



Report to Policy Committee

Author/Lead Officer of Report: Emma Barker/Sabia Hanif

Report of: Executive Director Operational Services

Report to: Waste & Street Scene Policy Committee

Date of Decision: 13 March 2024

Subject: Civil Parking, Bus Lane and Moving Traffic Enforcement Policy

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? 2599				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-				

Purpose of Report:

The report seeks approval of an updates to the Civil Parking and Bus Lane Enforcement Policy to include moving traffic enforcement.

The decision to implement enforcement of these powers has already been taken:

<https://democracy.sheffield.gov.uk/documents/g8598/Decisions%20Thursday%2019-Jan-2023%2011.00%20Transport%20Regeneration%20and%20Climate%20Policy%20Committee.pdf?T=2>

A signed designation order was received from the Department for Transport in June 2023. This enables Sheffield City Council to use civil enforcement powers to issue Penalty Charge Notices (PCNs) to vehicles contravening such restrictions.

The policy provides updated information and guidance on:

- National regulations and government guidance
- The appeals process that motorists must follow to dispute a moving traffic PCN and a guide to our cancellation policies.
- Enforcement of moving traffic contraventions

Initial sites to be enforced by ANPR cameras submitted to the Transport, Regeneration and Climate Committee are;

- Queens Road/ Bramall Lane: Illegal turns, yellow box junction
- Glossop Road/ Upper Hanover Street: Illegal turns, yellow box junction
- Hoyle Street: Yellow box junction

The amended version is aimed at ensuring our policies:

- are updated to include new enforcement powers
- reflect national regulations and guidance
- are transparent.
- are consistent.

Recommendations:

That Members of the Committee approve:

- 1) the updated Civil Parking, Moving Traffic and Bus Lane Enforcement Policy; and
- 2) a delegation to the Executive Director, City Futures to make minor amendments to the table in the Moving Traffic Restrictions section in Appendix A of the policy, to reflect new or existing Traffic Regulation Orders.

Background Papers:

[Approved Parking and Bus Lane Enforcement Policy 2023](#)

[Enforcing Moving Traffic Offences Evidence Report](#)

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	<div>Finance: Adrian Hart</div> <div>Legal: Richard Cannon</div> <div>Equalities & Consultation: Louise Nunn</div> <div>Climate: Sustainability team – sign off by Head of Service</div>
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	SLB member who approved submission:	Ajman Ali
3	Relevant Policy Committee	Waste & Street Scene Policy Committee
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Decision Maker by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: Sabia Hanif	Job Title: Parking Services Manager
	Date: 04.03.24	

1. PROPOSAL

- 1.1 Sheffield City Council has existing teams who carry out parking and bus lane enforcement and who consider appeals against such Penalty Charge Notices (PCNs).

- 1.2 In 2023 the Parking and Bus Lane Enforcement Policy was updated in line with current regulations and to enable Parking Services to roll out changes to enforcement. This was approved in September 2023 at the Waste & Street Scene Policy Committee: [Policy Committee Decision Record - 27.09.23](#)

- 1.3 Moving traffic enforcement is subject to a different warning notice period. *Statutory guidance for local authorities outside London on civil enforcement of bus lane and moving traffic contraventions* published by the Department for Transport stipulates:

for a period of 6 months following implementation of enforcement of moving traffic contraventions, at each particular camera location, local authorities outside London should issue warning notices for first-time moving traffic contraventions. This also applies to any new camera location in the future.

The warning notice information in the revised draft of the Parking, Bus Lane and Moving Traffic Enforcement Policy has been updated to include this requirement both for new contraventions that enforcement is planned for such as traffic being required to proceed in set direction and entering a box junction.

- 1.4 It is also proposed that the above 6-month warning notice period for first time offenders will be applied for new bus gates and PCNs for these will be issued using contravention reason 'Using a route restricted to certain vehicles' instead of 'Being in a bus lane'.

Bus gates are defined in the Transport Act 2000 as a bus lane therefore the contravention that the PCN could be issued for is the same.

Moving traffic enforcement powers enable the Council to use the new contravention code (33 - Using a route restricted to certain vehicles) for bus gates. This is aimed at providing a clearer description to recipients of such PCNs.

Bus lanes separate buses (and authorised vehicles such as taxis, emergency services and bikes) from adjacent lanes that other vehicles may use.

Bus 'gates' are short sections of road that any other traffic is not permitted to travel along.

The restriction signage for bus gates is different to that used for a bus lane. The entry point to the restricted area is shown using a blue circular sign with symbols of a bus and a bicycle on. The signs in Sheffield also show that taxis may use the bus gates as well as some other authorised traffic.

- 1.5 The updated policy is aimed at continuing to provide clear and transparent information to motorists, with details about moving traffic enforcement including a summary of the relevant exemptions that apply. Applicable exemptions are generally set by Traffic Regulation Orders (TROs), but for box junctions are set nationally (Traffic Signs Regulations and General Directions 2016).
- 1.6 Further moving traffic enforcement sites with different restriction types not detailed in the current proposed policy will be considered by the Transport team. It is proposed that minor amendments to table in the Moving Traffic Restrictions section in Appendix A can be delegated to officer decisions. Minor amendments to the table would be to list the relevant contravention codes, illustrate signage and detail the exemptions (as per existing Traffic Regulation Orders and national regulations).
- 1.7 A further amendment to the enforcement policy that is in line with the statutory guidance is in Appendix B. This is to include unpaid bus lane and moving traffic contraventions in the assessment criteria for persistent evaders. This also covers reporting vehicles to the police (if incorrectly registered at DVLA or without MOT). Vehicles without tax may be referred to the DVLA.
- 1.8 Other proposed updates to the policy are including assessments of potential vulnerable debtors before enforcement agent stage, amendments to some exemptions to align with current Traffic Regulation Order review work and clarity that parking bays are not currently enforced on bank holidays.

2. HOW DOES THIS DECISION CONTRIBUTE ?

- 2.1 The policy is designed to provide clear, consistent, and concise guidance to all those who need to use it:
 - CEOs issuing PCNs
 - Members of the notice processing team when considering PCN appeals
 - Drivers wanting to find out more information about restrictions and if they have received a PCN the appeals process and policy.
- 2.2 The policy is aimed at supporting better enforcement, including additional contraventions and should improve compliance. Clear priorities allow focus on key enforcement issues which have the greatest impact (safety, congestion, improving streets for other uses – not just other drivers).

Fewer vehicles breaching moving traffic restrictions can improve:

- road safety issues
- traffic movement (including for pedestrians and cyclists)
- the impact on the local environment

3. HAS THERE BEEN ANY CONSULTATION?

3.1 Before they can be enforced many restrictions are introduced by the implementation of a Traffic Regulation Order (TRO). TROs are subject to their own regulated consultation process. Restrictions that do not rely on a TRO are covered by national legislation and regulations.

3.2 The Transport team have carried out consultation and assessment of moving traffic enforcement requirements as detailed in the [Enforcing Moving Traffic Offences Evidence Report](#)

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

4.1.1 Enforcement against vehicles contravening moving traffic restrictions benefits a cross section of road users including cyclists, pedestrians and public transport operators/users. This would be through better traffic flow and improved safety at busy junctions for example.

The enforcement policy is intended to provide transparent information about what will be enforced by Sheffield City Council.

4.2 Financial and Commercial Implications

4.2.1 Enforcement is aimed at improving compliance rather than financial targets.

4.2.2 The 6 month warning notice period for first time offenders after new moving traffic enforcement sites are implemented is set by the Department for Transport. This sets out to educate drivers about new restrictions whilst enabling penalty charges to be issued to drivers who have been served a warning notice within this period but who do not change their behaviour.

4.2.3 Costs and PCN income will vary between sites depending on variables such as traffic flow.

4.2.4 During the warning notice period and potentially ongoing, there would be a need for additional staff to deal with the work related to PCN's. These costs would be offset against the Penalty Income received.

Initial Capital Costs for the implementation of Moving Traffic Enforcement for the three locations is in the region of £144k and will be funded by Capital. It will be funded from the Local Neighbourhood Complementary Transport Programme allocation from the South Yorkshire Mayoral Combined Authority. Capital approval to spend is awaiting confirmation of a compliant route to procure the cameras.

4.3 Legal Implications

- 4.3.1 The Council is under a duty contained in section 16 of the Traffic Management Act 2004 (“the Act”) to manage its road network with a view to securing the expeditious movement of traffic on that network, so far as may be reasonably practicable while having regard to its other obligations, policies and objectives. This is known as the network management duty. The duty applies in respect of the exercise by the Council of any power to regulate or co-ordinate the uses made of any road (or part of a road) in its road network - including bus lane and moving traffic enforcement.
- 4.3.2 Section 18 of the Act requires that the Council shall have regard to guidance of the appropriate national authority about the techniques of network management or any other matter relating to the performance of the duty imposed by section 16 of the Act.
- 4.3.3 The proposals described in this report are considered to fulfil the network management duty in accordance with the aforementioned statutory guidance – specifically ‘Traffic Management Act 2004: statutory guidance for local authorities outside London on civil enforcement of bus lane and moving traffic contraventions’ The guidance sets out a policy framework which the updated Civil Parking, Bus Lane and Moving Traffic Enforcement Policy incorporates.
- 4.3.4 The Council must adhere to the Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 and the Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022. The updated policy is consistent with the requirements of these regulations.

4.4 Climate Implications

- 4.4.1 The enforcement of moving traffic restrictions should improve public transport efficiency and traffic flows (and associated vehicle emissions caused by congestion)

4.4 Other Implications

- 4.4.1 Updated guidance and training for the policy changes would need to be rolled out to enforcement and appeals teams.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 Leave the warning notice period for new bus gates at 1 month and enforce using the same contravention code as bus lanes.
- 5.2 The Council would need sufficient justification to depart from statutory guidance which anticipates that bus gates will become the subject of moving traffic enforcement (and the longer 6 month warning period). While choosing not to implement the proposals in this report would not be unlawful and would provide consistency and continuity with the Council's existing practice in respect of bus gates, this is deemed not to be sufficient justification to depart from the statutory guidance. It could also raise additional concerns regarding how PCNs issued in respect of bus gates may be treated by the Traffic Penalty Tribunal upon appeal.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The Department for Transport sets out that civil enforcement policies should be consistent, fair and effective. The existing policies need updating to reflect current regulations and enforcement options available to the local authority.

It is recommended that Members approve the policy for the updated recommendations to be implemented in preparation for ANPR camera enforcement of moving traffic contraventions.



Sheffield City Council Civil Parking, Bus Lane and Moving Traffic Enforcement Policy

Author:	Emma Barker
Version Number:	V1.1

Document History

Revision Date:	Version Number	Summary of Changes

January 2024	V1.1	<p>References to moving traffic enforcement added, including reasons for this enforcement.</p> <p>Warning notice period for moving traffic enforcement added.</p> <p>Moving traffic enforcement added to enforcement priorities.</p> <p>Appendix B amended to include unpaid bus lane and moving traffic contraventions; also, to add reporting vehicles to the police (if incorrectly registered at DVLA or without MOT), or DVLA (no tax)</p> <p>Bus gate section added.</p> <p>Roadworks section for CCTV enforcement put separate.</p> <p>CEO Handbook (Appendix A) amended to include box junction and banned turn restrictions and formatting changes to bus lane / gate information.</p> <p>Subject to requirements of the street works permit scheme added to the roadworks item in the key to exemptions in the CEO Handbook (Appendix A)</p> <p>New reasons 54 to 56 and 61 [REASONS FOR APPEALING A PCN] added to Appendix C Guidance Policies for Civil Parking and Bus Lane Appeals</p> <p>Reason 60 amended to reference more support for vulnerable customers in Appendix C Guidance Policies for Civil Parking and Bus Lane Appeals</p> <p>Reason 6 criteria amended from 6 streets to 1km in Appendix C Guidance Policies for Civil Parking and Bus Lane Appeals</p> <p>Appendix C Guidance Policies for Civil Parking and Bus Lane Appeals amended to reference moving traffic</p> <p>CEO Handbook (Appendix A) amended to include exemption for window cleaners and advertising board maintenance from parking places (included in the current consolidated Outer Area TRO)</p> <p>CEO Handbook (Appendix A) amended to clarify in car parks Blue Badge holders cannot park in other restricted areas, or bays reserved for other users (as well as yellow lines in car parks)</p> <p>Passenger boarding/ alighting, avoiding an accident, directed in enter by police and gaining access to premises for bus lanes moved to exemptions section (from exceptions) in CEO Handbook (Appendix A). Wording on the exemptions</p>
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		<p>streamlined. Also blue light vehicle definitions added. Exceptions simplified – removed ones about crossing to turn into a junction and turning left as the design of bus lane markings mean these are unnecessary,</p> <p>CEO Handbook (Appendix A) corrections to school keep clear exemptions, updates to taxi clearways and more detail on footnote for bus stop passengers' exemption footnote; window cleaning and maintaining advertising board exemption for 2008 outer consolidated TRO included</p>

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1. Introduction

This Policy has been written to explain how Sheffield City Council manages enforcement of parking, bus lanes and moving traffic contraventions (including what our responsibilities are in law).

Sheffield City Council recognises the needs of road users to have access to suitable and adequate car parking and for that to be properly managed. The Council aims to keep Sheffield's streets and roads safe for road users (including for example pedestrians and cyclists, as well as motorists) by carrying out responsible parking provision and enforcement.

It also supports other objectives of the Council's Transport Strategy such as managing the availability of spaces for users (residents, businesses and visitors), and reducing the amount of avoidable congestion and emissions from traffic circulating seeking a parking space.

Through the enforcement of bus lanes, we aim to support bus service reliability, reduced public transport journey times and reduced congestion.

Moving traffic enforcement is aimed at improving road safety, improving journeys for road users (including pedestrians and cyclists) and mitigating the impact on the local environment caused by congestion.

This Policy references legal duties and whilst every effort has been made to keep it reader-friendly, we will refer to legal wording where necessary. We will make every effort to ensure our notices and letters are written in Plain English.

A list of definitions is included in this document to explain the meaning and use of certain words and phrases used in the Policy (and in our official notices).

This Policy sets out:

- An overview of national regulations and guidance
- Sheffield City Council's main objectives and priorities managing enforcement of parking, bus lane and moving traffic restrictions (including some more detailed guidance on specific scenarios)
- Information about some of the different restrictions and how these may be enforced.
- How appeals against Penalty Charge Notices (PCNs) are dealt with
- How requests to suspend parking bay restrictions, or applications to grant dispensations are considered
- How Council staff and others working with us will conduct themselves whilst carrying out their legal duties.

The Council will endeavour to treat people fairly, equally and with respect, taking account of their personal circumstances, and in keeping with the Government's enforcement guidance.

This Policy has been developed from:

- Sheffield City Council's previous and current enforcement and transport practices and policies.
- Best practice in the parking enforcement industry.
- Reviews of recommendations from the Traffic Penalty Tribunal (TPT).
- National statutory and operational guidance guidelines and publications available to local authorities and highway users. These include:
 - The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions
 - The Secretary of State's Statutory Guidance for Local Authorities on Civil Enforcement of Bus Lane and Moving Traffic Contraventions
 - The Traffic Signs Regulations and General Directions 2016 (as amended) and related circulars
 - Department for Transport Traffic Signs Manuals
 - The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022
 - Sheffield City Council's Traffic Regulation Orders (TROs)
 - The Highway Code and Know Your Traffic Signs publications.

We would like to point out that it is impossible to provide in this document, specific guidelines to cover all circumstances.

2. Summary of Supporting Legislation and Guidelines

The Traffic Management Act 2004 was introduced to place a duty on local authorities to tackle congestion and disruption on the road network (working in partnership with other nearby authorities) so far as may be reasonably practicable while having regard to its other obligations, policies and objectives.

This Act provides councils with legal powers to support the regulation of parking (and some moving contraventions) by way of enforcement, as well as other activities such as coordinating street works. Part 6 of the Act covers the enforcement of traffic contraventions.

The Council will use these powers regarding this policy, which is aimed at achieving:

- More effectively implemented and enforced parking policies to improve traffic and public transport flow, road safety, use of parking spaces and environmental benefits.
- Co-ordination of enforcement and parking policy so that we can better utilise enforcement and respond to what local people want as well as what authorities are required to do.
- Re-investment of PCN income back into the service and other transport related projects.

The design and review of parking and traffic restrictions are the remit of the Transport team. This policy covers the enforcement of restrictions once implemented and the subsequent appeals process.

There are various associated regulations and national guidance stemming from the Traffic Management Act 2004. These set the rules for parking, bus lane and moving traffic enforcement for local authorities and motorists.

- The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022
- The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022
- The Civil Enforcement Officers (Wearing of Uniforms) (England) Regulations 2007
- The Removal and Disposal of Vehicles (Amendment) (England) Regulations 2007

Penalty Charge Notices issued prior to 31 May 2022 were covered by earlier regulations from 2005 and 2007.

The Department for Transport also publishes statutory guidance for Councils to follow.

For most types of restriction enforced using PCNs, there must be a Traffic Regulation Order (TRO) which creates that restriction. Certain restrictions do not require a TRO and can be created simply by placing the necessary traffic signs, such as bus stop clearways and crossing controlled areas (marked by white zig zags). Certain other matters may be dealt with based purely on the circumstances, such as where parking occurs at dropped kerbs or double parking.

A TRO is a legal document which sets out the Council's intended restrictions, including how and where they are applied. Councils must follow legislation such as the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 (as amended) to create Traffic Regulation Orders. This ensures a consultation process is followed and (unless restrictions are only temporary) objections can be made within set timescales.

We would include evidence of any relevant TRO if a case were taken to appeal at the Traffic Penalty Tribunal (TPT). Some of our existing TROs can be viewed in the TRO Library on the TPT website (www.trafficpenaltytribunal.gov.uk/tro-library/).

There are also rules about the signage that can be used to inform drivers of the relevant restrictions. For new schemes, these are laid out in The Traffic Signs Regulations and General Directions 2016 (as amended). Some older schemes may still be marked out using signage contained in earlier versions of the Traffic Signs Regulations and General Directions.

Occasionally a Council may need to introduce a restriction which is not provided for in the national regulations. To use non-standard traffic signs, the authority must get approval from the Department for Transport. Details of such approved signs are available online: www.dft.gov.uk/traffic-auths/

The Highway Code

All road users should read the Highway Code and be aware of its contents, which include rules about driving and parking.

As well as the Highway Code, the DfT also publishes further guidance to motorists in 'Know Your Traffic Signs'. These DfT publications are available online as well as hard copies. As stated in 'Know Your Traffic Signs', it is essential that drivers have knowledge of traffic signs, including keeping up to date with changes to road signs.

Periodically national regulations and guidance are updated by government. The Council will have regard to these updated materials when published.

3. Enforcement Policy Objectives

Enforcement is carried out at locations where restrictions are correctly signed and (if required) a valid Traffic Regulation Order (TRO) is in place.

Enforcement is aimed at:

- Discouraging parking which is dangerous or obstructs other motorists, pedestrians, cyclists and disabled people.
- Improving the quality and accessibility of public transport and bus journey times.
- Helping Sheffield be a sustainable city economy, supporting high streets and district centres; balancing the needs of different road users, including vehicles required for deliveries.
- Improving the local environment.
- Supporting the needs of disabled people, including those who rely on the use of a vehicle.
- Delivering the objectives of parking schemes, such as permit parking zones to help residents and local businesses.
- Improving compliance - issuing Penalty Charge Notices acts as a deterrent, but through publicity campaigns, warning notice periods for new restrictions, website information, the appeals process and CEO advice to the public, we also aim to educate.
- To support Transport Strategy targets and objectives, and to help meet the requirements of The Traffic Management Act 2004, including reducing congestion and improving road safety.

4. Enforcement Priorities

Evidence for PCNs issued using CCTV is captured using Automatic Number Plate Recognition (ANPR). As such the cameras capture all vehicles that enter the restricted area. Any vehicles that are known to be exempt or authorised are filtered out by the system before review work is carried out. The regulations¹ require that a request is made to the DVLA within 14 days from the contravention date to get the registered keeper details. The Council aims to review all CCTV footage in time for the DVLA information to be requested. This also ensures the keeper receives the notification of the contravention promptly (following the DVLA response and processing of the PCN for issue).

It is not feasible to patrol all on-street and car park restrictions constantly. To meet the objectives of parking enforcement, restrictions have been ranked according to levels of priority. Generally, these align with the above objectives and with the higher and lower level contraventions rates (as listed in the Civil Enforcement Officer (CEO) handbook).

Some restrictions will be given more focus at different times – for example, school keep clear restrictions would be prioritised around the school start and finish times, or restricted streets near football grounds on match days.

To cover different areas throughout the city officers are assigned routes ('beats' to patrol on foot or areas to visit using transport). These are kept under review by the enforcement team.

The enforcement team may be made aware of 'hotspot' areas with current issues through liaison with other parties such as bus companies and elected members, plus other feedback and assessment.

If a high volume of contraventions occurs in a particular area, the underlying reasons should be investigated.

Drivers who believe there is a low risk of getting caught should not contravene a restriction. PCNs may be issued anywhere that has restrictions implemented.

Members of the public can also report where they think vehicles are parked in contravention of restrictions, including suspected Blue Badge misuse. These requests would be assessed on priority too. We need details such as the exact location, times of day and days of the week when regular parking issues are occurring, so that we can follow up on these requests. Information about reporting incorrectly parked vehicles is available on the Council website.

Where camera enforcement is not possible, Penalty Charge Notices can only be issued where one of our CEOs observes a vehicle in contravention.

¹ Regulation 10 The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022

Department for Transport Operational Guidance to Local Authorities (2010) recommended not pursuing more than one PCN issued over a 24-hour period where a parking contravention has occurred and the vehicle has not moved.

Whilst not contained in 2022 Statutory Guidance, our policy still provides that the CEOs should only issue one PCN within a single 24-hour period. Drivers should not regard the PCN as a 'permit' to park. In some circumstances and where appropriate, the Council may instruct removal of the vehicle after a PCN has been issued. Vehicles parked for longer than 24 hours at a location where a restriction applies may also be issued further PCNs.

There may be instances where it may seem a vehicle is in contravention, but it is not – for instance, a vehicle parked on a waiting restriction may have a Blue Badge correctly displayed, or the vehicle may be parked in a relevant bay with a valid virtual parking permit, or cashless payment session. Checks can be made from the control room to see if a vehicle has a virtual permit or cashless payment session.

Type of restriction	Priority ranking	Planned assignment of CEOs
Bus lanes and bus stops	High	Daily as part of patrols of key routes and beats; also enforced using CCTV
Moving traffic restrictions	High	Enforced at locations where ANPR enforcement has been agreed (CCTV)
Peak period no loading restrictions on key main roads connecting the city	High	Daily as part of patrols of key routes and areas
Single/double yellow on main roads	High / medium	Beats and areas
School keep clear restrictions (which have a Traffic Regulation Order)	High	Daily enforcement during term time on a pre-planned schedule of schools (note: signs do not specify the restrictions apply term time only – drivers should observe the signed restrictions); also enforced using CCTV
Permit Parking Zones	Medium	Beats and areas

Type of restriction	Priority ranking	Planned assignment of CEOs
Pedestrianised Areas	High / medium	Beats and areas
Taxi ranks	High / medium	Some ranks (e.g. near shops) are always enforceable; on other streets enforcement is prioritised in the evenings as they service night-time economy premises
Disabled bays	High / medium	Depending on location – some will be observed more frequently as they are in areas which have other high priority restrictions
Loading bays and other bays for specific users (e.g. motorcycle bays, electric vehicles)	Medium	Depending on location – some will be observed more frequently as they are in areas which have other high priority restrictions
City Centre Pay & Display or cashless parking bays (on and off street)	Medium / low	Beats
District shopping areas – parking bays	Medium / low	Beats and areas
Road junctions with restrictions (not main roads) and other yellow lines	Medium	Beats and areas
Events	High	Based on when these are scheduled
Temporary restrictions for works such as highway maintenance (Streets Ahead)	High	Based on when these are scheduled
Bay suspensions	Medium	Based on when these are scheduled

Type of restriction	Priority ranking	Planned assignment of CEOs
Blue Badge Misuse	High / Medium	Beats and areas
Red routes and other no stopping restrictions	High	Daily as part of patrols of key routes and areas Also red routes may be enforced using CCTV
Cycle lanes with restrictions	High	Beats and areas; also mandatory cycle lanes with waiting and / or loading restrictions may be enforced using CCTV
Car parks outside the city centre (permits)	Medium	Beats and areas
Car parks outside the city centre (pay and display, limited waiting)	Low	Beats and areas
Dropped kerbs	High / Medium	Based on requests for enforcement if blocking a drive, otherwise depending on location – some will be observed more frequently as they are in areas which have other high priority restrictions (e.g. main pedestrian routes with tactile paving)
Double parking	Medium	Depending on location – some instances will be observed more frequently as they are in areas which have other high priority restrictions
Environmental (e.g. engine idling FPNs)	See relevant parking restriction type	Linked to enforcement of relevant parking restrictions

CEOs also carry out other duties including:

- Reporting any signage issues
- Issuing warning notices
- Reporting potential abandoned vehicles
- Putting up signs indicating the suspension of parking places and removing them
- Helping with some parking surveys and providing reports
- Providing witness statements; officers could also be requested on rare occasions to give evidence directly in an adjudication hearing
- Reporting relevant activities to other departments (for example Highways) and the police
- Assisting with general queries about parking to help drivers understand the rules; engaging in events when required to promote understanding and find out local issues

5. Parking, Bus Lane and Moving Traffic Enforcement Policy

The following section document lists the most common scenarios that will be considered by CEOs when patrolling restrictions.

Bus lane restrictions, moving traffic and some parking contraventions are enforced using CCTV enforcement.

More details of different restrictions and the issuing of PCNs are contained in Appendix A: Sheffield City Council Civil Enforcement Officer (CEO) handbook.

We aim to:

- treat everyone fairly and consistently
- be balanced in how we enforce parking.

All staff are required to adhere to the Council's Code of Conduct which lays out expected standards of behaviour, including being respectful to others, not influenced by personal gain and adhering to the Council's policies and procedures.

As enforcement staff may encounter vulnerable adults and children whilst patrolling and may be regarded as an official figure in uniform, all our CEOs have a Disclosure and Barring Service (DBS) check. This checks for criminal convictions and cautions.

As with all services, the Council must put in place safe systems of work and take whatever measures are necessary to protect its staff and keep them safe, while carrying out their duties. Examples of this include body worn cameras and not patrolling alone in some areas.

A Civil Enforcement handbook has been included as part of the policy. This details reasons why a PCN may be issued, observations that a CEO will carry out and exemptions that apply in different circumstances.

Staff working on behalf of Parking Services undertake relevant training, including in-house training and development.

Once a PCN has been issued there is an opportunity to appeal. Guidance Policies for Civil Parking, Bus Lane and Moving Traffic Appeals are also set out within this document.

Abandoned Vehicles

Abandoned vehicles can be reported online via the Council's website (www.sheffield.gov.uk) if there is evidence it is:

- not taxed

- in a very poor condition (e.g. flat tyres and broken windows) and it does not appear to have been for a significant amount of time (i.e. has been left parked at the same location without being moved for more than two weeks).

If a CEO suspects a vehicle meets the above criteria, checks should be made by the Parking Services enforcement team to see if it is:

- taxed (using the www.gov.uk website); If a vehicle is untaxed but it appears it is not abandoned this can be reported via the www.gov.uk website.
- Contacting the police to verify if it is stolen

The Council's abandoned vehicle section can deal with such vehicles under the provisions of the Refuse Disposal (Amenity) Act 1978. If a vehicle is abandoned and has already been issued at least 3 PCNs, no further PCNs should be issued.

Once a vehicle has been deemed abandoned it can be removed to a secure compound, where if not claimed is destroyed. Vehicles can be removed from the public highway and from any land in the open air (including private land) after notice is given and where the occupier does not object.

Bank Holidays

If a bank holiday is on a day when restrictions normally apply, signing rules say that the restriction applies as normal, unless the signs specifically state 'except bank holidays'.

We do however allow parking in bays on bank holidays. Other restrictions (including such as yellow lines, bus lanes and moving traffic restrictions) may be enforced. Some locations have bays with yellow lines in – vehicles should not park in these on bank holidays when the yellow lines restriction applies.

Bank Visits & Security Vans

If restrictions are in place near a bank, these should be complied with by all motorists.

The only exemption which applies is for armoured vehicles (operated by companies licenced under the Private Security Industry Act) which are delivering/collecting cash or other valuables to banks or other business premises and are occasionally required to park near business premises to safely deliver or collect high value amounts.

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

Broken Down Vehicles

A note left in the windscreen stating that the vehicle has broken down will not be accepted by the CEO as a reason for not issuing a PCN. A CEO may exercise reasonable discretion if they observe a driver experiencing difficulties (for example unable to start the car and awaiting recovery). However, if this is not witnessed and a PCN is issued the driver would need to appeal the PCN (see appeals policy).

A vehicle being used to remove a broken-down vehicle from the highway would be exempt whilst engaged in this activity as detailed in the CEO handbook.

Bus Stops and Bus Stands

Where there is a bus stop clearway (or bus stand clearway), other vehicles are not permitted to stop when the restriction applies, except if exempt (see the CEO handbook). Taxis (licenced hackney carriages, not PHVs) may wait to allow a passenger to board or alight.

Carers/Care Organisations

The NHS and organisations that employ professional carers may apply to the Council for permit staff to park in permit bays to visit patients at home.

Residents may obtain a carer's permit for family and friends who attend as carers (or for the use of professional carers too).

All permits are subject to online terms and conditions.

Carers are not exempt from yellow lines restrictions or other restrictions such as disabled bays, bus stop clearways, loading bays.

Clamping

The Council has the power to clamp vehicles parked in contravention of parking restrictions, in addition to the issue of a PCN. However, the Council consider that the clamping of a vehicle parked in contravention of a restriction does not have clear traffic management benefits. Therefore, we will not clamp vehicles parked in contravention of parking restrictions. However, we may in some circumstances tow a vehicle away (see Specific Policy - Removal of Vehicles).

Complaints

Claims that a CEO has made an error whilst issuing a PCN will be investigated under the normal appeals procedures and a written response will be sent.

Any allegation of misconduct or rudeness made against a member of the enforcement staff will be investigated under the Council's official complaints procedure.

The official complaints procedure is **not** appropriate for use in relation to appeals against PCNs, as there is a separate independent tribunal available for these issues. (see Traffic Penalty Tribunal). Nor is a referral to the Local Government Ombudsman appropriate as again, the Traffic Penalty Tribunal is the relevant body to hear disputes regarding the issue of PCNs.

Council Officers and Members on Duty

All Council officers and members on duty are expected to fully comply with parking regulations.

CCTV enforcement of bus lane and moving traffic restrictions

The Council can also issue bus lane and moving traffic PCNs for contraventions detected using CCTV and associated recording equipment (a certified approved device).

This footage is also reviewed before a PCN is issued to check the vehicle registration is correct and that a contravention has been witnessed.

These PCNs would also be served by post after the keeper details have been obtained from DVLA.

CCTV enforcement of parking restrictions

The Council can issue parking PCNs for certain contraventions detected using CCTV and associated recording equipment (a certified approved device). Images are reviewed by the enforcement team to carry out checks the vehicle registration has been recorded correctly and that the evidence shows the vehicle is in contravention before the case is referred for a PCN to be issued.

Such PCNs would be served by post after the keeper details have been obtained from DVLA.

The restrictions that such PCNs can be issued for are if vehicles are parked:

- In a bus lane (waiting and loading restrictions will apply)
- In bus stop clearway or bus stand clearway
- On 'keep clear' zig-zag markings outside schools
- On a red route
- In a mandatory cycle lane (which has waiting or loading restrictions)

Such enforcement would normally be used if enforcement by CEOs on patrol has challenges and traffic management issues cannot be resolved. This may include

areas where officers have experienced abuse, or where vehicles are temporarily moved when an officer is seen but then returned to the restriction resulting in ongoing traffic management and road safety issues.

CCTV enforcement is carried out in accordance with the *Civil Enforcement of Road Traffic Contraventions: Certification of Approved Devices*

Dropped Kerbs

Kerbs may be lowered for the benefit of other road users such as pedestrians, cyclists and vehicles that need to cross the footway (or a verge, or cycle track) to gain authorised access to other premises.

A carriageway may also be raised to meet the level of the footway, cycle track or verge.

Parking in front of such dropped kerbs is not permitted and may cause inconvenience, or even prevent access for others, especially those with a disability or impairment. The Highway Code says not to park where the kerb has been lowered to help wheelchair users / powered mobility vehicles, or in front of an entrance to a property. Parking in front of a driveway can prevent the householder from gaining access to the highway.

Where another restriction is in place (such as double yellow lines), a PCN may be issued to the vehicle if it is contravening that restriction.

In the absence of such restrictions, a PCN may still be issued if a vehicle is parked across a dropped kerb. The exemptions that apply if a vehicle is parked across a dropped kerb may differ to those for other restrictions. Whilst a Blue Badge holder may park on a waiting restriction for up to 3 hours, they are not allowed to park in front of a dropped kerb.

The police may issue a Fixed Penalty Notice for obstruction (if another vehicle cannot get off their driveway), but the council may also issue a PCN if a vehicle is parked across a dropped kerb at locations:

- that form part of a signed cycle network route;
- where tactile paving has been provided; or
- where it has been verified the occupier of premises has complained about a vehicle parked across their driveway

This would not apply if the vehicle were parked fully within a signed parking bay.

The occupier of a residential property may park their own vehicle in front of their driveway dropped crossing (or permit someone else to), providing:

- there is not another restriction in place
- they have not accepted a reward to allow someone to park there
- it is not a shared access

Double Parking / not parking adjacent to the carriageway edge

A PCN may be issued if a vehicle is parked more than 50cm from the edge of the carriageway. Vehicles parked out on the road may impede other drivers from passing along the street, especially larger vehicles such as fire engines, ambulances, buses, or waste collection lorries.

This applies to Blue Badge holders too.

A PCN would not be issued if the vehicle is parked fully within a signed parking bay that is positioned away from the carriageway edge.

Disabled Drivers/Passengers

Blue badges may only be used if the vehicle is being used to transport the badge holder. They cannot be used for example by someone else to go shopping on behalf of the badge holder if the holder is not a passenger in the vehicle.

The badge must be clearly displayed so it can be read from outside the vehicle. The front of the badge (showing the expiry date, issuing authority and serial number) should be face up. This side of the badge has a hologram.

Where a time limit applies for badge holders the timer disc must also be displayed and set by the user to show the time the vehicle was parked.

All EU Blue Badges may be used in Sheffield. Non-EU badges may also be used (this is a discretionary allowance) but would still need a timer disc if parked where time limits apply (or a note displayed in the vehicle stating the time of arrival).

A PCN may be issued if:

- the vehicle is parked at a location where Blue Badge exemptions do not apply
- all the details on the front of the badge cannot be seen or are not legible
- the timer disc is not set / displayed at location where time limits apply to badge holders
- it appears the vehicle has been parked for longer than permitted with a blue badge / timer disc displayed
- there is reason to believe the badge is not being used for the benefit of the holder



Information for badge holders is available online:

www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england

If the Blue Badge is believed to be being used for the benefit of someone other than the badge holder, CEOs may request to inspect the badge and retain it if it seems the badge is being misused. Procedures will be followed to establish the badge holder's whereabouts.

In addition to the issue of a PCN (any parking exemptions would not apply if the badge is being misused), the CEO may record a separate statement for any potential Blue Badge misuse cases to be dealt with through criminal proceedings.

Discretion

To protect CEOs from allegations of inconsistency, favouritism and claims of bribery, the government suggests that the exercise of discretion should rest with back-office staff who deal with challenges, representations and appeals.

However, if the driver returns before a PCN has been printed the CEO should verbally advise the driver why they cannot park there (see Regulation 10 PCN information in the CEO handbook).

However, once the CEO has commenced the process of printing a ticket, they must complete the process and issue a PCN. In these circumstances, if the motorist wants to dispute the PCN the appeals process should be followed.

Dispensations and Suspensions

(a) Dispensations

The TROs contain details of exemptions that apply to the restrictions – for example loading / unloading activity on a waiting restriction. In general, where tools, equipment or materials are required, these items should be unloaded (from a location where this activity is permitted) into the relevant premises and the vehicle should then be parked legally elsewhere.

There may be occasions where there is no relevant exemption in the TRO, but it is necessary for a vehicle to park there. Consideration may be given to the issue of dispensations to vehicles which are being used as a workshop. The definition of a workshop vehicle is one where there is equipment which needs to be used directly from the vehicle as part of the work being carried out at an adjacent property (for example a vehicle being used to clear blocked drains that has a hose attached).

Dispensations have to be applied for and paid for in advance of the works taking place. These are processed by the back-office team. Information about applications, including fees is on www.sheffield.gov.uk.

Dispensations are always vehicle specific. If a dispensation is not used in accordance with the dispensation terms and conditions, or the agreed activity for which it was issued is not observed a PCN may be issued.

(b) Suspensions

These must also be applied for and payment made in advance. Information about this process is on www.sheffield.gov.uk. These are signed using Department for Transport approved signs. See the CEO handbook for information about issuing PCNs to vehicles in suspended bays.

There are occasions when parking bays have to be suspended – usually to enable works to be carried out. The bays affected may be free parking bays, pay & display bays, residents parking bays or other bays which are allocated for specific users. Suspension applications will be considered for reasons such as:

- maintenance of adjacent property where highway access is required for deliveries, essential vehicles, skips etc
- skips on the highway
- maintenance of trees
- Police request
- security reasons
- filming - contact us about filming in the city
- any other reason accepted by Parking Services.

Parking suspensions are intended to keep the bays clear.

We will not suspend bays to provide parking for vehicles unless they are essential for works in the suspended area (such as an asbestos removal vehicle). Other examples of vehicles that are essential for the agreed works would be allowed access to the suspended area are:

- if a bay is suspended for utility works, liveried utility vehicles being used in connection with the works
- if a bay is suspended to allow access to a construction site - only works vehicles being used to continuously load or unload goods or materials to that project can use the suspended area
- for filming suspensions - only essential filming unit vehicles such as lighting generators and equipment vehicles.

Bay suspensions are not granted for general parking of personal vehicles (such as cars/vans, people carriers). Other works or private vehicles should be parked legally elsewhere (for example in nearby pay and display parking).

Applications for suspensions must be received at least 10 working days prior to the required date and must be made to the Council's Parking Services section. Full payment must be made at least 9 days prior to the suspension start date. Less notice may be accepted in certain circumstances (e.g. for funerals), subject to discretion.

If granted, suspensions of parking bays / spaces will be clearly signposted with temporary DfT approved signs indicating the exact location and extent of the suspension with the start and finish dates and times. These signs will normally be displayed at least five days before the suspension comes into operation, but less notice may be given in certain circumstances (e.g. for emergency works), subject to discretion. When the signs are erected, a record will be made of any vehicles which are already parked at the relevant location.

Signs are placed to deter motorists from parking in the suspended area, but we are not able to guarantee that vehicles will not park there. Our enforcement team can be contacted to report vehicles.

We do not remove vehicles from the suspended area, but vehicles seen by the Civil Enforcement Officers parked in contravention of a suspension may receive PCNs.

Dropping Off / Picking Up Passengers

The CEO handbook details restrictions where exemptions apply to allow a passenger to be picked up / dropped off. This activity is not permitted where no stopping restrictions apply (for example clearways, red routes, zig-zags outside schools and on pedestrian crossings).

In most circumstances, the driver should remain with the vehicle and a maximum of two minutes allowed (unless passengers requiring more assistance such as elderly, disabled, or young children are involved).

This also applies for Hackney Carriages and Private Hire Vehicles. Special consideration will be given to Hackney Carriages or Private Hire vehicles that will need a small amount of additional time to announce their arrival and accept payment. CEOs will exercise reasonable discretion in such circumstances.

Emergency Vehicles Service vehicles

Emergency service vehicles (such as police, fire and ambulance) are exempted from some restrictions (see Civil Enforcement Officer (CEO) handbook), provided the vehicle is being used for operational duties, rather than parked for convenience outside premises such as police stations, courts, or during breaks from duty.

Enforcement Agents

Enforcement Agents have certificates (issued by county court judges) which allow them to recover debts. Functions they perform include executing warrants (court orders) for the collection of money or goods. For this purpose, the Enforcement Agent will always have an appropriate vehicle nearby. If the only nearby available place to leave the vehicle is a yellow line a dispensation may be applied for.

For other locations (e.g., where parking bays are available), or to carry out other activities for which they do not need a vehicle nearby (such as if they are serving a summons or a warrant) they would be expected to comply with parking restrictions.

Footway / Verge Parking

Outside of London, footway parking can only be enforced by CEOs if:

- there are signs on the footway / verge which prohibit waiting or stopping; or



Use code 01



Use code 46

- a signed footway parking ban zone has been set up; or
- there is a waiting restriction on the section of the carriageway *parallel* to where the vehicle is parked. If there is also a loading ban, the PCN may be issued for contravening the loading ban. In such circumstances a PCN may only be issued during times when the waiting / loading restriction applies; or
- there is a no stopping restriction indicated by red lines on the section of the carriageway parallel to where the vehicle is parked. In such circumstances, a PCN may only be issued during times when the red route no stopping restriction applies.

Vehicles parked on the footway where there is not any signage that would allow a CEO to issue a PCN may be issued a Fixed Penalty Notice (FPN) by the police if they consider there is deliberate obstruction.

The Highway Code states: You **MUST NOT** park partially or wholly on the pavement in London and should not do so elsewhere unless signs permit it. Parking on the pavement can obstruct and seriously inconvenience pedestrians, people in wheelchairs or with visual impairments and people with prams or pushchairs.

See Private Property section too.

Foreign Vehicles

Drivers of foreign vehicles should comply with restrictions and a PCN may be issued if not.

Funerals and Weddings

Official vehicles actively involved in a funeral, or a wedding will be given due consideration and PCNs will not be issued (i.e., the official hearse vehicle, or the official wedding car transporting whilst dropping off the bride / groom).

Other vehicles being used by those attending a service should park legally.

Garages

A PCN may be issued if a repair garage employee parks a vehicle on the highway, in contravention of a restriction, whilst maintenance of the vehicle is being carried out, or if there is not enough room in the garage premises for the vehicle. If a garage employee drives the vehicle through a bus lane a PCN may be issued too.

Likewise, drivers should not leave a vehicle in contravention of a parking restriction whilst dropping off a vehicle at a garage.

Liability for PCNs issued to a vehicle whilst it is in the care of a garage remains with the keeper of the vehicle. Any claim for penalty charges incurred would be a civil matter between the two parties.

Loading / Unloading

Loading / unloading is generally permitted when there are waiting restrictions in place, except when there is also a loading restriction. See CEO handbook for more details of where loading / unloading exemptions apply.

There is not a fixed observation period that must be given to see if this activity is happening. The CEO handbook contains suggested observation times that will be applied.

Loading exemptions apply if the vehicle is waiting where permitted and either the goods being delivered/collected are heavy, bulky, or numerous and it would be unreasonable to expect them to be carried from a 'legal' parking place.

It also includes delivery / collection if being done as part of the operations of a commercial delivery business (e.g., couriers).

Loading exemptions do not cover activities such as:

- the driver also stopping for other activity, e.g., carrying out work, getting a drink, serving customers, going to the toilet
- shopping i.e. buying goods before loading them.
- stopping for convenience for collection - e.g., a driver going to collect a takeaway (however, if a driver is delivering food as part of a business, this would be classed as loading whilst they need to collect / deliver it, but not if waiting for the order to be prepared)

Obtaining change (for pay and display)

The law does not allow motorists time to park up and then get change (for example from a nearby shop) so a pay and display ticket can be bought. This is a matter that has been decided at High Court.²

A motorist should travel with spare change otherwise, they must park legally elsewhere. At some locations there are alternative options to pay by phone, or by card.

Pay and Display Bays / Cashless Parking Restrictions (On-street and in Car Parks)

Pay and display parking bays / car parks require the purchase of a ticket or payment using cashless parking. Payment must be made at the time of parking.

- Unless a maximum stay applies at the location, cashless parking sessions can be extended remotely if drivers need to park for longer than the initial payment was made for
- Where available only one free parking session should be used at the same parking location on any day – longer parking sessions must be paid for

Further information is provided on restrictions signs, information boards / panels and / or machine facias about the use of pay and display and cashless parking and circumstances in which a contravention may be deemed to have occurred/where PCNs may be issued (such as not clearly displaying a ticket, or parking at a different location to where the parking session was bought for). These requirements are also contained within the relevant TRO underpinning the restriction.

² Strong v. Dawtry 1961

Pay and Display Machines not working

If a machine is not working drivers should either:

- use an alternative machine in working order in proximity (i.e. on the same car park or street)
- obtain a cashless parking session (information about this will be shown on the pay and display machine and/or other nearby signs)
- use a credit / debit card to make payment at machines with this facility if the fault is with getting coins accepted
- find alternative parking

There is a telephone number on the pay and display machines that drivers can use to get advice on their alternative options.

Penalty Charge Notice – recorded observation times

The issue of PCNs is usually controlled by either:

- handheld computer terminals carried by the CEOs.
- Software for CCTV camera systems.

These have integrated clocks which are synchronised to national standards. Time is synchronised with mechanisms such as an Internet Time Service (ITS). It is not possible for the CEO to alter the time stated on such PCNs.

In rare circumstances a handwritten parking PCN may be issued and the CEO will use a digital watch to reference the observation times noted on such PCNs.

Pay and Display machines are also networked. Whilst on patrol CEOs check they are working, including showing the correct time and date. This is done by obtaining a “test” ticket from the machines.

Permits/Permit Parking Zones

As part of some agreed parking schemes permits are issued to eligible applicants. Proof may be required for the issue of permits.

Some permits are virtual parking permits (like vehicle tax), whilst others are still physically issued permits which must be clearly displayed in the vehicle.

Examples of permit types include residents’ permits, business permits and visitors’ permits. The types of permits available may be reviewed as part of changes to parking schemes. Current permit types available are published online. All permits are subject to terms and conditions (covering how the permit may be used). This

information is also online, with other information such as how to apply and proofs required.

Private Property

A road is legally defined for the purposes of traffic regulation as "any length of highway or other road to which the public has access". If a vehicle is parked on a section of road where a parking restriction applies, a PCN may be issued.

Highways are regarded in common law as being land on which all members of the public have a right to pass and re-pass. Different types of highway may be used by different types of traffic. For example, highways which are footpaths provide a public right of passage on foot.

Highways can be adopted or unadopted – the adoption status only determines who is responsible for maintaining it. Even if an area of highway is unadopted or privately owned, if it is still highway (i.e., all members of the public still have a right to pass over this section of land) then parking restrictions may still apply.³

The legal definition of road above also includes roads "to which the public has access". It is therefore possible for parking restrictions to apply to land which is not highway but may still be considered a road "to which the public has access". This may result in a situation where a parking restriction applies across the entire width of a road despite only some of it being highway, on the basis that the entire width of the road is accessible to the public.

The existence of this rule means that there should be a physical boundary or barrier between areas of roads which are highway and those which are not but would otherwise be publicly accessible. If not, then parking restrictions may apply across the entire width of the road.

See Footway / Verge Parking section too.

We enforce car parks on Council owned land and other sites regulated by the Council (for example some Sheffield Hallam University car parks).

Parking restrictions placed on other private property off street cannot be enforced by our Civil Enforcement Officers. The relevant landlord or owner, or enforcement agency should be contacted about queries. The British Parking Association has information about Approved Operators.

Roadworks

If there are extensive road works or events in progress which may cause confusion near bus lanes, or bus gates, or other moving traffic restrictions, or that stop traffic

³ High Court decision (Price v DPP [1989] RTR 413) stated "Although the surface of the pavement differs at or about the line dividing public ownership and private ownership, there was nothing in the photograph or plan, nor anything in the evidence, that suggested that the privately owned part of the pavement was in anyway shut off to pedestrians or in any way delineated so as to indicate that it was not part of the pavement as a whole for the purpose of people walking up and down"

from using other routes, CCTV enforcement may be suspended. In such cases, signage will be put in place to inform drivers the bus lane is not operational.

Tariffs for Parking – On & Off Street

We may periodically review (usually annually) the level of charges for parking on-street and in our car parks. Officers will conduct the review and any recommendations will be placed before appropriate elected members in accordance with the Council's constitution in relation to such decisions. Agreed changes will also follow Traffic Order procedures before being implemented.

Taxi Ranks

Taxi Ranks are for the use of licensed Hackney Carriages Vehicles. Use by Hackney Carriages licensed by other authorities or by Private Hire Vehicles is prohibited.

Taxis parked on other restrictions such as yellow lines outside a taxi rank may be issued with a Penalty Charge Notice.

Sheffield City Council Hackney Carriage Byelaws should also be adhered to by Hackney Carriage drivers. Enforcement of this is separate to the parking policy.

Uniforms – Civil Enforcement Officers

The Traffic Management Act 2004 and associated regulations require CEOs to wear a uniform.

This should show:

- the CEO is involved in parking enforcement
- Sheffield City Council
- a badge number to identify the CEO

The CEOs also carry a Sheffield City Council photo identity card, showing their identification number.

To protect their identity the CEOs name is not on the uniform or ID card.

Visitors

Visitors should park in accordance with the restrictions in place (such as in limited waiting bays or pay & display bays). This may mean a short walk to the premises they are visiting. If they need to park in a permit holder's only bay, they should request the use of a visitor permit from the resident they are visiting.

Most parking and traffic restrictions in Sheffield and the signs used to denote them are similar to those used in other parts of the country. Visitors to Sheffield are

expected to comply with restrictions in the same way as motorists who live in the city.

Discretionary consideration may be given in some circumstances for restrictions indicated by non-standard Department for Transport prescribed signage (not contained in current versions of the Highway Code or Know Your Traffic Signs).

Warning notices - Bus Lanes

When enforcement is introduced in new locations, we will issue warning notices for a period of one month before full enforcement starts.

Warning Notices – Moving Traffic Enforcement (including new Bus Gates)

When enforcement is introduced at new locations warning notices for first-time contraventions will be issued for 6 months. This applies to:

- new restrictions
- altered restrictions
- existing restrictions where CCTV enforcement has started being used.

Further contraventions by the same driver at the same location may result in the issue of a PCN. This approach has been set by the Department for Transport in *Statutory guidance for local authorities outside London on civil enforcement of bus lane and moving traffic contraventions*. This is intended to promote compliance and helping drivers understand the seriousness of these contraventions.

Warning notices – parking restrictions on street

If a new or amended Traffic Regulation Order for parking restrictions is introduced the CEOs may initially issue warning notices for the first 7 days.

On occasion, we need to introduce temporary restrictions. Reasons for this would include short-term traffic management or events. For short-term temporary restrictions, it may not be possible to issue warning notices.

At locations where parking PCNs are issued using CCTV, warning notices will be issued for 1 month.

6. Definitions

The following are definitions of terms commonly used in connection with parking and bus lane enforcement.

Challenge

A “challenge” is a written communication to the local authority in response to the issue of a PCN, during the period prior to the issue of a Notice to Owner. If a challenge is received within the period of 14 days from the date of service of a PCN, the discount period will be re-offered if the challenge is rejected.

Charge Certificate

A charge certificate is issued: -

- (i) Not less than 28 days after a Notice to Owner (NtO) is served and no payment or formal representation is received
- (ii) Not less than 28 days after a Notice of Rejection of Representation is served where no payment has been received and no appeal has been made to Traffic Penalty Tribunal.
- (iii) Not less than 28 days after rejection of an appeal by the Traffic Penalty Tribunal has been served.

When a Charge Certificate is issued the amount of the penalty is increased by 50%

The Charge Certificate is sent to the debtor requiring payment of the full increased amount within 14 days of the date of service.

Debt Registration

This is done at the TEC (Traffic Enforcement Centre) on or after 14 days from the service of a Charge Certificate if the PCN is still open. The local authority must confirm issue of the Charge Certificate to the court and there is a fee payable to TEC for each registration. This is added to the Charge Certificate amount owed to the Council when an Order for Recovery is sent to the keeper / hirer once TEC accept the debt registration.

The Order for recovery is sent to the debtor advising him / her that they have 21 days in which to pay the amount owed or make a witness statement to TEC if one of the following applies:

- The Notice to Owner / postal PCN was not received
- Formal representations were made but no reply was received
- An appeal was made to the Traffic Penalty Tribunal, but the decision was not received
- The PCN had been paid in full

Failure to do either will result in a Warrant of Execution being applied for by the Council at TEC. Once issued, this will enable the Council to instruct Enforcement Agents to collect the debt on their behalf.

Driver Vehicle Licencing Authority (DVLA)

The government centre responsible for maintaining records of vehicles, their registered keepers and driving licences.

Non Fee Paying Enquiry and Response to DVLA – VQ4 & VQ5

For postal PCNs, or when a parking PCN served on street remains unpaid, the Council will make a non-fee paying enquiry to DVLA to ascertain the identity of the keeper of the vehicle. The enquiry is made electronically via the Council's parking processing system.

The response from DVLA is also electronic and is automatically fed into the Council's system.

Notice to Owner (NtO)

If a parking PCN served on street remains unpaid for 28 days, the Council 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 keeper advising him / her that the relative PCN remains unpaid.

The Notice will contain full details of the PCN issued and will request payment within 28 days of service, or it gives the keeper the opportunity to make a formal representation against the PCN, which also must be done within 28 days. This should be done online or by post. The NtO details how to do so.

Penalty Charge Notice (PCN)

Parking PCNs served on street must be affixed to the vehicle or handed to the driver.

Local authorities can also issue parking PCNs by post if the Civil Enforcement Officer has been prevented from issuing it, either because the vehicle has been driven away, or by the conduct of the driver in preventing the CEO from issuing it to the vehicle. Also, local authorities can issue by post, PCNs which have been detected using CCTV (an approved device).

PCNs served on street will identify: -

- the name of the enforcement authority
- the registration mark of the vehicle involved in the alleged contravention
- the date and time at which the alleged contravention occurred
- the grounds on which the civil enforcement officer serving the notice believes that a penalty charge is payable (including a contravention code)
- the CEO badge number
- observation times
- the street or car park name
- the amount of the penalty charge
- that the penalty charge must be paid before the end of the 28-day period beginning with the date on which the notice is served
- that if the penalty charge is paid before the end of the period of 14 days (21 days in the case of PCNs served by post using evidence from an approved device), 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 enforcement authority on the owner of the vehicle; and
- that the person on whom the notice to owner is served will be entitled to make representations against the penalty charge.
- the date of service (issue) of the PCN
- the make and colour of the vehicle
- location of the vehicle
- Instructions on how to challenge or make formal representations against the issue of the PCN.

Registered Keeper

The person(s) or organisation who are registered at DVLA as being legally responsible for the vehicle. The registered keeper is not necessarily the owner or the driver.

Representation

A “representation” is a written communication to the local authority in response to a Notice to Owner or a PCN which has been issued by post. Where a representation is made in response to a Notice to Owner, the full amount of the Penalty Charge will be payable if the representation is rejected by the local authority.

If a representation is received by the local authority in response to a postal PCN, within 21 days of the date of service of that postal PCN (14 days for a regulation 10 parking PCN), the discount period will be re-offered if the representation is rejected.

Traffic Enforcement Centre (TEC)

The TEC is in Northampton and is a branch of the County Court, which specifically deals with motoring contraventions / offences.

All case registrations with TEC are carried out electronically.

Traffic Penalty Tribunal

An independent body supported by subscriptions from local authorities by means of a levy on each PCN issued plus an annual fee.

Once a formal representation against a PCN has been rejected, the keeper of a vehicle is given the opportunity to appeal to the Traffic Penalty Tribunal within 28 days of the rejection.

The Traffic Penalty Tribunal will review the case and make an independent decision as to the validity of the PCN based purely on its legality. The standard of proof required by the Traffic Penalty Tribunal is “on the balance of probabilities”. The Traffic Penalty Tribunal will consider whether the Council should have considered mitigating circumstances and will refer to the Council’s Chief Executive for re-consideration any case where the Adjudicator considers that there were grounds for cancellation of the PCN.

The Council will then have 35 days to respond to the Adjudicator, advising whether they will cancel the PCN or giving reason as to why they do not consider that the PCN should be cancelled.

Traffic Penalty Tribunal decisions are final and binding on both parties.

Traffic Regulation Order (TRO)

These are legal documents created by the Council to regulate the use of roads and car parks. TROs may specify restrictions for parking (for example double yellow lines, or permit holder only bays), or traffic movement (for example bus lanes, or

one-way streets). Separate legislation specifies what type of restrictions the Council can enforce and which ones the police are required to enforce.

TROs can be:

- Permanent (until another TRO is made which changes or removes that restriction)
- Experimental – these are implemented for a temporary period to test how well new restrictions work. Experimental orders can eventually be made permanent.
- Temporary – these are usually to allow works or special events to take place

The TRO document details what and where the restrictions are and detail the rules for these.

The Council must follow national regulations to create TROs.

A certain type of 'notice' (not an order) may also be used for the short-term restriction of traffic movement due to unforeseen circumstances (mainly public safety).

Some restrictions do not require a TRO – for example bus stop clearways.

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Sheffield City Council Civil Enforcement Officer (CEO) handbook

INTRODUCTION

The Civil Enforcement Officer (CEO) handbook has been written as a guide for use by officers patrolling on street and in car parks. It also provides a reference document for staff who deal with appeals against Penalty Charge Notices (PCNs).

The handbook lists

- contraventions for which PCNs may be issued
- a brief guide to signs / lines that are used for different restrictions.

Note: the drawings and photographs included in this handbook are examples; signs may differ at some locations but to be enforceable must be signs prescribed or authorised by the Department for Transport.

- suggested observation periods
- exemptions that apply for different restrictions, including if loading / unloading is allowed
- a guide to evidence that CEOs should log

More details are also contained in the Guidance Policies for Civil Parking, Bus Lane and Moving Traffic Enforcement

List of contravention codes - Standard PCN Codes v7.0

This list is updated periodically. Minor changes will be incorporated. Significant changes such as the addition of new contravention codes would be considered under policy review.

CODE	DESCRIPTION	LEVEL
01	Parked in a restricted street during prescribed hours	Higher
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	Higher
04	Parked in a meter bay when penalty time is indicated	Lower
05	Parked after the expiry of paid for time	Lower
06	Parked without clearly displaying a valid pay & display ticket or voucher	Lower
07	Parked with payment made to extend the stay beyond initial time	Lower
08	Parked at an out-of-order meter during controlled hours	Lower
09	Parked displaying multiple pay & display tickets where prohibited	Lower
10	Parked without clearly displaying two valid pay and display tickets when required	Lower
11	Parked without payment of the parking charge	Lower
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	Higher
14	Parked in an electric vehicles' charging place during restricted hours without charging	Higher

CODE	DESCRIPTION	LEVEL
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	Higher
17	RESERVED FOR ROAD USER CHARGING USE	N/A
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	Lower
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited	Higher
21	Parked wholly or partly in a suspended bay or space	Higher
22	Re-parked in the same parking place or zone within one hour after leaving ¹	Lower
23	Parked in a parking place or area not designated for that class of vehicle	Higher
24	Not parked correctly within the markings of the bay or space	Lower
25	Parked in a loading place or bay during restricted hours without loading	Higher
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Higher

¹ "one hour" may be varied to another time period or "the prescribed time period"

CODE	DESCRIPTION	LEVEL
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	Higher
29	Failing to comply with a one-way restriction	N/A
30	Parked for longer than permitted	Lower
31	Entering and stopping in a box junction when prohibited	N/A
32	Failing to proceed in the direction shown by the arrow on a blue sign	N/A
33	Using a route restricted to certain vehicles	N/A
34	Being in a bus lane	N/A
35	Parked in a disc parking place without clearly displaying a valid disc	Lower
36	Being in a mandatory cycle lane	N/A
37	Failing to give way to oncoming vehicles	N/A
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign	N/A
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher
41	Stopped in a parking place designated for diplomatic vehicles	Higher
42	Parked in a parking place designated for police vehicles	Higher

CODE	DESCRIPTION	LEVEL
43	Stopped on a cycle docking station parking place	Higher
45	Stopped on a taxi rank ²	Higher
46	Stopped where prohibited (on a red route or clearway)	Higher
47	Stopped on a restricted bus stop or stand	Higher
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher
49	Parked wholly or partly on a cycle track or lane	Higher
50	Performing a prohibited turn	N/A
51	Failing to comply with a no entry restriction	N/A
52	Failing to comply with a prohibition on certain types of vehicle	N/A
53	Failing to comply with a restriction on vehicles entering a pedestrian zone	N/A
54	Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone	N/A
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	Higher
56	Parked in contravention of a commercial vehicle waiting restriction	Higher

² “stopped” may be varied to “waiting”

CODE	DESCRIPTION	LEVEL
57	Parked in contravention of a bus ban	Higher
58	Using a vehicle on a restricted street during prescribed hours without a valid permit	N/A
59	Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	N/A
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher
63	Parked with engine running where prohibited	Lower
67	Using a vehicle on a restricted street without a valid HGV Safety Permit	n/a
68	Using a vehicle on a restricted street in breach of HGV Safety Permit conditions	n/a
70	Parked in a loading place or bay during restricted hours without loading	Higher
71	Parked in an electric vehicles' charging place during restricted hours without charging	Higher
73	Parked without payment of the parking charge	Lower
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher
75	RESERVED FOR LITTERING FROM MOTOR VEHICLES	

CODE	DESCRIPTION	LEVEL
77	RESERVED FOR DVLA USE	N/A
78	Parked wholly or partly in a suspended bay or space	Higher
80	Parked for longer than permitted	Lower
81	Parked in a restricted area in an off-street car park or housing estate	Higher
82	Parked after the expiry of paid for time	Lower
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower
84	Parked with payment made to extend the stay beyond initial time	Lower
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	Higher
86	Not parked correctly within the markings of a bay or space	Lower
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher
89	Vehicle parked exceeds maximum weight or height or length permitted	Higher
90	Re-parked in the same car park within one hour after leaving ³	Lower
91	Parked in a car park or area not designated for that class of vehicle	Higher
92	Parked causing an obstruction	Higher

³ "one hour" may be varied to another time period or "the prescribed time period"

CODE	DESCRIPTION	LEVEL
93	Parked in car park when closed	Lower
94	Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required	Lower
95	Parked in a parking place for a purpose other than that designated	Lower
96	Parked with engine running where prohibited	Lower
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher

Enforcement evidence required

- This helps the notice processing team make decisions when dealing with appeals
- Is important to validate reasons why the PCN should be upheld or cancelled
- Clear information is needed for cases that go to adjudication.

The appeals officer and the adjudicator were not there when the PCN was issued - the evidence needs to make it clear what was witnessed.

When issuing a PCN the CEO must accurately record the registration number of the vehicle and the grounds on which they believe a penalty charge should be paid. Other information as required by the relevant regulations, such as when the contravention occurred, the amount payable and how representations against the charge may be made must also be on the PCN.

The CEO will also record other information on the PCN such as

- the location where the vehicle was parked (the street or car park name will show on the PCN; other more specific information such as a property the vehicle is parked near will be documented in the notes)
- a contravention code (this is a standard list used by all local authorities)
- any observation period given
- a unique PCN number
- the make and colour of the vehicle

Additional evidence to support why the PCN was issued will also be logged. This may include photographs of the vehicle and the restriction signage, details of items displayed in the vehicle, a summary of any interaction with the driver or activity seen such as loading / unloading.

Observation period:

- Recommended observation periods are detailed in the CEO handbook. An observation period is allowed to see if permitted activity is taking place such as loading activity.
- If the CEO has reason to believe the vehicle is parked solely for convenience (for example, the driver has stopped to buy something from a fast-food outlet or coffee shop) and not for any reason that would exempt it from being there, a PCN may be issued without a the full observation period being given. Evidence logged by the CEO must clearly support the reasons for issuing a PCN in such circumstances.

Grace period:

- This is different to an observation period; it is time that **must**⁴ be allowed before a PCN can be issued.
- A PCN must not be issued to a vehicle which had been legitimately parked in a bay (on or off street) until at least 10 minutes has elapsed after it was allowed to be parked.
i.e. if a vehicle was parked in a pay and display bay at 10.06am with a previously valid ticket in the vehicle which expired at 10.00am, a PCN could not be issued until after 10.11am. If the CEO first saw the same vehicle at 10:11am a PCN could be issued instantly. However, if there was no pay and display ticket clearly displayed (or evidence of paid for time), a normal observation period would apply.
- The grace period applies whether the period of parking is paid for, or free limited waiting.
- Grace periods only apply to designated parking places where a person is permitted to park. A road with a restriction (e.g. single yellow line) or prohibition (e.g. double yellow line) is not a 'designated' parking place either during - or outside of - the period of the restriction or prohibition.
- However, if a blue badge has been used correctly on a yellow line and overstay the 3-hour limit, we will allow a 10-minute grace period too

For parking contraventions observed by a CEO on patrol (rather than using CCTV), the following evidence supports the PCN issue:

Location:

- Clear information about where the vehicle is parked – ideally a property number, or building / business name that the vehicle is outside or opposite.

If there is no property number or name, or if the vehicle is parked by a large building, other useful adjacent points of reference (e.g. signpost numbers, or pay and display machine number, approximate distance to road junction) should be noted; a sketched plan on the handheld may be useful.

If the camera is not working on the handheld, a plan should be done on the handheld showing where the vehicle is located.

- Distance to the nearest restriction sign (if applicable)

⁴ The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2015

What is displayed in the vehicle

The CEO should:

- check all windows of the vehicle
- record everything displayed in the windscreen - such as notes, permits, pay and display tickets, vouchers, Blue Badges
- document what is shown on items on display – such as permit number, serial number, expiry dates / times⁵
- if there is an item such as a permit or Blue Badge that can be seen elsewhere in the vehicle (e.g. on a car seat, or in a footwell), make a note of this and if any details on the item can be read
- scan permits that have barcodes on them to check they are still valid

Photographs:

Although these are not a legal requirement⁶ for the PCN, they are very useful evidence and should be taken wherever possible to show:

- the front and rear of the vehicle (clearly showing the number plate)
- a perspective view of the vehicle in relation the nearest sign(s) and road markings^{7 8 9}
- the PCN attached to the windscreen of the vehicle (if applicable)¹⁰
- a close-up of the restriction sign (if applicable)
- the dashboard and windscreen / other windows to show what (if anything) was on display
- close up image(s) of item(s) on display

Except for the photograph of the PCN on the vehicle, these can be taken in the observation period before the PCN is issued.

⁵ this information may be important when appeals are being considered; an adjudicator may question whether an item that can be seen in a photograph was in fact a valid ticket / permit, even if it is something else (e.g. a permit issued by another authority) but this cannot be clearly seen in the picture.

⁶ they may be needed for audit requirements though

⁷ if there are gaps in the markings, or they have started to fade where the vehicle is parked it is helpful to also take pictures of the markings that are further to the front and rear of the vehicle (at least another one of two car lengths); this is evidence adjudicators may ask for.

⁸ other than zone entry signs/ permit holders beyond this point signs, on street restriction sign(s) should be on the same side of the road to the vehicle

⁹ these should include photographs of supplementary information signs, such as yellow information signs, car park information boards

¹⁰ If the PCN was issued but the motorist drove away / prevented issue before it could be served, a photograph of the vehicle driving away should be taken if possible

Other comments to check / record:

- signs / markings
- did the driver return and if so log any conversation / comments
- was any loading / unloading seen (it helps to know what was being carried and where the driver came from / went)
- if evidence of a passenger being dropped off / picked up is seen
- if constant or casual observations were carried out
- how the PCN was served¹¹
- any evidence of breakdown (e.g. a flat tyre)
- if relevant does the nearest pay and display machine appear to be working
- if there is an option at the location to pay for parking by phone checks should be made to see if this has been used
- for code 22 or code 30 contraventions constant observation is not required but there needs to be a first observation to record the VRM, time seen, vehicle valve positions, the direction the vehicle is facing and the location, ideally with a photo. A second observation is carried out (within the specified time) to see if the VRM matches and if the valve positions differ to the original observation. Additional photos should be taken before issue.
- any other information which is likely to be useful.

The handheld may show special messages when a specific criterion is selected – these directions should be followed.

The condition of signs and/or lines

- With the exception of on-street restrictions that have signs at the entry point to the restricted area (e.g. single yellow lines in Controlled Parking Zones, permit parking on streets with 'Permit holders only beyond this point', 24 hour clearways), there should be a restriction plate on the same side of the street as the vehicle, adjacent to the bay / line.
- Generally, there are not set regulations about how many repeater signs are needed. As a guide it is recommended signs for bays should be at roughly 15 metres from the start of the bay and then 30 metre intervals; signs for yellow line restrictions should be roughly 15 metres from the start of the yellow line then every 60 metres.
- A PCN should not be issued if there is no plate on the adjacent side of the street, or within reasonable distance from the vehicle.

¹¹ if the CEO was prevented from serving it on street / or the vehicle drove away beforehand see section below regarding postal PCNs

















- If a sign is obscured and cannot be read (e.g. because of graffiti, weather or overhanging foliage), a PCN should not be issued. If the sign can still be read a PCN should be issued.
- Lines may fade or become broken. If they are worn but still evident a PCN may be issued but good evidence should be taken of both the line where the vehicle is parked and also to the front / rear of the vehicle.
- If the line is completely missing on the section of road where the vehicle is parked (i.e. no part of the vehicle is parked where a line is still present) a PCN should not be issued. If kerb markings are missing the contravention should be treated as a waiting restriction.
- Missing / faulty signs and lines should be reported by the CEO.

‘Regulation 10’ PCNs – CEO prevented from serving the PCN by a person, or by the vehicle being driven away:

















- These can only be issued if the PCN had already been prepared (observations had been completed **and** the PCN has been printed or is already being printed) but the CEO was then prevented from then serving it in the normal manner.
- **Detailed** handheld notes should explain at what point the motorist returned and why the CEO did not either fix it to the vehicle or hand it to the motorist.
- A written witness statement from the CEO (and from any other CEO witness) must be handed in on the same day to be logged to the case. The PCN that was printed from the handheld should also be provided.
- As much evidence as possible (including photographs of the vehicle that can be obtained safely) should be provided.

Permit rules – terms and conditions are shown on the Parking Permits links on www.sheffield.gov.uk/parking

The following exemptions apply to on-street restrictions. The CEO would check if any of these apply if they see a vehicle parked on a restriction.

















Restriction type																
Waiting restrictions	✓			✓	✓	✓		✓ 3-hour limit, no return with 1 hour	✓	✓	✓	✓	✓		✓	✓
Loading ban restrictions	✓			✓	✓	✓				✓	✓	✓	✓	✓	✓	✓
Parking bays for 1. designated class (e.g. motorcycle) 2. electric vehicle charging 3. Voucher parking bays	✓			✓	✓	✓			✓	✓	✓	✓	✓		✓	✓
Parking bays - with free limited waiting	✓			✓	✓	✓		✓ ¹²	✓	✓	✓	✓	✓		✓	✓
Pay and display bays (including shared use ones)	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	✓
Permit parking bays	✓	✓		✓	✓	✓		✓ 3-hour limit, no return with 1 hour	✓	✓	✓	✓	✓		✓	✓

¹² if the disabled badge holder symbol shows on the sign the maximum stay also applies to Blue Badge holders

Restriction type																
Loading bays:	✓			✓	✓	✓		✓ 3-hour limit, no return with 1 hour ¹³	✓	✓	✓	✓	✓		✓	✓
Disabled bays	✓			✓	✓	✓		✓ signs on some disabled bays set a maximum stay and period of no return	✓	✓	✓	✓	✓		✓	✓
24-hour carriageway clearway and clearway footway and verge restrictions				✓	✓	✓				✓	✓	✓	✓		✓	
Heavy goods vehicle footway restriction				✓											✓	
Taxi clearways	✓ ¹⁴			✓		✓	✓			✓	✓	✓			✓	

¹³ Traffic Signs Manual says badge holders may use loading bays, other than those reserved for goods vehicles, but only for as long as is necessary for the purposes of loading or unloading

¹⁴ this only applies for taxis (hackney carriages, not PHVs) for as long as is reasonably necessary for the passenger to board; other vehicles are not allowed to pick up / drop off passengers in a taxi clearway

















Restriction type																
Bus stop clearways	✓ ¹⁵		✓	✓		✓				✓	✓	✓			✓	
Red routes	¹⁶		See section on red routes for RED ROUTE No stopping except buses restrictions	✓	✓	✓				✓	✓	✓	✓		✓	
No stopping on entrance markings				✓		✓				✓		✓			✓	
Parked more than 50cm from the edge of carriageway	✓			✓	✓ ¹⁷	✓			✓ maximum of 20 minutes	✓	✓				✓	
Parked in front of a kerb that is dropped, or a section of road that has been raised to be level with a	✓			✓	✓ ¹⁹	✓			✓ maximum of 20 minutes	✓	✓				✓	

¹⁵ this only applies for taxis (hackney carriages, not PHVs) for as long as is reasonably necessary for the passenger to board or alight; other vehicles are not allowed to pick up / drop off passengers in a bus stop. Buses may stop to allow passengers to board and alight, or to enable the crew of the bus to be changed, or for up to 2 minutes to maintain a published timetable for the service, or as part of driver training to stop the vehicle for no longer than necessary to simulate the stopping of a bus at a bus stop for the purpose of picking up and setting down passengers

¹⁶ See section on Red Routes for dropping off / picking up passengers exemptions on single and double red lines for taxis and blue badge holders

¹⁷ only if being used for the collection of waste by a local authority, or carrying out works in relation to a road, a traffic sign or road lighting

¹⁹ only if being used for the collection of waste by a local authority, or carrying out works in relation to a road, a traffic sign or road lighting

Restriction type																
footway, cycle track or verge ¹⁸																
Bay suspensions				✓						✓	✓				✓	
Pedestrian crossings				✓						✓					✓	
Cycle tracks				✓											✓	

¹⁸ An exemption also applies if a vehicle is parked outside residential premises by or with the consent (but not consent given for reward) of the occupier of the premises. This exemption is not applicable for shared driveways.

Exemptions key:

Setting down or picking up a passenger (including loading / unloading their personal luggage). *The driver should remain with the vehicle (unless for reasons as detailed below the passenger needs support). If witnessed allow 2 minutes for such activity to be completed, although special consideration should be given to:*

- *taxis or Private Hire Vehicles that will need a small amount of additional time to announce their arrival and accept payment*
- *drivers who need to accompany someone into / out of adjacent premises due to mobility or safeguarding matters (e.g. someone who is disabled, or a young child).*



A solo motorcycle or moped.



Public service vehicles operating a local bus service waiting at an authorised stopping place, terminal or turning point.



Vehicles when used for emergency fire brigade, ambulance, police, bomb or explosive disposals, Special Forces or the National Crime Agency purposes but not for convenience parking.



A vehicle not being a passenger vehicle on the service of the local authority providing that it is being used in the exercise of a statutory power or duty of that, and it is necessary for the vehicle to wait in that location.



Roadworks / utilities (maintenance, improvement or reconstruction of the highway or the cleansing of gullies in or adjacent to the parking place, the laying, erection, alteration or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any electronic communications network; or the placing, maintenance or removal of any traffic sign; also vehicles essential for building operations, demolitions or excavations, such as digging machines.

- if the work cannot be undertaken without the vehicle being at that location and it is not parked there for longer than necessary for this to be carried out and are subject to requirements of the street works permit scheme.



Licensed taxis (hackney carriage vehicle) waiting on an authorised taxi rank



A vehicle displaying a disabled person's badge



A vehicle used for removal of furniture to or from adjacent premises, other loading/unloading for which the vehicle is essential



A vehicle is prevented from moving by circumstances beyond the driver's control



A vehicle involved in the removal of any obstruction to traffic



A Post Office (or universal service provider) vehicle which is being used for loading/unloading, delivering/collecting of postal packets to or from a postal box or premises



A vehicle waiting while a gate or barrier is opened/closed to allow access or departure to/from premises.



Security vehicle - operated by a company carrying out activities for which it is licensed by the Security Industry Authority



A vehicle which has been told to wait by a police constable in uniform or has to stop in order to avoid an accident



vehicle is waiting only for so long as is necessary to enable it to be used in connection with posting or removing advertising material (posters), or servicing electronic advertising panels, or for cleaning windows using a van mounted window cleaning system at adjacent premises

The following details different restrictions that our Civil Enforcement Officers enforce, with examples of signage and the contravention codes that may apply. Further details of traffic sign variants for on street restrictions are included in The Traffic Signs Regulations and General Directions 2016 (as amended), associated Department for Transport Traffic Signs Manuals and working drawings. In addition, on streets where schemes were introduced before the current regulations came in, there may be versions of signs contained in previous regulations. These do not need to be replaced unless through maintenance or a review of the restrictions.

Some signage may have separate Department for Transport authorisation. Details of these are online (www.dft.gov.uk/traffic-auths/).

Car park signage does not have to comply with the same regulations as on street.

On street restriction types

1. Waiting restrictions, including Controlled Parking Zones, Restricted Parking Zones and Pedestrian Zones

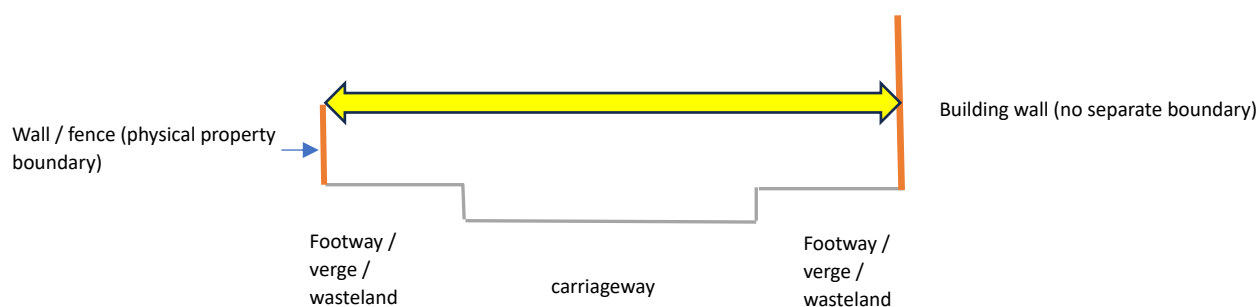
Contravention code	Contravention Description	Summary	Observation period
01	Parked within a restricted street during prescribed hours.	The contravention occurs when a vehicle is seen to be parked where a waiting restriction applies (without any loading activities taking place).	3 minutes
22	Re-parked in the same parking place within 1 hour (or other specified time) of leaving.	For blue badge holders who return to park on the same section of waiting restriction within 1 hour of leaving.	0 minutes
23	Parked in a parking place or area not designated for that class of vehicle	If a vehicle other than an ambulance is seen to be parked where a rank is provided for ambulances	3 minutes
30	Parked for longer than permitted	For blue badge holders who have parked for more than 3 hours on a waiting restriction	No observation period is required if the blue badge holder has parked for more than 3 hours on a waiting restriction, but 10 minutes grace period should be allowed, i.e. at least 3 hours and 10 minutes should have elapsed since the time of arrival set on the timer disc before a PCN can be issued.
42	Parked in a parking place designated for police vehicles	A contravention occurs when a vehicle other than an official police vehicle is parked in a place marked for "POLICE" use.	3 minutes
45W	Waiting in a taxi rank	A contravention occurs when a vehicle that is not a public hire taxi (with a hackney carriage licence plate on the vehicle) is seen to be parked in a taxi rank	3 minutes

		<p>which has a no waiting restriction.</p> <p>Private hire vehicles are not permitted to park on a taxi rank and should be enforced against the same as any other vehicle. Taxis and private hire vehicles may be distinguished from each other by the information contained on the plates attached to the rear of the vehicle.</p>	
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Waiting restrictions that apply to adjacent footways, verges and other land

Waiting restrictions ordinarily apply from the white line at the centre of the road to the first building line, whether that be a garden wall or the wall of a building. This is the area of road which the public may access and it is subject to the restriction.

Highway²⁰ is regarded as a way over which members of the public have a right to pass and repass. Even if the land is unadopted or privately owned, it may still be highway (i.e. all members of the public still have a right to pass over this section of land).

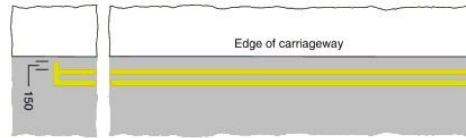


²⁰ All highways are roads for the purposes of road traffic regulation – but the highway itself may not extend to the first building line. Nevertheless, if the land is *accessible* to the public then it may be regarded as a road to which the public have access and therefore subject to a waiting restriction.

Sign Required for Double Yellow Line: No

(indicating no waiting at any time)

Lines Required: Yes



Note: for a double (or single) yellow line to apply in a lay-by, the lines should be painted at the back of the lay-by to allow enforcement against the vehicles parked in it. If the lines are outside the lay-by, enforcement cannot be carried out in the lay-by.



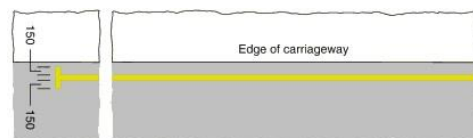
Controlled Parking Zones (CPZ)

An area with a blanket prohibition of waiting. The no waiting restriction times are shown at the entrance to the zone.

The zone may also have other restrictions such as double yellow lines (no waiting at any time), single yellow lines with adjacent times plates (if the restriction applies at different times to the rest of the zone), bus stop clearways and designated parking places.

Sign Required for Single Yellow Line: Yes

Lines Required: Yes



Located at entrances to the zone



Located at exits to the zone

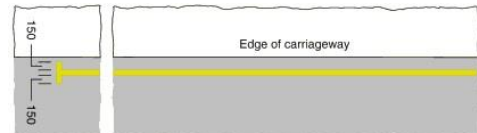
Other Single Yellow Lines*:

Sign Required for Single Yellow Line: Yes



- *not in a CPZ
- *if restriction times differ to CPZ
- *not in most pedestrian zones

Lines Required: Yes



Restricted Parking Zones

Uniform no waiting restrictions apply throughout the zone and are indicated at the entrance to the area by entry signs showing the no waiting roundel.

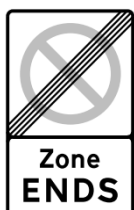
If no times are shown the waiting restrictions apply at all times. The sign may show specific times for the waiting restrictions and / or that parking is allowed in the zone in signed bays.

Sign Required: Yes

Lines Required: No



Signs located at entrance to the zone



Located at exits to the zone (or if the next section is CPZ a controlled zone entry sign would be in provided)



Repeater signs at intervals at approximately 30m intervals within the zone

Pedestrian Zones

Sign Required: Yes

Lines Required:

Some pedestrian zones only have waiting restrictions:

No (if no kerb steps, but yellow lines may be provided)



The yellow panels indicate that there are waiting restrictions within the zone



Repeater signs within the zone

No waiting except taxis (or police or ambulances)

Sign Required: Yes

Lines Required: Yes



Edge of carriageway

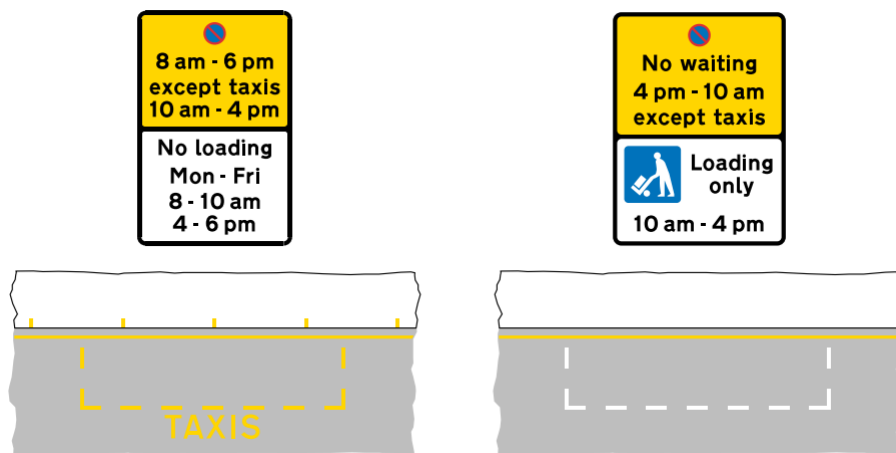


"Taxi" may be varied to "police" or "ambulance"

The legend may be varied to "AMBULANCES" or "POLICE"

Note: markings may vary if restrictions other than no waiting restrictions apply at certain times.

Examples below:



Shared use bays that have restricted parking during certain times (e.g. pay and display) and no waiting except taxis at other times should have a white bay marking with a single yellow line.

No waiting on the footway

Sign Required: Yes

Lines Required: No



2. Loading restrictions, including Restricted Parking Zones and Pedestrian Zones

Contravention code	Contravention Description	Summary	Observation period
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	The contravention occurs when a vehicle is seen to be parked or loading/unloading where a loading ban is in place.	0 minutes

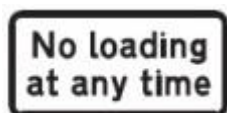
If kerb markings are badly faded and/or the required loading restriction sign is missing a code 01 PCN may be issued instead.

Loading ban restrictions applies from the white line at the centre of the road to the first building line, whether that be a garden wall or the wall of a building. Highway is regarded as a way over which members of the public have a right to pass and repass. Even if the land is unadopted or privately owned, if it is still highway (i.e. all members of the public still have a right to pass over this section of land) the restriction still applies. See Waiting Restrictions section above for more detail.

No loading at any time restrictions

Sign Required: Yes*

Double Kerb-bar Markings Required: Yes

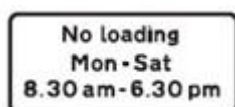


* The no loading at any time sign may be omitted and enforcement carried out if the double kerb markings are in good condition.

No loading – part time restrictions

Sign Required: Yes

Single Kerb-bar Markings Required: Yes



Restricted Parking Zones

Uniform no waiting and no loading restrictions apply throughout the zone and are indicated at the entrance to the area by entry signs showing the no waiting roundel.

If no times are shown the restrictions apply at all times. The sign may show specific times for the restrictions and / or that parking is allowed in the zone in signed bays.

Sign Required: Yes

Lines Required: No



Signs located at entrance to the zone



Located at exits to the zone (or if the next section is CPZ a controlled zone entry sign would be in provided)



Repeater signs at intervals at approximately 30m intervals within the zone

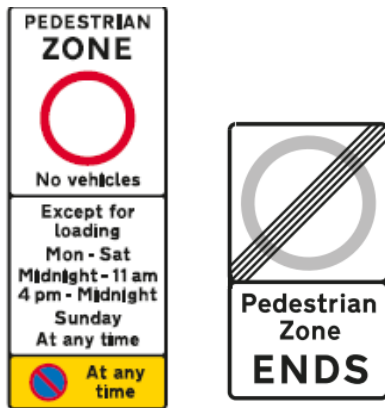
Pedestrian Zones

Sign Required: Yes

Lines Required:

Some pedestrian zones include loading restrictions. The zone entry sign will show when loading is allowed, repeater signs within the zone show the times that the loading restriction applies.

No (if no kerb steps, but yellow lines may be provided)



Located at entrances / exit to the zone
 – entry signs show when vehicles can enter to load / unload if this is restricted at other times.



Repeater signs within the zone –
 showing when loading is not allowed

3. On street parking bays – general notes

Note: Instead of white markings, bays can instead be indicated by a contrasting pattern or colour, from the surrounding parts of the road. This would usually be in Restricted Parking Zones and Pedestrian Zones.



A bay may also be provided in a lay-by without markings if there is a restriction sign next to the lay-by.

3.1 Motorcycle bays

This section also applies to other types of bays that are for a specific class of vehicle (for example buses only).


This may also include vehicles other than passenger vehicles, goods vehicles, or invalid carriages which are left parked in pay and display bays^{21 22}.

Contravention code	Contravention Description	Summary	Observation period
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	A contravention occurs if a vehicle is being used to sell (or offer for sale) goods, skills or services,	0 minutes

²¹ "Passenger vehicle" means a motor vehicle (other than a motor cycle or an invalid carriage) constructed solely for the carriage of passengers and their effects and adapted to carry not more than twelve passengers exclusive of the driver, and not drawing a trailer

²² "Goods Vehicle" means a motor vehicle not exceeding 30cwt unladen weight which is constructed or adapted for use for the carriage of goods of any description and is not drawing a trailer

		unless otherwise licensed by the Council.	
22	Re-parked in the same parking place within 1 hour (or other specified time) of leaving.	The contravention occurs when a vehicle is seen to be re-parked in any bay or space within the same parking place within one hour (or other specified time) of leaving. The restriction sign next to the bay should state a period of no return (see sign example below for code 30)	0 minutes
23	Parked in a place or area not designated for that class of vehicle.	A contravention occurs when a vehicle is seen to be parked in a parking place that is designated for the use of another class of vehicle – for example a car parked in a motorcycle bay.	3 minutes
24	Not parked correctly within the markings of the bay or space	When part of a vehicle is not parked wholly within the markings of the bay or space. In the case of a RPZ bay this would be applied if part of the vehicle is outside the delineated area. At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.	3 minutes
30	Parked for longer than permitted	A contravention occurs when a vehicle is seen to be parked where it may not originally have been in contravention of a restriction, but it has stayed for longer than permitted. For example, if a motorcycle parked in a bay with the following sign for more than one hour	No observation period is required after the motorist has exceeded the maximum stay, but ten minutes grace period should be allowed, i.e. for a 1 hour limited waiting bay at least 70 minutes should have elapsed since the

			time the vehicle is first logged before a PCN can be issued.
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Signs required: Yes*

Bay markings required: Yes

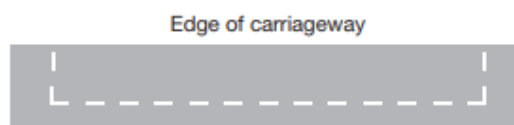
* Sign may be omitted if the bay has a legend and the restriction applies at all times without other restrictions such as time limits



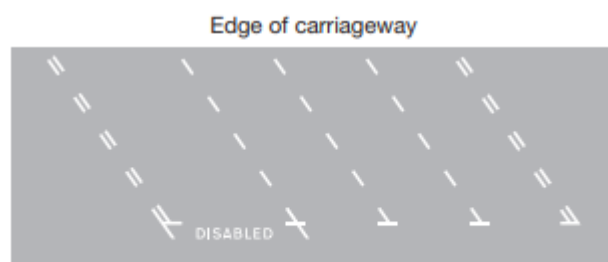
Car and caravan, or motor caravan



Goods vehicles



Continuous parking bay adjacent to the kerb (words may be added outside the bay to describe the type of parking)



Parking bay with individual spaces (echelon)

For solo motor cycle bays a legend may say either

“SOLO MOTORCYCLES” or “SOLO MOTORCYCLES ONLY”, “SOLO M/CYCLES” or “SOLO M/CYCLES ONLY”, “SOLO M/CS” or “SOLO M/CS ONLY”

For a bus bay the legend may say “BUSES” or “BUSES ONLY”.

Legends may be omitted if there is a sign next to the bay.

There are no legends for bays for other classes of vehicle such as goods vehicles.’

3.2 Electric vehicle charging bays

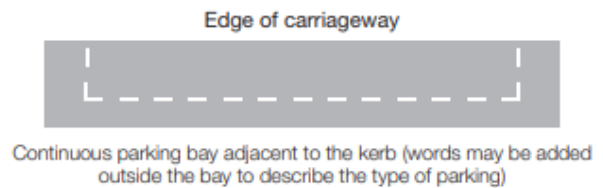
Contravention code	Contravention Description	Summary	Observation period
14	Parked in an electric vehicles' charging place during restricted hours without charging	A contravention occurs when a vehicle is seen parked in an on street electric charging bay without actively charging.	3 minutes
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	This contravention occurs if a vehicle is parked in an electric vehicles' charging place that is for permit holders only but the vehicle does not have a valid permit if one is required	3 minutes
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	A contravention occurs if a vehicle is being used to sell (or offer for sale) goods, skills or services, unless otherwise licensed by the Council.	0 minutes
22	Re-parked in the same parking place or zone within 1 hour (or other specified time) after leaving	The contravention occurs when a vehicle is seen to be re-parked the same electric vehicles' charging place within 1 hour (or other specified time) of leaving. The restriction sign next to the bay should state a period of no return.	0 minutes
23	Parked in a place or area not designated for that class of vehicle	This contravention applies if a different class of vehicle to that shown on the restriction sign uses an electric charging place. For example, if the sign shows that bay is for electric taxis only but a car is on charge in the bay.	3 minutes
24	Not parked correctly within the markings of the bay or space	When part of a vehicle is not parked wholly within the markings of the bay or space. In the case of a RPZ bay this would be applied if part of the	3 minutes

		<p>vehicle is outside the delineated area.</p> <p>At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.</p>	
30	Parked for longer than permitted	<p>The contravention occurs when a vehicle is seen to be parked in an electric vehicles' charging space for longer than permitted. The restriction sign next to the bay should state the maximum stay.</p>	<p>No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This may be based on evidence of the duration of the charging period, or other logs made by the CEO recording when the vehicle had been observed in the bay.</p>

Signs required: Yes



Bay markings required: Yes



A legend may say either:

"ELECTRIC VEHICLES" or "ELECTRIC VEHICLES ONLY"

"ELECTRIC VEHS" or "ELECTRIC VEHS ONLY"

"ELECTRIC MOTORCYCLES" or "ELECTRIC MOTORCYCLES ONLY"

"ELECTRIC M/CYCLES" or "ELECTRIC M/CYCLES ONLY"

"ELECTRIC M/CS" or "ELECTRIC M/CS ONLY".

For an electric taxi charging place the legend may say "'E-TAXIS"

Legends may be omitted if there is a sign next to the bay.

3.3 Pay and display and pay by phone bays

Contravention code	Contravention Description	Summary	Observation period
05	Parked after the expiry of paid for time	This on-street contravention code occurs when a vehicle is parked in a pay and display bay (or pay by phone bay) after the expiry of the pay & display ticket or the expiry of the phone payment service.	0 minutes A 10 minute grace period applies after the pay & display ticket or the virtual payment system has expired. A PCN should not be issued in this period.
06	Parked without clearly displaying a valid pay & display ticket or voucher	When a vehicle is parked without clearly displaying a valid pay and display ticket or voucher. E.g. the vehicle is parked in an on street pay and display bay with a pay and display that is obscured or upside down, or in a voucher bay without a valid voucher clearly displayed *NOTE* if the option to pay by phone is available but no pay and display ticket can be seen, contravention 11 should be used	3 minutes
11	Parked without payment of the parking charge	When a vehicle is parked without either clearly displaying a valid pay & display ticket or purchasing parking time using pay by phone. This would also apply if a driver obtained a free parking ticket at locations where these are available but then used more free sessions instead of paying to park.	3 minutes

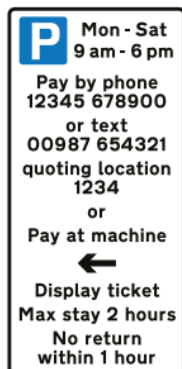
		<p><i>*NOTE* if the option to pay by mobile phone / web based payment systems is not available at the location and drivers can only park using pay and display tickets, contravention 06 must be used;</i></p> <p>06 should also be used if the vehicle is parked with an obscured pay & display ticket</p>	
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	A contravention occurs if a vehicle is being used to sell (or offer for sale) goods, skills or services, unless otherwise licensed by the Council.	0 minutes
22	Re-parked in the same parking place within 1 hour (or other specified time) of leaving.	The contravention occurs when a vehicle is seen to be re-parked in any bay or space within the same parking place within 1 hour (or other specified time) of leaving. The restriction sign next to the bay should state a period of no return.	0 minutes
23	Parked in a place or area not designated for that class of vehicle.	The signs and lines required are the same as indicated for pay and display bays normally but the information on the pay and display machine should state permitted vehicle information. This may also include vehicles that exceed a specified size or weight / vehicles other than passenger vehicles,	3 minutes

		goods vehicles, or invalid carriages ^{23 24} .	
24	Not parked correctly within the markings of the bay or space	<p>When part of a vehicle is not parked wholly within the markings of the bay or space. In the case of a RPZ bay this would be applied if part of the vehicle is outside the delineated area.</p> <p>At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.</p>	3 minutes
30	Parked for longer than permitted	A contravention occurs when a vehicle is seen to be parked where it may not originally have been in contravention of a restriction, but it has stayed for longer than any time limit specified on the signs (or for longer than permitted for time restricted permits that may be used in such bays).	No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This may be based on evidence of the duration of the paid for session, or other logs made by the CEO recording when the vehicle had been observed in the bay.

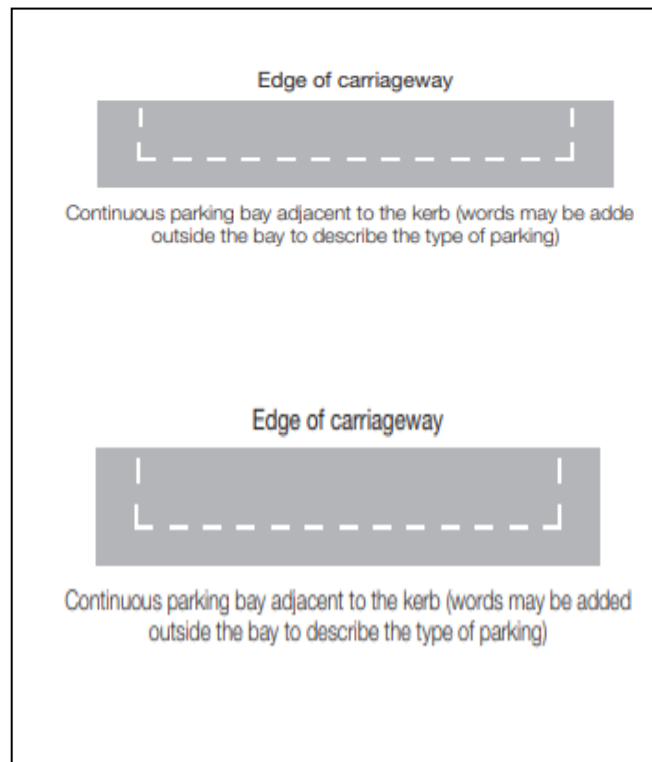
²³ "Passenger vehicle" means a motor vehicle (other than a motor cycle or an invalid carriage) constructed solely for the carriage of passengers and their effects and adapted to carry not more than twelve passengers exclusive of the driver, and not drawing a trailer

²⁴ "Goods Vehicle" means a motor vehicle not exceeding 30cwt unladen weight which is constructed or adapted for use for the carriage of goods of any description and is not drawing a trailer

Signs required: Yes



Bay markings required: Yes



There are many different sign variants: restriction times, details about where to get a pay and display ticket; some have maximum parking times / no return periods and / or pay by phone details.

Some bays signed as pay and display have the pay by phone information on the machine or supplementary information signs (if so, a restriction sign must still be next to the bay)



3.4 Free limited waiting bays

Contravention code	Contravention Description	Summary	Observation period
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	A contravention occurs if a vehicle is being used to sell (or offer for sale) goods, skills or services, unless otherwise licensed by the Council.	0 minutes
22	Re-parked in the same parking place within 1 hour (or other specified time) of leaving.	The contravention occurs when a vehicle is seen to be re-parked in any bay or space within the same parking place within 1 hour (or other specified time) of leaving. The restriction sign next to the bay	0 minutes

		should state a period of no return.	
23	Parked in a place or area not designated for that class of vehicle.	A contravention occurs if the limited waiting sign has symbols showing the types of vehicle permitted to use the bay but a different type of vehicle parks there. For example, if a car parks in a limited waiting motorcycle bay.	3 minutes
24	Not parked correctly within the markings of the bay or space	<p>When part of a vehicle is not parked wholly within the markings of the bay or space. In the case of a RPZ bay this would be applied if part of the vehicle is outside the delineated area.</p> <p>At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.</p>	3 minutes
30	Parked for longer than permitted	A contravention occurs when a vehicle is seen to be parked where it may not originally have been in contravention of a restriction, but it has stayed for longer than any time limit specified on the signs.	No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This is based on logs made by the CEO recording when the vehicle had been observed in the bay.

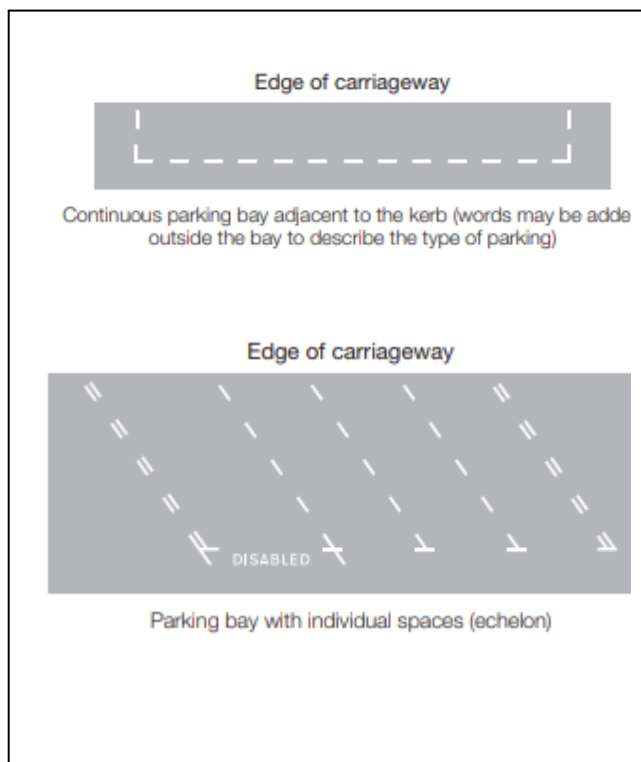
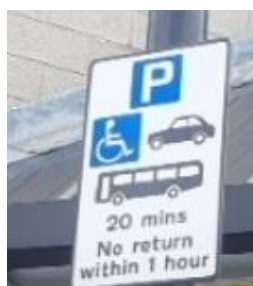
Signs required: Yes

Bay markings required: Yes



The sign may indicate the vehicles that may park in the bay as per the example in the motorcycle parking section. These can include solo motorcycles, motor cars, buses, disabled badge holders, car club permit holders, electric vehicle charging bays and voucher holders. The bay may be for use for a combination of the above.

For example, the following sign shows that disabled badge holders, motor cars and buses may park for up to 20 minutes:



3.5 Permit parking

Contravention code	Contravention Description	Summary	Observation period
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required.	If the vehicle is parked in a permit bay and does not have a permit (physical or virtual) that is valid for the type of permit bay and / or the scheme where the bay is	3 minutes - to allow motorists adequate time to obtain a visitor permit as well as establish if loading/unloading is taking place.
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	A contravention occurs if a vehicle is being used to sell (or offer for sale) goods, skills or services, unless otherwise licensed by the Council.	0 minutes

24	Not parked correctly within the markings of the bay or space	<p>When part of a vehicle is not parked wholly within the markings of the bay or space. In the case of a RPZ bay this would be applied if part of the vehicle is outside the delineated area.</p> <p>At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.</p>	3 minutes
30	Parked for longer than permitted	A contravention occurs when a vehicle is seen to be parked where it may not originally have been in contravention of a restriction, but it has stayed in a permit bay for longer than allowed, i.e. blue badge holders for more than 3 hours, carers or NHS organisational permits for more than 2 hours	No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This is based on logs made by the CEO recording when the vehicle had been observed in the bay and / or the time of arrival set on the relevant timer disc

Signs required: Yes*

* Sign may be omitted if the bay has a legend and the restriction applies at all times without other restrictions

Can specify a specific permit holders only, or type of permit holder (e.g. resident permits, business permits, doctors permits, car club permit holders).

Can also include an identifier for the permit scheme. The permit scheme can also be shown on CPZ entry signs.



Bay markings required:

Yes - if signs are on next to the carriageway

A legend may be provided:

“PERMIT HOLDERS ONLY” or

“PERMIT HOLDERS”,

“DOCTOR” or “DOCTOR ONLY”.

Edge of carriageway



Continuous parking bay adjacent to the kerb (words may be added outside the bay to describe the type of parking)

Edge of carriageway



Parking bay with individual spaces (echelon)

No bay markings are required if the following sign is used at the start of the permit restricted area:



3.6 Disabled bays

Contravention code	Contravention Description	Summary	Observation period
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	A contravention occurs if a vehicle is being used to sell (or offer for sale) goods, skills or services, unless otherwise licensed by the Council.	0 minutes
22	Re-parked in the same parking place within 1 hour (or other specified time) of leaving.	The contravention occurs when a vehicle displaying a valid Blue Badge is seen to be re-parked in any bay or space within the same parking place within 1 hour (or other specified time) of leaving. The restriction sign next to the bay should state a period of no return.	0 minutes
24	Not parked correctly within the markings of the bay or space	When part of a vehicle is not parked wholly within the markings of the bay or space. In the case of a RPZ bay this would be applied if part of the vehicle is outside the delineated area. At least one full wheel must be outside the parking space or bay and	3 minutes

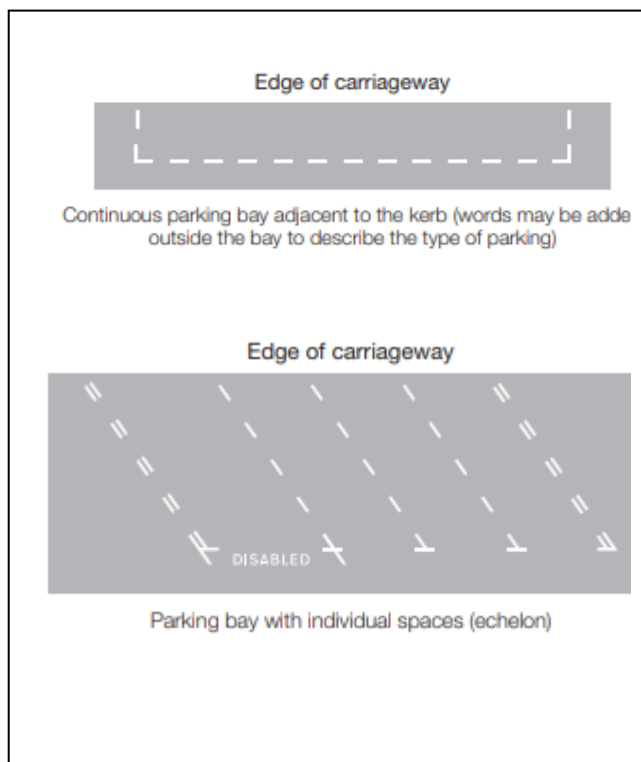
		at least one wheel should be within the bay markings.	
30	Parked for longer than permitted	A contravention occurs when a vehicle displaying a valid Blue Badge is seen to be parked where it may not originally have been in contravention of a restriction, but it has stayed for longer than any time limit specified on the signs.	No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This may be based on evidence of the time disc arrival time, or other logs made by the CEO recording when the vehicle had been observed in the bay.
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	A contravention occurs when a vehicle waits in a disabled person's parking place without displaying a valid blue badge (and clock if required).	3 minutes

Signs required: Yes*

* Sign may be omitted if the bay has a legend and the restriction applies at all times without other restrictions such as time limits



Bay markings required: Yes



Legends may be provided as follows:

“DISABLED” or “DISABLED ONLY”

Note: On some streets, yellow advisory disabled bay road markings are provided. These are to deter drivers without a valid Blue Badge from parking there. However, our parking enforcement team (nor the police) cannot issue a ticket to vehicles parked in such on street yellow advisory bays.

3.7 Voucher parking bays

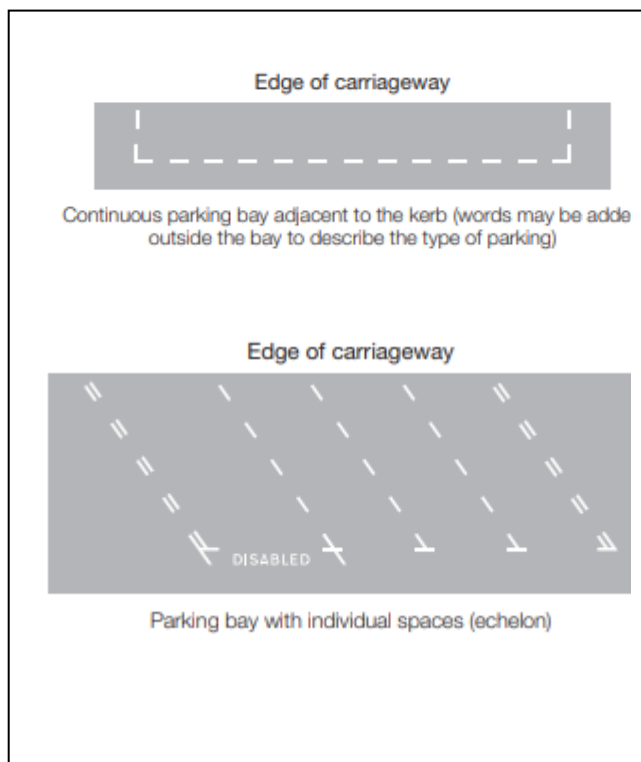
Contravention code	Contravention Description	Summary	Observation period
06	Parked without clearly displaying a valid pay & display ticket or voucher.	When a vehicle is parked without clearly displaying a valid voucher.	3 minutes
18	Using a vehicle in a parking place in connection with the	A contravention occurs if a vehicle is being used to sell (or offer for sale)	0 minutes

	sale or offering or exposing for sale of goods when prohibited	goods, skills or services, unless otherwise licensed by the Council.	
24	Not parked correctly within the markings of the bay or space	<p>When part of a vehicle is not parked wholly within the markings of the bay or space.</p> <p>At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.</p>	3 minutes
30	Parked for longer than permitted	A contravention occurs when voucher holder is seen to be parked where it may not originally have been in contravention of a restriction but has stayed for longer than any time limit specified on the signs.	No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This may be based on evidence of the voucher, or other logs made by the CEO recording when the vehicle had been observed in the bay.

Signs required: Yes



Bay markings required: Yes



3.8 Loading bays

Contravention code	Contravention Description	Summary	Observation period
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	A contravention occurs if a vehicle is being used to sell (or offer for sale) goods, skills or services, unless otherwise licensed by the Council.	0 minutes
22	Re-parked in the same parking place within 1 hour (or other specified time) of leaving.	The contravention occurs when a vehicle is seen to be re-parked in any bay or space within the same parking place within 1 hour (or other specified time) of leaving. The restriction sign next to the bay should state a period of no return.	0 minutes

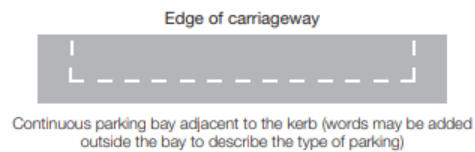
23	Parked in a place or area not designated for that class of vehicle.	A contravention occurs if the loading bay or place is for goods vehicles only but a different type of vehicle parks there.	0 minutes
24	Not parked correctly within the markings of the bay or space	<p>When part of a vehicle is not parked wholly within the markings of the bay or space. In the case of a RPZ bay this would be applied if part of the vehicle is outside the delineated area.</p> <p>At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.</p>	3 minutes
25	Parked in a loading place or bay during restricted hours without loading	The contravention occurs when a vehicle waits in a restricted on-street loading bay, or a signed loading area without loading or unloading seen to be taking place.	3 minutes
30	Parked for longer than permitted	A contravention occurs if the loading bay sign indicates a maximum time allowed for loading a but a vehicle has stayed for longer than any time limit specified on the signs.	No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This may be based on evidence of the time disc arrival time, or other logs made by the CEO recording when the vehicle had been observed in the bay.

Signs required: Yes*

* Sign may be omitted if the bay has a legend and the restriction applies at all times without other restrictions such as time limits



Bay markings required: Yes



A legend "LOADING" or "LOADING ONLY" may be provided

No bay markings are required if the following sign is used at the start of a loading only area:



3.9 Shared use bays

At some locations to manage various demands bays may provide different restrictions at different times, or they may allow different users to park there at the same time.

Adjacent signs show the restrictions that apply. In these circumstances, a legend would not be marked with the bay marking.

- 1) Bays that provide different restrictions at different times.



In the example above on Monday to Saturday between 8.00-9.30am and 4.30-6.30pm the bay is a loading bay. See the above section on loading bays for applicable contravention codes and observation periods.

Between 9.30am – 4.30pm on Monday to Saturday it is a free limited waiting bay. The section above covering free limited waiting bays details relevant contravention codes and observation periods.

At other times no restriction applies.

- 2) Bays that allow different restrictions at the same time (shared use)

In the following example on Monday to Saturday between 8am - 6.30pm either permit holders or pay and display ticket holders can park. A 4-hour maximum stay applies for pay and display.



Contravention code	Contravention Description	Summary	Observation period
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	<p>When a vehicle is parked without clearly displaying a valid pay and display ticket or voucher. E.g. the vehicle is parked in an on street pay and display bay with a pay and display that is obscured or upside down, or in a voucher bay without a valid voucher clearly displayed</p> <p>No permit or pay & display ticket seen in the vehicle and not showing as having a cashless payment session or virtual permit valid for where the vehicle is parked.</p> <p>This would also apply if a driver obtained a free parking ticket at locations where these are available but then used more free sessions instead of paying to park.</p>	3 minutes
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	A contravention occurs if a vehicle is being used to sell (or offer for sale) goods, skills or services, unless otherwise licensed by the Council.	0 minutes
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	<p>This on-street contravention code occurs when a vehicle is parked in a shared use permit holder / pay and display bay (or pay by phone bay)</p> <ul style="list-style-type: none"> • If a previously valid permit has expired 	<p>0 minutes</p> <p>A 10 minute grace period applies after the pay & display ticket or the virtual payment system has expired. A PCN should not be issued in this period.</p>

		<ul style="list-style-type: none"> • If a permit or payment display item that relates to the day of issue, e.g. pay and display tickets and daily use permits is not valid when / where the vehicle is parked (e.g. expired that day, was issued for a different zone); or if a cashless payment session has expired • For daily use permits which have wrong user input (e.g. in cases where the wrong date is filled in or scratched off) 	
22	Re-parked in the same parking place within 1 hour (or other specified time) of leaving.	The contravention occurs when a vehicle is seen to be re-parked in any bay or space within the same parking place within 1 hour (or other specified time) of leaving. For shared use bays information about the period of no return will be stated on the pay and display machine.	0 minutes
23	Parked in a place or area not designated for that class of vehicle.	The signs and lines required are the same as indicated for pay and display bays normally but the information on the pay and display machine should state permitted vehicle information. This may also include vehicles that exceed a specified size or weight / vehicles other than passenger vehicles,	3 minutes

		goods vehicles, or invalid carriages ^{25 26} .	
24	Not parked correctly within the markings of the bay or space	<p>When part of a vehicle is not parked wholly within the markings of the bay or space. In the case of a RPZ bay this would be applied if part of the vehicle is outside the delineated area.</p> <p>At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.</p>	3 minutes
30	Parked for longer than permitted	A contravention occurs when a vehicle is seen to be parked where it may not originally have been in contravention of a restriction, but it has stayed for longer than any time limit specified on the signs (or for longer than permitted for time restricted permits that may be used in such bays).	No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This may be based on evidence of the duration of the paid for session, or other logs made by the CEO recording when the vehicle had been observed in the bay.

Shared use bays can also be a combination of types 1 and 2 above. The following example shows a bay that is restricted Monday to Saturday

- 8 – 9am and 5 – 8.30pm multiple use for resident permit holders or pay and display ticket holders (type 2 above)
- 9am – 5pm pay and display bays restrictions apply (see section 3.3)

²⁵ “Passenger vehicle” means a motor vehicle (other than a motor cycle or an invalid carriage) constructed solely for the carriage of passengers and their effects and adapted to carry not more than twelve passengers exclusive of the driver, and not drawing a trailer

²⁶ “Goods Vehicle” means a motor vehicle not exceeding 30cwt unladen weight which is constructed or adapted for use for the carriage of goods of any description and is not drawing a trailer



3.10 Bays with prohibition of waiting and loading at certain times

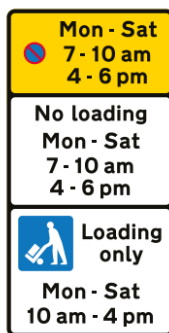
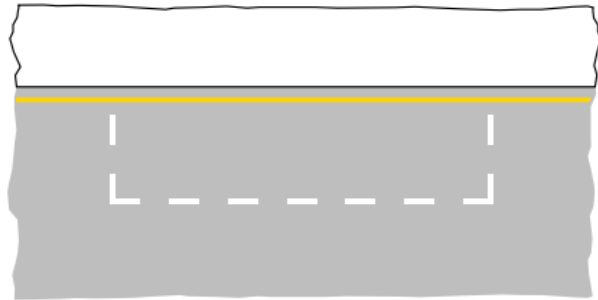
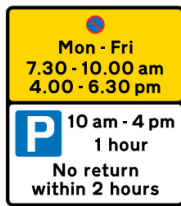
Some sections of the road may provide parking in bays at certain times, but to manage other traffic management needs parking may not be allowed at other times. For instance, such restrictions may be provided on a route that has a bus lane which operates at peak travel times, but outside of these hours some parking and / or loading is provided.

Signs required: Yes

The bottom panel of the sign shows the parking / loading bay restriction; the waiting restriction is shown on a yellow panel and if there is a loading ban the restriction times are shown on a white panel under the waiting restriction times.

Bay markings required:

Yes - and relevant single yellow line and single kerb markings for the waiting / loading restrictions



The contravention codes that would apply would depend on whether at the time a vehicle is parked the waiting / loading, or the parking bay restrictions apply.



For the example above a vehicle parked at 9am on a Tuesday would be subject to the no waiting and no loading restrictions (see section 2).

A vehicle parked at 3pm on Tuesday would have to pay to park (see section 3.3 for details of these restrictions).

A vehicle parked at 7pm on Tuesday would not be subject to any restrictions.

4. Clearways

4.1 24-hour carriageway clearway

Contravention code	Contravention Description	Summary	Observation period
46	Stopped where prohibited (on a red route or clearway).	The contravention occurs when a vehicle waits on the carriageway of a clearway – indicated by no stopping signs.	0 minutes

Sign required: Yes

Lines Required: No

Clearway no stopping signs should be at the start of the restriction (except for dual carriageways); smaller repeater signs are recommended at approximately 60 seconds travelling distance for the average road speed.



The end of restriction is shown by the clearway sign combined with an “End” sign.



4.2 24-hour footway / verge parking clearway

Contravention code	Contravention Description	Summary	Observation period
46	Stopped where prohibited (on a red route or clearway).	The contravention occurs when a vehicle waits on a verge or footway that has no stopping signs.	0 minutes

Sign required: Yes

Lines Required: No



5 Other footway parking

5.1 Heavy goods vehicle restrictions

Contravention code	Contravention Description	Summary	Observation period
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land in between two carriageways.	Vehicles over 7.5 tonnes (including any trailer) must not park on a verge, pavement or any land situated between carriageways ²⁷ , unless with police permission, or the vehicle is attended and being used for loading / unloading.	3 minutes

Sign required: No

Lines Required: No



5.2 Zones prohibiting footway and verge parking

Contravention code	Contravention Description	Summary	Observation period
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway.	Applied if a vehicle is parked on a footway or verge in a zone with a signed footway parking restrictions	3 minutes

Sign required: Yes

Lines Required: No

²⁷ section 19 of the Road Traffic Act 1988

Sign at the zone entry



Repeater signs in the area:

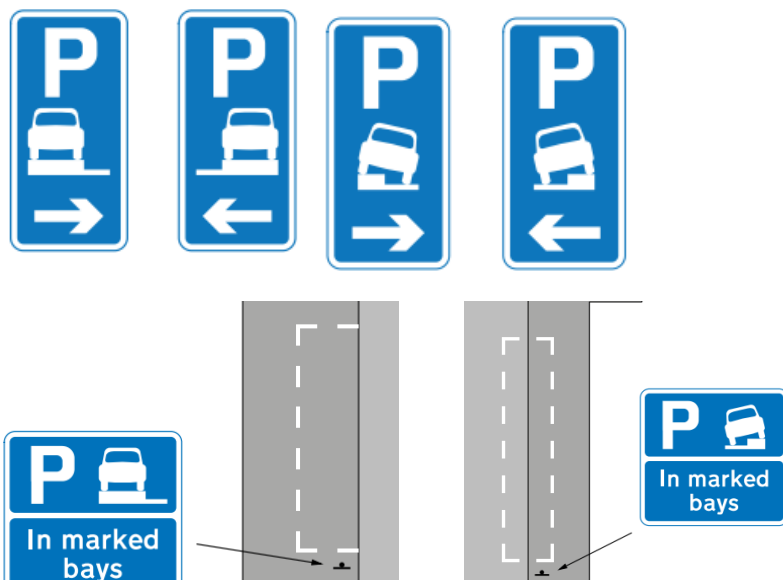


Sign at the end of the zone

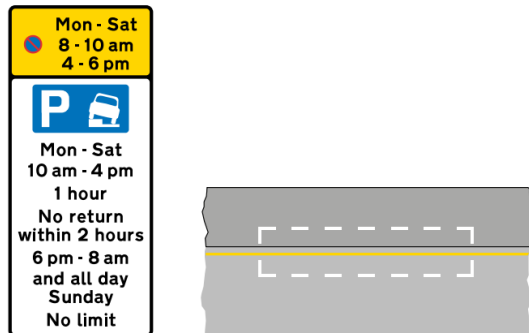


5.3 Permitted footway parking

Some streets with restrictions that apply to vehicles parked on the footway may have signs provided to indicate that footway parking is allowed on some sections of that street, or within marked bays. Examples of such signage is shown below:



Penalty Charge Notices would not be issued to vehicles where there are such signed restrictions, unless the vehicle is a heavy goods vehicle (see 5.1), or the signed bay has other restrictions that apply. The example below shows peak time waiting restrictions and free limited waiting 10am – 4pm Monday to Saturday. The waiting restriction rules would apply to a vehicle parked at 9am on a Monday. If a vehicle was parked at 7am on a Sunday the free limited waiting bay rules would apply.



6. Other parking restrictions

6.1 Taxi clearways – also no stopping except police or ambulances

Contravention code	Contravention Description	Summary	Observation period
45	Stopped on a taxi rank	<p>A contravention occurs when a vehicle that is not a public hire taxi (with a hackney carriage licence plate on the vehicle) is seen to be parked in a taxi rank which has a no stopping restriction.</p> <p>Private hire vehicles are not permitted to park on a taxi rank and should be enforced against the same as any other vehicle. Taxis and private hire vehicles may be distinguished from each other by the information contained on the plates attached to the rear of the vehicle.</p>	0 minutes

Sign required: Yes



Lines Required: Yes



The thick clearway marking parallel to the kerb and the "TAXIS" legend are omitted if the restriction applies where there is shared use parking (e.g. pay and display at certain times and no stopping except taxis at other times)

6.2 Bus stop clearways

Contravention code	Contravention Description	Summary	Observation period
47	Stopped on a restricted bus stop or stand	<p>A contravention occurs when a vehicle (other than a bus) is seen to be parked on a restricted bus stop or bus stand.</p> <p>Buses can only stop on a bus stop to pick up or drop off passengers, to change drivers or for up to 2 minutes to regulate the service. Buses may stop for longer at a bus stand.</p>	0 minutes

Sign required: Yes



Lines Required: Yes



Legend varied to BUS STAND if the sign shows it is a stand rather than a bus stop

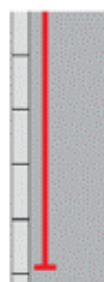
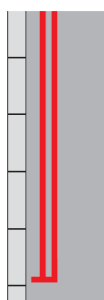
6.3 Red routes

Contravention code	Contravention Description	Summary	Observation period
46	Stopped where prohibited (on a red route or clearway).	The contravention occurs when a vehicle stops on the carriageway, or on the verge / footway where a red route is signed.	0 minutes

Red route stopping restrictions applies from the white line at the centre of the road to the first building line, whether that be a garden wall or the wall of a building. Highway is regarded as a way over which members of the public have a right to pass and repass. Even if the land is unadopted or privately owned, if it is still highway (i.e. all members of the public still have a right to pass over this section of land) the restriction still applies).

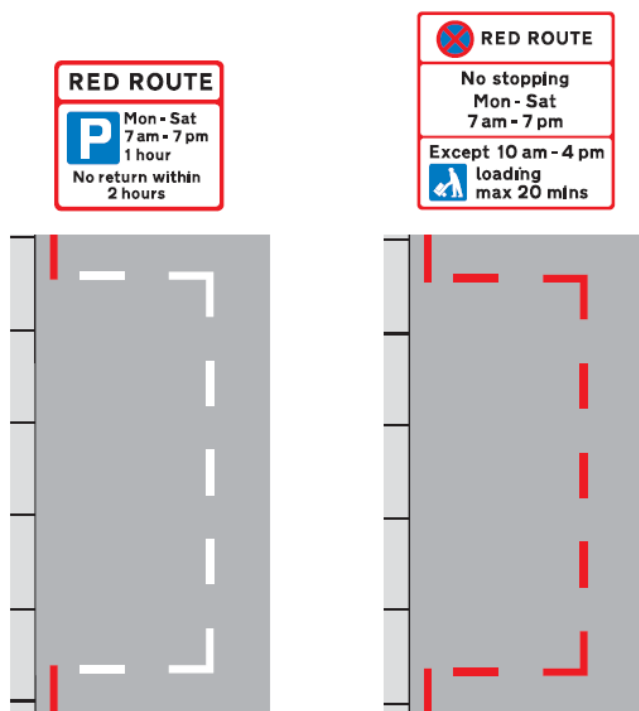
Sign required: Yes

Lines Required: Yes



Red routes may also have marked bays:

- white bays indicate permitted waiting (as shown on the sign) applies at all times the red route is in operation
- red bays indicate the waiting permitted as shown on the sign only applies during specified times



PCNs issued to vehicles in bays during the times that they apply should use the contravention cod for that bay type.

For example:

- a vehicle in the white bay at 1pm on a Thursday that has parked for more than 2 hours (allowing for grace period and if not exempt from the time limit) should be issued a code 30 PCN.
- a vehicle parked in the red bay at 11am on a Tuesday that is not seen to be loading (or otherwise exempt) should be issued a code 25 PCN.
- a non-exempt vehicle parked in the red bay at 8am on a Tuesday would be issued a code 46 PCN.

Bus stop clearways on red routes

- If marked by thick red clear way marking and 'RED ROUTE No stopping except buses' sign, no vehicles other than buses can stop to pick up / set down passengers.



- If marked by red route double or single lines, the following boarding and alighting concessions below would apply:
 - ❖ licensed taxis may stop to allow a passenger to board or alight
 - ❖ A vehicle may stop to allow a Blue Badge holder to board or alight (the badge should be displayed for this to be permitted).

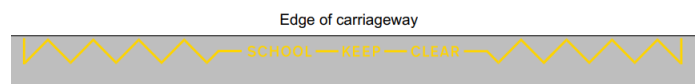


6.4 No stopping on entrance markings – schools, ambulances

Contravention code	Contravention Description	Summary	Observation period
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited.	A contravention occurs when a vehicle is seen to be parked on a signed “School Keep Clear” restriction during prescribed hours, or if parked on such a restriction outside a fire, police or ambulance station	0 minutes

Sign required: Yes

Lines Required: Yes



If outside a fire, police, or ambulance station the legend just says “KEEP CLEAR”

6.5 Parked more than 50cm from the edge of the carriageway ('double parking')

Contravention code	Contravention Description	Summary	Observation period
26	Parked in a special enforcement area more than 50cm from the edge of a carriageway and not within a designated parking space.	The contravention occurs when a vehicle waits more than 50cm from the edge of the carriageway (usually denoted by the kerb but may be a boundary such as a wall). This does not apply if the vehicle is parked fully within a designated parking place (such as a signed bay for limited waiting)	3 minutes

Sign required: No

Lines Required: No

6.6 Parked in front of a kerb that is dropped, or a section of road that has been raised to be level with a footway, cycle track or verge

Contravention code	Contravention Description	Summary	Observation period
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway.	The contravention occurs when a vehicle waits in the carriageway adjacent to a section of footway that has been lowered to meet the carriageway / verge / cycle track. Often this will be in front of a driveway but can also be on pedestrian or cycle routes that facilitate access for users. The contravention would not occur if the vehicle is parked fully within a designated parking place (such as signed bays for limited waiting).	3 minutes

		If PCN would not be issued if a vehicle is parked adjacent to a dropped kerb outside residential premises by or with the consent (but not consent given for reward) of the occupier of the premises. This exemption is not applicable for shared driveways.	
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	The contravention occurs when a vehicle waits in the carriageway adjacent to a section of footway that has been raised to meet the carriageway / verge / cycle track. The contravention would not occur if the vehicle is parked fully within a designated parking place (such as signed bays for limited waiting).	

Sign required: No

Lines Required: No

No regulatory markings are required, but driveways with a dropped kerb may have an advisory 'H marking' in place; dropped kerbs for pedestrians are to be enforced if there is tactile paving



6.7 Bay suspensions and temporary parking restrictions

Contravention code	Contravention Description	Summary	Observation period
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	The contravention occurs when a vehicle is seen to be parked or loading/unloading where a temporary loading ban is in place for roadworks for example as signed by ref GT50/151/0024	0 minutes
21	Parked wholly or partly in a suspended bay or space.	The contravention occurs when a vehicle is parked in a bay at a time when a parking bay suspension is in effect.	0 minutes

Temporary no waiting and no loading restrictions (roadworks, traffic management and events)

Sign Required: Yes

Lines Required: No



Sign ref GT50/151/0024

The date(s) – with or without the year, time of day and location should show in the white panel; the reason, location, reference may be added

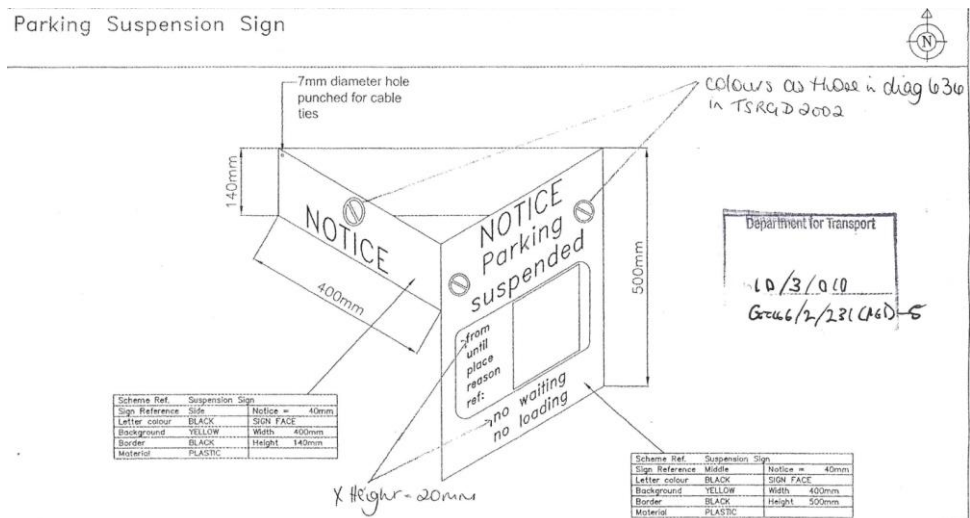
Parking bay suspensions

Sign required: Yes

Bay Markings Required: Yes

The suspension notice should be placed on the same post(s) as the sign(s) denoting the restrictions that normally apply when the bay is not suspended.

The same markings that apply to the bay when the suspension is not in place



Sign ref GT46/2/231



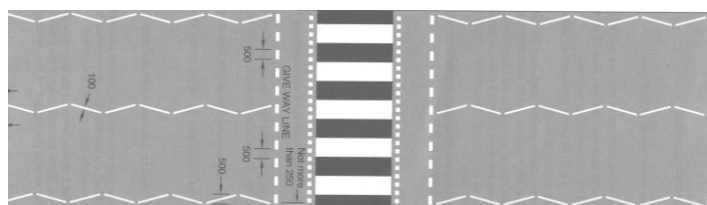
The parking suspension details are shown on the middle inset panel

6.8 Pedestrian crossings, or crossing areas marked by zigzags

Contravention code	Contravention Description	Summary	Observation period
99	Stopped on a pedestrian crossing or crossing marked by zig zags	The contravention occurs when a vehicle	0 minutes

Sign required: No

Lines Required: Yes



6.9 Cycle lanes and tracks

A cycle track is a right of way for pedal cycles, with or without a right of way on foot. This can include footways that have been converted as a route for cyclists too.

A cycle lane is part of the carriageway and is marked by a white line (solid line for mandatory cycle lanes). Parking in a mandatory cycle lane dealt with is a contravention under waiting and loading restrictions above.

Parking in an advisory cycle lane without yellow lines is not a contravention.

Contravention code	Contravention Description	Summary	Observation period
49	Parked wholly or partly on a cycle track or lane	A contravention occurs when a vehicle waits on a cycle track.	0 minutes

Sign required: Yes



Lines Required: Yes



Car park restrictions



Pay & Display or Pay by Phone

Ebenezer Street • Car Park

Income raised from this car park directly supports the daily maintenance of this car park. Thank you for your support

PAYMENTS - Coin and card payments can be made. Overpayment accepted, no change given.

PAY BY PHONE - See information panel on the pay and display machine.

PAY AND DISPLAY OR PAY BY PHONE HOURS 8.00am - 8.30pm. All days payable.

THE BLUE BADGE SCHEME - **PARK FREE** on display of badge in any parking bay (without time limit). You cannot park with a badge in any other area of the car park.

MOTORCYCLES - Solo Motorcycles may **PARK FREE** in any parking bays (except disabled bays).

ELECTRIC VEHICLES - Bays restricted 24 hours a day. Any vehicle in an electric bay must be charging. Refer to additional information signs for tariff details. During pay and display hours a valid pay and display ticket or cashless parking session must be obtained (except motorcycles and Blue Badge holders).

VEHICLE WEIGHT - Not to exceed more than 3.5 tonne.

CONDITIONS OF USE AND CODE OF CONDUCT

A Penalty Charge Notice may be issued if you:

- Park for longer than permitted
- Leave a vehicle parked after the expiry of your pay and display ticket or cashless parking session
- Do not park properly in a marked bay (parking is restricted in all other areas of the car park)
- Park where double yellow lines or areas hatched in yellow indicate a prohibition of waiting
- Park within a disabled parking bay without displaying a valid blue badge
- Park in a manner that causes obstruction
- Park within the car park or parking bay marked as closed or reserved unless authorised by SCC
- Park a vehicle that exceeds 3,500 Kilograms gross vehicle weight or has a trailer attached
- If machine is out of order you must pay by phone or the nearest machine for this location
- Park in an area not designated for that class of vehicle; vehicles in electric bays must be actively charging and during pay and display hours must have a valid pay and display ticket or cashless parking session

It is an offence to sleep overnight in a parked vehicle.

TO REPORT ANY MACHINE FAULTS, please contact Parking Services on 0114 273 6255

Sheffield City Council, Parking Services is committed to ensuring as far as possible, the safety, security and convenience of their patrons, vehicles and possessions.

CRIMESTOPPERS Tel: 0800 555 111 • *Please be aware this car park is not lit*

Parking Services • Tel: 0114 273 6255 • www.sheffield.gov.uk

2019/20

Parking Services operate a number of restricted car parks. The team are also contracted to enforce some car parks for Parks and Countryside Service, Housing Services and Sheffield Hallam University.

Car park restriction signage may include;

- Signs at the entrance to the car park
- Information boards within the car park
- Signs adjacent to bays or parking areas
- Logos or legends within bays – for example, disabled parking or electric vehicle
- Double yellow lines or hatching; in some car parks the information boards specify parking is restricted anywhere except marked bays
- Temporary suspension signs (similar to on street bay suspension signs)
- Temporary car park closed signs

Blue badge holders

The exemptions that apply on street do not also apply in car parks. Badge holders should check signage in car parks for the parking rules. For example, whether a permit must be displayed too.

Blue badge holders are not allowed to park on yellow lines (or other restricted areas) in car parks. Concessions do not apply to bays in car parks reserved for other specific users (such as loading bays, electric vehicle bays).

Loading

Loading exemptions do not apply in car parks, including yellow lines. Observations to see if a vehicle is being loaded or unloaded would only be carried out if the vehicle is parked in a signed loading bay or area.

Summary of car park contravention codes

Contravention code	Contravention Description	Summary	Observation period
70	Parked in a loading place or bay during restricted hours without loading	The contravention occurs when a vehicle waits in a restricted car park loading bay, or a signed loading area without loading or unloading seen to be taking place.	3 minutes
71	Parked in an electric vehicles' charging place during restricted hours without charging	A contravention occurs when a vehicle is seen parked in a car park electric charging bay without actively charging.	0 minutes
73	Parked without payment of the parking charge	<p>When a vehicle is parked without either clearly displaying a valid pay & display ticket or purchasing parking time using pay by phone in an area of a car park where drivers must pay to park.</p> <p>This would also apply if a driver obtained a free parking ticket at locations where these are available but then used more free sessions instead of paying to park.</p> <p><i>*NOTE* if the option to pay by mobile phone / web based payment systems is not available at the location and</i></p>	0 minutes - but if the CEO can see there is a queue at the pay and display machine, observations may be allowed to see if the driver is one of the motorists in the process of buying a ticket.

Contravention code	Contravention Description	Summary	Observation period
		<p><i>drivers can only park using pay and display tickets, contravention 83 must be used;</i></p> <p>83 should also be used if the vehicle is parked with an obscured pay & display ticket</p>	
78	Parked wholly or partly in a suspended bay or space	The contravention occurs when a vehicle is parked in a car park bay or space at a time when the bay or space has a signed suspension is in effect.	0 minutes
80	Parked for longer than permitted	A contravention occurs when a vehicle is seen to be parked where it may not originally have been in contravention of a restriction, but it has stayed for longer than any time limit specified on the car park signs (or for longer than permitted for time restricted permits that may be used in such bays).	No observation period is required after the motorist has exceeded the maximum stay, but 10 minutes grace period should be allowed. This may be based on evidence of the duration of the paid for session, or other logs made by the CEO recording when the vehicle had been observed.
81	Parked in a restricted area in an off-street car park or housing estate	This contravention occurs if the vehicle is parked on double yellow lines or hatched areas in the car park. The information boards in some car parks also specify parking is restricted in all areas except marked bays	0 minutes
82	Parked after the expiry of paid for time	This contravention occurs when a vehicle is parked in a pay and display bay or area in a car park after the expiry of the pay & display ticket or the expiry of	<p>0 minutes</p> <p>A 10 minute grace period applies after the pay & display ticket or the virtual payment system has</p>

Contravention code	Contravention Description	Summary	Observation period
		the phone payment service.	expired. A PCN should not be issued in this period.
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	<p>When a vehicle is parked without clearly displaying a valid pay and display ticket or voucher in a car park bay or area where these may be used. For example, with a pay and display that is obscured or upside down.</p> <p>*NOTE* if the option to pay by phone is available but no pay and display ticket can be seen, contravention 73 should be used</p>	0 minutes – but if the CEO can see there is a queue at the pay and display machine observations, may be allowed to see if the driver is one of the motorists in the process of buying a ticket.
84	Parked with payment made to extend the stay beyond initial time	Signs or information boards would need to indicate a requirement to buy a ticket at the time or parking and that additional payment is not allowed.	0 minutes
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	<p>The contravention occurs if a vehicle is parked in a car park for permit holders but does not have a valid permit displayed, or a valid virtual permit.</p> <p>Some permit restricted car parks have disabled bays. Blue badge holders need to also display a permit and may be issued a PCN for code 85 if they have a blue badge but do not have a valid permit.</p>	5 minutes – to allow for a permit to be collected (for example visitor permits in housing car parks)
86	Not parked correctly within the markings of a bay or space	The contravention occurs if the vehicle has marked partially in a bay or across two bays.	0 minutes

Contravention code	Contravention Description	Summary	Observation period
		At least one full wheel must be outside the parking space or bay and at least one wheel should be within the bay markings.	
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	The contravention occurs if the vehicle is parked in a designated disabled bay but does not have a valid blue badge displayed.	0 minutes
89	Vehicle parked exceeds maximum weight or height or length permitted	The contravention occurs if the vehicle exceeds the maximum size or weight as specified on signs in the car park.	0 minutes
90	Re-parked in the same car park within one hour (or other after leaving	The contravention occurs when a vehicle is seen to be re-parked in a car park within 1 hour (or other specified time) of leaving. Signs in the car park should state a period of no return.	0 minutes
91	Parked in a car park or area not designated for that class of vehicle	Information on the pay and display machines or other signs in the car park may state permitted vehicle information. The contravention occurs if a vehicle such as a car parks in a motorcycle bay. Code 71 would apply if a vehicle other than an electric vehicle on charge parks in an electric vehicles' charging place.	0 minutes
92	Parked causing an obstruction	Code 81 should be applied instead if the vehicle is parked on yellow lines, in a hatched area, or if signs say all	0 minutes

Contravention code	Contravention Description	Summary	Observation period
		<p>areas except marked bays are restricted.</p> <p>This contravention would apply if signs do not indicate the latter applies and a vehicle is parked where it may stop another vehicle from passing through channels to access bays, or through the entrance / exit within the car park</p>	
93	Parked in car park when closed	This contravention is used if temporary signs displayed in the car park state the car park (or section where the vehicle is parked is closed)	0 minutes
94	Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required		0 minutes

CCTV enforcement

CCTV evidence should be reviewed by an officer who should verify the image shows the contravention has taken place and the correct vehicle details are recorded.

CCTV enforcement of parking restrictions

This may be carried out for some parking restrictions as also listed in *Appendix A Sheffield City Council Civil Enforcement Officer (CEO) handbook*. These are:

- In a bus lane (waiting and loading restrictions will apply)
- In bus stop clearway or bus stand clearway
- On 'keep clear' zig-zag markings outside schools
- On a red route
- In a mandatory cycle lane (which has waiting or loading restrictions)

Exemptions are as detailed in the relevant restriction types within this handbook.

Bus lane / bus gate restrictions

Bus gate contraventions occur if the vehicle travels fully past the point of entry (the restriction sign):



CCTV footage should capture vehicle travelling into the bus gate (passed the restriction signs) and proceeding through the restricted area.

Bus lane contraventions occur if the vehicle travels along a separate lane that has been designated for buses (and other permitted / authorised traffic):



When to enforce

A PCN will be issued if one or more of the following is observed:

1. Non – exempt vehicles enters and proceeds into a bus gate
2. Non-exempt vehicles travels more than 4 car lengths (20m) within a bus lane
3. Vehicle straddles the bus lane and adjacent carriageway (see below)
4. Vehicle gains unfair advantage over **more than** one queued vehicle
5. Vehicle obstructs / delays an exempted or permitted vehicle

When not to enforce

1. Vehicle marginally crosses over the start or end of the bus lane (clipping)
2. Vehicle is permitted / authorised
3. Vehicle is exempted – see table
4. Activity is exempted – see table
5. Bus lane is not in operation

Straddling

A PCN should not be issued to vehicles temporarily straddling the bus lanes **prior to turning left**, unless one of the following applies:

- Vehicle has blocked the bus lane by doing so
- Vehicle has travelled more than 4 car lengths
- Vehicle has gained some advantage over other vehicles

If a vehicle registration number is not clear from the footage / is partially obscured and cannot be read in full it should not be guessed; no PCN should be issued.²⁸

Permitted Vehicles

The restriction signs show symbols for what vehicles are permitted in the bus lane or gate. This may vary by location.

- **Bus - vehicle with 10 or more seats**



If it is not clear that a vehicle has the required number of seats (for example in the case of minibuses) a PCN should be issued. The keeper will have opportunity to send evidence (vehicle registration document showing the number of seats) after being sent a PCN. If such evidence is sent the vehicle will be added to the exemption list.

- **Taxi**



This refers to Hackney Carriages, not PHVs. These should be on the exempt list.

- **Pedal cycle**



²⁸ The police / DVLA may take action if a registration plate cannot be read, it has been tampered with, or is not in the correct format

- **(Solo) 'Motorcycle':**



A two-wheeled vehicle propelled by mechanical power and not having a sidecar or trailer attached thereto.

Authorised vehicles



- **Private Hire Vehicles (PHVs)**
These must be on the exemption list (drivers of vehicles not on the current list will need to provide proof if they are sent a PCN)
- **NHS vehicles**
Vehicles with suitable side markings, as approved by Sheffield City Council, carrying persons on behalf of the National Health Service for medical reasons.
These must be on the exemption list (drivers of vehicles not on the current list will need to provide proof if they are sent a PCN)
- **Local Authority Vehicles**
Vehicles with suitable side markings, as approved by Sheffield City Council, being operated on behalf of a Local Authority for educational or care reasons.
These must be on the exemption list (drivers of vehicles not on the current list will need to provide proof if they are sent a PCN)

A permit to drive through the bus or tram gate at Langsett Road (outbound only) is available for residents of the following roads:

- Rudyard Road
- Rudyard Mews
- Treswell Crescent
- Rider Road
- Haggard Road
- Kipling Road

Such permits must be applied for and issued before the bus gate is used.

General exceptions

1. Grace period: during the first and last 5 minutes of bus lane (or bus gate) controlled hours a grace period will be allowed. This allows some leeway if drivers watches / clocks are not set accurately to the current time.
2. If footage clearly shows that a police officer dealt with the matter on-street
3. Vehicle is required to enter or stop within bus lane by law or in accordance with restrictions or requirements indicated by traffic signs (for example there was a signed diversion route).

Exemptions summary – by Vehicle type or Activity

Blue light emergency service vehicles	<p>Exempt - bus lanes and bus gates</p> <p>Permitted blue light vehicles are ones being used by the</p> <ul style="list-style-type: none"> • fire brigade, ambulance or police • Forestry Commission or by a local authority for the purposes of fighting fires • Secretary of State for bomb disposal, nuclear accidents or incidents, RAF operations or emergencies or Armament Support Unit • Blood Transfusion Service • Coastguard or Coastguard Auxiliary Service • British Coal Corporation for mine rescue operations <p>Or one used primarily for the purposes of conveying any human tissue for transplanting or similar purposes</p>
<i>Passenger boarding or alighting</i>	Vehicle being used for passenger drop-off in a bus lane as per the parking restriction exemptions.
<i>Vehicles removing traffic obstructions</i>	Exempt if removing the obstruction within the bus lane or bus gate when observed.
<i>Avoiding an accident</i>	Vehicle enters the bus lane to avoid an accident (or to allow a blue light vehicle to pass)
<i>Footage shows police directing vehicle in</i>	Vehicle enters a bus lane or gate with permission or at the direction of a police constable in uniform
<i>Gain entrance or exit adjacent off street parking or loading</i>	Vehicle only crosses over the bus lane to a point opposite, where this point is a footway crossing or vehicular access way; or to leave such a point. Vehicle should not proceed along the bus lane before / after pulling over for this purpose)
<i>Royal Mail vehicles collecting mail</i>	Exempt from enforcement if collecting mail from post box within a bus lane, collecting mail from adjacent buildings, or delivering to adjacent buildings.
<i>Local Authority vehicle collecting refuse</i>	Exempt while collecting refuse within the bus lane.
<i>Roadsweeping</i>	Vehicles exempt while actively road-sweeping in a bus lane or gate
<i>Maintenance work - Gas, Water, Electricity, Telecommunications, Sewage, Drainage, Pipe Works</i>	Exempt only if undertaking maintenance within the bus lane or gate

Other maintenance work - Highway, Bus Stop, Tram & track	Exempt only if undertaking maintenance within the bus lane or gate

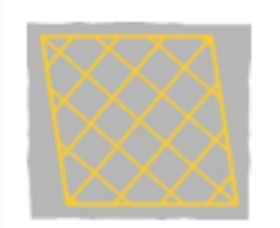
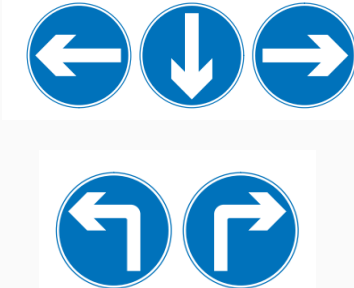
Note – where exemptions for **activities** in Bus Lanes apply, the vehicle must clearly be seen to be carrying out the activity and not travelling through the bus lane or gate to reach the destination for the activity / not just travelling to another location to carry out the activity.

Other exempt vehicles should be on exemption lists (whitelists) managed by the back office based on evidence provided to support that the vehicle qualifies for an exemption as per Traffic Regulation Orders.

Moving Traffic Restrictions

Enforcement of vehicles contravening moving traffic restrictions includes powers to issue PCNs for the following reasons:

- Failing to comply with a one-way restriction
- Entering and stopping in a box junction when prohibited
- Failing to proceed in the direction shown by the arrow on a blue sign
- Using a route restricted to certain vehicles
- Being in a mandatory cycle lane
- Failing to give way to oncoming vehicles
- Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign
- Performing a prohibited turn
- Failing to comply with a no entry restriction
- Failing to comply with a prohibition on certain types of vehicle
- Failing to comply with a restriction on vehicles entering a pedestrian zone
- Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone
- Using a vehicle on a restricted street during prescribed hours without a valid permit
- Using a vehicle on a restricted street during prescribed hours in breach of permit conditions
- Using a vehicle on a restricted street without a valid HGV Safety Permit
- Using a vehicle on a restricted street in breach of HGV Safety Permit conditions

Code	Description	Signage examples	TRO exemptions	Other information
31	Entering and stopping in a box junction when prohibited		TSRGD 2016: (a) fire and rescue authority; (b) Scottish Fire and Rescue Service; (c) ambulance; (d) providing a response to an emergency at the request of an NHS ambulance service; (e) bomb or explosive disposal; (f) special forces; (g) police; and (h) National Crime Agency.	Vehicles should not enter the yellow box unless the exit is clear . A vehicle may enter the box and wait to turn right if only stopped from doing so by oncoming traffic, or by other vehicles waiting to turn right. At a signalled roundabout vehicles should not enter the box unless they can cross over it completely without stopping. ²⁹
32	Failing to proceed in the direction shown by the arrow on a blue sign		a) Directed by a police officer in uniform to proceed in the direction taken b) tramcar	A PCN may be issued if a vehicle proceeds past signs in a direction other than that indicated.

²⁹ Box junctions TSRGD 2016: 11.—(1) Subject to sub-paragraphs (2), (3) and (4), the yellow criss-cross marking provided for at item 25 of the sign table in Part 6 conveys the prohibition that a person must not cause a vehicle to enter the box junction so that the vehicle has to stop within the box junction due to the presence of stationary vehicles.

(2) the marking when placed as a box junction within sub-paragraph (6)(c) of the definition of that expression conveys the prohibition that a person must not cause a vehicle to enter the box junction so that the vehicle has to stop within the box junction due to the presence of oncoming vehicles or other stationary vehicles beyond the box junction.

(3) The prohibition in sub-paragraph (1) does not, in respect of a box junction within sub-paragraph (6)(a) of the definition of that expression, apply to a person who—

(a) causes a vehicle to enter the box junction for the purpose of turning right; and

(b) stops the vehicle within the box junction for so long as the vehicle is prevented from completing the right turn by an oncoming vehicle or other vehicle which is stationary whilst waiting to complete a right turn.

(6) For the purposes of this paragraph “box junction” means an area of the carriageway where the marking has been placed and which is—








(a) at a junction between two or more roads;

(b) at a gyratory system or roundabout;

(c) along a length of a two-way road (other than at a junction), the carriageway of which is not greater than 4.5 metres wide at its narrowest point; or

(d) on the length of road adjacent to the vehicular entrance to the premises of a fire, police or ambulance station; and

(7) A reference in this paragraph (however expressed) to a vehicle which is stationary or stops within a box junction includes a vehicle which is stationary whilst part of it is within the box junction.

33	Using a route restricted to certain vehicles	 <p><i>Route for buses, pedal cycles and taxis only</i></p>  <p><i>Route for pedal cycles only</i></p>   <p><i>Route for use by pedal cycles and pedestrians only</i></p>	<p>See above section on bus lanes and bus gates</p> <p>See exemptions in the on-street parking section</p>	<p>A PCN may be issued if a vehicle that is not permitted to use that route proceeds past such restriction signs.</p>
50	Performing a prohibited turn	  	<p>a) Directed by a police officer in uniform to proceed in the direction taken</p> <p>b) police/fire/ambulance vehicle being used in an emergency.</p>	<p>A PCN may be issued if a vehicle proceeds past signs that give an instruction as to which direction you must not take.</p> <p>This includes if a vehicle fails to comply with signs indicating</p> <ul style="list-style-type: none"> • a prohibited no right or no left turn; or • no U-turns for vehicular traffic

Appendix B – Persistent Evaders and Dangerous / Obstructive Enforcement Policy

Motorists who receive a Penalty Charge Notice (PCN) for contravening parking or bus lane restrictions have opportunity to either pay or appeal the charge. The party liable to make payment is the owner of the vehicle and in accordance with relevant regulations enquiries are made with the DVLA to obtain details of the registered keeper (who is legally presumed to be the owner). The keeper would be sent three statutory documents at different stages of the PCN, each of which explains the options available, including how to pay and what will happen if the document is ignored. As a final resort a warrant is obtained for unpaid PCNs and referred to enforcement agents for collection. This can result in the keeper being traced but often warrants are returned at this stage as the keeper cannot be found.

The local authority incurs costs for pursuing unpaid PCNs including a court registration fee for each case that is registered as a debt at the Traffic Enforcement Centre (before a warrant may be issued).

For some vehicles the DVLA fail to return any current keeper information, for example if the previous keeper says they sold the vehicle but they do not know full details of the buyer and the new owner then fails to inform DVLA of their details.

Department for Transport statutory guidance defines a 'persistent evader' as having three or more unpaid PCNs per vehicle, which have not had appeals made against them within the timescales allowed by the regulations, or which following the rejection of an appeal have then remained unpaid. Checks will be made on outstanding parking, bus lane and moving traffic PCNs.

This guidance recommends that local authorities adopt strong enforcement policy against persistent evaders, with the removal of the vehicle as a beneficial option as the keeper of the vehicle then must provide evidence of where they live at the time of collection.

Sheffield City Council may make information available to the police to investigate vehicles that have a UK registration plate but that do not seem to be:

- registered with the DVLA, or
- are not correctly registered on the DVLA database - for example it seems the keeper has moved or never lived at the linked address)

Online checks may also be carried out to see if the vehicle has a current MOT (also reportable to the police), or the tax has expired (reportable to DVLA).

Sheffield City Council policy is to remove the vehicles of persistent evaders to prevent abuse of restrictions by drivers who may otherwise ignore these. The vehicles of persistent evaders who have committed a parking contravention in a designated parking place cannot be removed until at least 15 minutes have elapsed following the issue of a PCN.

In circumstances where a parking contravention has occurred outside of a designated parking place, the removal of the vehicle can take place immediately after the issue of a PCN. Sheffield City Council policy is to remove vehicles which are causing the most serious impact on traffic flow or road safety.

The priority for the removal of vehicles is as follows:

- a) Vehicles parked in contravention of a restrictive parking regulation (such as on a yellow line, zig zag lines for a school keep clear marking / a road crossing, or bus stop clearway) in a manner that is causing obstruction to traffic flow, or danger to other road users (including pedestrians, or in a restricted cycleway)
- b) Vehicles contravening a signed temporary Traffic Regulation Order (TTRO) preventing waiting and loading to enable works to take place on the highway or nearby
- c) Persistent evaders parked where parking is restricted
- d) Persistent evaders parked in a parking place in contravention of a restriction
- e) Non permitted vehicles parked in a disabled bay

In accordance with statutory guidance vehicles displaying a valid Blue Badge or diplomatic vehicles with a registration plate that is personalised or marked with a D would be relocated rather than removed. Diplomatic vehicles with an X plate may be removed if they are a persistent evader.

For special events where a signed TTRO has been implemented vehicles may be relocated rather than removed to the pound after a PCN has been issued.

Guidance Policies for issued Parking, Bus Lane and Moving Traffic PCNs and Appeals

Policies contained in this document are for guidance only. Cases will be considered on individual merit taking into consideration all available evidence.

INTRODUCTION

When you receive a fine from us (parking, bus lane or moving traffic contraventions) you may want to appeal it. But how do we decide whether that challenge is successful or not?

We call these fines Penalty Charge Notices (PCNs). This document explains how decisions are made when we deal with representations and appeals against PCNs.

Whilst every effort has been made to keep this document reader-friendly, we will refer to legal wording when we have to.

It is impossible to provide in this document, specific guidelines to cover all circumstances and policies may be reviewed. However, we will consider all cases, on their individual merits, considering the particular circumstances before reaching a decision.

ABOUT THE APPEAL PROCESS

Challenges should be made in writing. Instructions of how to do this will be with the PCN documents. Having it in writing helps us to keep a record of the whole process.

All correspondence received and sent by us will be sent to the Traffic Penalty Tribunal (TPT) if an appeal is made.

We discount payments for PCNs if they are made promptly. The law allows 14 days from the service of the PCN for it to be paid at half the rate of the full charge. However, the law allows 21 days if it is a parking, bus lane or moving traffic PCN issued by post after CCTV evidence has been used to record the contravention.

If a written appeal is received, the case is placed on hold at its current rate until a full written response is sent. We do reoffer 14 days to pay the discounted amount if the appeal was received within the legal discount period, but the PCN is upheld.

If the PCN is disputed again (after this initial decision) it is unlikely that the discounted rate will be reoffered.

If the full balance due is paid, this closes the case and the option to challenge the PCN is lost. Payment is regarded as acceptance of liability for the PCN.

To preserve the integrity of the appeal procedure, it is managed and carried out by trained processing staff in on behalf of Parking Services. No undue external pressure shall be brought by either members of the Council or other senior officers, to unduly influence the decisions by virtue of their position alone.

Council officers / members should also use the appeal process if they consider a PCN has been incorrectly issued.

There are three stages at which a PCN may be appealed:

1. An 'informal challenge' can be made against parking PCNs that have been handed to the driver or fixed to the vehicle, (before we have served a Notice to Owner (NtO) to the registered keeper). Only one informal challenge will be responded to unless the driver has supplied further information requested in the response we sent.
2. 'Formal representations' can be submitted once a NtO or a postal PCN has been served to the keeper/hirer of the vehicle.
3. If a formal representation is rejected the keeper/hirer may appeal against this to an independent adjudicator at the Traffic Penalty Tribunal (TPT). Tribunal decisions are final and binding on both parties

The regulations set timescales of 28 days for formal representations or an appeal to the TPT to be made. Failure to do so (or to make full payment of the amount owed) may result in the PCN being progressed through the enforcement process.

In general terms the Council's enforcement policy is to work in accordance with the Statutory and Operational Guidance which has been issued by the Department for Transport. The following principles are central to the Council's enforcement policy: -

- Informal written (or e-mail) challenges will be dealt with where possible within 14 days of receipt. However, there may be occasions when peaks of workload mean that this is not possible. An acknowledgement is sent by email for online appeals. We aim to publish information online about current response times.
- Where an informal challenge has been received by the Council within 14 days of the issue date of the Penalty Charge Notice, this will effectively "freeze" the discount period. If the challenge is rejected, the Council will accept the discounted payment for a period of 14 days from the date of service of its letter of rejection.
- Formal representations in response to postal Penalty Charge Notices or Notices To Owner will be dealt with in accordance with the time scale specified by Department for Transport Statutory Guidance, which is within 56 days of receipt. Every effort

will be made to respond within 14 to 21 days, but the Department for Transport Statutory Guidance allows local authorities 56 days to respond.

- The legislation allows the owner of a vehicle 28 days from the date of receipt of a Penalty Charge Notice or a Notice to Owner, to pay or make representations. Councils may ignore any representations which are made after this period. Sheffield City Council will allow a few days flexibility with regard to this deadline provided that the person making representations provides a valid reason for any delay. However, any representations which are made more than 7 days beyond the normal deadline will not be considered, unless there are severe and genuine extenuating circumstances.
- A Postal Penalty Charge Notice or a Notice To Owner gives details of the grounds on which representations and appeals may be made. However, Sheffield City Council will consider other genuine and compelling circumstances. In these cases, the particular facts of the case will be taken into consideration. However, this document includes guidance in relation to circumstances that will not normally justify cancellation of a Penalty Charge.

Although we have a discretionary power to cancel a PCN at any point throughout the enforcement process it is unlikely late appeals will be considered unless there are exceptional circumstances why it has not been made in time, or if it is evident that there has been a procedural impropriety or error with the PCN.

After the time allowed for representations or an appeal to be made has ended, a Charge Certificate may be issued. This increases the full penalty charge by 50%. At this time, it is too late to dispute the PCN. If payment is not made within 14 days, the charge may be registered as a debt at the Traffic Enforcement Centre (TEC).

At this stage, it is possible for the keeper/hirer to make a witness statement if they lost the opportunity to make a dispute or pay the PCN because they hadn't received a NtO/postal PCN, a response to a formal representation, or an appeal decision. For bus lane contraventions prior to 31 May 2022, a statutory declaration may be filed to TEC if the original bus lane PCN document was not received or representations or an appeal to TPT was made but no decision was received.

After debt registration as a last resort if the PCN has not been paid or successfully appealed, a warrant would be applied for and passed to enforcement agents to collect the charge owed. Enforcement agents would add their own fees too. The keeper / hirer could still apply to TEC to make a late witness statement (or statutory declaration) at this stage, but valid reasons must be provided why this was not done in the initial time allowed after the debt registration).

We aim to

- Treat everyone fairly and with common sense
- Sympathetically consider compelling circumstances and individual circumstances (looking at the evidence to support cases). We recognise the Chief Adjudicator's comments in the Traffic Penalty Tribunal's (TPT's) Annual report which says Councils have an express duty to consider "compelling circumstances"...and to exercise discretion having regard to the appropriate considerations

Sheffield City Council's main objective is to enforce parking (and some moving traffic) restrictions in a fair, consistent and transparent manner. Enforcement is carried out in accordance with the provisions of the Traffic Management Act 2004 and associated guidance provided by the Department for Transport. Also, observations by the Chief Adjudicator in the Annual Reports of the Traffic Penalty Tribunal will be taken into consideration.

REASONS FOR APPEALING A PCN

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
1	A valid pay and display ticket had been obtained	<p>A valid ticket is produced covering the relevant period and location if it is a first time contravention by the individual/vehicle concerned).</p> <p>The ticket has been bought from a nearby alternative machine because the nearest machine was not working, or it is confusing which the appropriate machine is.</p>	Pay and display ticket.	<p>The person receiving a PCN had received one in the past for failing to correctly display a pay and display ticket.</p> <p>The ticket was not valid for the time or place the vehicle was parked (e.g. had expired, was for a different location, the vehicle was parked in a permit holders' only bay).</p> <p>Multiple free sessions had been obtained instead of making payment to park for longer.</p> <p>The Civil Enforcement Officer's evidence contradicts the claim.</p> <p>The motorist has failed to attempt to display the ticket.</p>	<p>Standard</p> <p>Alert (#041)</p> <p>Letters (#066 & 147)</p> <p>Paragraph #127</p>
2	A Blue Badge was displayed in the vehicle and the vehicle was being used for the	No previous similar contravention has occurred and	A copy of the Blue Badge which would have been valid at the time the PCN was issued (or that had	<p>A PCN has previously been cancelled for failing to display the badge / timer disc properly.</p> <p>The holder has failed to attempt to display the badge.</p>	<p>Standard</p> <p>Letters (#086,087, 088, 122, 215 -223,</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
	benefit of the badge holder.	<ul style="list-style-type: none"> the vehicle is parked where Blue Badge concessions apply a valid badge was displayed but the holder forgot to display the timer disc in a time limited disabled bay or on a waiting restriction <p>If the Blue Badge displayed had expired in the last 14 days prior to the PCN being issued.</p>	expired in the last 14 days	<p>The vehicle is parked on a restriction (such as 'no stopping', 'no loading', bays reserved for specific users) where Blue Badge concessions do not apply - https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england</p> <p>The vehicle has been parked for longer than permitted with the Blue Badge displayed.</p> <p>The badge is displayed when the vehicle is not being used to transport the badge holder. It is not permitted to use the badge for any other purpose (e.g. shopping for the disabled person when they, themselves are not being transported in the vehicle).</p>	<p>411 (no sign, just DKM), 464 (Western Bank voucher bay after early implementation of 2023 policy)</p> <p>Alert (#099), 337, 463</p>
3	The vehicle was being driven by someone else	<p>A hire company provides evidence that the vehicle was on hire to another party when the contravention occurred</p> <p>It is evident that the vehicle was subject to a long term lease</p>	A signed hire agreement that complies with the Road Traffic (Owner Liability) Regulations 2000	<p>The vehicle had been lent to a friend / relative / acquaintance, etc. (including if they were given general access to the keys)</p> <p>The vehicle was in a repair garage (this is a civil matter between the keeper and the garage)</p> <p>The keeper is unable to provide any proof of theft, or the information held by the police does not match the claim, or the time of the alleged theft /</p>	Standard Alert #190

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		The vehicle had been reported stolen prior to the contravention	A valid police crime reference number and police station it was reported to which verifies that the vehicle had been taken without the owner's consent before the PCN was issued	the report of the theft was after the PCN had been issued. The vehicle was being used as a courtesy car without an agreement signed to accept responsibility for PCNs	
4	The vehicle was being used for loading / unloading	The vehicle is waiting where loading is permitted and either the goods being delivered/collected were heavy, bulky, or numerous and it would be unreasonable to expect them to be carried from a 'legal' parking place. The delivery / collection is part of the operations of a commercial delivery business (e.g. couriers)	Job sheet / delivery note (timed / dated and describing goods)	Evidence contradicts the claim or suggests the vehicle was parked there for longer than necessary for this activity. The vehicle is waiting where loading is not permitted: e.g. on school zigzag markings, on crossing controlled areas, on clearways, on bus stop clearways; on no stopping taxi ranks, on Police bays where loading is prohibited, in car parks.	Standard Letter # 411 (no sign, just DKM) Alert (#135)
5	The keeper was not aware a parking PCN had been issued until	There is insufficient evidence that the PCN was served correctly.		The Civil Enforcement Officer's evidence suggests the PCN was correctly served. In such circumstances, we <i>may</i> offer 14 days from the rejection notice	Standard Alert (#112)

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
	receiving a Notice to Owner.			being served for the discount to be paid. We would not if there is a history of such claims or if the PCN was handed to the driver.	
6	If the driver claims the restriction signs / lines were missing, obscured, or in poor condition	<p>There were exceptional weather conditions (e.g. a period of heavy snow), causing vehicles to be necessarily abandoned.</p> <p>The gap in a yellow line is at least a vehicle length and no part of the vehicle was on the visible line.</p> <p>A sign is missing or obscured such that it could not be read and there is no other sign in reasonable distance from the vehicle.</p>		<p>It was still evident that a restriction was in place despite snow or leaves.</p> <p>Short lengths of missing line(s) or a missing termination mark will not invalidate PCNs where it is obvious that a restriction is in place.</p> <p>Claims that there were no signs next to markings which do not need time plates.</p> <p>A sign can be easily read or is only marginally obscured but it is still reasonable that it could have been read and understood.</p>	<p>Standard</p> <p>Alert (#121)</p> <p># 411 amended for BB / loading if DKM but no sign</p> <p># 465 and # 466:</p> <p>Amend custom alert for city centre CPZ if it can be demonstrated the driver may have travelled more than 1km (from 6 or more streets) after passing the zone entry</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
					sign to where they parked on a single yellow line if driver says they did not understand the restriction (first strike) – see appeal decision FD00338-2210
7	The driver made a mistake / did not understand the restrictions	We may make some allowance in a limited number of circumstances if the restriction is not indicated in the Highway Code or Know Your Traffic Signs		<p>Commonly used sign(s) were used - in accordance with Department for Transport (DfT) regulations / authorisations. Information for motorists about signs can be found in DfT publications such as the Highway Code, and / or Know Your Traffic Signs. Drivers should keep up to date with such information.</p> <p>If the vehicle is parked in front of a dropped kerb (the Highway Code tells drivers not to park where the kerb has been lowered to help wheelchair users and powered mobility vehicles, or in front of an entrance to a property)</p>	<p>Standard</p> <p>Letters 61, 27, 192, 198, 280 RPZ and permit holders beyond this point first time strike deactivated for PCNs issued after 31/12/2023.</p> <p># Letter 064, #241 - motorists not</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
				If your vehicle is double parked – (the Highway Code tells drivers a vehicle should not be left where it causes any unnecessary obstruction of the road).	<p>understanding clearway on side street point signs, sub zones within Broomhill area [first offence]</p> <p>Whilst we have special authorisation for suspension and temporary roadworks / events signs, KYTS does refer to portable signs for temporary restrictions; however, in other circumstances if restrictions are new or changed we would issue warning notices –</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
					<p>create a custom letter to allow first time strike for first time PCN if the driver says they did not see the sign / realise the temporary restriction was there (for suspensions to be applied if they had parked in accordance with the normal restrictions for that bay, e.g. had a permit)</p> <p>Add first time strike for double parked and on street EV bays and</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
					<p>paybyphone only bays (not in driver publications)</p> <p>Shared use bay signs do not say period on no return (is on machines instead) - if driver did not realise information on machine (and it is not shown on the sign) allow a first strike cancellation</p> <p>On 24 hour clearways without road markings continue to exercise discretion if the</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
					<p>driver parked on the junction of a side road before the End sign and thought because there were no road markings it was not restricted (following key adjudication case)</p> <p>Add one time strike for BB holders in 20 min bay on Norfolk Street (DfT authorised sign)</p>
8	Driver had paid for parking using cashless payment	The cashless payment system shows that there was a valid paid-for period covering the right vehicle and location.	Evidence of the cashless payment session	<p>The vehicle is parked where pay and display / cashless payment cannot be used (for example on a yellow line).</p> <p>The paid for session was for a different vehicle not on drivers account / had expired / been bought after</p>	<p>Standard</p> <p>Custom letter 327</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		A minor error was made inputting the vehicle registration number (for example one or two wrong digits or letters), selecting the wrong location code or vehicle from own account and no previous similar contravention has occurred.		the PCN had been issued / the transaction had not been completed. A PCN has previously been cancelled if a minor error was made inputting the vehicle registration number or for selecting the wrong location code.	
9	Ownership of the vehicle is denied	The full name and address of who did own the vehicle is provided, ideally with proof.	Proof of change ownership (e.g. sales receipt)	An incomplete name and address of the alleged owner is provided. A person that has been nominated as the owner denies ownership and insufficient proof has been provided.	Standard Alert #186 and #416
10	The vehicle is authorised to travel in a bus lane or bus gate	The vehicle: <ul style="list-style-type: none"> • has at least 10 seats (9 or more passenger seats plus the driver) • is a taxi • is a Private Hire Vehicle with suitable side markings, as approved by Sheffield City Council, operating 	Vehicle registration document Taxi licence PHV licence	The vehicle is not an authorised vehicle, or required evidence is not provided	Standard Alerts (# 053, 123, 124 & 125)

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		<p>under a licence issued by a Local Authority</p> <ul style="list-style-type: none"> • is a motorcycle [bus lanes only, not bus gates] • has suitable side markings, as approved by Sheffield City Council and is carrying persons on behalf of the National Health Service for medical reasons • has suitable side markings, as approved by Sheffield City Council being operated on behalf of a Local Authority for educational or care reasons. <p>The above is subject to the signed restrictions for the bus lane or gate showing what vehicles are permitted – some may not</p>	<p>Job sheet</p> <p>Job sheet</p>		

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		allow all the above can travel through			
11	There was a valid permit for the vehicle.	<p>No previous similar contravention has occurred and</p> <ul style="list-style-type: none"> the vehicle is parked where the permit would have been valid there was a valid permit for the vehicle, but the holder forgot to display the timer disc (if required for the permit type / location). <p>An annual permit for the vehicle had expired in the last 14 days prior to the PCN being issued.</p> <p>A virtual permit had expired without the driver realising (and had subsequently been promptly renewed)</p>	<p>A copy of the relevant permit (valid at the time of contravention) – if the permit is a paper permit</p> <p>(proof does not need to be sent for vehicle specific virtual resident, resident carer, organisational carer/medical, green or business permits – these permits will be checked on the Council's permit records)</p>	<p>A PCN has previously been cancelled for failing to display a permit / timer disc properly.</p> <p>The holder has failed to attempt to display the permit promptly after parking.</p> <p>The vehicle is parked on a restriction where the permit does not provide concessions (such as on a yellow line, in a pay and display only bay, or in a different zone).</p> <p>The vehicle has been parked for longer than permitted, or the time set has been altered (if time limits apply for the permit type)</p> <p>The Civil Enforcement Officer's evidence contradicts the claim.</p> <p>If a daily use permit has not been correctly validated</p>	<p>Standard</p> <p>Alert (#128, 129, 130, 139)</p> <p>Letters (#114 & 115, 257)</p> <p>Letters #258 & 259</p> <p>Standard (resident),</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		A minor error (for example one or two wrong digits or letters), was made inputting the vehicle registration number for a virtual permit and no previous similar contravention has occurred.			Letter #256 (other VPP)
12	Driver claims they were unaware of a bus lane or gate – including saying they were following satnav directions	<p>Evidence shows there was a problem with the sign(s) – e.g. a required restriction sign was missing.</p> <p>The bus lane/gate had been temporarily suspended due to works or an event in the area.</p> <p>Some discretion for multiple PCNs may be exercised (first time offenders) if the mistake was not realised until receiving the first bus lane PCN through the post</p>		The bus lane / gate is correctly signed	Paragraph (#078); letter (#079); letter 264; letter # 265

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
13	It was a bank holiday or Sunday	<p>The street signs say “except bank holidays”</p> <p>Street signs indicate that restrictions apply only on days exclusive of Sundays (e.g. Mon – Sat)</p>		<p>The sign(s) do not indicate that bank holidays are excluded – e.g. a sign which says restrictions that apply Monday to Friday will apply on a bank holiday Monday.</p> <p>Street signs do not specify days of the week (if no days are specified the restriction applies everyday including Sundays and bank holidays)</p>	
14	Driver claims they were going to a bank	The vehicle was a secure cash van (operated by companies licenced under the Private Security Industry Act) and was required to park in close proximity to business premises in order to affect the safe delivery or collection of cash.	Representation from the Security Company confirming such an activity at the time, with a copy of the licence	<p>It is a member of the public taking money / to from the bank. In such circumstances, nearby restrictions should be complied with.</p> <p>A vehicle was parked for longer than necessary.</p> <p>Security vans involved in the delivery of mail or other such low value items are expected to comply with parking restrictions.</p>	Letter (#093)
15	Driver claims that they were gaining access to their private or commercial property	<p>The vehicle had been stopped only to open a gate and proceeded directly on to the private property.</p> <p>A driver had to collect a key to unlock a gate that</p>		<p>Evidence provided by the Civil Enforcement Officer contradicts the claim / suggests the vehicle was parked there for longer than necessary for this activity.</p> <p>The access to the property was blocked preventing the driver from gaining entry</p>	

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		prevented access allowance may be made for this (no longer than five minutes), provided the restriction is not 'no stopping' or 'no loading'; [in these the vehicle should have been parked elsewhere whilst the key was collected].		The vehicle was left unattended on a 'no stopping' or 'no loading' restriction whilst the driver went to get keys to unlock a gate.	
16	Vehicle had broken down	Vehicle breakdown was unavoidable, can be evidenced and the vehicle was moved within 24 hours	<p>Garage receipt on headed paper, completed in full and indicating a repair of the fault within a reasonable time of the contravention.</p> <p>Till receipt for purchase of relevant spare parts purchased on or soon after the date of the contravention.</p>	<p>No evidence of breakdown is provided.</p> <p>It is probable that the vehicle was left in contravention of the restriction prior to the breakdown occurring.</p> <p>The vehicle had not been recovered within 24 hours.</p> <p>Claims of flat battery if it is alleged that the vehicle was bump/jump started but there is no evidence of new parts which could cause a flat battery (e.g. alternator, solenoid) or of a new battery.</p> <p>It seems the vehicle had 'broken down' due to negligence of the driver – e.g. it ran out of petrol or the vehicle had overheated due to lack of water (unless there is evidence of a mechanical / electrical fault).</p>	

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
			<p>Vehicle recovery/repair record from a recognised vehicle roadside assistance scheme.</p> <p>Confirmatory letter from the Royal Automobile Club (RAC), Automobile Association (AA) or similar motoring organisation.</p>	The Civil Enforcement Officer notes contradict the claim being made	
17	Claim that car keys had been lost, stolen or locked in the vehicle	The claim can be evidenced and the vehicle was moved within 24 hours.	Supporting evidence (for example from the police, or a vehicle recovery organisation)	<p>There is no supporting evidence or the vehicle is not moved within 24 hours.</p> <p>The vehicle should not have been parked at the location in the first place (for example on double yellow lines)</p>	
18	Driver claims they were dropping off or picking up a passenger.	The Civil Enforcement Officer notes suggest such activity was taking place.		The Civil Enforcement Officer's notes contradict the claim or suggest the vehicle was there for longer than necessary. In most circumstances the driver	

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		<p>Special consideration will be given to taxis or Private Hire Vehicles that will need a small amount of additional time to announce their arrival and accept payment.</p> <p>* If a taxi (not a Private Hire Vehicle) was stationary in a bus stop only for so long as is reasonably necessary for a passenger to board or alight with their luggage</p>	<p>Evidence that the vehicle is a licenced PHV or taxi and a computerised record of the fare.</p> <p>Evidence that the vehicle is a licenced taxi and a computerised record of the fare.</p>	<p>should remain with the vehicle (unless elderly, disabled, or young children are involved).</p> <p>The vehicle is parked on a 'no stopping' restriction, including bus stops*, or crossing controlled areas.</p>	
19	The Civil Enforcement Officer made a mistake or was rude	<p>The PCN does not comply with the regulations, such as stating the wrong:</p> <ul style="list-style-type: none"> vehicle registration 		There is a discrepancy over the vehicle colour / make, or the location stated on the PCN. The PCN will be upheld if the evidence (such as photographs linked to the PCN / GPS information from the handheld) satisfies the investigating officer that there were restrictions relevant to the	

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		<ul style="list-style-type: none"> • contravention • amount payable 		<p>contravention code recorded by the Civil Enforcement Officer. There is no regulatory requirement for the location of the alleged contravention to be specified on a parking PCN.</p> <p>The time of the PCN is disputed - the handhelds have integrated clocks and the time stated on PCNs printed from these cannot be altered.</p> <p>The keeper's name is misspelt on a document (they should contact the DVLA to correct information held on their records).</p> <p><i>Complaints against any officer's conduct should be made using our complaint procedure. This is separate to the PCN representations and appeals procedure.</i></p>	
20	The driver was an on-duty Council Officer, member or Government official	Local Authority vehicle (or contractor) was parked only to carry out statutory duties (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		The vehicle was not one being used for statutory duties and the officer thought they did not have to comply with parking regulations.	Standard Letter (# 103) statutory duties

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		<p>grass cutting), including Enforcement vehicles.</p> <p>Vehicles involved in exceptional activities, such as surveillance by Customs & Excise or the Benefits Agency.</p>	Supporting written statement from the relevant Service Manager or Executive Director.		
21	The driver was attending court	<p>A defendant is given a custodial sentence and as a direct result, is unable to remove his / her vehicle from a pay and display bay or Council car Park that the vehicle had been correctly parked in. We would expect that the vehicle will be removed as soon as is reasonably possible (48 hours), by the defendant's family, friends or legal representatives.</p>	Supporting evidence from the defendant's legal representative of a custodial sentence being given.	<p>Someone attending court (e.g. as witness, jury member, or defendant) overstayed the time they paid for - the length or timing of any court hearing or trial cannot be guaranteed.</p> <p>Payment can be made for a full day, or extended using payment by mobile phone.</p>	

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
22	<p>A dentist / doctor appointment took longer than anticipated.</p> <p>A meeting or other appointment ran late.</p> <p>Other activities (e.g., shopping) took longer than planned.</p>	There is evidence of an exceptional medical emergency that led to an unforeseen delay which prevented the driver from returning to their vehicle.	Evidence from medical professional or organisation	<p>An appointment/meeting overran or was longer than expected (motorists should be aware it is not unusual for dentists / doctors' appointments to take longer than anticipated).</p> <p>The delay was not due to events such as unforeseen medical emergencies - allowance should be made for general delays which are a part of normal life.</p>	
23	We had issued a 'dispensation' allowing the vehicle to park at a location where parking is not normally allowed.	There is a valid dispensation issued to the vehicle for the time / place / reason.	Our systems will be checked for dispensation information.	<p>We believe the vehicle was not being used for the purpose that the dispensation was agreed for. Dispensations are only granted if the vehicle is being used as a workshop - needing to use equipment directly from the vehicle as part of the work being carried out at an adjacent property. <i>In general where tools, equipment or materials are required, these items should be unloaded into the relevant premises and the vehicle should then be parked legally elsewhere.</i></p> <p>A different vehicle to that the dispensation was issued for was being used. A PCN has previously been cancelled for failing to correctly display a dispensation.</p>	

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
24	Driver was not aware of a temporary parking suspension or parking restriction	There is evidence that the vehicle was already parked when the signs were placed and had not moved.	Proof that the driver was away over the period between the signs being placed and the PCN being issued.	There is evidence that the signs were already in place prior to the vehicle being parked.	Standard (other) – suspensions Alert (# 100) for Amey temp signs
25	Driver of a vehicle was arrested and as a direct result left the vehicle in contravention of a parking restriction.	There is evidence that the driver had been taken into custody prior to the PCN being issued and was either being detained or there had not been reasonable time to safely move the vehicle after release.	Evidence of the relevant custody number, officer and police station.	No evidence of the arrest is supplied. Evidence suggests the vehicle was not left at the location as a result of being taken into custody, After release the vehicle was not moved within a reasonable period (12 hours).	Standard & Alert (#101)
26	Health care professional claims to have been attending an emergency duty.	The driver is a medic, it was a genuine emergency call out and there are valid reasons why the driver could not have parked legally (for example displaying a valid medical permit to attend).	Explanation and evidence of the emergency and proof that the driver is a medical professional.	The vehicle is parked near a place of work (e.g. a hospital or surgery) <i>Regular or programmed visits or routine home visits will not be considered an emergency. For permit zones, medical and carer permits are available and should be correctly displayed. In other areas pay and display / limited waiting bays should be used.</i>	Standard (Health Emergency Badge) Also Custom letter (# 102) for permit bays

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
27	The vehicle is an emergency service vehicle / unmarked police car.	If a senior officer of the fire brigade, ambulance or police service supports the representations and there is no reason to doubt that the vehicle was carrying out operational activities.	Supporting letter from senior officer (Inspector or higher for police)	There is evidence that suggests the vehicle was not being used for operational duties, including if the vehicle is parked outside a police station, or court.	Standard
28	The driver is an estate agent or landlord visiting a property.			<i>Estate agents / landlords are not exempt from any restrictions and should park using a valid permit or by making appropriate payment to park.</i>	No specific settings – there are standard options such as ‘only a few minutes’
29	The vehicle was a Post Office vehicle being used to collect postal packets.	There is evidence that the vehicle was a marked Post Office vehicle being used solely for this activity.		<p>Evidence provided by the Civil Enforcement Officer contradicts the claim / suggests the vehicle was parked there for longer than necessary for this activity, or if the vehicle is stopped on zigzag markings (crossings, or school keep clears)</p> <p>The vehicle is a private (non liveried) vehicle being used to carry out work.</p>	<p>Use standard ‘utility company’ option</p> <p>Letter (#104) for contravention 48 & 99</p> <p>Letter (#105) if non liveried vehicle</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
30	The vehicle is a utility vehicle	<p>The vehicle is a liveried vehicle being used to carry out repairs or install pipes, cables or other apparatus.</p> <p>The vehicle is on an emergency call and is actually involved in the emergency work – a board showing the address and the nature of the work must be displayed in the vehicle.</p>	Job sheet	<p>The vehicle is a private (non liveried) vehicle</p> <p>The vehicle is parked on a crossing controlled area but could have been left at an alternative suitable location.</p> <p>For works to premises, such as routine servicing or repairs, or installation of lines or systems.</p> <p>The Civil Enforcement Officer's notes indicate no activity was taking place and no supporting evidence is supplied.</p>	<p>Standard</p> <p>Letter (#104) for contravention 99</p> <p>Letter (#105) if non liveried vehicle / works being done in premises not on the highway</p>
31	The vehicle was parked on the footway or off the highway (including claims that this is private property)	There was not either a signed waiting / loading restriction on the adjacent carriageway, or other signs specific to an off road parking ban.		<p>The vehicle was parked on a section of highway where a waiting, loading restriction, or red route restriction is marked in the adjacent carriageway. <i>Such restrictions apply from the centre of the road to the highway boundary on the side of the road that the marking is on (including footways, verges and other areas of land off the main carriageway). The highway boundary is usually a fence / wall / hedge / building line.</i></p> <p>There are specific signed restrictions showing a footway or verge parking restriction applies.</p>	<p>Standard</p> <p>Paragraph (#60)</p> <p>Alert (#106) – explains when restrictions to footway apply</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
32	Could not find anywhere else to park	There was any pre-existing agreement in place to allow certain drivers to park elsewhere.	Evidence of any agreement	The restriction is correctly signed.	Standard
33	Went to get change for the pay & display machine			The law does not allow time for drivers to get change to obtain a pay and display ticket	Standard
34	Only stopped for a few minutes	The vehicle was stopped for a reason that would otherwise exempt it from waiting there – for example, it was being used to load / unload where permitted		If the vehicle was parked where a PCN may be issued instantly (for example on a 'no stopping' or 'no loading' restriction) There is no reason to suggest that the vehicle was legitimately waiting on another restriction type	Standard
35	The vehicle was not fully on the restriction	Less than one wheel was on the restriction.		If at least one wheel was on the restriction.	Paragraph (#131) Letter (#132)
36	It was not their vehicle. For example, the wrong registration number was recorded on the PCN, their vehicle has been cloned / was elsewhere at the time of the contravention.	Further checks show that the incorrect vehicle registration was recorded on the PCN. There is supporting evidence that the vehicle appears to have been cloned.	Copy of the vehicle registration document, evidence from the police which supports the claim	The PCN has been issued to a vehicle showing the same registration number and there is no evidence that it has been cloned.	Standard Alert (#120 & 141)

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
			and / or photographs of the keeper's vehicle (with the registration plate showing)		
37	The fine is too expensive.	The PCN shows the wrong amount has been charged for the contravention.		The amount charged is correct in accordance with Secretary of State guidelines. Currently these are £50 or £70 for lower / higher level parking contraventions and £70 for bus lane contraventions. The charge is subject to a legal discount period and surcharges allowed under the relevant regulations.	Standard
38	The restriction is no longer necessary / it was a quiet street	There is no longer a valid Traffic Regulation Order for the restriction (if one is required)		The restriction is correctly signed and has a valid Traffic Regulation Order (if required).	Standard Paragraph (#107) Add first strike letter to allow discretion to be exercised for first time offenders in 24 hour bus lanes (if the vehicle travelled in at a time when buses are not scheduled) -

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
					see FD00086-1608 / FD00090-2203
39	Driver was attending a funeral / wedding, or place of worship.	A PCN was issued to an official hearse, or an official car dropping off the bride / groom and the vehicle was not parked where stopping is prohibited		Other vehicles being used to travel in to attend a funeral / wedding / place of worship.	Letter (#007 – parking; #417 bus lanes)
40	<p>Vehicle was being used by a glazier company for an emergency repair.</p> <p>The vehicle was being used to deliver or collect hazardous chemicals/substances</p> <p>The vehicle was being used by a plumber, electrician or gas engineer</p>	<p>It was an emergency and there was no other safe place for the vehicle to be parked to transport glass.</p> <p>There is evidence of loading / unloading witnessed by the CEO and the vehicle is marked to show it may contain hazardous materials.</p> <p>It was an emergency and there was no other safe place for the vehicle to be parked whilst the mains</p>	Job sheet	Evidence provided by the Civil Enforcement Officer contradicts the claim, or suggests the vehicle was parked there for longer than necessary for this activity (for example it remained there after mains had been turned off).	Alert (#109)

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		supply was being switched off.			
41	The driver was involved in / attending a medical emergency	These will be judged on individual merits based on whether it was unforeseen and prevented the driver from moving their vehicle.	Independent evidence of an accident or incident.	There is no supporting evidence, it is reasonable the vehicle could have been parked elsewhere, or the Civil Enforcement Officer's evidence contradicts the claim	Alert (#110)
42	Civil Enforcement Agent (bailiff) performing duties.	The agent is executing a warrant (court orders for the collection of money and/or goods)	The driver is a registered Civil Enforcement Agent with supporting evidence from their employer that they were executing a warrant.	<i>Other activities such as serving a summons or a warrant (not enforcing it) do not count. In such circumstances the agent would be expected to comply with parking restrictions.</i>	Alert (#092)
43	The pay and display machine was not working	It is confirmed that the nearest machine was not working at the time of parking and there was <ul style="list-style-type: none"> no alternative working machine in the same car park or street that could have been used; 		Transaction reports, engineers' fault logs or enforcement notes / records do not indicate that there was a fault with the machine at the time. Checks may also be made on the PCN database to see if other drivers had experienced similar problems. Another nearby pay and display machine could have been used. Pay by phone was available at the location	Standard Alert (#111)

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		<ul style="list-style-type: none"> not an option to pay by phone at that location 			
44	The PCN has already been paid	There is evidence that the correct balance was paid within statutory time limits (or any extended payment period offered by the Council).	Bank/card statement and last four digits of the card number A Post Office or Paypoint receipt	There is no proof that a valid payment for the correct amount was received in time, or if it is apparent that the payment was for a different case.	Standard
45	A permit had been applied for (including a replacement for a change of vehicle registration).	The permit is vehicle specific and Council records show that an application had been made and correct proof and payment had been received.		<p>A complete application (including payment has not been made), or if the application is not specifically for the vehicle the PCN has been issued to.</p> <p>The vehicle is parked where a permit is not valid (including in a different zone)</p>	Standard Alert (#116)
46	Driver has parked there before without being issued a PCN.	<p>There is evidence that the restrictions were implemented after the vehicle had been parked.</p> <p>The Council has started enforcing for a restriction where PCNs have previously not been issued before and there is no evidence of warning</p>	Proof that the driver was away over the period between the sign(s) being placed and the PCN being issued.	<p>The driver lives in a newly implemented permit zone – information is sent to residents in advance.</p> <p>The driver has been fortunate to have not received any PCNs before.</p>	Standard Letter (#117)

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		notices having been issued for a period prior to enforcement.			
47	Driver given permission to park there by police or a CEO	The officer's badge number is supplied and the officer verifies the advice given.	Letter from police station / officer's details.	This cannot be verified or somebody other than a police officer / CEO had given permission.	Standard Alert (#118)
48	Pregnancy/mothers and fathers with young children.	The delay was short / caused by a minor medical emergency.	Medical evidence to support claim.	There is evidence that the same person has made similar claims in the past, or the Civil Enforcement Officer's evidence contradicts the claim.	Standard Alert (#119)
49	The driver needed to park to use the toilet.	It was the result of a medical condition that can be proved.	Medical evidence to support claim.	It was not due to a medical condition. There is evidence the same person has made similar claims in the past, or the Civil Enforcement Officer's evidence contradicts the claim.	Standard
50	The Civil Enforcement Officer should have allowed a grace period before issuing a PCN.	A PCN (issued after 1 April 2015) has been issued within 10 minutes after the expiry time of a pay and display ticket, or within 10 minutes of a limited stay period ending. For other restrictions (e.g. on yellow lines) if A PCN was issued within 5		A pay and display ticket expired more than 10 minutes prior to the PCN being issued, or the vehicle had stayed longer than the 10-minute grace period in a limited waiting bay The PCN was issued more than 5 minutes from the start / end time of other restrictions.	Standard (Letter #126)

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
		minutes of the start / end time of a restriction.			
51	Other vehicles did not receive a PCN	There is any procedural error was made issuing the PCN.		If the restriction is correctly signed.	Standard
52	The vehicle entered the bus lane to turn left.	The vehicle has only clipped the end of the bus lane (if a first time contravention)		Vehicles should not enter the bus lane until moving beyond the end of bus lane sign(s). Footage will be reviewed to see where the vehicle moved into the bus lane.	Letter (#134) Alert (#137)
53	The vehicle entered the bus lane to avoid an obstruction, a collision, or to let an emergency vehicle pass.	CCTV footage verifies the vehicle did only enter the bus lane for this purpose and then continued the journey in the correct lane after taking evasive action.		There is no evidence of an obstruction, oncoming vehicle or emergency vehicle, or if the vehicle that the PCN has been issued to continued its journey in the bus lane when it was no longer necessary.	Standard Alert (#137)
54	A Fixed Penalty Notice (FPN) had been issued by the police for the same contravention.	There is evidence a FPN was issued to the same vehicle for the same contravention on that date		No evidence of a FPN, or it relates to a different contravention, or another date	
55	Always drive that route	No warning notice was issued for the first contravention for a moving traffic contravention within the first 6 months of CCTV enforcement going live at the location		If the restriction is correctly signed.	

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
56	Route was blocked exiting a box junction	The vehicle only stopped in the box junction if turning right due to oncoming traffic, or whilst waiting behind other vehicles also waiting to turn right.		The vehicle entered the box junction before the exit road/lane was clear	
57	Bill of Rights claim			<i>It has been decided at High Court that the Bill of Rights does not apply to PCN disputes</i>	Paragraphs (#044 & 047)
58	More than one PCN was issued for the same contravention	<p>More than one PCN has been issued for a parking contravention within 24 hours.</p> <p><i>If evidence suggests the driver has not returned / moved the vehicle the driver would still be liable for one of the PCNs; if the vehicle had been moved both may need to be paid.</i></p> <p>A duplicate PCN has been logged for a contravention observed using CCTV (if the date and time are the same).</p>		<p>A vehicle has been left parked on a restriction over consecutive days and there is more than a 24 hour period between PCNs.</p> <p><i>Note: in some situations vehicles may be removed; the issue of PCN should not be regarded as grounds to leave a vehicle parked</i></p> <p>It appears that the driver has parked at the same location on separate occasions within a 24 hour period.</p> <p>Separate bus lane contraventions have occurred – for example, the driver went through a bus lane or gate and then re-entered it (or another nearby bus lane / gate) shortly afterwards on their journey.</p>	<p>Alert (#080)</p> <p>Paragraph (#136)</p>

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
59	Keeper's name misspelt on PCN documents			Names and addresses are in most cases, obtained from the DVLA and are supplied to DVLA by the keepers themselves. It is the keeper's responsibility to update DVLA with any changes or corrections.	
60	Cannot afford to pay	<p>The keeper / hirer is responsible for paying PCNs. There are set timescales for payment of PCNs, but an additional month may be allowed for cases at the full rate. Debt advice will be shared about support services and schemes such as Breathing Space.</p> <p>For customers identified as vulnerable, further discretion on payment timescales may be considered and / or support to direct customers to debt advice including how to get Breathing Space.</p>		<p>To qualify for the discount payment this should be made within the statutory discount period.</p> <p>Payment terms for cases at enforcement agent stage would need to be discussed with the relevant agent.</p>	

	Your reason for appeal	We may accept this if...	Evidence required	Common examples of when we may reject it	Office Use Only (Response Master)
61	Should have got a warning instead of a PCN	Postal warning notices had been issued to the vehicle but had been sent to a previous owner / lease company who did not share this information and the contravention took place within the warning notice period for that site.		If the PCN was issued after a warning notice period for that restriction	First strike configuration

PART A - Initial Impact Assessment

Proposal Name: Civil Parking, Bus Lane and Moving Traffic Enforcement Policy

EIA ID: 2599

EIA Author: Emma Barker (Place - Parking Services)

Proposal Outline: The council's Parking Services team currently carries out enforcement of parking and bus lane restrictions. On behalf of Parking Services, appeals against Penalty Charge Notices (PCNs) issued are considered by the notice processing team in the Hub. Department for Transport guidance sets out a general overview of how enforcement should be conducted and states that there should be fair procedures for making appeals. SCC would aim to treat motorists fairly and consistently and to provide a transparent published policy outlining policy on enforcement and appeals. The proposed policy is to update the previous policy to include enforcement for proposed ANPR camera enforcement and appeals for moving traffic restrictions such as banned turns and yellow box junctions.

Proposal Type: Non-Budget

Year Of Proposal: 23/24

Lead Director for proposal: Ajman Ali

Service Area: Parking Services

EIA Start Date: 2/13/2024

Lead Equality Objective: Understanding Communities

Decision Type

Committees:

Policy Committees

- Transport, Regeneration & Climate

Portfolio

Primary Portfolio:

Neighbourhood Services

EIA is cross portfolio:

No

EIA is joint with another organisation:

No

Overview of Impact

Overview Summery:

The council's Parking Services team currently carries out enforcement of parking and bus lane restrictions. On behalf of Parking Services, appeals against Penalty Charge Notices (PCNs) issued are considered by the notice processing team in the Hub. Department for Transport guidance sets out a general overview of how enforcement should be conducted and states that there should be fair procedures for making appeals. SCC would aim to treat motorists fairly and consistently and to provide a transparent published policy outlining policy on enforcement and appeals. The proposed policy is to update the previous policy in line with current government guidance and regulations to include provision for the enforcement of moving traffic restrictions. The key benefits are effectively enabling delivery of the intended reasons why restrictions have been introduced by the Transport team by improved compliance (enforcement) and changes to the appeals policy (which also serves to educate). Restrictions impact on a cross range of groups but highlighted potential positive improvements could be to health and disability. Enforcement against vehicles

contravening moving traffic restrictions benefits a cross section of road users including cyclists, pedestrians and public transport operators/users. This would be through better traffic flow and improved safety at busy junctions for example.

Impacted characteristics:

- Disability
- Health
- Partners

Consultation and other engagement

Cumulative Impact

Does the proposal have a cumulative impact:

No

Impact areas:

Initial Sign-Off

Full impact assessment required:

No

Review Date:

2/13/2024

Action Plan & Supporting Evidence

Outline of action plan:

None

Action plan evidence:

<https://democracy.sheffield.gov.uk/documents/s56955/AppB-TMA-Evidence-Report.pdf>

Changes made as a result of action plan:

Mitigation

Significant risk after mitigation measures: No

Outline of impact and risks:

Review Date

Review Date: 2/13/2024

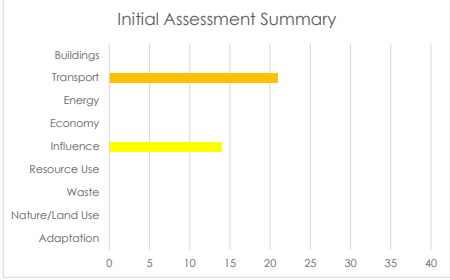
Climate Change Impact Assessment Summary

Project/Proposal Name	Civil Parking, Bus Lane and Moving Traffic Enforcement	Portfolio	Operational Services
Committee	Waste and Street Scene	Lead Member	Councillor Joe Otten
Strategic Priority	Strong and Connected Neighbourhoods	Lead Officer	Sabia Hanif
Date CIA Completed	13/02/2024	CIA Author	Emma Barker
		Sign Off/Date	22-Feb-24

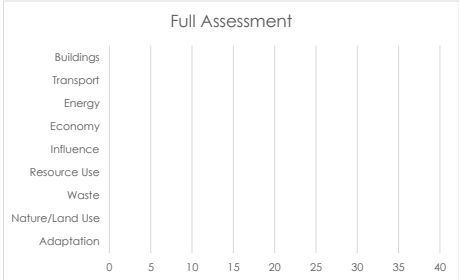
Project Description and CIA Assessment Summary	Updating of civil parking , bus lane and moving traffic enforcement policy (to include the latter enforcement). The policy is not being implemented as a direct climate change mitigation programme. However, the policy contributes to delivering Transport policy objectives with the enforcement of restrictions implemented and demonstrates Sheffield's ambitions to deliver behavioural such as changes to more sustainable travel modes.
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Rapid Assessment	Does the project or proposal have an impact in the following areas? Select all those that apply. Only complete the sections you have selected here in the assessment.		
Buildings and Infrastructure	No	Influence	Yes
Transport	Yes	Resource Use	No
Energy	No	Waste	No
Economy	No	Nature/Land Use	No
		Adaptation	No

Initial Assessment Summary



Full Assessment Summary



>=27	The project will increase the amount of CO2e released compared to before.
21-26	The project will maintain similar levels of CO2e emissions compared to before.
12-20	The project will achieve a moderate decrease in CO2e emissions compared to before.
3-11	The project will achieve a significant decrease in CO2e emissions compared to before.
0-2	The project can be considered to achieve net zero CO2e emissions.

[Chesterfield Borough Council Climate Impact Assessment Tool provided inspiration for this tool.](#)

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