



**Civil Parking & Bus Lane Enforcement
Annual Report**

2021-2022

Welcome to Swindon Borough Council's Annual Report. It has been a busy year for our parking department. This report looks at changes and developments made to the service in the 2021/2022 financial year.

Whilst this has been another difficult year for many due to COVID-19, with many having to adapt to a new way of working in particular as a local authority we have chosen Hybrid working (a mixture of working from home and in the office).

The Government have continued to issue instructions, that required implementation quickly and we carried this out successfully, and I am pleased with how my parking team from operations manager, representation officers, team leaders and to the various officers on the ground, continue to keep operations going. Remaining consistent with the approach and adapting to the new measures put in place.

Whilst Government decided to stop the requirement to provide Critical Care Permits to NHS staff/carers and volunteers we as a local authority have agreed to extend the current permits until the 31/03/2023.

Parking has continued to work hard to ensure that the digital permit solution would work, carrying out many elements to support a digital solution to residents and visitors to Swindon. This work was paused due to the COVID-19 pandemic; however, work has recently started up again on this project. We are continuing to work to provide a more digital solutions for all types of permits including resident and visitor permits. This is looking to be rolled out later in the year after further testing has been completed.

We continue to review the way the Parking management team operate, adopting a multi skill method to ensure fair process and training of staff continues around the various tasks within parking.

The parking department have been involved in the Safer and Smarter parking project put in place. Following contact from schools, parents and residents in respect of keeping children safe at school drop off and pick. Swindon Borough Council introduced new restricted parking zones in and around schools. We will continue to assist while this project is completed.

We are working towards becoming a completely cashless Council and the current pay and display machines that accept cash will be renewed to allow payment by card. The PaybyPhone application will also be a means to pay for parking.

Foreword by Sam Price



Operations Manager - Localities



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1. Introduction

The Traffic Management Act 2004 places an obligation on local authorities that carry out Civil Parking Enforcement to produce an annual report. Providing a report of our activities is a major part of the accountability that we will provide to our residents and visitors. This is our report for the year ended 31 March 2022.

2. Background

Since September 2003, Swindon Borough Council has adopted Decriminalised Parking Enforcement (DPE) powers. The Council is responsible for on-street enforcement (yellow lines, resident parking areas etc.) on all adopted highways within the Borough with the exception of the A419 and motorways. The Council is also unable to issue Penalty Charge Notices for obstruction as this power continues to be reserved by the Police authority.

Since 21st July 2014, Swindon Borough Council has expanded its responsibilities to include the enforcement of Bus Lanes and Bus Gates within the Borough.

3. Why Civil Parking Enforcement?

For many years, Local Authorities have been able to enforce their own car parks but until the 1990s on street enforcement was undertaken by police officers or traffic wardens employed by the police force. By the mid-1990s, the government gave local authorities the right to apply for powers to apply for powers to enforce on-street parking restrictions. This is now known as Civil Parking Enforcement. Many Local Authorities across the country rapidly adopted this opportunity.

There are a number of reasons why Local Authorities accepted the decriminalisation:

- Police forces let central government know that they would not regard parking enforcement as a priority given the many other demands on their resources.
- The majority of parking offences would be better dealt with under civil law rather than as a criminal matter. This would be more cost effective and would not clog up busy criminal courts.
- Local Authorities, as representatives of their community, felt they were best placed to design and run an enforcement regime that would meet the needs of the community.

From the inception of the scheme, the Department for Transport identified the prime purposes of Civil Parking Enforcement to be:

- Contribute to Authorities' transport objectives.
- Increase compliance with parking restrictions.
- To ensure the movement of traffic, including pedestrians and cyclists.
- To improve road safety. PG
- To improve the local environment.
- To improve the quality and accessibility of public transport.
- Meet the needs of disabled people, some of whom will be unable to use public transport systems and depend upon the use of a car.
- Managing and reconciling the competing demands for kerb space.

The guidance from Central Government is also clear that Civil Parking Enforcement should not be seen as a revenue raising exercise nor should Local Authorities set targets for revenue or the number of Penalty Charge Notices they issue.

4. Civil Parking Enforcement in Swindon

i. Staffing 2021/2022

The team responsible for the operation of Civil Parking Enforcement and the maintenance of our car parks and their fittings is:



ii. Enforcement and back office Processing

Swindon Borough Council directly employs all members of the Parking Team.

Our Business Support Unit deal with the processing of permits and season tickets. They also deal with challenges against Penalty Charge Notices received before the Notice to Owner form is sent to the registered keeper of the vehicle. The Unit act in accordance with the operational and policy guidelines issued by the Parking Team.

After the issuing of the Notice to Owner Council Officers consider the formal representations and deal with appeals to the Traffic Penalty Tribunal. These staff are also responsible for the registration of any debts owed to the Council at the Traffic Enforcement Centre and any subsequent instructions to Bailiff Companies.

Although it has the powers Swindon Borough Council, does not currently clamp or remove vehicles. The sanction of removing vehicles is, however, under review, to be invoked for vehicles which persistently evade payment of penalty notices or are posing a hazard to other road users or pedestrians.

iii. Day in the life of a CEO

Civil Enforcement Officers are the eyes and ears of the local community, patrolling areas, providing advice to residents, and members of the public, whilst enforcing road traffic orders and issuing parking fines. Listed below are a number of tasks that are carried out by the Civil Enforcement Officers on a daily basis.

- Checking tickets in car parks along with checking machines and car park equipment, and reporting damage and faults.
- Identify and reporting abandoned vehicles.
- Explain regulations to motorists and advise them about parking facilities.
- Helping members of the public.
- Standing in for the Kiosk Officer.
- Walk around streets and car parks checking members of the public are following the traffic and parking regulations.
- Report any areas of damage or vandalism to buildings, signs or lines within the car parks, streets and other areas around the borough to the team leader.
- Ensure all enquiries from the public are dealt with in a positive and courteous manner at all times.
- Report any action of criminal activity to the Police.
- Maintain good community relations and act in the best interests of the Council at all times.
- Ensure lifts in Multi Storey Car Parks are working at all times in a safe manner.
- Opening and closing car parks.
- Keep Parking fleet vehicles in a clean and tidy condition and carry out daily maintenance checks.
- Carry out first line maintenance of Ticket Machines, to include; cleaning, clearing ticket and coin jams, changing ticket rolls as well as ensuring ticket machines are showing accurate date/time.
- Working efficiently, professionally.
- To participate in public events i.e. Country Park Events



5. Penalty Charge Notices Issued

i. Parking

The numbers of Penalty Charge Notices issued by Swindon Borough Council for parking contraventions over the last three years are detailed below. The total Penalty Charge Notices are split between on street (contraventions that occur on the public highway) and off street, (usually contraventions that happen in Council owned car parks). The corresponding figures for the previous years are provided for comparison.

Year	Total Penalty Charge Notices	On Street	Off Street	Abandoned (Parked in an electric place)
2019/2020	36575	26682	9893	
2020/2021	26837	20846	5991	
2021/2022	34554	23863	10365	326

Penalty Charge Notices are issued at two price bands, higher and lower rates. The rate depends on the seriousness of the contravention. For example parking on double yellow lines is deemed as a higher rate contravention while overstaying in a car park is charged at the lower rate. The relative numbers issued were:

Year	Higher Level £70	Lower Level £50
2019/2020	24311	12264 (34%)
2020/2021	18017	8820 (33%)
2021/2022	20821	13733

ii. Bus Lane

Swindon Borough Council issued the first Penalty Charge Notices during July 2014. Notices are issued at a charge of £60. The Notices issued since commencement in each financial years since then are:

Year	Higher Level £70	Lower Level £50
2019/2020	24311	12264 (34%)
2020/2021	18017	8820 (33%)
2021/2022	20821	13733

6. Enforcement After Issue

i. Parking

Penalty Charge Notices are issued at £50 or £70. However, a 50% discount applies to notices paid within 14 days of issue or where we receive an informal representation within 14 days of issue. The numbers, and percentages of the total issued, paid at this discounted rate are:

Following the initial 14 days the Penalty Charge Notice reverts to the full value and if not paid the outstanding amount increases by stages. This increase reflects the additional cost incurred by the Issuing Authority and to act as an incentive to promptly pay or challenge the charge.

6. Enforcement After Issue

ii. Bus Lanes

Penalty Charge Notices are issued at £60. However, a 50% discount applies to notices paid within 14 days of issue or where we receive an informal representation within 14 days of the date of service. The numbers, and percentages of the total issued, paid at this discounted rate are:

Year	Penalty Charge Notices paid at discounted rate
2019/2020	22362
2020/2021	15888
2021/2022	21212

Year	Penalty Charge Notices paid at full or surcharged rate
2019/2020	3621
2020/2021	2286
2021/2022	3170

Year	Penalty Charge Notices paid at discounted rate
2019/2020	17680
2020/2021	9982
2021/2022	20091

Year	Penalty Charge Notices paid at full or surcharged rate
2019/2020	2283 (9%)
2020/2021	1219 (9%)
2021/2022	2597

7. Challenges, Representations and Appeals

i. Challenges - All motorists who receive a Parking Penalty Charge Notice are entitled to make an informal representation, usually called a Challenge, against its issue. The Traffic Management Act 2004 sets out a number of statutory grounds (shown at Appendix C), which if established means that the Council must cancel the Notice. However, in addition to these the Council must consider fully consider any mitigation put forward.

The system for Bus Lane Penalty Charge Notices is slightly different given that the Notice is served by post after the event. On these, the first Representation is at the 'formal' stage. Therefore, figures for Bus Gates start at the Representation stage below. Due to this the number of Penalty Charge Notices issued in the table below are for Parking contraventions only while the subsequent tables include these and Bus Gate ones.

***Records of the results of challenges are not separately maintained so figures shown are approximate.**

Year	Total Notices Issued	Challenges Received	Accepted and Cancelled
2019/2020	36575	5772	2071 *
2020/2021	26837	4534	1627 *
2021/2022	34554	5719	2244*

Over the last few years, the following challenges have been received. The percentage that these represent of Penalty Charge Notices issued is also shown. The end column shows the number of those challenges accepted, the percentage shown is the number of those challenges that were accepted and the Notice cancelled.

Where the challenge is accepted the Notice is cancelled. If it is not accepted, and if it was received within 14 days of the issue of the Penalty Charge Notice, a further period of 14 days at the discounted rate is offered and the Penalty Charge Notice can be settled at that amount. Alternatively, the motorist can await the issue of the Notice to Owner to the registered keeper who can then make a formal Representation.

ii. Representations Received - The issue of the Notice to Owner is the beginning of the more 'formal' part of the process.

***Records of the results of Representations are not separately maintained so figures shown are approximate.**

During the last three years, the following Representations have been received. The percentage that these represent of Penalty Charge Notices issued is also shown. The end column shows the number of those Representations accepted together with the percentage this is of the number received.

Year	Total Notices Issued	Representations Received	Representations Accepted and Cancelled
2019/2020	61709	3175	798 *
2020/2021	40753	1920	402 *
2021/2022	61895	3419	620 *

Where the Council decides not to cancel the Penalty Charge Notice at the formal Representation stage then the keeper can make an appeal to the Traffic Penalty Tribunal. This is a free service to the driver and will allow an independent adjudicator (who will be a barrister or senior solicitor) to review the issue and enforcement of the Notice. The decision is binding on both parties. The Council as part of the letter of rejection sends full details to the registered keeper.



Traffic Penalty Tribunal
England and Wales

iii. Appeals - The Traffic Penalty Tribunal provides an important safeguard to the interests of the motorist. It also provides findings, information and advice, which can enable the Local Authority to improve their enforcement and back office work, by providing instruction and guidance. The Tribunal also publishes an Annual Report that gives examples of illustrative individual adjudications. We continue to look to use this to improve our service and practices.

Each year the Traffic Penalty Tribunal provides a report detailing the numbers and outcomes of the appeals they have received. Full details can be found on their website www.trafficpenaltytribunal.gov.uk

Figures of appeals for Penalty Charge Notices issued by Swindon Borough Council are shown on the right. Corresponding national figures can be found on the Traffic Penalty Tribunal website.

Year	Appeals Made	Rate of Appeal per Penalty Charge Notice	Not Contested by Council	Allowed i.e. cancelled	Refused i.e. found in favour of the Council	Not Decided & Other
2019/2020 Swindon	100	0.16	19	41	32	8
2020/2021 Swindon	39	0.09	3	22	13	1
2021/2022 Swindon	32	0.05	3	13	16	0

iv. Notices Written off/Cancelled - A number of Penalty Charge Notices have to be cancelled or written off each year because the Registered Keeper cannot be traced. This can be due to inadequate or out of date records at DVLA or because the address details given are incorrect.

These figures are subject to change

Year	Notices Written Off/Cancelled
2019/2020	1692
2020/2021	1305
2021/2022	1955

v. How to submit an informal challenge

Email

Send an email to Parking@swindon.gov.uk. This should include reasons as to why the Penalty Charge Notice should be cancelled including any evidence.

Online

Via the Swindon Borough Council Website using the link below and clicking on the informal challenge button. You will then be taken through the form to complete.

Again you can upload any evidence. -

<https://parking.swindon.gov.uk/pcns/pages/OnlineChallengeEntry.aspx>

vi. How to submit a formal Representation – Parking (notice to owner) and Bus Lane/Gate

Email

Send an email to Parking@swindon.gov.uk. This should include reasons as to why the Penalty Charge Notice should be cancelled including any evidence.

Online

Via the Swindon Borough Council Website using the link below and clicking on the Representation button. You will then be taken through the form to complete. Again you can upload any evidence. - <https://parking.swindon.gov.uk/pcns/pages/OnlineChallengeEntry.aspx>



Challenge a Penalty Charge Notice

You have two opportunities to challenge a Penalty Charge Notice (PCN) dependent upon its stage of progression.

Informal Challenge

To be made prior to the issue of a Notice to Owner.

You may challenge the PCN in writing by clicking here.

If you make your challenge within 14 days of the date on which the PCN was issued and your challenge is rejected, the discount period will be reset for a further period of 14 days from the date of the rejection letter.

Representation

To be made after the issue of a Notice to Owner.

Make a representation against a Notice to Owner by clicking here.

If the PCN is not responded to within 28 days of the date on which it was served a Notice to Owner (NtO) will be sent. If you have received an NtO and wish to make a representation against it, please click here.

Swindon Borough Council

Civic Offices
Euclid Street
Swindon
SN1 2JH

Tel: 01793 445500

Email: parking@swindon.gov.uk

You are unable to make an informal challenge against a bus lane/gate PCN

8. Debt Registration and Bailiff Action

If a Penalty Charge Notice has not been paid or successfully challenged and remains outstanding the notice may be registered as a debt in the County Court. If it is still not paid, the Authority will apply for a warrant to issue to our bailiffs for enforcement.

During last three financial years the numbers of Notices, which were registered as debts, were:

Year	Debts Registered	Warrants Obtained	Amount Remitted by Bailiffs
2019/2020	5658	4974	£156,997.68
2020/2021	4435	3609	£137,682.90
2021/2022	5648	4399	£180,924.85

Enforcement Agent Recovery Statistics

Parking

Year	Parking Income	Issued	% of cases collected	% cases sent to Enforcement Agents
2019/2020	£1,155,000	36,575	36%	7%
2020/2021	£831,000	26,837	44%	9%
2021/2022	£1,046,000	34,554	39%	7%

Bus Gate

Year	Parking Income	Issued	% of cases collected	% cases sent to Enforcement Agents
2019/2020	£803,000	25,134	41%	11%
2020/2021	£456,000	13,916	52%	10%
2021/2022	£879,000	27,341	47%	8%

9. Financial Aspects of Civil Parking Enforcement in Swindon

Swindon Borough Council Car Park Account (Excludes Departmental Overheads & Central Support)				
<u>2020/2021</u> Actual	Bus Lanes <u>2020/2021</u> Actual		<u>2021/2022</u> Actual	Bus Lanes <u>2021/2022</u> Actual
£'000	£'000		£'000	£'000
		Pay & Display Income		
-£1,270	£0	Off Street Pay & Display Income	-£2,582	0
-£57	£0	On Street Pay & Display Income	-£100	0
£0	£0	Leasing	0	0
-£646	£0	Season Tickets	-£593	0
-£1	£0	Miscellaneous Income	-£14	0
-£831	-£456	PCN Fee Paying	-£1,046	-£879
-£2,805	-£456	Total Income	-£4,335	-£879
		Summary Of Payroll		
£747	£87	Staffing , Maintenance & Management Costs	£707	£88
		Direct Costs		
£142	£0	Electricity	£139	0
£0	£0	Water	£0	£0
£0	£0	Rents	£0	£0
£1,180	£0	NNDR	£1,239	0
£0	£0	Premises Insurance	£0	£0
£40	£0	Structural Review	£33	0
£6	£0	Car Park Equipment	£32	0
£0	£0	Signs & Signpost	£0	£0
£0	£0	Contract Cleaning (Multi storey)	£0	£0
£0	£0	Vandalism (Part Insurance Claims)	£0	£0
£63	£0	Lifts	£27	0
£70	£0	Ticket Machine Maintenance	£182	0
£6	£0	Ticket Machine Airtime	£6	0
£71	£0	Cash Collection & Security	£161	0
£13	-£39	Operational Eq.	£8	£78
£20	£12	Materials	£14	£30
£1,611	-£27		£1,841	£108

<u>2020/2021</u> Actual	Bus Lanes <u>2020/2021</u> Actual	Other variable costs	<u>2021/2022</u> Actual	Bus Lanes <u>2021/2022</u> Actual
£31	£0	DVLA Processing & Court Costs	£30	£0
£14	£0	NPAS Agency Fees	£24	£0
£0	£5	Court Fees	£0	£38
£4	£0	Ticket Supplies All	£32	0
£49	£5		£86	£38
		Other costs		
£0	£0	Clothing/Uniforms	£0	£0
£14	£0	Telephones/Mobiles	£13	£0
£2	£0	Printing & Stationary	£7	0
£0	£0	Credit Card Service Charge	£0	£0
£4	£4	Postages	£14	£1
£0	£0	Computer Hardware/Software	£0	£0
£0	£0	Radio SCRIPT	£0	£0
£0	£0	Promotions Advertising	£0	£0
£7	£0	Misc	£10	£0
£56	£2	General Maintenance	£26	£1
£19	£0	Fleet Management Recharge	£25	0
£0	£0	Subscriptions	£2	0
£0	£0	Furniture & Fittings	£0	£0
£0	£0	Public Notices	£0	£0
£102	£6		£97	£2
£2,509	£71	Total Costs (Including Pay)	£2,731	£236
-£296	-£385	Costs - Income	-£1,604	-£643
£20	£0	Transfer To Car Park Reserve	0	0
-£276	-£385	Surplus	-£1,604	-£643

The surplus of (£1,604,332) has been fully spent during the year on public passenger transport services, highway improvement, maintenance & other environmental improvements. The contribution derived from Parking continues to bring improvements throughout the town.

Terms and Conditions

Vehicles over 2 tonnes are not permitted
Tariffs must be combined for extended stays
A Penalty Charge Notice can be issued for:

- Parking outside a marked bay
- Causing an obstruction
- Non display of valid ticket or voucher

Vehicles and their contents are left at the owners risk.

Parking is free for Blue Badge holders displaying a valid badge.

Parking tickets are not transferable between differently priced car parks.

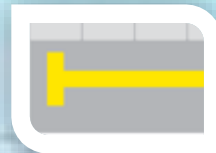
Offending vehicles may be towed away if pay machine is not working please use other



10. Blue Badge General Information

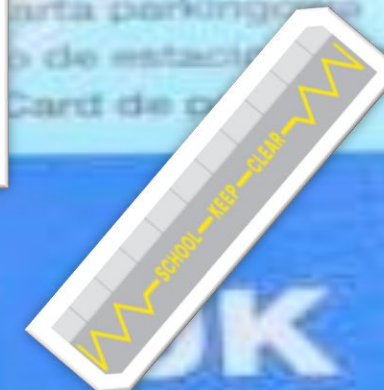
Where you can park

- Double or single yellow lines providing there are no kerb markings, for up to 3 hours and as long as they are not causing an obstruction. The Blue Badge and Clock (showing the time of arrival) should be clearly displayed on the dashboard.
- A designated Disabled Parking space providing the blue badge is clearly displayed on the dashboard.



Where you cannot park

- Places where a ban on loading/unloading is in force
- Pedestrian crossings (zebra, pelican, toucan and puffin crossings), including areas marked by zig-zag lines
- Clearways (no stopping)
- A bus stop clearway during its hours of operation
- An urban clearway within its hours of operation.
- School 'keep clear' markings during the hours shown on a yellow no-stopping plate.
- Bus, tram or cycle lanes or cycle tracks. Badge holders are not entitled to drive in bus lanes during their hours of operation.
- Where there are double white lines in the centre of the road, even if one of the lines is broken.
- Suspended meter bays or when use of the meter is not allowed.
- Where temporary parking restrictions are in force, for example by no-waiting cones.



In addition

Residents Permits/ Visitors Permits are free of charge to Disabled Badge Holders; however, the badge must be produced at the time of issue and is limited to one Resident Permit per Disabled Badge holder.

Disabled badge user guide can be found using the following link

<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 badge holders can park wherever they want.

Blue badge holders cannot just park anywhere. Blue badge holders can park on single and double yellow lines for up to 3 hours and must display the parking clock set at the time of arrival. They must still abide by some standard parking rules.

I won't have to pay a PCN if I drive off before it is issued to the vehicle/handed to the driver.

Driving off before the ticket is placed on the vehicle or handed to the driver does not cancel the PCN.

I am the registered keeper but I was not the driver at the time therefore I do not have to pay the PCN.

The DVLA registered keeper of the vehicle is ultimately responsible for any PCN issued against the vehicle regardless of who was driving at the time.

PCN's cannot be issued at night

PCN's can be issued at night, on Sundays and bank holidays

11. Truth Behind the Most Common Myths

I can park on double yellow lines to nip to the bank/get some shopping.

You cannot park on double yellow lines to talk on the phone, go to the toilet, pop to the bank or buy your lunch/go shopping.

I can drive in the bus gate my vehicle is a taxi

The legal definition of a Taxi is a "hackney carriage" they are public transport vehicles which are licences to "ply for hire". They do not need to be pre-booked.

Do CEO's have targets?

CEO's do not get bonuses for issuing tickets. They are paid a salary

12. Future Plans

Over the coming year we will

- Continue to work on COVID-19 recovery.
- Look at bringing Swindon Borough Council Parking Operations into a more digital and cashless society.
- Introducing a virtual permit for local residents and business.
- Remove completely the cash payments in our Pay and Display car parks.
- Work alongside various projects, supporting where and when we can.
 - Bus Boulevard Project
 - School Safety Environment Zones Scheme
- Continue to review the parking department structure.
- Continue to support the Council's "Paperless" Policy, to find ways to use less paper.

13. Useful links on the Swindon Borough Council Website

Swindon Borough Council website - <https://www.swindon.gov.uk>

Parking - https://www.swindon.gov.uk/info/20031/roads_parking_and_transport

Pay a parking fine -

https://www.swindon.gov.uk/info/20034/parking_tickets_and_bus_lane_fines/334/pay_a_parking_fine

List of car parks - https://www.swindon.gov.uk/directory/16/car_parks

Various permits can be applied for via the SBC website following the links below:

Resident, Visitors or business permit

https://www.swindon.gov.uk/info/20031/roads_parking_and_transport/322/parking_permits/2

Renew a resident permit

https://www.swindon.gov.uk/info/20031/roads_parking_and_transport/322/parking_permits/3

Season Tickets

All week - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=33>

Coate Water - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=55>

Lydiard & Coate - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=56>

Lydiard Park - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=54>

Mon-Fri - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=3>

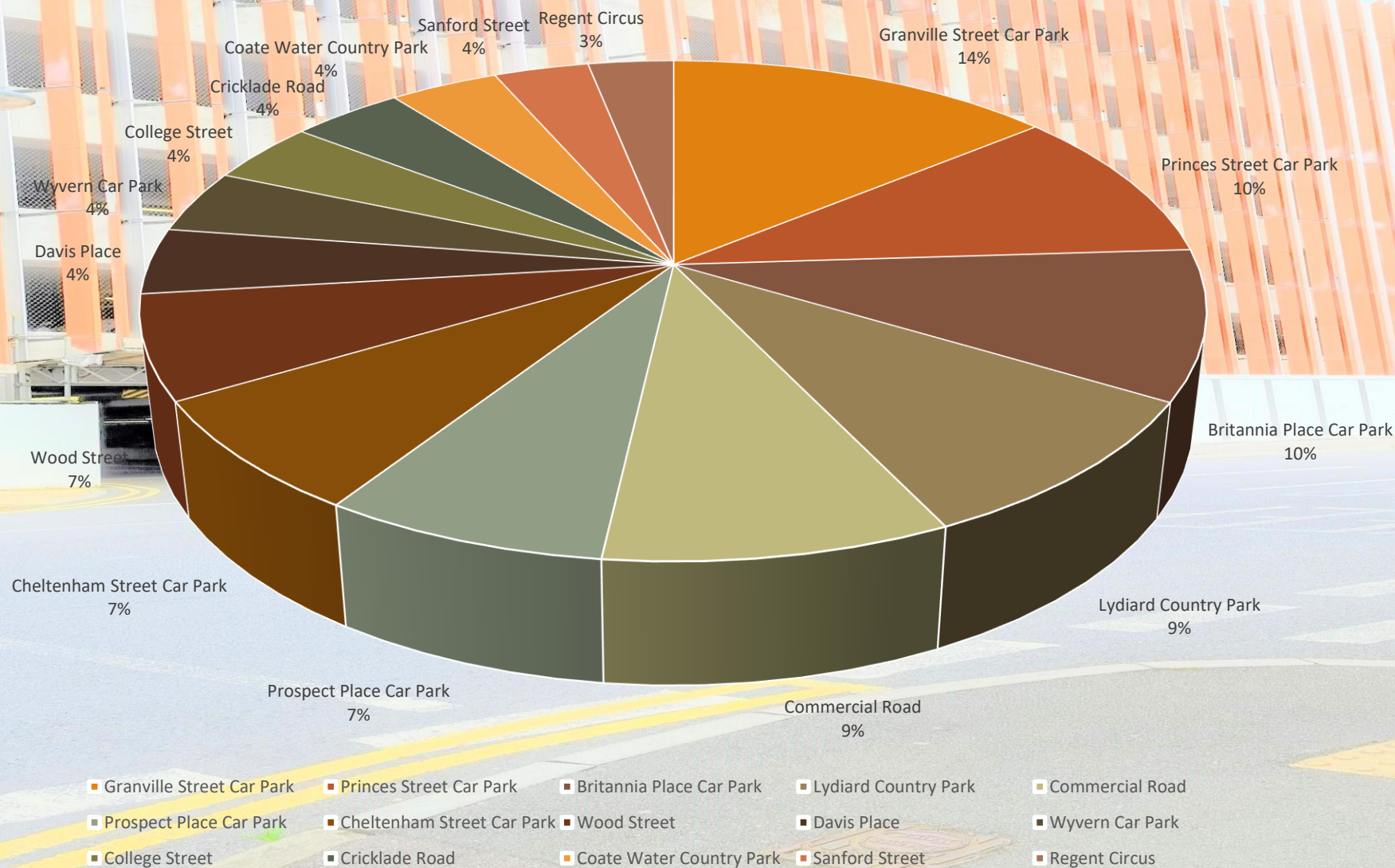
Mon-Sat - <https://parking.swindon.gov.uk/permits/pages/OnlinePermitDetailsForm.aspx?ID=4>

Traffic Regulation Orders

https://www.swindon.gov.uk/info/20135/traffic_management/657/find_out_about_traffic_regulation_orders_tros

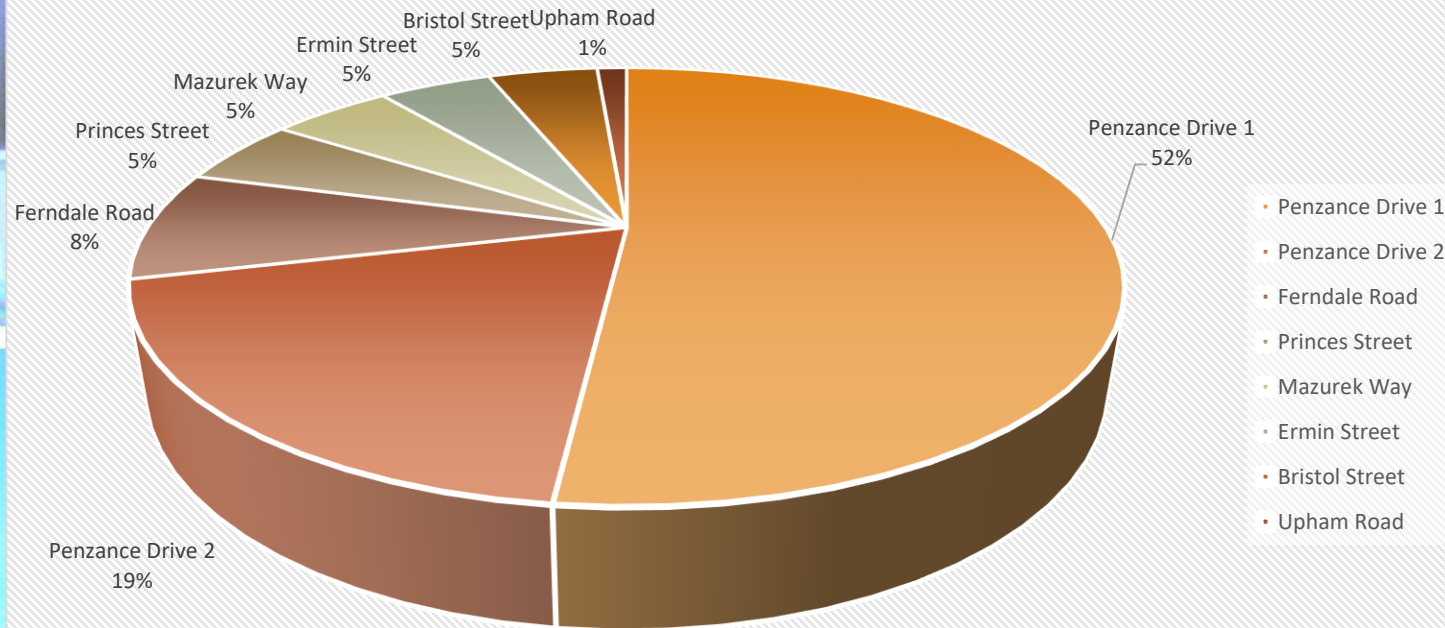
i) Top 15 locations where Parking Penalty Charge Notices were issued during 2021/2022

Top 15 locations where Parking Penalty Charge Notices were issued during 2021/2022



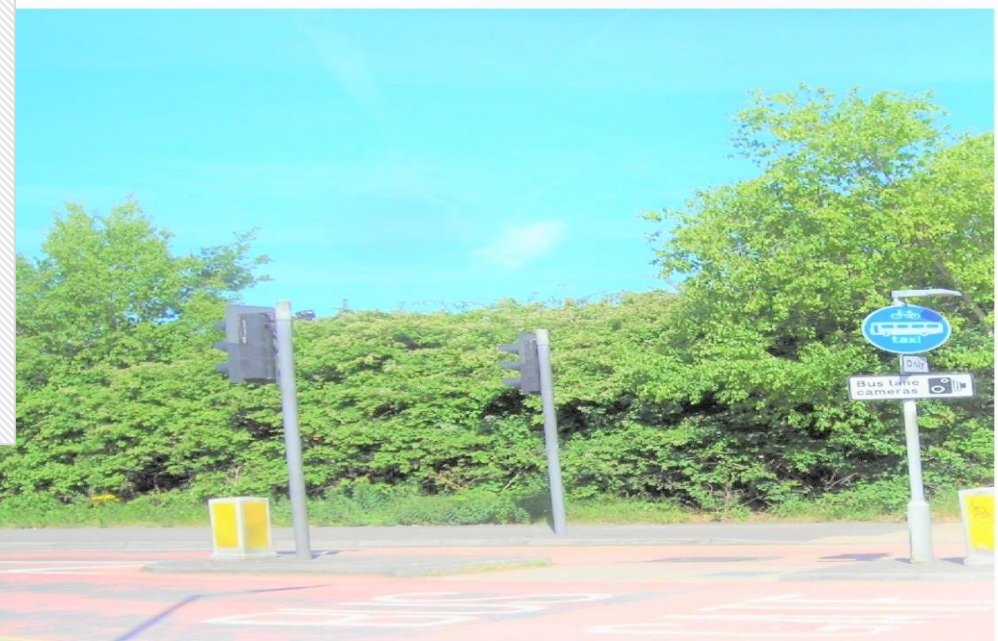
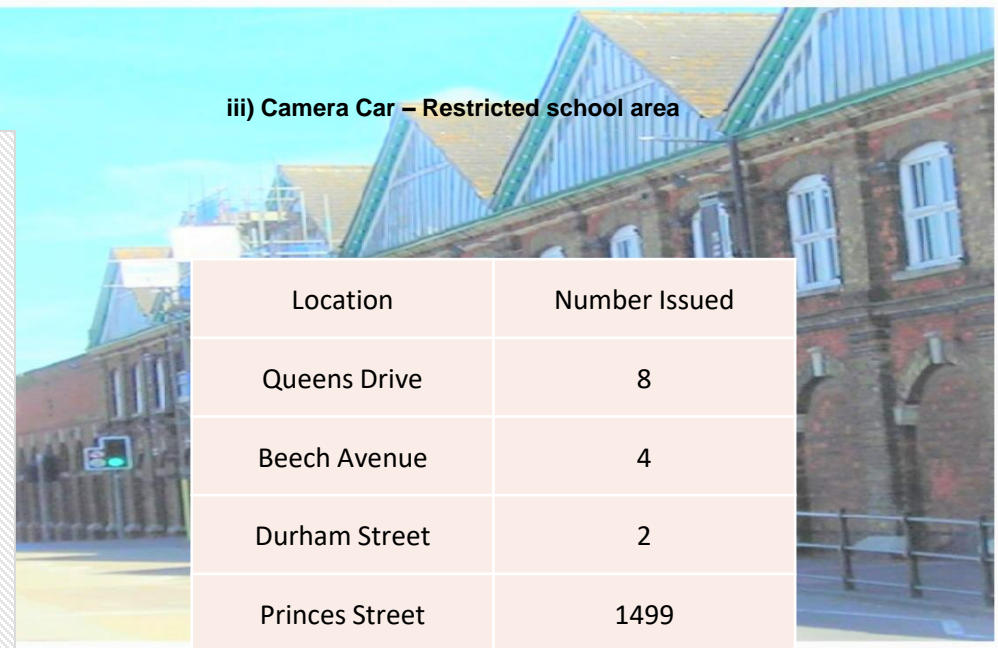
ii) Bus Lane/Gate Locations and Penalty Charge Notices issued

Bus Lane/Gate Locations and Penalty Charge Notices issued
2021/2022



iii) Camera Car – Restricted school area

Location	Number Issued
Queens Drive	8
Beech Avenue	4
Durham Street	2
Princes Street	1499



Appendix B – Parking Penalty Charge Notices issued against contravention.

Summary to show the principle contravention groups where 100+ Parking Penalty Charge Notices were issued.

On Street:

Code and contravention	Charge Band	Number issued
01 – Parked in a restricted street during prescribed hours	Higher	9059
12 – Parked in a residents' parking place without clearly displaying a permit for that place	Higher	5492
02 – Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	2095
30 – Parked for longer than permitted	Lower	1857
06 – Parked without displaying a valid pay & display ticket (On Street)	Lower	1240
25 – Parked in a loading place during restricted hours without loading	Higher	985
45 – Taxi Rank	Higher	656
19 – Parked in a residents 'place	Lower	608
40 – Parked in a designated disabled persons parking space without displaying the relevant badge	Higher	608
05 – Parked after payment expired	Lower	424
99 – Pedestrian Crossing	Higher	423
47 – Restricted bus stop of stand	Higher	155

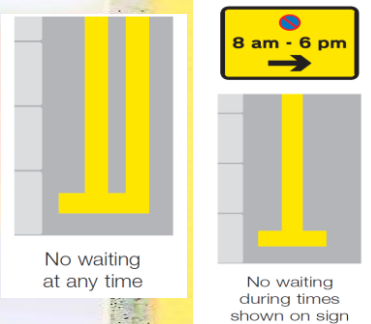
Off Street (Car Parks):

Code and contravention	Charge Band	Number issued
83 – Parked in a car park without clearly displaying a valid pay and display ticket	Lower	7168
82 – Parked after expiry of paid for time	Lower	1963
87 – Parked in a disabled persons parking space without displaying a valid badge	Higher	549
86 – Parked beyond bay markings	Lower	387
81 – Parked in a restricted area	Higher	146

Most Common Contraventions - Below is an example of some of the signage and/or road markings associated with these contraventions.

On Street

Contravention code 01 - Parked in a restricted street during prescribed hours.
Commonly known as parking on double yellow or single yellow lines.



Contravention code 12 - Parked in a residents or shared use parking place or zone without either clearly displaying a valid permit or pay and display ticket issued for that place, or without payment of the parking charge.



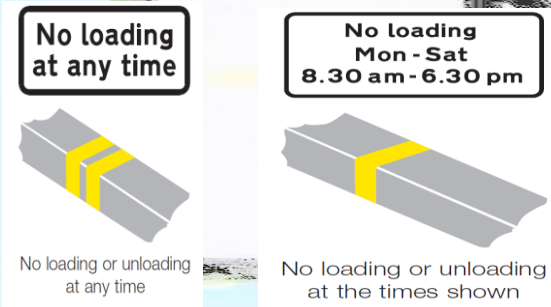
Contravention code 83 - Parked in a car park without clearly displaying a valid Pay & Display ticket or voucher or parking clock.
Means parked in a pay and display bay without evidence that payment has been made. This can also apply when a pay and display ticket has been obscured or fallen from view.



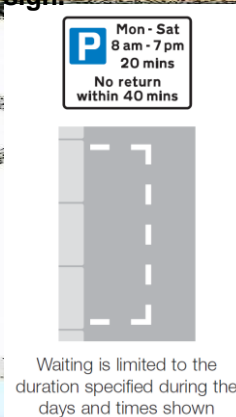
Contravention code 87 - Parked in a disabled persons parking space without displaying a valid badge



Contravention code 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.
Commonly known as parking or loading in an area marked with double/single lines with kerb markings.



Contravention code 30 - Parked for longer than permitted.
Parked in a limited waiting bay for longer than specified on the corresponding sign.



Contravention code 82 - Parked after the expiry of paid for time.
Parked in a pay & display bay 5 minutes after the paid for time has expired.



Contravention code 86 - Not parked correctly within the markings of a bay or space.
Vehicles which are observed not parked within the markings of a bay.



Appendix C – Statutory Grounds for Cancellation of Penalty Charge Notices

1. The alleged contravention did not occur
2. I was never the owner of the vehicle OR I had ceased to be the owner before the date on which the contravention occurred OR I became the owner after the date on which the contravention occurred
3. The vehicle had been driven by a person without the consent of the owner
4. We are a vehicle-hire firm and the vehicle was on hire under a hiring agreement and the hirer has signed a statement acknowledging liability for any Penalty Charge Notice issued during the hire period
5. The Penalty Charge exceeded the amount applicable in the circumstances of the case
6. There has been a procedural impropriety by the enforcement authority
7. The order which is alleged to have been contravened is invalid
8. The Penalty Charge Notice has been paid either in full or at the discounted rate

Contact Us

Email - Parking@swindon.gov.uk

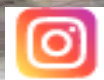
01793 463327 (8:30am-5pm Mon to Thurs 8:30am-4:30pm Fri, closed Bank Holidays)

Address – Parking Management & Enforcement, Civic Office, Euclid Street, Swindon, SN1 2JH

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