

Parking matters

Sunderland City Council's parking charter
and guidance on parking in Sunderland

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Foreword

Dear motorist

This charter and guidance aim to help you when parking in council controlled public car parks and other parking places within Sunderland. It explains where you may or may not park and the consequences of parking in inappropriate places.

Our transport priorities are to improve safety, accessibility and air quality and to reduce congestion. Our parking facilities and the way we manage them contribute to achieving these priorities, and it is important therefore that they are appropriately controlled.

The charter and guidance set out how the city council will go about enforcing the parking rules.

Our rules are fair but firm and our aim is to assist you to park, pick up, set down, load and unload conveniently and lawfully.

The guidance identifies all of the council controlled car parks in the city centre, includes a useful map illustrating parking availability in the city centre and highlights some of its main attractions and facilities.

I hope you find this charter and guidance helpful.



Councillor Michael Mordey
Leader of Sunderland City Council

This is a guide to help motorists. It should not be seen as a comprehensive statement of the law or the motorist's rights.

If you require further information, please email: parking@sunderland.gov.uk

The Parking Charter

Sunderland's approach to parking enforcement is to be fair but firm and the city council's parking charter outlines how we intend to deliver the best possible service to motorists.

Fair

- We will explain and communicate the parking rules
- Where possible we will photograph parking contraventions to support the issue of a penalty charge notice
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the city
- We will review parking services regularly to see how they can be improved

Firm

- We will take consistent enforcement action to deter inconsiderate parking
- We will pursue people who try and evade penalty charges to recover debt owed to the city council
- We will work with the police to prevent crime and anti-social behaviour and to protect our Civil Enforcement Officers against abuse and violence

Best possible service

- We will reply quickly to representations against penalty charge notices whilst fully investigating motorists' comments
- We will aim to get penalty charge notices right first time using accurate 'hand-held' technology
- We will develop on-line services to improve customer access to information
- We will develop the on-street parking service to include Blue Badge enforcement, school patrols, advice and information and assistance at special events

Civil Enforcement Officers will adopt a helpful attitude and a consistent approach to enforcement in order to encourage lawful and considerate parking. Our customer promise is we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice on the appeals procedure if requested

Parking in Sunderland

This guidance is designed to help you park conveniently and lawfully in Sunderland and avoid the likelihood of you receiving a penalty charge notice.

Sunderland City Council operates parking enforcement under the Civil Parking Enforcement (CPE) legislation in accordance with the Traffic Management Act 2004.

CPE is a part of a process designed to manage the roads network to ensure efficient movement of traffic, to improve road safety and to meet the needs of disabled people and any other priority car users who rely on the use of their car.

The national aim of the Secretary of State for Transport is to reach 100% compliance with all parking and traffic restrictions. The purpose of issuing a Penalty Charge Notice (PCN) is to dissuade motorists from contravening parking restrictions.

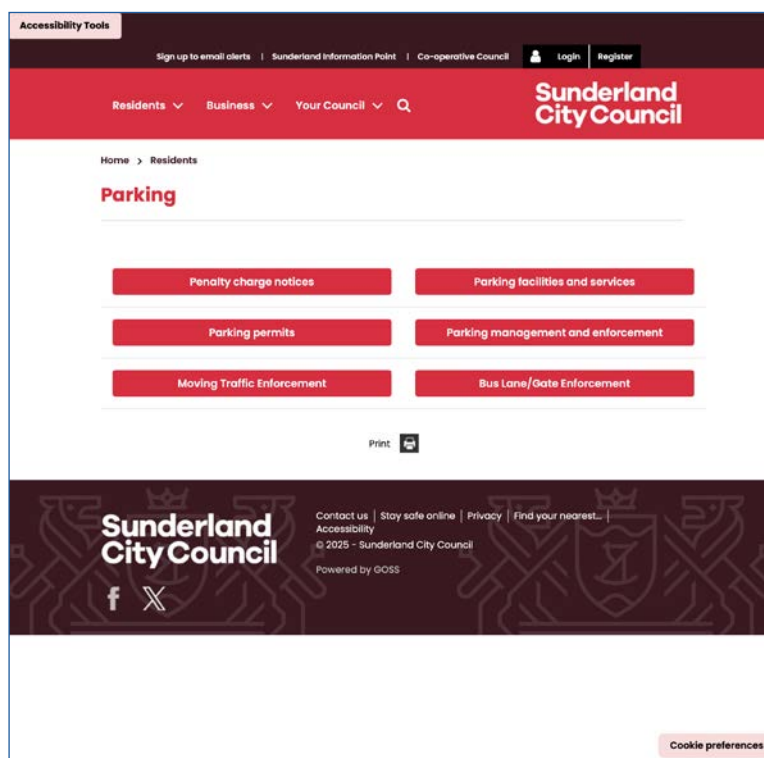
The map at the end of the document will help you to find your way around Sunderland city centre and locate public parking places. Currently, eight of the city centre's off-street car parks have achieved the Safer Parking Award.

The parking tariffs for car parks and on street parking places are displayed in each location in addition to being available on the Sunderland City Council website: [Parking facilities and services](#)

Information in relation to parking facilities is detailed on page 34-44 of this guide.

Please note charges can change and differ in different locations please check ticket machines and signs for up-to-date information on tariffs and the days they apply.

Sunderland parking web page: www.sunderland.gov.uk/parking



Sunderland City Council's parking website promotes self-service and enables drivers to pay or appeal a PCN, find out where they can park in Sunderland, obtain information on permit schemes including how to apply for a permit or obtain information relevant to parking facilities and services.

Periods of enforcement

Sunderland City Council enforcement hours are Monday to Sunday between the hours of 7am–10pm (including bank holidays). However, these hours can be extended if required.

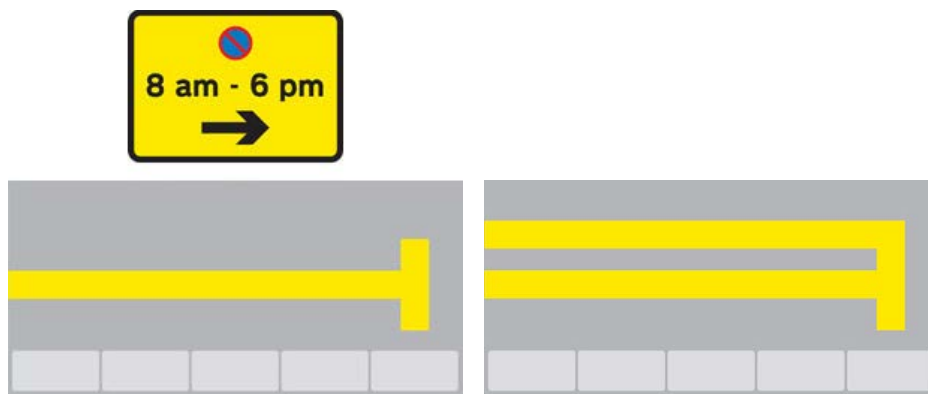
Motorists should ensure that they observe the regulations displayed in the area in which they park or the Controlled Parking Zone signs (if appropriate) and park in accordance with them. Failure to do so may result in the issue of Penalty Charge Notice.

Bank holidays and public holidays are classed as normal working days of the week there are no special rules in force on those days therefore if it is a bank holiday motorists cannot park on restrictions that apply.

In view of this, any Penalty Charge Notices that are issued on bank holidays will be upheld unless the circumstances are such that they fall into the criteria for cancellation as set out in the guidelines a copy of which can be found on page 50 of this document.

Parking restrictions and what they mean

Single and double yellow lines



What do these markings mean?

Single and double yellow lines indicate that parking restrictions are in place. You may park on single yellow line outside the hours of control (explained below), but you may not park on double yellow line at any time during a day (24 hours a day, either every day or during a period specified on any sign). Single yellow lines (during the hours of control) and double yellow lines (during the days of control) have the same effect on loading, unloading and picking up and setting down of passengers.

Single and double yellow lines may also be accompanied by the kerb markings, which indicate additional parking restrictions. Please see the loading restriction section for further details (page 9).

Hours of control

Single yellow lines:

No parking during the hours of control (the hours of control are generally between Monday and Saturday 8am and 6pm). You should always refer to the signs located on the footway next to the yellow lines to ensure that you understand the hours of control. However, within the Controlled Parking Zone, which is signed at its entry points, no time plate signs need to be provided on the footway adjacent to a single yellow line. Please see the Controlled Parking Zone section for further details.

Double yellow lines:

No parking at anytime during a day (24 hours a day, either every day or during the period specified on any sign). In most circumstances in Sunderland double yellow lines mean no parking at any time, every day.

Please note there is no requirement for a double yellow line to be accompanied by signage; this is in accordance with the Department for Transport's direction which came into effect on the 31 January 2003 and is applied nationwide.

Can I load or unload on a single or double yellow line?

Vehicles used for commercial purposes and private motor vehicles may stop to load or unload on a single or double yellow line for as long as the activity is necessary and obvious i.e. there is activity in and around the vehicle during the observation period. On a single yellow line outside the hours of control you may load or unload without restriction, providing there are no kerb markings indicating additional restrictions.

What are the observation periods?

Please note - on a single or double yellow line loading or unloading activity should be apparent.

In the case of vehicles used for commercial purposes, if during a period of 20 minutes observation, it does not appear that loading or unloading is taking place, a penalty charge notice may be served.

In the case of a private vehicle if during a period of five minutes observation, it does not appear that loading or unloading is taking place, a penalty charge notice may be served.

Picking up and setting down of passengers

Motorists may stop on yellow lines to pick up or drop off passengers but waiting for passengers is not permitted. When picking up or setting down you must stay with your vehicle at all times unless your passenger(s) need help getting into or out of your vehicle which should be evident during the observation period.

What happens if I park during restricted times?

If a vehicle is parked on a single yellow line (during the hours of control) or double yellow lines (during the days of control) and none of the above activities are evident a Penalty Charge Notice may be served.

If you need to park on a yellow line for essential maintenance works you may be able to purchase a waiver by emailing parking@sunderland.gov.uk

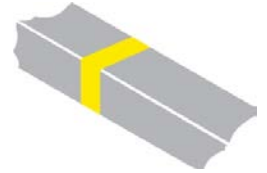
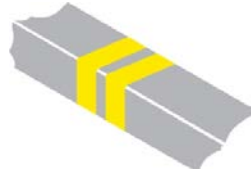
Are there any exceptions on single and double yellow lines?

Blue Badge holders

Blue Badge holders may park on a single yellow or double yellow line for up to three hours (provided there are no loading restrictions in force) a valid badge and clock set at the time of arrival must be displayed.

Please note the clock must be set at the time of arrival in the event of a pre-set clock being observed or a clock being changed a Penalty Charge Notice may be issued.

What is a loading restriction?



What do these markings mean?

These are markings on footway kerbs that accompany single and double yellow lines. They direct motorists to look for signs that display loading and unloading restrictions that apply in that particular location. Any vehicle parked when loading restrictions are in force may be served with a Penalty Charge Notice.

Single yellow kerb markings mean:

Loading or unloading is restricted during the times shown on the sign in each location.

Double yellow kerb markings mean:

No loading or unloading at any time or if signed during the period specified on that sign.

Can Blue Badge holders park on a loading restriction?

Blue Badge holders are not permitted to park where there is a restriction on loading or unloading (indicated by yellow lines marks on the kerb edge and during the operating periods shown on an adjacent sign). This is detailed in the Department for Transport's Blue Badge Scheme advisory booklet which explains the conditions imposed on its use.

Further information regarding the Blue Badge Scheme is available from the council's Customer Contact Centre, by telephoning 0191 520 5555 or from the council Blue Badge web pages at: www.sunderland.gov.uk/article/15010/Blue-Badge-scheme

What is a Controlled Parking Zone?



In Sunderland city centre there is a Controlled Parking Zone within the area bound by the signs located on the access routes into the city centre which inform motorists that they are entering the Controlled Parking Zone. The entry signs indicate the times when single yellow line waiting restrictions within the zone are in force. In Sunderland the Controlled Parking Zone operates between Monday to Saturday between 8am and 6pm. The Controlled Parking Zone removes the need for waiting restriction signs within the zone.



Park Lane Shopping Village

This is an area within the Controlled Parking Zone which is called Park Lane Shopping Village. The restriction which applies to this area is "No loading – at anytime" and this is identified on the entry signs located at the entry points into the Park Lane Shopping Village. This sign indicates (as shown below) loading and unloading is prohibited at all times, except in a designated loading bay or parking place.

Pay and display parking places

What does this mean?

Pay and display bays are parking places on street, and in surface car parks which may be used by vehicles provided a ticket is purchased from a pay and display ticket machine or by using the RingGo cashless parking payment facility. Guidance regarding payment and the hours of operation are stated on the front of ticket machines and/or adjacent signs.

If paying at the pay and display machine the machine prints a ticket which indicates the time of purchase and the expiry time for your stay. This ticket should be displayed inside the vehicle, on the dashboard or fascia so that the expiry time on the ticket is clearly legible from the outside of the vehicle.

You can also pay by using the RingGo cashless parking facility which is a quick, secure and convenient way to pay for your parking and you don't even have to leave your vehicle. You no longer need to display a pay and display ticket on your windscreen. Further information on how to register and use the RingGo system is available on pages 40-43 of this document.

Grace periods in permitted parking spaces

10-minute grace periods were introduced in April 2015 to prevent drivers from receiving penalties for being a few minutes late back to their vehicle. The 10-minute grace period only applies to permitted parking spaces (free or paid).

Can I load or unload in pay and display car parks or on street parking places?

Vehicles used for commercial purposes and private motor vehicles may stop to load or unload in a pay and display parking place free of charge during controlled hours.

Please note - In a pay and display car park or on street parking place loading or unloading activity must be apparent during the observation period.

What are the observation periods?

In the case of vehicles being used for commercial purposes, if during a period of 20 minutes observation it does not appear that loading or unloading is taking place, a penalty charge notice may be served.

In the case of a private vehicle if during a period of five minutes observation, it does not appear that loading, or unloading is taking place, a penalty charge notice may be served.

Picking up and setting down passengers

Motorists may stop in a pay and display parking place to pick up or set down passengers but waiting for passengers is not permitted unless a pay and display ticket is purchased. When picking up or setting down the motorist must stay with the vehicle at all times unless your passengers need help getting into or out of the vehicle which should be evident during the observation period.

What if I want to park for a longer period?

An additional pay and display ticket may be purchased to extend the period of stay. This ticket should be displayed inside the vehicle on the dashboard or fascia so that the expiry time on the ticket is clearly legible from the outside of the vehicle.

Alternatively, your period of stay can also be extended by using the RingGo system (page 40-43). You do not need to return to the car park to do this it can be done using the app facility that you have registered for.

What happens if a pay and display ticket machine is out of order?

In this event motorists should then purchase a ticket from an alternative ticket machine (if available). Or alternatively use the RingGo cashless parking facility, further information is available on pages 40-43 of this document. Motorists may also report any problems they encounter in the car parks by calling Parking Services on 0191 561 2784, this number is available 24/7.

Are there any exceptions?

If you need to park in a pay and display parking place for essential maintenance works you may be able to obtain a Waiver by emailing Parking Services at parking@sunderland.gov.uk. Please note a charge does apply.

Blue Badge holders

Blue Badge holders may park free of charge and without time limit in any on and off street, chargeable, public parking spaces except at St Mary's, Sunnyside and Riverside car parks where normal charges apply, and at Central Area, Prince Street and South Street car parks which are reserved for private permit holders only.

The Blue Badge must be displayed on the dashboard or fascia of the vehicle so that the front of the badge (showing the date of expiry, issuing authority and serial number) is clearly legible from the outside of the vehicle.

Sundays/bank holidays

Off street car parks are chargeable on Sundays and bank holidays, with the exception of Christmas Day. Please check ticket machines and adjacent signs at each location.

On street pay and display bays are chargeable all days including bank holidays. Charges do not apply on Christmas Day. Please check ticket machines and adjacent signs at each location

Pay-on-foot car parks - the council have three pay on foot car parks Riverside, St Marys and Sunnyside as detailed below.

What does this mean in Riverside and St Mary's car park

Riverside car park has 657 spaces over 11 split levels including the flexibility for 49 accessible spaces, four of which are also EV charging bays, up to 115 EV spaces, motorcycle and cycle storage. The car park has an accessible toilet and a changing place.

You can pay by card in this car park. At the payment terminals located on levels 0 and 2 or alternatively at the payment points at the exits.

St Mary's car park has 483 over 4 floors, with 9 accessible spaces and 4 EV charging bays.

You can pay by card in this car park. At the payment terminals located on levels 0 and 2 or alternatively at the payment points at the exits.

You can also set up an account a www.sunderlandparking.co.uk which will allow you to enter and leave the car park and the parking fee will be automatically deducted from your account.

Alternatively, you can use RingGo our cashless payment provider further details available at: [Pay for parking in Sunderland with RingGo - Sunderland City Council](#)

Please note there are no cash payment facilities available.

The contact details and further information is available as follows:

Riverside car park, telephone 0191 561 561 2751. Further details are available here:
Riverside multi storey car park

St Mary's car park, telephone 0191 561 2785. Further details are available here: St Mary's multi storey car park

What does this mean in Sunnyside car park?

The 'pay-on-foot' system in Sunnyside requires the motorist to take a ticket from a machine at a barrier point on entering the car park. This ticket should then be retained by the motorist after parking the vehicle and leaving the car park. When returning to the car park the motorist should present the ticket to an automatic pay machine and pay the appropriate charge. The payment of the charge endorses the ticket which must be presented at the machine at the barrier point at the car park exit if the barrier does not automatically rise.

Sunnyside car park management systems will be upgraded in line with St Mary's and Riverside car parks in the Summer of 2025 meaning all three multi storeys will operate via ANPR entry recognition systems.

The contact details and further information is available as follows:

Sunnyside car park, telephone 0191 561 2784 – available 24/7. Further details are available here: [Sunnyside multi storey car park](#)

Loading bays



A loading bay is a bay designated for loading or unloading of vehicles, which includes picking up and setting down of passengers. If there are no hours of control signed, then the loading bay is in operation at all times.

Observation periods

Please note - In a loading bay loading or unloading activity must be apparent during the observation period.

In the case of vehicles being used for commercial purposes, if during a period of 20 minutes observation it does not appear that loading or unloading is taking place, a penalty charge notice may be served.

In the case of a private vehicle if during a period of five minutes observation, it does not appear that loading, or unloading is taking place, a penalty charge notice may be served.

School keep clear markings



School keep clear markings are installed to provide safer access to schools for parents and children during the operational hours of Monday to Friday, 8am to 5pm. Stopping in such areas during the operational hours is not permitted and may result in a penalty charge notice being served.

The council enforce these restrictions with Civil Enforcement Officers on site and with the CCTV vehicle (please see page 20-22 for details on CCTV enforcement).

Zig-zags at pedestrian crossings



Pedestrian crossings are provided to allow the safe crossing of pedestrians from one side of the road to the other. Zig-zag markings are provided at both the approach and exit of the crossing point whereby no stopping or parking is allowed. Any contravention may result in a penalty charge notice being served.

In addition, the police have retained the powers to enforce this type of dangerous parking, and they can issue fixed penalty notices which carry a fine and points on your driving licence. If both the council and the police ticket the same vehicle for the same contravention on the same day then the fixed penalty notice served by the police takes precedence.

Taxi ranks



Taxi ranks are provided for the sole use of hackney carriages and should not be used by any other vehicle. Parking in these designated bays may result in a penalty charge notice being served.

Limited waiting parking places



Limited waiting parking places are subject to a maximum waiting period during which parking is free of charge. The maximum period allowed will be stated on signs in each location. If a vehicle parks for a period longer than the maximum period or returns within the no return period a penalty charge notice may be served.

Are there any exceptions

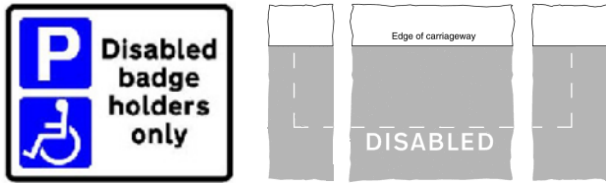
Blue Badge holders can park in limited waiting bays free of charge for unlimited time as long as they display a valid blue badge.

Bus stops



Bus stops in Sunderland can be enforced by Civil Enforcement Officers on foot or by the Road Safety Vehicle which enforces by means of a controlled device (camera). The vehicle picks up the image of the vehicle parked in contravention on the on-board camera system and a Penalty Charge Notice would be issued by post to the registered keeper of the vehicle.

Designated Blue Badge parking places



What does this mean?

This is a designated parking place for Blue Badge holders only. In Sunderland you must display a Blue Badge when parking in a designated place.

- Designated Blue Badge places are free of charge and without time limit
- On and off-street parking places are free of charge and without time limit except at:
Riverside car park – normal charges apply
St Mary's car park - normal charges apply
Sunniside car park - normal charges apply
- Blue Badge holders may not park in permit only car parks i.e. Prince Street/South Street or Central car parks as these spaces are reserved for private permit holders only.
- Blue Badge holders may park on a single yellow or double yellow line for up to three hours provided there are no loading restrictions in force (a valid badge and clock set at the time of arrival must be displayed).

Misuse of a Blue Badge

It is a criminal offence to misuse a Blue Badge. A Blue Badge should not be used to allow non-disabled people to take advantage of the benefits the scheme brings to its intended recipients. Misuse of the Blue Badge scheme will be challenged, and appropriate enforcement action taken.

Blue Badge Policy

Sunderland City Council ensures it supports the mobility needs of its residents through the provision of Blue Badges to those who are eligible to receive one.

The provision of the badge is a joint venture between Corporate and Peoples Services.

The Council's Blue Badge policy outlines:

- The circumstances in which a Blue Badge can be awarded
- How the Blue Badge will be issued after eligibility to receive has been established
- How the Blue Badge can be renewed and maintained for prolonged use
- Actions that will be taken if a Blue Badge is mis-used

A copy of the policy can be viewed here: [Blue Badge Policy](#)

Alternatively, further information on the Blue Badge scheme is available on the government's web page: [The Blue Badge scheme: rights and responsibilities in England](#)

Cycle tracks

Cycle tracks are provided for the use of cyclists and access to these tracks must be maintained at all times. Parking in these areas may result in a Penalty Charge Notice being served.

Suspended parking places

A suspended parking place means that parking facilities are temporarily unavailable, and parking is not permitted. The area will be signed accordingly.

Blue Badge holders may not park in suspended bays.

Vehicles that contravene the suspension of a parking place may be served with a Penalty Charge Notice.

Community Parking management schemes



The council enforce community parking management schemes across the city the schemes can cover varying days and times, all relevant information is detailed on the entry signs into each zone. Examples of some of the signs are shown above.

The schemes were introduced after discussions with residents, stakeholders and traders to address parking problems, improve road safety for all highway users, improve access and parking for the disabled and give residents some priority in parking their cars as close to their property as possible.

If a property falls within the limits of the parking management scheme area the resident is entitled to apply for a permit (s) or scratch cards if they meet the criteria outlined in the terms and conditions of the scheme.

The council erect signs at each entry point into the zones which state "Permit holders parking only past this point and specifies the days or dates it applies. The exit signs state "Permit parking area ENDS" you need to drive beyond these exit signs to leave the zone. In addition, there are also repeater plates placed throughout the zone which state "Permit Holders Only".

Only vehicles displaying a valid permit, dispensation or voucher can park within the zone specified on the front of the permit during the days, dates and restricted hours shown on the signs. The permit, dispensation or voucher must be clearly displayed, and

the permit details should be clearly visible from the outside of the vehicle. Any vehicle observed parked without displaying a valid permit, voucher or Blue Badge may be issued with a Penalty Charge Notice.

The current schemes in operation are shown in the table below.

Name of CPM Scheme	Restriction that applies
Sunderland Hospital	Monday to Friday 10am–11am and 2pm–3pm
Stadium of Light	Event days only – Dates of events are displayed on the entry signs
Ashbrooke/Thornholme	Monday–Saturday between 9–10am and again between 2–3pm
Ferryboat Lane	All days and all hours
Seaburn Metro/Newcastle Road	Monday–Saturday between 9.30–10.30am and again between 2.30–3.30pm
Barbury Drive	All Days and All Hours
University/Millfield	Monday–Saturday 11am–12pm and 3–4pm
Howick Park	Monday–Saturday 10–11am and 3–4pm
Northcote Avenue	Monday to Saturday 9.30–10.30am and 2.30–3.30pm
St Chads	Monday to Friday 10–11am and 4–5pm

Information relating to the community parking management schemes that are currently in place and how to apply for a permit is available on the council's parking web page: [Parking management](#)

CCTV enforcement

Local authorities have a duty to tackle dangerous parking, and the Traffic Management Act 2004 allows councils to enforce parking contraventions by using CCTV camera in bus lanes/gates, bus stops/clearways and school keep clears.

The primary objective of any camera enforcement system is to ensure the safe and efficient operation of the road network by deterring motorists from breaking road traffic restrictions and detecting those that do.

CCTV enforcement - bus Lanes/gates

The council commenced CCTV Bus Lane/gate enforcement at two locations in July 2023. The locations were Dene Street, Silksworth and Raby Road (adjacent to Brancepeth Road), Washington.

Vine Place bus lane/gate was introduced in March 2024

The cameras were the first 'bus lane enforcement' cameras to be used by Sunderland City Council under national legislation. Councils across the country have been adopting bus lane enforcement powers to issue fines (penalty charge notices) to vehicles that break traffic restrictions, such as driving in bus lanes and through bus gate restrictions.

Footage collected from the ANPR (Automatic Number Plate Recognition) cameras will be reviewed by officers to determine whether any contravention has occurred. Drivers may be issued with a £70 Penalty Charge Notice (PCN) if the council is satisfied a contravention has occurred. The £70 can be discounted to £35 if paid within 21 days or alternatively the driver may appeal against the proposed PCN.

Dene Street, Silksworth bus gate



Raby Road (adjacent to Brancepeth Road), Washington bus gate



Vine Place bus gate



CCTV enforcement - road safety vehicle

Sunderland City Council uses a CCTV road safety and enforcement vehicle to carry out parking enforcement. The vehicle works in conjunction with the Civil Enforcement Officer to help improve road safety by ensuring parking restrictions are complied with.

The vehicle is clearly liveried to indicate its intended use as can be seen in the photograph below.



A new Nissan Leaf road safety vehicle was introduced in December 2023 as shown in the photographs below.

The CCTV camera enforcement system is to ensure the safe and efficient movement of traffic through the detection of contraventions of traffic regulations thereby reducing delays on the highway network.

The CCTV vehicle is used to enforce the following restrictions:

- School Keep Clear Markings
- Bus stops/clearways

If a PCN is issued, you will have the same rights of appeal as a notice issued by a Civil Enforcement Officer (CEO) on foot patrol. The notice you will receive will include full details of how you can appeal.

There is a legal requirement that all the cameras used to enforce parking contraventions are certified by the Secretary of State. Sunderland City Council received their certification in September 2023, and this has been amended to reflect any updates that have occurred in accordance with the legislation.

Introduction of moving traffic (MTE)

From 31 May 2022, local authorities in England outside of London can apply to the Secretary of State for new powers to enforce moving traffic offences. These are powers that have previously been held only by the police.

Sunderland City Council made an application for these powers to be granted which was laid in Parliament 11 November 2024 and came into force 7 December 2024

Our reasons as to why these powers are to be introduced is to improve the efficiency and safety of journeys for all road users.

What are moving traffic offences?

In England and Wales, moving traffic offences are defined in law in [schedule 7 of the traffic management act 2004 \(as amended\)](#).

They include:

- Incorrectly driving into a bus lane
- Stopping in a yellow box junction
- Banned right or left turns
- Illegal U-turns
- Going the wrong way in a one-way street

Warning notices will be issued for a period of six months from the introduction of any new enforcement area.

What does this mean?

Motorists will be issued one (1) warning notice during the six-month warning notice period, repeat offenders may run the risk of being issued a Penalty Charge Notice after this initial warning notice has been processed.

Enforcement protocol

When dealing with parking contraventions it is essential that Civil Parking Enforcement Officers, and appeals staff act fairly, firmly and consistently. The following information describes some of the contraventions and the general rules around them.

Abandoned vehicles

Where a vehicle remains parked, in a restricted area, for a period during which multiple (3 or more) Penalty Charge Notices are issued for the same parking contravention and there is no evidence of the vehicle being moved/removed, the Civil Enforcement Officer will report the vehicle as appearing to be abandoned.

The PCN's issued prior to the vehicle being reported as abandoned will be enforced against the registered keeper of the vehicle.

Parking within any marked bays

Motorists are expected to park their vehicle wholly within the markings of a parking bay. No part of a tyre should protrude outside of the bay markings, nor should a vehicle overhang the bay markings. Any vehicle that cannot be parked fully within a marked bay should be relocated to another bay that can accommodate that size of vehicle. Any contravention may result in the issue of a penalty charge notice.

Signs clearly indicate that vehicles must be parked in a marked bay. An example is shown below:



Vehicles parked across dropped crossings

The contravention of parking adjacent to a dropped footway applies where a vehicle parks where the footway, cycle track or verge has been lowered to the level of the carriageway (or where the carriageway has been raised to the level of the footway, cycle track or verge).

The Highway Code instructs drivers 'DO NOT stop or park where the kerb has been lowered to help wheelchair users and powered mobility vehicles, in front of an entrance

to a property or where you would obstruct cyclists' use of cycle facilities except when forced to do so by stationery traffic.'

The contravention of parking on a part of a road adjacent to a dropped or raised kerb (subject to specified exemptions – emergency services, alighting, unloading, building works, road works etc.) applies where a vehicle parks on the carriageway adjacent to a footway, cycle track or verge where the footway, cycle track or verge has been lowered to the level of the carriageway (or where the carriageway has been raised to meet the level of the footway, cycle track or verge) for the purpose of:

- Assisting pedestrians crossing the carriageway
- Assisting cyclists entering or leaving the carriageway
- Assisting vehicles entering or leaving the carriageway across the footway, cycle track or verge

Operational guidance issued by the Department for Transport (DfT) suggests that authorities should not take enforcement action where a vehicle is parked outside residential premises unless the occupier has asked the enforcement authority to do so.

Sunderland City Council will issue a Penalty Charge Notice at the request of a resident where a vehicle is parked across a dropped kerb and is therefore blocking access to the driveway of the premises.

Vehicles parked more than 0.5m from the kerb

Motorists are advised that the contravention of a double parking applies when a vehicle parks on any part of the carriageway of a road where no part of the vehicle is within 50cm of the edge of the carriageway.

A penalty charge notice may be issued if motorists are observed double parked or more than 50cm from the edge of the carriageway.

Bank and building society visits

Official security vehicles can normally claim a loading/unloading exemption when carrying cash and other valuables, due to very significant quantities.

The council will not normally accept an appeal when a vehicle has been parked on a restriction in order for the driver/passenger to visit the bank unless there are extenuating circumstances.

Claims from individuals or companies that money was being taken or collected from a bank/building society would not normally be accepted as a reason to cancel a Penalty Charge Notice. Unless the delivery or collection involves large volumes of coinage and are classed as heavy or bulky items. In this scenario documentary evidence would be required to support the appeal.

Obstruction

In general, only the police have the authority to enforce obstruction issues.

The only exception is if a vehicle is parked across the entrance to a resident's driveway (where the footway has been dropped), stopping them from gaining access/egress to their property. In this scenario Civil Enforcement Officers can on the request of the resident issue a Penalty Charge Notice to the vehicle causing the obstruction.

Broken down vehicle

Claims of an alleged breakdown would not normally be accepted as a reason for cancellation unless the council are satisfied that it was unavoidable and if the relevant documentary evidence can be provided to support the claim.

Evidence that may be deemed acceptable would be:

- An official garage receipt indicating dates (relevant to the date the PCN was issued) and work undertaken as a result. This must be on official letter headed paper.
- A receipt for parts purchased (relevant to the date the PCN was issued).
- Relevant paperwork from a recovery organisation i.e. RAC, AA etc.

Please note: the council do not accept notes left in vehicles as proof of breakdown. If a vehicle is reported to Parking Services (0191 561 2784) as broken down the council would allow a reasonable amount of time for the vehicle to be removed, however this will be time limited.

Care organisations

Some care organisations have permits they can use in certain locations however those permits do not exempt them from parking restrictions. Only permits issued by the local authority are accepted in certain circumstances for example to allow them to park in community parking management scheme. Only Sunderland City Council permits are accepted any other permits displayed would not be deemed valid.

However, the council will always show a degree of leniency when considering appeals from care organisations for example when a care provider has attended an emergency visit, and the relevant documentary evidence is provided.

Carers are not exempt from charges in council car parks and are not allowed to park on restrictions during the restricted hours.

Complaints against Civil Enforcement Officers

Incorrect issue of a Penalty Charge Notice (PCN)

Allegations that a CEO has made an error or issued a PCN incorrectly are dealt with through the motorist submitting an appeal. The matter will be thoroughly investigated and where it is proven that a mistake has been made the motorist will receive written confirmation that the PCN has been cancelled and if needed additional training will be given to remind staff of our enforcement procedures and policies.

Staff misconduct

Allegations against any member of staff of misconduct or rudeness are taken very seriously and dealt with according to the council's complaints procedure, which determines the timescales and procedures for dealing with formal complaints.

Full details of the council's complaints procedures can be found here: [How to complain about a council service](#)

Please note: The council complaints procedure specifically excludes matters where the complaint involves legal proceedings or cases where customers have a separate right of appeal. Given that there is a separate right of appeal to the Traffic Penalty Tribunal

for Penalty Charge Notices complaints in relation to penalty charge notices are not dealt with under the council's complaint procedure.

Council vehicles

Council vehicles must abide by the parking restrictions and a Civil Enforcement Officer will serve a PCN where a contravention occurs.

We will not give preferential treatment to council vehicles, or to council employees using their own vehicles for business purposes.

Liveried vehicles performing statutory functions are normally covered by an exemption. However, if there is no evidence to suggest that the vehicle is actively being used for a statutory function a PCN may be served, and officers would have to follow the appeals process.

Delayed for unforeseen reasons

When attending a pre-arranged appointment, visit, court hearing etc. the length of time cannot be guaranteed. Therefore, when parking in a chargeable parking bay the onus is placed fully on the driver to purchase a ticket to cover the period of stay.

Drivers do have the option of using the RingGo cashless parking facility which allows for additional parking time to be added on the app without the driver having to return to the vehicle. Alternatively, drivers can use a Pay on Foot car park i.e. St Mary's or Sunnyside where payment is made when the driver returns to the vehicle.

Exempt vehicles

The following vehicles are exempt from the regulations, but only for so long as is reasonably necessary and provided they are being used in an official capacity.

- Vehicles being used by the fire, police or ambulance services for operational purposes
- Vehicles used in the service of the council while undertaking statutory duties/powers, providing that it is necessary for the vehicle to park there.
- Utility companies i.e. gas, water, telecommunications carrying out official duties in relation to their operational purposes
- Post Office vehicles whilst engaged in the delivery or collection of postal packages

All exempt vehicles should normally be liveried, not private cars or vans and the exemption does not automatically extend to contractors working on behalf of the above categories of vehicles.

The appeals procedure

Penalty Charge Notices (PCN's)

If you do receive a PCN you must either pay the amount due (amount is discounted by 50% if paid within 14 days from the date of issue) or appeal (informal challenge) against the issue of the notice in writing explaining your mitigating circumstances.

Informal written challenge

If you wish to challenge a penalty charge notice an appeal must be made in writing to the city council's Parking Services team within 28 days of the date of service of the penalty charge notice. The address is on the back of the penalty charge notice. If a challenge is made within 14 days of the ticket being served and the appeal is rejected, you will receive a letter explaining the reasons why the penalty charge notice is not being cancelled and will also be given another opportunity to pay the discounted amount. If the appeal letter is received outside of the 14-day discount period and the appeal is rejected the discounted rate will no longer apply.

How to appeal

If you believe that the Penalty Charge Notice has been issued incorrectly and should not be paid, and you wish to challenge the PCN all appeals must be made in writing either:

Email: parking@sunderland.gov.uk

Online by logging onto: <https://webapps3.sunderland.gov.uk/3sixtycitizen/> - Please note information relating to the issue of a Penalty Charge Notice will not be available on the above system until the next working day after the notice has been issued.

Write to: Parking Services, City Hall, Plater Way, Sunderland SR1 3AA

How to pay

Online - If you wish to make a payment online, please log onto <https://webapps3.sunderland.gov.uk/3sixtycitizen/> and follow the on screen instructions. Please have card, vehicle details and PCN number ready. Your payment will be processed by the Payment Management Division of Capita Software Services on behalf of the council.

By telephone - if you wish to pay by credit/debit card please telephone 0191 520 5588. Please have card, vehicle details and PCN number ready and say "Penalty Charge Notice" when prompted.

By post - please make cheques and postal orders payable to Sunderland City Council and send to: Parking Services City Hall, Plater Way, Sunderland SR1 3AA. Please write the PCN number on the reverse. Allow two working days for 1st class post and five working days for 2nd class. If you require a receipt, please enclose a stamped addressed envelope. Please do not send cash in the post.

In person - payment may also be made by debit/credit card or cash at a pay point outlet if your document contains a barcode. Please have the Penalty Charge Notice or correspondence that contains the bar code that can be used at these outlets.

If you are unable to use any of these methods or have any other enquiry, please contact Parking Services by email: parking@sunderland.gov.uk

What kind of documents will I receive and what do they mean?

Notice to Owner (NtO)

If you do not submit an appeal or your informal challenge has been rejected and/or payment remains outstanding 28 days after the penalty charge notice was served a 'Notice to Owner' will be subsequently sent to the DVLA registered owner/keeper of the vehicle. A Notice to Owner allows the registered owner/keeper of the vehicle to either pay the penalty charge or challenge the issue of the penalty charge notice.

The Notice to Owner will advise that there are 28 days beginning with the date on which the Notice to Owner is served to either:

- pay the penalty charge notice in full; or
- make a formal written representation to the council based upon the grounds detailed in the Notice to Owner

Service of a Penalty Charge Notice by post - Regulation 10 Penalty Charge Notice that also acts as a Notice to Owner.

There are three circumstances in which a Penalty Charge Notice (a 'Regulation 10' PCN) may be served by post:

- Where the contravention has been detected on the basis of evidence from an approved device (CCTV camera)
- If the Civil Enforcement Officer has been prevented by violence from serving the Penalty Charge Notice, either by affixing it to the vehicle or by giving it to the person who appears to be in charge of that vehicle
- If the Civil Enforcement Officer had started to issue the penalty charge notice, but did not have enough time to serve it before the vehicle was driven away, and would otherwise have to write-off or cancel the Penalty Charge Notice

In any of these circumstances a Penalty Charge Notice is served by post on the owner (whose identity is ascertained from the DVLA) and also acts as the Notice to Owner. Postal penalty charge notices should be sent within 14 days of the contravention occurring.

Before pursuing any Penalty Charge Notice served by post, details will be checked to ensure that the relevant evidence is available to progress.

Formal written representation

On receipt of a formal representation (received after a Notice to Owner has been served) the council will carefully consider all the relevant facts and mitigating circumstances and all information relating to the contravention held on our computer records and in the Civil Enforcement Officer's pocket book.

If the representation is accepted the owner/keeper of the vehicle will be notified that the Penalty Charge Notice has been cancelled, and no further action will be taken.

Otherwise, a formal Notice of Rejection will be forwarded to the registered owner/keeper of the vehicle.

Notice of Rejection

A Notice of Rejection will be served if a formal representation is rejected by the council. At this stage the notice can be paid, or an appeal can be made to an independent adjudicator who is independent of the council. The Notice of Rejection contains details of how to appeal to the Traffic Penalty Tribunal and also provides the registered owner/keeper details on how they can pay the Penalty Charge Notice in full.

Late representations will normally not be accepted unless there are mitigating circumstances that the council may wish to take into consideration.

If the registered owner/keeper does nothing at this stage the notice will progress to the Charge Certificate stage.

Appeal to an independent adjudicator

You may only appeal to an independent adjudicator on receipt of the Notice of Rejection. Appeals at this stage should be forwarded to the Traffic Penalty Tribunal. Full details of how to do this are provided in the Notice of Rejection letter sent by the council. An example of the information included in the Notice of Rejection letter is shown below:

The decision of the adjudicator is final and binding on both parties.

How to appeal your decision with the Traffic Penalty Tribunal

If you disagree with the council's decision, you can appeal to the independent adjudicator at the Traffic Penalty Tribunal.

The adjudicators are independent lawyers and their decision is final. You can appeal online by visiting the tribunal's website: www.trafficpenaltytribunal.gov.uk. The website explains further what the adjudicator can consider and how to appeal.

If you are unable to appeal online, you may request a paper form (and find further information) from the Traffic Penalty Tribunal by calling 0800 160 1999, leaving your name, address, telephone number, vehicle registration mark and penalty charge notice (PCN) number.

There is no charge for appealing and costs are not normally awarded. Details about when an order for costs can be made can be found on the website, or by calling the number above.

You will need the information below to hand when you begin your appeal:

Notice of Rejection Date:	13/01/2021
PCN Number:	SX????????
Vehicle Registration Mark:	???? ??
PIN Code:	123456

You should appeal before the end of 28-days beginning with the delivery of this Notice of Rejection (this is usually two working days after the "Notice of Rejection" date above). Our website will explain this further.

Appeals may be heard either in person, online, by telephone or by post, depending on the appellant's preference. Appeals in person are arranged by the Traffic Penalty Tribunal (see useful contacts section for details).

If you need further advice on how to challenge a penalty charge notice or have any other queries, please contact Parking Services by email at: parking@sunderland.gov.uk

If your appeal is accepted by the Traffic Penalty Tribunal the council will cancel the Penalty Charge Notice and no further action will be taken.

If your appeal is dismissed by the Traffic Penalty Tribunal and no payment is made to the council a Charge Certificate will be issued by the council.

Charge Certificate

If a formal representation is refused or an appeal to the adjudicator is dismissed and no payment is received the council will serve a Charge Certificate, please note this increases the amount outstanding by 50%.

Please Note: If this increased Penalty Charge is not paid before the end of the period of 14 days beginning with the date on which this certificate is served, The Enforcement Authority may, if a County Court so orders, recover this increased charge as if it were payable under a County Court Order.

The Charge Certificate will be taken to have been served on the second working day after the day of posting unless you can show that it was not.

Correspondence before debt registration

If the Penalty Charge remains outstanding the council will send correspondence reminding the motorist that if the current outstanding amount is not paid within seven days from the date of the letter the outstanding amount will be registered as a debt with the Traffic Enforcement Centre this will increase the outstanding amount by an additional £9.00.

Order for Recovery (TE3/TE9)

If payment is not received as a result of the above reminder the council will register the case as a debt with the Traffic Enforcement Centre and the amount outstanding will increase by £9.00. Thereafter an Order for Recovery will be served.

The motorist then has the choice to either pay the outstanding amount before the end of the period of 21 days beginning with the date on which the Order of Recovery was served or file a witness statement (TE3/TE9 enclosed with the Order of Recovery) to the Traffic Enforcement Centre. The correspondence contains full details on how this should be submitted.

Correspondence before warrant is issued

If the Penalty Charge remains outstanding the council will send correspondence reminding the motorist that if the current outstanding amount is not paid within seven days from the date of the letter a Warrant of Execution will be issued and passed

to Enforcement Agents to enforce. The letter also advises that at this point further charges may be incurred as detailed in the table below.

Fee stage	Fixed fee	Percentage fee (regulation 7): percentage of sum to be recovered exceeding £1,500
Compliance stage	£75.00	0%
Enforcement stage	£235.00	7.5%
Sale or disposal stage	£110.00	7.5%

Warrant issued

When a warrant has been authorised by the Traffic Enforcement Centre the council will pass the case to an Enforcement Agent to enforce the warrant this may incur additional charges as shown above.

Important information

- Do not ignore a Penalty Charge Notice or any associated correspondence
- Challenge the Penalty Charge Notice in writing if you feel it was incorrectly served
- Always include the Penalty Charge Number (e.g. SX10101010), the vehicle registration number and your full name and postal/email address
- Following an unsuccessful appeal and/or the amount remains outstanding the PCN will progress incurring additional charges and then registered as a debt the case will then be referred to Enforcement Agents to enforce a warrant.

Further information about civil parking enforcement (including PCN's and NtO's) is available online at www.patrol-uk.info

Parking facilities and services in Sunderland

Sunderland's car parking facilities are used every day by thousands of people coming into Sunderland to shop, work, and study or visit the city. The availability of car parking facilities is one of the main factors people consider in determining if they choose to travel by car.

The council currently manages 3,834 parking spaces across the city. They consist of three Pay on Foot car parks, 11 chargeable off street car parks, 25 locations where there are chargeable on street bays and 21 free off street car parks and three permit only car parks.

The table below shows the total number of parking spaces by type:

Car parking type	No of car parks/locations	Total number of spaces
Pay on foot car parks	3	1,789
Off street car parks	10	663
On street parking	27 locations	462
Free off street car park spaces	21 locations	833
Permit only car parks	3	87
Total		3,834

Pay on foot car parks

There are three council operated car parks within the city centre that operate a pay on foot system. These are:

- [St Mary's car park](#)
- [Riverside car park](#)
- [Sunnyside car park](#)

Riverside car park

Riverside car park opened in June 2023 and in September 2023 it won the British Parking Best New Car Park Award 2023.

Riverside and St Mary's car parks are pay on foot car parks which are ANPR controlled.

On entering the car park the ANPR cameras will pick up the vehicle registration and the time of entry. Motorists can then proceed to park their vehicle in either a general parking bay, a designated disabled bay or an EV charging bay. The motorist can then leave the car park after parking the vehicle.

Please note normal charges apply in these car parks for Blue Badge holders.

If using an Electric Charging Bay the vehicle must be an EV/Hybrid vehicle and be charging at all times while parked. Payment for the EV element of the parking can be made by using the Connected Kerb charging app. Details are available at each EV point within the car park and the link is: [Connected kerb | steps to charge your ev](#)

There are different payment methods available to motorists in this car park to pay for their parking, which are as follows:

- You can pay by debit/credit card in this car park at the payment terminals located on levels 0 and 2.
- You can pay at the payment terminals located at the exit barrier of the car park. Please note the vehicle will be unable to exit the car park until payment is made.
- You can also set up an account at: www.sunderlandparking.co.uk which will allow you to enter and leave the car park and the parking fee will be automatically deducted from your registered account. Please note this requires the user to set up a payment method i.e. debit/credit card as part of the registration.
- Alternatively, you can use RingGo our cashless payment provider further details available at: [Pay for parking in Sunderland with RingGo - Sunderland City Council](#)

Please note there are no cash payment facilities available in Riverside and St Mary's car parks.

Pay on foot car parks

Name of car park	Total no of spaces	Disabled bays	Electric bays	Tariff
St Mary's	483	9	4	Monday to Saturday 8am–6pm, £1.60 6pm–8am, 90p Sunday/bank holidays daily flat rate £3
Sunniside	649	18	4	Monday to Saturday 8am–6pm, £1.40 6pm–8am, 90p Daily rate £5 Sunday/bank holidays flat rate £3 Lost ticket £12
Riverside	657	49	99	Monday to Saturday 8am–6pm, £1.50 Monday to Saturday 6pm–8am, 90p Daily rate £7 Sunday daily flat rate £3

Surface car parks

Surface Car Parks

Name of car park	Total no of spaces	Disabled bays	Electric bays	Tariff Monday–Saturday 8am–6pm (unless stated otherwise)
Boughton Street	56	3	2	All days 8am–6pm £1.40 per hour or part thereof
Charles Street	27	3	2	Monday to Sunday £1.10 per hour or part thereof Monday to Friday 3pm– Midnight, Free Daily rate £5
Gorse Road	54	3	0	Monday to Sunday £0.90 per hour or part thereof Monday to Friday 3pm–Midnight, Free Daily rate £5
Nile Street	49	3	2	Monday to Sunday £1.30 per hour or part thereof Monday to Friday 3pm–Midnight, Free Daily rate £5
Tatham Street	93	3	1	Monday to Sunday £1.10 per hour or part thereof Monday to Friday 3pm–Midnight, Free Daily rate £5
West Wear Street	27	3	6	Monday to Sunday £1.10 per hour or part thereof Monday to Friday 3pm–Midnight, Free Daily rate £5

Station Car Park	194	12	22	Monday to Friday £1.50 per hour or part thereof Monday to Friday 3pm–Midnight, Free Saturday 8am–6pm £1.50 per hour or part thereof Sunday £3 flat rate Day rate £7.00
Marine Walk Car Park	59	7 2 Coach	0	All days 8am–10pm £0/.0 per hour or part thereof or £3 all day
Harbour View Car Park	140	11	2	All days 8am–10pm £0.70 per hour or part thereof or £3 all day
Dykelands Road Car Park	90	4	0	All days 8am–10pm £0.80 per hour or part thereof or £4 all day
Sheepfolds Car Park	60	4	0	All days 8am–10pm £0.50 per hour or part thereof or £3 all day

Chargeable on street city centre car parking in the city

[On street parking places](#)

Name of car park	Total no of spaces	Disabled bays	Tariff Monday–Saturday 8am–6pm (unless stated otherwise)
Foyle Street	12	0	All days except Christmas Day £1.10 per 30 minutes or part thereof
Frederick Street	29	2	All days except Christmas Day £1.10 per 30 minutes or part thereof
Norfolk Street	9	4	All days except Christmas Day £1.10 per 30 minutes or part thereof
West Sunnyside	9	0	All days except Christmas Day £1.10 per 30 minutes or part thereof
Bridge Street	6	2	All days except Christmas Day £1.10 per 30 minutes or part thereof
Laura Street	10	0	All days except Christmas Day £1.10 per 30 minutes or part thereof
Charles Street	8	0	All days except Christmas Day £1.10 per 30 minutes or part thereof
Villiers Street	8	1	All days except Christmas Day £1 per hour or part thereof
High St West	17	0	All days except Christmas Day £1.10 per 30 minutes or part thereof
Toward Road	11	0	All days except Christmas Day £0.90 per 30 minutes or part thereof
Green Terrace	8	1	All days except Christmas Day £1.10 hour or part thereof
Whitburn Road	80	8	All days except Christmas Day £0.80 per hour or £3 all day
Derwent Street	6	0	All days except Christmas Day £1.10 hour or part thereof
Olive Street	6	0	All days except Christmas Day £1.10 hour or part thereof

Murton Street	9	0	All days except Christmas Day £1.20 per hour or part thereof
John Street	11	0	All days except Christmas Day £1.10 hour or part thereof
St Thomas Street	7	0	All days except Christmas Day £1.10 hour or part thereof
Mary Street	2	0	All days except Christmas Day £1.10 hour or part thereof
Vine Place	2	0	All days except Christmas Day £1.10 hour or part thereof
Burdon Road	19	6	All days except Christmas Day £0.80 per 30 minutes or part thereof
Tunstall Terrace	13	0	All days except Christmas Day £0.90 per hour or part thereof or £4 all day
Tunstall Terrace West	11	0	All days except Christmas Day £0.90 per hour or part thereof or £4 all day
Newcastle Road	20	0	All days except Christmas Day £0.70 per hour or part thereof or £3 all day
Kayll Road	30	4	All days except Christmas Day £0.80 per hour or part thereof or £3 all day
Railway Row	7	0	All days except Christmas Day £0.80 per hour or part thereof or £3 all day
Johnson Street	13	0	All days except Christmas Day £0.80 per hour or part thereof or £3 all day
Sheepfolds	105	5	All days except Christmas Day £0.50 per hour or part thereof or £3 all day

Free off-street car parks

[Free car parks](#)

Area	Total no of spaces	Tariff
Sunderland area (east of A19)		
Booth Street	15	Free
Brookside Terrace	19	Free
Commercial Road	65	Free
Morgan Street	38	Free
Ocean Road	21	Free
Silksworth Road	6	Free
Houghton-le-Spring area		
Station Road	90	Free
Brinkburn Crescent	86	Free
Fatherly Terrace	25	Free
Eden Terrace	16	Free
Westbourne Terrace	30	Free
Hetton-le-Hole area		
Barnes Street	38	Free
Barnes Street Church	8	Free
Market Street	31	Free
Railway Street	8	Free
Park View	5	Free
Elmore Road	5	Free

Area	Total no of spaces	Tariff
Washington area		
Manor Road	78	Free
Speculation Place	151	Free
Village Lane	42	Free
Coach Road Estate	56	Free

Cashless parking - pay for parking in Sunderland with RingGo

Sunderland City Council's car parks and on street bays are now using RingGo for cashless parking. It is a quick, secure and convenient way to pay for your parking without leaving your vehicle. You no longer need to display a Pay and Display ticket on your windscreen.

How to register and use RingGo

The easiest way to use RingGo is via the RingGo smartphone app. To download the app, go to the smartphone apps store and download RingGo App Store or Google Play Store

Once you have downloaded the app you can set up an account by registering a few details and the duration of your stay. You can then pay quickly and easily in a few seconds.

To use the app, you need to register your vehicle registration number and let the service know where you want to park. The location identity will be displayed on the RingGo sign at your parking location. You then need to tell the app how long you want to park for and pay the necessary charge by confirming your payment details.

A further benefit of RingGo is if you are not ready to return to your vehicle and your parking session is due to expire you can extend the parking session within the app.

Alternatively, you can register and pay by visiting ringgo.co.uk. Motorists who do not own a smartphone can simply call 0191 814 2345 for assistance. Civil Enforcement Officers know you have paid by the RingGo App by checking for your vehicle details on their hand-held device. There is no need to display anything in your windscreen.

What are the benefits of using RingGo?

- Touch free parking without visiting a machine.
- No more coins - you'll never have to worry about carrying change to pay for parking again. Just download the RingGo app.
- Extend your parking - just click the extend button in the RingGo app, wherever you are. No need to return to the parking machine.
- Reminders to alert you when your parking is running out and you can top up without returning to your vehicle.

Signage

There is signage displayed in each location giving detailed information. An example is shown below:



Fees and charges

In addition to your parking fee, you will be charged a convenience fee of 20p including VAT. There are also additional options available if you choose to use them, the charges are shown below.

Cost breakdown description	Cost per SMS transaction
Per parking session booked	£0.20 including VAT
SMS charge to extend an existing parking session (optional)	£0.20 including VAT
SMS transaction charges for text reminder (optional)	£0.15 including VAT
SMS transaction charge for text receipt (optional)	£0.15 including VAT

Locations and location codes where RingGo is available in Sunderland.

Car parks	Location code
Riverside Car Park (Pay on Foot)	35896
St Marys Car Park (Pay on Foot)	35901
Boughton Street Car Park	35851
Nile Street Car Park	35852
West Wear Street Car Park	35853
Charles Street Car Park	35854
Tatham Street Car Park	35855
Gorse Road Car Park	35856
Station Car Park	35900
Marine Walk Car Park	35859
Harbour View Car Park	35860
Dykelds Road Car Park	35886
Sheepfolds Car Park	35894
Frederick Street	35861
Foyle Street	35862
Norfolk Street	35863
West Sunnyside	35864
Bridge Street	35865
Charles Street	35854
Laura Street	35866
Villiers Street	35867
High Street West	35868
Toward Road	35869
Green Terrace	35870
Burdon Road	35871
Derwent Street	35872
Mary Street	35899
Vine Place	35897
High Street West (Empire)	35895
Toward Road East	35873
John Street	35874
Murton Street	35875

Car parks	Location code
Olive Street	35876
Saint Thomas Street	35877
Tunstall Terrace	35878
Tunstall Terrace West	35879
High Street West North	35880
Newcastle Road	35881
Kayll Road	35882
Johnson Street	35883
Railway Row	35884
Whitburn Road	35885
Sheepfolds On Street	35889

If you require and further information, please visit ringgo.co.uk or call RingGo on 0191 814 2345.

Car parks with the Safer Parking Award



The Safer Parking scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. A Park Mark is awarded to each car park that achieves the challenging standards.

The distinctive Park Mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer.

In the UK, a quarter of car parks have achieved the Park Mark Award. That's 5,000 of an estimated 17,000 - 20,000 car parks across the country. Most car parks are safe places, most of the time. But not all! Park Mark helps you tell the difference.

Each car park undergoes a rigorous assessment by specially trained police assessors, and it is the car park that is awarded not the organisation. This is because organisations, such as local authorities or large private companies can have many car parks, but not all of them will pass. The car parks that do achieve the award have management practices and security measures assessed and these practices actively reduce crime.

There are ten car parks in Sunderland city centre that have achieved the Safer Parking Award. These are St Mary's multi-storey, Sunniside multi-storey, Riverside multi-storey, Central car park, Boughton Street, Gorse Road, Nile Street, Tatham Street, Charles Street, and West Wear Street surface car parks.

Further information is available at: [Parkmark - about the scheme](#)

Contravention codes

Contravention code	Description	Level of charge	Observation period (if applicable)
01	Parked on a restricted street during prescribed hours (e.g. parking on double or single yellow lines)	£70	Commercial vehicle 20 minutes Normal vehicle 5 minutes
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force (e.g. parking or loading/unloading on double or single yellow lines when a loading ban indicated by kerb markings is also in force)	£70	None
05	Parked after the expiry of paid for time. (e.g. parking after the time shown on a pay and display ticket or the end of time purchased by phone and pay (where available))	£50	None A PCN will only be issued when the pay and display ticket has expired by 10 minutes or more
06	Parked without clearly displaying a valid pay and display ticket (e.g. parked without displaying a valid pay and display ticket or where the pay and display ticket has been obscured, is face down or has fallen on the floor and the details cannot be seen)	£50	None

Contravention code	Description	Level of charge	Observation period (if applicable)
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 (this normally applies to vehicles parking in residents' parking bays or zones without displaying a permit	£70	Commercial vehicle 20 minutes Normal vehicle 5 minutes
21	Parked in a suspended bay/ space or part of a bay/space (cones or notices are on display at or near to the bay indicating it is suspended)	£70	None
22	Re-parked in the same parking place within the time indicated on adjacent signs (e.g. vehicles may not return once they have departed within the given timescales).	£50	None
23	Parked in a parking place or area not designated for that class of vehicle (bays designated for use by specific types of vehicles i.e. bus or coach stands as indicated on adjacent signs)	£70	None
24	Not parked correctly within the markings of the bay or space (where one or more wheels are outside the bay markings)	£50	None
25	Parked in a loading place during restricted hours without loading (parked in a loading place without any loading or unloading activity during the observation period)		Commercial vehicle 20 minutes Normal vehicle 5 minutes

Contravention code	Description	Level of charge	Observation period (if applicable)
26	Parked more than 50cm from the edge of the carriageway and not within a designated parking place (no signs are required for this to apply)	£70	None
27	Parked adjacent to a dropped footway (no signs or markings are required for this to apply).	£70	None
30	Parked for longer than permitted – The time limit will be indicated on signs adjacent or near to the bay)	£50	None - however a PCN will only be issued where the vehicle has overstayed by more than 10 minutes
34J	Being in a bus lane/gate	£70	None - footage collected by CCTV (an approved device). Notice will be issued by post to the registered keeper of the vehicle
40	Parked in a designated disabled persons parking place without clearly displaying a valid disabled person's badge (e.g. where the blue badge is shown face down, the details are obscured, a time clock is not displayed (when relevant), badge has expired or is otherwise invalid)	£70	None
42	Parked in a parking place designated for police vehicles. Signs in or near the bay will show that only police vehicles can park there. Police officers own vehicles used for business purposes are not exempt from these restrictions.	£70	None

Contravention code	Description	Level of charge	Observation period (if applicable)
45	Parked in a Taxi Rank	£70	None
46	Stopped on a clearway	£70	None
47/47J	Parked on a restricted bus stop/stand. This type of contravention can be carried out by CEO's or by the council's Road Safety Vehicle by an approved device	£70	None
48/48J	Stopped in a restricted area outside of a school when prohibited. Parked on a School Keep Clear marking. This type of contravention can be carried out by CEO's or by the council's Road Safety Vehicle by an approved device	£70	None
49	Parked wholly or partially on a cycle track or lane (this only applies in a mandatory cycle lane i.e. solid white line segregating it from the main carriageway)	£70	None
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags (white zig zag markings indicate this restriction.	£70	None

A guide to observation periods

Restriction type	Observation times prior to issue of PCN (See important note below)
Waiting restriction (yellow lines)	5 minutes - private motor vehicle 20 minutes - vehicles used for commercial purposes
Loading restriction (kerb markings)	None - the issue of a penalty charge notice shall be immediate
Loading bay	5 minutes - private motor vehicle 20 minutes - vehicles used for commercial purposes.
Bus stop	None - the issue of a penalty charge notice shall be immediate.
Bus Lanes/Gates	None - the issue of a penalty charge notice shall be immediate
School keep clear markings	None - the issue of a penalty charge notice shall be immediate
Zigzags at pedestrian crossings	None - the issue of a penalty charge notice shall be immediate
Taxi ranks	None - the issue of a penalty charge notice shall be immediate
Limited waiting bays	10 minutes after expiry of limited waiting period
Blue Badge parking places	None - the issue of a penalty charge notice shall be immediate
Reserved permit places	None - the issue of a penalty charge notice shall be immediate
Parked after the expiry of paid for time	10 minutes after expiry of paid for time

Restriction type	Observation times prior to issue of PCN (See important note below)
Parked without payment of the parking charge	None - the issue of a penalty charge notice shall be immediate
Not parked correctly within the bay markings	None - the issue of a penalty charge notice shall be immediate
Parked wholly or partly on a cycle track	None - the issue of a penalty charge notice shall be immediate
Community parking management schemes	6 minutes - private motor vehicle 20 minutes - vehicles used for commercial purposes
Tickets Issued by CCTV vehicle (approved Device)	None

Please note: the above enforcement relates to parking facilities under the control of Sunderland City Council only.

General guidance for dealing with parking appeals

Appeals will be considered on their individual merits taking account of all relevant circumstances. However, to enable appeals staff to deal with the various mitigating circumstances which may surround the issue of penalty charge notices, the following guidance will be utilised to promote a transparent, fair, firm and consistent way of managing appeals against penalty charge notices.

Mitigating circumstances	Guidance
Failure to display valid ticket/permit	Notice to be upheld
Expired ticket	Notice to be upheld
Expired permit	Notice to be upheld. Discretion to waive may be exercised if valid permit is produced within one month of expiry date, but only on one occasion per vehicle per 12 month period
Gone for change	Notice to be upheld. However, discretion may be exercised if a valid pay and display ticket can be produced showing the ticket was purchased within 10 minutes of the penalty charge notice being served, but only on one occasion per vehicle per 12 month period
Machine out of order	Notice to be upheld unless there are ticket machine records confirming malfunction. If only one ticket machine in car park and there is evidence to support the claim, then the notice will be waived. If other machines are available within the car park the notice may be upheld
Delayed for genuinely unforeseeable reasons	A system that allowed motorists for whatever reason to be late would be unmanageable therefore the notice will be upheld unless there is appropriate evidence to support the appeal

Mitigating circumstances	Guidance
Purchased ticket/permit but failed to display	Notice to be upheld. If the valid ticket is produced the notice may be waived but only on one occasion per vehicle per 12 month period

Failure to display valid Blue Badge

Mitigating circumstances	Guidance
Failed to display	Notice to be upheld. If the valid badge is produced the notice may be waived but only on one occasion per vehicle per 12 month period
Expired badge	Notice to be upheld. Discretion may be exercised if valid permit is produced within one month of expiry date
Badge face down	If the valid badge is produced the notice may be waived but only on one occasion per vehicle per 12 month period
Badge on floor	Notice to be upheld. If the valid badge is produced the notice may be waived but only on one occasion per vehicle per 12 month period
Clock time set incorrectly (on street only)	Notice to be upheld. Discretion to waive the charge may be exercised if arrival time shown is less than 15 minutes from time of observation
Clock time expired (on street only)	Notice to be upheld. Discretion to waive the charge may be exercised if time shown is less than 15 minutes from time of observation
Badge with no clock (on street only)	On one occasion per annum discretion will be exercised. Thereafter mitigating circumstances will be taken into consideration
Not parked wholly within a marked space	Notice to be upheld
Parked in a space not designated for that type of vehicle	Notice to be upheld

Mitigating circumstances	Guidance
Parked in a reserved area	Notice to be upheld
Parked on a loading restriction	Notice to be upheld. Discretion may be exercised if notice is served within 5 minutes of the commencement or termination of the restriction
Being in a bus lane	Notice to be upheld
Received notice due to illness	Notice to be waived upon production of satisfactory evidence
Did not see signs	Notice to be upheld, subject to signing being adequate and not misleading
Car broken down/stolen	Notice may be waived upon production of satisfactory evidence

Useful contacts

Traffic Penalty Tribunal

Traffic Penalty Tribunal, PO Box 472, Merlin House, 8 Grove Avenue, Wilmslow, Cheshire SK9 0HL

0800 160 1999

Website: www.trafficpenaltytribunal.gov.uk

Email: help@trafficpenaltytribunal.gov.uk

PATROL

For information on civil enforcement of Parking and Traffic Regulations outside London (PATROL) including which councils are in the scheme and what to do if you receive a Penalty Charge Notice, visit the website: www.patrol-info.uk

Shop Mobility

Tel: 0191 514 3337 – Located on the Bridges Roof Top Car Park

Customer complaints procedure

Please Note: The council complaints procedure specifically excludes matters where the complaint involves legal proceedings or cases where customers have a separate right of appeal. Given that there is a separate right of appeal to the Traffic Penalty Tribunal for Penalty Charge Notice appeals are not dealt with under the complaint procedure.

However, if you feel the city council has not acted reasonably or fairly and your complaint is not in relation to an appeal against a penalty charge notice, you can use the council's complaints procedure. You should write clearly stating the reasons for your complaint.

Full details of the council's complaints procedures can be found here: [How to complain about a council service](#)

Parking Services contact details

If you have any queries regarding our car parking operations or require further copies of this charter, please contact Parking Services:

Email: parking@sunderland.gov.uk

Or in writing to:

Parking Services, City Hall, Plater Way, Sunderland SR1 3AA

Further information and a copy of this charter is available here: www.sunderland.gov.uk/parking

Appendix 1 - Standard PCN Codes v7

On-street

Code	General suffix(es)	Description	Diff. level	Notes
01	AJOYZ	PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	HIGHER	CODE SPECIFIC SUFFIXES APPLY. SUFFIXES Y & Z FOR DISABLED BADGE HOLDERS ONLY. SEE ADDITIONAL NOTES
02	AJO	PARKED OR LOADING / UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING / UNLOADING RESTRICTIONS ARE IN FORCE	HIGHER	CODE SPECIFIC SUFFIXES APPLY. SEE ADDITIONAL NOTES
04	CS	PARKED IN A METER BAY WHEN PENALTY TIME IS INDICATED	LOWER	
05	CGPSUV1	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER	
06	CIPV1	PARKED WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER	LOWER	HIGHER LEVEL IN WALES
07	CGMPR SUV	PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	LOWER	'METER FEEDING'
08	C	PARKED AT AN OUT-OF-ORDER METER DURING CONTROLLED HOURS	LOWER	ELECTRONIC METERS ONLY
09	PS	PARKED DISPLAYING MULTIPLE PAY & DISPLAY TICKETS WHERE PROHIBITED	LOWER	
10	P	PARKED WITHOUT CLEARLY DISPLAYING TWO VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER	"TWO" MAY BE VARIED TO ANOTHER NUMBER OR "MULTIPLE".

Code	General suffix(es)	Description	Diff. level	Notes
11	GU	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER	
12	ARSTUWY4	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	CODE SPECIFIC SUFFIXES APPLY
13		- - - - RESERVED FOR TFL USE (LOW EMISSION ZONE) - - - -	N/A	
14	AY89	PARKED IN AN ELECTRIC VEHICLES' CHARGING PLACE DURING RESTRICTED HOURS WITHOUT CHARGING	HIGHER	
16	ABDEHQS TWXYZ459	PARKED IN A PERMIT SPACE OR ZONE WITHOUT A VALID VIRTUAL PERMIT OR CLEARLY DISPLAYING A VALID PHYSICAL PERMIT WHERE REQUIRED	HIGHER	CODE SPECIFIC SUFFIXES APPLY. SUFFIX "S" ONLY FOR USE WHERE BAY IS COMPLETELY NON-RESIDENT
17		- - - - RESERVED FOR ROAD USER CHARGING USE - - - -	N/A	
18	ABCDEF GHMPRS VXY1 235 6789	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER	
19	AIRSUWX YZ4	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	CODE SPECIFIC SUFFIXES APPLY
20		PARKED IN A PART OF A PARKING PLACE MARKED BY A YELLOW LINE WHERE WAITING IS PROHIBITED	HIGHER	

Code	General suffix(es)	Description	Diff. level	Notes
21	ABCDEFGH HLMNPQR SUVXY125 6789	PARKED WHOLLY OR PARTLY IN A SUSPENDED BAY OR SPACE	HIGHER	
22	CFGLMN OPSV1289	RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR AFTER LEAVING	LOWER	"ONE HOUR" MAY BE VARIED TO ANOTHER TIME PERIOD OR "THE PRESCRIBED TIME PERIOD"
23	ABCDEFGH GHLKPR SVWXY 123789	PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER	SUFFIX REQUIRED TO FULLY DESCRIBE CONTRAVENTION
24	ABCDEFGH GHLMP QRSVXY 1256789	NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	LOWER	
25	N2	PARKED IN A LOADING PLACE OR BAY DURING RESTRICTED HOURS WITHOUT LOADING	HIGHER	ON-STREET LOADING BAY OR PLACE
26	N	PARKED IN A SPECIAL ENFORCEMENT AREA MORE THAN 50 CM FROM THE EDGE OF THE CARRIAGEWAY AND NOT WITHIN A DESIGNATED PARKING PLACE	HIGHER	"50 CM" MAY BE VARIED TO ANOTHER DISTANCE IN SCOTLAND.
27	NO	PARKED IN A SPECIAL ENFORCEMENT AREA ADJACENT TO A FOOTWAY, CYCLE TRACK OR VERGE LOWERED TO MEET THE LEVEL OF THE CARRIAGEWAY	HIGHER	
28	NO	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	J	FAILING TO COMPLY WITH A ONE-WAY RESTRICTION	N/A	
30	ACFGLMN OPSUY 12789	PARKED FOR LONGER THAN PERMITTED	LOWER	

Code	General suffix(es)	Description	Diff. level	Notes
31	J	ENTERING AND STOPPING IN A BOX JUNCTION WHEN PROHIBITED	N/A	
32	JDT	FAILING TO PROCEED IN THE DIRECTION SHOWN BY THE ARROW ON A BLUE SIGN	N/A	CODE-SPECIFIC SUFFIXES APPLY.
33	JBCEFGH IKQRSYZ	USING A ROUTE RESTRICTED TO CERTAIN VEHICLES	N/A	CODE-SPECIFIC SUFFIXES APPLY.
34	JO	BEING IN A BUS LANE	N/A	
35		PARKED IN A DISC PARKING PLACE WITHOUT CLEARLY DISPLAYING A VALID DISC	LOWER	
36	J	BEING IN A MANDATORY CYCLE LANE	N/A	
37	J	FAILING TO GIVE WAY TO ONCOMING VEHICLES	N/A	
38	JLR	FAILING TO COMPLY WITH A SIGN INDICATING THAT VEHICULAR TRAFFIC MUST PASS TO THE SPECIFIED SIDE OF THE SIGN	N/A	CODE-SPECIFIC SUFFIXES APPLY.
39		- - - - RESERVED FOR TFL USE (ULTRA LOW EMISSION ZONE) - - - -	N/A	
40	N	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	
42		PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	HIGHER	
43		STOPPED ON A CYCLE DOCKING STATION PARKING PLACE	HIGHER	

Code	General suffix(es)	Description	Diff. level	Notes
45	NW	STOPPED ON A TAXI RANK	HIGHER	"STOPPED" MAY BE VARIED TO "WAITING"
46	N	STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	HIGHER	
47	JN	STOPPED ON A RESTRICTED BUS STOP OR STAND	HIGHER	
48	J	STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL, A HOSPITAL OR A FIRE, POLICE OR AMBULANCE STATION WHEN PROHIBITED	HIGHER	CCTV CAN BE USED ON A RESTRICTED AREA OUTSIDE A SCHOOL ONLY
49	J	PARKED WHOLLY OR PARTLY ON A CYCLE TRACK OR LANE	HIGHER	
50	JLRU	PERFORMING A PROHIBITED TURN	N/A	CODE-SPECIFIC SUFFIXES APPLY.
51	J	FAILING TO COMPLY WITH A NO ENTRY RESTRICTION	N/A	
52	JGMSVX	FAILING TO COMPLY WITH A PROHIBITION ON CERTAIN TYPES OF VEHICLE	N/A	CODE-SPECIFIC SUFFIXES APPLY.
53	CJ	FAILING TO COMPLY WITH A RESTRICTION ON VEHICLES ENTERING A PEDESTRIAN ZONE	N/A	'AND CYCLE' MAY BE ADDED (SEE ADDITIONAL NOTES)
54	CJ	FAILING TO COMPLY WITH A RESTRICTION ON VEHICLES ENTERING AND WAITING IN A PEDESTRIAN ZONE	N/A	'AND CYCLE' MAY BE ADDED (SEE ADDITIONAL NOTES)
55		A COMMERCIAL VEHICLE PARKED IN A RESTRICTED STREET IN CONTRAVENTION OF THE OVERNIGHT WAITING BAN	HIGHER	
56		PARKED IN CONTRAVENTION OF A COMMERCIAL VEHICLE WAITING RESTRICTION	HIGHER	NON- OVERNIGHT WAITING RESTRICTION
57		PARKED IN CONTRAVENTION OF A BUS BAN	HIGHER	NON- OVERNIGHT WAITING RESTRICTION

Code	General suffix(es)	Description	Diff. level	Notes
58		USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS WITHOUT A VALID PERMIT	N/A	LONDON LORRY CONTROL SCHEME
59		USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS IN BREACH OF PERMIT CONDITIONS	N/A	LONDON LORRY CONTROL SCHEME
61	124CGN	A HEAVY COMMERCIAL VEHICLE WHOLLY OR PARTLY PARKED ON A FOOTWAY, VERGE OR LAND BETWEEN TWO CARRIAGEWAYS	HIGHER	CODE-SPECIFIC SUFFIXES APPLY.
62	124CGN	PARKED WITH ONE OR MORE WHEELS ON OR OVER A FOOTPATH OR ANY PART OF A ROAD OTHER THAN A CARRIAGEWAY	HIGHER	CODE-SPECIFIC SUFFIXES APPLY.
63		PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER	
64	124	PARKED IN CONTRAVENTION OF A NOTICE PROHIBITING LEAVING VEHICLES ON A GRASS VERGE, GARDEN, LAWN OR GREEN MAINTAINED BY A LOCAL AUTHORITY	N/A	CODE-SPECIFIC SUFFIXES APPLY. FOR USE IN ESSEX ONLY
65	124	PARKED IN CONTRAVENTION OF A NOTICE PROHIBITING LEAVING VEHICLES ON LAND LAID OUT AS A PUBLIC GARDEN OR USED FOR THE PURPOSE OF PUBLIC RECREATION	N/A	CODE-SPECIFIC SUFFIXES APPLY. FOR USE IN ESSEX ONLY.
66	124CG	PARKED ON A VERGE, CENTRAL RESERVATION OR FOOTWAY COMPRISED IN AN URBAN ROAD	N/A	CODE-SPECIFIC SUFFIXES APPLY. FOR USE IN EXETER ONLY.
67		USING A VEHICLE ON A RESTRICTED STREET WITHOUT A VALID HGV SAFETY PERMIT	N/A	HGV SAFETY PERMIT SCHEME (DIRECT VISION STANDARD)
68		USING A VEHICLE ON A RESTRICTED STREET IN BREACH OF HGV SAFETY PERMIT CONDITIONS	N/A	HGV SAFETY PERMIT SCHEME (DIRECT VISION STANDARD)

Code	General suffix(es)	Description	Diff. level	Notes
72		--- RESERVED FOR BUILDERS' SKIPS CONTRAVENTIONS ---		LONDON ONLY
75		--- RESERVED FOR LITTERING FROM MOTOR VEHICLES ---		
76		-- RESERVED FOR WASTE RECEPTACLE CONTRAVENTIONS --		LONDON ONLY
97		DRIVING A MOTOR VEHICLE IN AN UNRESTRICTED STREET IN EXCESS OF THE POSTED SPEED LIMIT	N/A	LONDON ONLY
99	NO	STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIGZAGS	HIGHER	PEDESTRIAN CROSSINGS

Off-Street

Code	General suffix(es)	Description	Diff. level	Notes
70		PARKED IN A LOADING PLACE OR BAY DURING RESTRICTED HOURS WITHOUT LOADING	HIGHER	OFF-STREET LOADING AREAS
71		PARKED IN AN ELECTRIC VEHICLES' CHARGING PLACE DURING RESTRICTED HOURS WITHOUT CHARGING	HIGHER	OFF-STREET CAR PARKS
73	GU	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER	OFF-STREET CAR PARKS
74	PRS	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER	OFF-STREET CAR PARKS
77		--- RESERVED FOR DVLA USE ---	N/A	

Code	General suffix(es)	Description	Diff. level	Notes
78	ABDEFGH KLPQUV 156789	PARKED WHOLLY OR PARTLY IN A SUSPENDED BAY OR SPACE	HIGHER	OFF-STREET CAR PARKS
80	GU	PARKED FOR LONGER THAN PERMITTED	LOWER	OFF-STREET CAR PARKS
81	O	PARKED IN A RESTRICTED AREA IN AN OFF-STREET CAR PARK OR HOUSING ESTATE	HIGHER	OFF-STREET CAR PARKS
82	PUV4	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER	OFF-STREET CAR PARKS
83	4	PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	LOWER	OFF-STREET CAR PARKS
84	GU	PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	LOWER	OFF-STREET CAR PARKS
85	ABTRWY Z45	PARKED WITHOUT A VALID VIRTUAL PERMIT OR CLEARLY DISPLAYING A VALID PHYSICAL PERMIT WHERE REQUIRED	HIGHER	OFF-STREET CAR PARKS. CODE SPECIFIC SUFFIXES APPLY.
87		PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	HIGHER	OFF-STREET CAR PARKS
89		VEHICLE PARKED EXCEEDS MAXIMUM WEIGHT OR HEIGHT OR LENGTH PERMITTED	HIGHER	OFF-STREET CAR PARKS
90	PSUV	RE-PARKED IN THE SAME CAR PARK WITHIN ONE HOUR AFTER LEAVING	LOWER	OFF-STREET CAR PARKS. "ONE HOUR" MAY BE VARIED TO ANOTHER TIME PERIOD OR "THE PRESCRIBED TIME PERIOD"
91	CG	PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER	OFF-STREET CAR PARKS

Appendix 2 - Glossary of terms

Term	Explanation
Adjudication	The process by which, at a personal, telephone or postal hearing, an Adjudicator from the Traffic Penalty Tribunal (TPT) decides the appeal either for the motorist – the appellant or the council – the respondent. The decision of an Adjudicator is final and binding on both parties to an appeal.
Adjudicator	An independent lawyer, unconnected with any council who has practised for at least five years. Their appointment is sanctioned by the Lord Chancellor.
Appeal to an Adjudicator	The act of referring a dispute concerning the issue of a Penalty Charge Notice to an independent Adjudicator at the Traffic Penalty Tribunal. A motorist may only do so after the Council have served a Notice of Rejection to the motorist as a result of a formal representation.
Bailiff	Any Penalty Charge Notice that remains unpaid and has been registered at the Traffic Enforcement Centre can be passed to a certified bailiff for recovery. The bailiff may add additional costs, incurred in recovering the debt, to the amount owed to the council.
Charge Certificate	If a PCN is not paid in full within 28 days of receipt of a Notice to Owner, or an unsuccessful appeal, a Charge Certificate can be issued by the council. The Charge Certificate increases the original full penalty charge by 50%.
Civil Enforcement Officer (CEO)	The council's parking enforcement officers, who were previously known as Parking Attendants. They are uniformed officers employed to issue Penalty Charge Notices for parking contraventions under a civil enforcement scheme.

Term	Explanation
Civil Parking Enforcement (CPE)	Parking Enforcement undertaken by council's under the Traffic Management Act 2004 (TMA) which is civil (rather than criminal) law.
Contravention	A parking contravention is a failure by a motorist to comply with the parking regulations as set out by Traffic Regulation Orders. (TRO)
County Court	The court where a debt is registered following non-payment of a Penalty Charge Notice 14 days after the service of a Charge Certificate. Such debts are registered at the Traffic Enforcement Centre (TEC) at Northampton County Court.
Debt Registration	If payment is not received within 14 days of receipt of a Charge Certificate any outstanding charges owed can be registered as a debt with the Traffic Enforcement Centre. A fee of £7 is added at this stage and an Order for Recovery issued by the council.
Department for Transport (DfT)	The government department, which is responsible for transport issues, including the issue of Statutory and Operational guidance for Civil Parking Enforcement.
Differential Parking Penalties	The name for the different levels of charges implemented by the Traffic Management Act 2004. High level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.
Discount Period	The amount of time given to pay a Penalty Charge Notice at a reduced rate. The penalty charge is reduced by 50% it is paid not later than the last day of a period of 14 days beginning with the date on which the PCN was served.
Driver and Vehicle Licensing Agency (DVLA)	The agency responsible for maintaining records relating to vehicles and drivers in the UK. The DVLA provide the council with the details of the registered keeper from their database, if the PCN is not paid within 28 days from the date of issue.
Economic Master Plan	Sets the direction for the city's economy over 15 years and the proposed vision for the city.

Term	Explanation
Local Transport Plan	The plan, which covers the council's proposals for dealing with transport issues.
Notice of Rejection of Representations (NOR)	A letter served by the council to a motorist following their formal representation against a Notice to Owner, indicating that their representations have been rejected.
Notice to Owner (NtO)	A statutory notice served by the council on the person believed by them to be the owner/hirer of a vehicle that has been issued with a PCN, in respect of a parking contravention, that remains unpaid after 28 days beginning with the date on which the Penalty Charge Notice was served.
Challenge	The first stage of the appeal process where a motorist can make an informal representation against the issue of a PCN. If the challenge is received during the discount period, the 50% discount may be re-offered if unsuccessful.
Off-Street Parking	These are facilities provided through car parks.
On-Street Parking	These are facilities provided on the street (kerbside) for example, pay and display or permit parking places.
Order for Recovery	A statutory notice issued to the motorist informing them an unpaid penalty charge has been registered as a debt at the Traffic Enforcement Centre (TEC) at the County Court.
Park Mark	<p>To be awarded the safer parking status a stringent set of standards must be met, including patrolling security patrols, good levels of lighting and closed-circuit television.</p> <p>The Safer Parking Award aims to raise security standards within car parks and effectively reduce car related crime.</p>
Penalty Charge Notice (PCN)	A penalty issued to a vehicle that appears to have contravened a parking restriction. A PCN can be affixed to the vehicle, handed to the driver, or on certain circumstances issued by post to the registered keeper/hirer of the vehicle.

Term	Explanation
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”, councils may assume that the registered keeper is also the owner of the vehicle for the purposes of enforcement, unless there is clear evidence to the contrary.
Representation	Following receipt of a Notice to Owner the registered keeper may make a formal representation against the issue of a PCN. There are various grounds on which a representation may be made.
Road Traffic Regulation Act 1984 (RTA 1984)	The Act of Parliament which provided many of the powers for councils to control parking in their area
Road Traffic Act 1991 (RTA 1991)	The Act of Parliament that decriminalised certain parking offences, making them civil contraventions, enforceable by local authorities where a SPA or PPA Order is in force
Special Parking Area (SPA)	An area approved by the Secretary of State for Transport within which the enforcement of parking controls has been decriminalised and where enforcement may therefore be undertaken by the council.
Traffic Enforcement Centre (TEC)	Any unpaid PCN's are registered at the Traffic Enforcement Centre
Traffic Management Act 2004 (TMA 2004)	An Act of Parliament which repealed the RTA 1991 and replaced it with new laws and regulations giving civil enforcement authority councils some additional powers to control parking. The associated Regulations came into force on 31st March 2008.
Traffic Penalty Tribunal (TPT)	An independent tribunal which was set up to decide appeals against parking appeals, when the appellant's representations to the council have been rejected.

Term	Explanation
Traffic Regulation Order (TRO)	An official order made by a council under the Road Traffic Act 1984 which details the nature and extent of parking controls within the council's area. It is a contravention of these controls as detailed in a TRO that may give rise to the issuing of a Penalty Charge Notice.
Warrant of Execution	Authority issued by the County Court to enforce an unpaid debt, following registration at TEC. Warrants must be in the possession of a certified bailiff when attempts are made to recover the debt.
Witness Statement	A witness statement is a legal statement from a motorist in response to a County Court Order for Recovery to the effect that in their opinion an earlier stage in the enforcement process has not been complied with. It is a criminal offence to make a false Witness Statement.
Write Off	A PCN is written-off when a council are unable to pursue the penalty and have to close the case without payment.

If you require this document in an alternative format (i.e. Braille, large print, audio tape etc), or in another language, please contact

Parking Services
Tel: 0191 520 5550
Email: parking@sunderland.gov.uk