

Norfolk Parking Partnership



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Civil Parking Enforcement

Guidance Manual

Issue v6: October 2016

 **Norfolk** County Council



Civil Parking Enforcement

Guidance Manual

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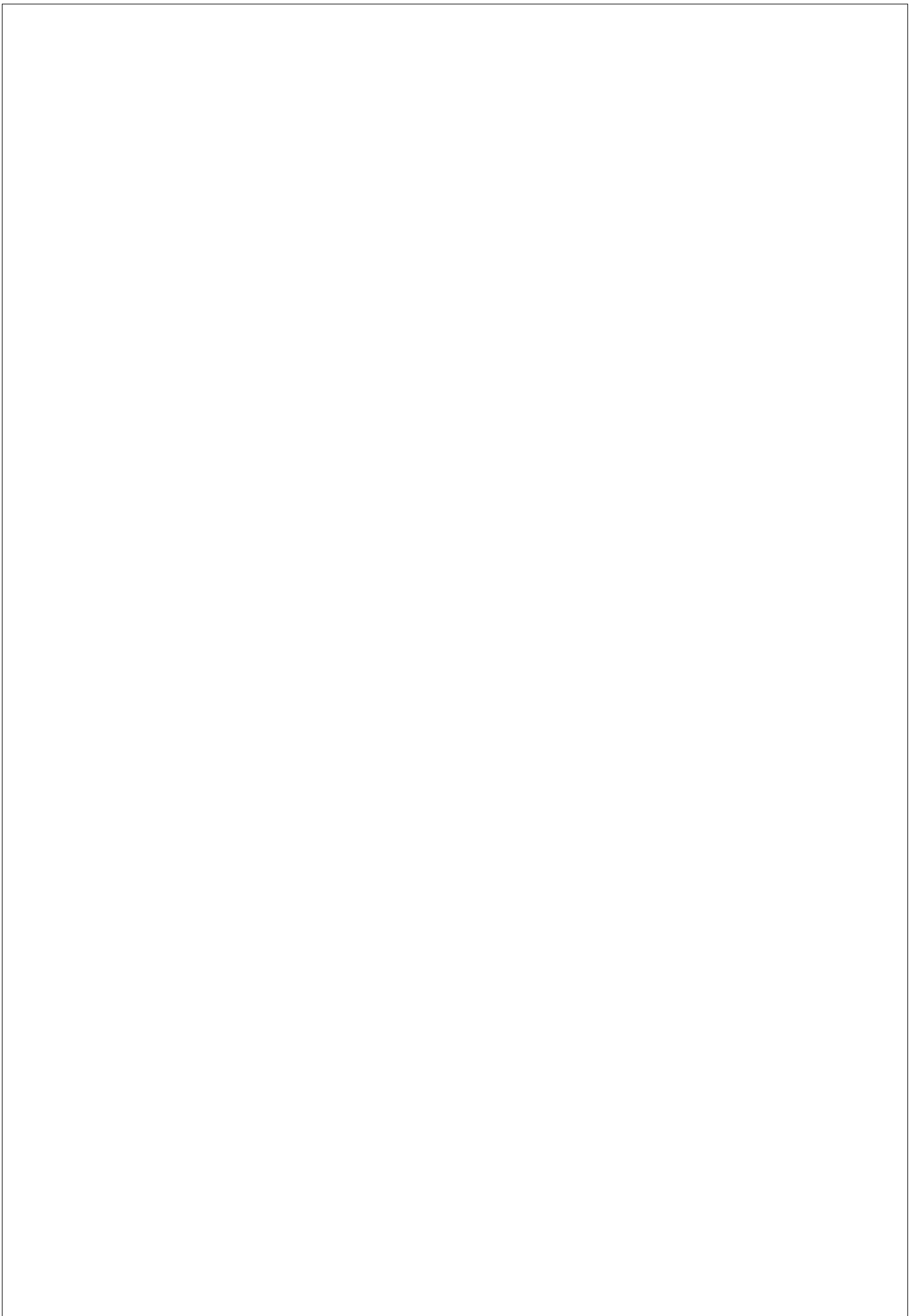
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V3	July 2012	RH	Working Draft CPE Parking Guidance Manual for Norfolk Parking Partnership Comment
V4	March 2013	RH	Final
V5	June 2015	HM	Amendments following changes in legislation relating to mandatory grace periods and ceasing the issuing of paper tax discs.
V5	October 2016	HU	Amendments following changes to approach to blue badge misuse, and advice from DfT regarding information provided on a PCN.

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1. Introduction

Civil Parking Enforcement (CPE) means that enforcing the majority of on-street parking restrictions is now the responsibility of local authorities rather than the Police. This is in addition to the responsibility for the council-operated off-street car parks. Under CPE there will be a more coherent approach to parking management for both on and off-street parking.

This Norfolk Parking Partnership CPE Guidance Manual provides clear information about how parking enforcement will be carried out in Norfolk.

The **Norfolk Parking Partnership (NPP)** has been created to manage and administer parking enforcement in Norfolk and comprises **Norfolk County Council, Norwich City Council, the Borough Councils of Great Yarmouth and King's Lynn & West Norfolk and the District Councils of Breckland, Broadland, North Norfolk and South Norfolk.**

This manual is intended both to inform the public and promote good working practices for undertaking parking enforcement responsibilities within Norfolk.

This is consistent with current best practice and aims to provide clarity, consistency and transparency within the parking enforcement process and compliance with the aspirations of the Traffic Penalty Tribunal and the Local Government Ombudsman.

1.1 General

This guidance manual is designed to outline the circumstances when enforcement action will take place and the reasoning behind this. It covers both on and off-street enforcement activities. For ease of use, the categories in Section 6 have been listed in alphabetical order.

A good parking enforcement regime is one that uses quality based standards that the public understands and which are enforced fairly, accurately and expeditiously. It is the aim of NPP to increase compliance with parking restrictions through clear, well designed, legal and enforced parking controls. In this way CPE can contribute to the effective delivery of Norfolk's wider transport strategies and objectives. Importantly, CPE will not be viewed in isolation or as a way of raising revenue.

Illegal or inconsiderate parking can have serious consequences, including:

- congestion and air quality problems.
- blocked access for emergency vehicles, buses and deliveries.
- obstructions for cyclists and pedestrians, especially mobility or visibility impaired.
- reduced turnover on time-limited spaces, affecting shops and other businesses.
- hazards for all road users caused by reduced visibility.

The prime aim of the NPP's parking enforcement activity will be to support the following objectives:

- A safer Norfolk.
- The efficient movement of traffic.
- The integration of traffic management and parking enforcement.
- The combination of on and off-street parking enforcement.
- Rapid response to changing priorities, local factors and demands for parking.

Civil Enforcement Officers (CEOs) employed by NPP will be instructed to issue Penalty Charge Notices (PCNs) to all vehicles parked in contravention of a local traffic order parking regulation following the expiry of any mandatory grace period or agreed observation period.. Only authorised personnel will be allowed to cancel a PCN. Cancellation of the PCN can only be undertaken by authorised personnel after written representations against the issue of the PCN are received.

Every representation against the issue of a PCN will be considered on its individual merits. This approach is consistent with current legal requirements, practices and accepted best practice and

complies with the Department for Transport's Parking Policy and Enforcement Operational Guidance (March 2015) to Local Authorities and The Secretary of State's Statutory Guidance (March 2015) to Local Authorities on the Civil Enforcement of Parking Contraventions

1.2 Statement of Intent

In view of the above:

[i] NPP will enforce parking regulations fairly, lawfully and without discrimination. It will organise this enforcement in a manner that is proportionate to the problems caused by the parking.

[ii] Enforcement will take place on a daily basis in accordance with the local restrictions that are in force.

[iii] Traffic Regulation Orders will be enforced on every day of the year, except Christmas Day. For the purposes of enforcement, Bank Holidays are treated as normal working days and are subject to the restrictions in the relevant Traffic Regulation Orders.

[iv] Vehicles parked in contravention of the parking regulations may be removed where they are:

- causing an obstruction or
- not registered with the DVLA or
- the vehicle owner repeatedly offends and evades and has three or more outstanding PCNs (classed as a 'Persistent Evader').

[v] Penalty Charge Notice's (PCN's) will be issued where vehicles do not display the disabled badge correctly. In most instances, the PCN will be cancelled for a first contravention. This helps disabled badge holders understand the correct procedure for displaying the blue badge and clock, and avoids misunderstanding at a later date. It also helps to detect misuse or abuse of the blue badge scheme. Where evidence of possible misuse or abuse of the scheme is present, NPP will report this to the Police and the issuing authority (Norfolk County Council Social Services).

(vi) PCN's will be issued where vehicles do not have a valid residents' permit displayed whilst parked in a Controlled Parking Zone. In most instances, the PCN will be cancelled for a first contravention if a valid residents' permit exists but has not been correctly displayed. PCNs issued for contraventions in respect of visitor, business or landlord permits will be treated on their merits and will not be waived for failing to display unless there are mitigating circumstances.

[vii] PCN's will be issued where vehicles do not display a valid pay and display ticket. The PCN will not be waived unless there are mitigating circumstances.

[viii] PCN's will be issued where vehicles do not park within marked bays/parking places, and for parking on grass verges and on the footway.

[ix] in determining the above procedures, due account has been taken of:

- Existing and projected levels of demand for parking by all classes of vehicle.
- The availability and pricing of on and off-street parking places
- The justification for and accuracy of, existing Traffic Regulation Orders
- The adequacy, accuracy and quality of signing and lining which restricts or permits parking within or outside a Controlled Parking Zone
- Agreed patrolling of traffic sensitive areas through partnership agreements with the local business community and schools

- The Standard Contravention Codes - Traffic Management Act 2004 (Appendix A)

It is important to recognise that each case will be considered on its own merits with matters of proportionality, objectivity, fairness and reasonableness being paramount. The following is therefore a guide for information. These procedures will be subject to ongoing scrutiny and review.

2. Representations

2.1 Representations against a Penalty Charge Notice (PCN)

If you are reading this you may have received a PCN, or parking ticket. The PCN will have been issued by a Civil Enforcement Officer (formerly known as a parking attendant), or approved device, for a parking or a moving traffic contravention.

Parking and traffic regulations are in place for good reasons, for example, to keep traffic moving, to improve road safety and the environment and to address and balance the needs of different road users. We would prefer motorists to take account of the signs and regulations, and to drive and park properly. But those motorists who do not are liable to receive a PCN.

Information on how to avoid getting a PCN, and what to do if you do get one, are given on Norfolk County Council's web site and on the reverse of the PCN. You have certain rights to dispute the issuing of a PCN. If you think you have been issued with a PCN wrongly or unfairly, you can dispute it by submitting representations at the appropriate time.

When making your representations it will assist their consideration if you set out all the issues that you think are relevant and, where applicable, provide any evidence to support your representations.

The Norfolk Parking Partnership has discretionary powers to cancel a PCN at any point of the Civil Parking Enforcement process. In exercising our discretion to cancel a PCN we will act fairly and proportionately and with due regard to the public interest.

Your representations will be considered impartially and the exercise of discretion whether or not to cancel a PCN will be approached objectively and without regard to any financial interest in the penalty or to any decisions that may have been taken at an earlier stage in the proceedings.

As circumstances differ from case to case and as each case is considered on its own merits, it is not possible to limit or prescribe the factors that are taken into account when exercising discretion. Therefore, this Guidance Manual cannot cover every situation that may arise. However, it includes examples of certain situations in which discretion may be exercised to cancel a PCN. Please note that this document will be subject to ongoing scrutiny and review and will be revised from time to time. Please check the Norfolk County Council website for updates.

2.2 Grounds to Make Representations

(The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007

Important Note:

Although the following are the statutory grounds to make representation, in accordance with a directive issued by the Local Government Ombudsman, full consideration will be given and account taken of all representations received, whether or not they fall within the description of “Statutory Grounds”. It is for this reason that an additional ground (mitigating circumstances), encompassing any other information the motorist or owner/keeper would like the Council to consider, has been included.

S1 That the contravention did not occur

- S1.1 Where the motorist claims he/she was loading/unloading.
- S1.2 Where the motorist claims that a parking pay & display machine was faulty.
- S1.3 Where the motorist claims that the restriction is not clearly signed or marked.
- S1.4 Where the motorist claims that the Penalty Charge Notice was not served (i.e. the Penalty Charge Notice was not found attached to vehicle, handed to the driver or received in the post).
- S1.5 Where the motorist claims that their vehicle was not parked in the location at the time and on the date alleged on the Penalty Charge Notice which was issued.
- S1.6 Where the motorist claims that a valid authorisation to park had been Issued.
- S1.7 Where the motorist claims that a pay & display ticket was purchased and displayed but had fallen off the dashboard or was face down.

S2 The motorist (recipient) was not the owner/keeper of the vehicle at the time of the contravention

- S2.1 Where the current registered keeper claims that the vehicle was disposed of before the contravention occurred.
- S2.2 Where the current registered keeper claims that the vehicle was purchased after the contravention occurred.
- S2.3 Where the current registered keeper claims that a contracted third party was responsible for the vehicle at the time of the contravention.
- S2.4 Where the motorist claims that they never owned the vehicle.

S3 The vehicle had been taken without the owner’s consent

- S3.1 Where the current registered keeper claims that the vehicle had been stolen.
- S3.2 Where the current registered keeper claims that the vehicle was driven by a third party (i.e. a friend, relative or estranged partner).

S4 The owner is a hire company and has supplied the name of the hirer

S5 The penalty charge exceeded the relevant amount

S6 The Traffic Order was invalid

S7 Procedural impropriety on the Council’s part

S8 That the Notice to Owner should not have been served because the Penalty Charge had already been paid in full or by the reduced amount of any discount set within the set period

S9 In the case where a PCN was served by post on the basis that a CEO was prevented by some person from fixing it to the vehicle concerned or handing it to the owner or person in charge of the vehicle, that no CEO was so prevented

3. Enforcement Practice

3.1 General Note

Unless otherwise stated, this guidance applies to all on-street restrictions and local authority operated off-street car parks within Norfolk, with the exception of Trunk Roads (A11, A12 and A47), where the Police remain responsible for the regulation of traffic.

3.2 Civil Enforcement Officers

Civil Enforcement Officers (CEOs) are the patrolling officers responsible for issuing Penalty Charge Notices (PCNs) to vehicles considered to be parked in contravention of a local traffic order. Under delegated function agreements with Norfolk County Council the CEOs are employed by Norwich City Council, Great Yarmouth Borough Council, King's Lynn & West Norfolk Borough Council or South Norfolk District Council. They enforce parking restrictions both on-street and off-street in council-operated car parks. CEOs wear a uniform containing the logo of the council, organisation or section that employs or manages them. Their hours of operation and beats are flexible to address the parking issues which vary across the county.

CEOs are expected to carry out their work overtly, fairly and reasonably and to comply with all relevant laws and codes of conduct. This includes advising motorists on how and where to park. CEOs are conversant with the on and off-street parking arrangements in their area, parking policies, permit arrangements and other information necessary to enable them to carry out this function.

A CEO must not resort to any form of entrapment or deliberately avoid assisting a driver, nor, under any circumstances, accept money or other gifts offered by any person, or solicit such gifts.

CEOs who are approached by a member of the public about the issue of a PCN will:

- Explain why a PCN was issued, pointing out the information available at the time, including information on controls, lines and signs as applicable.
- Provide an explanation of the details given on a PCN.
- Explain that he/she has no authority to cancel a PCN.
- Explain that a PCN should be referred to the NPP enforcing authority in writing for consideration of the issue of the notice and whether or not it should be cancelled.
- Indicate that if the driver writes to the enforcing authority within 14 days, the right to pay at the discount amount will be preserved.
- Be prepared to explain a PCN processing stages in brief detail if required to do so.

CEOs will not offer an opinion on the parking restrictions nor comment on NPP policies either in relation to parking or in general. In all cases the motorist will be referred to the appropriate enforcing authority for a matter to be pursued.

In particular, CEOs may not:

- Offer an opinion on the traffic management or parking enforcement regime or its operation.
- Comment on the quality of the lines and signs or the functionality of any equipment.
- Comment on the issue of PCNs at a location.
- Comment on any difficulties other motorists may experience in the area.
- Comment on whether a PCN should have been issued.
- Indicate whether a PCN is likely (or not) to be cancelled.

CEOs may not give any indication of whether or not a representation to the enforcement authority is likely to be successful. The enforcing authority will investigate all correspondence prior to making a decision and response.

CPE has only been introduced in Norfolk (outside Norwich) from November 2011 some motorists may not have received parking tickets when parked illegally, CEOs may receive complaints from motorists that “*have always parked there and never been issued with a ticket*”. In these circumstances, the motorist will be advised that:

- The restriction has not changed.
- The restriction is now being enforced.
- A motorist has previously parked there and never received a ticket does not mean that it is permissible to park there, nor does it mean that the ticket should not have been issued.
- The ticket was correctly issued and any further complaint should be referred to the enforcing authority, in writing, at the address shown on the back of the PCN.

4. How to Park

Parking incorrectly, such as on double and single yellow lines, in a bus lane, across cycle lanes or in residents' parking bays, even for a few minutes, can cause inconvenience and even danger to other road users and pedestrians.

The Norfolk Parking Partnership hopes that motorists will be encouraged to park safely and legally. This will therefore reduce the inconvenience and danger placed upon safe parkers and road users every day.

Following these simple rules will help you to park in a way that doesn't cause inconvenience to other members of the public:

- Always check the lines on the road and, where applicable, the signs by the side of the road.
- Always make sure you have parked within the bay markings.
- Make sure that none of your vehicle's wheels are resting on yellow line(s) when operational.
- Do not assume that by parking behind yellow lines you are not parking in contravention of a traffic regulation order. Areas where you think you may legally park may in fact be part of the highway and, if so, will be enforced as such.
- In pay and display car parks always make sure you read the signs.
- In pay and display car parks always make sure you purchase the appropriate ticket in accordance with the instructions on the signs and/or ticket machine.
- In pay and display car parks always make sure you clearly display your ticket.
- Do not stay longer than is permitted by the signs or by the ticket you have purchased.
- Do not block entrances to private properties – dropped kerbs.
- Do not double-park.
- Do not park on footways.
- Do not park on pedestrian crossings or the white zigzags markings near to the crossing.
- Do not park on 'School Keep Clear' markings or the yellow zigzag markings near to schools.

The following are some of the common restrictions you will see and a reminder of what they mean¹:

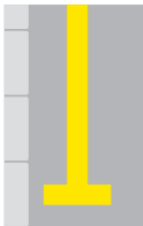


Double yellow lines

along the edge of the road mean no waiting at any time. However, you may stop while passengers get into or out of the vehicle and to load and unload, **unless** there are also loading restrictions. There is no requirement to erect a sign for a permanent double yellow line restriction.

However, some double yellow line restrictions in Norfolk operate on a seasonal basis, meaning that they will only be enforced during the times specified on the adjoining sign. An example sign can be seen on the left.

1. The images above are used lawfully and free of charge and have been taken from the Directgov website. They are subject to Crown copyright © protection.



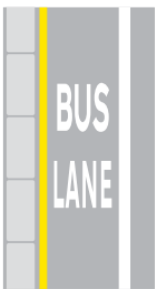
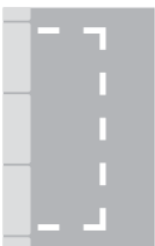
No loading at any time



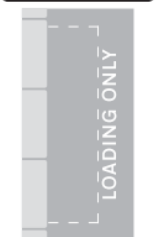
No loading
 Mon - Sat
 8.30 am - 6.30 pm



P Mon - Sat
 8 am - 7 pm
 20 mins
 No return
 within 40 mins



Loading only



Single Yellow Lines

along the edge of the road mean you can't wait during the times shown on the adjacent sign.

However, you may stop while passengers get into or out of the vehicle and to load and unload, **unless** there are also loading restrictions.

Loading Restrictions

are shown by yellow lines on the kerb or at the edge of the carriageway. They indicate that loading or unloading is prohibited during the times shown on the signs.

Double yellow lines on the kerb mean no loading or unloading at any time.

Limited Waiting Bays

are shown by bay markings and signs that indicate the maximum amount of time that you may park in the bay.

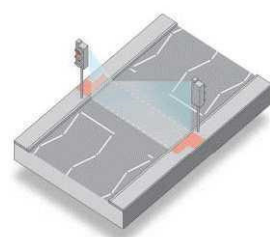
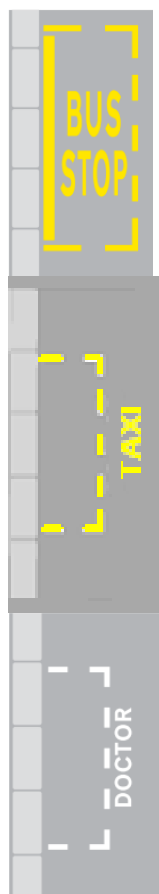
Please take note of the 'No Return' information displayed on the sign. This means that you are not permitted to return to the limited waiting bay within the time specified. CEOs will log all vehicles parked in limited waiting bays to ensure that they do not return to the bay within the specified timescale. Vehicles returning to the bay within the specified timescale will be issued with a PCN.

Bus Lanes

You must not drive or stop in a bus lane during its period of operation. Taxis and cycles are usually allowed to use bus lanes.

Loading Bays

are white 'bays' marked with the words 'Loading only' and a sign with the white on blue 'trolley' symbol. A sign will show the times when the bay can be used and whether loading and unloading is restricted to certain types of vehicles. Vehicles may not park here if they are not loading or unloading.



Bus Stop Clearways

You must not park in a bus stop clearway during its period of operation. The period of operation will be shown on the adjoining signs.

Taxi Ranks

You must not park in a taxi rank during its period of operation. The period of operation will be shown on the adjoining signage.

Parking Bays for Specific Use

You must not park in parking spaces reserved for specific users such as Doctors, Blue Badge holders or residents, unless you are entitled to do so. Signs will indicate who is allowed to park and when the restrictions are in operation.

Pedestrian Crossing Zig-Zags

You must not park on a pedestrian crossing or in the area covered by the zigzag markings. These markings are installed specifically to maintain pedestrian safety.

School Keep Clear

Keep entrances outside schools clear of stationary vehicles, even if picking up or setting down children.

Always use the current version of the Highway Code.

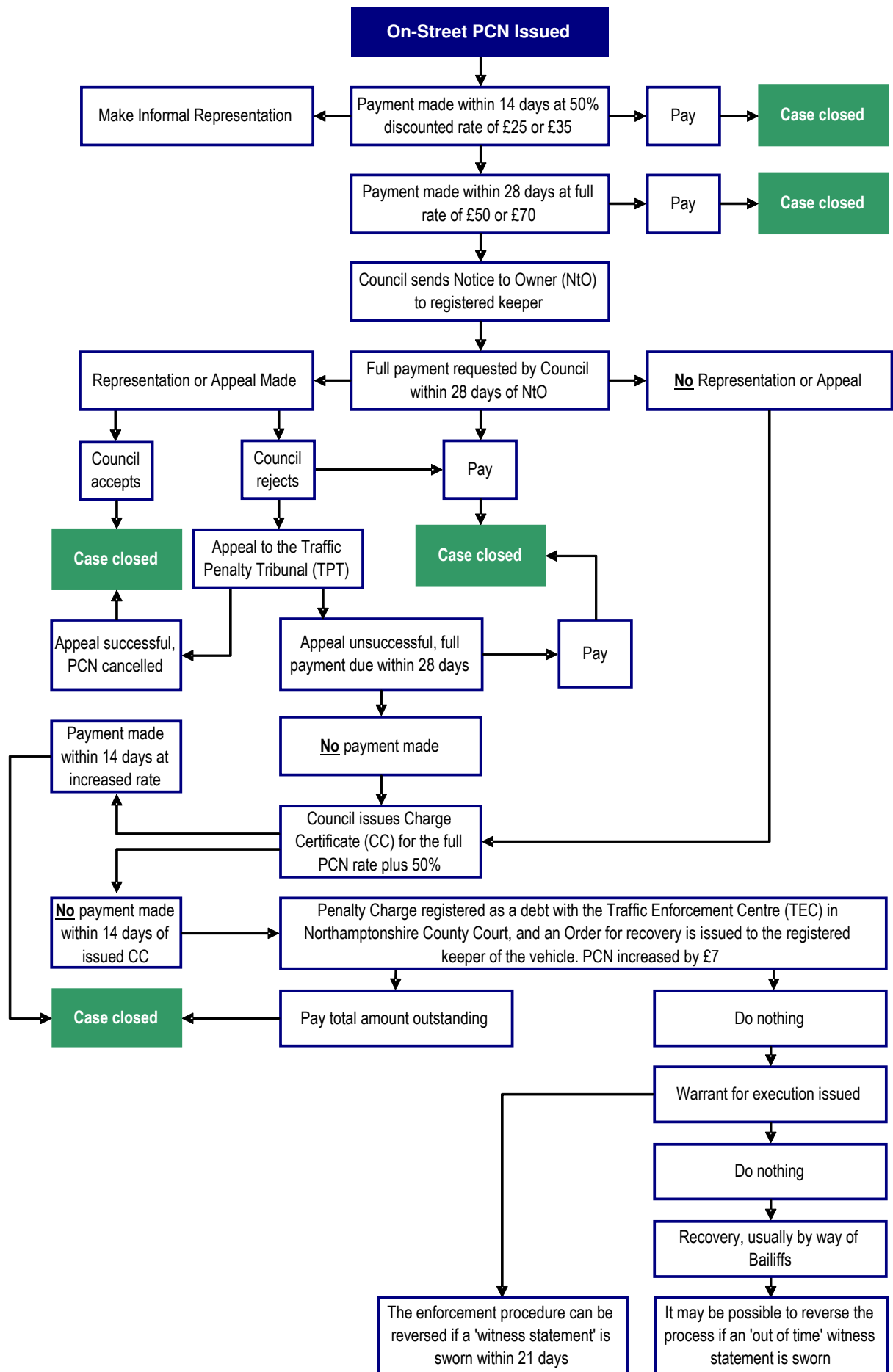
5. PCN Recovery System Flowchart

This flow chart shows the life-cycle of a PCN, how the enforcing authority will enforce the PCN recovery through a defined and regulated process and the options available to the registered owner of the vehicle (registered keeper) for making representations against the issue of the PCN.

The initial rate of the penalty charge will be dependent on the type of parking contravention that has occurred. The penalty charge rates are currently £70 for higher level and £50 for lower level contraventions, which can both be reduced by 50% for early payment. More details of the different levels of charge can be found in NPP's Civil Parking Enforcement and Discretion Policy.

The PCN recovery system flowchart is presented on the following page in Figure 4.1.

Figure 4.1 - Penalty Charge Notice (PCN Recovery Flow Chart (Traffic Management Act, 2004))



6. Specific Procedures

6.1 Abandoned Vehicles

Where a vehicle remains parked, in a restricted area, for a period during which 3 or more PCNs are issued for the same contravention and the PCNs are not removed, the vehicle, will be treated as potentially abandoned and will be dealt with under the provisions of Refuse Disposal (Amenity) Act 1978.

The enforcing authority will use the following criteria to help us identify Abandoned Vehicles:

- Untaxed
- General poor condition.
- No evidence of movement.
- Multiple PCNs attached to vehicle.

*The vehicle must be untaxed to enable removal by the enforcing authority.

Whilst the vehicle is being dealt with as potentially abandoned, no further PCNs will be issued. Issued PCNs will however be enforced against the registered keeper of the vehicle in the normal way.

6.1.1 Advertising Vehicles

For advertising trailers not attached to a motor vehicle see **6.12 caravans and trailers**.

Advertising vehicles, including any connected trailer are considered to be those specifically designed, constructed, modified or otherwise adapted (either permanently or temporarily) to display advertising messages for goods and/or services. Vehicles parked on the highway for the purposes of advertising goods and/or services are subject both to the same restrictions as any other vehicle but also to additional restrictions within parking orders which define the appropriate use of a parking place. These orders often exclude vehicles which are parking solely in connection with the sale of goods or services. Advertising vehicles as defined above will be issued PCNs when parked in contravention of restrictions controlling waiting, loading, parking or use of parking places

6.2 Abusive and Violent Behaviour

Abusive behaviour, either in person or on the telephone, will not be tolerated. Abusive individuals will be advised that their behaviour is unacceptable and the conversation terminated if the abuse continues. A record will be kept of persistent offenders who are intimidating or abusive to staff.

The enforcement authority will fully support the prosecution of individuals who assault CEOs or other Council employees in the performance of their duties.

CEOs who experience abusive behaviour will make a full record in their pocket book directly quoting what is said. Procedures exist which ensure that suitable lines of communication are available to summon assistance as required in the event of threatening or intimidating behaviour.

If the PCN has been prevented from being served due to a physical or verbal threat or intimidation, then a PCN may be issued and sent to the owner of the vehicle by post. Please refer to the section "Prevention of Service of a PCN" for further information.

6.3 Access to Property

Motorists who are unable to gain access to their private or commercial property are not entitled to park in contravention of any parking restriction except when collecting a key to unlock a barrier that prevents access. When a driver has to collect a key to gain access to a property this should take no longer than 5 minutes and will be covered by the CEO's observation time. In such

circumstances vehicles should not be left for longer periods in contravention of a parking or loading restriction.

Where access to a property is being blocked and there is a parking restriction or a dropped footway crossing, a PCN may be issued to the obstructing vehicle. **See also “Dropped Footway”**

Cases of obstruction where there is no parking restriction or dropped crossing should be referred to the police as a CEO will not be able to issue a PCN.

6.4 Bank Holidays – Restrictions Applicable

Waiting and loading restrictions, as indicated by yellow lines / markings on the carriageway and/or kerbs are in force throughout the year unless otherwise indicated by adjacent signs e.g. Monday to Saturday or seasonal waiting restrictions.

In designated parking bays (limited waiting, loading, shared use bays, pay & display etc.), restrictions may be lifted on certain days e.g. Bank Holidays. Reference should be made to the relevant signs and road marking on the road and kerbside. Motorists cannot assume that restrictions do not apply on Bank Holidays unless this is specifically stated on the relevant signs.

6.5 Bank Visits

Delivery of money to or from a bank will not normally be accepted as a reason to cancel a PCN. If restrictions are in place adjacent to a bank these must be complied with. Motorists are advised to contact the bank about future security arrangements.

Bullion vehicles will be exempt from waiting restrictions whilst loading / unloading large quantities of coin and cash boxes.

6.6 Blocked Exit from a Parking Place

If the driver of a blocked vehicle has remained with the vehicle and is seen by a CEO, a PCN will not be issued. The CEO will make full notes of the vehicle in their pocket book; may take a photograph of the vehicle's position and will advise any other CEOs in the immediate vicinity of the situation.

If the blocked vehicle is left unattended, the CEO will issue a PCN but will make full notes of the vehicle in their pocket book and take photographs of the vehicle's position.

Where a representation against the issue of a PCN to a blocked vehicle is received claiming that a vehicle could not be moved due to another parked vehicle, then due consideration will be given to its cancellation. When considering this, the representation should be accompanied by any supporting evidence provided by the vehicle owner and due consideration will also be taken of the CEO's pocket book/HHC notes and any photographs.

6.7 Blue Badges – See “Disabled Drivers / Passengers”

6.8 Breakdown Organisations

Vehicles being used in conjunction with the repair or recovery of broken down vehicles will be exempt from the regulations as long as they can be seen to be actively involved in such. Breakdown vehicles parked for long periods with no activity observed are subject to the same restrictions as ordinary vehicles.

6.9 Broken Down Vehicles: (Also See “Vandalised Vehicles”)

Claims of alleged breakdown will normally be accepted if they appear to be unavoidable and, if supporting evidence in the form of one or more of the following is produced:

- A garage receipt, on headed paper, properly completed and indicating repair of the alleged fault within a reasonable time of the contravention.
- A till receipt for purchase of relevant spare parts purchased on or soon after the date of contravention.
- A confirmatory letter from the RAC, AA or other similar motoring organisation.
- Confirmation from the CEO that the vehicle was obviously broken down.

Each case will be considered upon its own merits. A note left in the windscreen, stating that “the vehicle has broken down”, will not be accepted as a reason for not issuing a PCN.

Listed below are some areas of contention relative to the alleged breakdown of vehicles:

1. Flat Battery:

- The receipt for the purchase of a new battery or parts that could cause a flat battery (alternator, solenoid etc.), will be requested. The receipt should not pre-date the date of the contravention or postdate it by an unreasonable length of time.
- In cases where it is alleged that the vehicle was bump/jump started and no other evidence is provided, the PCN will be enforced. (NB. Vehicles with automatic transmission cannot be bump started).

2. Flat Tyre:

- It is reasonable to expect that in the event of a flat tyre the motorist will remain with the vehicle and make efforts to change the vehicle’s wheel. If the vehicle is left unattended a PCN will be issued and will be cancelled only if it subsequently transpires that the motorist had gone to obtain assistance. In such instances evidence from the assisting party will be required.
- If the wheel could not be changed because of a mechanical difficulty, evidence must be produced from the attending breakdown service supporting this.
- Failure to carry a spare wheel is not normally sufficient reason to cancel a PCN.

3. Overheating:

- All cases where it is claimed that a vehicle has overheated due to lack of water will be enforced unless directly attributable to a mechanical fault such as broken fan belt, cracked radiator, burst hose, faulty water pump or thermostat. In such cases evidence of repair should be produced.

4. Running Out of Fuel:

- Unless this is due to a mechanical / electrical fault evidenced by repair, PCNs will normally be enforced.

6.10 Builders / Tradesmen

Waiting restrictions: Parking will normally only be allowed on waiting restrictions whilst loading / unloading of tools or materials is taking place. At all other times the vehicle must be moved to a permitted parking area unless a Dispensation has been obtained.

All trade vehicles parked within a resident parking area must display either a valid Visitor’s Parking Permit (obtainable from the resident) or, if applicable, a Business Parking Permit or a Dispensation (both obtainable from the Council). Parking is permitted within some zones for a limited time without a permit – there is a need to check the signs.

Claims that a vehicle needs to be parked close to the location of an emergency repair will be treated accordingly providing it is confirmed, from the CEO’s notes, that such activity was taking place at the time of the issue of the PCN. PCNs will not be cancelled when issued to vehicles that are not actively involved in emergency work.

6.11 Bus Stops

The prevention of obstruction to public transport plays an important part in helping to improve journey reliability. Parking in bus stops can disrupt services and add to traffic congestion and will be enforced accordingly.

Bus stops can either be restricted or unrestricted. Restricted bus stops can either have a 24 hour restriction or have a fixed time period of control. An unrestricted bus stop will not have a sign plate but may include advisory road markings.



Bus stops restricted 24 hours a day will have yellow bus bay road markings incorporating a solid yellow marking along the kerb with a sign plate showing that stopping is not allowed "At Any Time Except Buses". Bus stops with a fixed period of restriction, for example 7am to 7pm, will also have a yellow bus bay incorporating the solid yellow clearway marking and a time plate showing the hours of operation.

A Traffic Regulation Order is not required for a bus stop or bus stop clearway to be enforceable. However, a bus stop or bus stop clearway must be correctly signed stating that stopping is not permitted.

Where motorists have parked in a bus stop during the control hours they will be asked to move and an instant PCN will be issued if the request is ignored.

If there is no bus stop clearway but there is a yellow line at the bus stop, it may be permissible to load and unload, and a PCN will not be issued providing loading and unloading is actually taking place.

6.12 Caravans and Trailers

Caravans and Trailers not attached to a motor vehicle and parked in contravention of a Traffic Regulation Order will be reported to the police as soon as possible.

6.13 Care Organisations

Numerous care organisations now operate within Norfolk, often displaying badges in their vehicles. These are not recognised as allowing parking in contravention of restrictions.

1. On-street: Carers are not exempt from yellow line restrictions and must not contravene them. No dispensation will be issued to carers to enable them to park on yellow lines except in a medical emergency in which case the PCN may be cancelled after consideration of the evidence.
2. Off-street: It is not felt that there is a need for carers to park within district council off-street car parks free of charge. Consequently permits are not issued for this purpose.

6.14 Cars for Sale

Vehicles parked on the highway for the purpose of being sold will be subject to the same restrictions as any other vehicle. CEOs will deal with vehicles for sale in the same way as any other vehicle parked in contravention of the traffic regulation order (TRO) and will issue a relevant PCN. Any challenge against the issue of a PCN to a vehicle parked in contravention of a TRO for the purpose of sale will normally be rejected.

6.15 Challenge against Issue of PCN

Within 14 days of issue of a PCN, a motorist may make an informal written challenge. This challenge can mention any mitigating circumstances as well as challenging the validity of the PCN.

The enforcing authority will respond, in writing, within 28 days of receipt of the challenge and must either give notification of acceptance of the challenge and cancellation of the PCN or rejection of the challenge.

If a challenge is rejected, the written notification from the enforcing authority will give precise reasons why this decision has been reached. The discounted rate will be restarted and last for 14 days from the date of the challenge rejection letter.

The making of an informal challenge in no way detracts from the ability of the motorist (or registered keeper) to make a subsequent formal representation against the issue of the PCN to the enforcing authority or to the Traffic Penalty Tribunal.

6.16 Challenges / Representations Accompanied by Payment

Where a motorist submits both a payment and a letter challenging the PCN, the enforcing authority will always consider the challenge. If the challenge is successful the enforcing authority will return the payment.

If the challenge is unsuccessful the enforcing authority will return the payment explaining why the challenge is unsuccessful and that the PCN cannot be formally challenged until after the issue of a Notice to Owner. The enforcing authority will offer another 14 days to pay the discounted penalty charge.

6.17 CEOs' Pocket Book / Notebook / HHC

CEOs may maintain a separate pocket book / note book in which they note details of daily occurrences. Where used, these books are kept in addition to any details entered into their handheld computers and they will be made available to the adjudicators in the event of a PCN being challenged through the independent adjudication process to assist the investigation of any challenge or representation received by the enforcing authority.

6.18 Car Parks

There are various regulations relating to car parks and these may vary depending on the car park concerned. For example, PCNs may be issued to vehicles parking outside of the marked areas, failing to display the appropriate pay and display ticket, not displaying a valid season ticket or permit or overstaying the time purchased.

6.19 Chimney Sweeps and Window Cleaners

The enforcing authority recognises that chimney sweeps and window cleaners are carrying out an essential service in the area. Accordingly, vehicles belonging to tradesmen actively engaged in cleaning chimneys or windows may park as necessary to carry out their duties at adjacent properties, provided that no obstruction is caused.

CEOs will identify such vehicles either from their livery, or from notices placed in the vehicles. In these circumstances, a PCN will not be issued if the vehicle is parked in the following circumstances;

- In a permit holder's bay.
- In a shared use, limited waiting or pay and display bay.
- On single or double yellow lines where there is no loading restriction in place and no obstruction is being caused.

PCNs will not be cancelled when issued to vehicles that are not actively involved in chimney sweeping or window cleaning work.

6.20 Clamping & Removal

The enforcing authority has the power to clamp and subsequently remove vehicles parking in contravention of parking restrictions.

Whilst the enforcing authority does not undertake widespread clamping and removal, the enforcing authority will take action against persistent evader vehicles. This is a vehicle with three or more penalty charge notices which have not been paid, represented or appealed against within the statutory time limits and the registered keeper of the vehicle is not identifiable via the DVLA.

6.21 Coaches

The enforcing authority recognises that coaches may need to set down a large group of people in a safe manner. CEO's will always attempt to communicate with a coach driver whose vehicle is stationary. Coaches should not park in loading-restricted areas or where it is dangerous to park. When necessary, CEO's will advise coach drivers on the best locations to stop.

Refer to paragraph 5.84 **Public Service Vehicles (PSVs)**.

6.22 Complaints

Allegations that a CEO has made an error whilst issuing a PCN will be investigated under the enforcing authority's complaints procedures and a formal written notice of acceptance or rejection will be sent to the complainant within the stipulated timescale.

Any allegation of misconduct or rudeness made against a member of the enforcing authority's staff will be investigated and dealt with in accordance with the Enforcing authority's disciplinary procedures. The findings of the investigation will be sent to the complainant, in writing, within the stipulated timescale. Should the findings not be acceptable to the complainant, advice of how to invoke the Enforcing authority's complaints procedure will be given.

6.23 Court Attendance

The length or timing of any court hearing or trial cannot be guaranteed and often jury members and/or witnesses find that they are unable to leave court to purchase further pay & display time in a car park. This may lead to overstay and to PCNs being issued. Courts issue clear instructions to all jury members and witnesses advising them as to how and where they should park. Courts will not pay any PCN issued to a witness or jury member whilst carrying out their legal duties even if they are delayed by the court.

In such circumstances the enforcing authority will enforce PCNs against the owner unless evidence is produced to support the fact that they were delayed to an extent that could not have been reasonably foreseen e.g. moved to a hotel overnight.

The conditions applying to jury members and witnesses equally apply to defendants. However, there have been instances when a defendant has unexpectedly been given a custodial sentence and, as a direct result, is unable to remove his/her vehicle from a car park.

In such circumstances the enforcing authority expects that the vehicle will be removed, as soon as is reasonably possible, by the defendant's family, friends or legal representatives. Any PCN issued will not be enforced providing supporting evidence is supplied by the defendant's legal representative.

6.24 Crossovers (Footway/Verge)

A crossover is defined as a part of a footway that has been dropped to give access to a driveway beyond the footway. Some, but not all crossovers will be marked with yellow or white lines.

When a vehicle is parked on a crossover covered by a yellow line during its time of operation, CEO's will issue the appropriate PCN.

A PCN may also be issued where a vehicle is parked across a formal crossover covered by a white line or with no line, provided that the owner of the property has requested that enforcement action be undertaken.

6.25 Cycle Lanes and Tracks

Cycle lanes are located within the carriageway and can either be mandatory or advisory. Mandatory cycle lanes are delineated by unbroken white lines and supported by appropriate blue and white signage. The mandatory cycle lane traffic Order bans driving, waiting and loading in the cycle lane and therefore, no yellow lines are necessary.

Advisory cycle lanes are marked within the carriageway by broken white lines. Motorists are advised not to drive or park in cycle tracks but it is not an offence to do so. However, if there are yellow line waiting and loading restrictions present (double or single yellow lines) the cycle lane will be enforced as part of these restrictions.

Cycle tracks are part of the highway which are separated from the main carriageway. The public can use cycle tracks on pedal cycles, other than pedal cycles which are motor vehicles and may also have a right of way on foot. CEO's will issue the appropriate ePCN where a motor vehicle is parked wholly or partly within a cycle track.

6.26 Dental / Doctors Appointments

If, due to a delay in the appointment time or because treatment took longer than anticipated, a PCN is issued (after the expiry of the mandatory grace period) for overstaying the parking time purchased on arrival, consideration will be given to the validity of the claim. Such claims should be supported by written confirmation from the dentist or doctor that the delay was caused for reasons outside of the driver's control.

However, the enforcing authority will need to be satisfied that the parking time purchased was reasonably sufficient to allow for normal delays experienced whilst attending such appointments.

6.27 Description of Vehicle – On PCN

When issuing a PCN, CEO's will note the make, colour and registration number of the vehicle, which will appear on the PCN. They may also note other details such as positions of tyre valves, and take photographs of the vehicle which will form part of the supporting records.

Incorrect colour/make:

CEO's will make every effort to correctly identify the colour/make of vehicle before issuing a PCN. If the colour/make is not clear then the CEO will record any etchings shown on the windows of the vehicle.

- **Widely differing Colours/Makes:** If the colour/make recorded by the CEO is backed up by photographic evidence taken at the time of the alleged contravention, the enforcement authority will proceed with enforcement, even if DVLA records show a different colour/make for the vehicle.
- **Similar Colours:** These may be mistaken especially in poor light. Many metallic colours can be seen differently by different people i.e. Silver as Blue. Where there is a close relationship between the colours the enforcement authority will proceed with enforcement.

6.28 Diplomatic Vehicles

PCNs issued to 'D' (full diplomatic immunity) and 'X' (limited diplomatic immunity) plate vehicles will automatically be cancelled upon input to the processing system. Should payment subsequently be received, it will be accepted.

6.29 Disabled Drivers / Passengers

The blue badge scheme is intended for on-street parking only. It does not apply to off-street car parks although some district councils in Norfolk provide designated disabled person parking places in their car parks and/or parking charge concessions.

Blue badges are issued to a disabled driver or a disabled passenger. They can only be used when the vehicle is being used to transport the disabled person. It is not permitted to use the badge for any other purpose e.g. shopping for the disabled person when they are not being transported in the vehicle.

Blue badges must be clearly and properly displayed whilst the vehicle is parked. The blue badge must be on the dashboard or the fascia of the vehicle where it can be seen through the windscreen. The front of the badge must be displayed, with the wheelchair symbol visible. If there is no fascia or dashboard in the vehicle, the badge must be displayed in a prominent position. The blue badge should always be displayed along with the disabled badge time clock.

Failure to display the badge properly may result in a PCN being issued for the contravention of a parking restriction. When considering the matter the enforcement authority will take into account any previous contraventions by the same vehicle and/or badge holder for failure to display a disabled badge.

Providing the blue badge is clearly and properly displayed the badge holder can park on-street in:

- Designated disabled bay, limited parking areas and P&D bays for an unlimited time.
- On single or double yellow lines for a period not exceeding 3 hours where this does not cause obstruction and as so long as no loading restrictions are in force.

Blue badge holders are not allowed to park on-street:

- Where there is a loading restriction.
- In any area specifically reserved for other vehicles or purpose. i.e. residents' parking areas, taxi ranks, bus stops or goods vehicle loading bays etc.
- Where obstruction or danger would be caused to other road users, including pedestrians.
- Where temporary parking restrictions are in force or parking bays have been suspended.

Parking with a blue badge must always be in accordance with the current Blue Badge Scheme Guidance.

Disabled visitors from abroad can enjoy the parking concessions provided in the UK by displaying the badge issued under their own national scheme. Where their national scheme does not include a parking disc (time clock) as required in England and Wales for parking on yellow lines, the Department for Transport (DfT) suggests that, when parking in areas that would normally require a parking disc, the disabled badge holder should simply write the time of arrival on a piece of card and display it prominently on the dashboard or fascia panel of their vehicle.

6.29a Misuse of blue badges

The DfT is keen to ensure that the blue badge scheme provides the intended benefits to badge holders while seeking to prevent improper use. By virtue of Disabled Persons' Parking Badges Act 2013 police officers, traffic wardens, local authority parking attendants and civil enforcement officers (as defined in Section 76 of the Traffic Management Act 2004) and other authorised

persons (as defined in the Disabled Persons' Parking Badges Act 2013) have the power to inspect badges. They also have the power to retain the badge if they have reasonable grounds for believing that the badge is being misused/ is expired/ has been cancelled/ is a fake/ or should have been returned.

It is an offence to fail to produce a badge when requested to do so by any of these authorised persons. CEO's and other authorised persons employed by the enforcement authority will receive specific training on how the inspection and retention of blue badges should take place. If a badge is retained we may provide a receipt either in person at the time of seizure or by post after the event. If the badge is still valid it may be returned either to the entitled person named on the badge, or to the relevant issuing authority if outside of Norfolk with a letter offering advice and providing a reminder of the correct use of the badge.

Norfolk County Council (in conjunction with any other issuing authority) will then undertake further investigatory work, which may include contacting the person(s) using the badge and the badge holder to take statements, or be interviewed, and will decide if any enforcement action is appropriate. Any enforcement action (by Norfolk County Council) will be considered in accordance with the Norfolk County Council Enforcement Policy.

Mis-use of a blue badge is an offence which can be prosecuted in the Magistrates Court. In addition, should an entitled person repeatedly allow their badge to be mis-used this can result in the blue badge not being renewed.

6.30 Discretion

The exercise of discretion rests with back office staff as part of considering challenges against PCN's and representations against an NTO. This provides better consistency in the enforcement of traffic regulations and protects CEOs from allegations of favouritism or irregularity. .

6.31 Dispensations and Suspensions (Waivers)

A dispensation is where a specified vehicle is given permission to park in a bay or on yellow lines during restricted hours without the need for the enforcement authority to put up notices or suspend bays.

A suspension is where specific parking bays are suspended from normal use and signed accordingly.

Anybody can apply for a dispensation or suspension although there may be a charge, and the enforcement authority will only allow if it does not impact on the safety of other road users or traffic flow.

Dispensations

Dispensations can be arranged for up to 14 days (including weekends) in the following:

- Marked bays.
- Yellow lines.

A dispensation does not permit general 'parking'. It does not allow the specified vehicle to remain in the restricted/prohibited area once the dispensation purpose has been fulfilled. At that time the vehicle is required to be parked elsewhere.

A dispensation allows a vehicle or vehicles to park in what otherwise would be a contravention of a Traffic Regulation Order, for the following principal reasons:

- Furniture removals.
- Building maintenance, repair and demolition works where close proximity to the site is essential.

- Goods deliveries in respect of which it is reasonable to allow longer than that normally permitted by the regulations.
- Funerals - the hearse and cortege vehicles.
- Weddings - the bridal vehicles.
- Other circumstances in which the enforcement authority may reasonably regard the requirement to be essential and where alternative arrangements would be unsatisfactory.

Dispensations will not be issued for:

- Applications where parking may adversely affect disabled/doctors/business bays, taxi bays or bus stops.
- Applications where loading restrictions are in place if the dispensation is requested during the restricted period(s).
- Locations within 50 metres of a signal controlled junction, the entry/ exit pedestrian crossing marking, on a footway or verge (unless parking is allowed by signs and markings) and/or other locations where parking may cause danger, serious obstruction or impediment to pedestrians or other road users.
- Requests where there are doubts concerning the validity of the application.
- Applications in respect of vehicles where dispensations have been issued more than twice within the four weeks before the date of the application. Officers have discretion to vary this ban if it is considered it is otherwise reasonable to approve the application.

Applications for dispensations must be received by the enforcement authority's Parking Manager. at least 5 working days prior to the required date. If granted, dispensations will be issued to the applicant by way of a printed permit, which must be clearly displayed on the vehicle whilst parked.

Applications may be made in person, by post or where available an e-form. An administration charge, per dispensation, per day issued, may be made. A full list of administration charges will be available on application from the Parking Manager.

Suspensions

Designated on and off-street parking bays may be suspended for the following reasons:

- To allow maintenance of adjacent property where highway access is required for deliveries, essential vehicles, skips etc. (Cars will not be considered as "essential vehicles" and will be expected to park in accordance with parking restrictions).
- Maintenance of highway tree
- At the request of the Police.
- For security reasons.
- Filming and other special events.
- Any other reason accepted by the enforcement authority.

Applications for suspensions must normally be received at least 10 working days prior to the required date and must be made to the enforcement authority's Parking Operations section. However it is accepted they may occasionally need to be arranged at short notice, for example in the case of emergency work.

If granted, suspensions of parking bays will be clearly signposted by means of temporary signs which will indicate the exact location(s) and the extent of the suspension with the start and finish dates and times. These signs will normally be displayed at least 5 days before the suspension comes into operation. All adjacent properties will receive advanced notice of the suspension. Vehicles parked in contravention of a suspension will receive PCNs.

Once a suspension has been authorised, warning notices and signs will be put into place. The sign will state the following:

- Dates between which the suspension will be in force.
- Exact location of the suspension.
- Purpose of the suspension.

If this information is missing, or a sign is not in place, a PCN will not be issued.

An unauthorised vehicle parked on a notified suspension will be issued with a PCN. This provision also applies to householders who have arranged a suspension for removals or work on the property, as the suspension does not permit the householder to park his vehicle there. The CEO will make notes or take photographs which show the position of the suspension sign in relation to the vehicle in order to confirm that the suspension was in force at the time.

Where a representation is received claiming that a vehicle was parked in the suspended bay without having received notice of the suspension and, upon investigation, the claim is found to be valid the PCN will be cancelled, providing that a valid permit was displayed if required to park in that bay.

6.32 Double Parking

Motorists are not permitted to park more than 50 centimetres away from a kerb when the vehicle is not within the markings of a designated parking space. This contravention is more commonly known as double parking. Vehicles parked in this manner cause inconvenience and unnecessary danger to other road users by obstructing the carriageway. Vehicles parked in such a manner will be issued a PCN.

6.33 Drink Driving or Other Arrest

If a motorist has been arrested and, as a direct result, has been forced to leave the vehicle in contravention of an on-street parking restriction, any resultant PCN will not be enforced unless the driver has had ample time to safely remove the vehicle after his/her release from custody. (In the case of drink driving a period of at least 12 hours should be allowed for safe removal of the vehicle).

In all cases of arrest claims the motorist will be asked to provide date, time and evidence of arrest including custody number, officer and police station involved.

6.34 Drive-aways

A PCN is normally only valid if it has been placed on the vehicle or handed to the person in charge of the vehicle except in certain specific circumstances (see information below and section on 'Prevention of Service').

If a motorist returns to the vehicle before the PCN has been served, the CEO will point out that a PCN is being issued. The motorist has no legal obligation to wait for the PCN. If the vehicle is driven away, the CEO will record this in his pocket book, together with a note of any conversation which took place.

The Traffic Management Act allows a PCN to be sent by post to the registered keeper of the vehicle in cases where the vehicle has been driven away before the PCN has been properly served (by being placed on the vehicle or handed to the driver).

6.35 Drivers in Vehicles

Where a vehicle is parked in contravention of the restrictions and the driver is present, the CEO will ask the driver to move the vehicle and park legally; issuing a PCN only if this request is not

met. Where a passenger alone is present there is no requirement to ask them to move the vehicle and normal enforcement should continue.

6.36 Dropping Off / Picking Up Passengers

Except on designated clearways and zigzag (schools and pedestrian crossing) restrictions, any vehicle will be allowed a reasonable amount of time to drop-off or pick up passengers irrespective of any on-street waiting or loading restriction in force. As long as the CEO witnesses dropping off or picking up activities a PCN will not be issued. After 5 minutes of inactivity a PCN will be issued.

When considering the cancellation of PCNs, special consideration will be given to drivers of Hackney Carriages or Private Hire Vehicles who need additional time to announce their arrival and accept payment.

6.37 Dropped Footway

CEOs will issue a PCN to vehicles that are obstructing dropped footways which have been provided to enable the carriageway to be crossed more easily, including where the carriageway level has been raised to footway level for the same purpose, or which allow access to more than one set of premises. Dropped footways which allow access to single premises will only be enforced if the premises owner so requests.

6.38 Emergency Duties

1. **Local Authority Liveried Vehicles** will be exempt from parking restrictions when actively dealing with an emergency on the highway. However, wherever possible, these vehicles should not be parked in a way that will cause obstruction to other road users, including pedestrians.
2. **Medical Emergency:** Doctors, nurses, midwives etc engaged on emergency duties are expected to park legally in accordance with local restrictions wherever possible. Should a PCN be issued it will be cancelled only upon provision of evidence of the emergency. Regular or programmed visits will not be considered an emergency.
3. **Non-Liveried Vehicles** such as private vehicles being used by the County Council Highways Department, RNLI, Coastguard etc are expected to be parked legally in accordance with local restrictions wherever possible. Should a PCN be issued it will be cancelled only upon provision of evidence of the emergency. Regular or programmed visits will not be considered an emergency.

6.39 Enforcing Authority Officers and Members on Duty

All enforcing authority staff and Members on duty are expected to comply fully with on-street parking regulations as follows:

- Staff or Members carrying out their official council duties will be expected to comply with any relevant parking regulations. Failure to comply will result in a PCN being issued.
- Parking on yellow lines - no special dispensation will be given to allow staff or Members to park on yellow lines. In such cases PCNs will be issued.
- Request for cancellation of PCN - this will only be considered in case of emergency and must be supported by written confirmation from the relative Corporate Director.

6.40 Estate Agents

Estate agents are not exempt from parking restrictions.

6.41 Exempt Vehicles

The following vehicles are considered to be exempt from parking restrictions in the circumstances described:

- Police, Fire and Rescue Services Vehicles (including RNLI and Coastguard) and Ambulances whilst attending emergencies.
- Vehicles that at the relevant time are being used or appropriated for use by HM forces.
- Vehicles that belong to, or at the relevant time are being used or appropriated for use by visiting forces (such as the United States Visiting Forces).
- Local Authority Vehicles (or those of their contractual agents), whilst being used to carry out statutory and common law duties and powers (i.e. Refuse Collection, Street Cleansing, Highway Maintenance), or whilst carrying out duties that require the vehicle to be in close proximity (i.e. Verge Grass Cutting), including CEO Vehicles.
- Post Office and other vehicles engaged in the delivery of postal packets (i.e. Courier companies such as UPS). – This does not include private vehicles used by postmen/women whilst carrying out letter deliveries. The enforcement authority will expect such vehicles to be parked in compliance with any parking restriction.
- Electricity Board, Gas Board, Water Authority, British Telecom or other telecommunications (and/or their appointed contractors), whilst actively laying or undertaking repairs to pipes, cables or other apparatus in the highway.
- Vehicles involved in building, excavating and demolition work whilst lawfully and actively engaged on those duties in the highway.
- Vehicles displaying valid disabled permits (see section on Disabled Drivers/Passengers).

6.42 Fire-fighters on Call

'Fire-fighter on Call' placards are issued to fire-fighters to display in their own private vehicles. The placard is meant to be a way of informing members of the public that the vehicle belongs to a fire-fighter and that the vehicle should not be obstructed in case the driver needs to report on duty at a nearby fire station. However, this does not allow the vehicle to park in contravention of any parking regulations, and any PCNs issued to vehicles displaying these placards will be enforced, unless the vehicle was being used in connection with an emergency (see section on Emergency Duties)

6.43 Footway Parking

Parking partially or wholly on a footway should not take place unless signs permit it. Driving on the footway and obstruction of the footway are endorsable offences and may be enforced by the Police.

It should be noted that most waiting and loading restrictions cover the relevant half of the highway – centre line to boundary and this includes all footways and verges. PCNs will be issued for contravention of restrictions even if the vehicle is parked wholly behind the yellow line(s).

PCNs may also be issued by CEO's as follows:

- Where there is a TRO specifically restricting parking on the footway.
- To LGVs parked on the footway irrespective of whether there are any waiting or loading restrictions at that location.

6.44 Foreign Registered Vehicles

PCNs will be issued to Foreign Registered Vehicles if they are parked in contravention of parking restrictions.

Any Foreign Registered Vehicle that is believed to have been in the UK for more than 6 months will be reported to the Driver and Vehicle Licensing Agency (DVLA) and may be removed as an unlicensed vehicle.

6.45 Formal Representation against Issue of PCN

The registered keeper of a vehicle is given the opportunity to make a Formal Representation against a PCN once the Notice to Owner (NtO) is sent to him/her by the enforcement authority. This representation must be made within 28 days of receipt of the NtO. Formal Representation can only be made on the following grounds:

- The Contravention did not occur.
- The Penalty exceeded the relevant amount (currently £50/£70 depending on the level of contravention).
- The Traffic Order was invalid
- The person receiving the NtO was not the owner/keeper of the vehicle at the time that the contravention occurred.
- The vehicle had been taken without consent.
- The NtO was received by a hire firm which can supply the name of the person hiring the vehicle at the time that the contravention occurred.

6.46 Funerals & Weddings

Vehicles belonging to mourners or wedding guests will not be able to park in contravention of any parking restriction unless prior dispensation has been obtained (See 'Dispensations and Suspensions'). Any PCN issued to vehicles associated with a funeral or wedding, however, will be considered with due respect.

6.47 Garages – Vehicles Left Unattended

When a garage employee parks a vehicle in contravention of a parking restriction, whilst maintenance of the vehicle is being carried out (i.e. to facilitate vehicle movement within the workshop) any PCN issued will be the responsibility of the vehicle owner. Garages have no right to utilise the highway in such a manner and PCNs will always be enforced in such cases.

6.48 Government Department Vehicles

Unless there were exceptional reasons for parking in a restricted area, PCNs issued to vehicles owned or operated by Government Departments will be enforced. They are not exempt purely because they are operated by a Government Department. If the vehicles are involved in activities such as surveillance by Customs & Excise or the Benefits Agency, evidence to support this in the form of a written statement from a senior manager on headed notepaper should be supplied. Wherever possible Government Agencies involved in such activities are encouraged to give the enforcement authority advance notice and details of the vehicle(s) involved.

6.49 Grace Periods (non mandatory)

Non mandatory grace periods relate to pay and display bays on-street and to car parks, i.e. where a motorist has to obtain and display a ticket to enable the vehicle to be parked.

The grace period allows a few minutes to locate a machine and to obtain a pay and display ticket or to return to the vehicle and can avoid allegations of unfairness and claims that PCNs are issued as soon as a vehicle has parked or a pay and display ticket has expired.

The grace period also allows for any slight discrepancy in the time shown on the CEO's hand-held computer and the time shown on the pay and display machine.

6.49a Grace Periods (mandatory)

A mandatory grace period has been stipulated by changes in government legislation and applies to pay and display and time limited parking bays, both on street and in local authority managed car parks. The grace period of 10minutes will be applied after the expiry of paid for time or the end of permitted waiting in a free bay before a PCN is issued.

6.50 Hackney Carriages / Private Hire Vehicles (PHV)

Hackney Carriages and PHV operating within Norfolk are licensed by the relevant District Council and carry a numbered license plate that must be displayed on the rear of the vehicle. Unlike Hackney Carriages, PHV are not allowed to ply for hire on the street or display a "TAXI" sign.

Hackney Carriages licensed by local authorities are not allowed to ply for hire within another local authority area. Hackney Carriages and PHV, like all vehicles, may stop to allow passengers to board or alight for as long as is reasonably necessary for the purpose. It is not an exempted activity to assist passengers into premises and to leave the vehicle unattended.

If a licensed Hackney Carriage or PHV is left unattended for more than 10 minutes it is liable to receive a PCN. When considering representations it will be borne in mind that when a Hackney Carriage or PHV is called to an address to pick up passengers, the driver should be allowed time to announce their arrival.

(See also **Dropping Off/Picking up Passengers and Taxi Ranks**)

6.51 Hazardous Chemicals / Substances

The delivery or collection of toxic or dangerous substances will be given careful consideration. If a PCN is issued for a parking contravention it can be established from the CEO's notes whether loading was taking place. If loading activity was not taking place the PCN will be enforced. There is no reason, in this case, to differentiate between toxic and non-toxic deliveries as it is the driver's responsibility to ensure that the vehicle is moved immediately after the loading / unloading activity is complete. (See definition of Loading / Unloading). Ideally if there are serious Health and Safety concerns the enforcement authority should be notified prior to the delivery.

If a PCN is issued for contravention of a loading restriction, the CEO's notes will help determine whether loading was taking place. If so, consideration will be given to the cancellation of the PCN in view of the Health & Safety of the public. Any such representation to the enforcement authority should be accompanied by documentary evidence showing the nature of the goods being delivered.

Heavy Equipment: see Loading / Unloading.

6.52 Hired Vehicles

Responsibility for a PCN issued to a hired vehicle should fall on the hirer of the vehicle at the time. Consequently, the responsibility will not rest with the hire company, providing they make satisfactory representations to the enforcement authority once the Notice to Owner is received.

This representation must be accompanied by a copy of the relevant hire agreement. In all cases this agreement must clearly state the name and address of the hirer, the start and finish dates for the hire period and include the hirer's signature. It must also include a statement regarding the hirer's liability for any PCNs incurred during the hire period.

Should any of the foregoing be unclear, missing or not cover the date / time of issue of the PCN, the representation will be rejected and the PCN will be enforced against the hire company.

6.53 Holidays

Vehicles are often left parked in one place whilst the owner is away on holiday. In such cases a PCN could be issued for being parked in a suspended on-street parking place or for failing to display a valid visitor's permit in an on-street residential parking zone:

Suspended bay (see also Dispensations and Suspensions (Waivers):

- The County Council has the power to suspend parking within a designated parking bay. In such cases advance notices are placed alongside the bay and are distributed to nearby properties giving the date, times and length of the suspension.
- If these notices have been posted and distributed after the owner departed on holiday then any PCNs issued will normally be cancelled. Evidence must be provided showing departure date and time (i.e. flight tickets etc.). This should be compared with records relative to the display and distribution of the notices. In essence the suspension cannot operate retrospectively.

Residential zone parking using a visitor's permit (see also **Residents' Parking (On-Street)**):

- It is sometimes the case that friends, holidaying together, will use one vehicle and the second vehicle is parked for the duration of the holiday. This can result in a vehicle belonging to a non-resident being left in a residential parking zone displaying a visitor's permit.
- Visitor's permits are designed for visitors to a resident's property and are valid for one day only. Display of permits completed in advance is considered to be invalid and PCNs will be issued for this reason.
- The County Council considers these vehicles belong to people who are not visiting the residential property and, therefore, the PCNs will be enforced.

6.54 Intervention in Challenge and Representation Processes by Members and other Enforcement Authority Officers

The process of dealing with challenges and representations against the issue of PCNs is well documented and the enforcement authority will carry out these duties in a fair and unbiased manner. These procedures include the ultimate right of all appellants to refer the matter to an independent arbitrator (Traffic Penalty Tribunal).

6.55 Legislation

The statutory acts governing parking enforcement are: The Traffic Management Act (2004), The Road Traffic Regulation Act (1984), The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2015 and The Civil Enforcement of Parking Contraventions (England) General (Amendment No. 2) Regulations 2015. Any queries about the legislation will be answered in simple terms, without specific references unless especially requested.

When such a request is made, the enforcement authority will refer to specific, relevant paragraphs and will quote them verbatim within any correspondence. The enforcement authority will not supply full copies of the relevant acts, which can be obtained from the HMSO or accessed via the internet.

If a motorist queries the authority behind a specific restriction, reference will be made to the relevant Traffic Regulation Order held by the County Council. Prior to any correspondence this Order will be checked to ensure the validity of the PCN. If any doubt exists, the PCN will be cancelled and the motorist advised accordingly.

6.56 Loading / Unloading

Vehicles will be permitted to park in contravention of waiting restrictions, including Resident Parking Zones, whilst loading or unloading, provided that:

Loading / Unloading involving the vehicle, is observed by the CEO whilst the vehicle is parked. The observation period shall be for at least five minutes for a private vehicle and 10 minutes for a commercial vehicle, and a PCN shall only be issued if no activity is seen during this period.

- The goods being delivered or collected comply with the definition of goods (please see 'Definitions' below).
- 10 minutes will be allowed for the driver of a goods vehicle to complete delivery paperwork.
- Where a PCN is issued, a representation will be considered if supported by evidence confirming that the driver was delayed or was involved in moving heavy goods.

See also **Section 7.8 (Goods Definition of When Related to Loading / Unloading)**

6.57 Location – Incorrect

When a PCN is issued the location of the vehicle is stated on the PCN. If this is recorded incorrectly then this is deemed to be a material error and the PCN will be cancelled.

6.58 Lost Keys

Where car keys have been lost, stolen or locked in a car thus preventing removal of the car from a parking area which in turn resulted in the issue of a PCN, then due consideration will be given to its cancellation. The representation should be accompanied by any supporting evidence from the police, motoring organisations or relatives. The following issues will also be considered by the enforcement authority:

- If the vehicle was parked in a pay & display car park, did the loss of the keys prevent purchase of additional parking time?
- If the vehicle was parked on a yellow line, should it have been parked there in the first place?

6.59 Medical Considerations

If a motorist provides proof of a medical condition, temporary or permanent, that is consistent with the situation described or, if the CEO has made notes to support the motorist's representation, the enforcement authority may accept the representation and cancel the PCN. If a motorist cannot provide proof of a medical condition or other evidence contradicts the motorist's claim, the enforcement authority may reject the representation. Each case will be treated on its individual merits and the enforcement authority will take into account any previous PCNs issued to the same motorist.

6.60 Mis-spelling of Owner's Name

The mis-spelling of the registered keeper's name and/or address on the Notice to Owner does not invalidate it or discharge the liability of the person receiving it. The onus is still on the registered keeper to deal with the matter. Such names and addresses are, in most cases, obtained from the DVLA and are supplied by the registered keepers who are responsible for ensuring that they are correct. If any mis-spelling is discovered then alterations must be made immediately to ensure that future notices are sent out correctly. When the mis-spelling is severe and is radically different from the correct spelling, consideration will be given to the cancellation of the PCN.

6.61 Mitigating Circumstances

Each case will be treated on its individual merits and particular circumstances are referred to elsewhere within this document. However, the following guidelines apply:

- Delays: Delays due to queues at shops, banks etc., meetings taking longer than expected, caught up in crowds etc., are not considered as valid reasons to cancel a PCN. Motorists should allow for such delays when purchasing parking time as they are a regular occurrence and part of normal life. (See emergencies below). A mandatory grace period will be observed at the expiry of paid for time or the end of the permitted waiting period in a free parking space before a PCN is issued. See 6.49a.
- Children / elderly people: Delays caused by accompanying young children or elderly people, will not be considered as a reason to cancel a PCN because allowance should be made for this when purchasing parking time. (See emergencies below). PCNs issued whilst children are being dropped-off or collected from schools etc. will not be cancelled unless a reasonable amount of time was not allowed by the CEO. The normal 5 minute observation period will normally be enough time in such circumstances.
- Emergencies: An emergency is an unforeseen situation that prevented the motorist from moving the vehicle. They are usually of a medical nature and leniency will be exercised where it can be seen that the driver could not have foreseen the situation. Wherever possible such claims should be supported by independent evidence.

6.62 Mobile Phones

Motorists parked in contravention of any parking regulation whilst using a mobile telephone will only be allowed the relevant observation period in order to complete the call prior to the issue of a PCN. The relevant observation period is dependent on the parking contravention being committed and the type of vehicle - whether it is a private or commercial vehicle.

Refer to ‘Standard Contravention Codes and Observation Times’ in NPP’s Civil Parking Enforcement and Discretion Policy (September 2011).

6.63 Motorist Not the Owner/Keeper, or Had Sold the Vehicle at the Time of the Contravention

The enforcement authority may accept representations made against the issue of a PCN if:

- The current registered keeper provides proof that the vehicle was disposed of before the contravention, i.e. a bill of sale, registration documents, insurance documents or a letter from the DVLA; and/or
- If the current registered keeper provides the full name and address of the person to whom they disposed of the vehicle along with the date of disposal.
- If the current registered keeper provides proof that the vehicle was purchased after the contravention, i.e. an invoice, registration documents, insurance documents or a letter from the DVLA; and/or
- If the current registered keeper provides the full name and address of the person from whom they obtained the vehicle along with the date of acquisition.

6.64 Notice of Rejection or Acceptance of Formal Representation

Within 10 working days of receipt of a formal representation from the registered keeper of the vehicle the enforcement authority will endeavour to send out a written Notice of Acceptance or Rejection:

- Notice of Acceptance: This will confirm that the representation has been accepted and that the person’s liability for the PCN has been cancelled.
- Notice of Rejection: This will formally reject the representation and will give detailed reasons why the enforcement authority has come to this conclusion. The rejection will be accompanied with the necessary forms and instruction on how a further representation

can be made to the independent Traffic Penalty Tribunal. – This representation must be made within 28 days of receipt of the notice of rejection.

6.65 Observation Period - Prior To Issue Of PCN

Prior to the issue of a PCN, CEOs will, for most contraventions, allow a period of at least 5 minutes for a private vehicle, 10 minutes for a commercial vehicle, to elapse between first observing the vehicle illegally parked and the issue of the PCN. The details of the vehicle will be entered into the CEO's Hand Held Computer (HHC) when first seen and the computer will prevent issue of the PCN within 5 minutes of that time.

The CEOs will be able to continue with their patrols, as long as the contravening vehicle is kept in view, and then return to the contravening vehicle. The observation time and the PCN issue time will appear on the face of the PCN itself and will be recorded by the enforcement software system.

In circumstances where there is a mandatory grace period (6.49a) this will be used instead of the observation period.

More details on observation periods are provided in NPP's Civil Parking Enforcement and Discretion Policy (September 2011).

6.66 Parking Outside Bay Markings

- On-street - A PCN will only be issued to a vehicle if two or more wheels are outside the bay markings or if one wheel is substantially outside the markings and the vehicle is causing a possible obstruction.
- Off-street - Vehicles parked with one or more wheels outside the marked bay in a car park will normally be issued with a PCN.

In all cases, the issue of the PCN will be supported by a sketch in the CEO's pocket book showing the bay and/or the appropriate photograph(s).

6.67 Pay & Display Tickets

Many council operated off-street car parks are Pay & Display which requires the purchase of a ticket at the time of parking for the amount of time required. All tickets display the expiry date and time along with the fee paid and car park. The car park fee tariff is clearly displayed adjacent to each machine.

Pay & Display Tickets must be:

- Clearly displayed whilst the vehicle is parked.
- For the date shown.
- Un-expired.
- For the car park indicated.
- For the vehicle indicated – where applicable.

Pay and Display tickets should be displayed on the vehicle in a conspicuous position on the dashboard, windscreen or the front side windows of the vehicle, so that the all the details printed on the ticket can be easily read by the CEO.

Full instructions for use will be found on the ticket itself or on the pay and display machine. However, if the CEO can read the pay and display ticket, and it is valid, even if it is not displayed exactly in accordance with these provisions, a PCN will not be issued.

PCNs will be issued for:

- Failing to display a valid ticket.
- Displaying a ticket that has expired.

- Purchasing additional Pay & Display tickets in order to extend the stay beyond that initially purchased (only applicable in some car parks where the contravention is clearly signed).

More than one pay and display ticket should not be displayed at any one time. If more than one ticket is displayed, the CEO may issue a PCN.

Representations made because the motorist failed to correctly display a valid ticket even though one was held will normally be rejected as it is incumbent upon the driver to ensure that the ticket is clearly displayed throughout the time that the vehicle is parked. Representations made because the motorist did not have change will normally be rejected.

6.68 Pay & Display Ticket Machines – Did Not Realise There Was One There

Motorists' claims that they did not see or realise that they had to use a meter or pay & display machine will be dismissed provided that the machines are clearly sign posted.

6.69 Pay & Display Ticket Machines – Not Working

Motorists' claims that a machine is not working will be cross-referenced to the maintenance records, the CEO's notes and the machine test records. If it is confirmed that the machine was not working at the time then consideration will be given to cancelling the PCN. If there was an alternative machine in working order, and in close proximity, then the enforcement authority expects the motorist to use that machine.

6.70 Pedestrian Crossings

If a vehicle is parked on a pedestrian crossing or crossing area marked by zigzags, CEO's will normally issue a PCN. However, if the CEO notes that a Fixed Penalty Notice (FPN) has already been issued by the Police the CEO will not issue a PCN.

6.71 Penalty Charge Notice – Discount Period

If a PCN is paid within 14 days of issue a discounted payment of 50% of the original PCN value will be accepted in full settlement.

Following the rejection of an initial representation made within 14 days of issue of the PCN, a further 14 days for the payment of the PCN at the discounted rate will be allowed. This information will be included within the Notice of Rejection.

If the representation is received more than 14 days from issue of the PCN the discount period will not apply and full payment will be required in the event of the representation being rejected.

If a Notice to Owner (NtO) is sent to a registered keeper who subsequently claims that they have not received a Penalty Charge Notice they may make a written statement to that effect. If accepted, the discounted sum can be paid within 14 days.

6.72 Penalty Charge Notice - Early Issue Of

The issue of PCNs is controlled by handheld computers carried by each CEO. These computers have in built clocks. Where appropriate the CEO will either allow a five-minute observation period for private vehicles, and a ten-minute observation period for commercial vehicles, or will observe the mandatory grace period prior to issuing a PCN. These times will appear on the PCN.

6.73 Penalty Charge Notice – Incorrect Vehicle Location

Claims that a vehicle was not parked in the location at the time and on the date alleged on the PCN will receive careful consideration.

Following consideration of all available evidence the enforcement authority may accept representation against the issue of a PCN if:

- The motorist provides a copy of their vehicle excise licence (tax disc), which was valid at the time of the contravention, and the serial number of which differs from the serial number noted by the attendant.

The representation will normally be rejected if:

- The photographic evidence obtained by the CEO at the time of the contravention proves that the vehicle was parked in the location specified on the PCN.
- The motorist does not provide a copy of their tax disc after being given a further opportunity to submit such a copy.
- The serial number on the copy tax disc provided by the motorist is identical to the serial number noted by the CEO.
- There is no evidence presented or the evidence presented does not support the claim or is inconclusive.
- There have been previous unsubstantiated claims made by the same motorist.

6.74 Penalty Charge Notice – Removed from Vehicle / Not Received

Liability remains with the registered keeper of the vehicle even if the PCN is subsequently removed by, for example, by the weather, or by an unauthorised person. It is an offence under the Traffic Management Act 2004 for any unauthorised removal or interference with a Penalty Charge Notice once it has been affixed to a vehicle.

If a Notice to Owner (NtO) is sent to a registered keeper who subsequently claims that the PCN was not received, the notice processing system will be interrogated to determine whether:

- The photographic and other information recorded by the CEO confirms that the PCN was attached to the vehicle.
- There is any corroboration that the PCN may have been removed by third parties or otherwise.
- Previous such claims have been made by the same person.

If the claim is accepted, the discounted sum (see **Penalty Charge Notice – Discount Period**) can be paid within 14 days.

6.75 Penalty Charge Notice – Time to Pay / Instalment Payments

As a general rule the enforcement authority will neither offer an extended time in which to pay a PCN nor will it enter into instalment payment arrangements. Exceptions to this are only made in cases of demonstrated, genuine financial hardship. The enforcement authority will not consider such arrangements if an Enforcement Agent warrant has been issued for recovery of the amount due although the Enforcement Agent may enter into such an arrangement.

- Application for extended time to pay or an instalment arrangement must be in writing and will be responded to within 8 working days.
- The application must contain a payment proposal and be accompanied by any evidence supporting the claim of financial hardship.
- The enforcement authority will accept or reject the proposal.
- A rejection will be accompanied by the enforcement authority's counter proposal which will be the final offer based on:
 - Where the debt involves multiple PCNs the enforcement authority will expect the settlement of at least one per month.
 - Payments will be applied to the oldest PCN first thereby preventing the payment of discounted PCNs first.

- The enforcement authority will maintain a separate active file for each arrangement reached, which will be reviewed each month.

6.76 Penalty Charge Notice – Vehicle Driven Away Prior to PCN Being Served

If the CEO's pocket notebook and computer notes confirm that the vehicle was driven away after the issue of the PCN had begun, i.e. whilst being printed or written, but before the PCN could be served, i.e. handed to the driver or affixed to vehicle, the PCN will be served on the registered keeper of the vehicle by post after obtaining details from the DVLA.

6.77 Persistent Evaders

A persistent evader is defined by the Department for Transport as 'a vehicle owner who has three or more recorded contraventions for the vehicle and those PCNs have not been paid, represented or appealed against within the statutory time limits, or their representations or appeals have been rejected but they have still not been paid'.

6.78 Picking Up / Dropping Off Passengers

Motorists may stop to pick up or drop off passengers on yellow lines, or in a parking bay. It is generally accepted that the maximum time allowed for this activity is about 2 minutes in the case of able-bodied passengers but there may be exceptions if the motorist must accompany a child (for example at a school gate) or elderly/disabled person away from the vehicle, or if there is luggage to be set down. A PCN will not be issued where it is obvious that this activity is taking place.

6.79 Plumbers, Electricians, Gas Fitters

Plumbers, Electricians and Gas Fitters will be exempt from parking restrictions when on emergency call out duties, as long as they are not causing an obstruction or parking unsafely. An emergency is considered to last as long as it takes to make premises safe. Any vehicle should then be moved to a permitted parking place before any subsequent repairs are undertaken.

6.80 Police Officers on Duty

PCNs will not be issued to marked police vehicles when on official duty. Requests for cancellation of any PCN issued to an unmarked police vehicle must be made by the officer's area Inspector or equivalent. They should contain confirmation that the officer was on official business and that it was inappropriate for the vehicle to be parked elsewhere.

PCNs issued to unmarked police vehicles regularly parked outside a police station will not automatically be cancelled as this can be deemed to be parking at a place of work and therefore, not exempt.

6.81 Police Officer Gave Permission to Park

Where details of the officer concerned are given, confirmation should be sought prior to cancellation of the PCN. Where these details are not given, the PCN should be enforced unless they are subsequently supplied.

CEOs are not permitted to allow parking in contravention of any parking restrictions.

6.82 Pregnancy – Parents with Young Children

Delays caused by pregnancy or young children should not normally lead to the cancellation of a PCN as mandatory grace periods or observation periods will be applied prior to a PCN being issued. However, this is a sensitive area and each request for cancellation will be treated on its merits e.g. if the delay was short (up to 10 minutes) or was caused by a minor medical emergency, child being sick or pregnant women feeling unwell. If the delay was caused by the

motorist not allowing additional time enough to deal with young children or their own condition, the PCN will normally be enforced.

6.83 Prevention of Service of a PCN

A CEO who has been physically or verbally threatened and prevented from issuing a PCN, will complete a witness statement, detailing the incident. Any details of police assistance will also be included.

The PCN details will be added to the system and a postal PCN sent to the owner of the vehicle. Additionally criminal proceedings may be instigated by the enforcement authority

6.84 Previous Records of Parking Contraventions (Persistent Evaders)

All parking contravention records are stored within a notice processing system. All records of previous parking contraventions will be consulted before making any decision on representations received.

6.85 Private Property

Private landlords, residents etc can impose any reasonable restriction on their own property i.e. the need for permits, clamping etc. Enforcement of such restrictions, however, is also their responsibility although it may be sub-contracted to other companies. Any person querying such an area will be referred to the relevant landlord or resident.

6.86 Public Service Vehicles (PSVs)

- In service PSVs may stop anywhere to allow passengers to board the vehicle (unless there are specific restrictions in place)
- Out of Service PSVs are not permitted to park in contravention of any waiting restrictions and will be treated the same as any other vehicle.
- Touring Coaches are permitted to park in order to allow passengers to board / disembark the vehicle. However, they are not permitted to park in contravention of any waiting restriction for any length of time prior to, or after, passengers have boarded / disembarked.

6.87 Public Utility Vehicles

Refer to Emergency Duties and Exempt Vehicles.

6.88 Registered Owner² Liability

The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 outlines that, except where a vehicle is hired from a vehicle hire firm under a hiring agreement, the PCN shall be payable by the person who was the owner of the vehicle involved at the time that the contravention occurred³

6.89 Requests for Enforcement

From time to time members of the public may approach a CEO requesting enforcement of a particular restriction.

Where a CEO is approached whilst patrolling an area, providing that the request relates to a neighbouring road or the same road and will not involve the CEO leaving the allocated beat, the CEO will comply with the request. If complying with the request would mean that a CEO would have to travel a considerable distance or leave the beat, the CEO will relay the request to base for further instruction.

² The vehicle owner is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered

³ The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 (Statutory Instrument No.3483) Part 2 Regulation 5 for the imposition of penalty charges in respect of road traffic contraventions and the collection of payment from them

6.90 Residents' Parking (On-Street)

Resident permits:

- A resident permit must be clearly displayed on the windscreen of the vehicle. Permits are only valid in the zones indicated on the permit, for the vehicle registration number allocated to the permit and until the printed expiry date.
- Failure to display a resident permit when required is a contravention and will result in a PCN being issued which will not be cancelled unless there are mitigating reasons why the permit was not displayed.
- Use of a permit in a zone other than as specified on the permit, on a vehicle other than that indicated on the permit or after its expiry date is also a contravention for which a PCN will be issued. The PCN will not be cancelled unless there are mitigating circumstances that account fully for the contravention.

Visitor permits:

- Visitor permits may be obtained by residents for issue to visitors to their homes. Full instructions on how to use and display them are printed on the permits. A permit is valid only within the indicated zone(s).
- Failure to display a visitor permit when required is a contravention and will result in a PCN being issued which will not be cancelled unless there are mitigating reasons why the permit was not displayed.
- Use of a permit, in a zone other than as specified on the permit, on a vehicle other than that indicated on the permit and on a date other than that indicated on the permit is also a contravention for which a PCN will be issued. The PCN will not be cancelled unless there are mitigating circumstances that account fully for the contravention.
- Visitor permits are not available in all residents' parking zones.

Limited waiting:

- It may be possible in a residents' parking zone for a vehicle to park for a limited time. The signs in these areas should be checked for the permitted duration.
- Vehicles exceeding this duration and not displaying a permit will be issued with a PCN after the mandatory grace period has been observed.

6.91 Road Signs / Markings – Missing, Obscured or Broken

1. Yellow lines:

- A PCN will be cancelled if it is confirmed that the motorist could not establish if the restriction was in operation. Where the lines can be clearly seen, even though they may be partially worn, the PCN will be enforced.

2. Kerb markings: (Loading Restrictions) as per yellow lines above.

3. Obscured signs:

- A PCN will be cancelled if it is confirmed that a sign was obscured and could not be read (eg. graffiti, weather, overhanging trees). If the sign can easily be read, the PCN will be enforced. Photographic records from the CEO will be consulted.

4. Missing signs:

- A single missing time plate will not normally be considered sufficient reason to cancel a PCN. No Waiting At Any Time restrictions do not require sign plates.

5. Restriction marked after vehicle parked:

- A PCN may be cancelled if records confirm that signing/lining/placement of cones or suspension notices is likely to have taken place after the vehicle was parked.

6.92 Royal Mail and Other Delivery Vehicles

Vehicles being used for the collection or delivery of postal packets are exempt from the regulations as long as they can be seen to be actively involved in such activity. Vehicles parked for more than 10 minutes with no activity observed are subject to the same restrictions as ordinary motorists and a PCN will be issued. Cancellation of a PCN will only be considered if written confirmation is received from the area manager that the vehicle was actively involved in the collection / delivery of mail.

6.93 Security

The Police can, at any time, suspend the use of a parking space for up to 28 days where such suspension is considered necessary for maintaining security in adjacent premises. PCNs issued for contravention of such suspensions will always be enforced.

6.94 Security Vans

Secure cash vans are occasionally required to park close to premises, for the safe delivery or collection of cash. PCNs issued under such circumstances will be cancelled upon receipt of a representation from the security company confirming such an activity at the time, unless it is considered that the vehicle was parked for longer than was necessary.

Security vans involved in the delivery of mail or other low value items are expected to comply with parking restrictions.

6.95 Schools

CEOs will observe vehicles parked on single yellow lines adjacent to schools. If these vehicles are not causing an obstruction, the CEO will allow 10 minutes observation before issuing a PCN. (An obstruction is defined as a full or partial blockage of the footway or line of sight for vehicles turning into junctions).

This extended observation time only applies during the time of day when children are picked up and dropped off. Vehicles must not cause an obstruction, inconvenience or danger to other road users, including pedestrians and cyclists. In practice this will allow parents time to pick up or drop off their children. At all other times, normal observation periods apply.

This concession does not apply to vehicles parked on double yellow lines, School Keep Clear zigzag markings (see note below), or where loading restrictions are in force.

Where parents park in parking bays, the mandatory grace periods will be applied prior to issuing a PCN.

6.96 'School Keep Clear' Zigzags

The yellow School Keep Clear zigzag markings are placed outside schools for the safety of children. Where there is a Traffic Regulation Order in place and a time plate showing the regulation they will be enforced. It is a contravention to stop on the zigzag area. As such, there will be no period of observation before the issue of a PCN to any vehicle, including school coaches that stop on the zigzags outside a school.

6.97 Second and Subsequent PCNs

Legally, a vehicle may only receive one PCN for a contravention committed by a single act of parking on a particular day. However, midnight is treated as the cut-off point for that day and

therefore, if a vehicle is left overnight, a further PCN can be issued on each following day if it is still parked in contravention.

6.98 Skip Licences

Once a skip licence has been granted by the relevant council, the company providing the skip must apply for a suspension of the relevant bay through the County Council. Infringements will be reported by CEO's.

6.99 Special Events

Where there are special events taking place which may affect the parking situation in the area, e.g. football matches, religious festivals, the County Council and/or the Police may make special arrangements. In these situations, enforcement may be changed or varied and CEOs will work under the direction of the police if the special arrangements are under police control.

6.100 Stolen Vehicle

The enforcement authority will cancel a PCN upon confirmation from the police that the vehicle was reported stolen at the time the PCN was issued. The owner will be asked to provide a valid police crime report including the crime reference number.

6.101 Street Traders

Street traders' vehicles such as mobile kitchens and ice cream vans will not be permitted to park in contravention of any restrictions.

If a street trader's vehicle is seen to be parked in contravention of a TRO the person appearing to be the driver of the vehicle will be advised to move the vehicle by the CEO. If the vehicle is not moved after advice from the CEO, a PCN will be issued.

6.102 Tariff; Rises in Parking Charges not Publicised

The enforcement authority may accept representations made against the issue of a PCN if the owner of the vehicle can provide proof that statutory notices were not erected in accordance with procedures.

6.103 Taxi Ranks

A notice is displayed at each rank showing its limits, how many Hackney Carriages may stand on it and any special regulations applicable. Vehicles, other than Hackney Carriages, (including Private Hire Vehicles) parked in such ranks will be issued with a PCN. Any vehicle, including a Hackney Carriage, parked outside the rank and in contravention of a parking restriction will be issued with a PCN.

Refer also to Hackney Carriages / Private Hire Vehicles (PHVs)

6.104 Time/Date Calibration of Handheld

Prior to commencement of each shift, CEOs will check their hand held computers to ensure that they reflect the correct time and date.

6.105 Traffic Regulation Order - Invalid

The enforcement authority will accept representations made against the issue of a PCN if the Traffic Regulation Order which describes the restriction is found to be legally flawed.

6.106 Trunk Roads

Trunk roads (A11, A12 and A47 in Norfolk) are the responsibility of the Highways Agency (HA). The enforcement of parking regulations remains the responsibility of the Police

6.107 Unauthorised Use of a Vehicle

Unauthorised use of a vehicle, for example by another family member or a friend is difficult to substantiate and under these circumstances a PCN will be enforced unless it can be demonstrated that the matter was reported to the police prior to or just after the issue of the PCN. Subsequent reports will not lead to the cancellation of the PCN.

6.108 Uniforms - CEOs

CEOs are required to wear uniforms when exercising prescribed functions in accordance with the appropriate guidance⁴. The uniforms must be readily distinguishable from those worn by the police and will include the following:

- Clear identification that the wearer is a CEO.
- Clear identification of the enforcement authority on whose behalf the CEO is acting.
- A personalised number to identify the CEO, which may contain letters as well as numbers.

6.109 Vandalised Vehicle

When a vehicle has been vandalised to an extent that prevents it from being safely moved, a PCN will be cancelled providing acceptable supporting evidence is provided. This evidence should be from either:

- The Police - quoting the recorded crime number.
- Motoring organisation / garage service who removed the vehicle from site.

The CEO's observation will also be considered providing that it clearly states the extent of the damage. Failure to provide supporting evidence or the absence of a CEO's observation will lead to the PCN being enforced.

6.110 Visitor to Britain

A PCN issued to a vehicle displaying foreign registration plates will automatically be recognised by the processing system as the registration number will not be in DVLA format. Any payment received will be accepted in the normal way. Any correspondence and representations will be dealt with in the normal way.

If a PCN is issued to a UK registered vehicle, which has been borrowed or driven by a foreign resident, the PCN will be enforced against the vehicle owner.

6.111 Voluntary Patient Transport Vehicles

The display of a "Voluntary Patient Transport" placard does not automatically exempt the holder from parking restrictions. However, representations or challenges against the issue of a PCN will be given due consideration which will extend to:

- Allowing sufficient time to enable the driver to make his/her presence known to the passenger(s).
- Allowing sufficient time to assist the passenger(s) between the vehicle and their home(s), bearing in mind that they may be elderly, infirm, disabled or unwell. This may well involve sufficient time to ensure that the passenger is comfortably settled within his or her own home prior to departure by the driver.

Representations should be accompanied by documentary evidence giving the date, time, the pick-up and drop-off locations for the trip and, wherever possible, a description of the passenger (i.e. elderly, disabled, post-operative etc).

⁴ Civil Enforcement Officers (Wearing of Uniforms) (England) Regulations 2007 and should comply with chapter 8 of the Guidelines, specifically the Road Traffic Regulation Act 1984 and Traffic Management Act 2004, section 76(3)(a)

6.112 Waivers

See **Dispensations and Suspensions (Waivers)**

6.113 Weddings

See **Funerals and Weddings**

7. Definitions

The following are definitions of terms commonly used in conjunction with parking enforcement.

7.1 Charge Certificate

A Charge Certificate is issued:

- 31 days after a Notice to Owner (NtO) is issued and no formal representation is received.
- 31 days after a Notice of Rejection to a formal representation is sent where no appeal has been made to the Traffic Penalty Tribunal.
- 18 days after any appeal to Traffic Penalty Tribunal is withdrawn (i.e. withdrawn before hearing)
- 31 days after the rejection of an appeal by the Traffic Penalty Tribunal.

When a Charge Certificate is issued the amount of the penalty is increased by 50%. PCNs issued at the £70 rate will increase to £105. PCNs issued at the £50 rate will increase to £75. The Charge Certificate is sent to the debtor requiring payment within 14 days of the full increased amount.

7.2 Commercial Vehicle – Definition of

The definitions of commercial vehicles for the purpose of this procedure are as follows:

- Buses
- Hackney Carriages
- Large Goods Vehicles
- Vans - a van may look like a private motor car but will have some, if not all, of the rear windows blanked out.

7.3 Debt Registration

- This is done at the TEC (Traffic Enforcement Centre) at Northampton County Court electronically on or after 18 days from the issue of a Charge Certificate.
- The enforcement authority must confirm issue of the Charge Certificate to the court and there is a fee, from the court, of £5 for each registration. This is added to the amount owed to the enforcement authority.

7.4 Debt Registration – Notice of

- Once the debt has been registered at TEC an Order for Recovery and Witness Statement Form is sent to the debtor advising him/her that they have 21 days in which to pay the amount owed or swear a witness statement.
- Failure to do either will lead to a Warrant of Execution being applied for by the enforcement authority at TEC.
- Once issued this will enable the enforcement authority to instruct Enforcement Agents to collect the debt on their behalf.

7.5 Dispensation

- Formal permission given by a Local Authority for a vehicle to park in contravention of a waiting or loading restriction - i.e. to allow maintenance to be carried out to adjacent property.

7.6 Driver & Vehicle Licensing Agency (DVLA)

- The Government Centre responsible for maintaining records of all vehicles, their registered keepers and Driving Licenses.

7.7 Enforcement Agents (Bailiffs)

In accordance with DfT guidelines, certificated bailiffs are used by the enforcement authority to ensure that evaders are correctly pursued for outstanding debt. Failure to do so would undermine parking enforcement as the public would think that PCNs were not pursued by the local authority. The general concept of using bailiffs is that they are used to pursue debt from motorists who generally refuse to pay, rather than those who cannot pay.

Assuming no challenges are received to the PCN at any time in the process described in Figure 4.1, the debt is passed to the enforcement authority's bailiffs who will recover the debt following an approved code of practice.

7.8 Goods – Definition of When Related To Loading / Unloading

- In claims of loading / unloading, permitted 'goods' are deemed to be any that are of sufficient bulk and/or weight that requires the vehicle to be parked adjacent to the point of collection or delivery.
- If a delivery is being carried out to a trade or business premises by a commercial vehicle this will be seen as compliant with the above.
- The delivery / collection of small individual portable items to or from a private vehicle will not constitute loading / unloading unless an elderly, disabled or infirm person is involved and enforcement of the restriction would cause hardship.
- In all cases the vehicle should never be parked for longer than is necessary but allowance should be made for delivery notes etc., to be signed.

7.9 Mandatory and Advisory Parking Bays

- Where restrictions apply to a particular bay (e.g. Disabled bay, doctor's bay etc.), which is covered by a Traffic Regulation Order, it is said to be mandatory (obligatory). In this case there must be a time plate above the bay displaying the restrictions.
- When the bay is not covered by an Traffic Regulation Order, it is deemed to be 'advisory'.
- If in doubt the existence of a relevant Traffic Regulation Order should be checked.

7.10 Non-Fee Paying Enquiry & Response to DVLA – VQ4 & VQ5

- When a PCN remains unpaid for 28 days the enforcement authority will make an enquiry to DVLA (VQ4) to ascertain the identity of the owner (registered keeper) of the vehicle. This enquiry is made electronically via the enforcement authority's parking enforcement system.
- The response (VQ5) from DVLA is also electronic and is automatically fed into the enforcement authority's system. Responses are usually received within 3 days of enquiry.
- DVLA will confirm the response by forwarding a paper copy of the relative VQ5.

7.11 Notice to Owner (NtO)

- If a PCN remains unpaid for 28 days the enforcement authority will make an enquiry with DVLA to ascertain the identity of the registered keeper. Once this is done a legal Notice to Owner will be sent to the registered keeper advising that the relative PCN remains unpaid.
- The notice will contain full details of the PCN issued and requests payment within 28 days of receipt. It also provides the opportunity to make a formal representation against the issue of the PCN, which also must be done within 28 days of receipt.

7.12 Penalty Charge Notice (PCN)

Issued at the time of the alleged contravention and must be affixed to the vehicle within a sealed plastic carrier, handed to the driver, or issued by post (in the case of a vehicle driven away before the PCN was served, or where a CEO has been prevented from serving the notice to the driver).

The PCN will identify:

- The date when the notice is served;
- The name of the enforcement authority;
- The registration mark of the vehicle involved in the alleged contravention;
- The date & time at which the alleged contravention occurred;
- The grounds on which the CEO serving the notice believes that a penalty charge is payable;
- The amount of the penalty charge;
- That the penalty charge must be paid before the end of the 28-day period;
- That if the penalty charge is paid before the end of 14 days beginning with the date of service of the notice, the penalty charge will be reduced by the amount of any applicable discount;
- The manner in which the penalty charge must be paid;
- That if the penalty charge is not paid before the end of the 28-day period, a notice to owner may be served by the CEO on the owner of the vehicle;
- That the person on whom the notice to owner is served will be entitled to make representations to the enforcement authority against the penalty charge and may appeal to an adjudicator if those representations are rejected;
- That, if representations against the penalty charge are received at such address as may be specified for the purpose before a Notice to Owner is served those representations will be considered;
- If a Notice to Owner is served representations against the charge notice must be made in the form, manner and within the specified time stated on the Notice to Owner.

7.13 Registered Keeper

The person or organisation who is registered at DVLA as being legally responsible for the vehicle
- The Registered Keeper is not necessarily the owner or the driver of the vehicle.

7.14 Suspension of Parking Bay

This is defined as the suspension of parking within a designated parking bay(s). This is notified by the display of Notices on adjacent signs and Notices sent in advance to nearby properties.

7.15 Traffic Enforcement Centre (TEC)

The TEC is located in Northampton and is a branch of the County Court, which specifically deals with motoring contraventions. All communication with TEC is carried out electronically either by fax or on-line link via a parking enforcement computer system.

7.16 Traffic Penalty Tribunal (TPT)

- An independent body supported by subscriptions from local authorities by means of a levy on each PCN issued.
- Once a formal representation against a PCN has been rejected, the owner of the vehicle is given the opportunity to appeal to the TPT within 28 days of the rejection.
- The TPT will review the case and make an independent decision as to the validity of the ticket based purely on its legality. The TPT will not take mitigating circumstances into account but will, realistically, expect an enforcement authority to do this prior to the matter being sent to them. If they feel that mitigating circumstances do apply they will not uphold the appeal but will make their view known to the enforcement authority.
- The TPT decision is final and binding on both parties.

8. Abbreviations

CEA	Civil Enforcement Area
CEO	Civil Enforcement Officer
CPE	Civil Parking Enforcement
CPZ	Controlled Parking Zone
CV	Commercial Vehicle
DfT	Department for Transport
DPE	Decriminalised Parking Enforcement
DVLA	Driver and Vehicle Licensing Agency
DYL	Double Yellow Lines
ECN	Excess Charge Notice
FCO	Foreign and Commonwealth Office
FPN	Fixed Penalty Notice
HA	Highways Agency
HHC	Hand Held Computer
HMSO	Her Majesty's Stationary Office
IHT	Institute of Highways and Transportation
LTP	Local Transport Plan
NPP	Norfolk Parking Partnership
NoR	Notice of Rejection
NtO	Notice to Owner
NVQ	National Vocational Qualification
NWAAT	No Waiting At Any Time
P&D	Pay & Display
PCN	Penalty Charge Notice
PCSO	Police Community Support Officer
PMC	Private Motor Car
PNR	Private Non-Residential
PPA	Permitted Parking Area
PSV	Public Service Vehicle
RNLI	Royal National Lifeboat Institute
RPS	Residents' Parking Scheme
RTA 1991	Road Traffic Act 1991
RTRA 1984	Road Traffic Regulation Act 1984
SEA	Special Enforcement Area
SLA	Service Level Agreement
SPA	Special Parking Area
SYL	Single Yellow Line
TEC	Traffic Enforcement Centre (Northampton County Court)
TMA 2004	Traffic Management Act 2004
TPT	Traffic Penalty Tribunal
TRO	Traffic Regulation Order
VED	Vehicle Excise Duty

9. STANDARD CONTRAVENTION CODES AND OBSERVATION TIMES: (Version 6.5.1)

On-Street

Code	Observation Time	Mandatory Grace Period	General Suffix(es)	Description	Differential Level
01	CV 10 min*, PMC 5 min*	--	eoyz	Parked in a restricted street during prescribed hours	Higher
02	0 mins	--	aejo	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher
04	--	--	cs	Parked in a meter bay when penalty time is indicated	Lower
05	0 mins	10 mins	cpsuv	Parked after the expiry of paid for time	Lower
06	0 mins	--	cipv	Parked without clearly displaying a valid pay & display ticket or voucher	Lower
07	0 mins	--	cmprsv	Parked with payment made to extend the stay beyond initial time	Lower
08	--	--	c	Parked at an out-of-order meter during controlled hours	Lower
09	0 mins	--	ps	Parked displaying multiple pay & display tickets where prohibited	Lower
10	--	--	p	Parked without clearly displaying two**** valid pay and display tickets when required	Lower
11	0 mins	--	u	Parked without payment of the parking charge	Lower
12	5 mins	--	rstwxy	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
14	--	--		Parked in an electric vehicles' charging place during restricted hours without charging	Higher
16	0 mins	--	bdhqstwxzy	Parked in a permit space without displaying a valid permit	Higher
18	0 mins	--	bcdfhmprsv	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher
19	0 mins	--	irswxyz	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	CV 10 min*, PMC 5 min*	--		Parked in a loading gap marked by a yellow line	Higher
21	0 mins	--	bcdfhjlmprqsuv	Parked in a suspended bay/space or part of bay/space	Higher
22	0 mins	--	cflmnopsv	Re-parked in the same parking place or zone within one hour* of leaving	Lower
23	0 mins	--	bcdfghjklprsv	Parked in a parking place or area not designated for that class of vehicle	Higher
24	0 mins	--	bcdfhmpqrsv	Not parked correctly within the markings of the bay or space	Lower
25	CV 10 min*, PMC 5 min*	--	jn	Parked in a loading place during restricted hours without loading	Higher
26	0 mins	--	e	Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated parking place	Higher
27	0 mins	--	jo	Parked adjacent to a dropped footway	Higher
30	0 min	10 mins – vehicles in time limited parking bays only	fnou	Parked for longer than permitted	Lower
34		--	j0	Being in a bus lane	n/a at present

On-Street

Code	Observation Time	Mandatory Grace Period	General Suffix(es)	Description	Differential Level
35	0 mins	--		Parked in a disc parking place without clearly displaying a valid disc	Lower
40	0 mins	--	n	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Higher
41	0 mins	--	j	Parked in a parking place designated for diplomatic vehicles	Higher
42	0 mins	--	j	Parked in a parking place designated for police vehicles	Higher
45	0 mins	--	n	Parked on a taxi rank	Higher
46	0 mins	--	jn	Stopped where prohibited (on a red route or clearway)	Higher
47	0 mins	--	jn	Stopped on a restricted bus stop/stand	Higher
48	0 mins	--	j	Stopped in a restricted area outside a school	Higher
49	0 mins	--	j	Parked wholly or partly on a cycle track	Higher
55	0 mins	--		A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	Higher
56	0 mins	--		Parked in contravention of a commercial vehicle waiting restriction	Higher
57	0 mins	--		Parked in contravention of a coach ban	Higher
61	0 mins	--	124cgj	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher
62	0 mins	--	124cgj	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	Higher
63	0 mins	--	c	Parked with engine running where prohibited	Lower
99	0 mins	--	jo	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

Code	Observation Time	Mandatory Grace Period	General suffix(es)	Description	Diff. level	Notes
70	CV 10 min*, PMC 5 min*	--		Parked in a loading area during restricted hours without reasonable excuse	Higher	Off-street loading areas
71	--	--		Parked in an electric vehicles' charging place during restricted hours without charging	Higher	Off-street car parks
73	5 mins	--	u	Parked without payment of the parking charge	Lower	Off-street car parks
74	0 mins	--	prs	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	Off-street car parks
80	0 mins	10 mins	u	Parked for longer than the maximum period permitted	Lower	Off-street car parks
81	0 mins	--	o	Parked in a restricted area in a car park	Higher	Off-street car parks
82	0 mins	10 mins	puv	Parked after the expiry of paid for time	Lower	Off-street car parks
83	5 mins	--		Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	Off-street car parks
84	0 mins	--	u	Parked with payment made to extend the stay beyond initial time	Lower	Off-street car parks
85	0 mins	--	btrw	Parked in a permit bay without clearly displaying a valid permit	Higher	Off-street car parks
86	0 mins	--	prs	Not parked correctly within the markings of a bay or space	Lower	Off-street car parks
87	0 mins	--		Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	Off-street car parks
89	0 mins	--		Vehicle parked exceeds maximum weight or height or length permitted in the area	Higher	Off-street car parks
90	0 mins	--	psuv	Re-parked in the same car park within one hour after leaving	Lower	Off-street car parks. "one hour" may be varied to another time period or "the prescribed time period"
91	0 mins	--	cg	Parked in a car park or area not designated for that class of vehicle	Higher	Off-street car parks
92	0 mins	--	o	Parked causing an obstruction	Higher	Off-street car parks
93	0 mins	--		Parked in car park when closed	Lower	Off-street car parks
94	0 mins	--	p	Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required	Lower	Off-street car parks. "two" may be varied to another number or "multiple"
95	5 mins	--		Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower	Off-street car parks
96	0 mins	--	c	Parked with engine running where prohibited	Lower	Off-street car parks - occurs in certain coach bays.

Suffixes

(Suffixes are added to a contravention code in order to provide a more detailed description of why the PCN has been issued)

General suffixes:

- | | | | |
|--|-----------------------------|--------------------------------|------------------|
| a) temporary traffic order | b) business bay | c) coach parking only | d) doctor's bay |
| e) double parked/obstruction | f) free parking bay | g) motor cycle bay | h) hospital bay |
| i) wrong type of voucher | j) camera enforcement | k) ambulance bay | l) loading place |
| m) parking meter | n) red route | o) blue badge holder | p) pay & display |
| q) market traders' bay | r) residents' bay | s) shared use bay | |
| t) voucher/P&D ticket used in permit bay | | u) mobile phone parking | v) voucher |
| w) wrong parking zone | x) incorrect VRM | y) obscured / illegible permit | |
| z) out of date permit | 0) local buses / trams only | | |

Footway parking (codes 61, 62) only:

- | | | |
|-------------------------|----------------------|--------------------------|
| 1) one wheel on footway | 2) partly on footway | 4) all wheels on footway |
| c) on vehicle crossover | g) on grass verge | |

*CV = Commercial Vehicle.

*PMC = Private Motor Car including estate cars.

An instant ticket is issued after the minimum observations to ensure no loading is taking place

NB:

- An 'instant' PCN may always be issued in circumstances where the CEO concerned has evidence, other than a period of observation, which supports the action of issuing the PCN without observing the vehicle for the minimum periods indicated.

- Visitors are not permitted time to obtain change away from the immediate area of the P&D machine or car park. CEOs should observe queues at ticket machines and/or pedestrians who may be seeking change or returning to the vehicle in question, before issuing a PCN.