

# Civil Parking Enforcement Policy, Dec 2024 Part 1: Enforcement



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## Introduction

The contents of the policy are derived from the former Dorset County Council and District Councils' policies and enforcement ethos, to explain the guidelines under which Civil Enforcement Officers (CEOs) working for Dorset Council operate and the criteria under which they are permitted to issue Penalty Charge Notices (PCNs) to vehicles parked in contravention of the parking restrictions.

Dorset Council is responsible for enforcing parking restrictions in the Dorset Council area both on-street and off-street (car parks managed by Dorset Council's Parking Services).

The legislation relating to parking enforcement allows a CEO to issue a Penalty Charge Notice (PCN) using these guidelines in a fair, consistent and reasonable manner where restrictions have been contravened.

This policy has been approved by elected Members. It will be subject to regular review so that it continues to meet local needs whilst reflecting current best practice.

It must be appreciated that these guidelines may not apply to all circumstances (for example, where a vehicle is parked dangerously or inconsiderately) and are subject to change if circumstances vary or parking needs require changes to be made.

### **Enforcement of parking restrictions**

Parking controls were decriminalised under the Road Traffic Act 1991 (which was replaced by the Traffic Management Act 2004, implemented in 2008). The provisions of the Road Traffic Act resulted in the ability of local authorities to apply for the powers to become responsible for the enforcement of parking and other restrictions throughout their own areas. Dorset County Council adopted these powers, which have been transferred, as a result of a Local Government Review, to the newly formed Dorset Council. **Enforcement** is carried out using trained CEOs employed directly by the council.

Enforcement of parking restrictions can take place at any time when restrictions apply including Sundays and Bank Holidays. The council does not currently enforce restrictions using CCTV cameras. [See CCTV](#) Enforcement is carried out through CEOs patrolling and issuing PCNs to vehicles parked in contravention of the restrictions.

CEOs are required to undertake a comprehensive training programme before enforcing the restrictions and all CEOs working for the Council are required to obtain a City and Guilds or equivalent qualification in Parking Enforcement and Conflict Management.

CEOs use handheld computers to record observations of vehicles and to issue PCNs. These computers have many safeguards to ensure that PCNs are issued correctly and that the correct information is gathered to support the issue of the PCN. In addition, CEOs make comprehensive notes and may take photographs of vehicles in contravention when they issue a PCN. Any photographic evidence taken at the time of issue will be made available for the Driver/Keeper to view.

The Council takes the protection of CEOs very seriously and in addition to the training they have received in Health and Safety and Conflict Management, risk assessments have been carried out on their roles and all CEOs have access to lone worker protection devices in the event of threats whilst they are carrying out their duties including personal cameras (bodycams) which will enable the recording of incidents.

### **General Aims**

Parking Services in Dorset is designed to achieve the following policy objectives –

- To encourage a high level of compliance by motorists with the parking restrictions and waiting and loading restrictions.
- To integrate traffic management policies with effective on-street enforcement.
- To improve road safety and the movement of public transport and to reduce congestion by encouraging the free flow of traffic.
- To ensure the equitable distribution and management of the availability of parking space both on and off-street.
- To discourage long term parking in streets close to town centres.
- To provide dedicated on and off-street enforcement.
- To be responsive to changing priorities, local factors and demand.
- To provide parking permits and exemptions for residents and businesses, the disabled, and others as appropriate.

The way in which parking restrictions are enforced is designed to meet these aims. For example, it is essential that traffic flow is maintained and illegally parked vehicles **that may cause congestion or compromise the safety of other drivers and pedestrians**. Vehicles overstaying in car parks and pay and display bays on street may mean that other vehicles will not be able to park and non-permit holders parked in permit bays may mean that residents cannot park close to their homes.

The Traffic Management Act 2004 and its associated guidance is clear that parking enforcement should relate to traffic management objectives and cannot be used for revenue-raising purposes. The Council endorses and complies fully with these requirements.

Parking enforcement will be ‘consistent and fair’ and community support for, or acceptance of parking restrictions, is conditional upon achieving this balance in the enforcement operation. The guidance set out in this document has been designed to assist in this objective and establishes the “ethos” of the way parking enforcement will be conducted to **minimise the potential for misunderstanding and dispute over specific parking issues**.

In general, enforcement activity will comply with the following principles –

- Consistency of approach.
- Fairness in applying the legislation and securing compliance.
- Transparency about what enforcement action is taken and why.

## **General Principles of CEOs' Behaviour**

CEOs are expected to carry out their work in a fair, courteous and reasonable manner, and to comply with all relevant laws and codes of conduct. The CEO would be expected to advise the motorist to move their vehicle as well as how and where to park to avoid a contravention of the parking restrictions where available. To this end, CEOs are expected to be conversant with the on and off-street parking arrangements in their enforcement area, permit information, Council policies and any other information necessary to enable them to carry out this function.

If the vehicle driver is present, the CEO will give every reasonable opportunity to rectify a situation before issuing a PCN. Under no circumstances will a CEO resort to any form of entrapment or deliberately avoid assisting a driver.

A CEO must not, under any circumstances, accept monies or other gifts proffered by any person, nor may they solicit such gifts.

When dealing with the public, a CEO should not offer an opinion on the restrictions or comment upon Council policies either in relation to parking or to any other matter within the jurisdiction of the Council. In all cases the member of the public must be referred to the Parking Office if they wish to pursue the matter.

In particular, CEOs **must not** –

- Offer an opinion on the restrictions or the parking enforcement scheme and the way in which it operates.
- Comment on the quality of the lines and signs or the functionality of any equipment.
- Comment on the issue of whether or not other PCNs have been issued in the same location.
- Comment on any difficulties other motorists may experience in the area.
- Indicate that a PCN should not have been issued.
- Indicate that a PCN is likely (or not) to be cancelled.

All conversations between CEOs and members of the public, whether or not the issue of a PCN is involved, may be recorded in the CEO's notes. If a CEO is approached by a member of the public about the issue of a PCN they will –

- Establish if that person is the driver of the vehicle in question. If the person enquiring is not the driver of the vehicle, then just the restrictions should be explained.
- Explain why the PCN was issued, pointing out the information available at the time, including information on restrictions, lines and signs as applicable.
- Explain that they have no authority to cancel the PCN.
- Explain that the driver may write to the Council and that the Council will consider the issue of the PCN and whether or not it should be cancelled.
- Explain to blue badge holders that they should enclose a copy of their blue badge with their correspondence.
- Indicate that if the driver writes to the Council within 14 days, the right to pay the discounted amount will be preserved.
- Be prepared to explain the PCN processing stages in brief detail if required to do so.

The CEO must not give any indication of whether or not the challenge / representations to the Council are likely to be successful as they are not in a position to offer advice on this matter. The Council will investigate all correspondence and complaints and make a decision, responding to the driver accordingly.

### **Lines and signs**

When restrictions are introduced, the Council must lay the correct lines and erect the proper signs – if these are not in place the restriction cannot be enforced. No signs are required for double yellow lines and no loading restrictions, unless they are seasonal or part time (only operational at certain times of the day/week/year). Yellow line restrictions apply from the centre of the road to the building, property boundary or fence line, including pavements and verges.

The Traffic Signs Regulations and General Directions (TSRGD) specify in precise detail the signs that must be used to indicate traffic and parking restrictions. Where there is an unusual or non-standard type of restriction the Department for Transport is requested to specifically authorise each sign (and often, its location).

Ensuring that all signs and lines are in place and maintained is an expensive and time-consuming operation. CEOs should report deficiencies with the lines and/or signs if they are seen to be missing, damaged or defaced. The Council will take remedial action as soon as possible when problems are identified, to ensure that all restrictions are clearly marked and signed and can be properly enforced (though broken lines may still be enforceable in some circumstances e.g. after roadworks).

For example, the Council may use thinner, lighter colored yellow lines instead of the more usual thicker, darker yellow lines and these are becoming more prevalent throughout Dorset.

Only when a TRO, Parking Order or other enabling powers and the correct lines and signs are in place, can the restriction be enforced.

### **Parking Enforcement**

Parking enforcement cannot be considered without an understanding of the basis for parking restrictions.

Parking regulations are introduced through the powers contained in the Road Traffic Regulation Act 1984, which also defines the objectives for which parking regulations can be introduced. These can be summarised as:

- Safety.
- Maintenance of access to premises.
- Congestion and pollution reduction.
- Management of the kerb space where demand for parking exceeds supply.

Raising revenue is not a lawful objective for either introducing or enforcing restrictions and this has been reinforced by the Secretary of State in the guidance which accompanies the Traffic Management Act 2004, stressing that the aim of enforcement is to encourage compliance with the restrictions.

The precise restrictions made by the Council will depend on the circumstances at the location. Restrictions introduced for safety reasons or to ensure that access is maintained for emergency vehicles are more likely to be in the form of double yellow lines which prevent vehicles from parking at that location. Where congestion reduction or access to premises for deliveries is the issue, single yellow lines may be sufficient. Resident parking schemes are introduced in areas when demand exceeds supply and there is a need to ensure that residents can park more easily, whilst disabled bays will cater for blue badge holders.

Typically, residents' permit holders will be given priority in residential areas, while short stay parking and deliveries will be given priority in commercial and shopping areas. Double yellow lines and loading restrictions will be introduced for safety reasons, where parked vehicles could cause danger and compromise traffic flow.

It is not always possible to meet all the demands for parking spaces. In some residential areas the demand for residents' parking may be greater than the supply of spaces. In mixed use areas such as those where shops are situated, there are competing demands from shoppers, residents and deliveries. The Council must sometimes make difficult decisions over the allocation of kerb space between these demands and it may therefore be impossible to accommodate all groups of motorists to the extent they would wish. Where there is a particularly high demand for on-street short stay parking, pay and display bays may be used which encourage a high turnover and enable more effective enforcement by the CEOs.

The procedure for introducing new restrictions requires that a Traffic Regulation Order (TRO) be made and put into place. This is the legal instrument through which the Council implements most parking restrictions on-street. TROs are made under the powers contained in the Road Traffic Regulation Act 1984. The Council must legally consult before introducing restrictions and the making of a TRO follows a statutory process which also involves public advertisement following consultation and the consideration of any objections received following advertisement.

On occasions the Council may introduce Temporary Traffic Regulation Orders (TTRO) to cover road works or special events, for a short period of time. Experimental Traffic Regulation Orders (ETRO) may also be introduced (for up to 18 months) to test restrictions where the outcome may not be clear. The trial period also constitutes the consultation period in this case.

Without a valid TRO, the Council is not able to legally enforce the restrictions except those granted under Dorset Council's status as a Special Enforcement Area (S.E.A.) and other enabling powers.

### **Off-Street Parking Orders**

The Council enforces its car parks under The Dorset Council (Off-Street Parking Places) (Consolidation) Order 2022.

The policy for enforcing car parks has been designed to provide a framework for the provision of off-street parking in the Dorset Council area, which will support both the local economy and the free movement of traffic on the highway.

To provide:-

- Sufficient appropriately located car parks that are safe and secure with parking charges set at levels that would not be detrimental to the area's local economy.
- To contribute to the Council's transport objectives that includes reducing congestion in order to maintain the free flow of traffic while improving road safety and use parking in order to change traffic behaviour.
- To reduce town centre congestion by providing car parks that are easy to use and conveniently located to town centres and other locations/attractions throughout the area
- To assist the towns commercial viability in managing short stay car parks in order to maximise the turnover of parking spaces and to achieve high occupancy rates
- To provide a security presence in all council operated and managed car parks
- To ensure the parking provision is fair and encourages sustainable travel choices

## Enforcement Practice

The following section outlines the Council's guidelines for the enforcement of parking restrictions giving more details regarding specific enforcement practices.

Unless otherwise stated, the guidance detailed within this document applies to all restrictions enforced by Dorset Council and includes both on-street and off-street restrictions.

Private car parks are managed by private companies who are solely responsible for any enforcement arrangements in those car parks, and individual Town Councils who manage their own car parks may also use different guidelines.

### **Abandoned Vehicles**

Abandoned vehicles can be potentially dangerous, and in some cases are the result of crime. An abandoned vehicle may be identified by the number of PCNs on the vehicle, or by the vehicle's condition.

A vehicle may be classed as abandoned, if it is not registered as being taxed and has already received 3 PCNs without any evidence of being moved during the interim period.

There may be other signs that the vehicle has been abandoned, including but not limited to lack of use / movement / condition / damage / MOT / Insurance status.

If 3 consecutive PCNs are issued to the vehicle and if it remains in the same place, without movement, further checks will be completed – including Driver welfare through Police, previous history, contact details (if available) before issuing further PCNs as there may be extenuating circumstances.

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

If a member of the public advises a CEO of a potentially abandoned vehicle, the CEO should assess the vehicle and if considered abandoned, will advise the member of the public to report

via the [council website](#) or will report it on their behalf through that medium and to the appropriate officer.

### **Abusive and Violent Behaviour**

Dorset Council has a zero tolerance to abusive behavior to all Parking Services staff, either in person or on the telephone. Abusive individuals will be advised that their behavior is unacceptable, and the conversation terminated if the abuse continues. A register will be kept of persistent offenders who are intimidating or abusive to staff.

CEOs experiencing abusive behavior should activate their bodycam to record the event and make a full written record directly quoting what is said in an incident report. All CEOs are issued with a lone worker device which can be used in cases of emergency to call for assistance. These incidents will be treated as serious incidents that require prompt attention and the police may be called to such incidents if this action is warranted.

The Council will enlist the support of the police to prosecute in the event of an assault on any Council employee.

### **Bank Holidays**

As the County is a tourist area, it is necessary to control parking on bank holidays and most restrictions are in force unless otherwise indicated by signage on site.

All these restrictions may be subject to enforcement activity. The exact level of enforcement required will be determined by the Council, and there may be a need for a higher on-street presence where there are special events taking place.

### **Blue Badge Holders**

Dorset Council issue the blue badge through the National Blue Badge scheme. These can be applied for [Apply for or renew your Blue Badge - Dorset Council](#)

**On-Street** - Blue badge holders **can** park –

- In designated [disabled parking bays](#) on-street, free of charge and without time limit. Some disabled bays have a time limit (e.g. 3 hours or a time scale 10am – 5pm) and this will be shown on the accompany signage. In this case, the time clock should be set to the time of arrival and displayed alongside the valid blue badge.
- On single or double yellow lines for up to three hours and providing that the vehicle is not causing an obstruction (the clock should be displayed and set to the time of arrival). As time clocks are not issued in Scotland, the Council will accept hand-written arrival times displayed in a note together with a valid blue badge.
- In all pay and display bays on-street free of charge and without time limit.
- In limited wait bays, without time limit.

**On-Street** - Blue badge holders **cannot** park –

- Permit holder only bays (unless signage indicates otherwise with a specified time limit)
- Park on yellow lines (single or double) where there is a loading ban in force, indicated by with yellow kerb markings (and signs where required) indicating that loading is not permitted or in any other restricted area (e.g. school keep clear markings, pedestrian crossings, suspended bays, taxi ranks, bus lanes, bus stops, bays reserved for specific use such as loading bays (unless they are actively in the process of loading or unloading)).

**Off-Street** - Blue badge holders **can** park –

- In any [marked bay](#) (charges apply) that is suitable for the size and type of vehicle that they are driving. See charges board for details of any concessions.

**Off-Street** - Blue badge holders **cannot** park –

- On any yellow lines or hatched markings
- Out of marked bay
- Loading bays (unless actively loading or unloading)
- Limited wait bays for longer than the time specified.
- EV Bays unless charging.

CEOs have the power to inspect blue badges. They can produce a photo ID, on request, in order to carry out this inspection. The blue badge should be offered up by the user in order for an inspection to be completed. It is an offence to fail to produce, for inspection, a badge when requested to do so. All blue badges remain the property of the issuing authority. If inspection of the badge confirms that it is being used fraudulently, the badge may be retained by the CEO on behalf of the issuing authority or the authority where the badge is being used. All retained blue badges are returned to the issuing authority. The badge holder will need to apply to the issuing authority requesting its return. A badge can be confiscated by the police if they are in attendance.

A PCN may be issued where the blue badge is not displayed in the prescribed manner - clearly displayed in the vehicle windscreen so that the details can be easily seen by the CEO, or where the clock is not displayed and set to the time of arrival if the vehicle is parked on yellow lines or a time limited disabled bay. The CEO should make full notes of the manner in which the badge is displayed, supported by photographs. Whenever a badge or clock are not displayed, or not displayed correctly and the driver is with the vehicle, the CEO will ask the driver to display the correct documents and a PCN will only be issued if the driver fails to either do this or to move the vehicle.

The CEO will also issue a PCN to a vehicle displaying an expired badge. It is the badge holders' responsibility to ensure their badge is in date and valid.

### **Breakdowns**

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

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

If there is visible evidence of breakdown (e.g. a flat tyre, smoke coming from the engine), unless the driver is with the vehicle, a PCN may still be issued and details recorded. The CEO should take photographs of the vehicle showing the evidence of breakdown. If the driver is with the vehicle and advises the CEO that they are waiting for a breakdown service to attend, the CEO should advise the driver of the restrictions and that should the vehicle be left unattended a PCN may be issued.

In cases of genuine breakdown, the motorist will be able to make a written appeal to the Council and provide evidence to confirm the breakdown.

### **Bus Stops**

Bus stops can either be restricted or unrestricted:

- **Restricted:** A restricted bus stop will be marked with yellow lines and traffic signs. In Dorset, most bus stops are restricted; they are operational either 24 hours a day or from 7 am to 7 pm. Some bus stops are seasonal only (eg May to October) and would be signed accordingly.
- **Restricted unused Bus stops:** Whilst the TRO (Traffic Regulations Orders) is still in place, it enables any Bus Company or Transport Provider the option of applying to take over a particular route at any point and until it is legally removed, cannot be used for parking.
- **Unrestricted:** An unrestricted bus stop will not have a traffic sign but may be marked with advisory road markings

Due to the congestion and inconvenience caused by vehicles parked in a bus stop, no observation time needs to be given before a PCN is issued and CEOs can issue a PCN to any vehicle in a bus stop, including vehicles which have parked to load and unload.

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

### **Car Parks**

The Council operates the enforcement of the majority of car parks in the Dorset Council area under The Dorset Council (Off-Street Parking Places) (Consolidation) Order 2022. This includes some Private and Town Council owned car parks. Other Town Councils operate their own car parks using their own enforcement policies.

PCNs can be issued to vehicles parking in contravention of the off-street codes shown in [Appendix A](#).

Car Park terms and conditions, methods of payment and charges will be found on the signage displayed in each car park and in the Off-Street Parking Order. These will include:

- Permitted vehicles are shown as pictorial representations in green circles
- Multi-Use bays – Coaches, lorries, vehicles towing trailers, motorhomes (over 4.8m) (unless designated bays available) Vans (over 4.8m)
- Yellow lines and hatched areas – parking on these areas is not permitted (including blue badge holders)
- Marked bays – must be parked within the markings of a bay
- Loading bays – parking not permitted and active loading/unloading must be seen to be taking place
- Out of marked bays – No parking is permitted outside of marked bays. Length of vehicle is measured from end to end and includes any additional attachments
- Designated disabled bays – charges apply & valid blue badge needs to be displayed
- Blue Badge holders – check for concessions
- Solo motorcycles – parking is free in designated areas
- Motorhome/Campervan definition – vehicle that has been designed or adapted for the purpose of cooking, eating, sleeping or storage
- Motorhome/Campervan overnight restrictions – not permitted between 10pm – 8am
- Motorhome/Campervan length restrictions – should park in an appropriately sized bay according to the size of the vehicle.
- No Fires / BBQs
- No overnight sleeping
- Other marked bays for specific users or for a specific use

This list is not exhaustive and car park restrictions are tailored to each location and the necessary requirements for parking.

Dorset Council reserves the right to close or partially close any car park owned or managed by them for the purpose of utility works, routine or emergency maintenance or special events. This may be indicated by signage at the entrance of the car park or signage, cones or barriers around a section within the car park. Where there are special events taking place which may affect the parking within a car park, the Council may make special arrangements for additional enforcement. Drivers should check before they park that there is no closure in place or due.

When there is free parking available in a car park, all other restrictions will still apply.

### **CCTV Enforcement**

The Council has not introduced any enforcement using CCTV cameras but may consider doing so in the future. The legislation allows local authorities to use CCTV cameras for the enforcement of parking and moving traffic contraventions and for bus lanes.

CCTV enforcement may be carried out using either fixed or vehicle-mounted cameras. In either case, contraventions will be identified at the time by the camera operator and then reviewed by another officer, who will make the decision to issue a PCN, based on the guidelines and best practice that apply for the individual contravention. Cameras may also use ANPR (automatic number plate recognition) facilities.

## **CEO Vehicles**

CEOs use vehicles to carry out enforcement duties as they need to cover large areas of the County. When engaged on enforcement duties, CEOs are permitted to park their vehicles whilst they carry out their patrols on foot. They may only park in the following locations –

- In Dorset Council car parks (private car parks where an agreement is in place).
- In limited waiting bays, for longer than the time permitted if necessary.
- In resident permit bays.
- On active yellow lines (only while enforcing at the location).

CEOs must not park in contravention of the following restrictions or where it would inconvenience other road users. In particular, they must not park –

- In bus stops, disabled bays, loading bays, pedestrian crossings and taxi ranks.
- Where loading bans are in force (02 contraventions – see Appendix A).
- Beyond the bay markings in a car park unless they are servicing a nearby pay and display machine or enforcing the restrictions in the immediate vicinity.

## **Children in Cars**

Where CEOs have reason to believe that babies, young children or vulnerable adults left in cars are distressed or in danger, they should contact the local police and should remain with the vehicle until the police attend. If the driver returns before the police arrive, the CEO will update the police. Children in a vehicle will not prevent a PCN being issued if in contravention of a restriction. If a PCN is issued care will be taken to not include that person's **identity** (face) in the photographs.

## **Council Vehicles**

Unless the vehicle is being used for the purpose of enabling the Council, and its contractors, to perform a statutory duty or for carrying out essential works, Council vehicles must abide by the normal restrictions. A CEO will issue a PCN upon contravention of the parking restrictions.

Examples of essential works include the following but not limited to –

- Servicing street furniture.
- Maintenance of utility boxes.
- Highway maintenance.
- Graffiti removal.
- Environmental agencies that need access to check water quality and water levels.

If a CEO can see that the vehicle is engaged in essential works or statutory duties, or where the vehicle is parked close to the site being worked on, a PCN may still be issued according to the CEOs observations. However, the CEO should not take notice of any note in the vehicle, (other than to record details). Note – this applies only to vehicles parked in bays or on yellow lines. It does not apply where a loading restriction is in force (e.g. 02 contraventions). Vehicles parked in these circumstances may be issued with a PCN.

The Council expects all its employees, and elected members, to observe the parking restrictions. Preferential treatment will not be given to Council vehicles, or to Council employees using their own vehicles for business purposes. If the driver is seen and claims to be a Council employee, this will be noted but will not prevent the issue of a PCN if the vehicle is contravening the restrictions. Emergency situations will be dealt with according to the individual circumstances.

### **Diplomatic Vehicles**

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

### **Disabled Bays**

#### **On-Street:**

The Council provides on-street bays for use by [blue badge holders](#) only All Disabled Bays should be indicated by the appropriate sign and/or white road markings.

Where a disabled bay is marked and signed, the sign will indicate who is permitted to park there and whether there is a time limit. Drivers who park in disabled bays without displaying a valid blue badge for that type of bay (and time clock where applicable) can be issued with an instant PCN.

#### **Off-Street (Car Parks)**

In car parks disabled bays will be marked on the surface of the car park, usually with yellow line markings and a disabled symbol. They may also have signage, but this is not essential for enforcement. The bays may also have yellow hatched markings on one or both sides of the bay to allow extra space for egress/accessing the parked vehicle.

In Dorset Council pay and display car parks, charges apply for blue badge holders. A valid blue badge must be displayed prominently in the vehicle windscreen with payment or a valid restricted mobility permit.

If there is a max stay, the time clock must be set at time of arrival and the max stay time not exceeded. Check tariff boards for information on Blue **Badge** concessions as charges apply.

#### **Non-UK Disabled Badges**

Non-UK Disabled Badge Holders have the same rights and responsibilities as people holding UK Blue Badges (disabled badges) Details of these can be found at [The Blue Badge Rights and Responsibility booklet \(publishing.service.gov.uk\)](#) If they don't have a time clock, then they should write their time of arrival on a piece of paper and display alongside their disabled badge to show when they started parking.

They will also need to follow the same disabled parking concessions/restrictions in car parks. See [Car Parks](#)

**Dispensations** – see [Tradespersons Parking Waivers](#)

### **Dogs in Vehicles**

Where a CEO has reason to believe that dogs or other pets left in cars are distressed or in danger, particularly in hot weather, the CEO will contact the local police and will observe the vehicle until the police attend. If the driver returns, the CEO will update the police.

### **Double Parking**

The definition of double parking is that the vehicle is parked more than 50cm from the kerb and is not within the markings of a designated parking bay. The CEO may issue to any vehicle found parked in this manner.

### **Drive-aways/prevented from issue**

A PCN is considered legally served if it has been placed on the vehicle or handed to the person appearing to be in charge of the vehicle under Regulation 9. (Reg 9)

The legislation also allows a PCN to be sent through the post under Regulation 10 (Reg. 10). PCNs may be sent through the post if the CEO, having confirmed a contravention has taken place, is thereafter prevented from legally serving the PCN under Reg 9 by the vehicle being driven away or due to the threat of physical violence and/or extreme verbal abuse. A supporting statement will be written by the CEO in all cases when a PCN is issued under Reg 10.

### **Drivers in vehicles**

Where a vehicle is parked in contravention of the restrictions and the driver is sitting in the vehicle, the CEO must ask the driver to move the vehicle and park legally. A PCN will be issued only if this request is not met.

Requests may only be made to the driver of a vehicle, not to a passenger. In the absence of the driver, a PCN can be issued even if there is a passenger in the vehicle.

### **Dropped Kerbs (crossovers) – private houses (singular access)**

Under the Special Enforcement Area (SEA) a dropped kerb or crossover is defined as a part of a footway that has been dropped to give access to a driveway beyond the footway and these may be marked by a white "Access Protection Marking".

The person for whom the dropped kerb has been marked (i.e. the householder) can park their own vehicle on the dropped kerb and may also give permission for someone else, such as a visitor, to park on the dropped kerb. This does not apply on dropped kerbs shared between 2 or more properties.

This means that the Council have no way of knowing whether or not a vehicle parked on a dropped kerb belongs to the householder or has the householder's permission to park there. In view of this, the Council can only enforce if a complaint is received from the householder. When

a complaint is made, a CEO may be sent to the site and may issue a PCN in accordance with the guidelines detailed below.

Guidelines – if an CEO attends a complaint – the householder needs to be present to confirm that the parked vehicle does not have permission to be there. The vehicle concerned needs to be partially or wholly blocking the dropped kerb preventing the householder's vehicle from exiting the driveway.

If a vehicle is parked in such a way to prevent egress, this may be reported to the police who may treat the vehicle as an obstruction and arrange for it to be removed.

In some cases, the dropped kerb may be within an existing parking bay and as such this may not be enforceable, depending on the TRO for that area.

### **Dropped Kerbs (crossovers) – other (including shared access)**

Dropped kerbs are also placed on the footway or the carriageway for other reasons; to assist –

- Pedestrians crossing the carriageway – tactile crossing point or a dropped kerb on both sides of the road.
- Cyclists entering or leaving the carriageway – dropped kerb access to marked cycle route. In these circumstances, a PCN may be issued if the vehicle is partially/wholly preventing pedestrians / cyclist access to footpath / cycle route.
- Vehicles entering or leaving the carriageway. Through a shared access.

These dropped kerbs will be enforced in the normal manner.

### **Duplicate PCNs**

On-street – Daily or when contravention changes. If a vehicle is parked in contravention for more than one day at the same location without movement (i.e. if, after midnight, the vehicle is still parked in contravention), and has already received one PCN, a second PCN may be issued the next day. Three PCN limit before welfare checks made.

Off-street – after 24 hours, if no movement. Three PCN limit before welfare checks made.

### **Electric Vehicles (EV) and Charging Points**

The Council has installed a number of EV charging points / charging hubs within car parks and on the street. Where the bays are found within a car park, parking charges apply and the vehicle must be in the process of actively charging. PCNs will be issued to:

- non-electric vehicles
- EV not in the process of charging
- non-payment of the parking charge

Once the vehicle is finished charging from the EV charger, the vehicle should be relocated to a pay & display bay to allow other EV vehicles access to the charging point.

### **Electronic notes**

The requirement to take photographs does not replace the requirements shown below in respect of electronic note completion. The Council requires forms of evidence to support the issue of a PCN where possible. CEOs should ensure they include as much information as possible on their hand-held computers.

Electronic notes should contain where possible: -

- If there is any verbal or visual contact with the driver of the vehicle, a summary of the conversation should be noted together with a brief description of the driver.
- If there is any verbal contact with a vehicle's passenger or other member of the public a summary of the conversation should be recorded.
- If a vehicle is driven off whilst a PCN is being issued.
- Particularly if there is any verbal abuse or threatening behaviour (whether or not a PCN was actually served or an attempt made to serve it). In such cases, a separate accident/incident report should be completed for further action. This may include reporting the incident/accident to the police.
- If a note or notice has been left on the vehicle. The exact wording of the message should be recorded and photograph(s) of the note taken.
- If a vehicle appears to be in an abandoned or vandalised state a description should be noted and photograph(s) should be taken of the damage.
- Whenever there appears to be suspicious circumstances associated with the vehicle or its location.

### **Emergency Vehicles**

Ambulance, Coastguard, Fire and Police vehicles are exempt from the restrictions providing they are liveried and are being used in connection with official duties. PCNs should not be issued to liveried vehicles unless it is obvious that the driver is not engaged on official duties. If a PCN is issued, full notes must be made to ensure that the PCN is enforceable.

Police officers sometimes use unmarked vehicles or private cars and, in these circumstances, PCNs may be issued if the vehicle is parked in contravention as the CEO will be unaware that the vehicle is being used in connection with police purposes.

### **Exempt vehicles**

There is an exemption for liveried vehicles being used in the service of gas, electricity, telecommunications or water companies. These vehicles will not be issued with a PCN in the following circumstances –

- If the vehicle is being used in direct connection with works on the highway.
- If the vehicle is being used in connection with an emergency situation (water leak, gas escape etc.).

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

CEOs can also issue a PCN where it is obvious that the vehicle is not actually being used in connection with work taking place on the highway or an emergency situation.

Vehicles belonging to utility companies often display signs stating that emergency works are being undertaken. This is not in itself an indication that the vehicle is exempt, and if the CEO is not satisfied that the vehicle is exempt, a PCN should be issued.

Under the Road Traffic Act 1991 vehicles belonging to the Royal Mail and other companies engaged in the delivery of postal packets on behalf of the Royal Mail group (to or from post boxes in the case of the Royal Mail / to or from business premises in the case of other companies) are exempted and may load or unload where others are not permitted.

Removals vehicles, whilst actively loading/unloading furniture, goods and chattels from/to an adjacent property are exempt from most the on-street restrictions – it is, however, customary for a removals company to inform the council of impending removals to enable the area required to be assessed and advice given if a [parking bay suspension](#) is required.

However, CEOs can issue a PCN if they believe that such vehicles are not actively engaged in delivery activities.

### **Funerals (and Weddings)**

There is an exemption from the parking restrictions for funeral vehicles, including the hearse and any official funeral cars. The same exemption applies to official wedding cars. Visitors to either event should park legally away from the event.

The Council recognises that funerals are sensitive issues and it is suggested that the Council is contacted in advance as there are a number of arrangements that may be made to accommodate them. Each case will be treated on its own merits and the Council will make every effort to ensure that disruption is minimised and vehicles may park legally.

Summary - CEOs should generally exercise discretion where it is clear that a funeral or wedding is taking place and should be prepared to give advice where necessary on the best parking arrangements.

Unless there are safety or congestion issues, a PCN should not be issued to any funeral vehicles, providing that the Council has been advised in advance that the event will be taking place and providing that the CEO is satisfied that the vehicle is being used for the funeral. This will include the hearse (the vehicle that carries the coffin) and other 'official' vehicles attending the event. However, it may be necessary to ask some vehicles to move on some occasions to avoid obstructions and a PCN should only be issued where a request for a vehicle to move is ignored. If vehicles are stopped in order to allow [passengers](#) to board or alight, they will be entitled to the exemption for boarding and alighting. This exemption allows a vehicle to stop for the purposes of allowing people to get in or out of the vehicle and it should be obvious to a CEO

that this is the case. The vehicle should not be left unattended unless there are exceptional circumstances.

### **Glaziers**

For safety reasons, and the transportation of glass, glaziers' vehicles will often need to be parked close to the premises on which they are working. Similarly, for the safe removal of asbestos, vehicles being used for this purpose will need to park close to the premises concerned.

These exemptions are treated in a similar manner to vehicles engaged in loading and unloading. Glaziers and those engaged in asbestos removal can park close to the property or site for health and safety reasons and for as long as necessary for the purpose of loading or unloading glass or asbestos. The vehicle should not be causing an obstruction and once the loading or unloading has been completed, the vehicle must be moved and parked legally.

### **Grace Periods**

It is important that all CEOs understand that grace periods only apply to designated parking places where a person is permitted to park. A road with a restriction (e.g. single yellow line) or prohibition (such as a double yellow line) is not a "designated" parking place either during – or outside of – the period of the restriction or prohibition.

Whilst it is important to undertake enforcement, to prevent abuse of parking facilities to the detriment of the majority, enforcement should be sensitive, fair and proportionate. This would not be the case if a driver receiving a PCN for returning to their vehicle only moments after the expiry of a period of permitted parking.

Therefore, the law requires that a penalty charge must not be issued to a vehicle that has stayed parked in a parking place on the road or in a local authority's car park beyond the permitted parking period for a period not exceeding 10 minutes.

The grace period applies to on-street and off-street parking places provided under traffic orders whether the period of parking is paid for or free.

Any penalty charge during the 10-minute grace period would be illegal unless the vehicle was parking unlawfully (e.g. where the motorist has not paid any required parking fee or displaying a parking ticket where required)

Grace periods are slightly different from observation periods, in that they serve a different purpose, primarily one of offering fairness in enforcement activity. They relate to pay and display bays and limited wait bays both on and off-street.

The grace period allows a driver a few minutes to return to their vehicle and can avoid allegations of unfairness and claims that PCNs are issued as soon as a pay and display ticket or limited wait time has expired. A PCN will therefore not be issued until ten minutes after time paid for / allowed time.

Grace periods also allow for any slight discrepancy in the time shown on the CEO's hand-held computer and the time shown on the pay and display machine.

### **Hospital Visits**

There are no automatic exemptions for patients or visitors to hospitals, and they should pay to park on-street or in car parks in the normal manner.

### **Hours of Enforcement** – see also [“Lines & signs”](#)

Enforcement can be carried out on and off-street 24 hours a day, 7 days a week including Bank Holidays, but this may vary depending on the location and restrictions or unless otherwise stated on the tariff / information boards.

More information regarding the hours of enforcement in specific areas will be shown on the signage: e.g. adjacent to permit bays, on pay and display machines, or adjacent to the restrictions.

### **Lines and Signs**

Parking restrictions in the County will usually be indicated by signs both on or off-street and/or bay markings or yellow lines on the carriageway. There are various requirements depending on the type of restriction.

Double yellow lines do not require signs. Single yellow lines require signs to indicate when the “no waiting” restriction applies.

Before any PCN is issued, the CEO must be satisfied that any required lines and signs are present.

CEOs on patrol are expected, in addition to their normal enforcement activities to –

- Carry out a visual check of lines and signs to ensure that they are visible and enforceable. Any missing or damaged lines or signs are to be reported through the appropriate channels for action to be taken.
- Carry out a visual check that the pay and display machines are working and report any obvious signs of damage or defect.

Where a restriction should be signed, and the sign is missing, a PCN should not be issued. The CEO should report the defect as soon as practicable for remedial action to be taken.

However, if there are small lengths of yellow lines missing (less than the length of a small car), the CEO can issue a PCN and report the defective section. Small sections of missing yellow lines will not invalidate the issue of the PCN.

Some restrictions require termination marking at the end of the restricted area. Where these are missing and a vehicle is parked close to the end of the restriction and the CEO believes that the missing markings could cause confusion as to whether the vehicle was parked legally, a PCN

should not be issued. However, if the vehicle is not close to the end of the restriction and it is clear that the area is restricted, a PCN can be issued, even if termination markings at the end of the restriction are not present.

### **Loading/Unloading Guidelines**

Any vehicle may park on a yellow line (so long as there are no loading restrictions marked by yellow blips or chevrons on the kerb at the location) or in a permitted parking bay on street for as long as is necessary to load and unload. This does not entitle a vehicle to be parked if there is no loading or unloading actively taking place (i.e. whilst the driver carries out other activities such as shopping or carrying out repairs to shop equipment) and the vehicle should be moved as soon as the loading activity has been completed.

Where loading is permitted, CEOs will give observation periods to ascertain whether loading or unloading is taking place. If during this time no activity is noted, it would be reasonable to believe that the vehicle is not involved in any loading or unloading, if this is the case a PCN can be issued. Loading/unloading may be allowed for commercial purposes or if the items being loaded or unloaded are not easily portable (and this may include heavy or bulky shopping). The process does not have to be continuous, nor must it be adjacent to the premises concerned, although this will usually be the case.

Loading and unloading is permitted –

- In permit holder bays.
- On single or double yellow lines.
- In loading bays.
- In limited waiting bays.
- In pay and display bays, (both on or off-street) however, a pay and display ticket or payment session must be purchased.

Loading and unloading is not permitted –

- At bus stops that are subject to Bus stop clearway restrictions, taxi ranks, in disabled bays, on clearways where stopping is prohibited, in doctor, hospital, ambulance and Police bays.
- Where kerb markings indicate that a loading ban is in place – double yellow kerb markings for a permanent loading ban (no signage required) single yellow kerb markings for a part time loading ban which requires a sign plate indicating days/times of the loading ban restriction.
- On mandatory school keep clear zig-zag markings, Pedestrian crossings and zig-zag markings on the approach to pedestrian crossings.

In these cases, an instant PCN can be issued

### **Markets**

There are a number of markets taking place in on street parking areas, on car parks, on private land and pavements adjacent to the public highway. In such cases, parking will be either prohibited altogether or restricted to market traders for their stalls and, in some cases, to their

vehicles. The signs will indicate the days and times when market restrictions apply including suspended bays.

### **Maximum Size of Vehicle**

Other than in specially designated areas, the maximum dimensions of a vehicle that will be permitted to park in an on-street resident permit bay are as follows –

Overall Height: 2.3 metres (7 foot 6 inches)  
Overall Length: 5.25 metres (17 feet 3 inches)

All vehicles must park wholly within the bay markings. CEOs will report any oversized vehicle parked in a bay and displaying a valid permit to the Council for further action to be taken as the permit may not be valid.

Car parks - vehicle and size restrictions vary so signage should be checked for clarification.

### **Motorcycle/Scooter Parking**

Motorcycles and scooters are legally defined as powered two wheeled vehicles and there are a number of options for parking in the County. Both on and off street, motorcycles are NOT exempt from payment and time limits in pay and display and in resident/permit bays. Designated solo motorcycle bays are normally exempt from payment.

The Council encourages on street permit holders with motorcycles to park at right angles to the kerb in order to maximise space in the permit bay, but this is not compulsory and cannot be enforced.

Motorcycles may not park on yellow lines, on the footway, at dropped kerbs marked with a yellow or white line, in bus lanes, or on the pavement. The pavement is defined as an area over which pedestrians have the right of access.

Motorcycles may only park on the pavement if the area concerned is private property, and in these cases the area should be separated from the remainder of the pavement by bollards indicating that this part of the pavement is private land.

Motorcyclists parked in a pay and display car space are advised to use the cashless parking facility, in the event a pay and display ticket is purchased they are advised to take a photograph using their mobile phone of the vehicle displaying the ticket in case it is removed by a third party or displaced and a PCN is issued.

If a motorcycle is parked with a cover over it and this is obscuring the number plate, a CEO is permitted to lift the cover to assist enforcement. The CEO must not cause any damage to the vehicle.

## **Observation Periods**

When a vehicle is parked in contravention of the restrictions, and depending upon the type of restriction, the CEO will observe the vehicle either constantly or casually for a time before issuing a PCN.

There is no legal requirement to allow an observation period and these are therefore discretionary times set by the Council. An observation period is primarily designed to ensure that the vehicle is not engaged in an exempt activity, such as loading or unloading. See [Loading/Unloading](#)

Due to safety reasons or the risk of severe congestion, there are a number of locations where the customary observation time will NOT be given and an instant PCN will be issued. These are:

- Vehicles in [bus stops](#), [disabled bays](#), [taxi ranks](#)
- On yellow lines:
  - Where there are [loading / unloading restrictions](#)
  - On Bends
  - In Narrow Roads
  - On Pavements, verges etc
  - Outside banks and cash points.

## **Overseas Registered Vehicles**

PCNs will be issued to vehicles displaying a non-UK numberplate if they are parked in contravention.

## **Parking Outside Bay markings**

A vehicle is considered to be parked outside of the marked bay if one or more wheels are clearly outside the markings of the bay

On-street – All **wheels** should be parked entirely within the markings of the bay.

Off-street – The entire vehicle length should be parked within the markings of the bay – vehicle length is measured from end to end. Vehicles must be parked in a bay that is suitable for the type and size of vehicle.

In all cases, the issue of a PCN should be supported by the appropriate photograph(s) and electronic notes.

## **Passengers (Picking Up/Dropping Off)**

Motorists may stop to pick up or drop off passengers on yellow lines or in any parking bay. There is no statutory maximum time allowed for this activity, and it will depend on the individual circumstances. In the case of able-bodied passengers, it would take little time, but if passengers

Commented [AM1]: We've added the wording from the new parking policy for off-street - and added a sentence re the wheels. This is an addition though

are elderly, disabled or carrying luggage it would clearly take longer. The time to be allowed is simply the time that it takes to get in and out of the vehicle and load or unload luggage.

It is not a legal requirement for the vehicle to be attended as the motorist may need to accompany a child or elderly/disabled person away from the vehicle. If the vehicle is unattended and the CEO has no reason to believe that the driver is involved in picking up or setting down, a PCN will be issued.

### **Pavement Parking**

Pavements are constructed and provided for pedestrian use. Vehicles parked on pavements are a hazard to pedestrians, causing an obstruction which may result in them having to step off the pavement onto the highway, putting themselves in danger. They are also a hazard by restricting the width of the pavement making it difficult for someone with a pushchair or wheelchair to pass safely. Driving on and off the pavement also causes damage to the surface (broken paving slabs etc.) as pavements are not constructed to the same standard as the carriageway. Broken or uneven paving slabs or damaged tarmac can cause pedestrians to trip and fall.

Where there are waiting restrictions (e.g. [yellow lines](#)), a PCN can be issued as the vehicle would be parking in contravention of a traffic order. Waiting restrictions cover the highway from the centre of the carriageway across the pavement and/or verge to the property boundary line (e.g. building line, fence or other boundary markings).

The Council and the police work in partnership to deal with obstruction and other parking issues throughout the county of Dorset. The police can issue fines (Fixed Penalty Notices) to vehicles causing an unnecessary obstruction either on the road or on pavements.

### **Pay and Display Machine Faults**

If a pay and display machine is found to be faulty it is the driver's responsibility to look for an alternative machine from which to purchase a pay and display ticket. If no alternative machine is situated in the same road or car park, then the driver should use an alternative method of payment e.g. the phone payment facility or seek alternative parking. Please note that the Council does not use QR codes as a method of payment.

Where a motorist leaves a note in their vehicle stating that the machine is faulty, or reports it personally to a CEO, the CEO will check the machine. A PCN may still be issued, unless the CEO can confirm that the machine is faulty, there is no alternative machine nearby or phone payment facility. If the machine is found to be faulty this should be immediately reported through the appropriate channels for action

### **Pay and display tickets (P&D)**

Pay and Display (p&d) tickets should be displayed clearly on the vehicle windscreen on the dashboard on the front kerb side of the vehicle windscreen, so that the details can be easily read by the CEO. If the ticket is not displayed clearly, the CEO may issue a PCN. If payment is made by the phone payment system or a virtual permit exists there will be no requirement to display a p&d ticket on the vehicle.

Drivers must ensure that they purchase a p&d ticket that covers the intended length of their stay immediately after parking the vehicle. A PCN may be issued if the p&d ticket or phone payment session has expired. The CEO will record details of the p&d ticket, date, the expiry time, fee paid and ticket number (where visible).

**On-street** - CEOs may issue a PCN for 'meter-feeding', e.g. where a driver has purchased a second p&d ticket or phone payment session shortly before or after expiry of the first, with the intention of exceeding the maximum stay.

**Off-street** – Customers are permitted to purchase additional time as long as the maximum stay of the car park is not exceeded. CEOs may issue a PCN if addition p&d tickets or phone payment session purchased extends beyond the maximum stay time.

However, some drivers may make a mistake in using the machine, and if a vehicle is displaying two p&d tickets purchased at a similar time. The total amount of time shown on the p&d tickets (and /or phone payment session) will be allowed if not exceeding the maximum stay, i.e. if both p&d tickets and /or phone payment session show that 30 minutes parking time has been purchased on each ticket/payment, the driver will be allowed one hour's parking.

### **Pedestrian Crossings**

Dorset Council has zero tolerance to any vehicle being parked on pedestrian crossing or on the zigzag markings on the approach to the crossing. If the driver is present, they will be advised to move immediately. CEOs will issue a PCN immediately to any unattended vehicles seen parking on the keep clear zig-zag markings or if a driver refuses to move.

The Police may also enforce this contravention through the issue of a Fixed Penalty Notice and an endorsement on the driver's licence. If a Fixed Penalty Notice is issued for this offence, it would take precedence over the PCN as it is a criminal matter.

### **Permits**

Both physical and virtual permits are available to purchase from the council. These permits are valid in either car parks or on-street (resident zones). Virtual permits will be available for the CEOs to check on their handheld devices. Permit holders must ensure that the correct registration number is showing on their permit where applicable. It is the driver's responsibility to ensure the permit is correctly displayed in the windscreen of their vehicle, having a valid virtual permit or activating a valid session prior to leaving the area.

Physical Permits must be:

- Clearly displayed in the front windscreen whilst the vehicle is parked.
- For the correct vehicle (as displayed on the permit).
- Un-expired.
- For the car park or street (as indicated on accompanying signage).

Virtual Permits must be:

- For the correct vehicle (as registered to the permit account).

- Un-expired.
- For the car park or street (as indicated on accompanying signage)

PCNs may be issued for:

- Failing to display a valid permit clearly.
- Displaying a permit that has expired.
- Failing to have a valid virtual permit.
- Failing to activate a valid session.
- Not parking in the appropriate car park or street the permit/virtual permit has been issued for.

The CEO should make electronic notes and ensure that the appropriate photographs are taken.

#### **Residents Parking Zones On-street:**

Residents need to register with the “virtual permit” supplier. Once their eligibility has been verified, Residents can purchase virtual and visitors permits (**where available**) online. A blue badge holder who is also a resident in a permit scheme area should apply for a resident permit and this will be issued free of charge (**as long as the vehicle is registered to them**). Residents or their Visitors’ motorcycles are not exempt from the virtual scheme and will need to purchase a resident permit or activate a valid visitors permit. Shared use bays for both permit holders and [pay and display](#) are in use across the county.

A resident permit holder may park in a resident permit bay in the area for which their permit applies. The signs above resident bays will indicate the appropriate area and the permit is not valid for parking in a resident bay in any other areas.

A resident permit is not valid for parking anywhere else and CEOs will issue a PCN to vehicles not parked in the appropriate bay.

#### **Phone payments**

See [Pay and Display tickets](#):

Drivers have an alternative payment option for pay and display bays (both on and off-street) which is the phone payment scheme/app. If a vehicle is not displaying a valid pay and display ticket during chargeable hours, the CEO will check information provided by the Phone Payment Supplier on the appropriate device.

#### **Photographs**

The Council requires CEOs to take photographs to support the issue of all PCNs. However, there may be some cases where it is not possible to take photographs and the absence of photographs does not invalidate the issue of the PCN.

When a CEO issues a PCN to a vehicle, a number of digital photographs of the vehicle in contravention should be taken and these photographs should show where possible –

- The front of the vehicle including the vehicle registration mark (VRM) (or in some cases the rear of the vehicle and VRM).
- The windscreen (and other windows where appropriate) of the vehicle showing whether or not there are any permits/badges/pay & display tickets displayed.
- A close-up of any badge/permit/ticket that is displayed, especially if it is expired or incorrectly displayed, so that the details may be seen from the photograph.
- The immediate surrounding area in which the vehicle is parked, with signs and lines (where applicable), sufficient to identify that the contravention has occurred. Where signage is required, photographs should be taken to indicate where the signage is in relation to the vehicle.
- The PCN attached to the windscreen of the vehicle with VRM.
- Any notes displayed in the windows of the vehicle.
- Any additional photos that the CEO deems appropriate for evidence.

### **Private Property**

Parking restrictions placed on private property are not the concern of Dorset Council and are outside the scope of its enforcement operation. Private landlords, residents etc. can impose any reasonable restriction on their own property i.e. the need for permits etc. Enforcement of such restrictions is also their responsibility although it may be subcontracted to other companies.

Dorset Council are unable to deal with any queries in respect of parking tickets issued on private property.

### **Public Assistance**

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

The Council operates a Zero Tolerance Policy of verbal or physical abuse shown towards its staff.

If a CEO is witness to any form of accident or emergency situation, they should immediately report to the appropriate emergency services if required and stay in attendance acting as a communications link. The CEO must keep the operational base informed of the situation and the action taken by radio/phone.

### **Removal and relocation of vehicles**

Dorset Council may remove and relocate vehicles under certain circumstances.

- in signed towaway zones that may be introduced from time to time such as periods of increased traffic levels and to ensure emergency access
- on special occasions/events where the whole of the carriageway is required
- car park closure for events/maintenance

- road/car park closures for resurfacing (this will usually be signed and advertised in advance)

A CEO or a police officer, in the case of an emergency, may cause a vehicle to be removed to a safe place if a vehicle is causing an obstruction. Please see [Dorset Council Towing & Clamping Policy](#).

### **Removals Vehicles**

See [Exempt Vehicles](#)

### **Reporting**

Whilst on patrol, CEOs are required to carry out various reporting functions. In addition to reporting problems with lines and signs and faulty pay and display machines, CEOs should also take details of the following for example –

- Skips / Building materials left in the road, on the footway or car parks.
- [Abandoned vehicles](#).
- Lines with debris on them.
- Unauthorised use of “No Parking” cones or street furniture on the highway and in car parks.
- Unauthorised use or closure of either part or whole of a car park.

All reports are to be passed through the appropriate channels for action to be taken.

### **Representations and Appeals**

Please see [Enforcement Policy Part II](#)

Note - CEOs will be able to advise drivers that there is an appeals process and refer them to the information on the reverse of the PCN.

### **Requests for Enforcement**

From time to time, the Council or individual CEOs may be approached by members of the public requesting enforcement of a particular location or restriction. The Council will try to accommodate all such requests where it is practical to do so.

Where a CEO is approached by a member of the public whilst on patrol, providing that the request relates to a neighbouring road or the same road and will not involve the CEO leaving their allocated beat, the CEO can comply with the request. If the request will mean that the CEO will have to travel a considerable distance or leave their beat, the CEO should relay the request through the appropriate channels for action to be taken.

## **Scaffolders**

Scaffolders are generally exempt from parking restrictions where scaffolding is being constructed or dismantled, i.e. whilst loading and unloading equipment from the vehicle and constructing/dismantling the scaffold. However, permission must be sought from the appropriate department for parking on (for example) a pedestrian crossing. [Scaffold licence - Dorset Council](#)

CEOs will issue a PCN to vehicles that are not engaged in actively loading/unloading or constructing/dismantling scaffolding, essential work, or covered by a dispensation or waiver. Scaffold lorries should be parked legally if they are not engaged in these activities and scaffold lorries are not entitled to the exemption whilst making assessment visits to a site and should be parked legally.

## **Schools**

Dorset Council is committed to the safety of children and young people when going to and from school. The Enforcement Team actively patrol school entrances at arrival/departure times, during term times, to discourage drivers parking on restrictions and on junctions.

CEOs will observe vehicles parked on yellow lines for 5 minutes adjacent to schools providing that they are not causing an obstruction these observations do not apply to vehicles parked on mandatory school keep clear markings or where [loading restrictions](#) are in place.

Where school entrances are marked with mandatory yellow "School Keep Clear" markings (zig-zag markings with accompanying signage), it is essential that vehicles do not park on them and CEOs will issue a PCN instantly to any vehicle doing so. The restriction is usually in place between Monday and Friday, 8am to 5pm, although the signage will give the exact times. The restriction is enforced during school term times, but also applies during school holidays and on bank holidays. This will only be enforced outside of school times if an event is taking place.

Some "School Keep Clear" markings outside school entrances may be advisory and this means that although there are markings on the road, there is no signage. Parents are requested not to park on these markings for safety reasons as parked vehicles are an obstruction and block lines of sight for children and parents.

## **Special Events**

Where there are special events taking place on-street which may affect the parking situation in the area, the Council and/or the police may make special arrangements for additional enforcement, which may mean that on-street parking bays are suspended. Drivers should check before they park that there is no suspension in place or due. In Dorset, this can be indicated by police "No Waiting" cones and/or advisory signage. For details of car park events see [car parks](#).

## **Suspensions**

Dorset Council has the authority to suspend parking bays for various reasons usually on behalf of Utility Services for works, road surfacing etc.

## **Taxis and Private Hire**

There is a difference between taxis and private hire vehicles (sometimes referred to as “mini-cabs”). Taxis are licensed by Dorset Council and are permitted to ply for hire in the street. They will display a “Taxi” sign on the vehicle.

Private hire vehicles are usually saloon cars or people carriers and are also licensed, but they are not allowed to ply for hire or to display a ‘taxi’ sign. They can only handle pre-arranged pick-ups.

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

Taxi drivers, like any other drivers, must not leave their vehicle parked illegally to visit toilets, shops; cafes etc and PCNs will be issued in these circumstances. Only Taxis licensed by the Council are permitted to use taxi ranks. Private hire vehicles are not permitted to use taxi ranks.

Any vehicle parked within the markings of a Taxi Rank during the hours shown on the sign, other than a licensed taxi, may be issued with a PCN.

## **Tradespersons Parking Waivers**

Residents or businesses may apply for special waiver which will allow a vehicle to park in a restricted parking bay for a limited period only or where agreed, on a yellow line restriction.

The Council is allowed to charge for issuing a waiver and when deciding whether or not to issue a waiver, safety and congestion issues must be taken into account. If the Council considers that a parked vehicle could cause an obstruction or congestion or may compromise safety, the waiver application will not be granted.

When a waiver is granted, it is done so, based on the information given, at the time of application, to the vehicle, which will be issued with a reference number and vehicles may only be parked in accordance with the terms of the waiver. CEOs may issue a PCN to any vehicle not complying with the terms of the waiver, making notes in support of the PCN. CEOs have the power to rescind a waiver or move a vehicle, if the vehicle’s location is or starts to cause an obstruction, based on the evidence available at the time.

CEO’s / Police have the authority to move vehicles on, regardless of permissions given under the waiver scheme, if the vehicle causes an obstruction or any other issues to other highway users or to traffic flow.

The Tradesperson’s Parking Waiver can be applied for on the website. [Tradespersons parking waiver - Dorset Council](#)

## **Uniform**

All CEOs on duty will wear the correct items of uniform, which should be clean and smart.

The uniform will clearly show at all times –

- The Council's identity
- The CEO's ID number
- Parking Enforcement

CEOs should only wear the uniform whilst on duty or travelling to and from an operational base. Whilst wearing the uniform the CEO should have a presentable appearance and some items of uniform such as jackets and caps or hats are worn at the discretion of the CEO depending on weather conditions.

### **Warning Notices**

A warning notice can be issued both on and off-street when it is deemed more appropriate than the issue of a full PCN. The warning notice will be issued in a similar manner to a PCN but is not subject to a charge. Notes as to why the warning notice has been issued will be written onto the face of the PCN.

### **Weddings**

The same enforcement principles as for funerals will apply. See [Funerals](#).

## APPENDIX A

### Contravention Codes and Descriptions

The following contravention codes and descriptions are the standard contraventions that are currently in use, although not all contraventions will apply in Dorset. A PCN will show the code number and the code description as shown below.

There are two levels of charges applicable, as shown in the column 'Differential level'. The higher level is used for contraventions that are considered more serious, such as parking on yellow lines or school zig-zags, whilst the lower level is used for less serious contraventions, such as overstaying the time purchased at a pay and display bay on street or in a car park. The two levels of charges in use in Dorset are currently £70 (higher) and £50 (lower).

#### Standard PCN Codes v7

##### On-Street

	Description	Differential level	Notes
01	Parked in a restricted street during prescribed hours	Higher	
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	
04	Parked in a meter bay when penalty time is indicated	Lower	N/A to Dorset Council
05	Parked after the expiry of paid for time	Lower	(p) 10 minutes observation time
06	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	(p)
07	Parked with payment made to extend the stay beyond initial time	Lower	'meter feeding'
08	Parked at an out-of-order meter during controlled hours	Lower	N/A to Dorset Council
09	Parked displaying multiple pay & display tickets where prohibited	Lower	
10	Parked without clearly displaying "two" valid pay and display tickets when required	Lower	"two" may be varied to another number or "multiple"
11	Parked without payment of the parking charge	Lower	
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge.	Higher	
14	Parked in an electric vehicles' charging place during restricted hours without charging	Higher	

16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	Higher	
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	Lower	
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited	Higher	N/A to Dorset Council
21	Parked wholly or partly in a suspended bay or space	Higher	
22	Re-parked in the same parking place or zone within "one hour" of leaving	Lower	"one hour" may be varied to another time period or "the
23	Parked in a parking place or area not designated for that class of vehicle	Higher	
24	Not parked correctly within the markings of the bay or space	Lower	
25	Parked in a loading place or bay during restricted hours without loading	Higher	
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher	
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Higher	
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	Higher	
29	Failing to comply with a one-way restriction	n/a	N/A to Dorset Council
30	Parked for longer than permitted	Lower	
31	Entering and stopping in a box junction when prohibited	n/a	N/A to Dorset Council
32	Failing to drive in the direction shown by the arrow on a blue sign	n/a	N/A to Dorset Council
33	Using a route restricted to certain vehicles	n/a	N/A to Dorset Council
34	Being in a bus lane	n/a	N/A to Dorset Council
35	Parked in a disc parking place without clearly displaying a valid disc	Lower	N/A to Dorset Council
36	Being in a mandatory cycle lane	Lower	N/A to Dorset Council
37	Failing to give way to oncoming vehicles	n/a	N/A to Dorset Council
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign	n/a	N/A to Dorset Council
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	
41	Stopped in a parking place designated for diplomatic vehicles	Higher	N/A to Dorset Council
42	Parked in a parking place designated for police vehicles	Higher	

43	Stopped on a cycle docking station parking place	Higher	
45	Stopped on a taxi rank	Higher	
46	Stopped where prohibited (on a red route or clearway)	Higher	
47	Stopped on a restricted bus stop or stand	Higher	
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher	
49	Parked wholly or partly on a cycle track or lane	Higher	
50	Performing a prohibited turn	n/a	N/A to Dorset Council
51	Failing to comply with a no entry restriction	n/a	N/A to Dorset Council
52	Failing to comply with a prohibition on certain types of vehicle	n/a	N/A to Dorset Council
53	Failing to comply with a restriction on vehicles entering a pedestrian zone	n/a	N/A to Dorset Council
54	Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone	n/a	N/A to Dorset Council
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	Higher	N/A to Dorset Council
56	Parked in contravention of a commercial vehicle waiting restriction	Higher	N/A to Dorset Council
57	Parked in contravention of a bus ban	Higher	N/A to Dorset Council
58	Using a vehicle on a restricted street during prescribed hours without a valid permit	n/a	N/A to Dorset Council
59	Using a vehicle on a restricted street during prescribed hours in breach of permit conditions	n/a	N/A to Dorset Council
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	N/A to Dorset Council
63	Parked with engine running where prohibited	Lower	N/A to Dorset Council
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	

### **Off-Street**

70	Parked in a loading place or bay during restricted hours without loading	Higher	
71	Parked in an electric vehicles' charging place during restricted hours without charging	Higher	
73	Parked without payment of the parking charge	Lower	
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	
78	Parked wholly or partly in a suspended bay or space		

80	Parked for longer than permitted	Lower	
81	Parked in a restricted area in an off-street car park or housing estate	Higher	
82	Parked after the expiry of paid for time	Lower	10 minutes observation time
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	
84	Parked with payment made to extend the stay beyond initial time	Lower	
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	Higher	
86	Not parked correctly within the markings of a bay or space	Lower	
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	
89	Vehicle parked exceeds maximum weight or height or length permitted	Higher	N/A to Dorset Council
90	Re-parked in the same car park within "one hour" after leaving	Lower	"one hour" may be varied to another time period or "the prescribed time period"
91	Parked in a car park or area not designated for that class of vehicle	Higher	(c) (g)
92	Parked causing an obstruction	Higher	
93	Parked in car park when closed	Lower	
94	Parked in a pay & display car park without clearly displaying "two" valid pay and display tickets when required	Lower	"two" may be varied to another number or "multiple"
95	Parked in a parking place for a purpose other than that designated	Lower	None
96	Parked with engine running where prohibited	Lower	None

General suffixes: –

<ul style="list-style-type: none"> <li>a) permit holder only electric vehicle charging bay</li> <li>b) business bay</li> <li>c) buses only</li> <li>d) doctor's bay</li> <li>e) car club bay</li> <li>f) free parking bay</li> <li>g) motorcycle bay</li> <li>h) hospital bay</li> <li>i) wrong type of voucher</li> <li>j) camera enforcement</li> <li>k) ambulance bay</li> <li>l) loading place</li> </ul>	<ul style="list-style-type: none"> <li>m) parking meter</li> <li>n) red route</li> <li>o) blue badge holder</li> <li>p) pay &amp; display</li> <li>q) market traders' bay</li> <li>r) residents' bay</li> <li>s) shared use bay</li> <li>t) voucher/P&amp;D ticket used in permit bay</li> <li>u) electronic payment</li> <li>v) voucher</li> <li>w) e-scooter bay</li> <li>x) disabled bay</li> <li>y) electric solo motorcycle bay</li> </ul>
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Notes

1. An "instant" PCN will always be issued in circumstances where the CEO concerned has evidence, other than a period of observation, which supports the action of issuing the PCN without observing the vehicle for a minimum period.
2. A PCN will be issued before the 10 minutes observation time, if the "paid for" time has already lapsed by 10 minutes or longer. A grace period will be given after the end of "paid for" time.
3. Motorists are not permitted to obtain change away from the immediate area of the P&D machine or car park. CEOs should observe queues at ticket machines and/or pedestrians who may be seeking change or returning to the vehicle in question, before issuing a PCN.