

## **PARKING MATTERS**

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

Issue 2 (6<sup>th</sup> April 2009)

## 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.

*J. Blackburn*

Councillor James Blackburn  
Portfolio holder for Planning and Transportation

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

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## **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 legislation in accordance with the Traffic Management Act 2004.

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 are displayed in each car park in addition to being available on the Sunderland City Council website. Charges for on street parking places are displayed on the ticket machines.

In addition to city centre parking the council also has 25 off-street car parks that are located throughout the city, as listed in appendix 1 to this guide.

**Shopmobility** services are available on the Bridges roof top car park (no 3 on the map) to help anyone with limited mobility to shop independently anywhere in Sunderland's Bridges Shopping Centre.

The service is available seven days a week on a booking system and each person can choose from either a scooter, or a power or manual wheelchair.

Two forms of identification are needed to apply for membership, for example a driving licence, passport or utility bill.

For further information and opening hours please telephone 0191 514 3337.

**Motorcycle parking** is available at the Bridges multi-storey car park (no 2 on the map), Civic Centre car park (no 8 on the map), West Wear Street car park (no 9 on the map), Charles Street (no 10 on the map) and Gorse Road (no 13 on the map).

**Secure bicycle parking** is available in St Mary's car park (no 1 on the map) and Sunnyside car park (no 4 on the map). Cycle routes in the city centre are also shown on the map.

**Toilet facilities** are available in St Mary's multi-storey car park (no 1 on the map) and Central multi-storey car park (no 7 on the map).

## Sunday parking

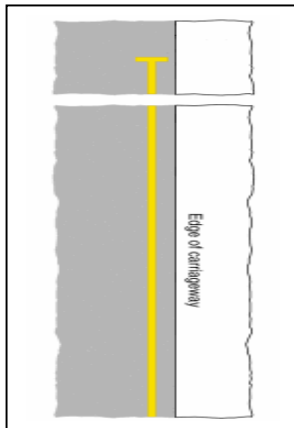
There are four multi-storey car parks open for Sunday parking at discounted rates in the city centre:

- St Mary's multi-storey car park (no 1 on the map) 10am to 6pm
- The Bridges multi-storey car park (no 2 on the map) 6am to 6pm
- The Bridges roof top car park (no 3 on the map) 10am to 6pm
- Sunnyside multi-storey car park (no 4 on the map) All Day

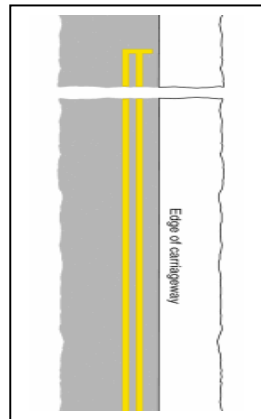
All surface level car parks in the city are open and are free on Sundays.

## Parking rules

### Yellow lines



Single yellow line



Double yellow line

### What do these markings mean?

Single and double yellow lines indicate that parking restrictions are in place. You may park on single yellow lines outside the hours of control (explained below), but you may not park on double yellow lines 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 kerb markings section for further details.

## **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. An example of where this is not the case is on part of Whitburn Road where double yellow line controls apply from 8am to 8pm between May and September.

## **Loading or unloading**

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, provided that the activity is continuous.

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.

### **IMPORTANT**

In all of the above instances, continuous loading or unloading activity must be apparent otherwise a penalty charge notice may be served. 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 passengers need help getting into or out of your vehicle.

## 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.

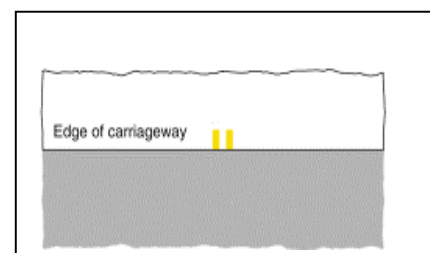
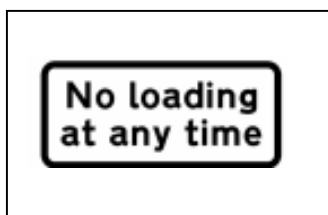
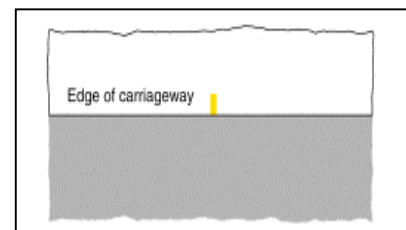
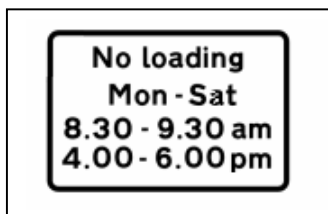
## Blue badge holders

Blue badge holders may park on a single yellow line 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).

## Are there any exceptions?

If you need to park on a yellow line for essential maintenance works you may be able to obtain permission by calling Parking Services on 0191 553 1521.

## Kerb markings





### **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 forthwith 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.

#### **Blue badge holders**

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: Adult Services, 50 Fawcett Street, Sunderland, SR1 1RF or by telephoning 0191 520 5555.

#### **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 in to 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 and Saturday between 8am and 6pm. The Controlled Parking Zone removes the need for waiting restriction signs within the zone.



Controlled Parking Zone sign

### **Park Lane Shopping Village**

This is an area within the Controlled Parking Zone which is called the 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 loading and unloading is prohibited at all times, except in a designated loading bay or parking place.



Park Lane Shopping Village sign

### **Pay and display parking places**

#### **What does this mean?**

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

signs. 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.

### **Loading or unloading**

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, for as long as may be necessary to load or unload, provided that loading or unloading is continuous.

#### **IMPORTANT**

Continuous loading or unloading activity must be apparent otherwise a penalty charge notice may be served. 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.

### **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.

### **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). If there are no available alternative ticket machines the

motorist may report the machine malfunction to Parking Services on 0191 553 1521, or alternatively advise a Civil Parking Enforcement Officer of the problem. Out of office hours any machine malfunction can be reported to 0191 510 8342.

### **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 permission by calling Parking Services on 0191 553 1521.

### **Sundays/Bank Holidays**

Off street car parks are free of charge on Sundays and Bank Holidays, with the exception of the pay-on-foot car parks (see below) where a charge is payable on all days of the year except Christmas Day. On-street parking spaces are free of charge on Sundays and Christmas Day.

### **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 the Bridges multi-storey car parks and the Bridges roof top car park where normal charges apply, and at 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.

### **Pay-on-foot car parks**

#### **What does this mean?**

The "pay-on-foot" system of parking 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 inserted into the machine at the barrier point at the car park exit.

There are four car parks within the city centre that operate a pay on foot system: St Mary's, Sunnyside and the Bridges multi-storey car parks and the Bridges roof top car park.

Please note that management of and operation in the Bridges multi-storey and Bridges roof top car parks is not the responsibility of the council and any questions or concerns should be referred to APCOA on 0191 514 3852.

More details about the pay on foot car parks are included in appendix 2 to this guide.

### **Loading bays**

A loading bay is a bay designated for continuous 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.

#### **IMPORTANT**

Continuous loading or unloading activity must be apparent otherwise a penalty charge notice may be served. 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 may result in a penalty charge notice being served.

### **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 to 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.

### **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.

### **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 a penalty charge notice may be served.

### **Suspended parking places**

A suspended parking place means that parking facilities are temporarily unavailable and parking is not permitted.

Blue badge holders may not park in suspended bays.

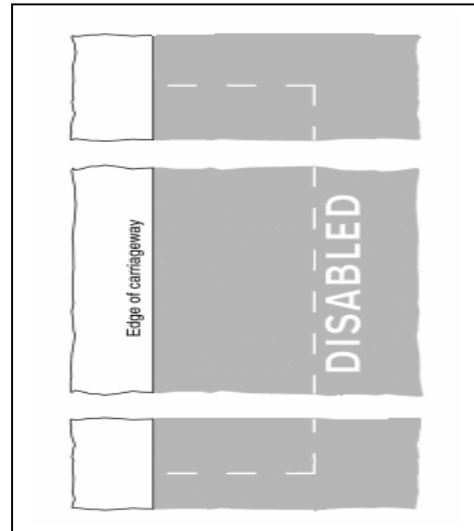
Vehicles that contravene the suspension of a parking place may be served with a penalty charge notice.

## Designated blue badge parking places

### What does this mean?

This is a designated parking place for blue badge holders. In Sunderland you must display a blue badge when parking in a designated place.

Designated blue badge parking places are shown on the map at the end of this guide where you see this symbol



The Blue Badge Scheme booklet, which is available from the City Council, explains the various conditions imposed on its use. Further information regarding the Blue Badge Scheme is available from the Health, Housing and Adult Services Directorate, 50 Fawcett Street, Sunderland, SR1 1RF or by telephoning 0191 520 5555.

### Blue badge holders may park in:

- Designated blue badge places free of charge and without time limit
- On and off street parking places free of charge and without time limit except at:
  - St Mary's car park - normal charges apply
  - Sunniside car park - normal charges apply
  - The Bridges car park - normal charges apply
  - The Bridges roof top car park – normal charges apply
- Blue badge holders may not park in Prince Street/South Street car parks as these spaces are reserved for private permit holders only
- Blue badge holders may park on a single yellow line 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.

## **Parking contraventions**

### **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.

### **Vehicles parked across dropped crossings**

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 stationary 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.

A penalty charge notice may be issued if vehicles are observed causing inconvenience to pedestrians at purpose-made dropped crossing points.



## **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.

## **IMPORTANT**

### **Penalty charge notices**

If you do not park in accordance with the regulations that apply to your parking location you may be served with a penalty charge notice.

If you receive a penalty charge notice, you may ask the Civil Enforcement Officer for an explanation. If you feel a penalty charge notice has been served incorrectly, Civil Enforcement Officers will record your comments in their pocket book.

**Civil Enforcement Officers are required to serve penalty charge notices where vehicles appear not to be parked in accordance with the rules. A Civil Enforcement Officer has no authority to cancel or tear up a penalty charge notice once it has been served`.**

## **Service of a penalty charge notice by post**

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
- 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.

Before pursuing any penalty charge notice served by post, details will be checked to ensure that the relevant evidence is available to progress.

## **Payment**

### **How to pay a penalty charge**

The cost of a penalty charge in Sunderland may be either £50 or £70 depending on the seriousness of the contravention. For example a penalty charge notice served where a vehicle has overstayed the period purchased may incur a £50 penalty charge, whereas a vehicle observed parked on a yellow line may incur a £70 ticket. A full list of the contravention codes and the penalty charge that applies can be found in appendix 2.

In both cases payments made within 14 days from the date of service will have a 50 percent discount applied.

### **You may pay a penalty charge by the following methods:**

**By telephone** - call the Contact Centre on: 0191 520 5555  
Opening hours are 8am to 6pm, Monday to Friday.

#### **OR**

**In person** (cash, credit/debit card, cheque or postal order) at:  
City Treasurer's Department's Cashiers, Civic Centre, Sunderland.  
Opening hours are: Monday to Thursday 8:30am to 4:30pm and  
Friday 8:30am to 4:00pm.

#### **OR**

**By post** (cheque or postal order) to:  
Parking Services  
PO Box 102  
Civic Centre  
Sunderland  
SR2 7DN

## Challenge

### How to challenge a penalty charge notice

If you feel a penalty charge notice has been incorrectly served you may challenge it.

#### Informal written challenge

If you wish to challenge a penalty charge notice an appeal may be made in writing to the City Council's Parking Services 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.

#### Formal written representation

If 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

On receipt of the representation 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 together with a Traffic Penalty Tribunal appeal form.

The Notice of Rejection will advise the registered owner/keeper to either pay the penalty charge notice in full or to appeal to an independent adjudicator on the form supplied with the Notice of Rejection.

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

### **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 using the appeal form provided. The adjudicator may only consider appeals on the grounds listed in the Notice to Owner. The decision of the adjudicator is final and binding on both parties.

Appeals may be heard either in person, 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 advice on how to challenge a penalty charge notice or have any other queries please contact Parking Services on 0191 553 1521.

#### **IMPORTANT**

- **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 address**
- **Following an unsuccessful appeal and/or the amount remains outstanding you may incur additional charges and legal action may be taken**

### **Enforcement protocol**

When dealing with parking contraventions it is essential that Civil Parking Enforcement Officers act fairly, firmly and consistently. The following information describes some of the restrictions that may occur and any observation periods that will elapse before a penalty charge notice is issued.

<b>RESTRICTION TYPE</b>	<b>OBSERVATION TIMES PRIOR TO ISSUE OF PENALTY CHARGE NOTICE (SEE IMPORTANT NOTE BELOW)</b>
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.
School keep clear markings	None – the issue of a penalty charge notice shall be immediate.
Zig-zags 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.
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.

Note: the above enforcement relates to parking facilities under the control of Sunderland City Council.

### **IMPORTANT NOTICE**

Continuous loading or unloading activity must be apparent otherwise a penalty charge notice may be served. 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.

### **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.

<b>MITIGATING CIRCUMSTANCES</b>	<b>GUIDANCE</b>
Failure to display valid ticket/permit	Notice to be <b>upheld</b> .
Expired ticket	Notice to be <b>upheld</b> .
Expired permit	Notice to be <b>upheld</b> . 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 <b>upheld</b> . 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

<p>Machine out of order</p> <p>Delayed for genuinely unforeseeable reasons</p> <p>Purchased ticket/permit but failed to display</p>	<p>penalty charge notice being served, but only on one occasion per vehicle per 12 month period.</p> <p>Notice to be <b>upheld</b> 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 <b>waived</b>. If other machines are available within the car park the notice may be <b>upheld</b>.</p> <p>A system that allowed motorists for whatever reason to be late would be unmanageable therefore the notice will be <b>upheld</b> unless there is appropriate evidence to support the appeal.</p> <p>Notice to be <b>upheld</b>. If the valid ticket is produced the notice may be <b>waived</b> but only on one occasion per vehicle per 12 month period.</p>
<p>FAILURE TO DISPLAY VALID BLUE BADGE:</p> <p>Failed to display</p> <p>Expired badge</p> <p>Badge face down</p>	<p>Notice to be <b>upheld</b>. If the valid badge is produced the notice may be <b>waived</b> but only on one occasion per vehicle per 12 month period.</p> <p>Notice to be <b>upheld</b>. Discretion may be exercised if valid permit is produced within one month of expiry date.</p> <p>If the valid badge is produced the notice may be <b>waived</b> but only on one occasion per vehicle per 12 month period.</p>

Badge on floor	Notice to be <b>upheld</b> . If the valid badge is produced the notice may be <b>waived</b> but only on one occasion per vehicle per 12 month period.
Clock time set incorrectly (on street only)	Notice to be <b>upheld</b> . 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 <b>upheld</b> . 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 <b>upheld</b> .
Parked in a space not designated for that type of vehicle	Notice to be <b>upheld</b> .
Parked in a reserved area	Notice to be <b>upheld</b> .
Parked on a loading restriction	Notice to be <b>upheld</b> . Discretion may be exercised if notice is served within 5 minutes of the commencement or termination of the restriction
Received notice due to illness	Notice to be <b>waived</b> upon production of satisfactory evidence.
Did not see signs	Notice to be <b>upheld</b> , subject to signing being adequate and not misleading.
Car broken down/stolen	Notice may be <b>waived</b> upon production of satisfactory evidence.





## Useful contacts

### Parking Services

Please contact Parking Services with any enquiries relating to the issue of a penalty charge notice or to report a machine fault on

Tel: 0191 553 1521

Email: [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk)

Fax: 0191 553 1584

Or write to:

Parking Services  
PO Box 102  
Civic Centre  
Sunderland  
SR2 7DN

### Payment of penalty charge notices

**By telephone** – call the contact centre on 0191 520 5555. Opening hours are 8am to 6.30pm, Monday to Friday.

**In person** - by cash, credit/debit card, cheque or postal order at;  
City Treasurer's Department's Cashiers  
Civic Centre  
Sunderland  
SR2 7DN

**By post** - by cheque or postal order to  
Parking Services  
PO Box 102  
Civic Centre  
Sunderland  
SR2 7DN

**Online** – at  
[www.sunderland.gov.uk/parkingappeals](http://www.sunderland.gov.uk/parkingappeals)

### Suspensions and waivers

Please contact Parking Services to apply for suspensions and waivers

Tel: 0191 553 1521

Email: [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk)

Fax: 0191 553 1584

## **Additional information**

Additional information on the key points that a motorist needs to know about the parking and transport regulations, including all parking contraventions, the rules regarding 'signs and lines', waiting times, exemptions, the council's car parks and loading and unloading, including advice and tips on how not to get a ticket, can be found at the following public information website: [www.patrol-info.uk](http://www.patrol-info.uk)

## **Other useful contacts**

### **Traffic Penalty Tribunal**

Barlow House  
Minshull Street  
Manchester  
M1 3DZ

Tel: 0161 242 5264

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

### **Sunderland Tourist Information**

Tel: 0191 553 2000

### **Shopmobility**

Tel: 0191 514 3337

## **Customer complaints procedure**

If you feel the City Council has not acted reasonably or fairly when considering your plea of mitigation, you can use the council's complaints procedure.

You should write clearly stating the reasons for your complaint to:

The Complaint's Coordinator  
Sunderland City Council  
Development and Regeneration  
PO Box 102  
Civic Centre  
Sunderland  
SR2 7DN.

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

Tel: 0191 553 1521

Email: [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk)

Fax: 0191 553 1584

Or in writing to:

Parking Services

PO Box 102

Civic Centre

Sunderland

SR2 7DN

## Appendix 1

### Off-street parking outside the city centre

<b>Sunderland area (east of A19)</b>	<b>Spaces</b>
Booth Street	15
Brookside Terrace	19
Commercial Road	65
Morgan Street	38
Ocean Road	21
Ocean Park	211
Silksworth Road	6
Wreath Quay Road	19
Marine Walk	60
Harbour View	129
<b>Total</b>	<b>583</b>
<b>Houghton-le-Spring area</b>	<b>Spaces</b>
Station Road	90
Brinkburn Crescent	86
Fatherly Terrace	25
Eden Terrace	16
Westbourne Terrace	30
<b>Total</b>	<b>247</b>
<b>Hetton-le-Hole area</b>	<b>Spaces</b>
Barnes Street	38
Barnes Street Church	8
Market Street	31
Railway Street	8
Park View	5
Elemore Road	5
<b>Total</b>	<b>95</b>

<b>Washington area</b>	<b>Spaces</b>
Manor Road	78
Speculation Place	151
Village Lane	42
Coach Road Estate	56
<b>Total</b>	<b>327</b>

There is no charge for parking in these car parks.

## **Appendix 2**

### **Pay-on-foot car parking**

There are currently four pay-on-foot car parks in the city centre:

#### **St Mary's multi-storey car park**

St Mary's car park is an award winning facility with 480 spaces over four floors.

Special design features include spacious parking spaces and aisle ways, comprehensive CCTV coverage on all levels, and barriers at the entrances and exits, scenic lifts, fully glazed stairwells, high quality lighting, patrolling guards and a pay on foot facility.

St Mary's boasts a 100 percent car crime free security record, evidence of the council's commitment to eradicating car crime from its car parks.

#### **Tariff per hour:**

Monday to Saturday:

8am to 6 pm, £1.10 per hour

6pm to 8am, 50p per hour (note that the car park closes at 11.30 pm).

Sunday: 10am to 6pm, 50p per hour up to a maximum of £1.

#### **Lost tickets**

In order to preserve the security of the car park there is a lost ticket charge of £12 per day.

## **Overnight parking**

All vehicles must be parked by 11.30 pm and can be retrieved from 8am the following morning except Sundays when the car park opens at 10am. The evening fee of 50p per hour applies. Any vehicles that need to be removed outside of operational hours will incur a £25 release fee.

**Disabled parking:** designated spaces are located on level 2 and normal charges apply.

**Other facilities:** free secure parking for bicycles; motorbike parking available (charge applies); toilets; covered footbridge direct to city centre shopping.

For further information contact the car park on 0191 553 2785.

## **Sunniside multi-storey car park**

This car park has 653 spaces, a pay on foot facility, patrolling guards, barriers at the entrances and exits, high quality lighting, comprehensive CCTV coverage and has been awarded safer parking status. It is open 24 hours a day, seven days a week; closed only on Christmas day.

### **Tariff per hour:**

Monday to Saturday:  
8am to 6pm, 90p per hour  
6pm to 8am, 50p per hour

Sundays and Bank Holidays: 50p per hour up to a maximum of £1.

### **Lost tickets**

In order to preserve the security of the car park there is a lost ticket charge of £12 per day.

**Disabled parking:** designated spaces are on levels two and four and normal charges apply.

### **Other facilities**

Free secure parking for cycles. Parking for patrons of the Limelight development, tickets must be validated at the place visited within the development.

For further information contact the car park on 0191 510 8342

## **The Bridges multi-storey car park**

The Bridges multi-storey car park is an award-winning multi-storey which is security patrolled, barriers at the entrances and exits, high quality lighting covered by CCTV cameras and offers direct access to the Bridges Shopping Centre.

### **Tariff per hour:**

Monday to Saturday:

8am to 6pm, £1.10 per hour

6pm to 8am, 50p per hour plus an additional £5 overnight parking charge (note that the car park closes at 12 midnight).

Sundays and Bank Holidays: 10am to 6pm, £1 flat rate.

Overnight parking - £5.

**Disabled parking:** designated spaces are available and normal charges apply.

### **Other facilities**

A full wash and valet service located on level two of the car park is available while you shop.

For further information contact the car park on 0191 514 3852.

## **Bridges roof top car park**

The Bridges roof top car park is an award-winning car park which is security patrolled, barriers at the entrances and exits, covered by CCTV cameras and offers direct access to the Bridges Shopping Centre.

### **Tariff per hour:**

Monday to Saturday (excluding Thursdays)

8am to 6pm, £1.10 per hour

6pm - 8am, 50p per hour (note that the car park closes at 12 midnight)

Thursday: 8am to 9pm, £1.10 per hour

Sundays and Bank Holidays: 10am to 6pm, £1 flat rate

**Disabled parking:** designated spaces are available and normal charges apply.

### **Other facilities**

Shopmobility services are available and are located adjacent to the lifts leading to the Bridges Shopping Centre.

For further information contact the Bridges Shopping Centre on 0191 510 8581.



### **Safer Parking Award**

The Safer Parking Award aims to raise security standards within car parks and effectively reduce car related crime.

To be awarded the safer parking status a stringent set of standards has to be met, including patrolling security patrols, good levels of lighting and closed circuit television.

There are eight car parks in Sunderland city centre that have achieved the Safer Parking Award. These are St Mary's multi-storey, Sunnyside multi-storey, the Bridges multi-storey, the Bridges roof top, Tavistock Place, Nile Street, Tatham Street and West Wear Street surface car parks.



## Appendix 3

### Standard penalty charge notice codes v6.5

#### On-street (Higher = £70 / Lower = £50)

CODE	DESCRIPTION	DIFFERENTIAL LEVEL
01	PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	HIGHER
02	PARKED OR LOADING/UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING/UNLOADING RESTRICTIONS ARE IN FORCE	HIGHER
04	PARKED IN A METER BAY WHEN PENALTY TIME IS INDICATED	LOWER
05	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER
06	PARKED WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER	LOWER
07	PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	LOWER
08	PARKED AT AN OUT-OF-ORDER METER DURING CONTROLLED HOURS	LOWER
09	PARKED DISPLAYING MULTIPLE PAY & DISPLAY TICKETS WHERE PROHIBITED	LOWER
10	PARKED WITHOUT CLEARLY DISPLAYING TWO**** VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER
11	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER
12	PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE WITHOUT CLEARLY DISPLAYING EITHER A PERMIT OR VOUCHER OR PAY AND DISPLAY TICKET ISSUED FOR THAT PLACE	HIGHER
13	---- RESERVED FOR TFL USE (LOW EMISSION ZONE) ----	N/A
14	PARKED IN AN ELECTRIC VEHICLES' CHARGING PLACE DURING RESTRICTED HOURS WITHOUT CHARGING	HIGHER
16	PARKED IN A PERMIT SPACE WITHOUT DISPLAYING A VALID PERMIT	HIGHER
17	---- RESERVED FOR TFL USE (CONGESTION CHARGING) --- -	N/A
18	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER
19	PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE DISPLAYING AN INVALID PERMIT, AN INVALID VOUCHER OR AN INVALID PAY & DISPLAY TICKET	LOWER
20	PARKED IN A LOADING GAP MARKED BY A YELLOW LINE	HIGHER
21	PARKED IN A SUSPENDED BAY OR SPACE OR PART OF BAY OR SPACE	HIGHER

22	RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR* OF LEAVING	LOWER
23	PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER
24	NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	LOWER
25	PARKED IN A LOADING PLACE DURING RESTRICTED HOURS WITHOUT LOADING	HIGHER
26	PARKED IN A SPECIAL ENFORCEMENT AREA MORE THAN 50 CENTIMETRES FROM THE EDGE OF THE CARRIAGEWAY AND NOT WITHIN A DESIGNATED PARKING PLACE	HIGHER
27	PARKED ADJACENT TO A DROPPED FOOTWAY	HIGHER
30	PARKED FOR LONGER THAN PERMITTED	LOWER
31	ENTERING AND STOPPING IN A BOX JUNCTION WHEN PROHIBITED	N/A
32	FAILING TO DRIVE IN THE DIRECTION SHOWN BY THE ARROW ON A BLUE SIGN	N/A
33	USING A ROUTE RESTRICTED TO CERTAIN VEHICLES	N/A
34	BEING IN A BUS LANE	N/A
35	PARKED IN A DISC PARKING PLACE WITHOUT CLEARLY DISPLAYING A VALID DISC	LOWER
36	PARKED IN A DISC PARKING PLACE FOR LONGER THAN PERMITTED	LOWER
37	FAILING TO COMPLY WITH A GIVE WAY TO ONCOMING VEHICLES SIGN	N/A
40	PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE	HIGHER
41	PARKED IN A PARKING PLACE DESIGNATED FOR DIPLOMATIC VEHICLES	HIGHER
42	PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	HIGHER
45	PARKED ON A TAXI RANK	HIGHER
46	STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	HIGHER
47	STOPPED ON A RESTRICTED BUS STOP OR STAND	HIGHER
48	STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL WHEN PROHIBITED	HIGHER
49	PARKED WHOLLY OR PARTLY ON A CYCLE TRACK OR LANE	HIGHER
50	FAILING TO COMPLY WITH A SIGN INDICATING A PROHIBITED TURN	N/A
51	FAILING TO COMPLY WITH A NO ENTRY SIGN	N/A
52	FAILING TO COMPLY WITH A SIGN INDICATING A PROHIBITION ON CERTAIN TYPES OF VEHICLE	N/A
53	FAILING TO COMPLY WITH A SIGN INDICATING A RESTRICTION ON VEHICLES ENTERING A PEDESTRIAN ZONE	N/A
54	FAILING TO COMPLY WITH A SIGN INDICATING A RESTRICTION ON VEHICLES ENTERING AND WAITING IN A PEDESTRIAN ZONE	N/A

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
57	PARKED IN CONTRAVENTION OF A COACH BAN	HIGHER
58	USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS WITHOUT A VALID PERMIT	N/A
59	USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS IN BREACH OF PERMIT CONDITIONS	N/A
61	A HEAVY COMMERCIAL VEHICLE WHOLLY OR PARTLY PARKED ON A FOOTWAY, VERGE OR LAND BETWEEN TWO CARRIAGEWAYS	HIGHER
62	PARKED WITH ONE OR MORE WHEELS ON OR OVER A FOOTPATH OR ANY PART OF A ROAD OTHER THAN A CARRIAGEWAY	HIGHER
63	PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER
67	---- RESERVED FOR VEHICLE EMISSIONS ----	N/A
68	---- RESERVED FOR VEHICLE EMISSIONS ----	N/A
99	STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIG-ZAGS	HIGHER

\* OR OTHER SPECIFIED TIME

\*\*\*\* OR OTHER NUMBER

† OR OTHER SPECIFIED DISTANCE

### Off-street (Higher = £70 / Lower = £50)

70	PARKED IN A LOADING AREA DURING RESTRICTED HOURS WITHOUT REASONABLE EXCUSE	HIGHER
73	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER
74	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER
77	--- RESERVED FOR DVLA USE ---	N/A
80	PARKED FOR LONGER THAN THE MAXIMUM PERIOD PERMITTED	LOWER
81	PARKED IN A RESTRICTED AREA IN A CAR PARK	HIGHER
82	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER
83	PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	LOWER
84	PARKED WITH ADDITIONAL PAYMENT MADE TO EXTEND THE STAY BEYOND TIME FIRST PURCHASED	LOWER
85	PARKED IN A PERMIT BAY WITHOUT CLEARLY DISPLAYING A VALID PERMIT	HIGHER
86	PARKED BEYOND THE BAY MARKINGS	LOWER

87	PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE	HIGHER
89	VEHICLE PARKED EXCEEDS MAXIMUM WEIGHT OR HEIGHT OR LENGTH PERMITTED IN THE AREA	HIGHER
90	RE-PARKED WITHIN ONE HOUR* OF LEAVING A BAY OR SPACE IN A CAR PARK	LOWER
91	PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER
92	PARKED CAUSING AN OBSTRUCTION	HIGHER
93	PARKED IN CAR PARK WHEN CLOSED	LOWER
94	PARKED IN A PAY & DISPLAY CAR PARK WITHOUT CLEARLY DISPLAYING TWO**** VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER
95	PARKED IN A PARKING PLACE FOR A PURPOSE OTHER THAN THE DESIGNATED PURPOSE FOR THE PARKING PLACE	LOWER
96	PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER

\* OR OTHER SPECIFIED TIME

\*\*\*\* OR OTHER NUMBER

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 553 1521  
Email: [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk)  
Fax: 0191 5531584