



**Directorate of Neighbourhoods**

# **Annual Parking Report**

**1 April 2019 to 31 March 2020**

**Version: FINAL V1.0**  
**Date: 03.11.2020**

## Contents

1. Foreword
2. Introduction
3. Background to parking on the Isle of Wight
4. Overview of parking provision and strategy:
  - 4.1 Principles of parking provision
  - 4.2 Off-street parking
  - 4.3 Off-street parking capacity
  - 4.5 Parking Delivery Plan
  - 4.6 Resident Parking Schemes (RPS)
  - 4.7 Overnight parking
5. The services that are provided:
  - 5.1 Parking permits
  - 5.2 The Blue Badge scheme
  - 5.3 Dispensations and suspensions
  - 5.4 Parking enforcement
  - 5.5 Enforcement requests
  - 5.6 Who provides the services
  - 5.7 Technology
  - 5.8 Innovation and initiatives
6. General advice and the appeals process:
  - 6.1 General advice to avoid receiving a penalty charge notice
  - 6.2 The appeals process
7. Performance and information regarding penalty charge notices (PCNs)
  - 7.1 Summary of PCNs issued
  - 7.2 On-street and off-street breakdown of PCNs
  - 7.3 Challenges and representations
  - 7.4 Contravention codes, descriptions, charging levels and zones
8. Financial information 2019/20
  - 8.1 Parking income and expenditure
  - 8.2 Parking services finance

## APPENDICES

- |            |   |
|------------|---|
| Appendix 1 | Car park capacity (short-stay, long-stay and free)  |
| Appendix 2 | The appeals process step-by-step  |
| Appendix 3 | Contravention codes, descriptions, charging levels, zones and total number and percentage of PCNs issued between 1 April 2019 and 31 March 2020 |
| Appendix 4 | Glossary  |

## 1 Foreword

I am pleased to introduce the 11<sup>th</sup> annual report produced by the Isle of Wight Council's Parking Services Team. Under part 6 of the Traffic Management Act 2004, local authorities are expected to publish a report on financial, statistical and other data related to parking.

Parking management and enforcement are an important part of our daily lives. Proper parking helps reduce congestion, improve road safety, assists the local economy and encourages residents to use sustainable methods of transport.

Our aim is to provide a service and consistent approach to all elements of parking management that will support the local community, while proving beneficial to residents, tourists and businesses.

The introduction of the Parking Strategy from January 2017 has enabled the authority to deliver national and regional policy associated with traffic regulation and acts; it also has supported the Island's Transport Plan 2011 to 2038 and the Strategic Asset Management Plan. The Isle of Wight Council has since commissioned a parking delivery plan which will build upon the previous work and assist in ensuring delivery of parking to support the differing needs of towns across the Island. When agreed, it will assist in providing solutions to current real or perceived parking issues and will support the development of a longer-term strategy for parking that reflects and supports the aspirations set out in the council's emerging Regeneration Strategy and in the draft Island Planning Strategy. This longer-term plan will form part of a refreshed Local Transport Plan.

Resident Parking Schemes (RPS) were one of the priorities that emerged through the consultation on the parking strategy and, over the last year, officers have spent a considerable amount of time responding to, evaluating and processing requests for new schemes. While no schemes had been implemented by the end of March 2020 several had passed all of the criteria and have been passed to Island Roads for the preparation of the detailed schemes and associated implementation costs.

The coronavirus outbreak had a major impact on the council's civil enforcement officers (CEOs). As the virus took hold in March 2019, fewer vehicles were using the council's on-street and off-street parking facilities. By the time the Prime Minister introduced lockdown measures on 23 March, the council had decided to redeploy CEOs on Covid-19 response duties given their knowledge of the highway network and front-line experience.

The parking supervisor co-ordinated and supported the CEOs as they were redeployed to deliver personal protective equipment (PPE) and food parcels, and undertake welfare visits to ensure people who were isolating had access to the support they needed.

It should be remembered that parking enforcement forms part of a wider transport policy aimed to make the Island safer for all.

Thank you for taking the time to read this report, which I hope you will find both informative and of use to you.

Councillor Ian Ward  
Cabinet member for transport and infrastructure  
October 2020

## 2. Introduction

The aim of the annual report is to summarise the parking services currently provided to residents and motorists, outline the changes that have taken place from 1 April 2019 to 31 March 2020 and set out what we intend to achieve in the future.

The council aims to manage and promote safe and fair parking practices and to discourage anti-social and illegal parking, creating a safer kerbside environment in line with the Local Transport Plan and the Traffic Management Act.

The service is delivered through our Parking Operations Team and Parking Administration Team and collectively they undertake the following:

- Enforce and administer all on-street parking regulations as defined by the Traffic Management Act 2004 (as amended).
- Enforce and administer all on-street and off-street pay and display parking.
- Regulate, enforce and administer residential parking schemes.
- Issue a wide range of permits including the long-stay and all Island tourist permits.
- Investigate and issue parking dispensations and bay suspensions where and when appropriate.
- Operate and maintain the computerised hand-held penalty charge system.
- Provide the option for cashless convenient parking through PayByPhone.
- Process penalty charge notices (PCNs) from the point of issue, including investigation, resolution, and preparation of papers to be passed to the Traffic Penalty Tribunal.
- Produce statistics and reports on all aspects of the service.
- Liaise with Island Roads on maintenance of off-street car parks and coach parks, including surface repairs, lining, signs and maintenance of ticket machines.
- Liaise with the police, police community safety officers, and the council's PFI Client Team regarding kerbside safety, particularly around schools.
- Liaise with other internal and external bodies regarding the use of car parks for events.

The Parking Operations and Parking Administration Teams also provide expert advice on all parking-related matters to the public and elected members. The teams seek to present a courteous, equitable and approachable face to stakeholders, carry out duties in an efficient manner and demonstrate value for money.

A glossary of terms referred to in the report can be found at Appendix 4.

### 3. Background to parking on the Isle of Wight

The Island's population of approximately 141,500 is predominantly based in settlements around the coast, with the county town of Newport located at the centre of the Island. The shape of the Island, location of towns and resulting road layout means that most roads radiate out from Newport. The Island's area is 380.2 square kilometres (km<sup>2</sup>) with a coastline of 91.7 km and a road network of 826 km.

The fact that the Island has a dispersed population means that we experience problems of a similar nature to other rural areas. The fact that we live on an island with a limited road network sets us apart and gives us a particular set of challenges and opportunities. Local traffic congestion is perceived by many as a growing problem, particularly at peak commuting times, during school holidays and the holiday season when the influx of tourists means that the Island's population almost doubles.

The council currently has responsibility for operation, management and enforcement of the following:

- 74 car parks, of which 14 are free.
- 18 on-street pay and display locations providing approximately 900 spaces.
- 147 parking ticket machines.
- 37 loading bay locations.
- 114 plated disabled bays (which are enforceable) in 38 streets.
- 19 school 'keep clear' locations.
- Park and ride car park, Cowes.
- Managing car parks at:
  - West Wight Sports Centre Trust, Freshwater;
  - Pier Square and the Harbour, Yarmouth;
  - The Esplanade, Totland;
  - Smugglers Haven, Bonchurch;
  - Riverway, Newport.

## **4. Overview of parking provision and strategy**

The council provides public parking facilities to assist with traffic management and environmental improvements. On-street facilities (typically those located by the kerbside) and off-street facilities within car parks are distributed across the Island. The facilities are paid for completely by the users. Maximum length of stay restrictions are generally structured to promote short-term parking and a high turnover of spaces in town centres, but a degree of long-term parking is permitted in the outer areas and our car parks to meet the needs of different motorists, such as commuters.

### **4.1 Principles of parking provision**

The structured use of parking management is an essential tool in helping to balance competing demands for kerb space, restraining non-essential traffic, and in encouraging a shift towards more sustainable modes of travel.

The council's objectives for introducing and enforcing on-street waiting and loading restrictions are as follows:

- To improve the safety of road users.
- To assist the free flow of traffic and reduce congestion.
- To assist and improve bus movement.
- To assist in providing a choice of travel mode.
- To ensure effective loading/unloading for local businesses.
- To provide a turnover of available parking spaces in areas of high demand.
- To assist users with special requirements, such as disabled drivers.
- To promote and enhance the health of the local economy.

### **4.2 Off-street parking**

Off-street car parking also contributes to many of these objectives, particularly where it is co-ordinated with on-street provision. For example, offering longer stays than is possible to offer on-street, and by providing more capacity than is available at the kerbside.

### **4.3 Off-street parking capacities**

The number and type of available parking spaces within the council's control on the Isle of Wight are shown in Appendix 1.

### **4.4 Parking strategy**

The Isle of Wight Parking Strategy 2016-2021 was adopted by the council's Executive in January 2017 and this is being implemented in an incremental manner reflecting local issues and priorities.

A copy of the strategy can be found at:

<https://www.iwight.com/azservices/documents/1905-Isle-of-Wight-Parking-Strategy-Final-Report-060217.pdf>

#### **4.5 Parking Delivery Plan**

The council's parking strategy covers the period 2016 to 2021 and the scope of this is around improving usage and management of the current parking assets across the Island and to achieve this has a range of both primary and secondary recommendations.

A parking delivery plan was commissioned in August 2020 which will build upon this and provide a structured implementation plan which will reference all the primary and secondary recommendations in the strategy.

The requirements for future parking requirements, in line with the aspirations of the Island Planning Strategy and Regeneration Strategy will be considered in the review of the Local Transport Plan.

The council has commissioned a master planning exercise for Newport Harbour and the parking study will have to integrate with the emerging proposals from this work. There have also been local regeneration workshops in towns across the Island and the information collated from these will be made available and needs to be considered in preparing the Parking Delivery Plan.

The council recognises that parking problems (whether real or perceived) vary across the Island. For example, the differing roles of Cowes and Ryde as ferry ports bring specific parking problems to these towns, that differ from Newport with its challenges of a commercial centre. These variances need to be identified within the report(s) and used to develop appropriate interventions.

#### **4.6 Resident parking schemes (RPS)**

The RPS policy was agreed by the Cabinet in September 2018; the aim of this is to improve parking conditions for residents and, while a few schemes already exist in various areas across the Island, there was previously no formal policy or guidance for dealing with requests for new schemes.

The policy guidance clearly sets out the process to request an RPS, the criteria for establishing the demand and ensuring that zones only proceed where they will deliver a benefit for residents.

The council has employed two resident parking scheme officers (one of which is funded by Newport and Carisbrooke Parish Community Council to focus on the research and delivery of schemes within their area).

The officers have received 123 requests from varied sources. Of these 123 requests, 51 locations require no further action as they failed to reach the initial off-street parking threshold, ten locations have surveys in progress and 14 locations are pending. A total of five locations have passed all survey thresholds (as set out in the Residents' Parking Scheme Policy Guidance) and the council will be introducing a new residents' parking scheme at each respective location. No action has been undertaken on 43 locations at this time.

#### **4.7 Overnight parking**

In June 2019, the council, in line with many other local authorities, introduced an overnight parking charge. This was a flat fee of £1 which covers motorists from 6pm until the day tariff commences the following morning.

The charge was introduced as part of the council's budget planning for 2019/20 and assisted in funding parking infrastructure such as car park boundaries and ticket machines. It also assisted in regulating the use of car parks; with additional enforcement later into the evening, motorists were prompted to park more responsibly in council car parks and not park in an anti-social manner to the annoyance of other users.

The income raised from the overnight parking charge in 2019/20 was £151,103.

## 5. Parking services provided by the council

The parking teams are contacted throughout the year on a wide range of subjects and concerns that both resident and visiting motorists have about parking and enforcement are responded to. The range of services we provide includes the provision of parking facilities, enforcement of parking restrictions, issuing of permits, dispensations and suspensions including assisting in facilitating major events such as carnivals. Full details on all aspects of parking including frequently asked questions can be found at: <https://www.iwight.com/Visitors/Parking-and-Travel/>

### 5.1 Parking permits

The following parking permits were available during the 2019/20 financial year:

#### Residents' parking zone permits

These permits can be issued to residents living within a geographic area and are based on parking areas being divided into zones. This enables permit holders to park in any of the designated bays within their zone instead of being restricted to the street in which they live. NB - N1, SH1 AND SA1 only comprise the street in which the residents live.

A maximum of two annual permits were issued per postal address at the cost of £40 for cars and £10 for motorcycles.

Visitor parking scratch cards were available to purchase at £5 for a book of ten.

#### Residents' on-street pay and display permits

Resident permits were available for on-street pay and display areas in Newport, Cowes Parade and esplanades. A maximum of one annual permit per postal address was issued at a cost of £50.

For further details on these schemes, visit [www.iow.gov.uk](http://www.iow.gov.uk) or call (01983) 823714.

#### Residents' 200 metre radius car park permits

It was recognised that some locations on the Island did not have sufficient on-street parking provision to allow residents to park close to their home. This is mainly within town centres, so to assist with the ability to park closer to home, we offer a resident car park permit, which allows a car park within 200 metre radius of their home to be nominated for unlimited parking. A maximum of one annual permit per postal address was issued at a cost of £150.

#### Long-stay (all Island) car park permits

The all-Island parking permit allows parking for up to six hours in long-stay car parks and two hours in short-stay car parks at a cost of £295 a year; while the all-Island supplementary parking permit allows unlimited parking in long stay off-street parking places at a cost of £420 a year.

The supplementary permit can only be purchased at the same time as applying for the all-Island car park permit and will always expire on the same date.

### Tourist permits

Tourist permits can be purchased by anybody wishing to park in multiple pay and display locations across the Island without the worry of making payment upon arrival at each location. The permit is valid for use in the majority of on and off-street pay and display parking bays managed by the Isle of Wight Council with just a few exceptions, as below:

- Pier Square car park, Yarmouth.
- Yarmouth Harbour car park, Yarmouth.
- Dinosaur Isle car park, Sandown.
- Esplanade car park, Totland.

There are two types of tourist permit available. One is for vehicles of a size that can park wholly within a standard car bay, and the other is for coaches/oversize vehicles that need to park within a coach/oversize vehicle bay.

The periods and charges are listed below:

#### **Car permits (use code 71000)**

- Two days £11.50.
- Three days £17.75.
- Four days £22.75.
- Seven days £39.25.
- 14 days £72.25.

#### **Coach/oversize vehicles permits (use code 71001)**

- Overnight £10.50.
- Four days £41.25.
- Seven days £62.25.

These permits are only available through PayByPhone ([www.paybyphone.co.uk](http://www.paybyphone.co.uk)). There is an app to download for iPhone and Android. They are also available by telephone (01983) 331331.

### **5.2 The Blue Badge scheme**

The current Blue Badge Scheme is a national arrangement of parking concessions for disabled people with severe mobility problems who have difficulty using public transport. The scheme is designed to help severely disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination and gives those with a badge the right to unlimited parking in all on-street locations. On the Island this national scheme has been extended to allow the Blue Badge holder to park for up to eight hours in long-stay car parks and for three hours in short-stay car parks.

The use of Blue Badges is continually monitored by civil enforcement officers (CEOs) and the most common actions taken are as follows:

- Blue badges were retained - the most common reasons are that it had expired, or the badge holder was not present.
- PCNs were issued as a direct result of challenging a Blue Badge.

### 5.3 Dispensations and suspensions

A **parking dispensation** allows any vehicle to park on a waiting restriction (yellow line) during restricted hours in circumstances where the vehicle needs to be close to a specific location. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials. This is subject to an application to, and approval from, the Parking Operations Team. The charge for 2019/20 for the issue of a parking dispensation was £15 per vehicle per day.

A **parking suspension** allows a motorist to park for a specific purpose in a pay and display or meter bay during restricted hours. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials. When we issue a suspension, we will place signs at the location to clearly indicate to other motorists that the bay has been temporarily removed from service. The charge for 2018/19 for the issue of a parking suspension was £15 per bay per day.

Charges will be waived for applications in connection with funerals, blood transfusion and public health screening. In these circumstances, permission to park must be requested five working days in advance and will be subject to assessment to ensure that a parked vehicle will not cause an obstruction/hazard.

### 5.4 Parking enforcement

To ensure professional and adequate enforcement takes place, an average of seven CEOs are deployed per day. Pay and display operations are enforced between 8am and 6pm when charges are applicable, while on-street enforcement is undertaken throughout the day and evening to ensure a comprehensive service is provided. The CEOs use up-to-date technology to issue penalty charge notices (PCNs) and record photographic images of contraventions.

All CEOs are required to undertake a City and Guilds level 2 specialist parking enforcement qualification which is delivered by an accredited independent training provider. As part of their qualification they cover how the local authority and, by extension CEOs, have a legal duty to be fair and reasonable in their dealings with the public. It is highlighted that the council has a duty to comply with and promote legislation (including, but not limited to the Equality Act 2004) to be certain of providing a fair service which meets the needs of the public, and that the council should promote a culture of openness, acceptance and understanding. In addition, they provide an ambassadorial role for the council.

## **5.5 Enforcement requests**

The public can request enforcement at specific locations on the Island; details are passed to the supervisors and arrangements are made for a civil enforcement officer to visit the location at the earliest opportunity.

## **5.6 Who provides the parking services?**

Parking services are provided by the two teams as detailed below.

Parking Operations (enforcement) Team:

- Parking operations manager.
- Two parking supervisors.
- 15 civil enforcement officers.
- Two cash collection operatives.
- Two resident parking scheme officers (0.8 full-time equivalent is funded by Newport and Carisbrooke Community Council for schemes in their area).

Parking Administration (back office) Team:

- Team leader.
- Two legal assistants.
- Four administration assistants.

## **5.7 Technology**

### **5.7.1 Back office system**

The current back office system is supplied by Conduent and provides options for online self service capability through the council's website, enabling people to pay or challenge PCNs online, and in due course, residents will be able to purchase permits online too.

### **5.7.2 Body worn video (BWV) cameras**

Following nearly 60 incidents of aggressive behaviour towards civil enforcement officers between 2016 and 2018, they have been issued with body worn video cameras.

The use of BWV has provided several benefits; these include the following:

- a) Deterring acts of aggression against council staff.
- b) In the event of an incident, to provide evidence to support an internal or police investigation.
- c) Providing the ability to monitor a member of staff's response to acts of aggression and identify opportunities for improvement.

BWV is not used to gather evidence for parking enforcement purposes; indeed, the cameras will only be turned on when an officer feels under threat – and a verbal warning prior to its use will be given.

Since the implementation of BWV in October 2018 the number of incidents of violence and aggression towards a CEO has decreased; additionally, the council has had two successful prosecutions as a direct result of footage supplied by the BWV equipment.

## **5.8 Innovation and initiatives**

### **Schools**

The council's Parking Operations Team aims to deal proactively with any parking related issues that arise at the start and end of the school day. Enforcement around schools is deemed a priority as the school-run often generates a build-up of traffic around schools and causes potential safety issues for children. Staff have addressed issues with several schools directly across the Island, including facilitating an assembly at Nettlestone Primary School where the children identified and mapped safe parking locations within two minutes' walk from the school; and explained the road safety and health benefits that small changes in parking behaviour would make

During the 2019/20 financial year CEOs undertook 515 visits and issued 171 penalty charge notices in the vicinity of schools at the start and the end of the school day.

### **Maintenance**

The responsibility for maintenance and resurfacing of car parks, as well as ensuring all signs and lines are fully compliant with legislation, sits with Island Roads as the PFI contractor. As off-street parking areas are due for resurfacing and re-lining, Island Roads will liaise with the Parking Operations Team to ensure that new layouts are acceptable and that it addresses any previously identified issues affecting users.

### **Ticket machines**

The council has worked closely with Island Roads regarding the replacement of all the 120 ticket machines which form part of the PFI contract and can confirm that these have now all been replaced with Parkeon machines.

In addition to these the council maintains 21 ticket machines in off-street car parks which are not on the project network and therefore, not the responsibility of Island Roads; these have all now also been replaced with Parkeon machines so that there is a consistent offer across the Island.

### **Accesses into car parks**

An audit of all car parks in 2017 had shown that in excess of 200 accesses had been created on council owned parking area, and that only a very small number had formal agreements with the council and were paying an annual fee.

Work was undertaken with an independent valuer to develop a standard residential and business licence fee and the council's in-house legal team to develop a standard access licence for use with both residential and business properties. Initially it was decided to adopt a phased approach and initially only to progress licences and fees for vehicular accesses.

Accordingly, the following work has now been undertaken:

- Letters issued to the owner of each property that benefits from a vehicular access.
- Licences issued to each property owner that had decided to enter into an agreement with the council.
- Accounts reside for each licence at the agreed rate.

The situation as at 31 March 2020 was as follows:

• Number of prescriptive rights proven	21
• Number of rights of way proven	34
• Accesses blocked by owner	1
• Accesses to be blocked by Isle of Wight Council at the owner's request	1
• Licences issued and accounts paid	7
• Unresolved/awaiting evidence	16
• Income received	£5,037.50

## 6. GENERAL ADVICE AND THE APPEALS PROCESS

### 6.1 General advice to avoid receiving a penalty charge notice (PCN)

Before parking your vehicle, it is essential that you make sure you are legally parked. Here are some helpful hints you may wish to consider before parking your vehicle.

#### DOs

- ✓ Always check the signs, lines and road markings before you park your vehicle.
- ✓ If you are displaying a Blue Badge or any eligible permit, ensure it is facing upwards, showing the full details of the permit and the wheelchair symbol if displaying a Blue Badge. It should be clearly placed on the dashboard or fascia panel. If you also have to show a parking clock, this should be displayed on the dashboard with the clock clearly showing.
- ✓ Always ensure that any pay and display ticket is clearly shown.
- ✓ Always make sure that the ticket has not been dislodged by wind or the car door once you leave the vehicle.
- ✓ Be aware that as the owner of the vehicle (registered with the DVLA), you are liable for any contravention.
- ✓ Always tell the DVLA if you no longer own a vehicle and ensure that you send off the relevant paperwork.
- ✓ Always keep delivery notes if loading or unloading; this may help in any future appeal.

#### DON'Ts

- × Don't give yourself the benefit of the doubt when unsure over signs, lines or road markings.
- × Don't presume your pay and display ticket is in the place you put it when you closed the car door. Always check it is clearly displayed once you have left the vehicle.
- × Do not leave your vehicle to go for change. This is not grounds for appeal. It may be that you wish to consider the PayByPhone option if you do not have the correct change
- × Don't lend other people your vehicle if you don't want to be liable for their contraventions.
- × If you sell your vehicle, **do not** rely on someone else to fill out the DVLA documentation. Do it yourself.
- × Do not send original documentation if appealing against a penalty charge.

## 6.2 The appeals process

Where a parking contravention occurs, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which, in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22), is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered (at the DVLA). It is, therefore, essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver, who will be liable to pay any penalty charges incurred in respect of parking contraventions.

The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any penalty charge notice served in respect of the vehicle during the currency of the agreement.

Online hearings and telephone hearings have now been available for a long time. The new tribunal online case management system (known as FOAM), has effectively replaced the previous postal decision process, but still allows cases to be decided without a hearing.

Vehicle owners may dispute the issuing of a PCN at three stages:

They can make an informal 'challenge' or 'representation' before the council issues a notice to owner (NtO). As a challenge at this stage will be made by the person who has received the PCN, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle's owner.

Once an NtO has been served, a formal representation against the NtO can be made (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds on which formal representations against the NtO may be made (these will be specified upon the notice). However, whether those grounds apply, representations may also be made on the basis that, in the circumstances of the case, there are compelling reasons for the cancellation of the penalty charge.

If the formal representation is rejected, the council will issue a notice of rejection. The appellant then has the right to appeal within 28 days of the date of issue of the notice of rejection to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position. They are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final (subject to their own power to review a decision) and they have the power to award costs against either party. No further challenges can be made, other than on a point of law through an application to the High Court for judicial review. Appellants may choose to appear before the adjudicator at a personal hearing, or they may elect for the adjudicator to reach a decision based upon the written evidence supplied by both parties.

The steps of the representations and appeals process can be found at Appendix 2.

## 7 PERFORMANCE AND INFORMATION REGARDING PENALTY CHARGE NOTICE (PCNs) ISSUED

Specialist software is used to process appeals and technology is used to issue PCNs. We aim to be responsive and provide ample information to assist motorists with their appeals, which we acknowledge can sometimes be stressful and frustrating.

We have made, and continue to make, changes so that the experience of making an appeal is clearer and less stressful. These changes include:

- speedy replies; nearly all responses to appeals are sent out within two weeks;
- better use of plain English and less jargon.

We are always looking to improve, so if you have any suggestions or ideas, please do not hesitate to contact us.

### 7.1 Summary of total number of PCNs issued

A total of 23,590 PCNs were issued for the period 1 April 2019 to 31 March 2020. These were issued using traditional parking enforcement methods where a civil enforcement officer issued the PCN.

### 7.2 On and off-street breakdown of PCNs issued

Each local authority has a duty to supply figures to various government departments on different types of enforcement and where PCNs were issued. The Department for Transport requires a breakdown of on and off-street PCNs issued by each authority. On-street is recognised as pay and display bays and yellow line restrictions etc. Off-street is defined essentially as car parks.

### 7.3 Challenges and representations received

Individuals may challenge the issue of a PCN prior to a notice to owner (NtO) being sent. Once an NtO has been issued, representations can be made and should these be rejected, the case can then be referred to the Traffic Penalty Tribunal, which will independently adjudicate.

The table below shows the total numbers and percentages of challenges and representations received between 1 April 2018 and 31 March 2019 compared with 1 April 2019 and 31 March 2020.

Challenges for the period		Percentage of challenges received against total PCNs issued		Total representations received		Percentage of total representations received	
2018/19	2019/20	2018/19 %	2019/20 %	2018/19	2019/20	2018/19 %	2019/20 %
4,134	4,299	18.85	18.22	870	854	3.96	3.62

#### **7.4 Contravention codes, descriptions, charging levels and current state**

Appendix 3 shows the breakdown of PCNs issued by contravention code, with descriptions, charging levels and current state.

## **8. FINANCIAL INFORMATION 2019/20**

### **8.1 Parking income and expenditure**

Parking enforcement **income** has always been a contentious issue and we often hear the term 'it's just a money-making exercise'. The information below is intended to explain some of the misconceptions about parking income both from PCNs and car parking charges.

Under section 55 of the Road Traffic Regulation Act 1984 as modified by regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007, each local authority is obliged to publish their accounts. The income and expenditure figures for our parking account are illustrated overleaf. If you require further information, please contact us.

In a perfect world, we would be in the position of not having to issue any PCNs. However, this will only happen if drivers comply with parking regulations, traffic regulations and road signs and, of course, are never late back to their vehicle after their pay and display ticket has expired.

The benefits of compliance include improved road safety, better vehicular movement and clearer access for pedestrians and individuals with disabilities. Other less obvious benefits include an enhanced local economy (for example, turnover of parking bays outside shops with time-limited bays), and the effect of less congestion.

Charges for PCNs are not set by local authorities, but by the secretary of state who stipulates the set charges within two bands. However, the council has the responsibility for enforcement. We enforce to a level that aims to encourage compliance but cannot be viewed or demonstrated as being over-zealous.

Under current legislation, any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways and street improvement schemes, traffic management schemes, highways maintenance and public transport services. On the Island, the surplus from on-street parking charges and income from PCNs, is allocated to various highways schemes included within the Local Transport Plan.

## 8.2 Parking Services finance

The table below shows the actual expenditure and income for the years ending 31 March 2018 and 2019.

<b>Expenditure and income for years ending 31/03/19 and 31/03/20</b>			
		<b>Outturn 2018/19</b>	<b>2019/20</b>
		<b>£</b>	<b>£</b>
<b>Expenditure</b>	Running expenses	857,335	992,907
	On street expenditure	379,834	584,547
	Off street expenditure	477,501	408,360
	Recharges/reserve contributions	0	(50,238)
	<b>Total expenditure</b>	<b>857,335</b>	<b>942,669</b>
<b>Income</b>	Off-street (car parks) ticket machine income	(2,255,012)	(2,266,701)
	On-street ticket machine income	(1,191,662)	(1,195,694)
	Permit income	(590,711)	(665,282)
	PCN (total)	(643,096)	(668,641)
	Off-street PCN income*	(244,376)	(206,493)
	On-street PCN income*	(398,720)	(462,148)
	Other income	(34,807)	(60,744)
	<b>Total income</b>	<b>(4,715,288)</b>	<b>(4,857,062)</b>
<b>Net expenditure</b>		<b>(3,857,953)</b>	<b>(3,914,393)</b>

All figures exclude VAT

## APPENDIX ONE: CAR PARK LOCATIONS AND CAPACITY

### SHORT STAY CAR PARKS: LOCATION AND CAPACITY (As at 31.03.20)

Town	Car park name	Postcode	Pay by phone ref	Spaces			
				Pay & display	Disabled	Motorcycle	Coach P&D
Cowes	Cross Street	PO31 7TA	84062	69	5	1	
Newport	New Street	PO30 1PU	84065	39			
	Sea Street	PO30 5BS	84066	60	2	2	
	Church Litten	PO30 1JQ	84061	31	3	1	
	Lugley Street	PO30 5EL	84064	121	8	2	
	Chapel Street	PO30 1PU	84060	167	5	2	
Ryde	Victoria Street	PO33 2PU	84069	41	2	3	
Sandown	St John's Road	PO36 8DG	84067	46	2	1	
Shanklin	Landguard Road	PO37 7JU	84063	56	2	1	
	Vernon Meadow	PO37 6BQ	84068	95	3	2	6

		2019/20
Tariff	Up to 30 minutes	£1.00
	30 minutes to one hour	£1.50
	One to two hours	£3.00
	Two to three hours	£4.50
Charges apply 8am to 6pm, seven days a week, 52 weeks a year		
Permits permitted	Disabled badge holders	Three hours
	Island residents 200 metre radius	Unlimited stay (if specified for location)
	Tourist permits	Unlimited stay (if specified for town)

**LONG STAY CAR PARKS: LOCATION AND CAPACITY (as at 31.03.20)**

Town	Car park name	Postcode	Pay by phone ref	Spaces			
				Pay & display	Disabled	Motorcycle	Coach P&D
Bembridge	Lane End	PO35 5TB	84026	67			
Carisbrooke	High Street	PO30 1NR	59203	40	1	1	
Cowes	Brunswick Road	PO31 7DF	84012	40	2	1	
	Mornington Road	PO31 8BH	84033	31			
Freshwater	Freshwater Bay	PO40 9QU	84021	92	2	1	
	Moa Place ***	PO40 9DT	84032	84	9	2	
	Colwell Bay	PO40 9NP	84014	46	2	1	
	Avenue Road	PO40 9UU	84011	45	2	2	
Lake	New Road ***	PO36 9PX	84034	77	1	1	
Newport	Coppins Bridge	PO30 2AQ	84015	170	5	2	9
	County Hall *	PO30 5BL	84016	165		1	
	Seaclose ****	PO30 2QS	84040	152	2	1	
	Newport Harbour	PO30 2EB	84035	78	4	1	
	Medina Avenue	PO30 1DX	84031	38		1	
	Medina Campus	PO30 2EW	88797	227	14	2	
Ryde	Appley	PO33 1ND	88798	122	8	1	
	Puckpool Park	PO34 5AR	88799	88	4		
	Quay Road	PO33 2HH	84038	242	10	3	12
	St Thomas (Upper)	PO33 2DL	84046	148	2	1	
	St Thomas (Lower)	PO33 2DL	84045	56	2	1	
	Lind Street	PO33 2NQ	84027	51	2	1	
	Garfield Road	PO33 2PT	84022	38	2		
	Green Street	PO33 2QH	84023	35	2	1	
Sandown	Fort Street	PO36 8BA	84020	233	3	2	18
	Yaverland	PO36 8QS	84051	115	6		
	Station Avenue	PO36 8ET	84047	52	2	1	
	The Heights **	PO36 9DL	84049	138	8	1	
Seaview	The Duver	PO34 5EJ	84041	55	4		
	Pier Road	PO34 5EJ	59204	48	2	1	

Shanklin	Orchardleigh Road	PO37 7NP	84036	88	1	2	
	Esplanade Gardens	PO37 6BG	84019	86	2	1	
	Winchester House	PO37 6HS	84050	80			
	Spa	PO37 6BG	84043	64	1		5
	Hope Road	PO37 6BG	84024	55	3	1	
	Atherley Road	PO37 7AU	84010	14	2	1	8
St Helens	Duver	PO33 1XZ	84044	49	2		
Totland	Broadway	PO39 0BP	59201	24	1	0	
Ventnor	La Falaise	PO38 1JY	84025	94	4	1	
	Shore Road	PO38 1RN	84042	90			
	Central (High Street)	PO38 1PF	84013	81	3	1	
	Eastern Esplanade	PO38 1HR	84018	71	2	1	
	The Grove	PO38 1TB	84048	62	2	2	
	Dudley Road	PO38 1EJ	84017	42	2		6
	Market Street	PO38 1EU	84030	31	2	1	
	Pound Lane	PO38 1HY	84037	25	3		
Wootton	Brannon Way	PO33 4NX	59202	72	3	2	
Yarmouth	River Road	PO41 0RA	84039	251	2	2	1

\*County Hall car park is open to the public at weekends only.

\*\*\* Car parks at New Road, Lake and Brannon Way, Wootton offer free parking for one hour (ticket required from machine).

\*\*\*\* **Seaclose** car park is free at weekends.

			<b>2019/20</b>
Tariff	Up to one hour		£1.50
	One to two hours		£2.50
	Two to four hours		£4.00
	Four to six hours		£5.00
	Six to 24 hours		£7.00
Charges apply 8am to 6pm, seven days a week, 52 weeks a year			
Permits permitted	Disabled badge holders	Eight hours	Eight hours
	Long stay permits	Unlimited stay	Unlimited stay
	Island residents 200 metre radius	Unlimited stay if specified for location	Unlimited stay if specified for location
	Tourist permits	Unlimited stay (if specified for town)	Unlimited stay

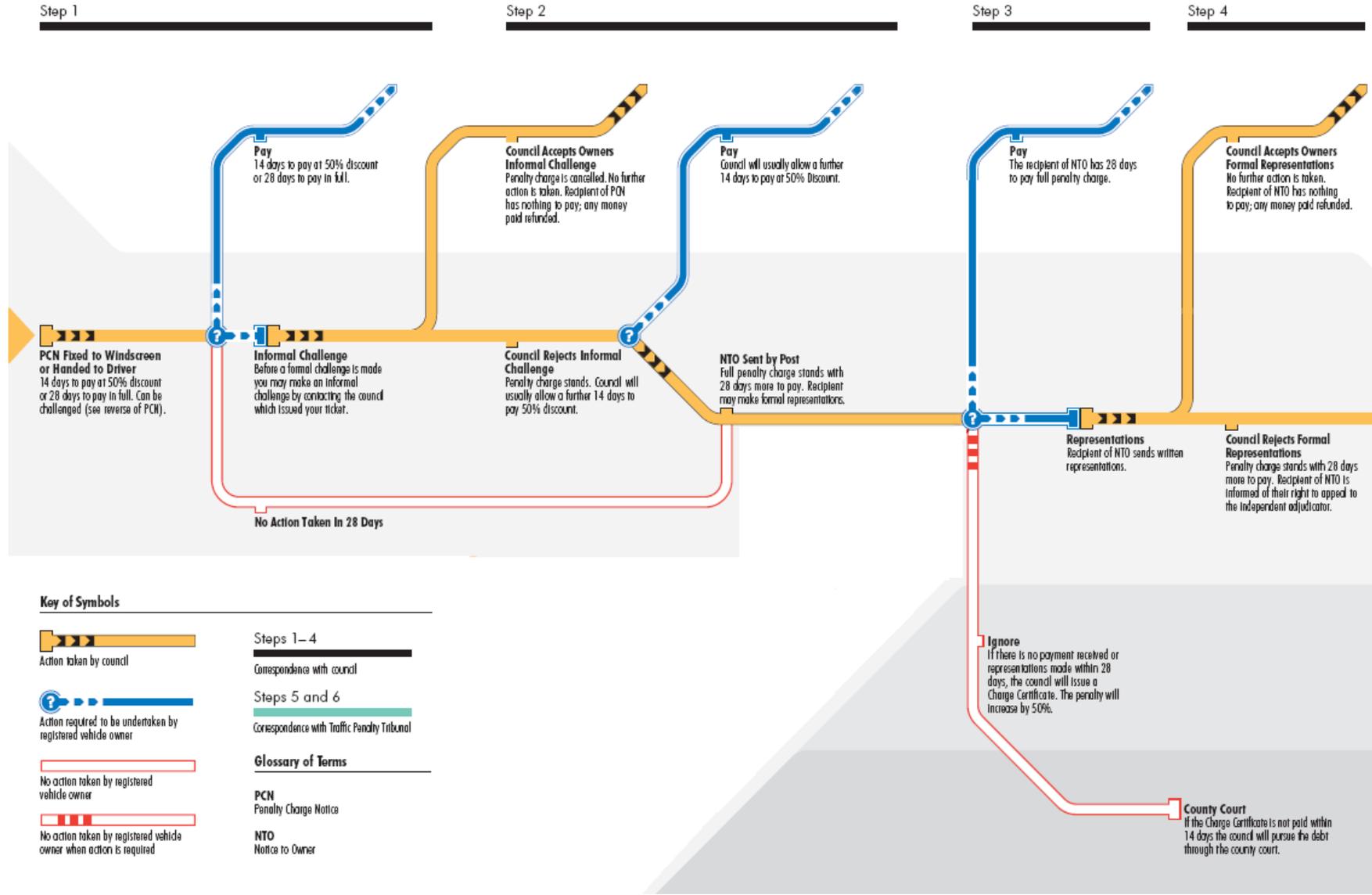
## FREE CAR PARKS: LOCATION AND CAPACITY (as at 31.03.20)

Although these car parks are free to use, some have restrictions on maximum waiting allowed – check at location

Town	Car Park Name	Postcode	Spaces		
			Free	Disabled	Motor cycle
Bembridge	Brooks Close	PO35 5RQ	35		
	Steyne Road	PO35 5UL	28	2	
Brighthstone	Warnes Lane	PO30 4BJ	25		
Chale	Blackgang Viewpoint	PO38 2JB	20		
Chale	Chale Street	PO38 2HB	10		
Chale	Whale Chine	PO38 2JE	22		
Cowes	Somerton Park & Ride	PO31 7ER	77	2	
Godshill	Main Road (opposite Griffin)	PO38 3JD	36		
Newport	Royal Exchange	PO30 2HL	15	2	
St Helens	St Helens Green	PO33 1UJ			
Ventnor	East Cliff	PO38 1EE	12	1	1
	Smugglers' Haven	PO38 1QD	14		
	Wheeler's Bay	PO38 1HU	41	2	1
Wroxall	St Martin's	PO38 3BJ	38	3	1
Yarmouth	Bouldnor	PO41 0ND	24		

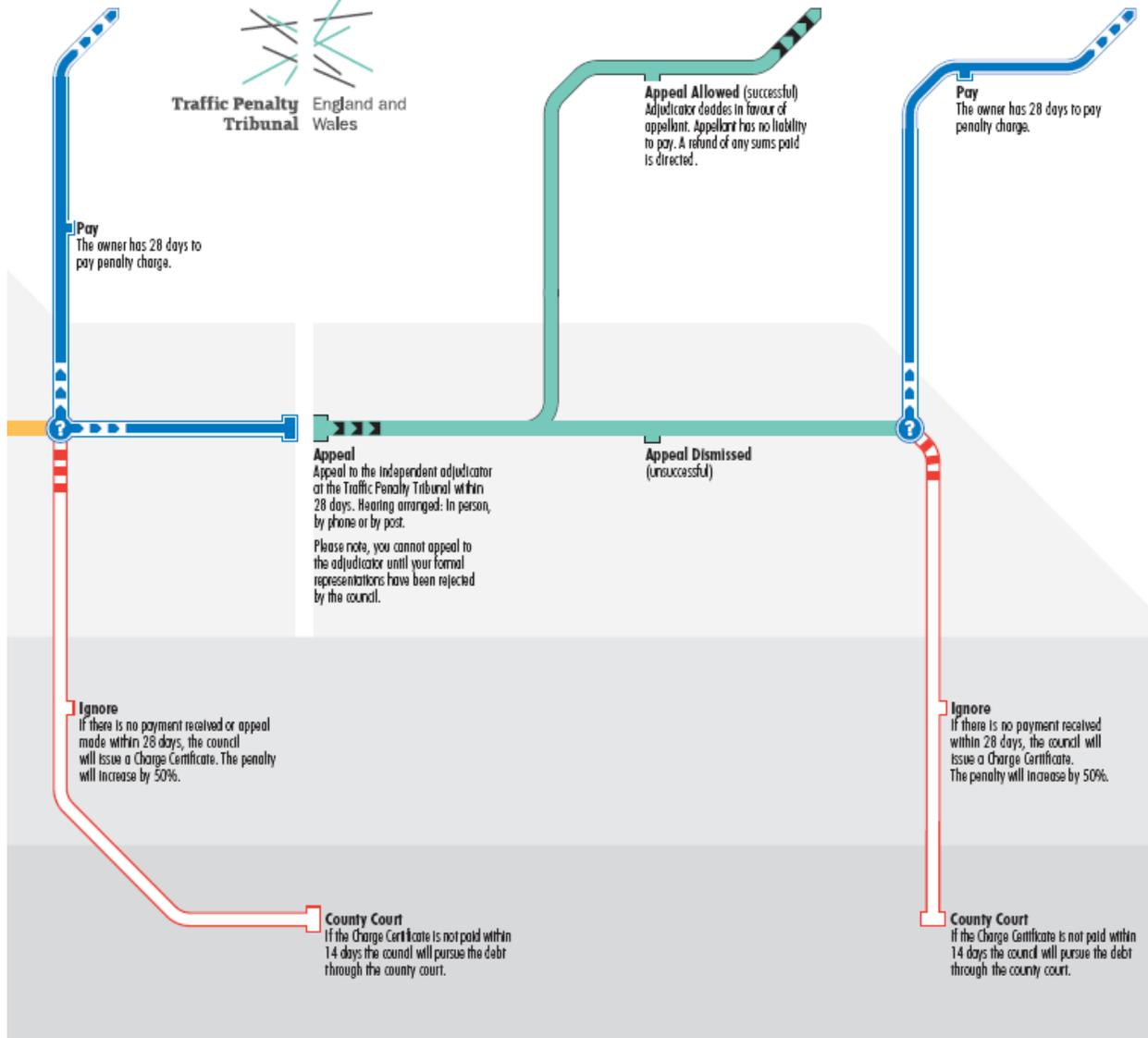
# APPENDIX TWO - Steps of the appeal process

## The Parking Penalty Enforcement Process



Step 5

Step 6



### Useful links

Parking And Traffic Regulations Outside London (PATROL)

[www.patrol-uk.info](http://www.patrol-uk.info)

Traffic Penalty Tribunal

[www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

DfT Traffic Management Act 2004 (TMA 2004)

[www.dft.gov.uk/pgr/roads/tmportal/](http://www.dft.gov.uk/pgr/roads/tmportal/)

APPENDIX 3 - breakdown of PCNs issued by contravention code, with descriptions, charging levels and current state.

<b>&gt;&gt; Lower Band Rating</b>												
<u>Contravention</u>	<u>Issued</u>	<u>Outstanding</u>	<u>%</u>	<u>Paid</u>	<u>%</u>	<u>Cancelled</u>	<u>%</u>	<u>Written Off</u>	<u>%</u>	<u>Part Paid</u>	<u>%</u>	<u>Collection Rate (%)</u>
05 Parked after the expiry of paid for time	521	35	(6.72)	443	(85.03)	39	(7.49)	0	(0.00)	4	(0.77)	(85.80)
06 Parked without clearly displaying a valid pay & display ticket or voucher	1,503	107	(7.12)	1,085	(72.19)	289	(19.23)	16	(1.06)	5	(0.33)	(72.52)
07 Parked with additional payment made to extend the stay beyond expiry of the time initial purchased	7	0	(0.00)	4	(57.14)	3	(42.86)	0	(0.00)	0	(0.00)	(57.14)
10 Parked without clearly displaying two or more valid pay and display tickets when required	2	1	(50.00)	1	(50.00)	0	(0.00)	0	(0.00)	0	(0.00)	(50.00)
11 Parked without payment of the parking charge	362	43	(11.88)	246	(67.96)	70	(19.34)	2	(0.55)	1	(0.28)	(68.23)
19 Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	3	0	(0.00)	1	(33.33)	2	(66.67)	0	(0.00)	0	(0.00)	(33.33)
22 Re-parked in the same parking place or zone within one hour or other specified time of leaving	21	2	(9.52)	16	(76.19)	3	(14.29)	0	(0.00)	0	(0.00)	(76.19)
24 Not parked correctly within the markings of the bay or space	242	12	(4.96)	192	(79.34)	32	(13.22)	4	(1.65)	1	(0.41)	(79.75)
30 Parked for longer than permitted	3,426	395	(11.53)	2,704	(78.93)	258	(7.53)	41	(1.20)	26	(0.76)	(79.68)
73 Parked without payment of the parking charge	1,197	65	(5.43)	752	(62.82)	362	(30.24)	10	(0.84)	6	(0.50)	(63.32)
80 Parked for longer than the maximum period permitted	403	38	(9.43)	295	(73.20)	64	(15.88)	2	(0.50)	3	(0.74)	(73.95)
82 Parked after the expiry of paid for time	1,318	51	(3.87)	1,138	(86.34)	111	(8.42)	6	(0.46)	9	(0.68)	(87.03)
83 Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	5,109	324	(6.34)	3,299	(64.57)	1,356	(26.54)	98	(1.92)	24	(0.47)	(65.04)
84 Parked with additional payment made to extend the stay beyond time first purchased	3	0	(0.00)	0	(0.00)	3	(100.00)	0	(0.00)	0	(0.00)	(0.00)
86 Parked beyond the bay markings	457	22	(4.81)	374	(81.84)	56	(12.25)	2	(0.44)	2	(0.44)	(82.28)
90 Re-parked within one hour or other specified time of leaving a bay or space in a car park	8	0	(0.00)	3	(37.50)	5	(62.50)	0	(0.00)	0	(0.00)	(37.50)
93 Parked in car park when closed	2	0	(0.00)	2	(100.00)	0	(0.00)	0	(0.00)	0	(0.00)	(100.00)
94 Parked in a pay and display car park without clearly displaying two or more valid pay and display tickets when required	5	1	(20.00)	3	(60.00)	1	(20.00)	0	(0.00)	0	(0.00)	(60.00)
<b>Band Sub Totals</b>	<b>14,589</b>	<b>1,096</b>	<b>(20.00)</b>	<b>10,558</b>	<b>(60.00)</b>	<b>2,654</b>	<b>(20.00)</b>	<b>181</b>	<b>(0.00)</b>	<b>81</b>	<b>(0.00)</b>	<b>(60.00)</b>

>> Higher Band Rating

<b>Contravention</b>	<b>Issued</b>	<b>Outstanding</b>	<b>%</b>	<b>Paid</b>	<b>%</b>	<b>Cancelled</b>	<b>%</b>	<b>Written Off</b>	<b>%</b>	<b>Part Paid</b>	<b>%</b>	<b>Collection Rate (%)</b>
01 Parked in a restricted street during prescribed hours	3,878	415	(10.70)	2,946	(75.97)	419	(10.80)	47	(1.21)	48	(1.24)	(77.20)
01. Parked in a restricted street during prescribed hours	17	4	(23.53)	11	(64.71)	2	(11.76)	0	(0.00)	0	(0.00)	(64.71)
02 Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	400	28	(7.00)	330	(82.50)	34	(8.50)	4	(1.00)	4	(1.00)	(83.50)
12 Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	3	0	(0.00)	3	(100.00)	0	(0.00)	0	(0.00)	0	(0.00)	(100.00)
16 Parked in a permit space without displaying a valid permit	1,266	76	(6.00)	1,032	(81.52)	137	(10.82)	4	(0.32)	15	(1.18)	(82.70)
20 Parked in a loading gap marked by a yellow line	1	1	(100.00)	0	(0.00)	0	(0.00)	0	(0.00)	0	(0.00)	(0.00)
21 Parked in a suspended bay or space or part of bay or space	401	9	(2.24)	313	(78.05)	76	(18.95)	0	(0.00)	2	(0.50)	(78.55)
23 Parked in a parking place or area not designated for that class of vehicle	129	7	(5.43)	105	(81.40)	12	(9.30)	2	(1.55)	2	(1.55)	(82.95)
25 Parked in a loading place during restricted hours without loading	488	52	(10.66)	371	(76.02)	51	(10.45)	6	(1.23)	8	(1.64)	(77.66)
26 Parked in a special enforcement area more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	32	0	(0.00)	21	(65.63)	9	(28.13)	0	(0.00)	2	(6.25)	(71.88)
27 Parked in a special enforcement area adjacent to a dropped footway	316	24	(7.59)	234	(74.05)	53	(16.77)	0	(0.00)	3	(0.95)	(75.00)
34 Being in a Bus Lane	2	0	(0.00)	2	(100.00)	0	(0.00)	0	(0.00)	0	(0.00)	(100.00)
40 Parked in a designated disabled persons parking place without clearly displaying a valid disabled persons badge in the prescribed manner	489	38	(7.77)	337	(68.92)	111	(22.70)	3	(0.61)	0	(0.00)	(68.92)
45 Parked on a taxi rank	288	8	(2.78)	257	(89.24)	19	(6.60)	1	(0.35)	2	(0.69)	(89.93)
46 Stopped where prohibited (on a red route or clearway)	23	0	(0.00)	20	(86.96)	2	(8.70)	0	(0.00)	1	(4.35)	(91.30)
47 Stopped on a restricted bus stop or stand	157	4	(2.55)	134	(85.35)	16	(10.19)	3	(1.91)	0	(0.00)	(85.35)
48 Stopped in a restricted area outside a school when prohibited	12	4	(33.33)	5	(41.67)	3	(25.00)	0	(0.00)	0	(0.00)	(41.67)
49 Parked wholly or partly on a cycle track or lane	19	0	(0.00)	12	(63.16)	7	(36.84)	0	(0.00)	0	(0.00)	(63.16)
70 Parked in a loading area during restricted hours without reasonable excuse	18	0	(0.00)	13	(72.22)	5	(27.78)	0	(0.00)	0	(0.00)	(72.22)

74 Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	2	0	(0.00)	1	(50.00)	1	(50.00)	0	(0.00)	0	(0.00)	(50.00)
81 Parked in a restricted area in a car park	118	7	(5.93)	55	(46.61)	54	(45.76)	1	(0.85)	1	(0.85)	(47.46)
85 Parked in a permit bay without clearly displaying a valid permit	253	8	(3.16)	124	(49.01)	117	(46.25)	1	(0.40)	3	(1.19)	(50.20)
87 Parked in a designated disabled persons parking space without displaying a valid disabled persons badge in the prescribed manner	354	17	(4.80)	222	(62.71)	106	(29.94)	6	(1.69)	1	(0.28)	(62.99)
91 Parked in a car park or area not designated for that class of vehicle	244	5	(2.05)	196	(80.33)	32	(13.11)	10	(4.10)	1	(0.41)	(80.74)
92 Parked causing an obstruction	14	3	(21.43)	9	(64.29)	2	(14.29)	0	(0.00)	0	(0.00)	(64.29)
99 Stopped on a pedestrian crossing or crossing area marked by zigzags	77	5	(6.49)	68	(88.31)	4	(5.19)	0	(0.00)	0	(0.00)	(88.31)
<b>Band Sub Totals</b>	9,001	715	(6.49)	6,821	(88.31)	1,272	(5.19)	88	(0.00)	93	(0.00)	(88.31)
<b>Debt Type Sub Totals</b>	23,590	1,811	(7.68)	17,379	(73.67)	3,926	(16.64)	269	(1.14)	174	(0.74)	(74.41)
<b>Client Sub Totals</b>	23,590	1,811	(7.68)	17,379	(73.67)	3,926	(16.64)	269	(1.14)	174	(0.74)	(74.41)
<b>Grand Totals</b>	23,590	1,811	(7.68)	17,379	(73.67)	3,926	(16.64)	269	(1.14)	174	(0.74)	(74.41)

## APPENDIX FOUR - GLOSSARY OF TERMS

The A to Z glossary below explains some terms and phrases in the annual report that may be unfamiliar to you.

Cancellations	A penalty charge notice (PCN) is cancelled when we consider that it has been issued in error and close the case without accepting payment.
Challenge	An objection made against a penalty charge notice <b>before</b> the issue of a notice to owner or enforcement notice.
Civil enforcement officer (CEO)	This is a designated name given by the Traffic Management Act 2004 to those officers engaged by councils to issue penalty charge notices. CEOs (formerly known as parking attendants) may be employed directly by the council or through a specialist contractor.
Contravention	A contravention is failure by a motorist to comply with traffic or parking regulations.
Controlled parking zone (CPZ)	An area where parking is restricted during certain times of the day. The main aim of a CPZ is to ensure that parking spaces within the zone are managed to balance the needs of residents and other motorists. In a CPZ, the restrictions are shown by signs placed on all vehicular entry points to the zone. Signs are only required within the zone where the restrictions are different from those on the entry signs. There will not usually be a sign for a yellow line where the restrictions are the same as on the entry signs.
Decriminalised	In April 2007, parking enforcement was decriminalised across the Isle of Wight. This means that it is no longer illegal to park in breach of regulations. Enforcement of most of the on-street parking regulations is now the sole responsibility of the local authority rather than of the police. Non-compliance is treated as a civil offence rather than a criminal offence. Ultimately, unpaid penalty charge notices are pursued by debt collection agencies, rather than through the criminal courts.
Differential parking penalties	The name given to the changes in the levels of charging for penalties implemented by the government to make the system fairer, with its introduction on the Island on 31 March 2008. Higher level charges apply to contraventions that are considered serious and lower levels to those that are considered less serious.
Enforcement notice	A statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a penalty charge notice. This notice is only served for <b>bus lane contraventions</b> if the penalty remains unpaid after 28 days. Within 28 days of the enforcement notice, the owner is required to either make payment of the full penalty charge or make representations against liability for the charge.
Notice to owner (NtO)	A statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a penalty charge notice. This notice is served for <b>parking contraventions</b> where a penalty issued by a CEO remains unpaid after 28 days. Within 28 days of the notice to owner, the owner is required to either make payment of the full penalty charge or make representations against liability for the charge.
Off-street parking	Parking facilities within car parks.

On-street parking	Facilities by the kerbside.
Order for the recovery of unpaid penalty charge	An order for recovery of an unpaid penalty charge which has been registered with the Traffic Enforcement Centre (TEC). TEC is currently situated at the county court in Northampton and is the centre where unpaid penalty charges are registered as debts at the county court. This is an automated process, not requiring, or allowing an appearance by any party and once registration has taken place, the debt can be passed to a bailiff for collection of the outstanding monies.
Penalty charge notice	A notice issued because a vehicle has allegedly contravened a parking or bus lane regulation. A penalty charge notice must contain certain information, including a description of the contravention alleged to have occurred.
Registered keeper	The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of owner liability, the registered keeper is presumed to be the owner of the vehicle for the purposes of enforcement, appeal and debt recovery action.
Representation	A challenge against a penalty charge notice <b>after</b> a notice to owner or enforcement notice has been issued.
Waivers	A PCN is waived when we accept mitigating circumstances and close the case without accepting payment.
Write-offs	A PCN is written-off when we are unable to pursue the penalty and close the case without accepting payment. This may be when the DVLA has no information about the registered keeper, or even after our bailiff companies have attempted to collect the debt without success.