

Thurrock Council
Annual Parking Report
2022/23

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1. Introduction

The Traffic Management Act (TMA) 2004 requires us to publish an annual parking report explaining how we operate and the use of any surplus income on transportation-related schemes.

This annual report explains what we are doing to meet our parking policy objectives, detailing the key operational and financial information of the Thurrock Parking Service during 2022/23.

The report outlines achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities.

Road Traffic Act 1991 (RTA91) – Decriminalised Parking Enforcement

Prior to September 1993, the enforcement of prohibited parking was carried out by police traffic wardens. Permitted parking was enforced under criminal legislation and non-payment pursued through Magistrates Courts. As a result of legislation in the RTA91, decriminalised parking enforcement (DPE) was introduced in Thurrock in 2005.

Under the RTA91, parking contraventions are dealt with as a civil offence and notice of a contravention is issued in the form of a Penalty Charge Notice (PCN) to the motorist.

Thurrock Council provides in-house parking services and has successfully operated decriminalised parking enforcement since 1 April 2005.

We are responsible for enforcing parking, loading and waiting restrictions in the borough, covering both on-street and off-street (car parks under our management).

The provision and enforcement of parking supports the delivery of the objectives of the Thurrock Transport Strategy 2022 – which are:

- accessibility
- tackling congestion
- improving air quality
- safer roads
- facilitating regeneration

The Traffic Management Act (TMA) 2004 is the key piece of legislation for parking management.

The TMA stipulates that arrangements should be based on the principles of fairness, consistency, and transparency.

The associated guidance requires authorities to design arrangements regarding:

- managing the expeditious movement of traffic
- improving the local environment
- improving road safety
- improving the quality and accessibility of public transport
- meeting the needs of disabled people
- managing and reconciling the competing demands for kerb space

2. Parking objectives

The main objectives of the Parking Team are to help maintain the free flow of traffic on our roads and in council-managed car parks to:

- support the safety of all road users
- assist the efficient movement of traffic
- increase parking compliance
- maintain access to services and amenities

The main objectives of parking enforcement are to:

- make our roads safer for drivers, pedestrians, motorcyclists and cyclists
- encourage sensible and legal parking
- reduce traffic congestion on our roads
- support town centres by encouraging commuters and other drivers to use long-stay car parks, freeing-up short-stay spaces
- help Blue Badge users by keeping disabled parking spaces free for their proper use
- allow buses and service vehicles to operate more effectively
- improve the general environment
- support residents' parking by discouraging commuter parking in residential areas
- tackle heavy goods vehicles (HGV) parking in residential areas and ports – this is a special focus

3. Parking services

During 2022/23, in direct response to an increase in operational demand, Thurrock Council increased its full-time establishment resource of civil enforcement officers (CEOs) from 10 to 18 frontline officers.

The CEOs were deployed across the borough to deliver both proactive and reactive enforcement patrols, ensuring parking restrictions were monitored and, where required, robust and effective enforcement delivered in support of the parking objectives.

All CEOs wear high visibility uniform and are clearly identifiable in line with best practice and legislative requirements. Officers are issued with handheld computers with functionality to log offending vehicle details, print and issue Penalty Charge Notices (PCNs) and obtain photographic and written evidence.

In addition, they are issued with body worn video cameras, phones and radios for health and safety purposes.

The Parking Team works across 3 shifts providing enforcement from 8am till 10pm, Monday to Saturday, as part of their standard core hours.

Additional ad hoc enforcement patrols are conducted outside of these core hours in response to operational needs and priorities.

The team prioritises additional ad hoc patrols out of hours including Sundays in support of HGV enforcement and higher-level offences, including double yellow lines, white zig-zags, dropped kerb obstruction and disabled bays, which are enforceable 24 hours a day.

In addition to 18 full-time CEOs, we also employ agency officers to ensure we can deliver a full and robust service, providing an enforcement presence across the whole borough.

Each day CEOs are assigned set beats and geographical areas to patrol, ensuring a fair and consistent level of enforcement is delivered in line with service demand and priorities.

As part of daily enforcement patrols, CEOs are deployed during term-time to deliver proactive and reactive parking enforcement borough-wide across the 54 schools on a rotational basis. Further details regarding school patrols can be found below.

The Parking Appeals team consists of 3 full time officers who are fully trained and qualified to a recognised Parking Processing City and Guilds level 2 standard.

This team manages all parking appeals, challenges and representations, responds to enquiries and complaints, and supplies advice and guidance to the public where required.

4. Current parking controls

The number and extents of Controlled Parking Zones (CPZs) and Permitted Parking Area (PPAs) in Thurrock are subject to ongoing review, depending upon demand, consultation and priorities.

Current CPZs and PPAs include:

- Grays Town Centre CPZ and PPA – split into 8 sub-zones
- Stanford-le-Hope PPA – split into 3 sub-zones
- Tilbury CPZ and PPA – split into 6 sub-zones
- Purfleet PPA – split into 2 sub-zones
- South Ockendon PPA
- Badgers Dene PPA
- Chadwell High rise PPA

Parking bays:

- off-street – 1,139 spaces, approximately
- on-street – 3,086 spaces, approximately

The Parking Team is responsible for the management and enforcement of 8 off-street pay-and-display car parks across the borough. The most recent being the introduction of the new car park in Tamarisk Road, South Ockendon in March 2023. In addition to the restricted chargeable car parks, there are 5 unrestricted off-street car parks available 24 hours a day, free of charge.

Unrestricted free car parks

Car park	Spaces	Charges
Gordon Road (Grover Walk), Corringham	112	free
Gordon Road (Police station), Corringham	53	free
Giffords Cross, Corringham	78	free
Defoe Parade, Chadwell St Mary	56	free
Lodge Lane, Grays (Socketts Heath)	56	free

Restricted chargeable car parks

Car park	Spaces	Charges
Darnley Road, Grays	30	£1.00 – up to 1 hour
Argent Street, Grays	42	£1.50 – up to 2 hours
Cromwell Road, Grays	60	£2.50 – up to 4 hours
Crown Road, Grays	96	£4.00 – up to 6 hours
Station House, Grays	10	£6.50 – over 6 hours
Tamarisk Road, South Ockendon	27	
Grays Beach, Thames Road, Grays	182	
Canterbury Parade, South Ockendon	100	Free – up to 1 hour £1.50 – up to 2 hours £2.50 – up to 4 hours £4.00 – up to 6 hours £6.50 – over 6 hours

Pay and display revenue 2022/23

In 2022/23, the pay and display tariff linked to all restricted car park was realigned to deliver a more consistent customer charge delivering one set tariff at all car parks, with the exception of Canterbury Parade, which is still subject to one free hour parking for all customers.

The overall pay and display revenue – on-street and off-street – increased from £230,893.10 in 2021/22 to £326,758 in 2022/23. This is an increase of 41% in the fiscal year 2022/23.

The overall customer transactions increased by 25.52% from 158,327 in 2021/22 to 198,568 in 2022/23.

Parking transaction data confirms the car park occupancy has increased year on year since 2020 and we are seeing a gradual return to the pre covid levels of occupancy.

Items	2020/21	2021/22	2022/23	+/-
Pay and display revenue	£133,037.80	£230,893.10	£326,758	+41%
Total transactions	97,971	158,327	198,568	+25.52%

5. Performance

Operation Canberra – HGV partnership enforcement

The Manorway, Stanford-le-Hope is a known hotspot location for HGV parking but this area has not been decriminalised, which means the Parking Team is restricted from using their Civil Enforcement powers at this location. Our inability to issue PCNs on The Manorway makes it an inviting hotspot for HGV parking. Alternative enforcement solutions were required and explored.

The Parking Team, in close partnership with Thurrock Council's Environmental Enforcement team, looked at innovative enforcement solutions that would achieve long-term sustainable solutions to the HGV nuisance parking issues at The Manorway.

The combined activity by the 2 teams supports the council's Operation Canberra – a joint enforcement initiative that successfully gathered vital evidence in support of criminal enforcement action under Section 43 of the Anti-social Behaviour Crime and Policing Act 2014. Operation Canberra began in February 2021 and continues to receive enforcement resources to date.

Community Protection Notice (CPN)

If Thurrock Council is satisfied, on reasonable grounds, conduct exists that is having a detrimental effect of a persistent or continuing nature on the quality of life of those in the locality, and that the conduct is unreasonable, we can issue a Community Protection Notice (CPN) under Section 43 of the Anti-social Behaviour Crime and Policing Act 2014 stipulating requirements of compliance.

Offenders are issued with a Community Protection Warning notice before they are issued with a formal CPN. Failure to comply with the requirements of the CPN results in a Fixed Penalty Notice being issued.

Notices were served to HGVs parked in The Manorway, causing damage to grass verges and/or public footpath. The requirements of the notice are to:

1. immediately desist from damaging/obstructing the grass verges/public footpaths by allowing or permitting your HGVs to park on the grass verges and/or public footpaths in Thurrock
2. make arrangements to recover your company vehicle(s) under any circumstance within 4 hours
3. provide your drivers with a 24-hour emergency contact number to facilitate the removal of your company vehicle(s)
4. provide Thurrock Council with a 24-hour emergency contact number

Recipients are required to comply with these requirements **immediately**. Failure to comply with a CPN is a criminal offence which may lead to a £100 fixed penalty being issued and/or prosecution.

Operation Canberra results

From February 2021 to April 2023	Total
Total Community Protection Warnings (CPW) issued	301
Total Community Protection Notices (CPN) issued	516
Total Fixed Penalty Notices (FPNs) issued linked to breach of CPN	398

Penalty Charge Notice (PCN) comparison

The number of PCNs issued on-street increased by 18.07%, with PCNs issued being 23,089 in 2021/22 compared with 27,261 in 2022/23.

The number of PCNs issued off-street increased by 30.47%, with PCNs issued being 1,516 in 2021/22 compared to 1,978 in 2022/23.

The overall number of PCNs issued for both on-street and off-street parking contraventions increased by 18.83%, with PCNs issued being 24,605 in 2021/22 compared to 29,239 in 2022/23.

As a result of PCNs issued, 1,574 informal representations and 1,322 formal representations were submitted in line with the statutory parking appeals process, with 79 cases being submitted to the independent adjudicators at Traffic Penalty Tribunal, with a success rate of 31.64%.

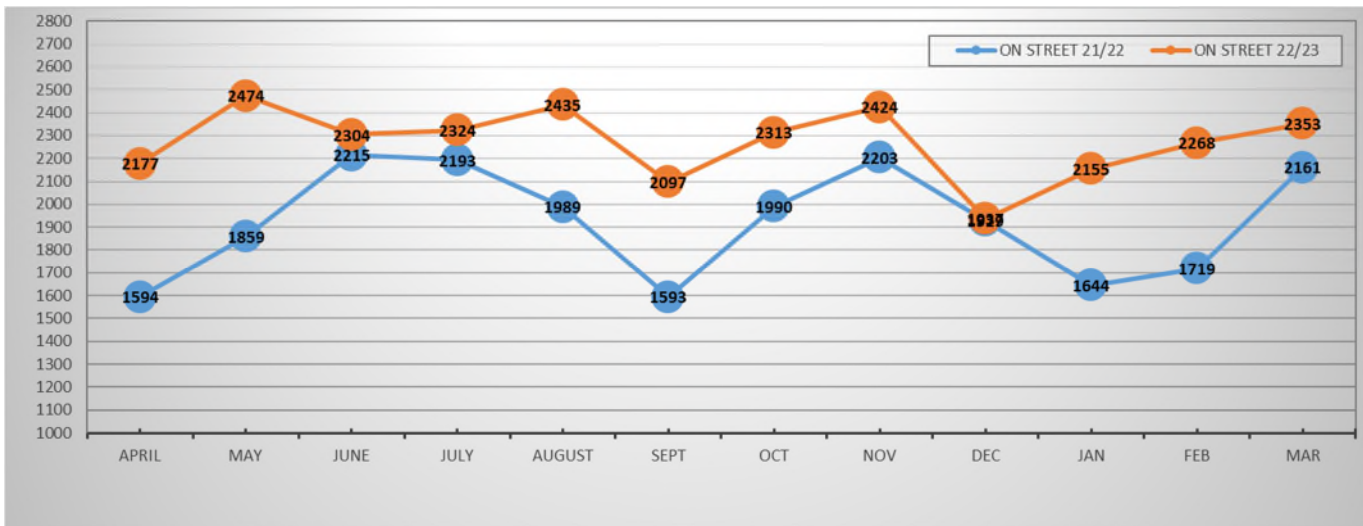
Civil Parking Enforcement statistical information

Statistical information	2021/22	2022/23	+/- %
On-street penalty charge notices issued	23,089	27,261	+18.07%
Off-street penalty charge notices issued	1,516	1,978	+30.47%
Total on-street and off-street penalty charge notices issued	24,605	29,239	+18.83%
Residents' permits issued	5,055	5,124	+1.36%
Business permits issued	69	93	+34.78%

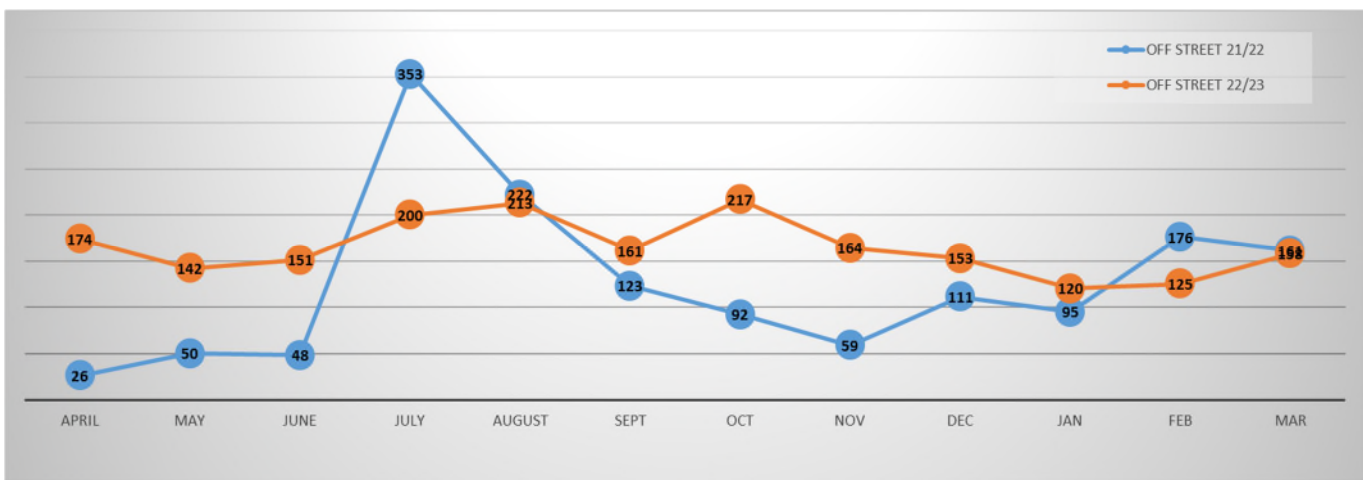
The table below provides a month-by-month comparison of PCN enforcement on-street and off-street for 2021/22 and 2022/23. This data is shown in the 3 charts that follow.

Month	On-street 22/23	On-street 21/22	Off-street 22/23	Off-street 21/22
April	2,177	1,594	174	26
May	2,474	1,859	142	50
June	2,304	2,215	151	48
July	2,324	2,193	200	353
August	2,435	1,989	213	222
September	2,097	1,593	161	123
October	2,313	1,990	217	92
November	2,424	2,203	164	59
December	1,937	1,935	153	111
January	2,155	1,644	120	95
February	2,268	1,719	125	176
March	2,353	2,161	158	161

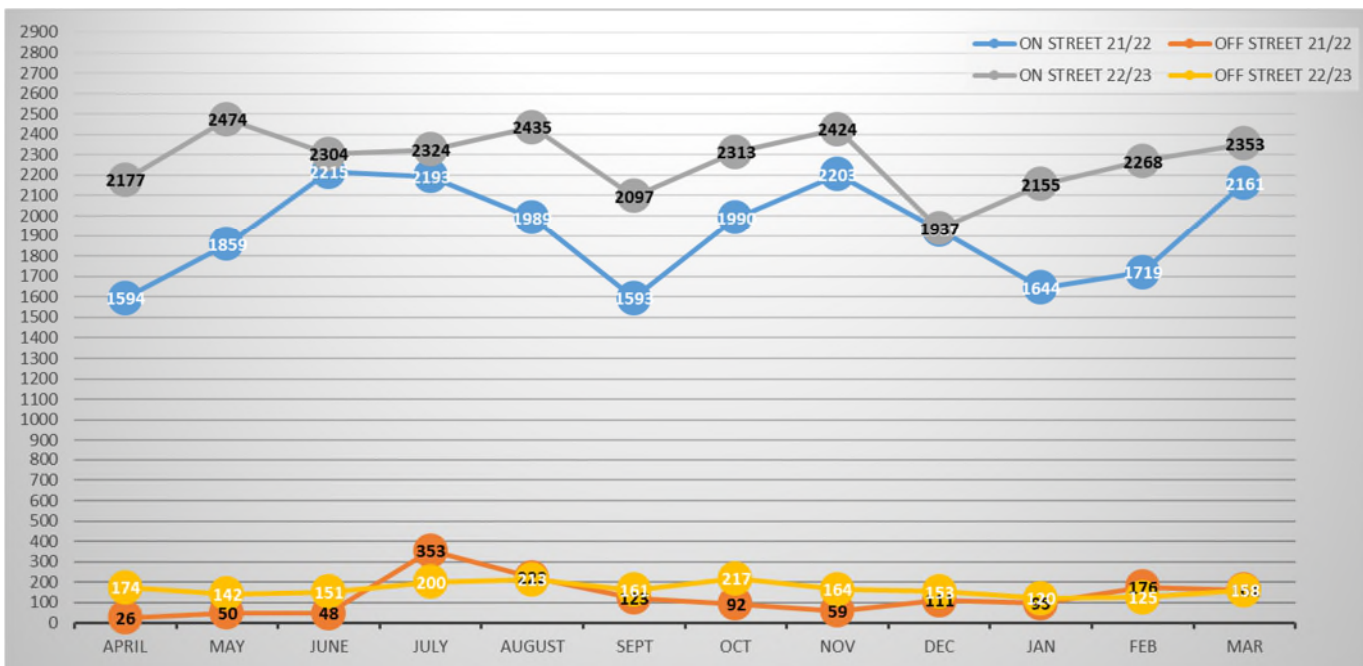
The chart below compares **on-street** PCN enforcement for 2021/22 and 2022/23 (table above).



The chart below compares **off-street** PCN enforcement for 2021/22 and 2022/23 (table page 8).



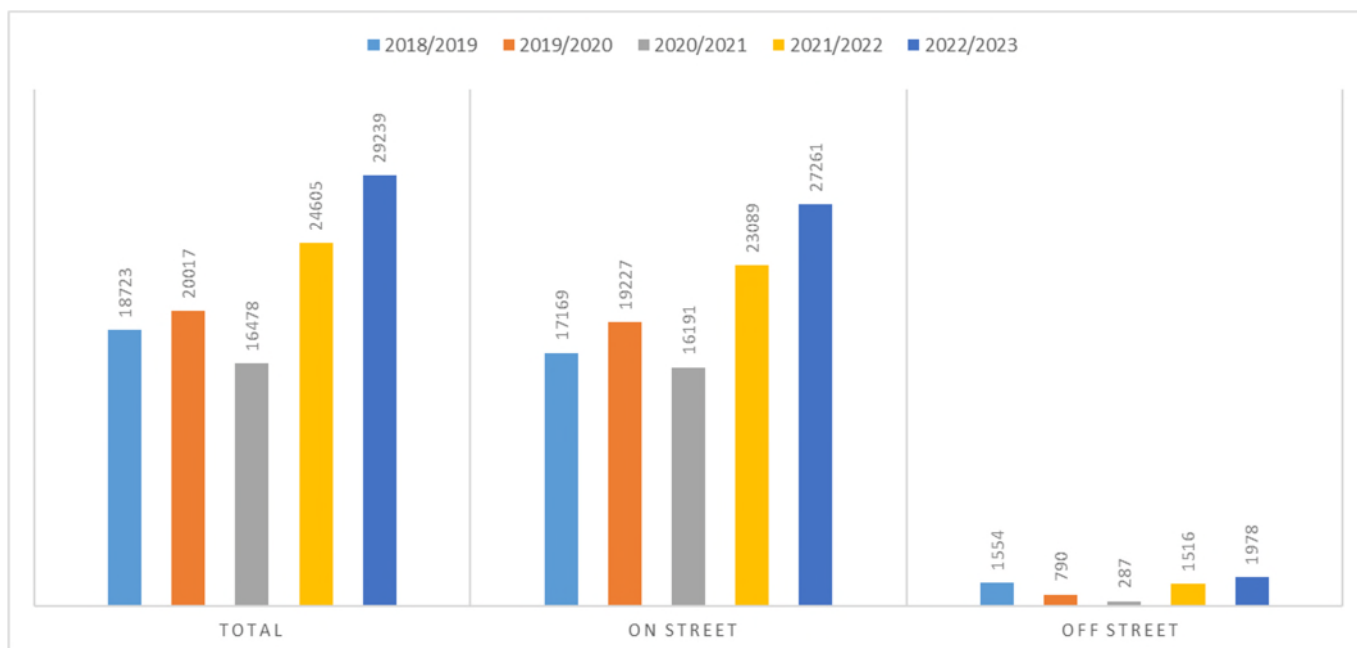
The chart below compares on-street and off-street PCNs for 2021/22 and 2022/23 (table page 8).



The table below provide a year-on-year comparison of PCNs from 2018 to 2023. This data is shown in the chart that follows.

Year	On-street	Off-street	Total
2018/19	17,169	1,554	18,723
2019/20	19,227	790	20,017
2020/21	16,191	287	16,478
2021/22	23,089	1,516	24,065
2022/23	27,261	1,978	29,239

Chart showing a year-on-year comparison of PCNs from 2018 to 2023 (table page 9).



The table below, provides details of the top 10 parking contraventions enforced in 2022/23.

Rank	Description of offence	Totals
1	Parked in a restricted street – single and double yellow lines	7,143
2	Parked in a permit space without displaying a valid permit	3,390
3	Parked in residents' or shared use parking place without displaying either a permit or voucher or pay-and-display ticket issue for that place	3,229
4	Parked in a loading place during restricted hours without loading	1,834
5	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	1,318
6	Parked in contravention of a commercial vehicle waiting restriction	1,167
7	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher, or an invalid pay-and-display ticket	1,136
8	Parked without clearly displaying valid pay and display ticket	1,088
9	Stopped where prohibited on a clearway	1,047
10	Parked in a pay-and-display car park without clearly displaying a valid pay-and-display ticket	957

Total Penalty Charge Notice appeals and representations 2022/23

Appeal type	Accepted	Rejected	Total
Informal	537	1,037	1,574
Formal	763	559	1,322
Total	1,300	1,596	2,896

6. Finance

Civil parking enforcement income this year was from pay-and-display parking, permit fees, penalty charge notices and suspension of parking bays for utility works. The primary areas of expenditure were enforcement, administration, parking infrastructure, on-street and off-street parking maintenance, and debt recovery.

The following tables provide comparative figures for the parking income by source and the direct costs of civil parking enforcement in 2021/22 and 2022/23.

On and off-street parking income by source	2021/22	2022/23	+/-
On-street / off-street parking charges	£325,865	£358,032	+£32,167
Permit income	£52,680	£50,760	-£1,920
Penalty charge notices (PCNs)	£766,636	£875,099	+£108,464
Other income	£30,365	£15,000	-£15,365
Total	£1,175,546	£1,298,891	£123,346

The overall income by source increased by £123, 346 in 2022/23 compared to 2021/22.

This fiscal year there has been an overall increase of 10.49% in income by source linked to PCN and Permit charges.

However, the direct costs of Civil Parking enforcement also increased significantly this fiscal year due to a number of contributing factors including:

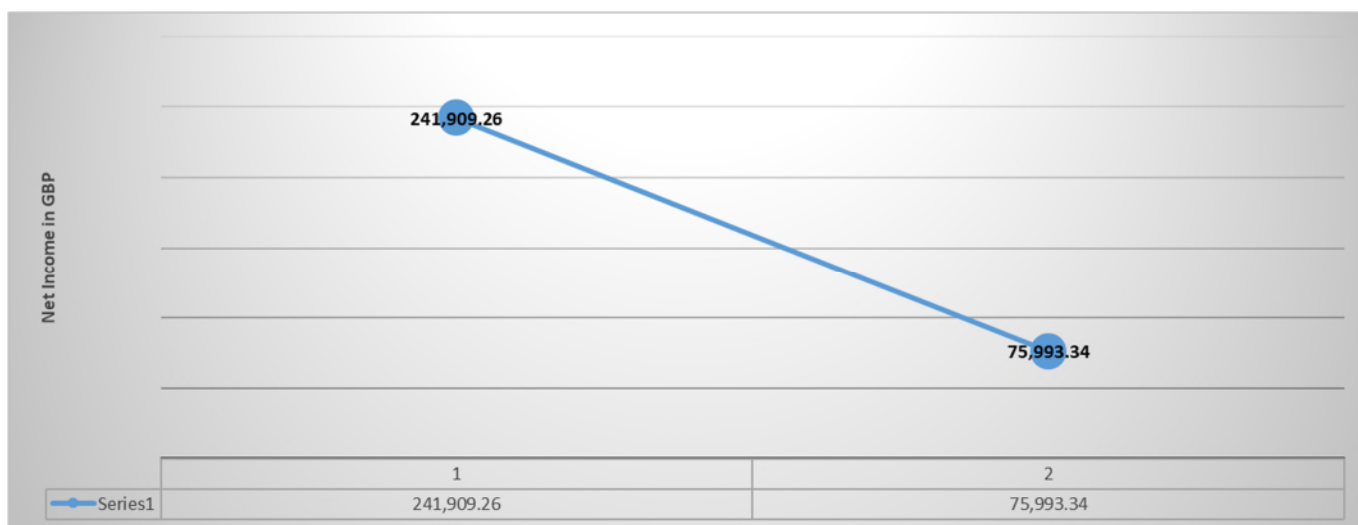
- Thurrock Parking Service invested in growth of the front line CEO resource increasing the staffing levels from 10 to 18 CEOs
- significant investment in hardware and equipment in support of service growth
- loss of Brexit funding received in 2021/22, which funded 2 frontline CEOs targeting HGV enforcement – Thurrock Council continues to support the HGV out-of-hours enforcement but this is now funded internally
- salary and back pay increase linked to cost of living
- increase in Debt Registration charges and fees

Direct costs of civil parking enforcement	2021/22	2022/23
Enforcement	£821,786.47	£1,096,080.90
Administration, appeals, debt recovery	£62,724.01	£115,496.84
Infrastructure maintenance	£47,025.83	£11,320.18
Capital charges	£2,100.00	£0.00
Total	£933,636.31	£1,222,897.90

Summary	2021/22	2022/23
Total parking income	£1,175,545.57	£1,298,891.33
Total direct costs of civil parking enforcement	£933,636.31	£1,222,897.99
Outturn – net income	£241,909.26	£75,993.34

Due to the increase in Civil Parking Enforcement expenditure this financial year, the outturn and net parking income decreased by 65.89% compared to 2021/22.

However, overall the Parking Service produced a surplus income of £75,993.34 this financial year.



The surplus income from civil parking enforcement is restricted to transport-related issues like the operation of public passenger transport services, highway or traffic improvement projects, and certain types of environmental improvement along with the maintenance of parking restrictions.

As part of daily patrols, officers report defective lines and signs. These are repaired, replaced, or repainted from surplus income.

7. Analysis of 2022/23

Robust HGV enforcement continued throughout 2022/23 to increase compliance, minimise inconvenience to residents and road users, and to maintain council-owned land. This reporting year has seen an increase in HGV compliance and a decrease in PCNs issued to HGVs (Heavy Goods Vehicles) parked in contraventions.

The table below provides figures for identified HGV contraventions in 2021/22 and 2022/23.

HGV contravention	2021/22	2022/23
A commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	46	20
A heavy commercial vehicle wholly or partly parked on a footway, verge, or land between two carriageways	1,261	1,318
Parked in contravention of a commercial vehicle waiting restriction	1,481	1,167
Total	2,788	2,505

The council's Parking Enforcement team prioritises borough-wide daily school enforcement patrols across 54 schools. The school enforcement patrols deliver robust proactive and reactive enforcement in support of the parking objectives.

The Parking Enforcement team patrols schools on a rotational basis, whilst also responding to enforcement service requests from residents and councillors.

For the financial year 2022/2023, the Parking Enforcement team carried out 1,577 patrols to schools across the borough, and as a result issued 764 PCNs to vehicles parked in contravention.

51 PCNs were issued to vehicles parked in contravention of School Keep Clear markings, with the remainder being issued to vehicles contravening waiting restrictions, loading bans or permit zones.

The Parking Team is always working to improve compliance around schools and have worked alongside the Highways Team to repaint School Keep Clear markings across the borough.

Civil Enforcement Officers attend schools where reports have been received of unsafe and obstructive parking. The officers attend at peak drop-off and pick-up times to assist parents, residents, and local traffic to move safely through these very congested areas.

Officers allow vehicles to stop to enable passengers to safely board or alight the vehicle at school locations, but do not allow parking.

The Parking Team, in partnership with Transport and Development colleagues, introduced a new car park and shared use bays in Tamarisk Road, South Ockendon. These locations were previously unrestricted and were heavily used by commuters. The introduction of restrictions now encourages vehicle turnover and provides more opportunity for parking.

Officers received over 600 online enquiries requesting enforcement action for various offences, including footway parking, obstruction of dropped kerbs, school enforcement and HGV nuisance. Senior officers also received 235 enquiries from local councillors to address residents parking concerns. This compares with 262 enquiries last year.

The Parking Team introduced an Online Parking Management portal. This enables customers to log in their specific PCN details and view evidence obtained by the issuing officer at the time of the contravention.

Prior to introducing the portal, customers were not able to view pictures until after they submitted an informal challenge. The portal gives customers opportunity to view evidence, which then enables them to make a more informed decision regarding challenging a PCN.

8. Support for businesses

Historically, business permit holders were only able to park in resident parking bays. However, with an increase in business permits issued this financial year it was noted that resident bays may become congested with business vehicles parking. Alternative Business Permit parking was then explored.

It was identified that Thurrock off-street car parks do have capacity to support Business Permit parking, therefore Business Permit holders were approved to utilise Thurrock Council-owned and managed car park space as well as on-street parking.

This made use of vacant car parking spaces and provided more scope and opportunity for business parking, whilst freeing up space in resident parking zones.

9. Residents' parking

During this year there were no changes made to the free elements of the resident permit parking scheme. To support residents and their visitors we continue to supply 2 free residents parking permits and 20 free visits of 5 hours each per household.

Towards the end of the last financial year, 2021/22, Thurrock Council moved from paper permits to a fully integrated online virtual permit solution. This system provided many benefits to our residents and their visitors.

Benefits of virtual permits:

- permits are issued through a customer-facing website, enabling users to apply for, change and surrender permits online, 24/7
- reduces data input, saving time and money
- drives efficiency and accuracy of application approval and payment processing
- improves customer service and reduces the administrative burdens on front-office and back-office teams
- digital permits are activated immediately upon approval of application
- visitor parking can be activated in advance and, if the visitor changes their mind, can be cancelled up to midnight the day before
- automated renewal reminders
- improved experience for visitors
- reduced number of lost and stolen permits

The virtual permit solution expedites both the application and processing of all permit applications ensuring customers receive their permit authorisation in more timely manner and negating the need for a manual paper permit process. Residents can also amend their permit, swap the vehicle registration mark (VRM) and cancel the permits online. Overall, there is much more flexibility and scope for customers to manage their permit accounts.

There are also benefits to the back office notice processing team as the system provides a full audit trail of permits which is beneficial to the team when investigating Penalty Charge Notice appeals and when dealing with specific customer queries.

Residents are also now able to purchase visitors vouchers singularly online as opposed to having to pay for 20 visits in one off payment. Residents are now able to activate visitor's vouchers in advance of a visitor's arrival.

10. Penalty charge debt recovery

The council continued to take steps to increase its debt recovery for parking penalties in 2022/23 by registering more outstanding charges with the courts as debts and by appointing enforcement agents to recover these debts. The debt recovery process is being managed by the council's Debt Management team and is being conducted in accordance with the council's fair debt policy.

For this financial year, 4,738 registrations were accepted by the Traffic Enforcement Centre. As a result, £43,409 in revenue was recovered.

11. Plans for the year ahead

Due to the increased demand on the Civil Enforcement Team resource, a further review of the CEO staffing levels will be completed and further growth in the CEO front line enforcement considered where appropriate in 2023/24.

We will continue to prioritise and support HGV Nuisance parking out of hours working with Environmental Enforcement Partners to drive further compliance.

We will review and implement a new Debt Management module to increase debt recovery and reduce Traffic Enforcement Centre registration fees.

11.1. Parking tariff review

The tariffs for on-street and off-street car parking areas and permits are subject to an annual fees and charges review. The on-street tariff was approved to increase on 1 April 2023 for the first time in 3 years. The new on street tariff is detailed below:

Tariff Type	Duration	Current	New
PP1	up to 30 minutes	£0.70	£1.00
	up to 45 minutes	£0.90	£1.20
	up to 1 hour	£1.40	£1.70
PP2	up to 1 hour	£0.70	£1.00
	up to 2 hours	£1.40	£1.70
	up to 4 hours	£2.30	£2.60
PP3	up to 1 hour	£0.70	£1.00
	up to 2 hours	£1.20	£1.50
	Over 2 hours	£3.20	£4.00
	Over 6 hours	Not applicable	£6.50

PP1 = Quick Stop Parking – maximum stay 1 hour.

PP2 = Short Stay Parking – maximum stay up to 4 hours.

PP3 = Long Stay at Thames Road and the access road to the Yacht Club near Grays Beach.

A £15 charge was approved to be introduced for all resident permits from 15 May 2023.

Visitor permits will now be charged at a cost of 45p per single 5-hour visit. Additionally, residents will now be able to purchase a 10-hour visit for 75p.

There are increases to charges for business permits and for parking bay suspensions.

Historically contractor's permits were only available for a 12-month period. These are now available in varying lengths of 1, 3, 6 or 12 months.

11.2. Lorry parks

There is a small number of lorry parks in the borough that drivers can use. The Parking Team will continue to enforce illegal parking and, where possible, try to educate drivers on the benefits of parking in the designated areas.

The council is in continued dialogue with Essex Police, the Port of Tilbury Police and DP World to monitor the situation and plan possible interventions.

11.3. Car parks

The number of restricted off-street car parks within Thurrock has increased from 7 to 8 with the opening of Tamarisk Road pay-and-display car park.

11.4. Controlled Parking Zones and Residents Parking Areas

The number of Parking Permit Areas remained the same throughout this financial year. However, there was an extension to the permit parking area in South Ockendon with the introduction of shared use bays in Tamarisk Road.

11.5. Cashless parking

In total there are 31 pay-and-display machines in the borough. This enables commuters to make cashless payments for their parking fees. We are exploring the options of introducing pay-by-phone methods. All pay-and-display machines now accept Apple Pay and Google Pay.

11.6. Staff changes

The frontline CEO resource has increased from 10 permanent officers to 18.

11.7. Permits

In addition to resident and visitors permits, we have a range of parking permits that cater for business, charities, contractors, temporary permits and NHS and resident carers. Further information on Parking Permits can be found on the Thurrock Council website.

Carer permits are transferable permits. They are issued only to residents who require care and can provide the required supporting documents.

Glossary

Civil Enforcement Officers (CEOs)

Formerly known under the Road Traffic Act 1991 as Parking Attendants, the Traffic Management Act 2004 re-classified those responsible for taking civil enforcement action in relation to civil parking and traffic control contraventions as Civil Enforcement Officers

Civil Parking Enforcement (CPE)

Refers to the enforcement of parking controls under regulations set down in the Traffic Management Act 2004

Community Protection Notice / Community Protection Warning (CPN/CPW)

Is issued in accordance with the Anti-Social Behaviour Crime and Policing Act 2014 where there are reasonable grounds to ascertain there exists conduct which is having a detrimental effect of a persistent or continuing nature on the quality of life of those in the locality and that the conduct is unreasonable.

Controlled Parking Zone (CPZ) / Permit Parking Area (PPA)

A zone or area where parking is controlled through the provision of permits and other on street controls to manage kerb space and ensure that residents are not unduly inconvenienced by poor parking behaviour.

Environmental Enforcement Officers (EEOs)

Enforcing enviro-crime and some aspects of anti-social behaviour in line with the Police & Criminal Evidence Act 1984 and Criminal Procedure & Investigations Act 1996 (As amended) and associated Codes of Practice.

Penalty Charge Notice (PCN)

The Notice served directly (as set down in the Traffic Management Act 2004) by Civil Enforcement Officers to motorists for allegedly contravening civil parking controls within a Civil Enforcement.