



Gloucestershire

COUNTY COUNCIL

Gloucestershire County Council

Civil Parking Enforcement

October 2022

Guidance policies for the enforcement & cancellation of Penalty Charge Notices

Policies set out in this document provide guidance only and subject to ongoing review

Each case must be considered on its own merits, taking into account all of the evidence available and the exceptionality of the circumstances

Index

Introduction	5
Standard contravention codes, penalty charge levels	6
SG1 The contravention did not occur:	10
SG1.1 where the motorist claims he/she was loading/unloading	10
SG1.2 where the motorist claims that a pay & display ticket machine was faulty.....	11
SG1.3 where the motorist claims that the restriction is not clearly signed or marked....	11
SG1.4 where the motorist was carrying out construction or demolition works etc.....	11
SG1.5 where the motorist claims that the PCN was not served (i.e. PCN not found attached to vehicle or handed to driver)	12
SG1.6 where the motorist claims that their vehicle was not parked in the alleged location at the time and on the date the PCN was issued.....	13
SG1.7 where the motorist claims that a valid authorisation to park had been issued....	13
SG1.8 where the motorist claims that a pay & display ticket was purchased and correctly displayed or that a cashless parking session was purchased	13
SG2 The recipient never was the owner/keeper of the vehicle in question	14
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	15
SG4 That the recipient is a vehicle-hire firm:	15
SG5 That the penalty charge exceeded the amount applicable in the	16
circumstances of the case.....	16
SG6 That there has been a procedural impropriety on the part of the enforcement authority	16
SG7 (1) That the Order which is alleged to have been contravened in relation to the vehicle concerned is invalid.....	17
(2) In the case where a PCN was served by post on the basis that a CEO was prevented from fixing it to the vehicle concerned or handing it to the owner or person in charge of the vehicle, that no CEO was so prevented.	17
(3) That the NtO should not have been served because the penalty charge had already been paid in full or by the amount reduced by any discount set within the period set. ..	17
SG8 Any other information that the motorist/vehicle owner wants the Council to take into consideration.....	17
SG9 Other or there are compelling reasons why in the particular circumstances of the case the enforcement authority should cancel the Penalty Charge Notice (PCN).....	17
Mitigating Circumstances	18
MC1 where the motorist claims to have become unwell while driving.....	18

MC2 where the motorist claims to be a doctor, nurse, health visitor attending a patient	18
MC3 where the motorist stopped to use the toilet.....	18
MC4 where the motorist stopped to collect (prescribed) medication from a chemist....	19
MC5 where the motorist was a patient visiting a doctor's surgery	19
MC6 where the motorist claims to have been recently bereaved.....	19
MC7 where the motorist was delayed in returning to their vehicle and parking time purchased had expired.....	19
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	20
MC9 where the motorist left the vehicle parked without a valid ticket on display to obtain change	20
MC10 where the motorist claims to have been unaware of the parking charge payable or of the restriction/prohibitions applicable to vehicles of a certain class or weight	20
MC11 where the motorist claims to have been unaware of recent rise in tariff	20
MC12 where the motorist had parked with one or more wheels outside of a marked parking bay in a car park.....	21
MC13 where the motorist is a current Blue Badge holder / transporting a current Blue Badge holder and they did not have their Blue Badge and / or clock on display or could not be read or had expired	21
MC14 where the motorist claims to have been unaware of the existence of a Controlled Parking Zone	21
MC15 where the motorist was displaying an expired authorisation to park, i.e. waiver, parking place suspension, season ticket, residents' permit, business permit or visitors permit.....	22
MC16 where the motorist is parked in contravention of a waiting/parking prohibition whilst displaying a residents' visitor permit.....	22
MC17 where the motorist is a new resident within a controlled parking zone and had parked in a residents' bay without displaying a valid residents' permit	22
MC18 where the motorist had parked incorrectly in a controlled bay on-street.....	22
MC19 where the motorist assumed that they were entitled to "a period of grace" before the PCN was issued.....	23
MC20 where the motorist claims they were attending a funeral.....	23
MC21 where the motorist claims that snow, foliage, fallen leaves or flooding covered the signs or markings	23
MC22 where the motorist claims that their vehicle had broken down	24
MC23 where the motorist claims that they were attending an emergency or another vehicle that had broken down.....	25
MC24 where the motorist claims to have put money into the wrong ticket machine	25

MC25 where the vehicle in question was on police, fire bridge or ambulance duties...	25
MC26 where the motorist claims to have been collecting or depositing monies at a bank	25
MC27 where the motorist claims to have been unaware of a temporary parking restriction or special event restriction	25
MC28 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	26
MC29 where the registered keeper liable for payment of the PCN is said to have died	26
MC30 where the vehicle driven by the motorist is diplomatically registered.....	26
MC31 where the motorist received a Fixed Penalty Notice (FPN) from a police officer or traffic warden when parked in the same location.....	27
MC32 where a Council officer or Member parked in contravention and claims to have been on Council business	27
MC33 where the motorist stopped to drop off someone	27
MC34 where the motorist was unaware of the overnight waiting ban/commercial vehicle waiting restriction	27
MC35 where the motorist states they were in police custody when PCN issued	28
MC36 where the motorist states they were visiting a friend or relative in urgent circumstances.....	28
MC37 where the motorist claims there was no legal place to park	28
MC38 where the motorist states they were parked on private property	28
MC39 where the motorist was delayed in returning to their vehicle parked in a limited waiting parking place	29
MC40 where the motorist had parked while asking directions / opening gates to private property	29
MC41 where the motorist stopped to answer mobile phone	29
MC42 where the motorist states that the details on the PCN are incorrect, e.g. location	29
MC43 where the motorist states they were unaware of enforcement on Bank/Public holidays	29
MC44 where the motorist states that restriction was marked after the vehicle had been parked.....	29

Introduction

The guidelines in this document are intended to inform the public and provide guidance to council employees working in the enforcement of parking regulations.

This is consistent with current best practice and aims to provide clarity, consistency and transparency within the enforcement process, compliance with the Department of Transport's parking policy and Operational Guidance to Local Authorities and with the aspirations of the Traffic Penalty Tribunal (TPT) and the Local Government Ombudsman (LGO). For benchmarking purposes, other local authorities' guidance has been considered to ensure a consistent approach to best practice.

The importance of these guidelines is that they represent a foundation upon which fairness 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 fettered by being unduly formulaic.

The policies address the following:

The statutory grounds upon which representations may be made

Mitigating circumstances

The acceptance or rejection of informal challenges and formal representations

For ease of reference each circumstance or statutory reason is split into 2 columns – when we may accept representations and when we may reject representations.

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

These policies will be subject to ongoing review.

Standard contravention codes, penalty charge levels

(Not all Contravention Codes are used in all Council areas)

Code	Notes	Contravention	Differential Penalty Charge level
01	On Street	Parked in a restricted street during prescribed hours	Higher
02	On Street	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher
04	On Street	Parked in a meter bay when penalty time is indicated	Lower
05	On Street	Parked after the expiry of paid for time at a pay & display bay	Lower
06	On Street	Parked without clearly displaying a valid pay & display ticket or voucher	Lower
07	On Street	Parked with payment made to extend the stay beyond initial time ('meter feeding')	Lower
08	On Street	Parked at an out of order meter during controlled hours	Lower
09	On Street	Parked displaying multiple pay & display tickets where prohibited	Lower
10	On Street	Parked without clearly displaying two**** valid pay & display tickets when required	Lower
11	On Street	Parked without payment of the parking charge	Lower
12	On Street	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay & display ticket issued for that place	Higher
14	On Street	Parked in an electric vehicles charging place during restricted hours without charging	Higher
16	On Street	Parked in a permit space without displaying a valid permit	Higher
18	On Street	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher
19	On Street	Parked in a residents' or shared use parking place or zone displaying an invalid permit, invalid voucher or an invalid pay & display ticket	Lower
20	On Street	Parked in a loading gap marked by a yellow line	Higher

21	On Street	Parked in a suspended bay/space or part of bay/space	Higher
22	On Street	Re-parked in the same parking place within one hour of leaving	Lower
23	On Street	Parked in a parking place or area not designated for that class of vehicle	Higher
24	On Street	Not parked correctly within the markings of the bay or space	Lower
25	On Street	Parked in a loading place during restricted hours without loading	Higher
26	On Street	Vehicle parked more than 50 cm from the kerb and not within a designated parking place.	Higher
27	On Street	Parked adjacent to a dropped footway	Higher
30	On Street	Parked for longer than permitted	Lower
35	On Street	Parked in a disc parking place without clearly displaying a valid disc	Lower
36	On Street	Parked in a disc parking place for longer than permitted	Lower
40	On Street	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	Higher
41	On Street	Parked in a parking place designated for diplomatic vehicles	Higher
42	On Street	Parked in a parking place designated for police vehicles	Higher
45	On Street	Parked on a taxi rank	Higher
46	On Street	Stopped where prohibited (on a red route or clearway)	Higher
47	On Street	Parked on a restricted bus stop/stand	Higher
48	On Street	Stopped in a restricted area outside a school	Higher
49	On Street	Parked wholly or partly on a cycle track/lane	Higher
55	On Street	A commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	Higher
56	On Street	Parked in contravention of a commercial vehicle waiting restriction	Higher

57	On Street	Parked in contravention of a coach ban	Higher
61	On Street	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher
62	On Street	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher
63	On Street	Parked with engine running where prohibited	Lower
70	Off Street	Parked in a loading area during restricted hours without reasonable excuse	Higher
73	Off Street	Parked without payment of the parking charge	Lower
74	Off Street	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher
80	Off Street	Parked for longer than the maximum period permitted	Lower
81	Off Street	Parked in a restricted area in a car park	Higher
82	Off Street	Parked after the expiry of time paid for in a pay & display car park	Lower
83	Off Street	Parked in a pay & display car park without clearly displaying a valid pay & display ticket	Lower
84	Off Street	Parked with additional payment made to extend the stay beyond time first purchased	Lower
85	Off Street	Parked in a permit bay without clearly displaying a valid permit	Higher
86	Off Street	Parked beyond the bay markings	Lower
89	Off Street	Vehicle parked exceeds maximum weight and/or height permitted in the area	Higher
90	Off Street	Re-parked within one hour* of leaving a bay or space in a car park	Lower
91	Off Street	Parked in an area not designated for that class of vehicle	Higher
92	Off Street	Parked causing an obstruction	Higher
93	Off Street	Parked in car park when closed	Lower

94	Off Street	Parked in a pay & display car park without clearly displaying two*** valid pay & display tickets when required	Lower
95	Off Street	Parked in a parking place for a purpose other than the designated purpose for the parking place	Lower
96	Off Street	Parked with engine running where prohibited	Lower
99	On Street	Stopped on a pedestrian crossing or crossing area marked by zigzags	higher

*= or other specified times

***= or other number

Statutory Grounds to Make Representations

Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 and The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022 set out the grounds under which statutory representations can be made and this section sets them out and common circumstances around each one that we receive.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
SG1 The contravention did not occur:	
SG1.1 where the motorist claims he/she was loading/unloading	
On a waiting prohibition or in a controlled bay If evidence is available or provided to show: 1. 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. 2. Loading/unloading activity was adjacent to the premises concerned but includes taking goods to where the recipient may reasonably require them in the premises. 3. Loading/unloading must be continuous while the vehicle is parked in the restricted area. 4. Loading/unloading activity was timely (includes checking goods and signing paperwork, but not delayed by unrelated activity). If in the course of business, including commercial delivery/collections, couriers, multi drop parcel carriers, removal services etc. <i>CEOs should be made aware that delivery drivers/staff are expected to secure their vehicle when it is unattended and can legitimately be locked during some stages of the delivery process. Once the delivery process is complete the driver must move the vehicle even if it is within the maximum period allowed for loading/unloading.</i>	On school 'keep clear' 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

[Source – DfT Operational Guidance, Traffic Orders, decided cases e.g. Jane Packer Flowers]	
SG1.2 where the motorist claims that a pay & display ticket machine was faulty	
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 is not available to confirm that a machine was working at the time and there was not another ticket machine nearby which was operating correctly. No other payment methods (including cashless or alternative nearby machine) available to purchase pay & display ticket or parking session. Made payment but no Pay & Display ticket printed from the machine.	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, to include the cashless payment option.
SG1.3 where the motorist claims that the restriction is not clearly signed or marked	
If signs and/or markings are missing or unclear. If signs and markings are inconsistent with each other and/or Traffic Order or legislation.	If site visits records or photographs establish that signs and/or markings are correct and consistent with each other and the Traffic Regulation Order.
SG1.4 where the motorist was carrying out construction or demolition works etc.	
If evidence confirms that the motorist was simply loading/unloading (see policy S1.1, above) If a valid waiver to park at the location in question had been issued and was on display in the vehicle. 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.	In all other circumstances.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
SG1.5 where the motorist claims that the PCN was not served (i.e. PCN not found attached to vehicle or handed to driver)	
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.	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.
<u>Information Only</u> <u>Service of PCNs by Post</u> If the PCN is not served at the time of issue by affixing to the windscreen of the vehicle concerned or by handing it to the driver, there are two circumstances when a PCN may be served by post (within 14 days of the contravention); 1. If the CEO has been prevented, for example by force, threats of force, obstruction or violence from serving the PCN by either affixing it to the vehicle or giving it to the person who appears to be in charge of the vehicle. <i>The threat of violence or force directed towards the CEO must be such that the officer concerned had substantial reason to fear that any attempt to serve the notice would result in them being assaulted. Details of the incident must be recorded in hand held computer or pocket notebook and the incident reported to the police.</i> 2. If the CEO had started to issue the PCN, i.e. has completed his/her observations and had put the data into the hand held computer and would, in other circumstances, have to cancel the PCN, but did not have enough time to finish or serve it before the vehicle was driven away. <i>CEOs should continue to issue a PCN once they have started. However, as the driver's return to the vehicle presents an opportunity for the CEO to speak with him/her, it may be the most appropriate course of action to draw attention that the vehicle is parked in contravention and to ask the driver to comply with the restriction. It is of course also possible that a driver will not be willing to speak to the CEO and will take the opportunity to drive away before the PCN has been served. In such circumstances, providing the CEO had actually started to issue the PCN (a CEO has not started to issue a PCN if s/he is observing the vehicle or jotting down some details, it is only when the CEO starts to create the PCN and would otherwise have to cancel it, that they have started to issue it), it may, following careful consideration of all the circumstances, be served by post.</i>	

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
SG1.6 where the motorist claims that their vehicle was not parked in the alleged location at the time and on the date the PCN was issued	
Following consideration of all available evidence, paying particular attention to the make, model and colour of the vehicle:	If there is no evidence or if the evidence presented does not support the claim or is inconclusive.
SG1.7 where the motorist claims that a valid authorisation to park had been issued	
If the motorist can produce a valid authorisation to park or records show that the motorist held a valid authorisation to park, for example a waiver to park, issued by the GCC parking team.	If the motorist cannot provide a copy of the valid authorisation to park or if there is no record of any issue of the authorisation. If the motorist did not park in accordance with the authorisation.
MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
SG1.8 where the motorist claims that a pay & display ticket was purchased and correctly displayed or that a cashless parking session was purchased	
If the motorist produces a Pay & Display parking ticket that was valid at the time the PCN was issued, and the CEO's evidence confirms: 1. A face down ticket was on display in the vehicle. 2. A ticket was displayed, but partially concealed so that relevant details (expiry time, date, etc) & VRM could not be seen and checked. And providing that either: • The serial number printed on the back of a face down ticket was visible and could be seen and recorded by the CEO. • The serial number of a partially concealed ticket was visible and could be seen and recorded by the CEO.	• If the motorist is unable to produce a ticket/ parking session that was valid at the time the PCN was issued. • The serial number/VRM of the ticket produced does not match serial number/VRM printed on the back of the ticket seen by the CEO. • When evidence confirms that the ticket produced was not purchased by the motorist (obtained from another motorist, found in the car park, etc.). • In circumstances when a PCN has been issued in similar circumstances on a previous occasion or has been cancelled in accordance with this policy on previous occasions or it is decided that due to the number of times or the frequency that PCNs have been cancelled previously, not to exercise the same discretion on the occasion concerned.

Or for cashless transactions Where the registration number details entered at the time of purchase match the registration number details of the vehicle concerned, subject to some latitude being allowed for errors.	
MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
SG2 The recipient never was the owner/keeper of the vehicle in question or: - Had ceased to be its owner/keeper before the date on which the alleged contravention occurred; or - Became its owner/keeper after that date. <i>Where a recipient makes representations under the circumstances above, they are legally obliged to include a statement of the name and address of the person to whom the vehicle was disposed of (or from whom it was acquired, as the case may be), if they have that information.</i>	
- If the DVLA confirm the motorist was not the registered keeper at the time of the contravention. - If the previous registered keeper provides proof that the motorist purchased or acquired the vehicle after the contravention, or the subsequent registered keeper provides proof that the motorist sold or disposed of the vehicle before the contravention.	- If the DVLA confirm the motorist was the registered keeper at the time of the contravention. - If the previous registered keeper provides proof that the motorist purchased or acquired the vehicle before the contravention, or the subsequent registered keeper provides proof that the motorist sold or disposed of 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 PCNs incurred, subject to the time of hire (see SG4).

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
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 <i>This ground for representation covers stolen vehicles and vehicles which were not stolen, but which were used without the owner's consent. It may apply in limited circumstances where a vehicle was being used by a member of the owner's family without the owner's consent, such as where the family member has no permission to use the vehicle and has taken the keys without the owner's knowledge.</i>	
If the registered keeper/owner confirms that the matter has been reported to the police as a crime by providing a valid letter/email from the Police containing the crime report reference number and what it is in relation to.	If the current registered keeper is unable to provide any proof of theft or taking without consent. If the police crime report reference number provided does not exist, it does not match the date of the theft or taking without consent, or the details in the report do not match the date of the contravention.
SG4 That the recipient is a vehicle-hire firm: The vehicle in question was at the material time hired from that firm under a vehicle hiring agreement; and The person hiring it has signed a statement of liability acknowledging his liability in respect of any PCN served in respect of any contravention involving the vehicle	
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. ACTION – send a new Notice to Owner to the person named by the hire agreement. That person is legally deemed to be the owner of the vehicle for the purposes of processing the PCN.	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 that had been signed to accept responsibility for PCNs issued. If the hire company are unable to prove that they hired out the vehicle on the date of the contravention nor provide the name and address of the person to whom the vehicle was hired.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
SG5 That the penalty charge exceeded the amount applicable in the circumstances of the case	
If the PCN and/or Notice to Owner showed the incorrect amount of penalty charge, i.e. the wrong differential penalty charges level. <i>See the table of Contraventions</i>	If the PCN or Notice to Owner showed the correct amount of penalty charge.
SG6 That there has been a procedural impropriety on the part of the enforcement authority	
1) Where it is established that the enforcement authority has failed to observe any requirement imposed on it by the Traffic Management Act or Traffic Management Act regulations in relation to the imposition or recovery of a penalty charge or other sums. 2) The taking of any step, whether or not involving the service of a document and the purported service of a Charge Certificate in advance of the time scale set out in the regulations.	If it is established that: 1) All requirements of the Traffic Management Act have been fully and correctly observed by the enforcement authority. 2) That service of all documents has taken place in compliance with relevant time scales. 3) A penalty charge notice has not been served.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
SG7 (1) That the Order which is alleged to have been contravened in relation to the vehicle concerned is invalid. (2) In the case where a PCN was served by post on the basis that a CEO was prevented from fixing it to the vehicle concerned or handing it to the owner or person in charge of the vehicle, that no CEO was so prevented. (3) That the NtO should not have been served because the penalty charge had already been paid in full or by the amount reduced by any discount set within the period set.	
1) If a relevant Order was found to be invalid. 2) If in accordance with the Council's policies in connection with the prevention of service of PCNs it is determined that a CEO was not prevented from fixing the PCN to the vehicle or handing it to the driver. 3) It is established satisfactorily that the penalty charge had been paid.	1) If a relevant Order was found to be valid. 2) If in accord with the Council's policies in connection with the prevention of service of PCNs it is determined that a CEO was prevented from fixing the PCN to the vehicle or handing it to the driver. 3) If payment has not been received.
SG8 Any other information that the motorist/vehicle owner wants the Council to take into consideration <i>Representations must be made within 28 days of service of the NtO; however, discretion should be exercised when the vehicle owner provides a valid reason for a delay and has strong ground(s) for representation.</i>	
The decision whether or not a PCN should be cancelled will only be taken following very careful consideration, taking into account all of the evidence available.	
SG9 Other or there are compelling reasons why in the particular circumstances of the case the enforcement authority should cancel the Penalty Charge Notice (PCN)	
The decision whether or not a PCN should be cancelled will only be taken following very careful consideration, taking into account all of the evidence available.	

Mitigating Circumstances

This section gives information on circumstances that are regularly received in regard to Penalty Charge Notices that are not covered in the statutory reasons above.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC1 where the motorist claims to have become unwell while driving	
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 CEO support the motorist's representations.	If the motorist cannot provide proof of a medical condition, temporary or permanent, consistent with the conditions described. Or Where other evidence contradicts the motorist's claims. If the medical condition applies to the passengers of the vehicle.
MC2 where the motorist claims to be a doctor, nurse, health visitor attending a patient	
If the motorist concerned possesses a Medical Dispensation badge (BMA, HEBS) that the Council concerned recognises and approves and/or is exempt under the relevant Order. Or If the motorist produces evidence from Senior Management that they were responding to an urgent medical call and there was no nearby legal parking place. If the vehicle can supply evidence of a valid carers permit, where applicable.	If the motorist was not attending a patient in urgent circumstances or if there was a legal parking space nearby. If the motorist was parked outside their practice or other place of work for any reason other than to collect supplies for an urgent call. If the motorist was parked in an area which does not correspond with the claim made, i.e. far from patient's location, say, in a car park.
MC3 where the motorist stopped to use the toilet	
On production of medical evidence confirming a relevant medical condition and in support of the circumstances described.	In all other circumstances.

MC4 where the motorist stopped to collect (prescribed) medication from a chemist	
On production of medical evidence confirming a relevant medical condition and in support of the circumstances described.	In all other circumstances.
MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC5 where the motorist was a patient visiting a doctor's surgery / hospital	
If the motorist can provide proof to confirm that the visit was an emergency and that they were unable to walk from the nearest legal parking space.	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 park legally elsewhere.
MC6 where the motorist claims to have been recently bereaved	
If no evidence exists to the contrary, taking into account the sensitivity of this issue on first occasion.	Only if there is significant reason to doubt the sincerity of representations, i.e. the CEO'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	
If supported by appropriate evidence, the motorist's claims that the delay returning to the vehicle was caused by unforeseeable and unavoidable circumstances. If the motorist's vehicle had broken down, subject to concurrence with policy MC25, below. If the motorist was rendered unable to drive since parking the vehicle.	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 / drugs in the body or had been detained and charged or prevented by the police.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
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	
In no circumstances.	If the motorist overstay the 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	
In no circumstances. Cashless options are available and it is the responsibility of the motorist to ensure payment means before parking.	If the CEO’s notes indicate that the motorist returned to the vehicle while the PCN was being issued: • Having apparently completed the purpose which led to the vehicle being parked in the first place, i.e. carrying shopping etc.
MC10 where the motorist claims to have been unaware of the parking charge payable or of the restriction/prohibitions applicable to vehicles of a certain class or weight	
If signs providing information about the parking charge payable, and the restrictions applicable to vehicles of that class or weight, are incorrect, inadequate or missing altogether.	In all other circumstances.
MC11 where the motorist claims to have been unaware of recent rise in tariff	
In no circumstances	In all other circumstances.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC12 where the motorist had parked with one or more wheels outside of a marked parking bay	
Only in the most exceptional of circumstances that were outside the motorist's control and are supported by incontrovertible evidence. otherwise In no circumstances.	When clear and incontrovertible supporting evidence (photographs/sketch plan) is available.
MC13 where the motorist is a current Blue Badge holder / transporting a current Blue Badge holder and they did not have their Blue Badge and / or clock on display or could not be read or had expired	
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 current Blue Badge holder or were transporting a current Blue Badge holder.	If the motorist has previously had a PCN cancelled for incorrectly displaying a valid blue badge and/ or time clock where necessary within a 3 year period and has been warned to display a valid badge / time clock correctly in the future. If the motorist was 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 parking restriction	
If it can be established that the signing and markings of the restriction are at fault (missing and/or unclear), see policy SG1.3, above.	In all other circumstances.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC15 where the motorist was displaying an expired authorisation to park, i.e. waiver, parking place suspension, season ticket, residents' permit, business permit or visitors permit	
If the renewal of the authorisation was delayed by the Council's administrative processes. If it can be established that ICT failures and downtime delayed the renewal of an authorisation to park.	The issue of a PCN is not a reminder to renew or purchase a permit. MiPermit will remind the permit holder by email only when permits are due to expire; however it remains the permit holder's responsibility to renew in a timely manner. Permit holders can check the status of the permit by logging into their on-line account or contacting <u>MiPermit</u> (Tel: 0333 123 5900) for further details. In the event of more than one vehicle registration included on the permit, subsequent production of the permit will not necessarily cause automatic cancellation of the PCN as the permit may have been used on the other vehicle.
MC16 where the motorist is parked in contravention of a waiting/parking prohibition whilst displaying a residents' visitor permit	
In no circumstances.	On all occasions
MC17 where the motorist is a new resident within a controlled parking zone and had parked in a residents' bay without displaying a valid residents' permit	
In no circumstances.	On all occasions.
MC18 where the motorist had parked incorrectly in a controlled bay on-street	
If it can be established that the motorist was genuinely loading or unloading subject to compliance with guidance provided in SG1.1, above.	On all occasions.

MC19 where the motorist assumed that they were entitled to “a period of grace” before the PCN was issued	
In no circumstances.	In all circumstances.
MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC20 where the motorist claims they were attending a funeral	
Ceremony Vehicle – The principal ceremony vehicle used for the purpose of transporting the bride and/ or groom to a place of worship or licensed registrar office for the purpose of a marriage or civil partnership Funeral Vehicle – Any vehicle operating by a funeral director for the purpose of a funeral procession to a place of worship, cemetery or crematorium	In no other circumstances.
MC21 where the motorist claims that snow, foliage, fallen leaves or flooding covered the signs or markings	
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.	If it can be established that such conditions did not cause lines and signs to be obscured as claimed. If the CEO'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.

MC22 where the motorist claims that their vehicle had broken down

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

If the motorist is unable to provide satisfactory 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. had run out of petrol or water or a similar reason.

If the CEO’s note contradict the motorist’s version of events.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC23 where the motorist claims that they were attending an emergency or another vehicle that had broken down	
If the vehicle is a recognised recovery vehicle, i.e. AA, RAC.	In all other circumstances
MC24 where the motorist claims to have put money into the wrong ticket machine / Used the wrong location code	
If the position of the ticket machine used by the motorist is likely to cause confusion and a valid ticket from said machine is provided.	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 the same contravention within 3 year period.
MC25 where the vehicle in question was on police, fire bridge or ambulance duties	
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.	In all other circumstances.
MC26 where the motorist claims to have been collecting or depositing monies at a bank	
If the procedure explained in the motorist's representations is consistent with the allowance for loading and unloading; see policy SG1.1, above.	In all other circumstances
MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC27 where the motorist claims to have been unaware of a temporary parking restriction or special event restriction	
If the motorist claims that there was no indication of the restriction, and the CEO's	If the CEO's notes/photographs confirm that the vehicle was parked in an area

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.	restricted by the Temporary Order or Notice, and that appropriate signing was in place and clearly visible.
MC28 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	
If it is a custodial sentence proof of term would be required. It would not be worthwhile to pursue a PCN if the person is serving a lengthy term. i.e. in excess of two years	On all occasions.
MC29 where the registered keeper liable for payment of the PCN is said to have died	
Where the circumstances can be confirmed (by sensitive enquiry), for example a death certificate.	Only if there is significant evidence to doubt the sincerity of the representations.
MC30 where the vehicle driven by the motorist is diplomatically registered	
In all circumstances. <u>A Notice to Owner should never be sent to the keeper of a diplomatically registered vehicle.</u> All unrecovered penalty charges from keepers of diplomatically registered vehicles, the information concerning these debts should be passed on to the Foreign & 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...]	In no circumstances.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC31 where the motorist received a Fixed Penalty Notice (FPN) from a police officer or traffic warden when parked in the same location	
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.	In all other circumstances.
MC32 where a Council officer or Member parked in contravention and claims to have been on Council business	
If the officer was carrying out emergency or other statutory work and the vehicle could not have been reasonably parked elsewhere as defined in the Traffic Regulation Order (TRO)	If it can be established that the officer / Member could have reasonably parked elsewhere. Exemption defined in TRO
MC33 where the motorist stopped to drop off someone	
If the circumstances are seen by the CEO. 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.	If motorist was parked/stopped on school keep clear markings, pedestrian crossing, bus stop clearway, loading ban.
MC34 where the motorist was unaware of the overnight waiting ban/commercial vehicle waiting restriction	
If motorist was instructed / authorised to park in contravention of the restriction by the police.	In all other circumstances.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC35 where the motorist states they were in police custody when PCN issued	
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 the motorist was legally parked and was unable to move vehicle before the restriction started.	If no proof provided. If vehicle could have been legally parked before arrest or vehicle should not have been used.
MC36 where the motorist states they were visiting a friend or relative in urgent circumstances	
If due to a medical/ criminal emergency the parking contravention could not be avoided due to the exceptional nature of the incident. (proof to be provided)	If the motorist has already received a PCN which has been cancelled for the same reason. If the CEO's pocket book notes provide significant reason to doubt the sincerity of the representation.
MC37 where the motorist claims there was no legal place to park	
In no circumstances	In all other circumstances
MC38 where the motorist states they were parked on private property	
If land search maps confirm the location is private property and not subject of the relevant Traffic Regulation Order. If there is insufficient evidence to establish location of the vehicle.	In all other circumstances.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC39 where the motorist was delayed in returning to their vehicle parked in a limited waiting parking place	
If supported by appropriate evidence, the motorist's claims that the delay returning to the vehicle was caused by unforeseeable and unavoidable circumstances. If the motorist's vehicle had broken down, subject to concurrence with policy MC25, below. If the motorist was rendered unable to drive since parking the vehicle.	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 detained by the police for any reason, unless subsequently released without charge or proven innocent.
MC40 where the motorist had parked while asking directions / opening gates to private property	
If evidence provided by the CEO does not contradict representations.	In all other circumstances.
MC41 where the motorist stopped to answer mobile phone	
In no circumstances.	On all occasions.
MC42 where the motorist states that the details on the PCN are incorrect, e.g. location	
If there is reason to doubt that the PCN was issued correctly, taking into account evidence provided by the CEO.	If the PCN was fully and correctly completed.
MC43 where the motorist states they were unaware of enforcement on Bank/Public holidays	
In no circumstances.	On all occasions.

MAY ACCEPT REPRESENTATIONS	MAY REJECT REPRESENTATIONS
MC44 where the motorist states that restriction was marked after the vehicle had been parked	
If records confirm that signing/lining/placement of cones or suspension notices was likely to have taken place after the vehicle parked.	If there is evidence to show that markings were already in place at the time of parking.