clearly displaying 2 P&D tickets	5
Total off street lower level PCNs		3,102
Higher	87 – Disabled person’s parking	87
Higher	91 – Wrong class of vehicle	12
Total off street higher level PCNs		99
Total off street PCNs issued		3,201

During 2020/21, the total number of PCNs paid was 9,333. A significant amount (almost 86%) were paid at the discount rate (within 14 days of the PCN being issued).

Number of PCNs paid	
PCNs paid within 14 days (discount rate)	8,046
PCNs paid after 14 days but before Charge Certificate	1,074
Total PCNs paid before Charge Certificate	9,120
PCNs paid after the Charge Certificate*	213
Total PCNs paid	9,333

* 726 Charge Certificates were registered in 2020/21

As part of the civil enforcement of parking, PCNs can be appealed if the recipient believes they have mitigating circumstances that warrant the cancellation of the PCN. There are three stages of the PCN appeal process – informal challenge, formal representation and appeal to the independent Traffic Penalty Tribunal. Information on the number of PCNs resulting in an informal challenge or formal representation can be found following.

Number of PCNs resulting in informal challenges	2,716
Number of informal challenges resulting in cancellation of the PCN	
Cancel – Attendant Error	52
Cancel – Blue Badge	124
Cancel – Blue Badge Overstay	9
Cancel – Bus Stop	4
Cancel – General Letter	20
Cancel – Loading Ban	64
Cancel – Loading Bay	123
Cancel – Loading-Taxi Bay	21
Cancel – MiPermit	154
Cancel – No Clock	1
Cancel – No Ticket	234

Cancel – Out of Bay	50
Cancel – Overstay	227
Cancel – Restricted Zone	18
Cancel – Taxi Bay	1
Cancel – Valid Blue Badge	10
Cancel – Valid Residents Permit	11
Cancel – Valid Season Ticket	1
Cancel – Valid Ticket	327
Cancel – Valid Ticket or Permit	36
Cancel – Yellow Line	138
Total number of informal challenges cancelled	1,625
Number of PCNs resulting in a formal representation	460
Number of formal representations resulting in cancellation of the PCN	260
Number of formal representations resulting in a Notice of Rejection	161
Number of informal challenges and formal representations	3,176 (this equates to 25% of the number of PCNs issued in 2020/21)
Number of informal challenges and formal representations resulting in the cancellation of the PCN	1,885

* There are three stages of the PCN appeal process and as such, a single PCN may be informally challenged, have a formal representation made against it and have an appeal made to the Traffic Penalty Tribunal (TPT).

Information on appeals made to the independent adjudicator (through the Traffic Penalty Tribunal) can be found following.

Number of cases for adjudication (TPT appeals)	26
Appeals allowed	13
Appeals not contested	0
Appeals dismissed	12
Appeals awaiting outcome	1

In some cases, PCNs will be cancelled or written off for other reasons. In 2020/21 there were 1,008 PCNs cancelled for other reasons and 31 written off. Further information on cancelled and written off for other reasons PCNs can be found following.

Written off or cancelled reason	Number of PCNs
Write off – EA no access	7
Write off – EA no trace	2
Write off – Outstanding monies	7
Write off – Untraceable	5
Written off – Management decision at NtO/CC	7
Written off – Management decision at Pre	3
Cancelled – DVLA CEO error	70
Cancelled – DVLA no trace	154
Cancelled – Foreign driver	31

Cancelled – General	1
Cancelled – Not served to destination	12
Cancelled – NPAS Appeal allowed	8
Cancelled – NPAS Appeal not contested	1
Cancelled – PCN not issued by Officer	484
Cancelled – Spoil driver return	158
Cancelled – Spoil VDA	89
Total number of PCNs written off or cancelled for other reasons	1,039

EA = Enforcement Agent, previously known as bailiffs

In 2020/21 there were no vehicles immobilise or removed as part of civil parking enforcement activity.

Number of vehicles immobilised	0
Number of vehicles removed	0

Financial Information

Financial information in relation to the income and expenditure on the parking account for the financial year 2021/22 can be found on the following page.

Income – on-street	
General – including scratch cards	£395,617.10
Permits	£122,785.00
Season tickets	£1,545.40
Total on-street income	£519,947.50
Income – off-street	
General – including scratch cards	£1,752,021.46
Permits	£25,065.86
Season tickets	£42,051.21
Total off-street income	£1,819,138.53
Income – PCNs	
PCN income	£394,241.62
Total income (on-street, off-street and PCN)	£2,733,327.65

Expenditure	
Parking enforcement (including PCN appeal process)	£605,296.74
Highways and Transport	£683,954.94
Total expenditure	£1,289,251.68

Total income	£2,733,327.65
Total expenditure	£1,289,251.68
Total surplus	£1,444,075.97
The total surplus figure of £1,444,075.97 includes a deficit of £5,320.54 incurred through the operation of parking enforcement activities,	

including the PCN appeal process. The surplus was used in 2020/21 to offset expenditure incurred on subsidised public transport.