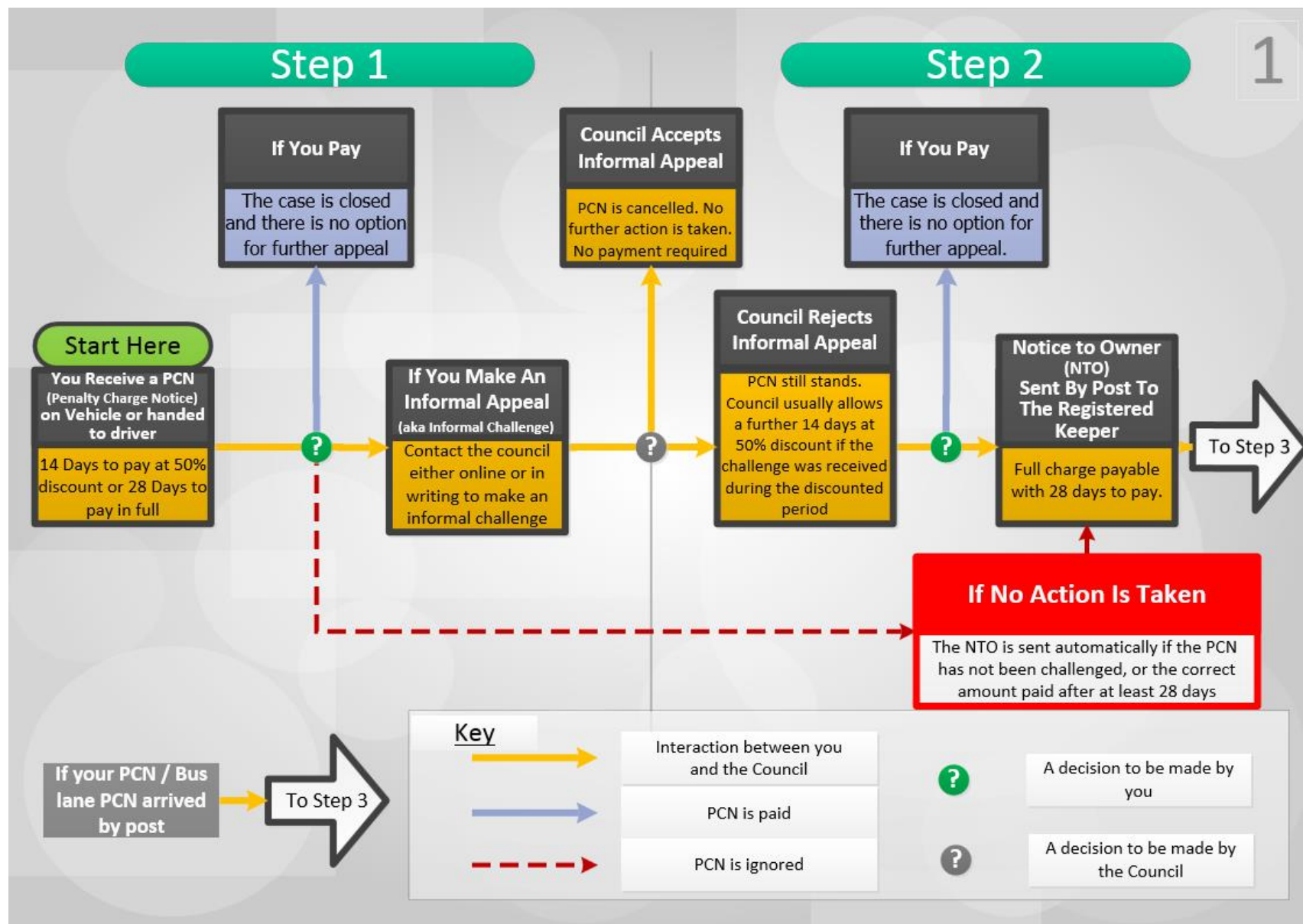
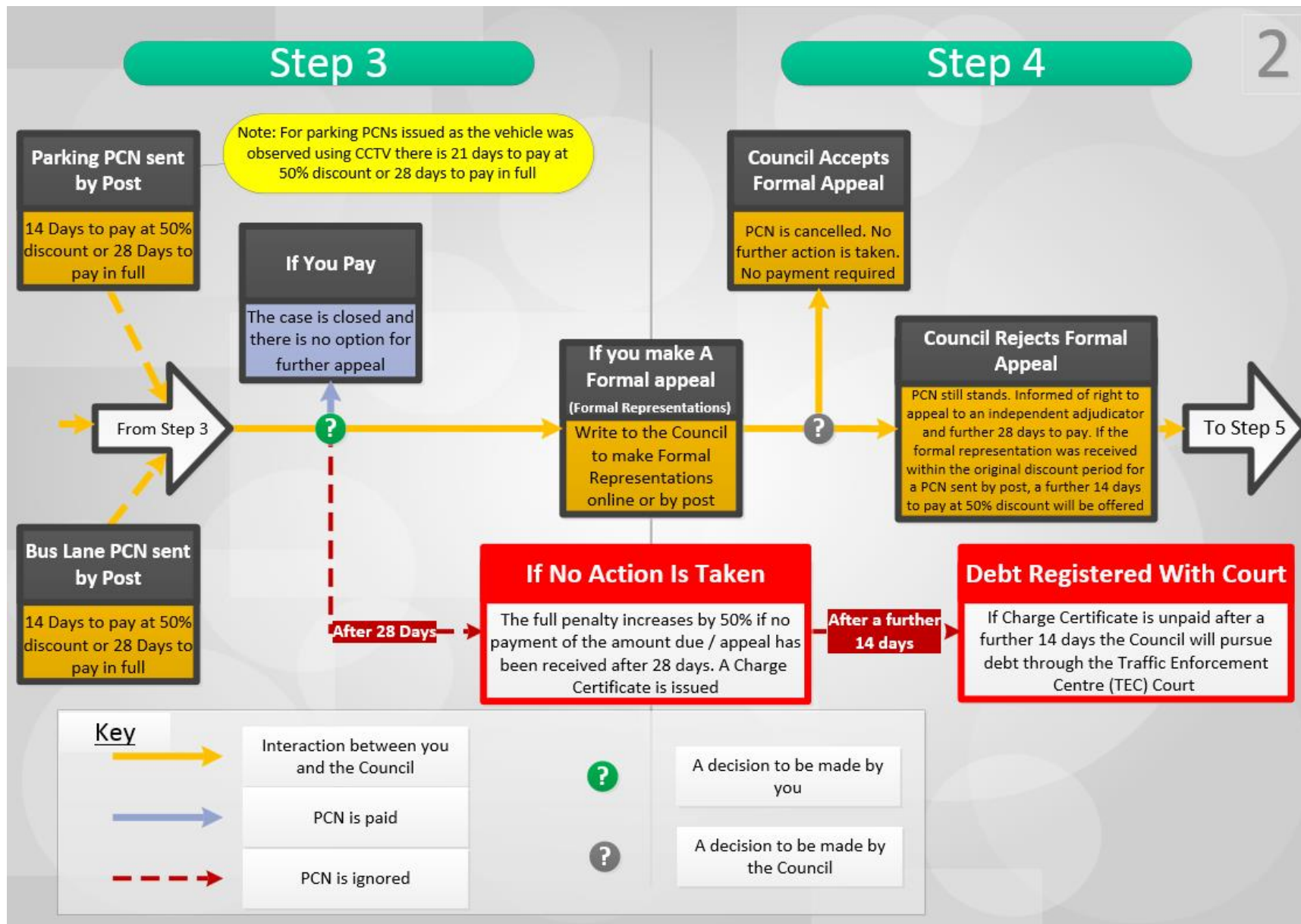
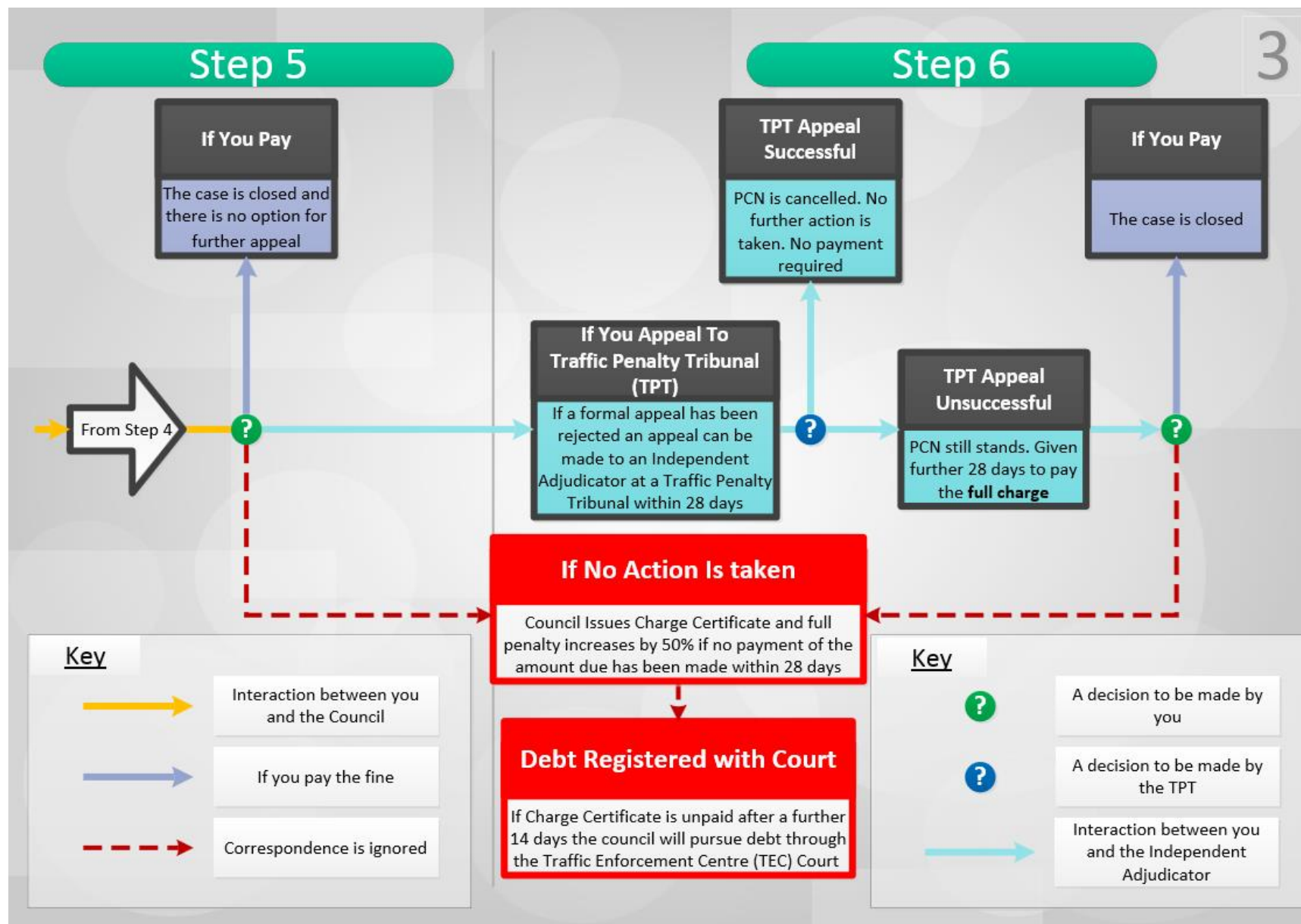


Guidance Policies for Civil Parking and Bus Lane enforcement and cancellations

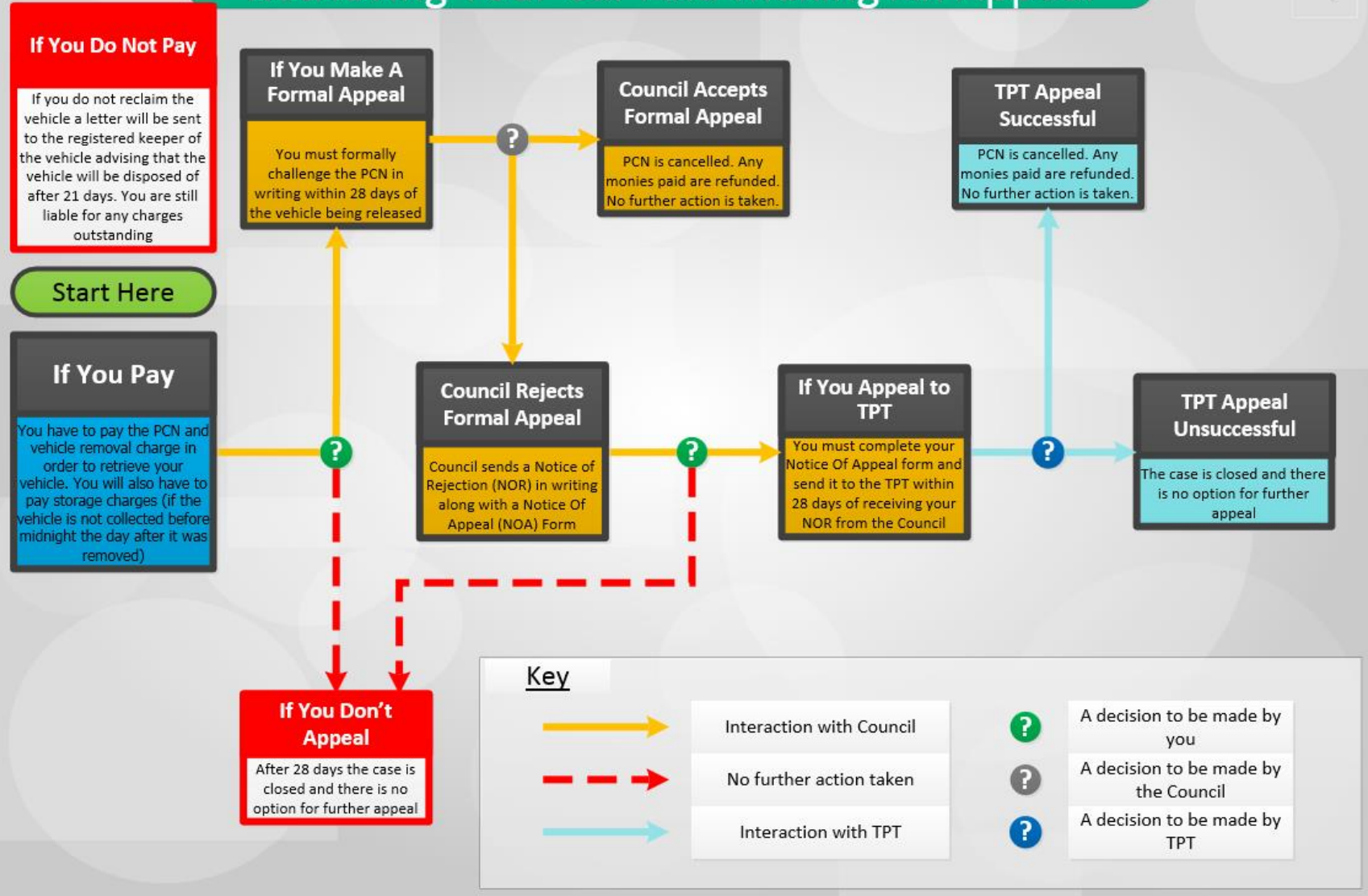
Policies contained in this document are for guidance only. Cases will be considered on individual merit taking into consideration all available evidence.







Retrieving Your Car And Making An Appeal



Glossary

PCN	Stands for Penalty Charge Notice. A PCN may be issued for parking contraventions and moving car violations, like driving in a bus lane	Informal Appeal (Informal Challenge)	An informal challenge is your chance to appeal against your PCN before you have received your NTO. This can be done online or in writing
Discounted Charge	The Discounted Charge is applicable for 14 days (or 21 days if the parking PCN has been issued via CCTV) after receiving your PCN either in person, on the vehicle or by post. After this time the full charge is applicable.	Formal Appeal (Formal Representations)	Formal Representations is your chance to formally appeal against your PCN. You can only make formal representations once you have received a NTO or postal PCN
NTO	Stands for Notice To Owner. This is issued by the Council either if a parking fine issued on street has not been paid in full after 28 days, or we haven't received an Informal Challenge that has resulted in the PCN being cancelled. This is sent to the registered keeper/hirer (who by law is responsible for payment)	TPT Appeal	The Traffic Penalty Tribunal (TPT) Appeal is your final chance to appeal your PCN. You can only appeal to TPT if you have had a Formal Appeal rejected by the Council. The appeal is heard by an independent adjudicator. The motorist can choose to have the appeal held in person, by post or by phone

INTRODUCTION

When you receive a parking fine from us (or for using bus/tram lane/gates) you may want to dispute it. But how do we decide whether that challenge is successful or not?

We call these fines Penalty Charge Notices (PCNs). This document explains how decisions are made when we deal with representations and appeals against parking and bus lane (PCNs).

Whilst every effort has been made to keep this document reader-friendly, we will refer to legal wording when we have to.

It is impossible to provide in this document, specific guidelines to cover all circumstances and policies may be reviewed. However, we will consider all cases, on their individual merits, taking into account the particular circumstances before reaching a decision.

ABOUT THE DISPUTE PROCESS

Challenges should be made in writing. Instructions of how to do this will be with the PCN documents. Having it in writing helps us to keep a record of the whole process.

All correspondence received and sent by us will be sent to the Traffic Penalty Tribunal (TPT) if an appeal is made.

We discount payments for PCNs if they are made promptly. The law allows 14 days from the service of the PCN for it to be paid at half the rate of the full charge. However the law allows 21 days if it is a parking PCN issued by post after CCTV evidence has been used to record the contravention.

If a written challenge is received, the case is placed on hold at its current rate until a full written response is sent. We do reoffer 14 days to pay the discounted amount if the challenge was received within the legal discount period but the PCN is upheld.

If the PCN is disputed again (after this initial decision) it is unlikely that the discounted rate will be reoffered.

If the full balance due is paid, this closes the case and the option to challenge the PCN is lost. Payment is regarded as acceptance of liability for the PCN.

There are three stages at which a PCN may be disputed:

1. An 'informal challenge' can be made against parking PCNs that have been handed to the driver or fixed to the vehicle, (before we have served a NtO to the registered keeper). Only one informal challenge will be responded to unless the driver has supplied further information requested in the response we sent.
2. 'Formal representations' can be submitted once an NtO or a postal PCN has been served to the keeper/hirer of the vehicle.
3. If a formal representation is rejected the keeper/hirer may appeal against this to an independent adjudicator at the TPT. Tribunal decisions are final and binding on both parties

The regulations set timescales of 28 days for formal representations¹ or appeal to the TPT to be made. Failure to do so (or to make full payment of the amount owed) may result in the PCN being progressed through the enforcement process.

Although we have a discretionary power to cancel a PCN at any point throughout the enforcement process it is unlikely late disputes will be considered unless there are exceptional circumstances why it has not been made in time, or if it evident that there has been a procedural impropriety or error with the PCN.

After the time allowed for representations or an appeal to be made has ended, a Charge Certificate may be issued. This increases the full penalty charge by 50%. At this time it is too late to dispute the PCN. If payment is not made within 14 days the charge may be registered as a debt at the Traffic Enforcement Centre (TEC). At this stage it is possible for the keeper/hirer to make a witness statement (or 'statutory declaration' for bus lane PCNs) if they lost the opportunity to make a dispute or pay the PCN because they hadn't received a NtO/postal PCN, a response to a formal representation, or an appeal decision.

We aim to

- Treat everyone fairly and with common sense
- Sympathetically consider compelling circumstances and individual circumstances (looking at the evidence to support cases). We recognise the Chief Adjudicator's comments in the Traffic Penalty Tribunal's (TPT's) Annual report which says Councils have an express duty to consider "compelling circumstances"...and to exercise discretion having regard to the appropriate considerations

¹ Councils may ignore any representations which are made after this period. Sheffield City Council will allow a few days flexibility with regard to this deadline provided that the person making representations provides a valid reason for any delay. However, any representations which are made more than 7 days beyond the normal deadline will not be considered, unless there are severe and genuine extenuating circumstances (evidence of this may be requested).

REASONS FOR CHALLENGING A PCN

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
1	A valid pay and display ticket had been obtained	<p>A genuine valid ticket is produced covering the relevant period (where it is a first time contravention by the individual/vehicle concerned).</p> <p>The ticket has been bought from a nearby alternative machine because the nearest machine was not working, or it is confusing which the appropriate machine is.</p>	Pay and display ticket.	<p>The person receiving a PCN had received one in the past for failing to correctly display a pay and display ticket.</p> <p>The ticket was not valid for the time or place the vehicle was parked (e.g. had expired, was for a different location, the vehicle was parked in a permit holders' only bay).</p> <p>The Civil Enforcement Officer's evidence contradicts the claim.</p>
2	A Blue Badge was displayed in the vehicle and the vehicle was being used for the benefit of the badge holder.	<p>No previous similar contravention has occurred and</p> <ul style="list-style-type: none"> the vehicle is parked where Blue Badge concessions apply 	A copy of the Blue Badge which would have been valid at the time the PCN was issued (or that had expired in the last 28 days).	<p>A PCN has previously been cancelled for failing to display the badge / timer disc properly.</p> <p>The holder has failed to attempt to display the badge.</p> <p>The vehicle is parked on a restriction (such as 'no stopping', 'no loading', bays reserved for specific users) where Blue Badge concessions</p>

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
		<ul style="list-style-type: none"> a valid badge was displayed but the holder forgot to display the timer disc in a time limited disabled bay or on a waiting restriction <p>If the Blue Badge displayed had expired in the last 28 days prior to the PCN being issued.</p>		<p>do not apply - https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england</p> <p>The vehicle has been parked for longer than permitted with the Blue Badge displayed.</p> <p>The badge is displayed when the vehicle is not being used to transport the badge holder. 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).</p>
3	The vehicle was being driven by someone else	<p>A hire company provides evidence that the vehicle was on hire to another party when the contravention occurred</p> <p>It is evident that the vehicle was subject to a long term lease The vehicle had been reported stolen prior to the contravention</p>	<p>A signed hire agreement that complies with the Road Traffic (Owner Liability) Regulations 2000</p> <p>A valid police crime reference number and police station it was reported to which verifies that the vehicle had been taken without the owner's consent before the PCN was</p>	<p>The vehicle had been lent to a friend / relative / acquaintance, etc. (including if they were given general access to the keys)</p> <p>The vehicle was in a repair garage (this is a civil matter between the keeper and the garage)</p> <p>The keeper is unable to provide any proof of theft, or the information held by the police does not match the claim, or the time of the alleged theft / the report of the theft was after the PCN had been issued.</p> <p>The vehicle was being used as a courtesy car without an agreement signed to accept responsibility for PCNs</p>

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
			issued	
4	The vehicle was being used for loading / unloading	<p>The vehicle is waiting where loading is permitted and either the goods being delivered/collected were heavy, bulky, or numerous and it would be unreasonable to expect them to be carried from a 'legal' parking place.</p> <p>The delivery / collection is part of the operations of a commercial delivery business (e.g. couriers)</p>	Job sheet / delivery note (timed / dated and describing goods)	<p>Evidence contradicts the claim or suggests the vehicle was parked there for longer than necessary for this activity.</p> <p>The vehicle is waiting where loading is not permitted: e.g. on school zigzag markings, on crossing controlled areas, on clearways, on bus stop clearways; on no stopping taxi ranks, on Police bays where loading is prohibited, in car parks, in disabled bays.</p>
5	The keeper was not aware a parking PCN had been issued until receiving a Notice to Owner.	There is insufficient evidence that the PCN was served correctly.		The Civil Enforcement Officer's evidence suggests the PCN was correctly served. In such circumstances we <i>may</i> offer 14 days from the rejection notice being served for the discount to be paid. We would not if there is a history of such claims or if the PCN was handed to the driver.
6	If the driver claims the restriction signs / lines were missing, obscured, or in poor condition	There were exceptional weather conditions (e.g. a period of heavy snow), causing vehicles to be necessarily abandoned.		<p>It was still evident that a restriction was in place despite snow or leaves.</p> <p>Short lengths of missing line(s) or a missing termination mark will not invalidate PCNs where it is obvious that a restriction is in place.</p>

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
		<p>The gap in a yellow line is at least a vehicle length and no part of the vehicle was on the visible line.</p> <p>A sign is missing or obscured such that it could not be read and there is no other sign in reasonable distance from the vehicle.</p>		<p>Claims that there were no signs next to markings which do not need time plates (for example yellow lines).</p> <p>A sign can be easily read or is only marginally obscured but it is still reasonable that it could have been read and understood.</p>
7	The driver made a mistake / did not understand the restrictions	We may make some allowance in a limited number of circumstances if less commonly used sign/s had been used		Commonly used sign/s were used - in accordance with Department for Transport (DfT) regulations / authorisations. Information about signs can be found in DfT publications such as the Highway Code, Know Your Traffic Signs, Traffic Signs Regulations and General Directions and via the DfT website.
8	Driver had paid for parking using cashless payment	<p>The cashless payment system shows that there was a valid paid-for period covering the right vehicle and location.</p> <p>A minor error was made inputting the vehicle registration number (for example one or two</p>	Evidence of the cashless payment session	<p>The vehicle is parked where pay and display / cashless payment cannot be used (for example on a yellow line).</p> <p>The paid for session was for a different vehicle not on drivers account / had expired / been bought after the PCN had been issued / the transaction had not been completed.</p> <p>A PCN has previously been cancelled if a minor</p>

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
		wrong digits or letters), selecting the wrong location code or vehicle from own account and no previous similar contravention has occurred.		error was made inputting the vehicle registration number or for selecting the wrong location code.
9	Ownership of the vehicle is denied	The full name and address of who did own the vehicle is provided, ideally with proof.	Proof of change ownership (e.g. sales receipt, DVLA letter)	An incomplete name and address of the alleged owner is provided. A person that has been nominated as the owner denies ownership and insufficient proof has been provided.
10	The vehicle is authorised to travel in a bus lane or bus gate	<p>The vehicle:</p> <ul style="list-style-type: none"> • has at least 10 seats (9 or more passenger seats plus the driver) • is a taxi • is a Private Hire Vehicle with suitable side markings, as approved by Sheffield City Council, operating under a licence issued by a Local Authority • is a motorcycle [bus 	<p>Vehicle registration document</p> <p>Taxi licence PHV licence</p>	The vehicle is not an authorised vehicle, or required evidence is not provided

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
		holder forgot to display the timer disc (if required for the permit type / location). An annual permit displayed in the vehicle had expired in the last 14 days prior to the PCN being issued.	carer, organisational carer/medical , green or business permits – these permits will be checked on the Council's permit records)	or in a different zone). The vehicle has been parked for longer than permitted, or the time set has been altered (if time limits apply for the permit type) The Civil Enforcement Officer's evidence contradicts the claim. If a daily use permit has not been correctly validated
12	Driver claims they were unaware of a bus lane or gate – including saying they were following satnav directions	Evidence shows there was a problem with the sign/s – e.g. a restriction sign was missing or a Variable Message Sign not working. The bus lane/gate had been temporarily suspended due to works or an event in the area.		The bus lane / gate is correctly signed
13	It was a bank holiday or Sunday	The street signs say "except bank holidays" Street signs indicate that restrictions apply only on days exclusive of Sundays (e.g. Mon – Sat)		The sign/s do not indicate that bank holidays are excluded – e.g. a sign which says restrictions that apply Monday to Friday will apply on a bank holiday Monday. Street signs do not specify days of the week (if no days are specified the restriction applies everyday including Sundays and bank holidays)

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
14	Driver claims they were going to a bank	The vehicle was a bullion (security) vehicle being used only for as long as necessary to collect / deliver bullion / cash in transit.		It is a member of the public taking money / to from the bank. In such circumstances nearby restrictions should be complied with. A bullion vehicle was parked for longer than necessary.
15	Driver claims that they were gaining access to their private or commercial property	The vehicle had been stopped only to open a gate and proceeded directly on to the private property. A driver had to collect a key to unlock a gate that prevented access allowance may be made for this (no longer than five minutes), provided the restriction is not 'no stopping' or 'no loading'; [in these the vehicle should have been parked elsewhere whilst the key was collected].		Evidence provided by the Civil Enforcement Officer contradicts the claim / suggests the vehicle was parked there for longer than necessary for this activity. The access to the property was blocked preventing the driver from gaining entry The vehicle was left unattended on a 'no stopping' or 'no loading' restriction whilst the driver went to get keys to unlock a gate.
16	Vehicle had broken down	Vehicle breakdown was unavoidable, can be evidenced and the vehicle was moved within 24 hours	Garage receipt on headed paper, completed in full and indicating a repair of the fault	No evidence of breakdown is provided It is probable that the vehicle was left in contravention of the restriction prior to the breakdown occurring

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
			<p>within a reasonable time of the contravention.</p> <p>Till receipt for purchase of relevant spare parts purchased on or soon after the date of the contravention.</p> <p>Vehicle recovery/repair record from a recognised vehicle roadside assistance scheme.</p> <p>Confirmatory letter from the Royal Automobile Club (RAC), Automobile Association (AA) or similar motoring organisation.</p>	<p>The vehicle had not been recovered within 24 hours</p> <p>Claims of flat battery if it is alleged that the vehicle was bump/jump started but there is no evidence of new parts which could cause a flat battery (e.g. alternator, solenoid) or of a new battery</p> <p>It seems the vehicle had 'broken down' due to negligence of the driver – e.g. it ran out of petrol or the vehicle had overheated due to lack of water (unless there is evidence of a mechanical / electrical fault)</p> <p>The Civil Enforcement Officer notes contradict the claim being made</p>

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
17	Claim that car keys had been lost, stolen or locked in the vehicle	The claim can be evidenced and the vehicle was moved within 24 hours.	Supporting evidence (for example from the police, or a vehicle recovery organisation)	There is no supporting evidence or the vehicle is not moved within 24 hours. The vehicle should not have been parked at the location in the first place (for example on double yellow lines)
18	Driver claims they were dropping off or picking up a passenger.	<p>The Civil Enforcement Officer notes suggest such activity was taking place.</p> <p>Special consideration will be given to taxis or Private Hire Vehicles that will need a small amount of additional time to announce their arrival and accept payment.</p> <p>* If a taxi (not a Private Hire Vehicle) was stationary in a bus stop</p>	<p>Evidence that the vehicle is a licenced PHV or taxi and a computerised record of the fare.</p> <p>Evidence that the vehicle is a licenced taxi and a</p>	<p>The Civil Enforcement Officer's notes contradict the claim or suggest the vehicle was there for longer than necessary. Three minutes should be more than adequate and in most circumstances the driver should remain with the vehicle (unless elderly, disabled, or young children are involved).</p> <p>The vehicle is parked on a 'no stopping' restriction, including bus stops*, or crossing controlled areas.</p>

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
		only for so long as is reasonably necessary for a passenger to board or alight with their luggage	computerised record of the fare.	
19	The Civil Enforcement Officer made a mistake or was rude	<p>The PCN does not comply with the regulations, such as stating the wrong:</p> <ul style="list-style-type: none"> • vehicle registration • contravention • amount payable 		<p>There is a discrepancy over the vehicle colour / make, or the location stated on the PCN. The PCN will be upheld if the evidence (such as photographs linked to the PCN / GPS information from the handheld) satisfies the investigating officer that there were restrictions relevant to the contravention code recorded by the Civil Enforcement Officer. There is no regulatory requirement for the location of the alleged contravention to be specified on the PCN.</p> <p>The time of the PCN is disputed - the handhelds have integrated clocks and the time stated on PCNs printed from these cannot be altered. The keeper's name is misspelt on a document (they should contact the DVLA to correct information held on their records).</p> <p><i>Complaints against any officer's conduct should be made using our complaint procedure. This is separate to the PCN representations and appeals procedure.</i></p>
20	The driver was an on	There is a relevant	Supporting written	The vehicle was not one being used for statutory

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
	duty Council Officer, member or Government official	<p>exemption in a Traffic Regulation Order.</p> <p>Local Authority vehicle (or contractors) was parked only to carry out statutory duties (i.e. refuse collection, street cleansing, highway maintenance), or whilst carrying out duties that require the vehicle to be in close proximity (i.e. verge grass cutting), including Enforcement vehicles.</p> <p>Vehicles involved in exceptional activities, such as surveillance by Customs & Excise or the Benefits Agency.</p>	statement from the relevant Service Manager or Executive Director.	duties and the officer thought they did not have to comply with parking regulations.
21	The driver was attending court	A defendant is given a custodial sentence and as a direct result, is unable to remove his / her vehicle from a pay and display bay or Council car	Supporting evidence from the defendant's legal representative of a custodial sentence being given.	Someone attending court (e.g. as witness, jury member, or defendant) overstayed the time they paid for - the length or timing of any court hearing or trial cannot be guaranteed. Payment can be made for a full day, or extended using payment by mobile phone.

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
		Park. We will expect that the vehicle will be removed as soon as is reasonably possible (48 hours), by the defendant's family, friends or legal representatives.		
22	A dentist / doctor appointment took longer than anticipated A meeting or other appointment ran late	There is evidence of an exceptional medical emergency that led to an unforeseen delay which prevented the driver from returning to their vehicle.	Evidence from medical professional or organisation	An appointment/meeting overran or was longer than expected.
23	We had issued a 'dispensation' allowing the vehicle to park at a location where parking is not normally allowed.	There is a valid dispensation issued to the vehicle for the time / place / reason.	Our permits system will be checked for dispensation information.	We believe the vehicle was not being used for the purpose that the dispensation was agreed for. Dispensations are only granted if the vehicle is being used as a workshop - needing to use equipment directly from the vehicle as part of the work being carried out at an adjacent property. <i>In general where tools, equipment or materials are required, these items should be unloaded into the relevant premises and the vehicle should then be parked legally elsewhere.</i> A PCN has previously been cancelled for failing

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
				to correctly display a dispensation.
24	Driver was not aware of a temporary parking suspension or parking restriction	There is evidence that the vehicle was already parked when the signs were placed and had not moved.	Proof that the driver was away over the period between the signs being placed and the PCN being issued.	There is evidence that the signs were already in place prior to the vehicle being parked.
25	Driver of a vehicle was arrested and as a direct result left the vehicle in contravention of a parking restriction.	There is evidence that the driver had been taken into custody prior to the PCN being issued and was either being detained or there had not been reasonable time to safely move the vehicle after release.	Evidence of the relevant custody number, officer and police station.	No evidence of the arrest is supplied. Evidence suggests the vehicle was not left at the location as a result of being taken into custody, After release the vehicle was not moved within a reasonable period (12 hours).
26	Health care professional claims to have been attending an emergency duty.	The driver is a medic, it was a genuine emergency call out and there are valid reasons why the driver could not have parked legally (for example displaying a valid medical permit to attend).	Explanation and evidence of the emergency and proof that the driver is a medical professional.	The vehicle is parked near a place of work (e.g. a hospital or surgery) <i>Regular or programmed visits or routine home visits will not be considered an emergency. For permit zones medical permits are available and should be correctly displayed. In other areas pay and display / limited waiting bays should be used.</i>
27	The vehicle is an emergency service vehicle / unmarked	If a senior officer of the fire brigade, ambulance or police service	Supporting letter from senior officer (for example Chief	There is evidence that suggests the vehicle was not being used for operational duties, including if the vehicle is parked outside a police station, or

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
	police car.	supports the representations and there is no reason to doubt that the vehicle was carrying out operational activities.	Inspector)	court.
28	The driver is an estate agent or landlord visiting a property.			<i>Estate agents / landlords are not exempt from any restrictions and should park using a valid permit or by making appropriate payment to park.</i>
29	The vehicle was a Post Office vehicle being used to collect postal packets.	There is evidence that the vehicle was a marked Post Office vehicle being used solely for this activity.		Evidence provided by the Civil Enforcement Officer contradicts the claim / suggests the vehicle was parked there for longer than necessary for this activity, or if the vehicle is stopped on zigzag markings (crossings, or school keep clears) The vehicle is a private (non liveried) vehicle being used to carry out work.
30	The vehicle is a utility vehicle	The vehicle is a liveried vehicle being used to carry out repairs or install pipes, cables or other apparatus. The vehicle is on an emergency call and is actually involved in the emergency work – a board showing the	Job sheet	The vehicle is a private (non liveried) vehicle The vehicle is parked on a crossing controlled area but could have been left at an alternative suitable location For works to premises, such as routine servicing or repairs, or installation of lines or systems The Civil Enforcement Officer's notes indicate no activity was taking place and no supporting evidence is supplied.

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
		address and the nature of the work must be displayed in the vehicle.		
31	The vehicle was parked on the footway or off the highway (including claims that this is private property)	There was not either a signed waiting / loading restriction on the adjacent carriageway, or other signs specific to an off road parking ban.		<p>The vehicle was parked on a section of highway where a waiting or loading restriction is. <i>This applies from the centre of the road to the highway boundary on the side of the road that the marking is on (including footways, verges and other areas of land off the main carriageway). The highway boundary is usually a fence / wall / hedge / building line.</i></p> <p>There are specific signed restrictions showing a footway or verge parking restriction applies</p>
32	Could not find anywhere else to park	There was any pre-existing agreement in place to allow certain drivers to park elsewhere.	Evidence of any agreement	The restriction is correctly signed.
33	Went to get change for the pay & display machine			The law does not allow time for drivers to get change to obtain a pay and display ticket
34	Only stopped for a few minutes	The vehicle was stopped for a reason that would otherwise exempt it from waiting there – for example it was being used to load / unload where permitted		<p>If the vehicle was parked where a PCN may be issued instantly (for example on a 'no stopping' or 'no loading' restriction)</p> <p>There is no reason to suggest that the vehicle was legitimately waiting on another restriction type</p>

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
34	The vehicle was not fully on the restriction	Less than one wheel was on the restriction.		If at least one wheel was on the restriction.
35	It was not their vehicle. For example the wrong registration number was recorded on the PCN, their vehicle has been cloned / was elsewhere at the time of the contravention.	<p>Further checks show that the incorrect vehicle registration was recorded on the PCN.</p> <p>There is supporting evidence that the vehicle appears to have been cloned.</p>	Copy of the vehicle registration document, evidence from the police which supports the claim and / or photographs of the keeper's vehicle (with the registration plate showing)	The PCN has been issued to a vehicle showing the same registration number and there is no evidence that it has been cloned.
36	The fine is too expensive.	The PCN shows the wrong amount has been charged for the contravention.		The amount charged is correct in accordance with Secretary of State guidelines. Currently these are £50 or £70 for lower / higher level parking contraventions and £60 for bus lane contraventions. The charge is subject to a legal discount period and surcharges allowed under the relevant regulations.
37	The restriction is no longer necessary / it was a quiet street	There is no longer a valid Traffic Regulation Order for the restriction (if one is required)		The restriction is correctly signed and has a valid Traffic Regulation Order (if required).
38	Driver was attending a funeral / wedding,	A PCN was issued to an official hearse / cortege		Other vehicles being used to travel in to attend a funeral / wedding / place of worship.

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
	or place of worship.	vehicle, or an official car transporting the bride / groom and the vehicle was not parked where stopping is prohibited (with the exception of a taxi rank)		
39	<p>Vehicle was being used by a glazier company for an emergency repair.</p> <p>The vehicle was being used to deliver or collect hazardous chemicals/substances</p> <p>The vehicle was being used by a plumber, electrician or gas engineer</p>	<p>It was an emergency and there was no other safe place for the vehicle to be parked to transport glass.</p> <p>There is evidence of loading / unloading witnessed by the CEO and the vehicle is marked to show it may contain hazardous materials.</p> <p>It was an emergency and there was no other safe place for the vehicle to be parked whilst the mains supply was being switched off.</p>	Job sheet	Evidence provided by the Civil Enforcement Officer contradicts the claim, or suggests the vehicle was parked there for longer than necessary for this activity (for example it remained there after mains had been turned off).
40	The driver was involved in / attending a medical emergency	These will be judged on individual merits based on whether it was	Independent evidence of an accident or incident.	There is no supporting evidence, it is reasonable the vehicle could have been parked elsewhere, or the Civil Enforcement Officer's evidence

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
		unforeseen and prevented the driver from moving their vehicle.		contradicts the claim
41	Civil Enforcement Agent (bailiff) performing duties.	The agent is executing a warrant (court orders for the collection of money and/or goods)	The driver is a registered Civil Enforcement Agent with supporting evidence from their employer that they were executing a warrant.	<i>Other activities such as serving a summons or a warrant (not enforcing it) do not count. In such circumstances the agent would be expected to comply with parking restrictions.</i>
42	The pay and display machine was not working	It is confirmed that the nearest machine was not working at the time of parking and there was no alternative working machine in the same car park or street that could have been used.		Transaction reports, engineers' fault logs or enforcement notes / records do not indicate that there was a fault with the machine at the time. Checks may also be made on the PCN database to see if other drivers had experienced similar problems.
43	The PCN has already been paid	There is evidence that the correct balance was paid within statutory time limits (or any extended payment period offered by the Council).	Bank/card statement and last four digits of the card number A Post Office or Paypoint receipt	There is no proof that a valid payment for the correct amount was received in time, or if it is apparent that the payment was for a different case.
44	A permit had been applied for (including a replacement for a	The permit is vehicle specific and Council records show that an		A complete application (including payment has not been made), or if the application is not specifically for the vehicle the PCN has been

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
	change of vehicle registration).	application had been made and correct proof and payment had been received.		issued to. The vehicle is parked where a permit is not valid (including in a different zone)
45	Driver has parked there before without being issued a PCN.	There is evidence that the restrictions were implemented after the vehicle had been parked. The Council has started enforcing for a restriction that PCNs have previously not been issued before and there is no evidence of warning notices having been issued for a period prior to enforcement.	Proof that the driver was away over the period between the sign/s being placed and the PCN being issued.	The driver lives in a newly implemented permit zone – information is sent to residents in advance. The driver has been fortunate to have not received any PCNs before.
46	Driver given permission to park there by police or a CEO	The officer's badge number is supplied and the officer verifies the advice given.	Letter from police station / officer's details.	This cannot be verified or somebody other than a police officer / CEO had given permission.
47	Pregnancy/mothers and fathers with young children.	The delay was short / caused by a minor medical emergency.	Medical evidence to support claim.	There is evidence that the same person has made similar claims in the past, or the Civil Enforcement Officer's evidence contradicts the claim.
48	The driver needed to park to use the toilet.	It was the result of a medical condition that can be proved.	Medical evidence to support claim.	It was not due to a medical condition. There is evidence the same person has made

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
				similar claims in the past, or the Civil Enforcement Officer's evidence contradicts the claim.
49	The Civil Enforcement Officer should have allowed a grace period before issuing a PCN.	<p>A PCN (issued after 1 April 2015) has been issued within 10 minutes after the expiry time of a pay and display ticket, or within 10 minutes of a limited stay period ending. (Note: for such PCNs issued before 1 April 2015 a 5 minute grace period would be applied).</p> <p>For other restrictions (e.g. on yellow lines) if a PCN was issued within 5 minutes of the start / end time of a restriction.</p>		<p>A pay and display ticket expired more than 10 minutes prior to the PCN being issued, or the vehicle had stayed longer than the 10 minute grace period in a limited waiting bay</p> <p>The PCN was issued more than 5 minutes from the start / end time of other restrictions.</p>
50	Other vehicles did not receive a PCN	There is any procedural error was made issuing the PCN.		If the restriction is correctly signed.
51	The vehicle entered the bus lane to turn left.	The vehicle has only clipped the end of the bus lane (if a first time contravention)		Vehicles should not enter the bus lane until moving beyond the end of bus lane sign/s. Footage will be reviewed to see where the vehicle moved into the bus lane.
52	The vehicle entered the bus lane to avoid	CCTV footage verifies the vehicle did only		There is no evidence of an obstruction, oncoming vehicle or emergency vehicle, or if the

	Your reason for challenging the PCN	We may accept this if...	Evidence required	Common examples of when we may reject it
	an obstruction, a collision, or to let an emergency vehicle pass.	enter the bus lane for this purpose and then continued the journey in the correct lane after taking evasive action.		vehicle that the PCN has been issued to continued its journey in the bus lane when it was no longer necessary.
53	Bill of Rights claim			<i>It has been decided at High Court that the Bill of Rights does not apply to PCN disputes</i>
54	More than one PCN was issued for the same contravention	<p>More than one PCN has been issued for a parking contravention within 24 hours. <i>If evidence suggests the driver has not returned / moved the vehicle the driver would still be liable for one of the PCNs</i></p> <p>A duplicate PCN has been logged for a contravention observed using CCTV (if the date and time is the same).</p>		<p>A vehicle has been left parked on a restriction over consecutive days and there is more than a 24 hour period between PCNs <i>Note: in some situations vehicles may be removed; the issue of PCN should not be regarded as grounds to leave a vehicle parked</i></p> <p>It appears that the driver has parked at the same location on separate occasions within a 24 hour period.</p> <p>Separate bus lane contraventions have occurred – for example the driver went through a bus lane or gate and then re-entered it (or another nearby bus lane / gate) shortly afterwards on their journey.</p>



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