

CIVIL ENFORCEMENT POLICY

Guidance policies for the enforcement and
cancellation of Penalty Charge Notices

Polices detailed in this document are for guidance only. All
cases will be considered on individual merit.

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Introduction

The policies detailed in this document are intended to be informative for the public and act as guidance for Thurrock Council employees working within Civil Enforcement.

This is in accordance with current best practice and aims to provide clarity, consistency and transparency within the enforcement process. To be compliant with the aspirations of the Parking and Traffic Adjudication Service in Greater London (PATAS); the Traffic Penalties Tribunal outside Greater London (TPT) and the Local Government Ombudsman.

What is important about these policies is that they represent a foundation upon which fairness, openness, transparency and discretion can be applied. The importance of flexibility in these matters has been recognised by the courts and, as a consequence, decisions made by councils must not be hampered by being unduly rigid.

This document addresses the statutory grounds upon which representations may be made, mitigating circumstances and the acceptance or rejection of representations.

These policies will be subject to ongoing review.

On-Street Contravention Codes

Code	General suffix(es)	Description	Differential level	Notes
01	eoyz	Parked in a restricted street during prescribed hours	Higher	Suffixes y & z for bbh only
02	aejo	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	
04	cs	Parked in a meter bay when penalty time is indicated	Lower	
05	cpsuv	Parked after the expiry of paid for time	Lower	
06	cipv	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	
07	cmprsv	Parked with payment made to extend the stay beyond initial time	Lower	'meter feeding'
08	c	Parked at an out-of-order meter during controlled hours	Lower	Electronic meters only
09	ps	Parked displaying multiple pay & display tickets where prohibited	Lower	Some boroughs only
10	p	Parked without clearly displaying two**** valid pay and display tickets when required	Lower	Some boroughs only
11	u	Parked without payment of the parking charge	Lower	
12	rstwxy	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Higher	
13		---- RESERVED FOR TfL USE (LOW EMISSION ZONE) ----	n/a	
14		Parked in an electric vehicles' charging place during restricted hours without charging	Higher	

16	bdhqstwxyz	Parked in a permit space without displaying a valid permit	Higher	Suffix "s" only for use where bay is completely non-resident
17		--- RESERVED FOR TfL USE (CONGESTION CHARGING) ---	n/a	
18	bcdhmpsv	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	
19	irswxyz	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	Lower	
20		Parked in a loading gap marked by a yellow line	Higher	
21	bcdhijlmprqsuv	Parked in a suspended bay or space or part of bay or space	Higher	
22	cflmnopsv	Re-parked in the same parking place or zone within one hour* of leaving	Lower	
23	bcdhghijklprsv	Parked in a parking place or area not designated for that class of vehicle	Higher	
24	bcdhmpqsv	Not parked correctly within the markings of the bay or space	Lower	
25	jn	Parked in a loading place during restricted hours without loading	Higher	On-street loading bays
26	e	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	jo	Parked in a special enforcement area adjacent to a dropped footway	Higher	
30	fnou	Parked for longer than permitted	Lower	
31	j	Entering and stopping in a box junction when prohibited	n/a	London only
32	jdtpw	Failing to drive in the direction shown by the arrow on a blue sign	n/a	Code specific suffixes apply. London only
33	jbcefgghikqrs	Using a route restricted to certain vehicles	n/a	Code specific suffixes apply. London only
34	j0	Being in a bus lane	n/a	
35		Parked in a disc parking place without clearly displaying a valid disc	Lower	
36		Parked in a disc parking place for longer than permitted	Lower	
37	j	Failing to comply with a give way to oncoming vehicles sign	n/a	London only
40	n	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	
41	j	Parked in a parking place designated for diplomatic vehicles	Higher	
42	j	Parked in a parking place designated for police vehicles	Higher	
45	n	Parked on a taxi rank	Higher	
46	jn	Stopped where prohibited (on a red route or clearway)	Higher	
47	jn	Stopped on a restricted bus stop or stand	Higher	
48	j	Stopped in a restricted area outside a school when prohibited	Higher	
49	j	Parked wholly or partly on a cycle track or lane	Higher	
50	jlru	Failing to comply with a sign indicating a prohibited turn	n/a	Code specific suffixes apply. London only
51	j	Failing to comply with a no entry sign	n/a	London only

52	jpgsvx	Failing to comply with a sign indicating a prohibition on certain types of vehicle	n/a	Code specific suffixes apply. London only
53	j	Failing to comply with a sign indicating a restriction on vehicles entering a pedestrian zone	n/a	London only
54	j	Failing to comply with a sign indicating a restriction on vehicles entering and waiting in a pedestrian zone	n/a	London only
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	Non- overnight waiting restriction
57		Parked in contravention of a coach ban	Higher	Non- overnight waiting restriction
58		Using a vehicle on a restricted street during prescribed hours without a valid permit	n/a	London Lorry Ban only
59		Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	n/a	London Lorry Ban only
61	124cgj	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	Code specific suffixes apply.
62	124cgj	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	Code specific suffixes apply.
63	c	Parked with engine running where prohibited	Lower	This contravention occurs in certain coach bays.
67		---- RESERVED FOR VEHICLE EMISSIONS ----	n/a	
68		---- RESERVED FOR VEHICLE EMISSIONS ----	n/a	
99	jo	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	Pedestrian Crossings

* = or other specified time

**** = or other number † = or other specified distance

Off-Street Contravention Codes

70		Parked in a loading area during restricted hours without reasonable excuse	Higher	Off-street loading areas
73	u	Parked without payment of the parking charge	Lower	Off-street car parks
74	prs	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	Off-street car parks
77		--- RESERVED FOR DVLA USE ---	n/a	
80		Parked for longer than the maximum period permitted	Lower	Off-street car parks
81	o	Parked in a restricted area in a car park	Higher	Off-street car parks
82	puv	Parked after the expiry of paid for time	Lower	Off-street car parks
83		Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	Off-street car parks
84		Parked with additional payment made to extend the stay beyond time first purchased	Lower	Off-street car parks
85	btrw	Parked in a permit bay without clearly displaying a valid permit	Higher	Off-street car parks
86	prs	Parked beyond the bay markings	Lower	Off-street car parks
87		Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	Off-street car parks
89		Vehicle parked exceeds maximum weight or height or length permitted in the area	Higher	Off-street car parks
90	psv	Re-parked within one hour* of leaving a bay or space in a car park	Lower	Off-street car parks

91	cg	Parked in a car park or area not designated for that class of vehicle	Higher	Off-street car parks
92	o	Parked causing an obstruction	Higher	Off-street car parks
93		Parked in car park when closed	Lower	Off-street car parks
94	p	Parked in a pay & display car park without clearly displaying two**** valid pay and display tickets when required	Lower	Off-street car parks
95		Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower	Off-street car parks
96	c	Parked with engine running where prohibited	Lower	Off-street car parks - this contravention may occur in certain coach bays.

* = or other specified time

**** = or other number

Suffixes

General suffixes:—

- | | | |
|-----------------------------|--|--------------------------|
| a) temporary traffic order | b) business bay | c) coach parking bay |
| d) doctor's bay | e) double parked/obstruction | f) free parking bay |
| g) motor cycle bay | h) hospital bay | i) wrong type of voucher |
| j) camera enforcement | k) ambulance bay | l) loading place |
| m) parking meter | n) red route | o) blue badge holder |
| p) pay & display | q) market traders' bay | r) residents' bay |
| s) shared use bay | t) voucher/P&D ticket used in permit bay | |
| u) mobile phone parking | v) voucher | w) wrong parking zone |
| x) incorrect VRM | y) obscured/illegible permit | z) out of date permit |
| 0) local buses / trams only | | |

Footway parking only:—

- | | | |
|-------------------------|----------------------|--------------------------|
| 1) One wheel on footway | 2) Partly on footway | 4) All wheels on footway |
| c) on vehicle crossover | g) on grass verge | |

Moving traffic contraventions only:—

- | | |
|---|--|
| 32 d) proceeding in the wrong direction | p) passing to the wrong side of the sign |
| t) turning in the wrong direction | w) one way traffic |

- 33 b) buses only c) buses and cycles only e) buses, cycles and taxis only f) buses and taxis only
g) local buses only h) local buses and cycles only i) local buses, cycles and taxis only
k) local buses and taxis only q) tramcars and local buses only r) tramcars only s) tramcars and buses only

- 50 r) no right turn l) no left turn u) no U turn

- 52 v) all vehicles except non-mechanically propelled ones being pushed m) motor vehicles x) motor vehicles except solo m/cycles s) solo motorcycles g) goods vehicles exceeding max gross weight indicated

Statutory Grounds to Make Representations

Important note:

Although the following are the 9 Statutory Grounds to make representation, in accordance with a directive issued by the Local Government Ombudsman, full consideration will be given and account taken of all representations received, whether or not they are all fall within the description of "Statutory Grounds". It is for this reason that a 10th Ground, encompassing any other information the motorist or owner/keeper would like the Council to consider has been included.

SG1 The alleged contravention did not occur

SG1.1 Where the motorist claims he/she was loading/unloading

May Accept Representations

If evidence is available or provided to show when parked on a waiting prohibition or in a controlled bay that:

- *Goods being delivered or collected were heavy, bulky, or numerous and it would be unreasonable to expect them to be carried from a 'legal' parking place.*
- *Loading/unloading activity was adjacent to the premises concerned.*
- *Loading/unloading activity was timely (includes checking goods and paperwork), but not delayed by unrelated activity [Source – Traffic Orders, decided cases e.g. Jane Packer Flowers].*
- *If in the course of business, including commercial delivery/collections, couriers, multi drop parcel carriers, removal services etc.*

May Reject Representations

- *On clearways;*
- *On school zig zag markings;*
- *On bus stop clearways;*
- *On Taxi ranks;*
- *On Police bays;*
- *Where loading is prohibited:*
- *In car parks: (except when depositing materials in recycling bins)*
- *If a valid pay & display ticket was not purchased first*

SG1.2 Where the motorist claims that a parking pay & display machine was faulty

May Accept Representations

- *If service records confirm a fault or that the machine had been taken out of service at the time of the contravention.*
- *If there is reasonable doubt because evidence not available to confirm that a machine was working at the time (test ticket), and there was not another ticket machine nearby which was operating correctly.*

May Reject Representations

- *If there was another ticket machine nearby that was working correctly at the time.*
- *If there is no record of the machine being faulty or taken out of service.*
- *If there is reasonable doubt because evidence confirms that other visitors had been able to purchase tickets during the relevant period.*

SG1.3 Where motorist claims that the restriction is not clearly signed or marked

May Accept Representations

- *If signs and/or markings are missing or unclear.*
- *If signs and markings are inconsistent with each other and/or Traffic Order or legislation.*

May Reject Representations

- *If site visit records or photographs establish that signs and/or markings are correct and consistent with each other and the Traffic Order.*

SG1.4 Where motorist was carrying out building works

May Accept Representations

- *If evidence confirms that the motorist was simply loading/unloading (see policy SG1.1)*
- *If dispensation to park at the location in question had been granted and was confirmed by records held at the enforcement authority.*
- *If works are of a statutory nature or are exempted from restrictions by a Traffic Order or legislation*
- *If it can be proven that works were an emergency.*

May Reject Representations

- *In all other circumstances*

SG1.5 Where motorist claims that PCN was not served (i.e. PCN not found attached to vehicle or handed to driver)

May Accept Representations

- *If the Civil Enforcement Officer's pocket book and/or computer notes confirm that the vehicle drove away before a PCN could be served, i.e. PCN not handed to the driver or fixed to the vehicle.*

May Reject Representations

- *If the Civil Enforcement Officer's notes or photographs confirm that a PCN was correctly served, i.e. handed to the motorist or fixed to their vehicle.*
- *If the Civil Enforcement Officer has issued a Regulation 10 PCN by Post.*

SG1.6 Where the motorist claims that their vehicle was not parked in the location at the time and on the date alleged on the PCN which was issued

May Accept Representations

- *If the motorist provides a copy of their vehicle excise license (tax disc), which was valid at the time of the contravention, and the serial number of which differs from the number noted by the Civil Enforcement Officer.*
- *If the V5C (log book) is provided showing the particulars of the vehicle such as the make and model differ from what was recorded on the PCN proving the vehicle has been cloned.*
- *A crime reference number is provided confirming the number plate has been cloned.*

May Reject Representations

- *If the motorist does not provide a copy of their tax disc, after being given a further opportunity to submit such a copy.*
- *If the serial number on the copy tax disc provided by a motorist is identical to the serial number noted by the Civil Enforcement Officer.*
- *If the V5C is identical to the detail recorded on the PCN.*
- *If a crime reference number is not provided.*
- *If there is no evidence or if the evidence presented does not support the claim or is inconclusive.*

SG1.7 Where motorist claims that a valid dispensation to park had been granted.

May Accept Representations

- *If records show that the motorist had been granted dispensation.*

May Reject Representations

- *In all other circumstances.*

G1.8 where the motorist claims that a pay & display ticket was purchased and displayed.

May Accept Representations

- *If the motorist produces a Pay & Display parking ticket that was valid at the time the Penalty Charge Notice was issued and the Civil Enforcement Officer confirms that a face down ticket or a ticket that was displayed but concealed in some other way was seen and it is the first contravention of this kind.*

May Reject Representations

- *If the motorist is unable to produce a valid pay & display ticket.*
- *The Civil Enforcement Officer was unable to confirm that a face down ticket or a ticket that was displayed but concealed in some other way was seen.*

- *The motorist has made a similar representation before and had a previous PCN cancelled with warning that further offences would not be waived.*
- *Where digits have been entered on the face of the ticket and do not match those of the motorist's vehicle registration, subject to some latitude being allowed for errors.*

SG2 I was never the owner of the vehicle in question / or I had ceased to be the owner before the date on which the alleged contravention occurred / or I became its owner after the date on which the alleged contravention occurred

SG2.1 Was never the owner of the vehicle in question.

May Accept Representations

- *If the DVLA confirm that the motorist was not the registered keeper at the time of the contravention.*

May Reject Representations

- *If the DVLA confirms that the motorist was the registered keeper of the vehicle at the time of the contravention.*
- *If the previous registered keeper provides proof that the motorist bought the vehicle before the contravention, or the subsequent registered keeper provides proof that the motorist sold the vehicle after the contravention.*
- *If the motorist is proven to have hired the vehicle for the day on which the contravention occurred and signed an agreement to take responsibility for any PCNs incurred, subject to the time of hire. (see SG4)*

SG2.2 Had ceased to be its owner before the date on which the alleged contravention occurred

May Accept Representations

- *If the current registered keeper is able to provide proof that the vehicle was disposed of before the contravention, i.e. a bill of sale, registration documents, insurance documents or a letter from the DVLA; and/or*
- *If the current registered keeper is able to provide the full name and address of the person to whom they disposed of the vehicle.*

May Reject Representations

- *If the current registered keeper is unable to prove that they neither disposed of the vehicle before the contravention nor provide the name and address of the person to whom they disposed of the vehicle.*
- *If the person named by the current registered keeper as the person to whom they disposed of the vehicle, either does not exist, cannot be traced or is for some other reason not considered to be bona fide*

SG2.3 Became its owner after that date

May Accept Representations

- *If the current registered keeper is able to provide proof that the vehicle was purchased after the contravention, i.e. an invoice, registration documents, insurance documents or a letter from the DVLA; and/or*
- *If the current registered keeper is able to provide the full name and address of the person from whom they purchased the vehicle.*

May Reject Representations

- *If the current registered keeper is unable to prove that they either purchased the vehicle after the contravention or provide the name and address of the person from whom they bought the vehicle.*
- *If the person named by the current registered keeper as the person to whom they disposed of the vehicle, either does not exist, cannot be traced or is for some other reason not considered to be bona fide.*

SG2.4 Where the current registered keeper claims that a contracted third party was responsible for the vehicle at the time of the contravention.

May Accept Representations

- *Only when a hire agreement exists. (see SG4)*

May Reject Representations

- *In all other circumstances because the registered keeper is always liable, including where the vehicle was left in the care of a garage.*

SG3 The vehicle had been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the consent of the owner

SG3.1 where the current registered keeper claims that the vehicle had been stolen

May Accept Representations

- *If the registered keeper provides a valid police crime report reference number.*

May Reject Representations

- *If the current registered keeper is unable to provide any proof of theft.*
- *If the police crime report reference number provided by the current registered keeper does not exist or it does not match the theft or date of the theft alleged.*

SG3.2 Where the current registered keeper claims that the vehicle was driven by a third party (i.e. a friend, relative or estranged partner)

May Accept Representations

- *In no circumstance.*

May Reject Representations

- *In all circumstances because the registered keeper is always liable, save for when a hire agreement exists. (see SG4)*

SG4 We are a vehicle-hire firm and the vehicle was on hire under a hiring agreement and the hirer had signed a statement acknowledging liability for any PCN issued during the hiring period.

May Accept Representations

- *If the hire company are able to provide proof that the vehicle was hired at the time of the contravention, i.e. a signed agreement.*
- *If the hire company are able to provide the full name and address of the person to whom they hired the vehicle.*

May Reject Representations

- *If the hire company are unable to neither prove that the vehicle was hired out on the date of the contravention or provide the name and address of the person to whom they hired the vehicle.*
- *If the person named by the hire company as the person to whom they hired the vehicle, without proof, either does not exist, cannot be traced or denies responsibility for the contravention.*
- *If the vehicle was being used as a courtesy car without an agreement signed to accept responsibility for Penalty Charge Notices issued.*

SG5 The penalty charge exceeded the amount applicable in the circumstances of the case.

May Accept Representations

- *If the PCN and/or Notice to Owner showed the incorrect amount of penalty charge, i.e. the wrong penalty charge band.*

May Reject Representations

- *If the PCN or Notice to Owner showed the correct amount of penalty charge*

SG6 There has been a procedural impropriety by the enforcement authority or any person or body acting on its behalf

May Accept Representations

- *If any requirements imposed by the TMA or the TMA Regulations in the relation to the imposition or recovery of a penalty charge has not been observed.*
- *If any document has been served in advance of the time scale set out in the TMA regulations.*

May Reject Representations

- *If all requirements imposed by the TMA or the TMA Regulations in the relation to the imposition or recovery of a penalty charge has been observed.*
- *If all documents have been served in accordance with the time scale set out in the TMA regulations.*
- *If the motorist merely considers the restrictions to be unfair.*

SG7 That the Order which is alleged to have been contravened in relation to the vehicle concerned is invalid

May Accept Representations

- *If the Traffic Order which prescribes the restrictions that the vehicle was parked in contravention of was either not constructed correctly, or was not made correctly. I.e. not consulted on properly.*

May Reject Representations

- *If the Traffic Order which prescribes the restrictions that the vehicle was parked in contravention of was constructed and made correctly.*
- *If the motorist merely considers the restrictions to be unfair.*

SG8 This Notice should not have been served because the penalty charge had already been paid: (i) in full; or (ii) at the discounted rate and within the time specified in paragraph 1(h) of the Schedule to the Civil Enforcement of Parking Contraventions (England) General Regulations 2007.

May Accept Representations

- *If the penalty charge amount had been paid in full.*
- *If the penalty charge amount, reduced by any discount set within the period set, had been paid in full.*

May Reject Representations

- *If the penalty charge amount had not been paid in full.*
- *If the penalty charge amount, reduced by any discount set within the period set, had not been paid in full.*

SG9 The Penalty Charge Notice was served by post because the council say the civil enforcement officer was prevented from fixing the penalty charge notice to the vehicle of handing it to the person in charge of the vehicle, but this did not happen.

May Accept Representations

- *If the Civil Enforcement Officer's notes or photographs confirm that a PCN was correctly served, i.e. handed to the motorist or fixed to their vehicle.*
- *If the Civil Enforcement Officer's pocket book and/or computer notes did not confirm that the vehicle drove away before a PCN could be served, i.e. PCN not handed to the driver or fixed to the vehicle.*

May Reject Representations

- *If the Civil Enforcement Officer's pocket book and/or computer notes confirm that the vehicle drove away before a PCN could be served, i.e. PCN not handed to the driver or fixed to the vehicle.*

SG10 Any other information that the motorist / vehicle owner want the Council to take into consideration

May Accept or Reject Representations

- *The decision whether or not a Penalty Charge Notice should be cancelled, will only be taken following very careful consideration taking into account all of the evidence available.*

MITIGATING CIRCUMSTANCES

MC1 Where the motorist claims to have become unwell while driving.

May Accept Representations

- *If the motorist provides proof of a medical condition, temporary or permanent, that is consistent with the conditions described.*
- *When the notes made by the Civil Enforcement Officer support the motorist's representations.*

May Reject Representations

- *If the motorist cannot provide some proof of a medical condition, temporary or permanent, consistent with the conditions described.*
- *Where other evidence contradicts the motorists claims*

MC2 Where the motorist claims to be a doctor, nurse, health visitor attending a patient.

May Accept Representations

- *If the motorist concerned possesses an NHS Permit issued by Thurrock Council.*
- *If the motorist produces evidence that they were responding to an urgent medical call in accordance with the exemption detailed in the relevant Traffic Regulation Order.*

May Reject Representations

- *If motorist was not attending a patient in urgent circumstances or if there were legal parking spaces nearby.*
- *If motorist was parked outside their practice or other place of work for any reason other than to collect supplies for an urgent call.*
- *If motorist was parked in an area which does not correspond with claims made in representations, i.e. far from patients property, say, in a car park*

MC3 Where the motorist stopped to use the toilet.

May Accept Representations

- *On production of medical evidence confirming a relevant medical condition and in support of the circumstances described in a representation.*

May Reject Representations

- *In all other circumstances.*

MC4 Where the motorist stopped to collect (prescribed) medication from a chemist

May Accept Representations

- *Only in the most grave, urgent and exceptional of circumstances and the use of a 'legal' parking place would have caused an unacceptable delay.*

May Reject Representations

- *In any lesser circumstances.*

MC5 Where the motorist was a patient visiting a doctor's surgery.

May Accept Representations

- *If the motorist can provide a letter from a doctor to confirm that the visit was very urgent and that they were unable to walk from the nearest legal parking space.*

May Reject Representations

- *If the motorist was not the patient but only driving the vehicle carrying the patient.*
- *If the motorist was attending a pre-arranged, non-urgent appointment.*
- *If the motorist could reasonably have been expected to parked legally elsewhere.*

MC6 Where the motorist claims to have been recently bereaved.

May Accept Representations

- *If no evidence exists to the contrary, taking into account the sensitivity of this issue on first occasion.*

May Reject Representations

- *Only if there is a significant reason to doubt the sincerity of representations, i.e. the Civil Enforcement Officer's notes indicating that the motorist was going about a normal day, say, shopping or working. Or the bereavement is considered to be a long time ago.*

MC7 Where the motorist was delayed in returning to their vehicle and parking time purchased had expired.

May Accept Representations

- *If supported by appropriate evidence, the motorist's representations claims that the delay in returning to the vehicle was caused by circumstances that were entirely unforeseen, unavoidable and exceptional.*
- *If motorist's vehicle had broken down, subject to concurrence with policy MC22.*
- *If the motorist was unable to drive, since parking the vehicle.*

May Reject Representations

- *If the delay described by the motorist was entirely avoidable, i.e. queuing in a shop.*
- *If the motorist simply underestimated the time needed and could have reasonably purchased more time, i.e. when conducting business, shopping or commuting.*
- *If the motorist was unable to drive since parking due to excess alcohol in the body or had been detained and charged by the police.*

MC8 Where the motorist 'fed' a meter or pay & display machine by buying subsequent time to park in the same place or returned to the same place within a specified and prohibited time period.

May Accept Representations

- *Only upon the first occasion 'meter feeding' is committed will a penalty be waived with warning in accordance with Council Policy*
- *No other circumstances*

May Reject Representations

- *If the motorist overstays initial period of time purchased or returns within a period of 'No return'*

MC9 Where the motorist left the vehicle parked without a valid ticket on display to obtain change.

May Accept Representations

- *If supported by appropriate evidence, the motorist's representations claims that the delay in returning to the vehicle was caused by circumstances that were entirely unforeseen, unavoidable and exceptional.*
- *When parked in Morrison's supermarket car park upon the request of the management.*

May Reject Representations

- *In all other circumstances*

MC10 Where the motorist claims to have been unaware of charges or restriction in the car park relating to vehicle's class or weight.

May Accept Representations

- *If reference to restrictions on tariff board(s) are incorrect or missing.*

May Reject Representations

- *In all other circumstances*

MC11 Where the motorist claims to have been unaware of recent rise in tariff.

May Accept Representations

- *If statutory notices were not erected in accordance with procedural regulations.*
- *If revised tariff is not on the tariff board(s)*

May Reject Representations

- *If statutory notices were erected in accordance with procedural regulations and the tariff board(s) were correct*

MC12 Where the motorist had parked with one or more wheels outside of a marked bay in a car park.

May Accept Representations

- *Only in the most exceptional of circumstances that were outside the motorists control and are supported by incontrovertible evidence. Otherwise, in no circumstances.*

May Reject Representations

- *When clear and incontrovertible supporting evidence (photographs) is available.*

MC13 Where the motorist is a Blue Badge holder/transporting a Blue Badge holder and they did not have their Blue Badge and/or clock on display or could not be read or had expired.

May Accept Representations

- *If it can be established that this is the motorist's first contravention of this type and they can provide evidence that they are a Blue badge holder or were transporting a Blue Badge holder.*

May Reject Representations

- *If the motorist has previously had a PCN cancelled for the same contravention and has been warned to display a valid badge /time clock correctly. Or has parked on a waiting restriction beyond the 3 hour time limit permitted by the Blue Badge Scheme, or on another restriction for which the Blue Badge does not provide an exemption.*

MC14 Where the motorist claims to have been unaware of the existence of a controlled parking zone

May Accept Representations

- *If it can be established that the signing and marking of the CPZ is at fault. (see SG1.3)*

May Reject Representations

- *In all other circumstances.*

MC15 Where the motorist was displaying an expired residents, business, visitor, operational or NHS permit.

May Accept Representations

- *If the renewal of the authorisation was delayed by the Council's administrative processes.*
- *If it can be established that other reasonably unforeseen circumstances delayed the renewal of an authorisation to park, e.g. sickness on the part of the applicant or a postal dispute/delays (supported by appropriate evidence).*

May Reject Representations

- *In all other circumstances.*

MC16 Where the motorist is parked in contravention of a waiting/parking prohibition whilst displaying a resident's visitor permit.

May Accept Representations

- *In no circumstances*

May Reject Representations

- *On all occasions*

MC17 Where the motorist is a new resident within a controlled parking zone and had parked in a resident's bay without displaying a valid resident permit.

May Accept Representations

- *In no circumstances*

May Reject Representations

- *On all occasions*

MC18 Where the motorist assumed that they were entitled to "a period of grace" before a PCN was issued.

May Accept Representations

- *In no circumstances.*

May Reject Representations

- *In all circumstances.*

MC19 Where the motorist claims they were attending a funeral.

May Accept Representations

- *If no evidence exists to the contrary, taking into account the sensitivity of this issue.*

May Reject Representations

- *Only if there is a significant reason to doubt the sincerity of the representations.*

MC20 Where the motorist claims that snow, foliage, fallen leaves or flooding covered the signs or markings.

May Accept Representations

- *If it can be established that such conditions prevailed and it is likely that signs and markings were obscured as claimed and there was no alternative indication of the restriction.*

May Reject Representations

- *If it can be established that such conditions did not cause lines and signs to be obscured as claimed.*

- *If the Civil Enforcement Officer's notes/photographic evidence etc. directly contradict the motorist's version of events.*
- *If any reasonable alternative indication of the restriction was available to the motorist.*
- *If the location of the contravention was unlikely to be subject to the natural conditions described by the motorist, i.e. it was under cover*

MC21 Where the motorist claims that their vehicle had broken down.

May Accept Representations

- *If the motorist is able to provide evidence of a breakdown, i.e. proof of vehicle recovery or a bill of sale for repair or parts.*

May Reject Representations

- *If the motorist is unable to provide evidence of any kind that their vehicle had broken down.*
- *If the cause of the vehicle "breaking down" was due to negligence on the part of the motorist, i.e. the vehicle had not been properly maintained, had run out of petrol or water or a similar reason.*
- *If the Civil Enforcement Officer's notes contradict the motorist's version of events.*

MC22 Where the motorist claims that they were attending an emergency or another vehicle that had broken down.

May Accept Representations

- *If the motorist is able to provide reasonable proof of the emergency, i.e. a credible report of an accident or incident, or that they were attending to another vehicle that had broken down.*

May Reject Representations

- *If the motorist is unable to provide evidence of any kind that they were attending an emergency or another vehicle which had broken down.*
- *If the Civil Enforcement Officer's notes contradict the motorist's version of events, i.e. the motorist was not seen attending an emergency or another vehicle which was broken down.*

MC23 Where the motorist claims to have put money into the wrong ticket machine.

May Accept Representations

- *If it is agreed that the position of the ticket machine used by the motorist is likely to cause confusion.*
- *Or if the fee paid was no less than the fee required for the parking place, and the motorist did not over stay the time defined by appropriate tariff.*

May Reject Representations

- *If the ticket machine used by the motorist is positioned in such a place that confusion is not likely.*
- *If the motorist has had representations accepted for a similar contravention previously.*

MC24 Where the vehicle in question was on police, fire brigade or ambulance duties.

May Accept Representations

- *If a senior officer of the service concerned supports the representations and there is no reason to doubt that the vehicle was engaged on operational activities.*

May Reject Representations

- *In all other circumstances*

MC25 Where the motorist claims to have been collecting or depositing monies at a bank.

May Accept Representations

- *If the procedure explained in the motorist's representations is consistent with the allowance for loading and unloading. (see SG1.1)*
- *If it considered to be an unreasonable risk to have carried large amounts of monies any significant distance.*
- *If specific arrangements have been agreed.*

May Reject Representations

- *In all other circumstances*

MC26 Where the motorist claims to have been unaware of a temporary parking restriction or special event restriction.

May Accept Representations

- *If the motorist claims that there was no indication of the restriction, and the Civil Enforcement Officer's notes/photographs do not confirm that appropriate signing was in place.*
- *If the process followed to make the temporary order was defective in some way.*

May Reject Representations

- *If the Civil Enforcement Officer's notes/photographs confirm that the vehicle was parked in an area restricted by the Temporary Order or Notice, and that appropriate signing was in place and clearly visible.*

MC27 Where the registered keeper liable for payment of the PCN is expected to be absent for a long period of time, e.g. is living abroad or is in prison.

May Accept Representations

- *In no circumstances*

May Reject Representations

- *On all occasions*

MC28 Where the registered keeper liable for payment of the PCN is said to have died.

May Accept Representations

- *Where the circumstances can be confirmed (by sensitive enquiry).*

May Reject Representations

- *Only if there is a significant evidence to doubt the sincerity of the representations.*

MC29 Where the vehicle driven by the motorist is diplomatically registered.

May Accept Representations

- *In all circumstances. A Notice to Owner should never be sent to the keeper of a diplomatically registered vehicle.*
- *All un-recovered penalty charges from keepers of diplomatically registered vehicles, the information concerning these debts should be passed on to the Foreign and Commonwealth Office.*
- *[Source – Secretary of State’s Traffic Management and Parking Guidance, Vienna Convention on Diplomatic Relations, Diplomatic Privileges Act 1964 and Government Report on Review of Vienna Convention...]*

May Reject Representations

- *In no circumstances*

MC30 Where the motorist received a Fixed Penalty Notice (FPN) from a police officer when parked in the same location.

May Accept Representations

- *To prevent ‘double jeopardy’, if confirmation provided by the police that proceedings for a criminal offence in connection with the same parking/waiting incident have been instituted.*

May Reject Representations

- *In all other circumstances*

MC31 Where a Council officer or Member parked in contravention and claims to have been on Council business.

May Accept Representations

- *If the officer was carrying out emergency or other statutory work and falls within the exemption detailed in the relevant order.*

May Reject Representations

- *If it can be established that the officer/Member could have reasonably parked elsewhere.*

MC32 Where the motorist stopped to drop someone off.

May Accept Representations

- *If the circumstances are seen by the Civil Enforcement Officer.*
- *If in exceptional circumstances and subject to observations times, the motorist had to escort a passenger (child, elderly or disabled person) to home, or school.*

May Reject Representations

- *If motorist was parked/stopped on school keep clear markings, pedestrian crossing, cycle lane, clearway, or bus stop clearway.*

MC33 Where motorist was unaware of the Overnight Waiting Ban/Commercial Vehicle waiting restriction.

May Accept Representations

- *If motorist was instructed / authorised to park in contravention of the restriction by the police.*

May Reject Representations

- *In all other circumstances*

MC34 Where motorist states they were in police custody when PCN issued.

May Accept Representations

- *If proof (from the Police) has been provided that the Police had instructed the motorist to leave the vehicle.*
- *If the time of arrest (proof required from the Police) provides confirmation that motorist was legally parked and was unable to move vehicle before the restriction started.*

May Reject Representations

- *If no proof provided.*
- *If vehicle could have been legally parked before arrest.*

MC35 Where motorist states they were visiting a friend or relative in urgent circumstances.

May Accept Representations

- *If due to an emergency the parking contravention could not be avoided due to the exceptional nature of the incident.*

May Reject Representations

- *If the Civil Enforcement Officer's Pocket Book notes provides significant reason to doubt sincerity of representation.*
- *If motorist has already received a PCN, which has been cancelled for the same reason.*

MC36 Where motorist claims there was no legal place to park.

May Accept Representations

- *Only in the most exceptional of circumstances*

May Reject Representations

- *In the absence of exceptional circumstances*

MC37 Where motorist claims they were parked on private property.

May Accept Representations

- *If land search maps confirm location is private property & not subject of the relevant Traffic Regulation Order. If there is insufficient evidence to establish location of vehicle*

May Reject Representations

- *In all other circumstances*

MC38 Where motorist was delayed in returning to their vehicle parked in a limited waiting parking place.

May Accept Representations

- *If supported by appropriate evidence, the motorist's representations claim that the delay in returning to the vehicle was caused by circumstances that were entirely unforeseen, unavoidable and exceptional.*
- *If motorist's vehicle had broken down, subject to concurrence with policy MC21.*

May Reject Representations

- *If the delay described by the motorist was not exceptional, i.e. queuing in a shop.*
- *If the motorist simply underestimated the time needed and could have reasonably purchased more time.*
- *If the motorist was unable to drive since parking due to excess alcohol in the body or had been were detained by the police for any reason, unless subsequently released without charge or proven innocent.*

MC39 Where motorist states that the details on the PCN are incorrect.

May Accept Representations

- *If there is reason to doubt that the PCN was issued correctly, taking into account evidence provided by the Civil Enforcement Officer.*

May Reject Representations

- *If the Penalty Charge Notice was fully and correctly completed.*

MC40 Where motorist states they were unaware of enforcement on Bank/Public holidays.

May Accept Representations

- *In no circumstances*

May Reject Representations

- *On all occasions*

MC41 Where motorist states that restriction was marked after the vehicle had been parked.

May Accept Representations

- *If records confirm that signing/lining/ placement of cones or suspension notices was likely to have taken place after the vehicle parked.*

May Reject Representations

- *If there is evidence to show that markings were already in place at the time of parking.*

Important Note:

This list of mitigating circumstances is an example of the most common reasons given for appeal when a PCN is received. It is not exhaustive, and other appeal reasons not included in this list may be given as outlined in SG10.