

# **Shropshire Council**

## **Parking & Moving Traffic Annual Report 2024-2025**

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

# Parking Data

## Service Statistics – Controlled Parking Spaces

Shropshire Council had 4049 marked out controlled on-street and 6232 off-street parking spaces within its area (estimated where spaces are not marked) in the year April 2024 to March 2025. Of these, Shropshire Council directly provided 4353 free parking spaces, 5928 parking spaces where charges applied and 2041 spaces for Park and Ride.

## Enforcement Statistics

In the financial year 2024-2025 there were 17,120 Penalty Charge Notices (PCNs) issued in Shropshire. PCNs are issued to vehicles parked in contravention of a parking restriction as observed by Civil Enforcement Officers (CEOs).

Of the 17,120 PCNs issued, 9,071 were issued for higher level contraventions (£70 penalty) and 8,103 were issued for lower-level contraventions (£50 penalty).

Number of PCNs	2023-2024	2024-2025
Number of higher level contravention PCNs issued	8,321	9,017
Number of lower level contravention PCNs issued	6,211	8,103
<b>Total Number of PCNs issued</b>	<b>14,532</b>	<b>17,120</b>

Of the PCN's issues within Shropshire, The top 10 streets/locations with the largest amount of PCN's issued. The number of PCN's issued are dependent on the length/size of street/location as well as the number of parking contraventions.

Streets/location with the largest number of PCN's issued	2023-2024
1. St Marys Place, Shrewsbury	609
2. High Street, Shrewsbury	487
3. Shoplatch, Shrewsbury	485
4. High Street, Bridgnorth	468
5. Castle Street, Shrewsbury	439
6. Frankwell Car Park, Shrewsbury	375
7. St Marys Street, Shrewsbury	325
8. Shirehall Car Park	319
9. Castle Street Car Park, Ludlow	285
10. Mardol, Shrewsbury	266

Streets/location with the largest number of PCN's issued	2024-2025
1. St Mary's Place, Shrewsbury	568

2.Frankwell Car Park, Shrewsbury	567
3. High Street, Bridgnorth	489
4.St. Julian Friars Car Park, Shrewsbury	475
5.Castle Street , Shrewsbury	439
6.High Street , Shrewsbury	388
7.Shoplatch , Shrewsbury	336
8.Listley St (N) Car Park, Bridgnorth	330
9.St. Mary's Street , Shrewsbury	330
10.Castle Street Car Park, Ludlow	295

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

On Street			
		PCNs issued 2023-2024	PCNs issued 2024-2025
Lower or Higher Level	Contravention		
Lower	05 - Parked after payment expired	328	325
Lower	11 - Parked Without Payment	845	860
Lower	19 - Parked in a resident's place	20	21
Lower	22 - Re-parked in the same place	13	22
Lower	24 - Not parked correctly	330	300
Lower	30 - Parked longer than permitted	1,834	2,331
<b>Total on street lower level PCNs</b>		<b>3,370</b>	<b>3,859</b>
Higher	01 - Parked in a restricted street	2,405	3,067
Higher	02 - Loading in restricted street	1,170	1,080
Higher	12 - Parked in a residents place	185	221
Higher	16 - Parked in a permit space	48	88
Higher	20 – Parked in a loading gap	1	0
Higher	21 - Parked in a suspended bay	6	2
Higher	23 - Wrong class of vehicle	113	156
Higher	25 - Parked in a loading bay	2,214	2,413
Higher	40 - Disabled person's parking	1,159	1,139
Higher	45 - Taxi rank	183	159
Higher	47 - Restricted bus stop or stand	239	212
Higher	48 - Restricted school area	0	3
Higher	99 - Pedestrian crossing	100	124
<b>Total on street higher level PCNs</b>		<b>7,823</b>	<b>8,664</b>
<b>Total on street PCNs issued</b>		<b>11,193</b>	<b>12,523</b>
Off Street			
Lower or Higher Level	Contravention	PCNs issued 2023-2024	PCNs issued 2024-2025
Lower	73 - Parked without payment	2,322	3,540

Lower	80 - Parked longer than permitted	0	2
Lower	82 - Parked after payment expired	332	478
Lower	86 - Parked beyond the bay markings	185	221
Lower	94 - Parked without clear display 2 valid P&D tickets when required	2	3
<b>Total off street lower level PCNs</b>		<b>2,841</b>	<b>4,244</b>
Higher	81 - Parked in a restricted area of the car park	5	24
Higher	85 - Parked in a permit bay	301	52
Higher	87 - Disabled person's parking	154	244
Higher	91 - Wrong class of vehicle	38	33
<b>Total off street higher level PCNs</b>		<b>498</b>	<b>353</b>
<b>Total off street PCNs issued</b>		<b>3,339</b>	<b>4,597</b>

During 2024-2025, the total number of PCNs paid was 12,653. A significant amount (almost 85%) was paid at the discount rate (within 14 days of the PCN being issued).

<b>Number of PCNs paid</b>	<b>2023-2024</b>	<b>2024-2025</b>
PCNs paid within 14 days (discount rate)	8,659	10,764
PCNs paid after 14 days but before Charge Certificate	1,380	1,641
<b>Total PCNs paid before Charge Certificate</b>	<b>10,039</b>	<b>12,405</b>
PCNs paid after the Charge Certificate*	201	248
<b>Total PCNs paid</b>	<b>10,240</b>	<b>12,653</b>

\* 1329 Charge Certificates were registered in 2024-2025 \*

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

<b>Number of PCNs resulting in informal challenges</b>	<b>2023-2024</b>	<b>2024-2025</b>
	2,723	3,140
<b>Number of informal challenges resulting in cancellation of the PCN:</b>		
Cancel -Attendant Error	69	0
Cancel – Blue Badge	207	211
Cancel - Blue Badge - Overstay	13	21
Cancel – Bus Stop	7	5
Cancel – CEO Error	0	102
Cancel – Emergency	0	2
Cancel – General	40	66
Cancel – Humanitarian	1	2
Cancel – Legal	0	2

Cancel – Liquidation	0	2
Cancel – Loading Ban	161	81
Cancel – Loading Bay	159	168
Cancel – Loading/Taxi Bay	38	30
Cancel – Loading/Unloading	0	2
Cancel – Machine Problem	0	2
Cancel – Medical Emergency	0	2
Cancel – MiPermit	364	372
Cancel – No Clock	0	4
Cancel – No Ticket	104	174
Cancel – Out of Bay	106	116
Cancel – Overstay	139	172
Cancel – Police	2	4
Cancel – Restricted Zone	36	35
Cancel – Stolen	0	2
Cancel – Taxi Bay	11	9
Cancel – Valid Blue Badge	1	3
Cancel - Valid Reason	2	3
Cancel - Valid Residents Permit	9	11
Cancel - Valid Season Ticket	0	2
Cancel - Valid Ticket	212	370
Cancel - Valid Ticket or Permit	37	39
Cancel - Yellow Line	133	143
Cancel – Corporate Decision	0	2
<b>Total number of informal challenges cancelled</b>	<b>1,851</b>	<b>2,159</b>
Number of PCNs resulting in a formal representation	352	382
Number of formal representations resulting in cancellation of the PCN	159	263
Number of formal representations resulting in a Notice of Rejection	121	214
Number of informal challenges and formal representations	3,075 (this equates to just over 21% of the number of PCNs issued in 2023-2024)	3,522 (this equates to just under 20.6% of the number of PCNs issued in 2024-2025)
Number of informal challenges and formal representations resulting in the cancellation of the PCN	2010	2422

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

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

	<b>2023-2024</b>	<b>2024-2025</b>
Number of cases for adjudication (TPT appeals)	17	29
Appeals allowed	2	3
Appeals not contested	2	0

Appeals dismissed	13	22
Appeals allowed as % of appeals submitted	11.7%	10%

In some cases, PCNs will be cancelled or written off for other reasons. In 2024-2025 there were 636 PCNs cancelled for other reasons and 45 written off. Further information on cancelled and written off for other reasons PCNs can be found:

Written off or cancelled reason	Number of PCNs 2023-2024	Number of PCNs 2024-2025
Write off – EA debtor deceased	8	1
Write off – EA In liquidation	2	4
Write off – EA no trace	6	16
Write off – Outstanding monies	9	18
Write off – Untraceable	1	4
Written off – Management decision at NtO/CC	4	2
Cancelled – Corporate decision	0	5
Cancelled – DVLA CEO error	163	141
Cancelled – DVLA no trace	134	183
Cancelled – foreign driver	40	49
Cancelled – General – No Letter	0	26
Cancelled – No Served To Destination	8	16
Cancelled – Spoiled – Driver Returned	13	18
Cancelled – Spoiled – Not Issued By Officer	145	148
Cancelled – Spoil VDA	73	45
Cancelled – Test Notice	3	2
Cancelled – TPT Appeal – Allowed	0	3
<b>Total number of PCNs written off or cancelled for other reasons</b>	<b>609</b>	<b>681</b>

EA = Enforcement Agent, previously known as bailiffs

## Financial Information

Financial information in relation to the income and expenditure on the parking account for the financial year 2024-2025 can be found on the following page.

Parking Income – on-street	
General – including scratch cards	£958,422.75
Permits	£86,135.99
Season tickets	£00.00
<b>Total on-street income</b>	<b>£1,044,558.74</b>
Parking Income – off-street	
General – including scratch cards	£4,680,679.08

Permits	£70,438.09
Season tickets	£132,950.09
<b>Total off-street income</b>	<b>£4,884,067.26</b>
<b>Parking Income – PCNs</b>	
PCN income	£561,224.28
<b>Total income (on-street, off-street and PCN)</b>	<b>£6,489,850.28</b>

<b>Parking Expenditure</b>	
Parking enforcement (including PCN appeal process)	£826,192.53
Highways and Transport	£2,779,229.06
<b>Total expenditure</b>	<b>£3,605,421.59</b>

<b>Parking PCN's</b>	
Total income	<b>£6,489,850.28</b>
Total expenditure	<b>£3,605,421.59</b>
Total surplus	<b>£2,884,428.69</b>
This surplus was used to fund costs incurred by the local authority in the provision, operation of, or facilities for public passenger transport services and Highways maintenance.	