



Shropshire Parking Service

Customer Charter & Procedures

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1 Introduction

Shropshire Council is committed to the development of a parking enforcement service to enhance the quality of life of people throughout Shropshire. Illegal and inconsiderate parking may affect the safety and well being of others who use the roads in Shropshire.

We recognise that we need to enforce parking regulations to minimise congestion on our roads and ensure the safety of all road users. We also need to manage parking, both on street and in the car parks, to protect and enhance the vitality of our county and particularly of its market towns. I know this service is not always popular, but it is necessary.

Purpose

This document covers our commitments to our customers, our “Charter” and describes the role and operation of the Parking Service in the enforcement of both on and off-street parking. It also explains the linkages with other partner agencies who play a role in supporting our work. Shropshire Council is committed to providing a helpful, fair and excellent parking service to those who live, work or visit Shropshire. We are publishing this document so you can see our standards and procedures and will know what you can expect from us.

If you would like to find out more about Shropshire’s Parking Service, please take a look at the web site www.shropshire.gov.uk/parking or contact our Customer Service team on 0345 678 9009.

The aim of this document is to be user friendly describing all tasks to be undertaken by the Parking Service and to explain the links between Shropshire Council and outside agencies that will be providing a service and resources to the office such as the Driver Vehicle Licensing Authority (DVLA), the Traffic Enforcement Centre (TEC) and the Traffic Penalty Tribunal (TPT).



2 Customer Charter

Shropshire Parking Service is committed to offering the best possible service to its customers. The following are our commitments:

Helpful

- Our Parking Civil Enforcement Officers (CEOs) will give advice on parking provision and how to park safely and within any applicable parking restrictions.
- All parking staff will address customers with respect and courtesy at all times and will expect to be treated by them in the same way.

Fair

- We will enforce the parking restrictions in a consistent and fair manner and will encourage considerate parking.
- We will use photographs of all parking offences to ensure that Penalty Charge Notices (PCNs) have been correctly issued by Parking CEO's and to assist in subsequent challenges.
- We aim to monitor and arrange to replace any incorrect signs or lines on the road or in car parks to avoid confusing drivers.

Excellent

- We will fully investigate and consider all correspondence regarding a PCN issue.
- We will reply clearly and provide full information as to how and why we have reached a decision.
- We will reply to all correspondence within 10 working days of receipt.
- We aim to improve on-line access to the parking services for customers.
- We will promote safe and considerate parking through the provision of information on our website and through the media.

3 The role of the Parking Civil Enforcement Officer

- ◆ Parking Civil Enforcement Officers (CEOs) will cover all parking restrictions existing both on-street and in car parks throughout the County where there are restrictions in force.
- ◆ Parking CEO's will be trained to be sensitive to customer needs but to carry out enforcement fairly

Parking CEO's will play a key role in the enforcement of both on and off-street parking within the County. They will be, for many, the first and only point of contact a motorist will have with Shropshire Parking Service. This role will carry a number of duties such as issues directly related to enforcement but also to be on hand for members of the public with queries relating to parking provision. Additional duties will also include:

- Checking of all parking machines, signs and lines and reporting faults
- Reporting abandoned vehicles and other highway issues such as potholes

The on and off-street environment

This document covers enforcement of both off and on-street parking regulations.

Off-street car parking

There are a number of car parks within the County for which Shropshire Parking Service will carry out enforcement. Our car parks can be easily recognised by the Shropshire Council logo on the signage within the car park. Shropshire Parking Service will be responsible for:



- Ensuring all pay and display machines are fully operational before enforcement is carried out.
- Signs are clearly visible notifying motorists that charges apply and the location of any pay and directional signage to pay and display machines;
- Ensuring motorists are parked in marked bays and are not causing an obstruction to the movement of other vehicles or pedestrians; and

- Reporting to the relevant department where maintenance or repairs are required on the grounds or security of the car parks.

On-street parking

For on-street parking, the Shropshire Parking Service remit widens to include enforcement of Traffic Regulation Orders which are in force around the County including;

- Waiting Restrictions (double and single yellow lines)
- Loading bays;
- Disabled Parking Areas
- On-Street Pay and Display
- Motorcycle bays
- Temporary parking restrictions
- Restricted Zones
- Pedestrian Zones
- Residents Parking



4 Penalty Charge Notices (PCNs)

Issue criteria

Before a Penalty Charge Notice (PCN) is issued, the Parking Civil Enforcement Officer must consider if the PCN can be enforced. This will include:

- Checking that all markings, signs and plates in the area of the alleged contravention are clear and visible to the motorist
- Checking that Pay and Display machines are fully operational and showing the correct time on display
- Checking for visible evidence of the vehicle having broken down
- Checking for any special permits (blue disabled badges, resident parking permits, carers badge etc.) that would grant the motorist exemption from the restrictions in place.

Issue and serving of Notices

A Penalty Charge Notice *may* be issued at the time the Parking CEO believes the motorist to be in breach of parking restrictions imposed for both off-street and on-street parking.

Recent changes in the regulations mean that Shropshire Parking Service will be able to issue a PCN by post when camera evidence is available, or when a Parking CEO is prevented from serving a PCN by threat or actual violence, or to motorists who regularly contravene the rules but simply drive away when they see a Parking CEO.

In all other circumstances the PCN will be fixed to the vehicle or handed to the driver if a driver is present. The PCN will contain information relating to the following:

- Issuing Authority details;
- Powers by which PCN is issued;
- Unique PCN number;
- Date served;
- Date and time of the alleged contravention;
- Vehicle Registration Mark;

Customer Charter & Procedures
Shropshire Parking Service

- Make and colour of the vehicle;
- Vehicle tax disc serial number and expiry date;
- Location of the vehicle;
- Details of alleged contravention and contravention code;
- CEO's identity number;
- Details of penalty payable;
- Instructions on how and where to pay;
- Instructions on how and when an enquiry and/or challenge against the issue of the penalty may be made
- Instructions on where and how to get more information on Shropshire Parking Service.

An example of the front face of a PCN is shown in Appendix A.

5 Challenges/representations/appeals

- ◆ We will ensure each challenge is carefully considered and our decision is clearly communicated
- ◆ We will make clear our reasons for reaching our decision.

Registered keepers liability

A number of representations are received following the issue of PCN's based on grounds of the registered keeper not being in possession of the vehicle keys (i.e. someone else was driving the vehicle on the day the alleged offence took place). Although the registered keeper may not have been the driver, they still have the duty to ensure the vehicle is parked legally and responsibly. The registered keeper of a vehicle is liable for all Penalty Charge Notices issued.



All changes in keeper details must be forwarded to the DVLA by completing the relevant sections on the vehicle registration document. Where a PCN is issued and a registered keeper is claiming to no longer own the vehicle and did not own the vehicle at the time of the alleged contravention, clear written evidence will need to be provided showing the precise date the vehicle was sold and the person to whom it was sold.

Hire vehicles are different in that although the hire company are the registered keepers of the vehicle(s), the paperwork signed by the hirer clearly transfers responsibility of such penalties to the driver.

There are instances where the registered keeper may consider this to be 'unfair'. For example, if a car is taken to a garage for repairs and left with the garage, the vehicle could be issued with a Penalty Charge Notice if parked in breach of parking restrictions without the knowledge of the registered keeper. The law states that on occasions such as these, the registered keeper is still responsible for the Penalty Charge Notice. It will be down to individual registered keepers to seek recompense for such charges from the person or company involved in incurring the Penalty Charge Notice.

Challenges considered

All challenges will be considered on individual merit and mitigating circumstances taken into account. For all challenges, supporting evidence in the form of written documentation must be included and must be received by the Notice Processing Office in writing, by post or via e-mail. A motorist has 28 days in which to lodge a challenge. A challenge received at the Notice Processing Office within the 14 day discount period will generally have a reinstatement of the discount payable should the challenge be

rejected. Full payment is expected on those challenges received after the discount period has ended.

Our policy on consideration of challenges is contained in the document 'Guidance policies for the enforcement and cancellation of Penalty Charge Notices' and can be viewed on our website at www.shropshire.gov.uk/parking.

Representations and the formal appeal process

The motorist has the right, on a challenge being refused by the Notice Processing Office, to make a second formal representation. A representation will be considered by an Appeals Officer of Shropshire Parking Service and details on how to do this is explained in the challenge rejection letter.

Irrespective of whether or not a challenge has been made, the commencement of the formal legal process of Civil Parking Enforcement and the recovery of outstanding monies begins with the issue of a Notice to Owner.

In order to make a formal representation the registered keeper (not always the driver at the time of the alleged contravention), must wait until a Notice to Owner is issued. This is normally done approximately 28 days following the issue date of the PCN and is sent to the registered keeper's address held on the DVLA's computer system for the date of the contravention. A Notice to Owner will only be sent to a registered keeper where a PCN remains outstanding.

If a representation is rejected by the Appeals Officer, the motorist will be advised on how to make an Appeal to the independent Traffic Penalty Tribunal (TPT) in the Notice of Rejection of Representation. This is the formal letter of rejection of a representation.

All correspondence will be sent by first class mail.

Further details can be found on the TPT website at www.trafficpenaltytribunal.gov.uk

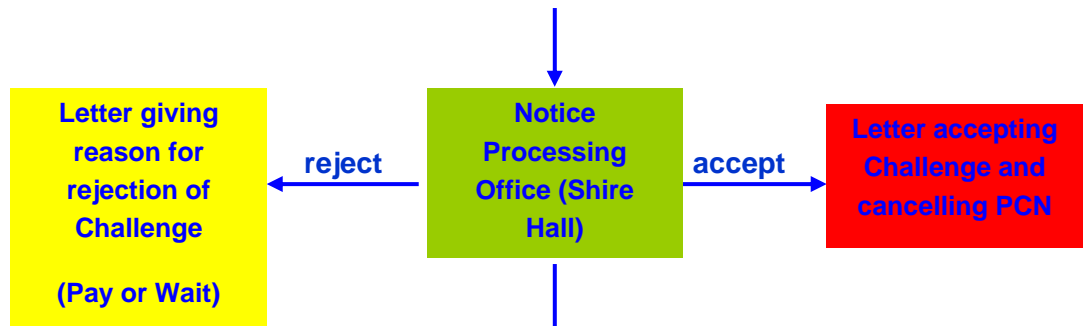
Figure 1 outlines the process for this.

Figure 1 – The challenge/representation/appeal process

**PCN issued and
Challenge made
(Within 28 days)**

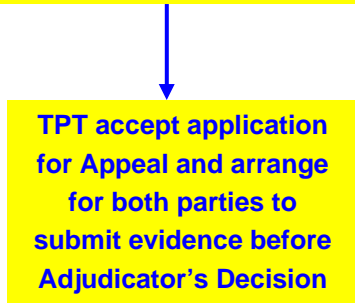
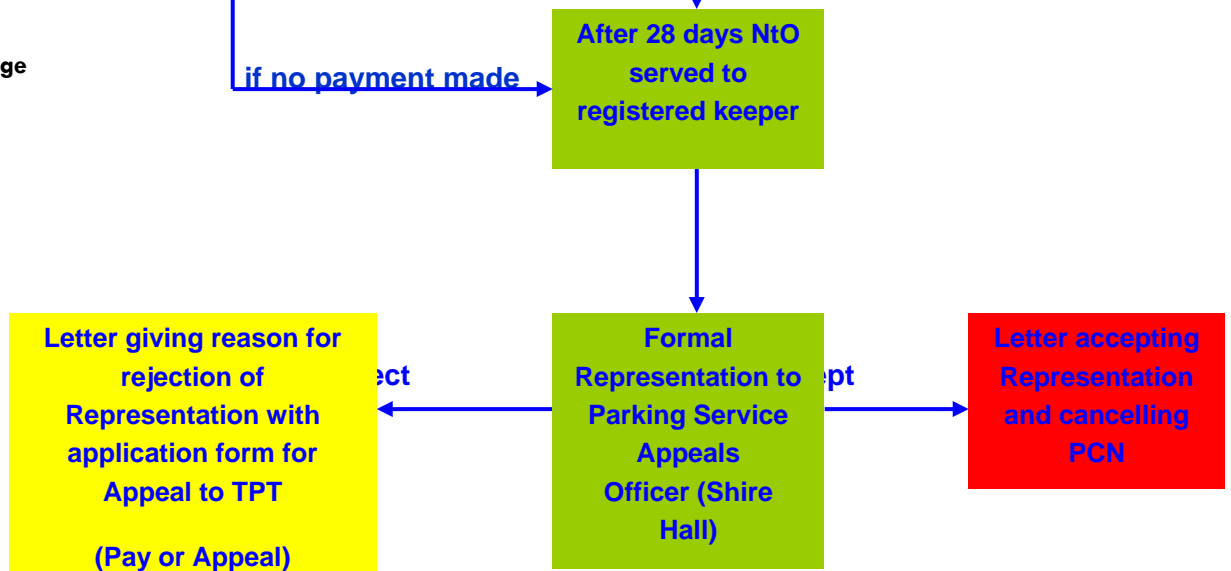
Payment Due Timeline

Discount payable within 14 days – Full Charge payable after 14 days



Full Charge Payable

if no payment made



Full Charge payable to Shropshire Council on Adjudicator Decision if Appeal Rejected

PCN – Penalty Charge Notice NtO – Notice to Owner TPT – Traffic Penalty Tribunal



6 Payment of PCNs and debt recovery

- ◆ We will accept payment in a number of ways to make paying a Penalty Charge Notice (PCN) easy.
- ◆ We will pursue payment of an unpaid PCN and take action to recover debts.

Payment facilities

Shropshire Council accepts payment by cheque/credit cards/debit cards and cash.

Payments can be made by **post** (cheques only), and in **person** at Shropshire Council customer service points where a cash office is available (except Telford & Wrekin). Cheques should be made payable to Shropshire Council. **Internet** payment is available via www.shropshire.gov.uk/parking by following the links and **telephone** payments can be made 24 hours, seven days a week by telephoning 0345 678 9009.

Technology has developed in recent years making electronic and telephone payment of bills and goods possible. As other technology emerges such as mobile phone payments, these will be evaluated and adopted if appropriate.

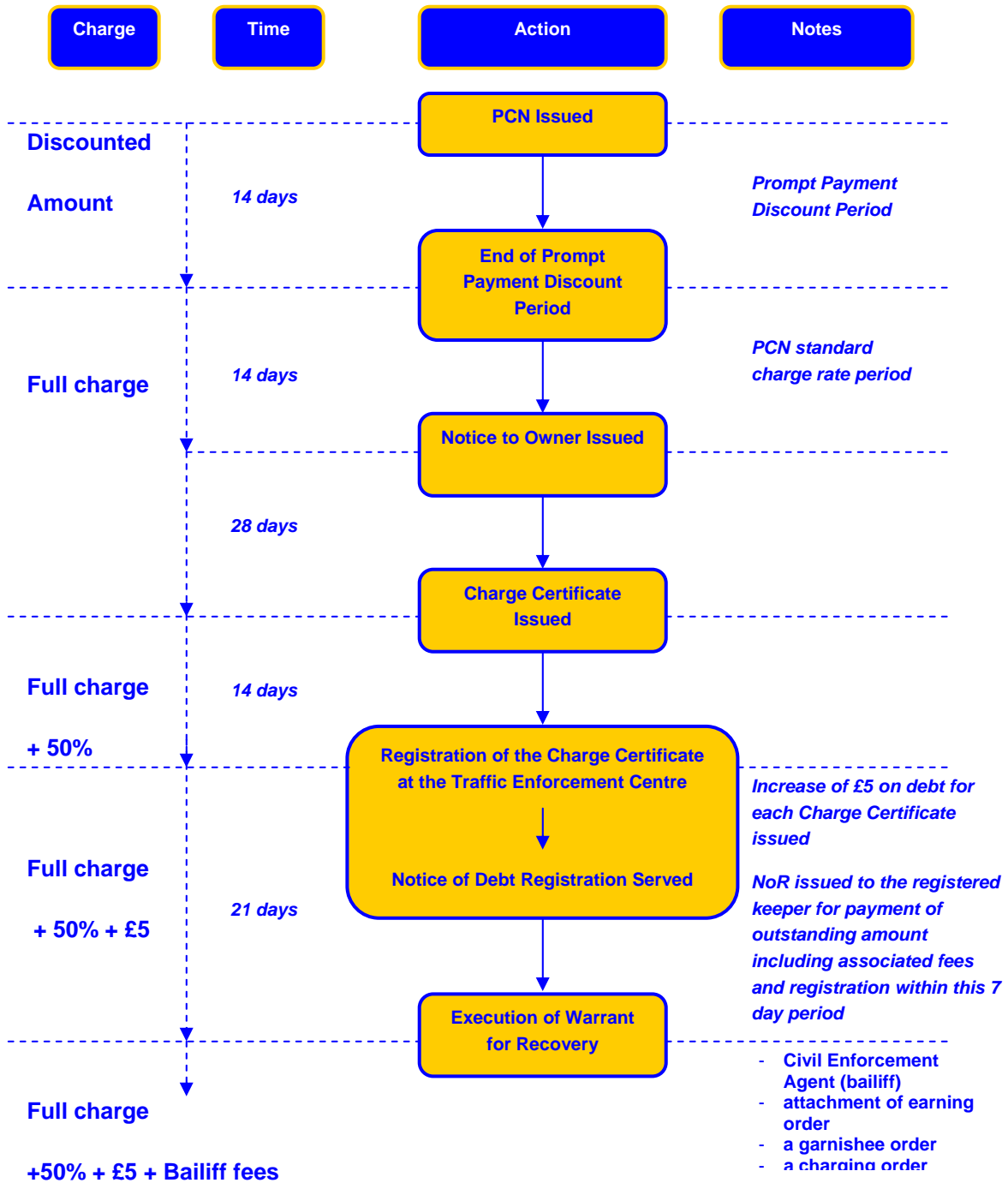
The issue of PCNs

Once a PCN has been issued, the motorist is offered a discount for early payment of the charge within 14 days. Once the payment discount period has passed, the debt owed reverts to the full amount of penalty and will be increased in line with the regulations contained in the Traffic Management Act 2004, Part 6 (TMA). The PCN will show the date by which a discounted payment will be accepted. Payments received after the printed date will be regarded as an underpayment.

- PCN issued - 50% discount of full penalty offered for payment within 14 days of issue date.
- 14 day discount period reinstated after a challenge has been rejected by the Notice Processing Office, if the challenge was made within the original discount period.
- After 14 days, full penalty due.
- Penalty amount increases by 50% on the issue of a Charge Certificate (28 days after service of the Notice to Owner)

As can be seen from the diagram over, a clear procedure will be applied.

Figure 2 – Ticket processing & recovery system



The ticket processing and recovery system, and associated IT, will be operated by the Shropshire Parking Service Notice Processing Office with suitable interface being provided to create essential links to accounting and other systems.

It will interface with the DVLA and the Traffic Enforcement Centre (TEC) and will offer the advantages of document image processing and correspondence management.

Charge Certificates

Shropshire Parking Service will issue a Charge Certificate to registered keepers who fail to pay the PCN within the time allowed. Under such circumstance, the penalty charge will have been increased by 50%.

Should the motorist fail to pay the increased penalty charge within 14 days (allowing for service), registration of the Charge as a debt will be made at the Traffic Enforcement Centre (TEC) in accordance with Government guidance.

An additional £5 fee will have been applied at this stage to each penalty charge registered.

Within seven days of a sealed order being received by Shropshire Parking Service from the TEC, an order will be issued to the registered keeper for payment of the outstanding amount. The motorist must then pay the outstanding charge including the associated fees and registration amount, or send a witness statement to TEC requesting that the registration of the unpaid penalty charge should be revoked.



A witness statement can be made on one of the following four grounds,

- The motorist did not receive a Notice to Owner document,
- The motorist made representations to the enforcing authority, Shropshire Council, about the penalty charge and did not receive a Rejection Notice,
- The motorist appealed to a parking adjudicator (TPT) against Shropshire Council's decision to reject the representations, but received no response from the Traffic Penalty Tribunal to the appeal.
- That the PCN was paid in full within 28 days of issue.

Shropshire Council may prosecute motorists for knowingly or willingly filing a false statement.

An application to revoke the registration of the debt does not cancel the Penalty Charge Notice. The Council in most cases on notification by the TEC will continue to pursue for payment.

Warrant of execution

Where a motorist has been served with an order for recovery of the unpaid penalty charge and fails to pay or to complete a witness statement, the Council will ask the TEC for authority to prepare a warrant of execution.

A warrant will only be prepared if all of the following criteria are met,



- 21 days have elapsed since the service of the registration order was effected,
- Full payment has not been received,
- No witness statement has been filed,
- No time extension for making a witness statement has been approved,
- The motorist lives in England or Wales. Registrations with the TEC will be transferred so that enforcement can be carried out against motorists living in Scotland.

The Council will then instruct appointed Certified Civil Enforcement Agents (bailiffs) who will seize and sell goods belonging to the registered keeper to the value of the outstanding amount plus their costs of executing the warrant.

7 Staff conduct

- ◆ Our staff are provided with relevant training to do their job well.
- ◆ The Parking Civil Enforcement Officers (CEOs) will be easy to recognise in their distinctive uniform.
- ◆ All Shropshire Parking Service staff will treat customers with respect and expect to be treated in the same way.

Customer care

Shropshire Council places a great emphasis upon customer care and operates principles aimed at maximising public relations. These principles will be embodied in operational procedures.

For example:

- A 10 working day deadline for replying to customer correspondence has been set and will be maintained in line with customer care standards,
- All staff will undergo comprehensive training to achieve a nationally recognised standard of competency and
- The use of corporate complaints procedures.

Quality

As part of the high standard that Shropshire Parking Service wishes to adopt, training will play a key role. Along with the rigorous selection process in filling all Parking CEO vacancies, an ongoing training and development programme will assist in the quality of service provided. Training of staff will also instil job satisfaction into our staff and encourage them to undertake their daily duties to the best of their abilities knowing they are fully supported by Shropshire Council.

Training of staff will be to recognised standards for Parking CEO's. All new Parking CEO's will be required to work towards a nationally recognised assessment and certification. Likewise Notice Processing staff will undertake training recognised and endorsed by the British Parking Association.

Civil Enforcement Officer (Parking) uniforms

The Parking CEO's uniforms will be worn in accordance with national guidance. The design will incorporate the words "parking attendant" and will be easily distinguishable from police officers, etc. They will also have the name of the authority they work for clearly displayed, i.e. Shropshire Council. The Parking CEO's will carry a personal photo identity card. Personal radios and mobile phones will also be carried for the purpose of maintaining contact with their base in order to request assistance and to alert the Police to incidents or issues requiring their attention.

Complaints and compliments

In striving towards continual improvement in the service the Shropshire Council corporate complaints procedure will be adopted enabling members of the public, both motorist and non-motorists, to register a complaint against any Parking CEO or member of staff connected to the Notice Processing Office for undue behaviour.

Complaints or compliments can be made by telephone on 0345 678 9018, by post or on-line. A form is available on request or via www.shropshire.gov.uk

The Council will investigate your complaint and will respond to you within 10 working days of receiving your complaint.

8 Glossary of terms

Charge Certificate (CC) – A Charge Certificate is issued:

1. After a minimum 28 days after a Notice to Owner (NtO) is issued and no formal representation received.
2. 28 days after a Notice of Rejection to a formal representation is sent where no appeal has been made to The Traffic Penalty Tribunal.
3. After a minimum of 14 days after any appeal to TPT is withdrawn (i.e. withdrawn before hearing)
4. 28 days after rejection of appeal by TPT.

When a Charge Certificate is issued the amount of the penalty is increased by 50%. The Charge Certificate is sent to the registered keeper requiring payment within 14 days of the full increased amount.

Civil Enforcement Officer (CEO Parking) – as defined by the Traffic Management Act 2004.

Driver and Vehicle Licensing Agency (DVLA) - an Executive Agency of the Department for Transport with the primary aims of facilitating road safety and general law enforcement by maintaining registers of drivers and vehicles, and to collect vehicle excise duty (car tax).

Notice of Registration (NoR)- Once the debt has been registered at the Traffic Enforcement Centre, an order for recovery and witness statement form is sent to the debtor advising that they have 21 days in which to pay the amount owed, or make a witness statement. Failure to do either will lead to a warrant of execution being applied for by Shropshire Parking Service at the Traffic Enforcement Centre. Once issued, this will enable an instruction to Civil Recovery Agents (bailiffs) to collect the debt on their behalf.

Notice to Owner (NtO) – If a PCN remains unpaid for over 28 days from the issue date Shropshire Parking Service will request details of the registered keeper from the DVLA. An NtO will then be sent to the registered keeper of the vehicle requesting payment or allowing the opportunity to make a formal representation against the PCN. All enquiries to DVLA are made under licence and adhere to strict data protection guidelines.

Penalty Charge Notice (PCN) - defined by the Traffic Management Act 2004. Issued for contraventions of parking regulations.

Suspension – stops vehicles parking in limited waiting and pay and display parking bays for a specific reason such as to allow furniture removal. Signs and cones will be used to show a bay is suspended.

Traffic Enforcement Centre (TEC) – part of Her Majesty's Court Service at Northampton County Court. Set up specifically to deal with the registration of civil debts from unpaid PCNs and congestion charge payments within England and Wales.

Traffic Management Act 2004, Part 6 (TMA) – part of the Act of Parliament relating to the civil enforcement of parking contraventions.

Traffic Penalty Tribunal (TPT) - a tribunal service to deal with appeals against Penalty Charge Notices. This service is independent of local authorities.

Waiver – formal permission to park on a restriction for a specific reason such as for building work on an adjacent property.

Warrant of Execution – Document allowing appointed Certified Civil Recovery Agents (bailiffs) to seize goods to the value of the debt owed. The debt will include further charges incurred during the course of recovery.

Appendix A – Example Penalty Charge Notice

Front of Penalty Charge Notice

See reverse for: How to pay.
How to challenge this PCN.
What happens if you do not pay?

Do not pay the Civil Enforcement Officer

Scissors icon

PAYMENT SLIP

Scissors icon

PCN Number: ZX100000010
Served on: 20/04/2009 At: 11:43
Vehicle registration: T1234567

Contravention: Parked on loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

Code: 02

The Penalty Charge is £70; or £35 if paid not later than the last day of the period of 14 days beginning with the date on which this PCN was served.



PENALTY CHARGE NOTICE (PCN)

Shropshire Council

PCN Number: ZX100000010
Served on: 20/04/2009
by Civil Enforcement Officer (CEO) ZX100000010 who had reason to believe that the following contravention had occurred and that a penalty charge is now payable:

Parked on loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

Code: 02

Date of contravention: 20/04/2009
Time of contravention: 11:43
Location: A17A West Street (A17)

Vehicle registration: T1234567
Make: ALFA ROMEO
Colour: Blue
Licence: 1234567890 Expiry: 31/01/2010

Observed from 11:43 to 11:48

A penalty charge of £70 is now payable and must be paid not later than the last day of the period of 28 days beginning with the date on which this PCN was served (i.e. 17/05/2009)

The penalty charge will be reduced by a discount of £35 to £35 if it is paid not later than the last day of the period of 14 days beginning with the date on which this PCN was served (i.e. 05/05/2009)

Back of Penalty Charge Notice

How To Pay, the following options are available

- **By telephone** Automated telephone 0345 678 9009 (24 hours, 7 days a week). Credit/Debit cards only. Have PCN number and card details ready.
- **Online** at www.shropshire.gov.uk/parking follow links.
- **By post** using the payment slip below to: Shropshire Parking Service, PO Box 4751, Shrewsbury, SY1 9GL. Cash should not be sent by post. Allow 2 working days for 1st class post and 5 for 2nd class. Cheques and postal orders must be made payable to 'Shropshire Council' and crossed "a/c payee". **Post-dated cheques will not be accepted.**
- **In person**, with the Penalty Charge Notice, at any Shropshire Council Customer Service point. Check with the individual office for opening times.

If you believe that this charge should not be paid and wish to challenge the issue of the penalty charge notice DO NOT SEND ANY MONEY NOW:

Please quote the PCN Number, the vehicle registration number and your name & address in all contacts and either

- **Write** to Shropshire Parking Service, PO Box 4751, Shrewsbury, SY1 9GL or
- **E-mail** to parkingenforcement@shropshire.gov.uk

If you challenge this PCN within 14 days of issue, and the challenge is rejected, Shropshire Council will generally extend the period within which the reduced amount of penalty charge may be paid. All challenges will be considered on their individual circumstances.

Details of Shropshire Council's policy and approach to challenges can be found at www.shropshire.gov.uk/parking or viewed at any of the main Shropshire Council offices. Please check for opening times.

If the penalty charge is not paid on or before the end of the 28 day period as specified on the front of this notice or successfully challenged, Shropshire Council may serve a Notice to Owner (NtO) on the owner of the vehicle requiring payment of the penalty charge. The owner can then make representation to Shropshire Council and may appeal to an independent adjudicator if the representation is rejected. The NtO will contain instructions for doing this. If you challenge this PCN but Shropshire Council issues a NtO anyway, the owner must follow the instructions on the NtO.

Further information about Civil Parking Enforcement (including PCN's and NtO's) is available online at www.patrol-uk.info

If you have any other general enquiry on parking enforcement, please telephone 0345 678 9019

Do not pay the Civil Enforcement Officer

Detach here

Postal payment slip

Detach

Please find enclosed cheque/postal order to the value of: £

Mr/Mrs/Miss/Ms.....Initials.....

Address.....

.....Post Code.....

Signature:.....Date:.....

If you would like a receipt, please enclose a stamped, self-addressed

Appendix B – Exemptions

Vehicles will be allowed to park on parking restrictions in certain cases. Such as on double yellow lines to allow a furniture removal, or in a pay and display bay for a builders van etc.

Automatic exemptions

- 'D' plates (driver having full diplomatic immunity)
- 'X' plates (driver having limited immunity)
- Vehicles properly displaying a blue badge
- Police, Fire Brigade and Ambulances whilst attending emergency situations
- Security cash vans on delivery or collection of cash

Additional vehicles are also exempt under specific circumstances:

Local authority vehicles

whilst being used to carry out their duties (such as refuse collection, street cleansing, highway maintenance)

Royal Mail

and other vehicles engaged in the delivery of postal packets. This does not include private vehicles used by employees whilst carrying out deliveries.

Utility companies, Environment Agency, British Telecom and other telecommunications

whilst actively laying or undertaking repairs to pipes, cables or other apparatus on the highway.

Furniture vans

whilst moving furniture to and from a dwelling, office or depository. Wherever possible these vehicles should not be parked in contravention of a loading restriction.

Buses

whilst waiting at an authorised stopping place, terminus or turning point.

Vehicles involved in building

including excavating and demolition work where the vehicle is necessary and actively engaged on those duties.

All exempt vehicles should indicate their owners and not be private cars or unmarked vans.

Whilst under this policy these vehicles are exempt, it should be noted that any obstruction or other similar indiscriminate parking may be reported to the Police for action.

Health workers

Doctors, nurses, midwives engaged on emergency duties are expected to park legally in accordance with restrictions. Should a PCN be issued it will be cancelled only upon evidence of the emergency being provided. Regular or programmed visits will not be considered an emergency.

Appendix C - Waivers

Waivers for temporary parking in contravention are available from Shropshire Council. We will try to meet individual requests wherever possible for waivers to cover important occasions; particularly where these occur in densely parked or widely restricted areas.

In some instances we may request confirmation that the event is taking place. Ordinarily the date and time of the event, its location and likely numbers requiring to park is sufficient. The usual restrictions regarding obstruction, dangerous and footway parking still apply. Waivers can be issued for:

- Building/maintenance/repair works where close proximity to the site is essential
- Goods deliveries in respect of which it is reasonable to allow longer than that normally permitted by the regulations
- The hearse and chief mourners' vehicles at funerals
- The bridal and attendants' vehicles at weddings
- Other circumstances in which Shropshire Council may reasonably regard the requirement to be essential

Waivers will not be issued for:

- Applications where parking may adversely affect disabled/doctors/business bays, taxi ranks or bus stops
- Applications where loading restrictions are in place if the waiver is requested during the restricted periods(s)
- Locations within 20 metres of a signal controlled junction, the entry/exit pedestrian crossing marking, on a footway and/or other locations where parking may cause danger to pedestrians and road users, serious obstruction/traffic flow impediment
- Requests where there are doubts concerning the validity of the application
- Officers have discretion to vary these conditions if it is considered reasonable to approve the application. Applications should be received at least five working days before the required date to allow a visit to the area to ensure allowing parking is safe in that location.
- Should a waiver be issued for parking in any Pedestrian Zone, the driver will be responsible for obtaining authorisation from Shropshire Council for access into the Pedestrian Zone during the restricted hours.

Appendix D - Suspensions

It will be necessary from time to time to suspend parking places including residents' and other permit bays.

The action is taken when it is considered necessary to suspend the parking places for:

- traffic movement and safety;
- essential building/ maintenance works;
- furniture removals;
- filming;
- special events and
- weddings or funerals.

The suspension procedure includes:

- Receiving notice of the requirement
- Considering and, if appropriate, investigating the need for the suspension
- Approving or rejecting the application
- Obtaining payment if applicable
- Recording the suspension
- Warning local residents
- Implementing the suspension on street
- Removing the suspension equipment on completion

Public suspension applications must be received no later than 10 working days before the required date in respect of resident and other permit places including blue badge holders' places.

Such notice is not necessary for emergencies or in respect of statutory undertakings although normally the latter will be notified in advance. Emergencies may include action taken by the police to suspend parking places immediately and without notice for matters of security and public safety. The police as a criminal matter would normally deal with a contravention of a police suspension.

Public applications may be received in person, or by post but the application must be in writing and made to the nearest Shropshire Council divisional office.

It is appreciated that for building works there may be deliveries from supplies or other contractors and, clearly, the applicant will not pre-know the vehicles involved. Parking CEO's accordingly have discretion to allow such activities provided they are directly connected to the works.

The suspension signs will make this abundantly clear. The suspension does not permanently remove the legal status of the parking place. Its only affect is to remove it (or the designated part of it) from use during the suspension period.

Appendix E – Enforcement procedures

- Enforcement priorities will follow the policy guidelines as agreed after the public consultation process of 2008
- We will observe vehicles for the periods stated for different contraventions before issuing a Penalty Charge Notice
- We will take photos to show the PCN was correctly issued
- We will consider mitigating circumstances for all challenges or representations

Enforcement priorities

All parking contraventions will continue to be enforced but priority for the level of detection and enforcement will be given to the more serious contraventions.

Objectives:

High Priority – Improve traffic management and traffic flows, improve access to shops, services and businesses. Reduce traffic congestion and aid public transport.

Medium Priority – Reduce the risk of road accidents and injuries. Improve the local economy. Improve the operation and efficiency of parking schemes.

Low Priority – Reduce the impact of vehicles in residential street.

Observation period prior to issue of PCN

What is important about these procedures is that they represent a foundation upon which fairness and discretion can be applied. The importance of flexibility in these matters has been recognised and as a consequence, decisions made by the Shropshire Parking Service must not be fettered by being unduly formulaic.

The procedures address the following:

- Observation times for enforcement staff
- The statutory grounds upon which representations may be made
- Mitigating circumstances
- The acceptance or rejection of representations

It is important to recognise that each case will be considered on its own merits, matters of proportionality, objectivity, fairness and reasonableness should be paramount.

These procedures will be subject to ongoing review. Our Cancellation Policy is available at www.shropshire.gov.uk/parking.

A Parking CEO will allow a period of time to undertake and record observations for genuine attempts to park, load and unload before they issue a PCN. A table showing the duration of observation periods and the standard contravention codes is available on our website at www.shropshire.gov.uk/parking or at main reception at Shirehall, Shrewsbury. These national codes are used by all local authorities in England and Wales who follow the Civil Parking Enforcement procedures.

Suspected abandoned & vandalised vehicles

Instances will arise where a vehicle remains parked in a restricted area for a period of time accumulating a number of PCNs. There may be a number of reasons for this; one of which may be that the vehicle has been abandoned. If a Parking CEO suspects the vehicle may have been abandoned, this will be reported.

It is often difficult to judge if a vehicle is in fact abandoned; especially with older vehicles. A Parking CEO coming across a vehicle that has several PCNs and finds the vehicle is untaxed or the tax has expired, or that the vehicle is generally of poor condition, there is a good chance the vehicle has been abandoned and will be reported accordingly.



Once a vehicle has been reported by the Parking CEO as potentially being abandoned, no further PCNs will be issued. The PCNs already issued though will be enforced against the registered keeper in the usual manner.

Vandalised vehicles

PCNs issued may be cancelled when a vehicle has been vandalised to such a degree that it prevents its safe removal from the restriction by the owner. Written evidence will be required before such PCNs are cancelled.

Written evidence could include police crime reference details or motoring organisation/garages who have recovered the vehicle. The details contained within the

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Parking CEO pocket book will also be considered in assessing extent of any damage to the vehicle in question.

PCNs will not be cancelled without the provision of such supporting evidence.

Clamping & removal

Shropshire Council has the powers to introduce the use of clamping and removal if it is deemed necessary to do so. Should clamping and removal be introduced, Shropshire Parking Service will be sensitive to public needs, and responsive to the requirements of those whose vehicles have been clamped in accordance with the regulations contained in the TMA 2004. Shropshire Council does not intend to remove or clamp as a matter of routine.

Document control

Version	Date	Details of Amendments	
A	March 2009	Original Version	