



Shropshire Council

Parking Annual Report 2023-2024

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

Service Statistics – Controlled Parking Spaces

Shropshire Council had 12,251 marked out controlled on and off-street parking spaces within its area (estimated where spaces are not marked) in the year April 2023 to March 2024. Of these, Shropshire Council directly provided 4,427 free parking spaces, 5,789 parking spaces where charges applied and 2,041 spaces for Park and Ride.

Enforcement Statistics

In the financial year 2023 there were 14,532 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 14,532 PCNs issued, 8,321 were issued for higher level contraventions (£70 penalty) and 6,211 were issued for lower-level contraventions (£50 penalty).

Number of PCNs	
Number of higher level contravention PCNs issued	8,321
Number of lower level contravention PCNs issued	6,211
Total Number of PCNs issued	14,532

Of the PCN's issues within Shropshire, The Top 10 streets with the largest amount of PCN's issued: (The number of PCN's issued are dependent on the length of street as well as the number of parking contraventions).

Streets with the largest number of PCN's issued	
1. St Marys Place, Shrewsbury	609
2. High Street, Shrewsbury	487
3. Shoplatch, Shrewsbury	485
4. High Street, Bridgnorth	469
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

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

On Street

Lower or Higher Level	Contravention	Number of PCNs issued
Lower	05 – Parked after payment expired	328
Lower	11– Parked without payment	845
Lower	19 – Parked in a residents place	20
Lower	22 – Re-parked in the same place	13
Lower	24 – Not parked correctly	330
Lower	30 – Parked longer than permitted	1834
Total on street lower level PCNs		3,370
Higher	01 – Parked in a restricted street	2405
Higher	02 – Loading in restricted street	1170
Higher	12 – Parked in a residents place	185
Higher	16 – Parked in a permit space	48
Higher	20 – Parked in a loading gap	1
Higher	21 – Parked in a suspended bay	6
Higher	23 – Wrong class of vehicle	113
Higher	25 – Parked in a loading bay	2214
Higher	40 – Disabled person’s parking	1159
Higher	45 – Taxi rank	183
Higher	47 – Restricted bus stop or stand	239
Higher	99 – Pedestrian crossing	100
Total on street higher level PCNs		7,823
Total on street PCNs issued		11,193
Off Street		
Lower or Higher Level	Contravention	Number of PCNs issued
Lower	73 – Parked without payment	2322
Lower	82 – Parked after payment expired	332
Lower	86 – Parked beyond the bay markings	185
Lower	94 – Parked in a P&D without clearly displaying two valid P&D tickets when required	2
Total off street lower level PCNs		2,841
Higher	81 – Parked in a restricted area of a car park	5
Higher	85 – Parked in a permit bay	301
Higher	87 – Disabled person’s parking	154
Higher	91 – Wrong class of vehicle	38
Total off street higher level PCNs		498
Total off street PCNs issued		3,339

During 2023-2024, the total number of PCNs paid was 10,240. A significant amount (84.5%) was paid at the discount rate (within 14 days of the PCN being issued).

Number of PCNs paid	
PCNs paid within 14 days (discount rate)	8,659
PCNs paid after 14 days but before Charge Certificate	1,380

Total PCNs paid before Charge Certificate	10,039
PCNs paid after the Charge Certificate	201
Total PCNs paid	10,240

771 Charge Certificates were registered in 2023-2024

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 on the following.

Number of PCNs resulting in informal challenges	2,723
Number of informal challenges resulting in cancellation of the PCN:	
Cancel – Attendant Error	69
Cancel – Blue Badge	207
Cancel – Blue Badge Overstay	13
Cancel – Bus Stop	7
Cancel – General Letter	40
Cancel – Humanitarian	1
Cancel – Loading Ban	161
Cancel – Loading Bay	159
Cancel – Loading-Taxi Bay	38
Cancel – No Ticket	104
Cancel – Out of Bay	106
Cancel – Overstay	139
Cancel – Police	2
Cancel – Restricted Zone	36
Cancel – Taxi Bay	11
Cancel – Valid Blue Badge	1
Cancel – Valid Reason	2
Cancel – Valid Residents Permit	9
Cancel – Valid Ticket	212
Cancel – Valid Ticket or Permit	37
Cancel – Yellow Line	133
Cancel – MiPermit	364
Total number of informal challenges cancelled	1,851
Number of PCNs resulting in a formal representation	352
Number of formal representations resulting in cancellation of the PCN	159
Number of formal representations resulting in a Notice of Rejection	121
Number of informal challenges and formal representations	3,075 (This equates to just over 21% of the number of PCNs issued in 2023-2024)

Number of informal challenges and formal representations resulting in the cancellation of the PCN	1,851
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* There are three stages of the PCN appeal process and as such, a single PCN may be informally challenged, have a formal representation made against it and have an appeal made to the Traffic Penalty Tribunal (TPT).

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

Number of cases for adjudication (TPT appeals)	
Appeals allowed	2
Appeals not contested	2
Appeals dismissed	13

In some cases, PCNs will be cancelled or written off for other reasons. In 2023-2024 there were 579 PCNs cancelled for other reasons and 30 written off. Further information on cancelled and written off for other reasons PCNs can be found on the following:

Written off or cancelled reason	Number of PCNs
Write off – EA debtor deceased	8
Write off – EA In liquidation	2
Write off – EA no trace	6
Write off – Outstanding monies	9
Write off – Untraceable	1
Written off – Management decision at NtO/CC	4
Cancelled – DVLA CEO error	163
Cancelled – DVLA no trace	134
Cancelled – foreign driver	40
Cancelled – No Served To Destination	8
Cancelled – PCN not issued by Officer	145
Cancelled – Spoil driver return	13
Cancelled – Spoil VDA	73
Cancelled – Test Notice Imported	3
Total number of PCNs written off or cancelled for other reasons	609

EA = Enforcement Agent, previously known as bailiffs

In 2023-2024 there were no vehicles immobilise or removed as part of civil parking enforcement activity.

Number of vehicles immobilised	0
Number of vehicles removed	0

Financial Information

Financial information in relation to the income and expenditure on the parking account for the financial year 2023-2024 can be found on the following:

Income – on-street	
General – including scratch cards	£921,138.74
Permits	£99,557.86
Season tickets	£0.00
Total on-street income	£1,020,696.60
Income – off-street	
General – including scratch cards	£4,579,771.29
Permits	£48,562.58
Season tickets	£113,198.17
Total off-street income	£4,741,532.04
Income – PCNs	
PCN income	£434,161.14
Total income (on-street, off-street and PCN)	£6,196,389.78

Expenditure	
Parking enforcement (including PCN appeal process)	£683,230.71
Highways and Transport	£2,812,941.33
Total expenditure	£3,496,172.04

Total income	£6,196,389.78
Total expenditure	£3,496,172.04
Total surplus	£2,700,217.74
The 2023/2024 surplus was used to fund costs incurred by the local authority in the provision, operation of, or facilities for public passenger transport services.	