



Reference: FOI1378

Request:

I want to know what the process is that a north Tyneside parking enforcement officer takes when issuing a penalty notice.

Response:

The process differs depending on what the contravention code is as some contraventions require the parking enforcement officer to apply an observation period before a penalty charge notice is issued.

General process for a contravention with no observation period

1. On viewing the contravention, the parking enforcement officer will input the vehicle details into their handheld device and print off the penalty charge notice;
2. The penalty charge notice will be put in a waterproof envelope and attached to the vehicle or handed to the motorist;
3. The parking enforcement officer will take photographs of the vehicle where possible to aid in any possible future appeals process.

General process for a contravention with an observation period

1. On viewing the contravention, the parking enforcement officer will input the vehicle details into their handheld device and keep the vehicle under observation for a minimum of 5 minutes;
2. If no eligible activity is observed within the 5 minutes, the parking enforcement officer will return to the vehicle to issue a penalty charge notice from their handheld device. The handheld device is configured so that the officer is unable to issue a penalty charge notice until the 5 minute observation period has expired;
3. The penalty charge notice will be put in a waterproof envelope and attached to the vehicle or handed to the motorist;
4. The parking enforcement officer will take photographs of the vehicle where possible to aid in any possible future appeals process.