

Guidance on Parking in South Tyneside

Our Parking
Enforcement Charter



South Tyneside Council



Foreword

Dear Motorist

This Charter and guidance aim to help you when parking in Council controlled public car parks and other parking places within South Tyneside. 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. We will prioritise enforcement around our schools to reduce congestion and improve road safety for pupils.

The Charter and guidance set out how the 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 South Tyneside, includes a useful map illustrating parking availability in South Tyneside and highlights some of its main attractions and facilities.

I hope you find this Charter and guidance helpful.



Councillor Michael Claire

Cabinet Portfolio Member for

Environment, Housing and Transport

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.



Contents

1.0 The Parking Enforcement Charter	2
2.0 Parking in South Tyneside	3
3.0 Parking rules	3
3.1 Yellow lines	3
3.2 Kerb markings	4
3.3 Controlled Parking Zone	5
3.4 Pay and display parking places	5
3.5 Loading bays	5
3.6 School keep clear markings	6
3.7 Taxi Stands	6
3.8 Cycle tracks	6
3.9 Limited waiting parking places	6
3.10 Suspended parking places	6
3.11 Designated blue badge parking places	6
3.12 Misuse of a blue badge	7
3.13 Parking within any marked bays	7
4.0 Parking contraventions	7
5.0 Payment	8
5.1 How to pay a penalty charge	8
6.0 Challenge	8
6.1 How to challenge a penalty charge notice	8
6.2 Informal written representation	8
6.3 Formal written representation	9
6.4 Appeal to an independent adjudicator	9
7.0 Enforcement protocol	10
8.0 Guidance for dealing with parking appeals	11
9.0 Map of where to park in South Tyneside	13
Appendices	
A Off-street parking	14
B Safer Parking Award	16
C Useful Contacts	17
D Table of Contravention Codes and penalty charge levels	19

1.0 The Parking Enforcement Charter

South Tyneside Council's approach to parking enforcement is to be fair but firm and the Council's Parking Enforcement 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 Borough
- 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 to evade penalty charges to recover debt owed to the 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, generally within 5 working days, 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
- The Charter will be under review and lessons learnt from the Appeals Process will be fed back to improve the service.

1.1 Civil Parking Enforcement – Traffic Management Act 2004

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

From 31 March 2008 South Tyneside Council will operate parking enforcement under the Civil Parking Enforcement Regime.

The map at the end of the document will help you to find your way around South Tyneside and locate public parking places. Currently, 21 of South Tyneside'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 South Tyneside Council website. Charges for on street parking places are displayed on the ticket machines.

In addition to On-Street parking the Council also has 39 off-street car parks that are located throughout the borough, as listed in Appendix A to this guide.

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

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest

2.0 Parking in the Borough of South Tyneside

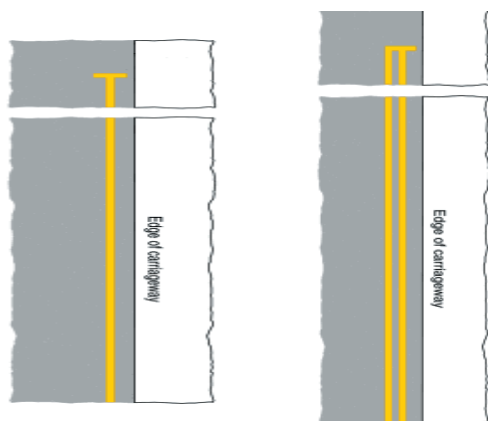
Motorcycle parking is available in most surface car parks (please refer to car park map at the end of the document).

Sunday parking

All South Tyneside controlled car parks are open for Sunday parking at a fee of £1.00 per day.

3.0 Parking rules

3.1 Yellow lines



Single yellow line

Double yellow line

3.1.1 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 and double yellow lines 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 kerb markings, which indicate additional parking restrictions. Please see the kerb markings section for further details.

3.1.2 Hours of control

3.1.3 Single yellow lines:

No parking is allowed 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 a Controlled Parking Zone, there are no sign plates provided on the footway instead these are shown on signs at the entry points of the Controlled Parking Zone. Please see the Controlled Parking Zone section for further details.

3.1.4 Double yellow lines:

No parking is allowed at anytime. In some circumstances in South Tyneside double yellow lines only applies during certain months. This is clearly indicated by signs located on the footway.

3.1.5 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 issued. 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 issued. In the case of a private vehicle if during a period of 5 minutes observation, it does not appear that loading or unloading is taking place, a penalty charge notice may be issued.

3.1.6 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.

3.1.7 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 and none of the above activities are evident a penalty charge notice may be issued.

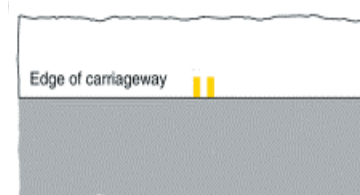
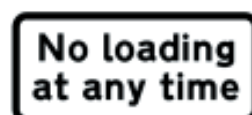
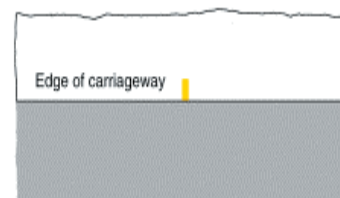
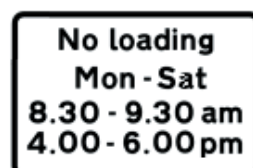
3.1.8 Blue badge holders

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) and provided they are not causing an obstruction to other motorists.

3.1.9 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 the Parking Team on 0191 424 7900.

3.2 Kerb markings



3.2.1 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 issued 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 Section 2 "Where Can I Park" of the Department for Transport Blue Badge Scheme advisory leaflet which explains the conditions imposed on its use. Further information regarding the Blue Badge Scheme is available from: The South Tyneside Assessment and Resource Centre, Unit 10, Victoria Road Industrial Estate, Victoria Road West, Hebburn, Tyne & Wear, NE31 1UB or by telephoning 0191 423 0200.

3.3 Controlled Parking Zone

In South Shields town centre there is a Controlled Parking Zone within the area bound by the signs located on the access routes in to the town 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 South Tyneside 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

3.4 Pay and Display parking places

What does this mean?

Pay and display bays are parking places on the Highway and are known as "on-street", in surface car parks known as "off-street". These 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 either on the front of ticket machines 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 windscreen or on the dashboard so that the expiry time on the ticket is clearly legible from the outside of the vehicle.

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 windscreen so that the expiry time on the ticket is clearly visible 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 the Parking Team on 0191 424 7900, or alternatively advise a Civil Enforcement Officer of the problem.

N.B. South Tyneside Council only accept the use of notes advising of ticket machine failure if the Parking Team is informed before hand on 0191 424 7900.

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 the Parking Team on 0191 424 7900.

Blue badge holders

Blue badge holders may park free of charge and without time limit in any long stay off street car park.

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 visible from the outside of the vehicle.

Other types of Restriction

3.5 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 and cannot be used for any other purpose.

IMPORTANT

Continuous loading or unloading activity must be apparent otherwise a penalty charge notice may be issued. 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 issued. In the case of a private vehicle if during a period of 5 minutes observation, it does not appear that loading or unloading is taking place, a penalty charge notice may be issued.

3.6 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, (usually 8am to 5pm).

Stopping in such areas during the operational hours may result in a penalty charge notice being issued.

3.7 Taxi Stands

Taxi Stands are provided for the sole use of hackney carriages and should not be used by any other vehicle.

Taxi Stands in South Tyneside are made under either a Traffic Regulation Order or the Local Government (Miscellaneous Provisions) Act 1976, and are enforced by Civil Parking Enforcement Officers and or the Council's Licensing Enforcement Officers.

3.8 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 may result in a penalty charge notice being issued.

3.9 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. Sometimes there maybe a restriction on the time allowed before a vehicle can return to that length of highway. If a vehicle parks for a period longer than the maximum period or returns within the restricted return period a penalty charge notice may be issued.

3.10 Suspended parking places

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

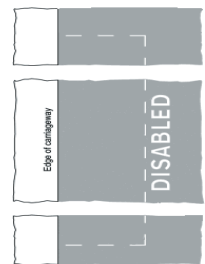
Blue badge holders may not park in suspended bays.

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

3.11 Designated blue badge parking places

What does this mean?

This is a designated parking place for blue badge holders. In South Tyneside 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 advisory leaflet, which is available from the South Tyneside Assessment and Resource Centre explains the various conditions imposed on its use. Further information regarding the Blue Badge Scheme is available from the South Tyneside Assessment and Resource Centre, Unit 10, Victoria Road Industrial Estate, Victoria Road West, Hebburn, South Tyneside, NE31 1UB or by telephoning 0191 423 0200.

3.11.1 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 (max stay 3 hours in short stay car park)
- Blue badge holders may not park (Monday to Friday) in Claypath Lane, Winchester Street and Library car parks, South Shields as these spaces are reserved for staff 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)

3.12 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 by the Civil Enforcement Officer and the Police.

3.13 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. This is to ensure the health and safety of other motorists and vehicles. 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.

4.0 Parking contraventions

IMPORTANT

Penalty charge notices

If you do not park in accordance with the regulations that apply to your parking location you may be issued 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 issued incorrectly, Civil Enforcement Officers will record your comments in their pocket book.

Civil Enforcement Officers are required to issue 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 issued.

In certain circumstances a penalty charge notice can be served by post. Should this occur you will have the opportunity to make formal representations to the Council.

5.0 Payment

5.1 How to pay a penalty charge

The cost of a penalty charge in South Tyneside is £70.00 for high level contraventions and £50.00 for low level contraventions (see Appendix D).

However a 50% discount will be applied where payment is made as follows:-

- (1) Within 21 days from the date of service where a penalty charge notice was issued using evidence from an approved device(Camera)
- (2) In all other cases within 14 days from the date of service.

The amount of the discounted penalty is £35.00 (high level) & £25.00 (low level).

You may pay a penalty charge by the following methods:

By telephone – Please have vehicle details and PCN Number ready. 0191 424 4310/11. Opening hours are 9am to 5.00pm, Monday to Friday.

Or

0845 452 4546 (24 hours / 7 days a week)

In person - by cash, credit/debit card, cheque or postal order at;

Landreth House, 10/18 Boldon Lane, South Shields.
Horsley Hill Area Housing Office, Horsley Hill Square, South Shields

Hebburn Civic Centre, Campbell Park Road, Hebburn.
Jarrow Town Hall, Grange Road, Jarrow
South Tyneside Parking Office, Ground Floor, Graham House, William Street, South Shields.

By post - by cheque or postal order (made payable to South Tyneside Council) to

Parking Team
Town Hall & Civic Offices
Westoe Road
South Shields
Tyne and Wear
NE33 2RL

6.0 Challenge

6.1 How to challenge a penalty charge notice

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

The Council will consider all formal representations impartially on their own individual merits. It will act fairly and proportionately and shall exercise its discretion sensibly and reasonably having regard to the public interest. Further guidance is set out below under Guidance for dealing with Parking Appeals.

6.2 Informal written representation (Challenge)

If you wish to challenge a penalty charge notice, an informal challenge may be made in writing to South Tyneside Parking Office, Ground Floor, Graham House, William Street, South Shields, NE33 1 PQ within 28 days of the date of service of the penalty charge notice. The address is also on the back of the penalty charge notice.

If you challenge the penalty charge notice within 14 days of the notice being served and the challenge is rejected you will receive a letter explaining the reasons why the penalty charge notice is not being cancelled. You will be offered a further period of 14 days to pay the relevant discounted amount.

If you challenge the penalty charge notice after the 14 days discount period has expired and the challenge is rejected the discounted rate will no longer apply.

If your challenge is rejected you are still allowed to make formal representations once a Notice to Owner has been sent to you.

If you challenge the penalty charge notice but a Notice to Owner is served, the owner / keeper of the vehicle must still make representations by following the instructions on the Notice to Owner (see below in Formal Written Representation).

6.3 Formal written representation

If the penalty charge remains unpaid and / or your challenge has been rejected 28 days after the penalty charge notice was served a **"Notice to Owner"** will be subsequently sent to the registered owner/keeper of the vehicle (this will be the person who is registered at the Driver and Vehicle Licensing Authority (DVLA))

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 statutory grounds detailed in the Notice to Owner

On receipt of a representation the Council will carefully consider all the relevant facts and any mitigating circumstances contained in the Notice to Owner together with all of the information relating to the contravention held on our computer records, photographic evidence 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. Any sum already paid in relation to the penalty charge shall be refunded.

If representations are not accepted, a formal Notice of Rejection will be forwarded to the registered owner/keeper of the vehicle advising that a Charge Certificate will be issued unless the penalty charge notice is paid or an appeal is made to the Adjudicator within 28 days of the Notice of Rejection being served. An appeal form will be enclosed with the Notice of Rejection.

If formal representations are received outside of the 28 days period explained above, the Council may accept them if the owner gives a valid reason for the delay and has strong grounds for the representation.

6.4 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 statutory grounds listed in the Notice to Owner. The decision of the adjudicator is final and binding on both parties.

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 issued
- Always include the penalty charge number stated on the PCN (e.g. TY00101010), 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

7.0 Enforcement protocol

When dealing with parking contraventions it is essential that Civil Enforcement Officers act fairly, firmly and consistently. For their own protection, Civil Enforcement Officers have no authority to exercise discretion when enforcing traffic regulations. However, the following information describes some of the restrictions that may occur and any observation periods that should elapse before a penalty charge notice is issued.

Restriction Type	Observation Times Prior To Issue Of Penalty Charge Notice (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.
School keep clear markings	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 pay and display ticket	10 minutes.
Parked without displaying a pay and display ticket	None – the issue of a penalty charge notice shall be immediate.
Not parked wholly 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 South Tyneside Council only.

8.0 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.

Column 2 of the table below lists the general presumption that will be made in relation to the contravention listed in **Column 1**. However where a culmination of factors result in extenuating circumstances, the Authority may use its discretion to cancel the penalty charge notice if it is satisfied that there are compelling reasons to do so.

Examples of such circumstances are listed in **Column 3** of the Table below.

Column 1	Column 2	Column 3
Contravention	General Presumption	Mitigating Circumstances
Failed to Pay and Display	Notice to be upheld	Purchased ticket/permit but failed to display. <ul style="list-style-type: none"> • Production of original ticket and explanation of why not displayed (where reason is driver went for change, the ticket must have been purchased within 10 minutes of the PCN being issued). Machine out of order
Ticket expired	Notice to be upheld	Delayed for genuinely unforeseeable reasons <ul style="list-style-type: none"> • Third party evidence of reason for delay in returning to vehicle.
Expired Permit	Notice to be upheld	<ul style="list-style-type: none"> • Evidence of valid permit • Evidence that application for renewal of permit made within one month of PCN.
Gone for change	Notice to be upheld	<ul style="list-style-type: none"> • Production of a valid ticket purchased within 10 minutes of PCN being issued.
Machine out of order	Notice to be upheld	<ul style="list-style-type: none"> • Evidence of Ticket machine / Enforcement Officers records must confirm malfunction.
FAILURE TO DISPLAY VALID BLUE BADGE:	Notice to be upheld	Failed to display. <ul style="list-style-type: none"> • Production of valid badge and if occasion is first contravention. Expired badge. <ul style="list-style-type: none"> • Production of valid permit is produced within one month of expiry date. Badge face down. <ul style="list-style-type: none"> • Production of valid badge and if occasion is first contravention. Badge on floor. <ul style="list-style-type: none"> • Production of valid badge and if occasion is first contravention. Clock time set incorrectly (on-street only.) <ul style="list-style-type: none"> • If arrival time shown is less than 15 minutes from time of observation. Clock time expired (on street only). <ul style="list-style-type: none"> • If time shown is less than 15 minutes from time of observation. Badge with no clock (on-street only). <ul style="list-style-type: none"> • Production of valid badge and if occasion is first contravention.

Column 1	Column 2	Column 3
MISCELLANEOUS:	Notice to be upheld	<p>Not parked wholly within a marked space</p> <ul style="list-style-type: none"> • Subject to photographic evidence being adequate <p>Parked in a space not designated for that type of vehicle</p> <ul style="list-style-type: none"> • Subject to photographic evidence being adequate <p>Parked in a reserved area</p> <ul style="list-style-type: none"> • Subject to photographic evidence being adequate <p>Parked on a loading restriction?</p> <ul style="list-style-type: none"> • Discretion may be exercised if notice is issued within 5 minutes of the commencement or termination of the restriction <p>Received notice due to illness</p> <ul style="list-style-type: none"> • upon production of satisfactory evidence. <p>Did not see signs</p> <ul style="list-style-type: none"> • subject to signing being adequate and not misleading. <p>Car broken down/stolen</p> <ul style="list-style-type: none"> • upon production of satisfactory evidence.

Appendix A

Hebburn		Spaces	Type
1	Hebburn Civic Centre	152	Free
2	Hebburn Shopping Centre	130	Free
Total		282	
South Shields		Spaces	
3	Charlotte Street	80	P & D
4	Winchester Street (Sat & Sun only)	208	P & D
5	Mill Dam	177	P & D
6	Dean Road	69	Free
7	Claypath Lane	40	Free
8	Denmark Centre	120	P & D
9	Garden Lane	75	P & D
10	Harbour Drive North	200	P & D
11	Harbour Drive South	120	P & D
12	Library (Sat & Sun only)	40	P & D
13	Marsden Lea	170	P & D
14	North Street	115	P & D
15	Oyston Street	95	P & D
16	Pierhead	315	P & D
17	Pier Parade	60	P & D
18	Salem Street	34	P & D
19	South Promenade North	122	P & D
20	South Promenade South	150	P & D
21	St. Hilda Street	40	P & D
22	The Dragon	220	P & D
23	Trow Quarry	305	P & D
24	Beacon Street	30	Free
25	Thomas Street	50	P & D
26	Wawn Street	70	Free
27	New George Street	140	Free
28	Victoria Road	50	Free
Total		3145	

Jarrow		Spaces	
29	Chapel Road	19	Free
30	Grange Road East	29	Free
31	Gordon Street	15	Free
32	Tyne Street	68	Free
33	Hibernian Street	46	Free
34	Napier Street	23	Free
35	Slake Road (St. Paul's)	22	Free
Total		222	
Whitburn		Spaces	
36	Barnes Institute	15	Free
37	Whitburn Bents	104	P & D
Boldon		Spaces	
38	Boker Lane	20	Free
Total		20	
Grand Total		3778	

Appendix B

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 21 Council car parks in South Tyneside that have achieved the Safer Parking Award.

These are:-

Denmark Centre, South Shields.

Garden Lane North, South Shields

Library (Sat & Sun Only), South Shields.

South Promenade South, South Shields.

New George Street, South Shields.

Whitburn Bents, South Shields.

Winchester Street (Sat & Sun only), South Shields.

Oyston Street, South Shields.

Harbour Drive South, South Shields.

Mill Dam, South Shields.

Charlotte Street North, South Shields.

Charlotte Street South, South Shields.

Harbour Drive North, South Shields.

North Street, South Shields.

Pierhead, South Shields.

Pier Parade, South Shields.

Salem Street, South Shields.

South Promenade North, South Shields.

St. Hilda Street, South Shields.

Thomas Street, South Shields.

Trow Quarry, South Shields.

Appendix C

Useful Contacts

Parking Services

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

Tel: 0191 424 7900

Email: parkingteam@southtyneside.gov.uk

Fax: 0191 424 7643

Or write to:

Parking Team
Town Hall & Civic Offices
Westoe Road
South Shields
Tyne and Wear
NE33 2RL

Payment of penalty charge notices

By telephone – Please have vehicle registration details and PCN Number ready.

0191 424 4310/11. Opening hours are 9am to 5.00pm, Monday to Friday.

Or

0845 452 4546 (24 hours / 7 days a week)

In person - by cash, credit/debit card, cheque or postal order at;

Landreth House, 10/18 Boldon Lane, South Shields.

Horsley Hill Area Housing Office, Horsley Hill Square, South Shields

Hebburn Civic Centre, Campbell Park Road, Hebburn.

Jarrow Town Hall, Grange Road, Jarrow

South Tyneside Parking Office, Ground Floor, Graham House, William Street, South Shields.

By post - by cheque (made payable to South Tyneside Council) or postal order to

Parking Team

Town Hall & Civic Offices

Westoe Road

South Shields

Tyne and Wear

NE33 2RL

Suspensions of Foreshore and Off-Street Parking Bays

Please contact the Parking Team to apply for suspensions of foreshore and Off-Street parking bays

Tel: 0191 424 7900

Email: parkingteam@southtyneside.gov.uk

Fax: 0191 424 7643

Other useful contacts

Traffic Penalty Tribunal

Barlow House
Minshull Street
Manchester
M1 3DZ
Tel: 0161 242 5264
Email: www.trafficpenaltytribunal.gov.uk

South Tyneside Tourist Information

Tel: 0191 454 6612

Shopmobility

Tel: 0191 455 2068

Customer complaints procedure

If you feel the 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:

Customer Advocacy
South Tyneside Council
Town Hall & Civic Offices
Westoe Road
South Shields
Tyne and Wear
NE33 2RL.

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

Tel: 0191 424 7900
Email: parkingteam@southtyneside.gov.uk
Fax: 0191 424 7643

Or in writing to:

South Tyneside Parking Team
Town Hall & Civic Offices
Westoe Road
South Shields
Tyne and Wear
NE33 2RL

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

South Tyneside Parking Team
Tel: 0191 424 7900
Email: parkingteam@southtyneside.gov.uk
Fax: 0191 424 7643

Appendix D

TABLE OF CONTRAVENTION CODES AND PENALTY CHARGE LEVELS

On-Street Contravention Codes

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
05	Parked after the expiry of paid time	Lower
06	Parked without clearly displaying a valid pay & display ticket or voucher.	Lower
10	Parked without clearly displaying two valid pay & display tickets when required.	Lower
12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay & display ticket issued for that place.	Higher
16	Parked in a permit space without displaying a valid permit.	Higher
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited.	Higher
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket.	Lower
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 50cm from the edge of the carriageway and not within a designated parking place.	Higher
27	Parked in a special enforcement area adjacent to a dropped footway.	Higher
30	Parked for longer than permitted.	Lower
34	Being in a bus lane.	TBC
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner.	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
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher

* Time period may vary according

Off-Street (Car Park) Contravention Codes

Code	Description	Differential Level
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited.	Higher
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
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 in the prescribed manner.	Higher
89	Vehicle parked exceeds maximum weight or height or length permitted in the area.	Higher
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 & 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	Lower

Please note that this list of Contravention Codes may be subject to change due to additional powers being applied.

For more copies of this guide contact
the communications team on 0191 424 7354

Also available at www.southtyneside.info