

Shropshire Council

Parking Annual Report 2021/2022

**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 2021/22 there were 19,910 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 19,910 PCNs issued, 10,105 were issued for higher level contraventions (£70 penalty) and 9,805 were issued for lower level contraventions (£50 penalty).

Number of PCNs	
Number of higher level contravention PCNs issued	10,105
Number of lower level contravention PCNs issued	9,805
Total Number of PCNs issued	19,910

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	587
Lower	11 – Parked without payment	1,275
Lower	19 – Parked in a residents place	37
Lower	22 – Re-parked in the same place	22
Lower	24 – Not parked correctly	314
Lower	30 – Parked longer than permitted	2,584
Total on street lower level PCNs		4,819
Higher	01 – Parked in a restricted street	2,493
Higher	02 – Loading in restricted street	1,541
Higher	12 – Parked in a residents place	202
Higher	16 – Parked in a permit space	73
Higher	21 – Parked in a suspended bay	108
Higher	23 – Wrong class of vehicle	143
Higher	25 – Parked in a loading bay	2,627
Higher	40 – Disabled person's parking	1,994
Higher	45 – Taxi rank	214
Higher	47 – Restricted bus stop or stand	328
Higher	48 – Restricted school area	2

Higher	99 – Pedestrian crossing	115
Total on street higher level PCNs		9,840
Total on street PCNs issued		14,659
Off Street		
Lower or Higher Level	Contravention	Number of PCNs issued
Lower	73 – Parked without payment	3,571
Lower	80 – Parked longer than permitted	25
Lower	82 – Parked after payment expired	1,024
Lower	86 – Parked beyond the bay markings	361
Lower	94 – Parked without clearly displaying 2 P&D tickets	5
Total off street lower level PCNs		4,986
Higher	71 – Parked in an electric vehicles charging place	1
Higher	74 – Parking for sale of goods	1
Higher	85 – Parked in a permit bay	1
Higher	87 – Disabled person’s parking	231
Higher	91 – Wrong class of vehicle	31
Total off street higher level PCNs		265
Total off street PCNs issued		5,251

During 2021/22, the total number of PCNs paid was 14,150. A significant amount (almost 85%) 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)	12,070
PCNs paid after 14 days but before Charge Certificate	1,762
Total PCNs paid before Charge Certificate	13,832
PCNs paid after the Charge Certificate*	318
Total PCNs paid	14,150

* 1,575 Charge Certificates were registered in 2021/22

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	4,744
Number of informal challenges resulting in cancellation of the PCN	
Cancel – Attendant Error	59
Cancel – Blue Badge	356
Cancel – Blue Badge Overstay	27
Cancel – Bus Stop	15
Cancel – Emergency	2
Cancel – General Letter	66

Cancel – Humanitarian	3
Cancel – Loading Ban	237
Cancel – Loading Bay	301
Cancel – Loading Unloading	5
Cancel – Loading-Taxi Bay	43
Cancel – Machine Problem	2
Cancel – Medical Emergency	1
Cancel – MiPermit	387
Cancel – No Clock	14
Cancel – No Ticket	199
Cancel – Out of Bay	143
Cancel – Overstay	210
Cancel – Police	1
Cancel – Restricted Zone	45
Cancel – Taxi Bay	4
Cancel – Valid Blue Badge	45
Cancel – Valid Reason	9
Cancel – Valid Residents Permit	22
Cancel – Valid Season Ticket	1
Cancel – Valid Ticket	645
Cancel – Valid Ticket or Permit	35
Cancel – Yellow Line	206
Total number of informal challenges cancelled	3,083
Number of PCNs resulting in a formal representation	532
Number of formal representations resulting in cancellation of the PCN	308
Number of formal representations resulting in a Notice of Rejection	195
Number of informal challenges and formal representations	5,276 (this equates to 26.5% of the number of PCNs issued in 2021/22)
Number of informal challenges and formal representations resulting in the cancellation of the PCN	3,391

* 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)	38
Appeals allowed	12
Appeals not contested	2
Appeals dismissed	21
Appeals awaiting outcome	1

In some cases, PCNs will be cancelled or written off for other reasons. In 2021/22 there were 1,345 PCNs cancelled for other reasons and 202 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 – In liquidation	5
Write off – EA no access	99
Write off – EA no trace	55
Write off – Outstanding monies	11
Write off – Untraceable	1
Written off – Management decision at NtO/CC	24
Written off – Management decision at Pre	7
Cancelled – Corporate decision	1
Cancelled – DVLA CEO error	209
Cancelled – DVLA no trace	250
Cancelled – Foreign driver	48
Cancelled – Not served to destination	15
Cancelled – NPAS Appeal allowed	9
Cancelled – NPAS Appeal not contested	2
Cancelled – PCN not issued by Officer	237
Cancelled – Spoil driver return	362
Cancelled – Spoil VDA	212
Total number of PCNs written off or cancelled for other reasons	1,547

EA = Enforcement Agent, previously known as bailiffs

In 2021/22 there were no vehicles immobilised 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	£773,735.94
Permits	£105,789.33
Season tickets	£0.00
Total on-street income	£879,525.27
Income – off-street	
General – including scratch cards	£3,582,696.25
Permits	£37,506.42
Season tickets	£83,668.07
Total off-street income	£3,703,870.74
Income – PCNs	
PCN income	£595,030.77
Total income (on-street, off-street and PCN)	£5,178,426.78

Expenditure	
Parking enforcement (including PCN appeal process)	£604,703.87
Highways and Transport	£2,445,106.24
Total expenditure	£3,049,810.11

Total income	£5,178,426.78
Total expenditure	£3,049,810.11
Total surplus	£2,128,616.67
The total surplus figure of £2,128,616.67 includes a deficit of £9,673.10 incurred through the operation of parking enforcement activities, including the PCN appeal process. The surplus was used in 2021/22 to offset expenditure incurred on subsidised public transport.	