

**Northumberland**

Northumberland County Council

# Parking in Northumberland

How NOT to get a Penalty  
Charge Notice (PCN)

[parking.northumberland.gov.uk](http://parking.northumberland.gov.uk)



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# Parking in Northumberland

From April 2012, Northumberland County Council is taking over parking enforcement from Northumbria Police. Parking rules stay the same - the only difference is that the council will be responsible for enforcing them instead of the police. This will allow the County Council to provide a fully integrated on and off street parking service.

We are introducing a team of Civil Enforcement Officers to make sure that everyone parks correctly. If you park illegally you may be issued with a Penalty Charge Notice (PCN)

Nobody wants to be issued with a PCN – so our message is simple - follow the rules and only park where you are allowed.

We know that sometimes people are not sure about where they can and cannot park. This useful guide to parking is designed to help.

**Keep it handy - it could stop you getting a PCN**

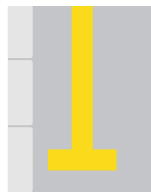


# Waiting restrictions

**Single yellow lines** along the edge of the road, mean you can't wait during the times shown on the sign.

However, you may stop while passengers get into or out of the vehicle and to load and unload (unless there are also loading restrictions). [Highway Code](#)

**Please note** - parking restrictions apply to the whole highway. Parking on a footway or verge next to yellow lines can result in a Penalty Charge Notice (PCN) being issued.



**No waiting during the times shown on the sign**

**Double yellow lines** along the edge of the road mean no parking at any time. However, you may stop while passengers get into or out of the vehicle and to load and unload (unless there are also loading restrictions). [Highway Code](#)



**No waiting at any time**



# Parking Bays

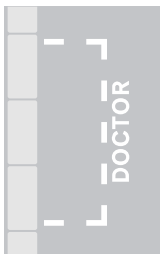
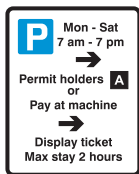
## You can park in a marked bay under certain conditions.

But be careful - you may have to pay to use some parking bays, and some are reserved for specific users, such as residents or Blue Badge holders and you will have to display a special permit to park there.

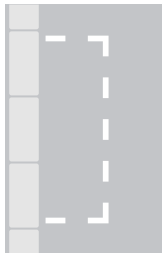


**Parking restricted to permit holders**

Sometimes only certain vehicles (such as taxis, doctor, police, car club or delivery vehicles) may park there. Always check the signs before you park.



**Parking space reserved for named vehicles**



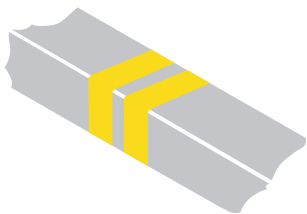
**Dual Use bay**



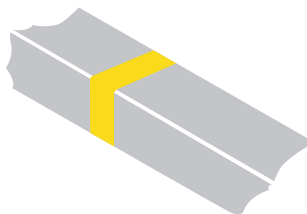
# Loading

Two yellow markings on the kerb means you can't unload at any time of the day or night. A single yellow marking means you can unload but only at certain times - look for the white sign plate to tell you when its not allowed.

**No loading  
at any time**



**No loading  
Mon - Sat  
8.30 am - 6.30 pm**



# More about loading and unloading

You are usually allowed to stop to load or unload your car. If your items are heavy or bulky, then your car is allowed to wait on the yellow line for a short time. BUT - your car should be moved and parked legally as soon as you have finished loading or unloading.

Commercial vehicles are allowed to collect and deliver goods. If any paperwork needs to be checked, such as delivery notes or invoices, then the time this takes is also included in the loading time allowed. BUT - the vehicle must be moved as soon as the delivery or collection has taken place.

Loading is not allowed where your parked car could cause an obstruction, such as within 10 metres of a junction.

Blue Badge holders with badges and time clocks are not allowed to park where there are loading restrictions in force.



# Lines and signs

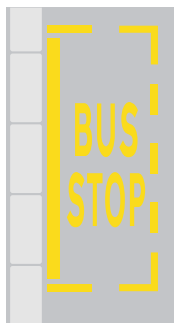
## Stopped in a restricted area outside a school

Stopping is not allowed on a section of carriageway outside a school with 'School Keep Clear' written on the road and accompanied with yellow zigzag road markings and a sign describing times of control.



## Stopped on a restricted bus stop/bus stand

Stopping is not allowed (other than by a public service vehicle operating a scheduled service) during the determined time on a bus stop marked by yellow markings and the words bus stop or bus stand and a sign describing times of control.





# Drivers with a disability

If you have a Blue Badge, then you **can** park:

- on a single or double yellow line for up to 3 hours maximum provided your badge and time clock (set to show the time of arrival) is displayed.
- in a disabled bay without time limit (unless there are time limits shown on a sign plate)
- without charge in Pay and Display bays, or in council-managed car parks (this may not apply in other authority areas).

If you have a Blue Badge, then you **cannot** park:

- where a loading ban is in force
- in special bays, such as doctor, police, or resident bays
- on footways unless there is a sign or white lines allowing you to
- on clearways
- on bus stops
- on taxi ranks
- on pedestrian crossings or its zig-zag markings
- on school zig-zag markings during the times of operation
- in parking places restricted for Permit Holders only



# Parking places

Northumberland County Council manages a range of parking places and car parks across the County which are mostly located within major settlements, coastal regions and country parks. There is pay and display, time restricted and free parking available and further information on parking locations and charges can be found on our website or by visiting our Information Centres.

We have a Countywide Parking Permit which offers a significant discount on pay and display charges. The permit can be purchased for periods of 12, 6 and 3 months. There are also other types of permit available for tourists.

Throughout 2012/13 we are improving our car parks signage and will be planning future maintenance and improvements to our car parks.



# Useful Do's and Don'ts

<b>Do</b>	check the times when you can park
<b>Do</b>	park within the markings of the bay
<b>Do</b>	check that the bay has not been suspended
<b>Do</b>	check the time you have to return to your vehicle
<b>Do</b>	check that your pay and display ticket or permit and clock is properly displayed before leaving your vehicle
<b>Don't</b>	stay longer than the maximum length of stay
<b>Don't</b>	park where you know where you shouldn't
<b>Don't</b>	ignore a Penalty Charge Notice if you get one
<b>Don't</b>	leave more than one pay and display ticket on show



# PCN Charge levels

If you park where you should not, then you could receive a PCN. Depending on the seriousness of the contravention you will be ordered to pay either £50 or £70. The longer you take to pay after you get the PCN, the more you will have to pay. The table below details the charge levels:

Higher level penalty charge	£70
Lower level penalty charge	£50
Higher level penalty charge (paid within 14 days)	£35
Lower level penalty charge (paid within 14 days)	£25
Higher level penalty charge paid after service of charge certificate	£105
Lower level penalty charge paid after service of charge certificate	£75

**Bailiff action may be taken if the PCN remains unpaid.**



# How do I pay my penalty charge?

If you have received a PCN you can pay it by one of the following methods:

**Online** - go to [parking.northumberland.gov.uk](https://parking.northumberland.gov.uk) and follow the payment instructions.

**Automated Service (phone)** - 24 hours 7 days a week call 0845 600 6400.

**Phone** - call 0845 600 6400 to speak to an advisor. Monday to Friday 8am to 7pm.

You can also pay:

**In person** - at one of our main Information Centres. Information Centres are open Monday to Friday 9am to 5pm

**Post** - Follow the instructions on the PCN and send it to:  
Parking Services  
Sustainable Transport  
Northumberland County Council  
County Hall  
Morpeth  
NE61 2EF



# How to make an informal representation against a PCN

If you think you've been incorrectly issued with a Penalty Charge Notice (PCN) and you want to make an informal representation, then you must do this in writing within 28 days of the date of the offence using one of the following methods;

- Online - to find out more information about the PCN issued or to submit an informal representation go to our website: [parking.northumberland.gov.uk](http://parking.northumberland.gov.uk)
- by email to [parkingservices@northumberland.gov.uk](mailto:parkingservices@northumberland.gov.uk)
- by completing an informal representation form which can be downloaded from [parking.northumberland.gov.uk](http://parking.northumberland.gov.uk)
- by writing to Parking Services, Sustainable Transport Northumberland County Council, County Hall, Morpeth. NE61 2EF.

Informal representations **will not** be dealt with by the Parking Services team in person or by telephone - **all representations must be made in writing.**

**Please note:** Once a PCN has been issued, it cannot be cancelled by a Civil Enforcement Officer - so please do not ask.



# Help us improve our service

**Please**

report ticket machine faults

**Please**

report any damaged signs or lines

**Please**

notify us of any parking problems

## Contact us

Parking Services  
Sustainable Transport  
County Hall  
Morpeth  
Northumberland  
NE61 2EF



Tel: 0845 600 6400

Email: [parkingservices@northumberland.gov.uk](mailto:parkingservices@northumberland.gov.uk)

Opening Hours:

Monday to Friday

Offices: 9am - 5pm

Telephone: 8am - 7pm



Working in  
partnership  
with



*Total Policing*

If you need this information in large print, Braille, audio or in another language please contact us:

Telephone: 0845 600 6400

Fax: 01670 511413

Text phone: 01670 542521

Typetalk: 018001 0845 600 6400

E: [ask@northumberland.gov.uk](mailto:ask@northumberland.gov.uk)



## From April 2012 new parking enforcement is coming to Northumberland



For more information on **How NOT to get a Penalty Charge Notice (PCN)** please visit our website [parking.northumberland.gov.uk](http://parking.northumberland.gov.uk) or visit one of our Information Centres



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