



# Cambridgeshire County Council

## Civil Parking Enforcement Policy And Operational Guidance

<b>Table of Content</b>	<b>Page No.</b>
<b>1. Introduction</b>	5
<b>2. General Notes</b>	5
<b>3. Legislation</b>	6
3.1 Traffic Regulation Orders (TROs)	7
<b>4. How to Park</b>	7
<b>5. Enforcement</b>	
5.1 Enforcement	10
5.2 Abusive, Threatening and Violent Behaviour	10
5.3 Bank/Public Holidays	11
5.4 Body Worn Cameras	11
5.5 Car Parks	11
5.6 Civil Enforcement Officers (CEOs)	12
5.7 Civil Enforcement Officers Handheld Device & Pocket Book	13
5.8 Contravention Codes and Descriptions	14
5.9 Complaints	14
5.10 Grace Periods	14
5.11 Hours of Enforcement	15
5.12 Observation Periods	15
5.13 Serving a Penalty Charge Notice (PCN)	15
5.14 Duplicate Penalty Charge Notice (PCN)	17
5.15 Public Assistance	17
5.16 Requests for Enforcement	17
5.17 Signs and lines (Missing, Obscured or Broken)	18
5.18 Warning Notice	18
<b>6. Discretionary Parking</b>	
6.1 Discretionary Parking	18
6.2 Diplomatic Vehicles	19
6.3 Emergency Vehicles	19
6.4 Loading /Unloading Guidelines	19
6.5 Royal Mail	20
6.6 Tradespersons	20
6.7 Glaziers	21
6.8 Hazardous chemical substances	21
6.9 Weddings and funerals	21
6.10 Work carried out on the highway/Statutory Undertakings	22
6.11 County/City Council Vehicles	22
<b>7. Highway Parking</b>	
7.1 Abandoned Vehicles	23
7.2 Breakdowns	23
7.3 Bus Stops	24
7.4 Caravans and Trailers	24
7.5 Clamping & Removal	24
7.6 Coaches	24
7.7 Controlled Parking Zone	25
7.8 Cycle Tracks/Lanes	25
7.9 Disabled bays	25
7.10 Disabled and Blue Badge Parking	25

7.11	Dispensations	27
7.12	Doctor/Medical Parking Permit Bays	28
7.13	Drivers in Vehicles	28
7.14	Dropped Kerb Crossings	28
7.15	Double Parking (parked away from the kerb)	28
7.16	Electric Vehicle Charging points	29
7.17	Footway (Pavement) Parking	29
7.18	Foreign Registered Vehicles	30
7.19	Limited Waiting Bays	30
7.20	Loading bay	30
7.21	Motorcycle Bays	30
7.22	Parking Outside Bay Markings	31
7.23	Pay and Display Parking	31
7.24	Pedestrian Crossings	33
7.25	Pedestrian Zone	33
7.26	Permit Parking	33
7.27	Picking Up/Dropping off Passengers	35
7.28	Samaritan Parking Bays	35
7.29	Schools and School Zigzags	35
7.30	Skips	35
7.31	Special Events	35
7.32	Taxis and Private Hire Vehicles	36
7.33	Trunk Roads	36
7.34	Vehicles Drive Away	36
7.35	Verge Parking (inc. Grass)	37
7.36	Yellow Line restrictions	37
<b>8.</b>	<b>Suspensions</b>	
8.1	Suspensions	37
<b>9.</b>	<b>Representations, Appeals and PCN Progression</b>	
9.1	Penalty Charge Notices (PCNs)	38
9.2	Discount period	39
9.3	Appealing a Penalty Charge Notices (PCNs)	39
9.4	Informal Representation	39
9.5	Formal Representation (Notice to Owner (NtO))	40
9.6	Adjudication Appeals	41
9.7	Charge Certificate	41
9.8	Debt Registration	41
9.9	Enforcement Agents (formerly known as Bailiffs)	42
9.10	Considering Cases	44
<b>10.</b>	<b>Mitigation</b>	
10.1	Mitigation	42
10.2	Court Attendance	43
10.3	Dental/Doctor Appointments	43
10.4	Drink Driving or other Arrests	43
10.5	Hospital Appointments/Visits	44
10.6	Police Officer on Duty	44
10.7	Police Officer or Civil Enforcement Officer gave permission to Park	44
<b>11.</b>	<b>Abbreviations</b>	44

**Appendix**

Appendix A - Contravention Codes and Descriptions	46
Appendix B - Observation Periods	48

## 1. Introduction

Civil Parking Enforcement (CPE) means that the enforcement of the majority of on-street parking restrictions is now the responsibility of local authorities rather than the Police. This is in addition to the responsibility for the council operated off-street car parks.

This policy document replaces the Cambridgeshire County Council (the County Council) and Cambridge City Council Guidance Manual for the Cambridge Parking Scheme Enforcement. It applies to the areas within the Civil Enforcement Area (CEA) and Special Enforcement Area (SEA), which includes on-street restrictions within Cambridge City and across the District of South Cambridgeshire.

It is anticipated that on-street parking responsibilities across the district of Huntingdonshire will be transferred to the local authority, in this case that will be Huntingdonshire District Council in 2025 and therefore the policy will apply to that area from the date of the designation Order.

In Districts where CPE has not been adopted, enforcement of on-street parking restrictions falls to the police. Enforcement of paid for parking such as pay and display or resident only parking will fall to the District or County Council.

The advice contained within this document is intended to assist the public in understanding how parking is enforced, support the Councils and their contracted employees and promote good working practices when undertaking CPE. It aims to provide clarity, consistency and transparency within the parking enforcement process and compliance with the aspirations of the Traffic Penalty Tribunal and the Local Government Ombudsman.

This document is not intended to replace or replicate national guidance but to complement it.

The document may be subject to review, variation, and amendment if parking patterns, and other circumstances, change.

Parking restrictions placed on private property are outside the Council's jurisdiction and the scope of its enforcement operation. Any query concerning such parking restrictions should usually be referred to the relevant landlord or owner.

## 2. General Note

This policy is designed to outline the circumstances when enforcement action will take place and the reasoning behind this. It covers both on- and off-street enforcement activities and for ease of use, is arranged in alphabetical order.

A good parking enforcement regime is one that uses quality-based standards that the public understands, and which are enforced fairly, accurately and expeditiously. It is the aim of the County Council to increase compliance with parking restrictions through clear, well designed, legal and enforceable parking controls. In this way CPE can contribute to the effective delivery of the Council's wider transport strategies and objectives. Importantly, CPE will not be viewed in isolation or as a way of raising revenue.

Illegal or inconsiderate parking can have serious consequences, including:

- congestion and air quality problems.
- blocked access for emergency vehicles, buses and deliveries.
- obstructions for cyclists and pedestrians, especially mobility or visually impaired.
- reduced turnover on time-limited spaces, affecting shops and other businesses.
- hazards for all road users caused by reduced visibility.

The prime aim of the parking enforcement activity is to support the following objectives:

- The efficient movement of traffic.
- The integration of traffic management and parking enforcement.
- The combination of on- and off-street parking enforcement.
- Rapid response to changing priorities, local factors and demands for parking.

Enforcement of all parking restrictions on the public highway and in Council owned car parks will be carried out by the Civil Enforcement Officers (CEOs) appointed by the County Council and notice processing will be undertaken by the County Council Notice Processing Team.

Car parks managed by private companies who are solely responsible for any enforcement arrangements in these car parks, and individual District Councils who enforce their own car parks, may use different guidelines.

### 3 Legislation

The legal provisions governing parking enforcement include:

- **Road Traffic Regulation Act 1984:** conferred a duty on local authorities to ensure the expeditious, convenient and safe movement of traffic and the provision of suitable and adequate parking facilities as far as is practicable. Gives local authorities power to make Traffic Regulation Orders.
- **Traffic Management Act 2004:** was introduced to further secure the safe and expeditious movement of traffic, including pedestrians, on the local road network, and replaced some of the provisions contained within the Road Traffic Regulation Act. Under the Traffic Management Act, a framework was set up to allow highway authorities to introduce and operate a system of Civil Parking Enforcement (CPE). It also allowed for the appointment of CEOs for the enforcement of parking restrictions and bus lanes.
- **Highways Act 1980:** covers statutory obligations and legal powers of the Highway Authority in relation to the highway.
- **The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2015, The Civil Enforcement of Parking Contraventions (England) General (Amendment No.2) Regulations 2015 and The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022, The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 and The Civil Enforcement Officers (Wearing of Uniforms) (England) Regulations 2007:** provides for the civil enforcement of parking contraventions in England (including Greater London) in accordance with Part 6 of the Traffic Management Act 2004.

### 3.1 Traffic Regulation Orders

The Road Traffic Regulation Act 1984 conferred a duty on local authorities to ensure the expeditious, convenient and safe movement of traffic and the provision of suitable and adequate parking facilities as far as is practicable. In recognition of this duty, it has provided the current legislation to control waiting and loading and to provide suitable parking places where needed to allow this to be achieved. This is undertaken by the use of legal documents to introduce parking restrictions. (Traffic Regulation Orders (TROs)).

These restrictions are denoted by road markings and/or signage which must comply with the current legislation - The Traffic Signs Regulations and General Directions (TSRGD) published by the Department for Transport (DfT).

Most restrictions are supported by TROs, but there are some instances where TSRGD does not require a traffic sign to have a TRO to make it enforceable. Examples of these are bus stop clearways and zig-zag areas (controlled zones) associated with pedestrian crossings.

## 4. How to Park

Parking incorrectly, such as on double and single yellow lines, in a bus lane, across cycle lanes or in residents' parking bays, even for a few minutes, can cause inconvenience and even danger to other road users and pedestrians.

The County Council hopes that motorists will be encouraged to park safely and legally. This will therefore reduce the inconvenience and danger placed upon safe parkers and road users every day.

Following these simple rules will help you to park in a way that doesn't cause inconvenience to other members of the public:

- Always check the lines on the road and, where applicable, the signs by the side of the road.
- Always make sure you have parked within the bay markings.
- Make sure that none of your vehicle's wheels are resting on yellow line(s) when operational.
- Do not assume that by parking behind yellow lines you are not parking in contravention of a traffic regulation order. Areas where you think you may legally park may in fact be part of the highway and, if so, will be enforced as such.
- In pay and display car parks always make sure you read the signs.
- In pay and display car parks always make sure you purchase the appropriate ticket in accordance with the instructions on the signs and/or ticket machine.
- In pay and display car parks always make sure you clearly display your ticket unless a cashless parking session has been purchased.
- Do not stay longer than is permitted by the signs or by the ticket you have purchased.
- Do not park on dropped kerbs outside private properties unless with owners' consent.
- Do not park on dropped kerbs crossings/tactile pavement or accessing to the carriageway/footway.
- Do not park on footways.
- Do not park on pedestrian crossings or the white zigzags markings near to the crossing.

- Do not park on 'School Keep Clear' markings or the yellow zigzag markings near to schools.

The following are some of the common restrictions you will see and a reminder of what they mean:



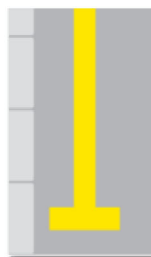
### Double yellow lines

along the edge of the road mean no waiting at any time. However, you may stop while passengers get into or out of the vehicle and to load and unload, **unless** there are also loading restrictions. There is no requirement to erect a sign for a permanent double yellow line restriction.



### Single Yellow Lines

along the edge of the road mean you cannot wait during the days/times shown on the adjacent sign. However, you may stop while passengers get into or out of the vehicle and to load and unload, unless there are also loading restrictions.



**No loading  
at any time**

**No loading  
Mon - Sat  
8.30 am - 6.30 pm**

### Loading Restrictions

are shown by yellow lines on the kerb or at the edge of the carriageway. They indicate that loading or unloading is prohibited during the days/times shown on the signs. Double yellow lines on the kerb mean no loading or unloading at any time.



**P** Mon - Sat  
8 am - 7 pm  
20 mins  
No return  
within 40 mins

### Limited Waiting Bays

are shown by bay markings and signs that indicate the maximum amount of time that you may park in the bay. Please take note of the 'No Return' information displayed on the sign. This means that you are not permitted to return to the limited waiting bay within the time specified. CEOs will log all vehicles parked in limited waiting bays to ensure that they do not return to the bay within the specified timescale. Vehicles returning to the bay within the specified timescale will be issued with a Penalty Charge Notice (PCN).







### Bus Lanes

You must not drive or stop in a bus lane during its period of operation. Taxis and cycles are usually allowed to use bus lanes, and other vehicles may also be permitted to use them.

### Loading Bays

are white 'bays' marked with the words 'Loading only' and a sign with the white on blue 'trolley' symbol. A sign will show the times when the bay can be used and whether loading and unloading is restricted to certain types of vehicles. Vehicles may not park here if they are not loading or unloading.

### Bus Stop Clearways

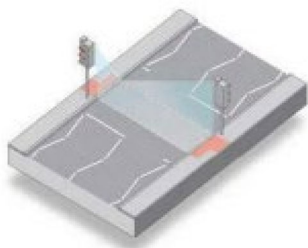
You must not stop in a bus stop clearway during its period of operation. The period of operation will be shown on the adjoining signs.

### Taxi Ranks

You must not stop in a taxi rank during its period of operation. The period of operation will be shown on the adjoining signage.

### Parking Bays for Specific Use

You must not park in parking spaces reserved for specific users such as Doctors, Blue Badge holders or residents, unless you are entitled to do so. Signs will indicate who is allowed to park and when the restrictions are in operation.



### Pedestrian Crossing Zig-Zags

You must not stop on a pedestrian crossing or in the area covered by the zigzag markings. These markings are installed specifically to maintain pedestrian safety.



### School Keep Clear Keep

entrances outside schools must be kept clear of stationary vehicles, even if picking up or setting down children. These apply at all times unless upright signs alongside show other days/times.

For more information on road marking visit: [The Highway Code - Road markings - Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/the-highway-code-road-markings)

**Always use the current version of the Highway Code.** The Highway Code can be viewed online: [The Highway Code, road safety and vehicle rules - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/the-highway-code-road-safety-and-vehicle-rules)

## 5. Enforcement

### 5.1 Enforcement

Enforcement activity will comply with the following principles:

- Fairness in applying the legislation and securing compliance.
- Focusing enforcement action where necessary.
- Consistency of approach.
- Transparency about what enforcement action is taken and why.
- Recognition that an effective relationship between all areas of the enforcement operation is needed.

The County Council has the power to enforce parking penalties under the Traffic Management Act 2004. The penalties are issued by way of a 'penalty charge notice' (PCN). These parking penalties are not treated as criminal offences.

### 5.2 Abusive, Threatening or Violent Behaviour

Abusive behaviour to any Parking Services and Contractor's staff, either in person or on the telephone, will not be tolerated. Abusive individuals will be advised that the behaviour is unacceptable, and the conversation will be terminated if the abuse continues. A register will be kept of persistent offenders who are intimidating or abusive to staff/Contractors.

CEOs who experience this type of behaviour will make a full record in their handheld device or pocketbook directly quoting what is said. Recordings may also be made using the officers body worn camera. Procedures exist which ensure that suitable lines of communication are available to summon assistance as required in the event of threatening or intimidating behaviour.

The County Council will support the Contractor in the prosecution of individuals who display this type of behaviour towards CEOs in the performance of their duties and will enlist the support of the local police to prosecute in the event of an assault on County Council or Contractor employees.

### 5.3 Bank/Public Holidays

Enforcement action on bank and public holidays will depend on the type of parking restriction and whether it is on-street or in car parks.

#### On-street Parking

Only the on-street restrictions listed below will be subject to PCN enforcement on bank and public holidays:

- Double Yellow Line & Double/Single kerb markings
- Disabled bays
- Bus stops
- Taxi Ranks
- Textured dropped kerbs, more generally known as 'dropped kerbs'

On-street parking charges, such as pay & display and permit parking, do not apply on bank holidays.

#### Off-street Car Parks

Parking charges in off-street car parks, such as Grand Arcade, Queen Anne and the Grafton Centre are chargeable. It is the driver's responsibility to check signs and tariff boards or pay & display machines for tariff rates. PCNs will be issued for non-compliance.

Further details on these car parks can be found at: [Parking - Cambridge City Council](#)

The County Council appreciates that the Christmas period must be treated sensitively and is a time when there may be additional loading/unloading and overnight parking requirements. Therefore, no enforcement will take place on Christmas Day.

### 5.4 Body Worn Cameras

CEOs wear body worn video cameras to record any interaction with members of the public. This is for the security of our staff and those with whom they have any interaction.

### 5.5 Car Parks

There are various regulations relating to car parks and these may vary depending on the car park concerned. A PCN may be issued to vehicles parking outside of the marked areas, parked in a disabled bay without displaying a valid Blue Badge, failing to display the appropriate pay and display ticket, failing to purchase a valid cashless parking session, overstaying the time purchased or parked in an electric charging place according to the relevant contravention code.

As the above is not an exhaustive list of possible contravention, it is the driver's responsibility to check the signs located within the car park.

When a car park uses pay and display machines, the regulations relating to the purchasing and displaying tickets are the same as those for on-street pay and display bays.

## 5.6 Civil Enforcement Officers (CEOs)

CEOs are the patrolling officers responsible for issuing PCNs to vehicles considered to be parked in contravention of a local traffic order.

They enforce parking restrictions both on-street and off-street in council-operated car parks. CEOs wear a uniform containing the logo of the County Council. Their hours of operation and patrols are flexible to address the parking issues which vary across Cambridge City and South Cambridgeshire.

CEOs are expected to carry out their work openly, fairly, and reasonably and to comply with all relevant laws and codes of conduct. CEOs are expected to be familiar with the on- and off-street parking arrangements in the enforcement area, permit information, Council policies and any other information necessary to enable them to carry out this function.

CEOs can:

- Serve PCNs on vehicles that do not comply with parking regulations.
- Advise drivers if they are in the vehicle that they are contravening a restriction and if they continue to park, they may receive a PCN.
- Issue warning notices (this is under strict management control and only for clear auditable specific purposes)
- Inspect and confiscate Blue Badges in the event of the badge being mis-used or in the case of a counterfeit blue badge.
- Report any problems with signs, lines and ticket machines, or any other matters requiring the Council's attention that they observe in the course of their duties.

If a CEO is approached by a member of the public about the issue of a PCN the CEO will:

- Explain why the PCN was issued, pointing out the information available at the time, including information on controls, lines, and signs as applicable.
- Explain that they have no authority to cancel the PCN.
- Explain that the driver may write to the County Council and that the Council will consider the issue of the Notice and whether it should be cancelled.
- Indicate that if the driver writes to the County Council within 14 days, the right to pay the discounted amount will be preserved for Regulation 9 issued PCNs.
- Be prepared to explain the PCN processing stages in brief detail if required to do so.
- Record details of the conversation in the handheld device or pocketbook.

CEOs must not:

- Offer an opinion on the regulations or the parking enforcement regime and the way in which it operates.

- Comment on the quality of the lines and signs or the functionality of any equipment.
- Indicate that the PCNs should have not been issued.
- Comment on any difficulties other motorists may experience in the area.
- Indicate that a PCN is likely (or not) to be cancelled, as under DfT guidance, this discretion remains the responsibility of authorised Council officers only.
- Become involved in a debate regarding a PCN.
- Under any circumstances, accept monies or other gifts offered by any person, nor may they solicit such gifts.

All conversations between CEOs and members of the public, when the issue of a PCN is involved, must be recorded in the CEO's handheld device or pocketbook.

CPE has only been introduced in South Cambridgeshire from December 2023, some motorists may not have received parking tickets when parked illegally, CEOs may receive complaints from motorists that "have always parked there and never been issued with a ticket". In these circumstances, the motorist will be advised that:

- The restriction has not changed.
- The restriction is now being enforced.
- A motorist has previously parked there and never received a ticket does not mean that it is permissible to park there, nor does it mean that the ticket should not have been issued.
- The ticket was correctly issued and any further complaint should be referred to the enforcing authority, in writing, at the address shown on the back of the PCN.

Although CEOs are there primarily to issue PCNs, they often act as the 'eyes and ears' for the County Council across a range of services including reporting defects to signs and lines, graffiti, over hanging foliage and building materials left in the road or on the footway.

## Uniform

CEOs are required to wear uniforms when exercising prescribed functions in accordance with the appropriate guidance. The uniforms must be readily distinguishable from those worn by the police and will include the following:

- Clear identification that the wearer is a CEO.
- Clear identification of the enforcement authority on whose behalf the CEO is acting.
- A personalised number to identify the CEO, which may contain letters as well as numbers.

## 5.7 Civil Parking Enforcement Officers Handheld Devices and Pocket book

CEOs may maintain a separate pocketbook in which they note details of daily occurrences. Where used, these books are kept in addition to any details entered into their handheld devices and will be made available to the adjudicators in the event of a PCN being challenged through the independent adjudication process to assist the investigation of any challenge or representation received by the County Council.

As a minimum, recorded entries are to be made under the following circumstances:

- Whenever there is any verbal or visual contact with the driver of the vehicle a summary of the conversation should be recorded together with a brief description of the driver.
- Whenever there is any verbal contact with a vehicle's passenger or other member of the public a summary of the conversation should be recorded.
- Whenever a vehicle is driven off whilst a PCN is being issued.
- Whenever there is any verbal abuse or threatening behaviour (whether or not a PCN was actually served).
- Whenever a note or notice has been left on the vehicle. The exact wording of the message should be recorded, and a photograph of the note taken if possible.
- Whenever a vehicle appears to be in an abandoned or vandalised state a description should be noted, and a photograph should be taken.
- Whenever there appear to be suspicious circumstances associated with the vehicle or its location.

## 5.8 Contravention Codes and Descriptions

The contravention codes and descriptions are detailed in appendix 1. PCN contraventions are a standard system of digit-based codes used throughout the country. These appear on each PCN together with a description of the offence.

Suffixes should be used with the codes where appropriate.

Some codes are valid only in London at present and not all the remaining codes will be used in Cambridgeshire.

## 5.9 Complaints

The Council complaints procedure does not apply to challenges or representations against PCNs. The driver or the registered keeper of the vehicle can appeal the PCN within the appropriate timescales as outlined on the relevant statutory notice. See Appealing Parking Penalty Charge Notice (PCN) section for further information.

Allegations that a CEO has made an error while issuing a PCN will be investigated under the standard challenge/representation procedure, and a written response will be sent.

However, any allegation of misconduct or rudeness by enforcement staff against a member of the public or specific complaints around processes will be logged, investigated, and responded to by Parking Services Contract Monitoring Team.

## 5.10 Grace Period

This is slightly different from an observation period, in that they serve a different purpose, primarily one of offering fairness in enforcement activity. A 10-minute grace period applies in the following instances:

- At the start of controlled hours when an on-street bay reverts from being uncontrolled to controlled
- Upon expiry of a paid-for session of parking on or off the street
- Upon expiry of a permitted 'free' period of parking (e.g. a maximum stay) on or off the street.

A grace period allows a driver a few minutes to obtain a pay and display ticket, purchase a cashless parking session, permit or return to their vehicle and can avoid allegations of unfairness and claims that PCNs are served prematurely. It also allows for any slight discrepancy in the time shown on the CEO's hand-held device and the time shown on the pay and display machine.

Grace periods do not apply where a vehicle is parked:

- anywhere outside of a parking bay, for example on yellow lines, loading bans, bus stop/stand clearways etc.
- in a permitted parking bay without permission, without a permit or without having made payment (beyond the first 10 minutes of control).

### 5.11 Hours of Enforcement

Enforcement will be carried out during the hours of control, which vary according to the restriction. Relevant signs or information boards in each location will provide details of the hours of enforcement in each location.

Drivers should check appropriate signs and road markings before parking/waiting.

### 5.12 Observation Period

When a vehicle is parked in contravention of the regulations, and depending upon the type of restriction, the CEO will observe the vehicle for minimum set period before issuing a PCN. This casual observation period is primarily designed to ensure that the vehicle is not engaged in an exempt activity, such as loading or unloading.

The details of the vehicle will be entered into the CEO's handheld device when first seen and the handheld device will prevent issue of the PCN if an observation period is required. The CEOs will be able to continue with their patrols, as long as the contravening vehicle is kept in view, and then return to the contravening vehicle. The observation time and the PCN issue time will appear on the face of the PCN itself and will be recorded by the enforcement software system.

On-street observation periods vary between nil and 10 minutes, depending on the vehicle and type of restriction, and are set out in Appendix B.

Off-street observation periods vary and may be specified in the local off-street parking order.

### 5.13 Serving a Penalty Charge Notice (PCN)

A PCN can be served under:

- **Regulation 9 of The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022**, PCNs are affixed to a vehicle within a sealed plastic carrier or handed to the person appearing to be in charge of the vehicle.

- **Regulation 10** The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022, the Council may serve a PCN by post in the following circumstances:
  - If a CEO was prevented by some person from serving a PCN under Regulation 9. For example, the person who appears to be in charge of the vehicle is abusive or prevents service indirectly through intimidation or directly through threats or physical force.
  - If a CEO had started to issue the PCN but did not have enough time to serve it before the vehicle was driven away. For example, the CEO had begun to issue the PCN, they had completed their observation and had either started to write the PCN or input data into the handheld device, and the vehicle was driven away before the CEO had finished issuing and/or serving it.

There is no legal obligation on the CEO to serve a PCN, and there may be occasions when it is appropriate to take other action, e.g., asking the driver to move. The details of a PCN are laid down in legislation and guidance.

## Evidence

In order to serve a PCN, a CEO needs to have reasonable cause to believe that a contravention has occurred. The reasonable cause is a consolidation of different types of primary evidence which are referred to as contemporaneous notes, meaning that they are taken at the time.

Examples of primary evidence:

- The signs and lines and their position in relation to the vehicle.
- Details of tyre valve positions and from which side they are on.
- The location of the vehicle.
- The position of the vehicle.
- That no exemptions are taking place.
- No payment has been made where applicable.
- That any statutory observations have been made.

Examples of supporting evidence:

- Details of observations and what type.
- Details of the number of photographs taken.
- Details of any other PCNs that may be present on the vehicle.
- Description of the person who appeared to be in charge of the vehicle.
- Evidence that the CEO has checked all windows and foot-wells of the vehicle.
- Details of any notes/permits/tickets/dispensations/Blue Badges displayed on the vehicle.
- Details of any conversation had with the driver, passengers, or any other person with the vehicle or a record that the vehicle was unattended, and the driver was not seen by the CEO.

## Photographs

When a CEO issues a PCN to a vehicle, at least three digital photographs of the contravention must be taken. More may be taken, if necessary. These photographs should show:



- The windscreen of the vehicle (showing whether there are any permits/badges displayed).
- A close-up of any badge/permit that is expired or incorrectly displayed, so that the details may be seen from the photograph.
- The immediate surrounding area in which the vehicle is parked, with signs and lines (where applicable), sufficient to identify that the contravention has occurred.
- The plate (if any) defining the parking space.
- The PCN attached to the windscreen of the vehicle showing the Vehicle Registration Mark (VRM).

Ideally, each sequence of photographs should begin and end with a photograph of the vehicle number plate.

## Vehicle Description

When issuing a PCN the CEO will note the make, colour, and registration number of the vehicle, which will appear on the PCN. The CEO may also note other details such as the positions of tyre valves, which will form part of the supporting records.

### 5.14 Duplicate Penalty Charge Notices (PCNs)

If a vehicle is parked in contravention for more than one day, and has already received one PCN, a second PCN will be issued the following day. Subsequent PCNs should not be issued within a 24-hour period. The County Council may issue up to 3 PCNs where a vehicle has not moved. After 3 PCNs have been issued, the Council may look to take further actions against a vehicle such as removal, relocation or reporting to other authorities as an abandoned vehicle.

### 5.15 Public Assistance

CEOs should be always helpful and courteous to the public and be prepared to answer questions, offer advice, and give directional instructions when requested. All CEO must understand the importance of their actions and the way they speak to members of the public and the reflection this has on the image of the County Council in the eyes of the public.

### 5.16 Requests for Enforcement

From time to time, members of the public may approach CEOs to request the enforcement of a particular restriction.

Where a CEO is approached whilst patrolling an area, providing that the request relates to a neighboring road or the same road and will normally not involve them leaving their allocated beat, the CEO should generally comply with the request.

If the request will mean that the CEO will have to travel a considerable distance or leave their beat for a significant period of time, then they will note the request and ensure that this issue is addressed as soon as possible.

Requests for enforcement can be made to the councils Parking Control Team by email at: [parkingcontrol@cambridgeshire.gov.uk](mailto:parkingcontrol@cambridgeshire.gov.uk) or by calling 01223 727915 between 9am and 5pm, Monday to Thursday and Friday 9am to 4.30pm.

## 5.17 Signs and Lines (Missing, Obscured or Broken)

Before any PCN is served, the CEO must be satisfied that the required lines and signs are present and are not incomplete or obscured.

Where a restriction must be signed and the sign is missing, a PCN may not be issued. The CEO will report the defect at the end of the shift for remedial action to be taken.

Where a line on the highway is substantially obscured or missing, the same action as for missing signs (above) will be taken. However, if there are small lengths of yellow lines missing (less than the length of a car), the CEO will serve a PCN, and report the defective section.

If lines on the road are obscured by snow or leaves and are not visible or a vehicle windscreen covered by snow or frost, a PCN should not be issued. A PCN should only be issued if the lines are clear and the restriction is such that even if the vehicle was displaying a permit or a blue badge, it would not be permitted to park.

## 5.18 Warning Notices

Warning Notices are not normally issued, other than, for example, a lead-in period for new resident parking scheme, where CPE is being introduced for the first time, or if a new contravention code is introduced.

Notices may occasionally be used to advise a driver that is parked in contravention of the restrictions and that a PCN could have been issued. For instance, where there is a valid permit on the back-office system, but it is not displayed.

Further information and guidance regarding the issue of warning notices will be determined locally and there may be other circumstances in which the use of a warning notice is considered appropriate.

# 6. Discretionary Parking

## 6.1 Discretionary Parking

There is no automatic exemption for the majority of vehicles to park in contravention of the regulation. However, CEO's will take into account exemptions and other circumstances as detailed below, and where necessary give advice on the most convenient and sensible parking arrangements.

If a CEO is not able to satisfy themselves that one of the required circumstances are met, a PCN may be issued if the vehicle is parked in contravention. Any person receiving a PCN in these circumstances will need to provide supporting evidence for consideration via the normal route of appeal. Where the supporting evidence confirms that the criteria for a dispensation can be met, the PCN will be cancelled.

## 6.2 Diplomatic Vehicles

PCNs will be served in the normal manner to vehicles parked in contravention and displaying diplomat plates (usually in the format of three numbers, followed by 'X' or 'D' and another three numbers).

PCNs issued to 'D' and 'X' plate vehicles will not be sent a Notice to Owner. Should the driver decide to make payment, it will be accepted.

## 6.3 Emergency Vehicles

Police, fire and ambulance vehicles are exempt from the regulations providing they are liveried and are being used in connection with official duties.

A PCN should not be issued to these vehicles unless it is obvious that the driver is not engaged on official duties. If a PCN is issued, full notes must be made to ensure that the ticket is enforceable.

## 6.4 Loading/Unloading Guidelines

Except where a loading ban is indicated by time plates and/or yellow kerb markings, vehicles may wait on single or double yellow lines for the purpose of loading and unloading, if it is impractical to conduct these activities elsewhere.

Loading and unloading activity should be continuous and vehicles should not be left unattended other than for the purpose of loading/unloading. Vehicles must be parked near to the premises being serviced (but not necessarily directly adjacent) and it must be reasonably necessary to park there for the activity to be carried out.

Where loading and unloading is not prohibited a CEO will apply a 5-minute observation time (10 minutes for a commercial vehicle) in order to ascertain whether or not loading/unloading is taking place. If during these periods no activity is noted, the CEO will assume the vehicle is not involved in any loading or unloading activity and a PCN may be served.

Loading/unloading may be allowed for commercial purposes (in the case of deliveries and collections, the goods involved do not have to be heavy or bulky), or if the items being loaded or unloaded are not easily portable. Loading/unloading may also be allowed for private individuals when collecting heavy or bulky items that have already been purchased or when moving such items that are already in their possession. However, it cannot be allowed for shopping activities except for a pre-arranged collection.

If a PCN is issued and the driver returns and claims to be loading or unloading, the CEO should advise the driver to write to the Council at the address or website shown on the back of the PCN and include evidence of the loading or unloading (invoice, delivery note, sales bill, receipt, witness statement etc).

Loading and unloading is permitted:

- In permitted parking bays including pay and display and resident only parking bays.
- On single or double yellow lines.

- In loading bays.
- In limited waiting bays.

Loading and unloading is not permitted:

- At bus stops, taxi ranks, on clearways where stopping is prohibited, in doctor/hospital/ambulance bays.
- Where time plates and/or kerb markings indicate loading restrictions.
- On school zigzag markings and pedestrian crossings (zebra, pelican, toucan and puffin crossings), including areas marked by zigzag lines.
- In suspended bays.
- Mandatory cycle lanes during the operational hours.

## 6.5 Royal Mail Vehicles

Vehicles belonging to the Royal Mail and other companies engaged in the delivery of postal packets (to or from post boxes and business premises), are exempt from enforcement and may load or unload where others are not permitted. However, CEO's will issue a PCN if they believe that such vehicles are not actively engaged in delivery.

## 6.6 Tradespersons

There is no automatic exemption for the vehicles of trades people. However, CEOs will exercise discretion where trades people require continued access to equipment permanently located in their vehicle, or for safety reasons their vehicle must be near where they are working. Such trades people will include but not limited to;

- Window cleaners with water pumps located in their vehicle.
- Drain cleaning companies where the removal of effluent that can be a danger to public health.

Other trades people such as Scaffolders are generally exempt from parking restrictions whilst loading and unloading equipment from the vehicle. In all other circumstances, a permit/dispensation must be obtained.

CEOs will issue a PCN to vehicles that are not engaged in actively loading/unloading or work that is covered by a permit/dispensation.

Trades Persons wishing to park for an extended period should contact the Parking Services Team by email at: [parkingcontrol@cambridgeshire.gov.uk](mailto:parkingcontrol@cambridgeshire.gov.uk). Parking is not permitted until the exemption has been approved.

## Emergency call-outs

An emergency is considered to last as long as it takes to make the premises safe (for example, to turn off the mains supply). After this has been done, any vehicle should be moved to a permitted parking place before any subsequent repairs are undertaken.

If a PCN is issued to the vehicle, the driver should make a challenge to the authority providing evidence that the emergency was legitimate. Evidence should show detailed information, including the date and time of the emergency. If this cannot be provided, the PCN will not be cancelled.

PCNs will not be cancelled for parking on loading restrictions, bus stops, bus stop clearways, disabled bays, taxi ranks, zigzag lines, pedestrian crossings, mandatory cycle lanes (during operational hours) and for parking dangerously or inconsiderately.

## 6.7 Glaziers

For safety reasons, and the transportation of glass, glazier's vehicles will often need to be parked close to the premises on which they are working.

In cases where glazier's vehicles are parked adjacent to the premises, CEOs will observe if the glass is of an appropriate size, which would warrant adjacent parking. Glaziers will be exempt from the regulations in these cases whilst the window is made safe/secure. Otherwise, the vehicle should be parked in an appropriate parking place in line with the restrictions in place.

In most cases, it is reasonable to assume that a waiver or a suspension should be obtained, particularly for all day pre-planned jobs, e.g. replacement windows.

## 6.8 Hazardous Chemicals/Substances

The delivery or collection of toxic or dangerous substances will be given careful consideration. If a PCN is issued for a parking contravention it can be established from the CEO's notes whether loading was taking place. If loading activity was not taking place the PCN will be enforced. There is no reason, in this case, to differentiate between toxic and non-toxic deliveries as it is the driver's responsibility to ensure that the vehicle is moved immediately after the loading / unloading activity is complete.

Ideally if there are serious Health and Safety concerns the enforcement authority should be notified prior to the delivery.

If a PCN is issued for contravention of a loading restriction, the CEO's notes will help determine whether loading was taking place. If so, consideration will be given to the cancellation of the PCN in view of the Health & Safety of the public. Any such representation should be accompanied by documentary evidence showing the nature of the goods being delivered.

## 6.9 Weddings and Funerals

The council recognises that funerals and wedding are important events and are sensitive issues. Vehicles actively involved in a funeral or wedding are given due consideration, and PCNs are not issued for example to the official hearse and cortege vehicles or an official car transporting the bride and groom. However, such vehicles must not park on loading restrictions, bus stops, bus stop clearways, disabled bays, taxi ranks, zigzag lines, pedestrian crossings, mandatory cycle lanes (during operational hours).

Vehicles belonging to other mourners or wedding guests should seek alternative legal parking. CEOs should exercise discretion where it is clear that a funeral or wedding is taking place and should be prepared to give advice where necessary on the best parking arrangements.

Providing there are no safety or congestion issues, a PCN should not usually be issued to any essential funeral or wedding vehicles. It may be necessary to ask some vehicles to move on some occasions to avoid obstructions and a PCN should only be issued where a request for a vehicle to move is ignored.

CEOs should always make enquiries at the undertakers if a vehicle is adjacent to the business, and they suspect that the vehicle is being used as a hearse.

Vehicles can stop in order to allow people to board or alight. However, the driver should remain with the vehicle while this takes place.

It should be noted that if the Council is advised of a wedding or funeral in advance, arrangements may be made to suspend bays.

Requests can be made to the Councils Parking Service Team by email at: [parkingcontrol@cambridgeshire.gov.uk](mailto:parkingcontrol@cambridgeshire.gov.uk)

## 6.10 Work carried out on the Highway/Statutory undertakings

There is a general exemption for liveried vehicles being used in the essential service of gas, electricity, telecommunications, water companies or other utility companies or their chosen contractor. A PCN will not be served in the following circumstances:

- If the vehicle is being used in connection with the undertaking of a statutory duty.
- If the vehicle is being used in connection with an emergency situation (e.g. water leak, gas escape etc.).

If the CEO witnesses no activity, then a PCN may be issued.

The company will often arrange for a suspension if works are to be carried out, but this is not always possible, especially in an emergency situation.

If the vehicle is being used to deal with an emergency, it must be moved once the emergency has been dealt with, and the vehicle is not exempt for normal routine activities, such as inspections or servicing.

CEOs will also serve a PCN where it is not obvious that the vehicle is being used in connection with work taking place on the highway.

Statutory undertaker vehicles often display signs stating that emergency works are being undertaken. This is not in itself an indication that the vehicle is exempt.

## 6.11 County/City Council Vehicles

Preferential treatment will not be given to council vehicles, or to Council employees using their own vehicles for business purposes. If the driver is seen and claims to be a Council employee, this will be noted by the CEO, but will not prevent the service of a PCN if the vehicle is contravening parking restrictions. Emergency situations will be dealt with according to the circumstances.

## 7. Parking on the Highway

### 7.1 Abandoned Vehicles

Where a vehicle remains parked, in a restricted area, for a period during which 3 or more PCNs are issued for the same contravention and the PCNs are not removed, the vehicle, will be treated as potentially abandoned and will be dealt by Cambridge City under the provisions of Refuse Disposal (Amenity).

Criteria used to identify Abandoned Vehicles:

- Untaxed
- General poor condition.
- No evidence of movement.
- Multiple PCNs attached to vehicle.

Whilst the vehicle is being dealt with as potentially abandoned, no further PCNs will be issued. Issued PCNs will however be enforced against the registered keeper of the vehicle in the normal way.

PCNs will not be issued to any vehicle displaying an official Police 'aware' notice, or a Council-issued abandoned vehicle notice.

### 7.2 Breakdowns

Drivers whose vehicles break down should make every effort to ensure that the vehicle is parked legally or move it as soon as practicable.

Unless a CEO see a visible sign of a breakdown, a PCN will be issued to the vehicle if it is parked in contravention. The CEO will have no discretion in considering notes in the windscreen to the effect that the vehicle has "broken down" but must record full details of all such notes in the hand-held device and take relevant photographs.

If there is visible evidence of breakdown (e.g. a flat tyre, smoke coming from the engine), unless the driver is with the vehicle a PCN should be issued and details recorded on the handheld device. The CEO must take photographs of the vehicle, showing the evidence of breakdown.

If the driver is present with the vehicle, then the CEO will speak to the driver to establish whether the vehicle can be moved. If not, the CEO may allow a reasonable time for it to be removed. The CEO will inform their supervisor who will in turn take the appropriate action to inform all CEOs on duty for that day.

In cases of genuine breakdown, the motorist will be able to make a written appeal to the council and provide evidence to confirm the breakdown and that the breakdown was unavoidable. Where possible the driver should remain with the vehicle, arrangement should be made to remove the vehicle within 24 hours.

## Breakdown Organisations

Vehicles being used in conjunction with the repair or recovery of broken-down vehicles will be exempt from the regulations as long as they can be seen to be actively involved in such. Breakdown vehicles parked for long periods with no activity observed are subject to the same restrictions as ordinary vehicles.

### 7.3 Bus Stops

The prevention of obstruction to public transport plays an important part in helping to improve journey reliability. Parking in bus stops can disrupt services and add to traffic congestion and will be enforced accordingly.

Bus stops can either be restricted or unrestricted. A restricted bus stop will show yellow lines and a time plate showing the hours of operation and an unrestricted bus stop will not have a time plate but may show advisory road markings.

It is an offence for any vehicle other than a bus or hackney carriage to stop, wait or load on a Bus Stop. Offending vehicles will be issued with a Penalty Charge Notice. No observation time is given, and a PCN is issued immediately.

However, if the vehicle driver is present, the driver will be asked to move immediately and a PCN will only be issued if the request is ignored.

### 7.4 Caravans and Trailers

A caravan or trailer is not classed as a motorised vehicle unless it is attached to a vehicle. As a result, it is not possible for a CEOs to issue a PCN in these situations.

Caravans/trailers stored on the highway or public land constitutes an obstruction of the highway under section 137 of the Highways Act 1980. If a caravan or trailer is observed causing a nuisance then contact the Council's Highways department by e-mail at: [highways@cambridgeshire.gov.uk](mailto:highways@cambridgeshire.gov.uk)

### 7.5 Clamping and Removal

The Council has the powers to clamp and subsequently remove vehicles parking in contravention of parking restriction.

Whilst the Council does not undertake widespread clamping and removal, it will act against persistent evader vehicles. This is a vehicle where three or more PCNs that have not been paid, represented or appealed against within the statutory time limit.

### 7.6 Coaches

Coaches should not be parked in loading-restricted areas or where it is dangerous to park including double yellow lines and double kerb markings. When necessary, a CEO will advise the driver on the best location to stop.



## 7.7 Controlled Parking Zones

A controlled parking zone (CPZ) is an area where all on-street parking is controlled.

Main routes into a CPZ are identified by a sign explaining that a driver is entering a CPZ and giving details of the times that restrictions are in force. During the hours of operation, parking restrictions are different from those that apply at other times. Yellow lines/kerb markings are used in conjunction with signage and do not have to have time plates, as they are deemed to run for the same duration as specified on the CPZ sign on entering the zone. There are no additional signs on other roads within the zone. The sign controlling the entrance to the zone always takes precedence over local signs.

Most resident parking schemes take the form of CPZs.

## 7.8 Cycle Tracks/Lanes

Cycle lanes are located within the carriageway and can either be mandatory or advisory.

Mandatory cycle lanes are separated from the main carriageway by solid white lines and supported by appropriate blue and white signage. The mandatory cycle lane traffic Order bans driving, waiting and loading in the cycle lane during the operational hours and therefore, no yellow lines are necessary.

Drivers should check signs and road markings to determine a mandatory cycle lanes operation hour.

Advisory cycle lanes are marked within the carriageway by broken white lines. Parking in an advisory cycle lane is not a parking contravention for which a PCN will be issued, unless the cycle lane is covered by a parking restriction (e.g. yellow lines).

## 7.9 Disabled Bays

The Council provide statutory disabled bays which are marked and/or signed with a TRO in place. Drivers who park in statutory disabled bays, without displaying a valid blue badge will be issued with PCN. Unless otherwise indicated, these bays operate 24 hours a day, 7 days a week.

## 7.10 Disabled and Blue Badge Parking

People with mobility problems can be issued with blue disabled badges. In Cambridgeshire these can be obtained from the County Council subject to application criteria.

Blue badges issued by any other local authority (including other countries in Europe and beyond) are also valid.

More information regarding blue badges in the European union can be found at: <https://www.gov.uk/government/publications/blue-badge-using-it-in-the-eu/using-a-blue-badge-in-the-european-union>

Blue badges are issued to either a disabled driver or a disabled passenger. They should only be displayed when the vehicle is being used for the benefit of disabled person the blue badge was

issued to. It is not permitted to use the badge for any other purpose e.g. shopping for the disabled person when they, themselves, are not being transported in the vehicle to carry out the shopping.

More information regarding the usage of a blue badge can be found at: <https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england>

Blue badges must be clearly and properly displayed whilst the vehicle is parked. The Blue badge must be on the dashboard or the fascia of the vehicle where it can be seen through the windscreen. The front of the badge must be displayed upward, showing the hologram. If there is no fascia or dashboard in the vehicle, the badge must be displayed in a prominent position.

Blue badge holders may park on single or double yellow lines for up to 3 hours, but not where there are restrictions on loading or unloading indicated by yellow kerb markings. A valid Blue Badge must be displayed correctly (see above) and the blue parking clock showing the quarter hour period during which the vehicle arrived.

A PCN may be served where the blue badge and time clock are not properly displayed and if the time shown on the time clock has been exceeded. The CEO must make full notes of the way the badge is displayed and should take a photograph.

Providing the Disabled Badge is valid, clearly and properly displayed the badge holder can park in:

- In designated disabled parking bays.
- Certain off-street car parks may also offer designated blue badge spaces and/or allow limited free parking for badge holders. Please seek associated signage in the car park.
- In on- street pay and display bays and resident bays without time limit subject to suspension of these bays (drivers should regularly check to see that bays are not suspended).
- For up to 3 hours on a single or double yellow line with the badge correctly displayed and the clock set to show the time of arrival, and where loading restrictions are not in force and where the vehicle is not causing an obvious obstruction. A PCN will be served if the time shown on the clock has been exceeded or the clock is not correctly displayed.
- Limited waiting bays without time limit

Blue badge holders may not park:

- Where loading restrictions are in force.
- On bus stops.
- On school zigzag areas and pedestrian crossings (zebra, pelican, toucan and puffin crossings), including areas marked by zigzag lines.
- In taxi ranks.
- Mandatory cycle lanes during the operational hours.
- In a suspended bay.
- Where it would cause an obstruction.
- In a bay specifically reserved for other users e.g. motorcycle bay, medical/doctor bay

Parking with a Blue Badge must always be in accordance with the current Blue Badge Scheme guidance.

Where a CEO suspects that a blue badge is being used fraudulently, they can ask to see the Blue Badge or, if the driver is not present, they will make a detailed note of the circumstances and the badge details and ensure this information is passed to Council officer at the end of the shift. If a CEO inspects a blue badge and find misuse having occurred, they have the power to confiscate blue badges. If a blue badge is confiscated this decision may be appealed by contacting the blue badge team, and upon a successful appeal the badge will be returned to the holder.

Further blue badge guidance can be found at;

- <https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/parking-services/blue-badges>
- <https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england>

## 7.11 Dispensations

Very exceptionally, dispensations may be required for vehicles, where the driver wishes to park in circumstances that would ordinarily be in contravention of parking restrictions, but for which there is no exemption listed in the TRO.

To apply for a dispensation, contact the Parking Services Team by email at: [parkingcontrol@cambridgeshire.gov.uk](mailto:parkingcontrol@cambridgeshire.gov.uk)

Any vehicle granted a dispensation must clearly display the permit in the windscreen. In some cases the dispensation will be virtual, in which case the vehicle details will be displayed on the CEO's handheld device.

Any vehicle not parked in accordance with the terms of the dispensation will be issued with a PCN.

Residents or businesses may apply for a dispensation in exceptional circumstances.

Dispensation may be arranged in the following circumstances:

- House or Office removals.
- Funerals or Weddings.
- Essential work on the highway.
- Essential deliveries (e.g., building materials).
- Special events.
- Filming.

Applications for a dispensation will need to be accompanied by proof of the reason for the dispensation. The applicant should request the Dispensation at least five working days in advance of the event, providing the exact location the dispensation is required. House numbers, if relevant, should be included.

However, dispensation may also need to be arranged at short notice, in the case of emergency works for example.

The following vehicles will receive automatic dispensation from waiting restrictions:

- Police, Fire, Rescue Services and Ambulances but only whilst attending emergency situations.
- Vehicles involved in contracted Highway Maintenance or Public Utility work where there is a need for them to be parked adjacent to the site.
- Liveried Council vehicles carrying out statutory duties such as Refuse Collection, Street Cleansing and verge maintenance.
- Vehicles displaying valid disabled permits (see appropriate section on Disabled Drivers/Passengers).

Dispensations may be granted for other reasons.

## 7.12 Doctor/Medical Permit Bays

Doctor and Medical bays are marked and/or signed bays, with TROs in place. Drivers who park in Doctor and Medical bays without displaying a valid Doctor and Medical bays permit will be issued with PCN. Unless otherwise indicated, these bays operate 24 hours a day, 7 days a week.

## 7.13 Drivers in Vehicles

Where a vehicle is parked in contravention of the restrictions and the driver is sitting in the vehicle, the CEO will ask the driver to move the vehicle and park legally (except in bus stops or at pedestrian crossings and school zigzags where the contravention has already occurred); issuing a PCN only if this request is not met. Where a passenger is present in the passenger seat there is no requirement to ask them to move the vehicle and normal enforcement should continue.

## 7.14 Dropped Kerb Crossing

A dropped kerb is a location where the kerb has been reduced in height to gain access to private property or to assist members of the public such as parents with pushchairs or prams, and wheelchair users to cross the carriageway more easily.

Drivers are not permitted to park their vehicles in a manner that will obstruct a dropped kerb.

A PCN may be served to a vehicle parked adjacent to a dropped kerb where there is textured paving indicative of a pedestrian crossing or where a resident or commercial property has contacted the Council and advise their access has been obstructed.

Access protection markings (APM), white 'H' shaped lines, sometimes called H bars, can be painted onto the road to highlight a driveway or access and may deter people from parking in front of it. These white lines are advisory markings and have no legal standing.

## 7.15 Double Parking (parking away from the kerb)

Motorists are not permitted to park more than 50 centimetres away from a kerb when the vehicle is not within the markings of a designated parking space. This contravention is more commonly known as double parking. Vehicles parked in this manner cause inconvenience and unnecessary danger to other road users by obstructing the carriageway.

A PCN may be served to a vehicle that is double parked.

## 7.16 Electric Vehicle Charging Points

Electric charging bays are solely in place to help motorists to charge their vehicles. To ensure Electric Vehicle (EV) bays are used for charging only, a PCN will be issued for the following contraventions:

- Parking without charging (the vehicle must be connected to the electric charge machine) in an EV charging bay.
- Parking without charging (the vehicle must be connected to the electric charge machine) and without displaying a residents' permit for the relevant parking scheme (as advertised on the adjacent signage)
- Staying longer than the maximum stay permitted (as advertised on the adjacent signage)
- Parking outside of bay markings

When charging an EV in one of the City Council's off-street car parks, you must also pay the appropriate fee for parking in that car park. This can be purchased at the pay and display ticket machine or by using the pay by phone service.

There are a number of Taxi only electric charging places. Vehicles other than hackney carriages and private hire vehicles parked in such ranks will be issued with a PCN.

Unless otherwise indicated, these bays operate 24 hours a day, 7 days a week.

Blue Badge holders are not exempt from Electric Charging Place restrictions.

## 7.17 Footway (Pavement) Parking

Vehicles parked on pavements can cause problems for people in wheelchairs or with visual impairment, and those with pushchairs and on verges, cause damage and spread mud onto adjacent road and footpaths.

Most waiting and loading restrictions cover the whole highway and are usually valid from the centre of the highway to the property boundary (including all pavements, footways, and grass verges). Therefore, if a vehicle is parked on a pavement or grass verge beside a waiting restriction (e.g., single, double yellow lines, kerb markings, bays for specific road uses), a PCN can be issued.

If waiting restrictions are not in place on the carriageway adjacent to the footway, then the Council has no powers to act. The parking of vehicles on the footway is a danger to pedestrians, it also constitutes obstruction of the highway and can lead to damage, which are both offences under The Highways Act 1980. Incidences of such parking should be reported to the Police, for enforcement action to be taken.

There may be instances where parking, either fully or partially, on the footway is permitted. This will usually be where the footway is sufficiently wide to allow it. In this situation there will be signs and/or markings to indicate to drivers that footway parking is permissible.

Vehicles with a maximum laden weight of over 7.5 tonnes, including any trailer, must not be parked on a verge, pavement or any land situated between highway, without police permission. The only exception is when parking is essential for loading and unloading, in which case the vehicle must not be left unattended.

## 7.18 Foreign Registered Vehicles

If a PCN is issued to a vehicle displaying foreign registration plates, it should automatically be recognised by the processing system as the registration number will not be in DVLA format. We utilise an independent company to pursue PCN's issued against foreign vehicles.

Foreign vehicles are not exempt from parking regulations.

If a PCN is issued to a UK registered vehicle, which has been borrowed or driven by a foreign resident, the PCN should be enforced against the registered owner(s) as they remain liable for it.

## 7.19 Limited Waiting Bays

Some parking bays allow parking for a limited time, for example a maximum stay of one hour between Monday and Friday 9 am to 4 pm.

PCN's will be issued to vehicles parked for longer than the maximum period permitted, provided that they have over-stayed by a minimum of 10 minutes, or for returning within the no return period. This means that you are not permitted to return to re-use a parking place in the same street within the time specified. If a no return period is in place, this information is displayed on signs adjacent to the parking bays.

## 7.20 Loading Bay

A loading bay may only be used by a vehicle to or from which goods are being loaded or unloaded. A PCN may be issued to any vehicle parked in a loading bay where no loading activity is observed.

See Loading/unloading Guidance section for further information.

## 7.21 Motorcycle Parking

Motorcycles may park free of charge in the motorcycle bays provided.

If they park in a permit bay or in a pay and display bay, they must purchase a permit, pay and display ticket or cashless parking session as any other motorist would be required to do, and ensure that it is properly displayed.

CEOs may serve PCNs to any motorcycle not displaying a valid permit, pay and display ticket or when a cashless parking session has not been purchased.

## 7.22 Parking Outside Bay Markings

On-street - A PCN will only be served if two or more wheels are observed outside the bay markings, or if one wheel is substantially outside the markings and the vehicle is causing a possible obstruction.

Off-street –Where vehicles are parked with more than one wheel outside the marked bay in a car park a PCN will not normally be served unless the position of the vehicle makes it difficult for another vehicle to park in an adjacent parking space.

Vehicles entirely out of a bay will be served a PCN.

In all cases, photographs will support the PCN.

## 7.23 Pay and Display Parking

### Displaying Pay and Display Tickets

Pay & display bays and car parks require the purchase of a ticket at the time of parking for the amount of time required. All tickets display the expiry date and time along with the fee paid and car park/street. The pay and display bay fee tariff is clearly displayed on the pay and display machine and in car parks on a signage adjacent to each machine. It is the driver's responsibility to check signs and tariffs and purchase a ticket for the time necessary.

Vehicles should be parked in the correct bay and the pay & display tickets must be:

- Clearly displayed whilst the vehicle is parked.
- For the date shown.
- Un-expired.
- For the car park indicated.
- For the vehicle indicated – where applicable.

Pay and display tickets should be displayed on the vehicle in a conspicuous position on the dashboard, windscreen or the front side windows of the vehicle, so that all the details printed on the ticket can be easily read by the CEO. Provided the CEO can clearly read a valid pay and display ticket a PCN will not be served.

A second ticket for the same bay should not be purchased once the first has expired. In these circumstances, a PCN may be issued for 'meter feeding' supported by the CEO's handheld device entry. It is not a contravention to display old pay and display tickets relating to different locations or dates and PCN should not be issued in these circumstances.

Pay and display tickets are not transferable between vehicles, areas and on and off-street parking places.

A no return policy is in place on the majority of time limited parking bays (both pay & display and free of charge) across Cambridge city. This means that you are not permitted to return to re-use a parking place in the same street within the time specified. If a no return period is applicable, this information is displayed on the pay & display machine and/or on signs adjacent to the parking bays.

Motorists wishing to park across several days should contact the Parking Services team by email at [parkingcontrol@cambridgeshire.gov.uk](mailto:parkingcontrol@cambridgeshire.gov.uk) for further advice.

## Pay-by-Phone

Drivers may pay for parking using their mobile phone and bank card, instead of coins.

The benefits of this service include the need to no longer carry change to park, visit a parking machine or display a parking ticket in your vehicle.

When registering for the service you will be asked to provide the vehicle registration plate details, colour and make of your vehicle, along with your payment card details. To pre-register, customers must download one of the free apps or visit the website as found on signage in the area. Once registered, payment for parking is completed via the app, by calling, texting, or going online.

Alternatively, customers can register at the same time as wishing to park, either by using the app or by calling one of the telephone numbers listed on the nearby signage.

When purchasing a cashless parking session detail of the nearest location will be provided or the unique location number found on the pay and display machine can be manually added. The driver must ensure the correct vehicle/location details are selected prior to proceeding with the purchase of the cashless session.

## Pay and Display Machine Faults

If a pay and display machine is found to be faulty it is the driver's responsibility to look (within a reasonable distance) for an alternative machine from which to purchase a pay and display ticket, providing that the alternative machine is situated in the same road or car park or if share the same pay by phone location code.

If the pay and display machine is marked as 'out of order' and there are no alternative payment points, a vehicle will be allowed to park until the machine is repaired but only for the maximum parking duration shown on the pay and display machine of that bay.

Where a motorist leaves a note in their vehicle stating that the machine is faulty or reports it personally to a CEO, the CEO must check the machine. A PCN should be served, unless the CEO can confirm that the machine is faulty. If the machine is found to be faulty, a PCN must not be served, and the machine must immediately be bagged, or a notice placed over the coin slot and reported by radio for the appropriate repair action to be taken.

The CEO must make full notes of the event and the action taken.

Each machine displays a telephone number for reporting faults by members of the public. A log of all such telephone enquiries will be kept by the Council for future reference and for passing to the Contractor.



## Pay and Display Tickets (expired time)

If a PCN is issued for expired time, full details of the pay and display ticket must be recorded, including the time of arrival, the amount paid, the expiry time, and the degree of penalty time.

CEOs may also issue a PCN for 'meter-feeding', e.g., where a driver has purchased a second pay and display ticket after expiry of the first, with the intention of prolonging the period of time originally purchased.

However, some drivers do make a mistake in using the machine, and if a vehicle is displaying two pay and display tickets that have been issued within 5 minutes of each other (both for the same day and bay), a PCN should not be issued. In these cases, the total amount of time shown on the pay and display tickets will be allowed, i.e. if both tickets show that 30 minutes has been purchased, the driver will be allowed one hour parking so long as this does not exceed the maximum permitted time allowed.

## 7.24 Pedestrian Crossings

Any vehicle parked on a Pedestrian Crossing will be issued a PCN unless instructed to do so by the Police. There will be no period of observation before the issue of a PCN to any vehicle that is parked on a Pedestrian Crossing.

## 7.25 Pedestrian Zone

Pedestrian Zone consists of several city centre streets that have restricted access to vehicles due to the high levels of pedestrians. Access to a Pedestrian Zone is gained via entry points.

Main routes into a Pedestrian Zone are identified by a sign explaining that a driver is entering a zone and giving details of the times access to the Pedestrian Zone for loading/unloading is permitted.

Access to the Pedestrian Zone outside of permitted hours will only be considered for genuine emergencies, such as emergency glazing, blocked drains, power failure.

Access for non-emergency work will be considered and will require a dispensation. A minimum of three working days' notice is required. For further information contact the Parking Services Team by email at: [parkingcontrol@cambridgeshire.gov.uk](mailto:parkingcontrol@cambridgeshire.gov.uk)

## 7.26 Permit Parking

There are a number of resident parking schemes in Cambridgeshire. These schemes ensure that residents have priority over parking within their area. In order to be able to regulate these schemes, permits are issued to properties within the area of the scheme. A valid permit must be displayed at all times during the schemes operational hours.

Permits are issued in the form of a tax disc; they are nontransferable, scheme specific and valid for 1 year from the date of issue. Full instructions on how to use and display them are printed on the permits.

Vehicles displaying the following permits can park in residents' parking bays:

- Residents permits.
- Visitor permits (Each permit permits 5 visits. On each visit, the date and vehicle registration number of the visiting vehicle must be entered in non-erasable pen)
- Free Medical Permits.
- Health Care worker dispensations.
- Business permits.
- Tradesperson Permits (these may be virtual permits).
- Blue Badge Holder permits.

If a permit holder changes his/her vehicle, a replacement permit must be obtained. While replacing the permit, the permit holder must use visitor permits, or park legally outside of the residents parking scheme area.

Permits must not be photocopied or defaced.

Failure to display a permit will result in a PCN being issued. Use of a permit within another zone, on another vehicle or after its expiry date, will result in a PCN being served.

## Expired Permits

It is the responsibility of the permit holder to ensure that their permit is renewed, or that other arrangements are made for parking the vehicle.

The terms and conditions sent with a permit are explicit in that a PCN may be issued upon expiry of the permit.

## Display of Permits

A permit should be displayed in the vehicle windscreen at the edge nearest to the kerb and be clearly visible to the CEO. Full instructions for use will be found on the reverse of the permit itself. Provided the CEO can clearly read a valid permit detail, a PCN will not be served.

Some permits such as Tradesperson permits, are virtual permit and as such there is no physical permit to display. In these situations, the vehicle details are displayed directly to the CEO's handheld device.

## Obscured/incorrectly Displayed Permits

If a valid parking permit is not clearly displayed in a vehicle, so that it cannot be read, a PCN may be served. The CEO will make a note in their handheld device about the obscured section of the permit and ensure that the appropriate photograph is taken.

Where a visitor permit has been incorrectly dated, or the vehicle number altered or entered incorrectly a PCN will be served.

## 7.27 Picking Up/Dropping off Passengers

Except on designated clearways, zigzags (schools and pedestrian crossings), any vehicle is allowed a reasonable amount of time to drop off or pick up passengers irrespective of any waiting restriction in force.

Drivers should check signs and road markings to determine if they can legally pick up/set down passengers in a mandatory cycle lane.

Dropping off and picking up passengers is not allowed in bus stops, except by buses.

Observation time of five minutes is given for certain parking contraventions to ensure that this activity is taking place, including assisting the elderly, disabled persons or young children or dealing with large amounts of luggage.

As long as the CEO witnesses dropping off or picking up activities a PCN will not be issued. After 5 minutes of inactivity a PCN will be issued.

No special consideration is given to hackney carriages or private hire vehicles.

Waiting for passengers is not permitted. When picking up or dropping off, the driver must always stay with the vehicle even, while assisting passengers into or out of the vehicle.

## 7.28 Samaritan Parking Bays

Samaritan bays are a marked and signed bay. Drivers who park in these bays, without displaying a valid Samaritan permit will be issued with PCN. Unless otherwise indicated, these bays operate 24 hours a day, 7 days a week.

## 7.29 Schools and School Zigzags

Yellow lines and zigzags are placed outside schools for the safety of children. There will be no period of observation before the issue of a PCN to any vehicle that is in contravention of parking restrictions on zigzags. This includes school coaches.

A vehicle parked in contravention is liable to receive a PCN. If the vehicle parked in contravention moves off before a Penalty Charge Notice is issued, then the notice may be served on the Registered Keeper of the vehicle by post (a Regulation 10 Penalty Charge Notice).

## 7.30 Skips

Skip licenses are granted by the Council Street Works Team and can permit the placing of a skip in contravention of the parking restrictions. Further information can be found online at: [Highway licences and permits - Cambridgeshire County Council](#)

## 7.31 Special Events

Where there are special events taking place which may affect the parking situation in the area, e.g. football matches, religious festivals, the County Council and/or the Police may make special

arrangements. In these situations, enforcement may be changed or varied and CEOs will work under the direction of the police if the special arrangements are under police control.

### 7.32 Taxis and Private Hire Vehicles

There is a difference between taxis and private hire vehicles.

Taxis are licensed by the local authority and are permitted to ply for hire in the street. They may be black cabs (hackney carriages), saloon cars or people carriers.

Private hire vehicles are also licensed, but they are not allowed to ply for hire or to display a 'taxi' sign. They can only handle pre-arranged pick-ups.

Taxis and private hire vehicles, like all vehicles, may stop to allow passengers to board or alight for as long as necessary for the purpose, and this should be obvious to the CEO.

Where there are taxis waiting on an authorised taxi rank (private hire vehicles are not allowed on the ranks and must be issued with a PCN), it is not permitted for those taxis that cannot get onto the rank to queue outside the rank. CEOs should ask the drivers to move and only issue a PCN if this request is refused.

Taxi drivers, like any other driver, must not leave the vehicle parked illegally to visit toilets, shops; cafes etc and PCN should be issued in these circumstances. This also applies within the taxi ranks where taxi drivers can 'wait' in their vehicles but once left unattended they will be dealt with in contravention to the rank and issued a PCN.

Vehicles, other than hackney carriages, (including private hire vehicles) parked in such ranks will be issued with a PCN.

### 7.33 Trunk Roads

Trunk roads (A14, A11, M11 and A428 in South Cambridgeshire) are the responsibility of National Highways. The enforcement of parking regulations remains the responsibility of the Police.

### 7.34 Vehicles Drive Away

A PCN may be served by post on the registered keeper of the vehicle, if a vehicle was driven off before the CEO had finished issuing the PCN. This type of Notice is known as a Regulation 10 PCN.

A Regulation 10 PCN can be issued in the following circumstances:

- Vehicles that drive away before the PCN has been affixed to the vehicle or handed to the driver.
- Vehicles that are parked in contravention in such a place that is dangerous or impractical for a CEO to issue a PCN.
- Vehicles parked in or overlapping a bus stop.
- Vehicles parked on a Clearway

## 7.35 Verge Parking (inc. Grass)

See Footway (Pavement) Parking

## 7.36 Yellow Line Restrictions

All yellow line restrictions apply from the centre of the highway to the highway boundary. Therefore, includes footpaths and verges.

# 8 Suspensions and Waivers

## 8.1 Suspensions

A suspension is where a designated parking bay is suspended. The use of suspensions, whilst inconveniencing residents and displacing parking temporarily is an effective way to ensure essential maintenance is undertaken.

Applications may be made for parking bays to be suspended in certain circumstances such as:

- House or office removals.
- Funerals or weddings.
- Essential work on the highway (Statutory undertakings).
- Essential deliveries (e.g. building materials – although building materials are not permitted to be stored on the highway without permission from the Highways Department, Cambridgeshire County Council).
- Special events.
- The placement of skips (with the appropriate skip license).
- Filming.
- Facilitating the movement of traffic or safety reasons.
- Other events/needs considered to be of a necessary and essential nature.

Applications for suspensions must normally be received at least 7 working days prior to the required date. However, it is accepted they may occasionally need to be arranged at short notice, for example in the case of emergency work.

Applications for suspensions are considered and handled by the Parking Control Teams in consultation with the Council Street Works and Event Management Teams. Application should be sent to: [Suspending a parking bay and exemption permits - Cambridgeshire County Council](#)

If granted, suspensions of parking bays will be clearly signposted by means of temporary signs which will indicate:

- Dates between which the suspension will be in force.
- Exact location of the suspension.
- Purpose of the suspension.
- County Council contact details.

These signs will normally be displayed at least 5 days before the suspension comes into operation and cones may also be placed in the suspended area on the morning of the suspension.

All adjacent properties will receive advanced notice of the suspension.

Any vehicles present when a suspension sign is erected will be noted in the CEO's handheld device. Any vehicle parked legally prior to the erection of the notice and remaining at that location, and not having been moved in the interim, should not be considered in breach of the suspension or removed and a PCN cannot be issued.

If this information is missing, or a sign is not in place, a PCN cannot be issued.

Unauthorised vehicles parked on the notified suspensions will be issued with a PCN. This provision also applies to householders who have arranged a suspension for removals or work on the property, as the suspension does not permit the householder to park his vehicle there.

The CEO must make notes or take photographs which show the position of the suspension sign in relation to the vehicle and confirm that the suspension was in force at the time.

## 9 Representations, Appeals and PCN Progression

The following sections give more details regarding PCN progression and are arranged in progression stages.

### 9.1 Penalty Charge Notice (PCN)

The Penalty Charge Notice is the terminology used for what is often referred to as a 'parking ticket'.

The level of the PCN is set nationally. There are two levels of penalty charge depending on the severity of the parking contravention. The two levels are:

- £70 (higher-level contravention) - is normally considered to be where the motorist has taken no steps to park correctly, for example, they have parked on single or double yellow lines or in a disabled bay or bus stop/stand.
- £50 (lower-level contravention) - is deemed to be where the motorist appears to have tried to park correctly, for example they are displaying a face down pay and display ticket or an expired pay and display ticket (issued on the day of contravention).

(See appendix 2 for more information on higher and lower bands and the next page for information on discount periods)

The PCN is issued at the time of the alleged contravention and must be affixed to the vehicle within a sealed plastic carrier, handed to the driver, or issued by post (in the case of a vehicle driven away before the PCN was served, or where the CEO has been prevented from serving the notice to the driver).

Each PCN will have a unique reference number and will identify details of the contravention and information on how to deal with the PCN.

Once a PCN is issued or is in the process of being issued the CEO cannot cancel the notice. Discretion can only be applied by officers whose role is to process representations as part of the PCN appeals process, taking into account the evidence provided by the motorist.

PCNs are processed as per the relevant regulations which outlines the procedure and any statutory timeframes.

The County Council urge every motorist who is issued a Penalty Charge Notice to deal with it quickly.

## 9.2 Discount Period

If the PCN is paid within 14 days of issue, a discounted amount of 50% of the original PCN rate will be accepted in full settlement of the matter.

The PCN can be paid straight away using the payment details on the reverse of PCN or, if you believe that the penalty charge should not have been issued you may challenge the issue of the PCN in writing as described on the PCN.

If an informal challenge against a PCN is received within 14 days of issue, the discount period will be frozen pending the Council's decision. Should the challenge be rejected, the discount period will restart from the date of the Council's letter notifying the keeper of this decision.

If a challenge is received later than 14 days after the issue date of the PCN, the discount period will not be frozen, and the full amount will be payable if the challenge is rejected.

If a keeper states in his/her representation against the NTO that the PCN was not received at the time of the contravention, the discounted amount may be reinstated, and the keeper will have 14 days to pay the discounted rate from the date of the rejection of representation.

## 9.3 Appealing a Penalty Charge Notice (PCN)

The PCN process chart can be viewed online: [process\\_map.pdf \(patrol-uk.info\)](https://www.patrol-uk.info/process_map.pdf)

All representation or appeals to a PCN must be made in writing. This can be by either the council web site or in writing:

- Address: P O Box 21, Cambridge, CB1 2WW
- Website: Parking tickets and appeals - Cambridgeshire County Council

## 9.4 Informal Representations

This is an informal stage of appeal which can be made when a PCN is first received.

Where a representation to a PCN is received, it will be investigated and considered in-line with the Council's agreed procedures. Following any investigation, the person making the objection will receive a written response to inform them of the decision.

If a representation is accepted the PCN will be cancelled. If it is rejected there is the option to either:

- Pay the PCN, (if the representation was received within 14 days of the PCN issue date then a further 14 days to pay at the reduced rate of £25 or £35 will be offered. If outside of the 14 days, the full amount will be due)
- Wait for the Notice to Owner to make a formal representation. The discounted rate will not apply if payment is made after this 14-day period or if a formal representation is made.

By informally challenging the PCN the keeper is not detracted from the ability to make a subsequent formal representation to the Council following the issue of an NTO, and to further appeal to the Traffic Penalty Tribunal (TPT) if the formal representation is rejected. Please do not make payment if you wish to appeal the PCN further.

## 9.5 Formal Representations (Notice to Owner (NTO))

This is a formal stage of appeal which can only be made after receiving a Notice to Owner (NTO). The NTO is sent to the owner/keeper of the vehicle registered at DVLA (regardless of who was driving).

Representations must be made within 28 days of the issue date of the NTO. It must be made on-line or in writing using the NTO and will be considered by an independent officer from Parking Services. Representations must be made by the Registered Keeper or written keeper permission will be required to be provided if submitted by a third party. A formal written response will be made within 56 days from the date of receipt of the representation. Where a response is not made within 56 days the penalty charge notice will be cancelled.

Representations can be made on one of the statutory grounds below.

- a) the alleged contravention did not occur;
- b) the recipient:
  - (i) never was the owner of the vehicle in question,
  - (ii) had ceased to be its owner before the alleged contravention occurred, or
  - (iii) became its owner after the alleged contravention occurred;
- c) at the time that the alleged contravention occurred, the vehicle in question was in the control of a person who did not have the consent of the owner;
- d) the recipient is a vehicle-hire firm and:
  - (i) the vehicle in question was at the material time hired from that firm under a hiring agreement, and
  - (ii) the person hiring it had signed a statement of liability acknowledging their liability in respect of any penalty charge notice served in respect of any relevant road traffic contravention involving the vehicle during the currency of the hiring agreement;
- e) the penalty charge exceeded the amount applicable in the circumstances of the case;
- f) there has been a procedural impropriety on the part of the enforcement authority;
- g) the order which is alleged to have been contravened in relation to the vehicle concerned, except where it is an order to which Part 6 of Schedule 9 to the RTRA 1984 applies, is invalid;
- h) if a regulation 10 penalty charge notice is served under regulation 10(2)(b) or (c) of the 2022 General Regulations, no person prevented a civil enforcement officer from:
  - (i) fixing a regulation 9 penalty charge notice to the vehicle concerned, or
  - (ii) handing such a notice to the owner or person in charge of the vehicle



- i) the enforcement notice should not have been served because—
  - (i) the penalty charge has already been paid in full, or
  - (ii) the penalty charge has been paid, reduced by the amount of any discount set in accordance with Schedule 9 to the TMA 2004, by the applicable date as specified in paragraph 1(3) of Schedule 3 to the 2022 General Regulations.

If none of these grounds apply a representation can still be made asking that compelling reasons be considered.

Representations are reviewed and processed by the relevant council Notice Processing Team. No undue external pressure shall be brought by either councilors or other senior officers designed to influence decisions by virtue of their position alone.

## 9.6 Adjudication Appeals

If a formal representation is rejected this can be appealed to the Traffic Penalty Tribunal (TPT). Appeals cannot be made to the TPT unless the owner has first made a formal representation to the enforcement authority. Further information about the TPT can be found on the Traffic Penalty Tribunal website: [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

TPT is an independent body supported by subscriptions from local authorities by means of a levy on each PCN issued. The Traffic Penalty Tribunal will organise a hearing and appoint an independent adjudicator to review the case and make an independent decision that is binding on both parties. A hearing can be held entirely by post, over the telephone or in person.

If a representation is upheld by TPT, the PCN will be cancelled. If it is rejected, the full PCN amount will be due.

## 9.7 Charge Certificate

A charge certificate will be issued not less than 28 days after the NTO is issued and no payment or formal representation has been received or, not less than 28 days after a Notice of Rejection (NoR) of representation is sent where no payment has been received, and no appeal has been made to the TPT or, not less than 28 days after the rejection of an appeal by the TPT.

When a charge certificate is issued, the amount of the penalty is increased by 50%.

The charge certificate is sent to the registered keeper, requiring payment within 14 days of issue.

## 9.8 Debt Registration

PCNs are sent to the Traffic Enforcement Centre (TEC) (which operates as the County Court) no earlier than 14 days after the issue of a charge certificate. Each debt registration with TEC current costs £9 and is added to the amount owed to the Council.

Once the debt has been registered at TEC an order for recovery and witness statement is sent to the debtor advising that they have 21 days to pay the amount owed or to make a witness statement.

Failure to do any of the above will result in a warrant of control being applied for by the Council at TEC. Once issued, the Council may instruct an Enforcement Agent (bailiff) to collect the debt on behalf of the Council. Once the warrant is issued to the enforcement agent, any communication regarding the PCN should be made to the Enforcement Agent and not the Council. The enforcement agent then may contact the Council on behalf of the debtor.

## 9.9 Enforcement Agents (formerly known as Bailiffs)

In accordance with DfT guidelines, certificated bailiffs are used by the enforcement authority to ensure that evaders are correctly pursued for outstanding debt. Failure to do so would undermine parking enforcement as the public would think that PCNs were not pursued by the local authority.

The general concept of using enforcement agents is to enable the Authority to pursue any unpaid debts from motorists who generally refuse to pay or have not engaged in the process prior to this stage.

Where a PCN remains unpaid. The matter may be referred to an enforcement agent to recover any outstanding debt. The enforcement agent is not employed by the Council and will be acting under a warrant in pursuing any debt owed to the Council.

## 9.10 Considering Cases

When evaluating and considering cases all cases will be dealt with on an individual basis. Below are some pointers that may assist when evaluating a case:

- Did the contravention occur?
- Has the correct contravention code been issued on the PCN?
- Has the correct observation period (where required) been given?
- Is there evidence to support the case?
- Have all the exemptions been considered?
- Has the mitigation been taken into consideration?
- Have the TROs been referred to?
- Has a payment been made?
- Has the correspondence been received in time?

## 10 Mitigation

### 10.1 Mitigation

It is the responsibility of the Council to consider any mitigation that the motorist may raise within their correspondence. This is not only laid down in legislation but is also frequently referred to by the Adjudication Service in outcomes of appeals and in their Annual Reports.

Mitigation is where a motorist believes that they have circumstances, other than legal ones, that merit the cancellation of the PCN. Mitigating circumstances can be anything such as an unplanned emergency situation or medical emergency or unforeseen delays.

Wherever possible evidence will need to be provided, however it is the duty of the Council to consider all mitigation with or without evidence. Proof of mitigating circumstances can include:

- Proof of medical emergency
- Delivery Note/Invoice
- Financial Statement
- Proof of valid parking charge
- Breakdown/Recovery report
- Crime Reference Number

Situations may arise more than once, and consideration must be given on each occasion.

## 10.2 Court Attendance

The length or timing of any court hearing or trial cannot be guaranteed and often Jury members and/or witnesses find that they are unable to leave court to purchase further pay & display time in a car park or to move their car. This often leads to overstay and to PCNs being issued.

To counter this, Courts issue clear instructions to all Jury members and witnesses advising them as to how and where they should park. The courts will not pay any PCN issued to a witness or Jury member whilst carrying out their legal duties even if they are delayed by the court. In such circumstances the Council will enforce PCNs against the vehicle owner unless evidence is produced to support the fact that they were delayed to an extent that could not have been reasonably foreseen e.g. moved to a hotel overnight.

The conditions applying to Jury members and witnesses equally apply to defendants. If a defendant has unexpectedly been given a custodial sentence and, as a direct result, is unable to remove their vehicle from a Council car park or limited parking bay the Council will expect that the vehicle will be removed, as soon as is reasonably possible, by the defendant's family, friends or legal representatives. Any PCN issued will not be enforced providing supporting evidence is supplied by the defendant's legal representative.

## 10.3 Dental / Doctors Appointment

If the claim is made that, due to a delay in the appointment time or that treatment took longer than anticipated and this resulted in a PCN being issued for overstaying the parking time allowed, consideration should be given to the validity of the claim. Such claims should be supported by written confirmation from the dentist or doctor that the delay was caused for reasons outside of the driver's control.

However, the Council must be satisfied that the driver allowed long enough when deciding where to park or when purchasing a ticket for normal delays experienced whilst attending such appointments.

## 10.4 Drink Driving or Other Arrests

If the driver of a vehicle has been arrested and, as a direct result, has been forced to leave the vehicle in contravention of an on-street parking restriction and a PCN has been issued, evidence of the arrest must be provided. Evidence of the arrest should include the date and time of the arrest and release, custody number, officer, police station involved.

## 10.5 Hospital Appointments/Visits

A PCN may be cancelled in cases where the driver of a vehicle attended an emergency visit to a hospital and supporting evidence, in the form of a letter from the hospital, is provided. The letter should state the date and time of the emergency visit, which must correspond with the PCN details. All cases are looked at and decided on an individual basis.

This also applies in cases where a person has been to visit a doctor or a hospital and is subsequently admitted or detained and sectioned under the Mental Health Act.

Pre-arranged appointments are not deemed to be emergency visits. PCNs issued to drivers visiting sick relatives are not usually cancelled.

Similarly, where a driver is visiting a sick relative as an emergency visit, proof of a similar nature will be sought.

## 10.6 Police Officer on Duty

PCNs may be issued to marked and unmarked police vehicles parked in contravention of parking regulations. PCNs can be subsequently cancelled if written documentation is provided and signed by an inspector or above to confirm that the officer was on official business and that it was inappropriate for the vehicle to be parked legally elsewhere.

PCNs are not issued to marked police vehicles parked in designated police bays. Unmarked police cars parked in designated bays can be issued with a PCN which is cancelled if proved to be a police vehicle. Police officers should not park their own vehicles in designated police bays, and if a PCN is issued, it will not be cancelled.

## 10.7 Police Officer or CEO gave permission to park

Where details of the officer concerned are given, confirmation should be sought prior to cancellation of the PCN. Where these details are not given then the PCN should be enforced unless they are subsequently supplied.

A CEO will not be permitted to allow people to park in contravention of any parking restrictions.

## 11. Abbreviation

CEA	Civil Enforcement Area
CEO	Civil Enforcement Officer
CPE	Civil Parking Enforcement
CPZ	Controlled Parking Zone
DfT	Department for Transport
DPE	Decriminalised Parking Enforcement
DVLA	Driver and Vehicle Licensing Agency
EV	Electric Vehicle
NoR	Notice of Rejection
NTO	Notice to Owner
PCN	Penalty Charge Notice
SEA	Special Enforcement Area

TEC	Traffic Enforcement Centre (Northampton County Court)
TPT	Traffic Penalty Tribunal
TRO	Traffic Regulation Order
TSRGD	The Traffic Signs Regulations and General Directions

## Appendix A – Contravention Codes and Descriptions

The full list of contravention Codes can be viewed online [Contravention Codes - PATROL \(patrol-uk.info\)](http://patrol-uk.info)

The list of common parking contraventions used in Cambridgeshire.

### On-Street

Code	Description	Level
1	Parked in a restricted street during prescribed hours	Higher
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher
5	Parked after the expiry of paid for time	Lower
7	Parked with payment made to extend the stay beyond initial time	Lower
11	Parked without payment of the parking charge	Lower
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	Higher
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	Higher
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay & display ticket, or after the expiry of paid for time	Lower
21	Parked wholly or partly in a suspended bay or space	Higher
23	Parked in a parking place or area not designated for that class of vehicle	Higher
24	Not parked correctly within the markings of the bay or space	Lower
25	Parked in a loading place or bay during restricted hours without loading	Higher
26	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	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Higher
30	Parked for longer than permitted	Lower
34	Being in a bus lane	N/A

40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher
45	Stopped on a taxi rank	Higher
47	Stopped on a restricted bus stop or stand	Higher
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher

## Off-Street

Code	Description	Level
73	Parked without payment of the parking charge	Lower
81	Parked in a restricted area in an off-street car park or housing estate	Higher
82	Parked after the expiry of paid for time	Lower
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	Higher
86	Not parked correctly within the markings of a bay or space	Lower
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher
91	Parked in a car park or area not designated for that class of vehicle	Higher
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher

## Appendix B - Observation Periods

The list of observation and grace period used in Cambridgeshire.

Restriction		Observation Period	Grace period
On-Street	<b>Waiting Restrictions</b>		
	Parked on an active Single Yellow Line	5 minutes - 10 minutes commercial vehicle	Nil
	Parked on an active Double Yellow Line	5 minutes - 10 minutes commercial vehicle	Nil
	<b>Loading Restrictions</b>		
	Active Loading Restriction	Nil	Nil
	<b>Parking Places</b>		
	Parked in Permit Bay without valid permit (resident / medical)	5 minutes	5 minutes (Visitor permits)
	Incorrect class of vehicle for bay	Nil	Nil
	Parked in a Loading Bay	5 minutes - 10 minutes commercial vehicle	Nil
	Parked in a Disabled Bay without a valid Blue Badge	Nil	Nil
	Parked in a Taxi Rank	Nil	Nil
	Parked in a bus stop	Nil	Nil
	Parked in a suspended bay	Nil	Nil
	Parked in a bay for longer than permitted	5 minutes	Nil
	Returning to a parking bay within 1 hour of leaving	Nil	Nil
	Out of bay markings	Nil	Nil
	<b>Pay &amp; Display</b>		
	Parked after the expiry of P&D ticket	Nil	10 minutes after expiry
	Parked without displaying a valid P&D ticket	5 minutes	5 minutes
	Parked with payment to extend the stay (Meter Feeding)	Nil	Nil
<b>Parking Places</b>			



<b>Off-Street</b>	Parked in a Disabled Bay without a valid Blue Badge	Nil	Nil
	Parked in Permit Bay without valid permit (resident / medical)	Nil	5 minutes (free medical permits)
	Incorrect class of vehicle for bay	Nil	Nil
	Out of bay markings	Nil	Nil
	<b>Pay &amp; Display Car Parks</b>		
	Parked after the expiry of P&D ticket	Nil	10 Minutes after expiry
	Parked without displaying a valid P&D ticket	5 minutes	5 minutes
	Parked with payment to extend the stay (Meter Feeding)	Nil	Nil
	Parked in a bay for longer than permitted	Nil	Nil
	Returning to a parking bay within 1 hour of leaving	Nil	Nil
<b>Misc</b>	Parked when Car Park closed	Nil	Nil
	Using a vehicle in conjunction with the sale of goods when prohibited	Nil	Nil