

Text description of Traffic Penalty Tribunal service explainer video, featured on the Tribunal's website homepage: www.trafficpenaltytribunal.gov.uk

Scene 1

Video description: An illustrated scene shows a car driving down a busy city street that features different traffic signs and infrastructure relating to traffic management schemes. These include: parking bays and a related sign; a bus shelter, bus lane paint on the road and a bus lane restriction sign; Clean Air Zone signs; signs relating to paying a charge for the Dartford Crossing and Mersey Gateway Crossings; a yellow box junction indicated by yellow paint on the road, and finally a series of moving traffic signs, including 'No U-Turn' and 'Turn Left Only'.

Text on screen: Have you received a penalty charge for parking, driving in a bus lane or Clean Air Zone, or for another traffic contravention, such as not paying to use a road bridge crossing, entering a yellow box junction or not following moving traffic sign?

Scene 2

Video description: A graphic map of the United Kingdom is shown, with Scotland, Northern Ireland and Greater London blacked out – indicating a focus on England (outside London) and Wales. Mock up images of Penalty Charge Notices (PCNs) fly out of the map in the background.

Text on screen: If you disagree with the penalty and it was issued by an authority in England (outside London) or Wales, you may be able to appeal it to the Traffic Penalty Tribunal. Please note: This does not include speeding tickets and private parking penalties.

Scene 3

Video description: The logo of the Traffic Penalty Tribunal pans to a graphic representation of the Houses of Parliament. A mock-up of the Traffic Management Act 2004 document cover featuring the crest of the United Kingdom is also shown on screen.

Text on screen: The Traffic Penalty Tribunal (or TPT) is a free, legally appointed service, backed by Government legislation and completely independent from the authority that issued your penalty, with appeals decided by expert lawyer adjudicators.

Scene 4

Video description: A four-stage process of graphic icons is shown on screen, demonstrating the stages of an appeal to the Traffic Penalty Tribunal: Registration, Communication throughout a case, a Hearing (if needed) and a Decision.

Text on screen: You can appeal to TPT online from start to finish, quickly and easily.

Scene 5

Video description: The screen pans to a graphic representation of a female customer services representative using a headset and sitting in front of a computer monitor – documents fly out of the screen and into a postal envelope in a figurative way to suggest the possibility of submitting an appeal by post.

Text on screen: But don't worry if you can't or don't want to go online – we can assist you to appeal ¹ by post or over the phone.

Scene 6

Video description: A yellow lightbulb appears on screen and is turned on.

Text on screen: So, how does it work?

Scene 7

Video description: Mock-ups of both a yellow and black PCN envelope (of the type fixed to car windscreens) and a PCN document delivered by post are shown on screen. The latter shows the page of the PCN relating to making representations to the authority against the penalty charge, with the different grounds that should apply.

Text on screen: Before you can appeal to us, you first need to challenge the Penalty Charge Notice (PCN) by making representations to the authority that issued it, explaining why you think it should be cancelled. Please note: For parking penalties, an 'Informal Challenge' stage comes before making representations.

Scene 8

Video description: A mock-up of a Notice of Rejection of Representations letter from a local authority appears on screen. The document shows the references in the letter about appealing to the Traffic Penalty Tribunal and zooms in on the area where the PIN Code for starting an appeal is located. The PIN Code is circled in red.

Text on screen: If the authority doesn't cancel the penalty, they will send you a letter called a Notice of Rejection of Representations. This allows you to submit an appeal to TPT, provides instructions on how to do so, and will include a PIN code to enable you to get started.

Scene 9

Video description: A mock-up of the Traffic Penalty Tribunal's online appeals management system registration screen is shown, with a cursor arrow indicating that a user is progressing and starting an appeal.

Text on screen: 95% of motorists who appeal to TPT use our online system, but there's help from our team along the way if you need it.

Scene 10

Video description: Graphic representations of a digital SLR camera, memory card, smartphone with WhatsApp conversation, Disabled Blue Badge, USB memory stick, Driving License and V5C document provided by the DVLA appear on screen and flow into a computer monitor, indicating that they are being uploaded as evidence to a Traffic Penalty Tribunal case.

Text on screen: Upload evidence quickly and easily from your computer or smartphone to explain your appeal – from photo, audio and video to scanned documents, emails and social media messages.

Scene 11

Video description: A mock-up of the Traffic Penalty Tribunal's online appeals management system appears on the computer monitor and shows a mock instant messaging conversation between a user and the Tribunal taking place on screen.

Text on screen: Use Live Chat and send instant messages to explain your case further, for questions and to stay in touch during your case (office hours apply).

Scene 12

Video description: A mock-up of the Traffic Penalty Tribunal's online adjudicator decision document layout appears on screen, indicating that a mock appellant has won their appeal.

Text on screen: Receive a fair and clear decision from the adjudicator, often within days, all from the comfort of your own home.

Scene 13

Video description: A mock-up of a Traffic Penalty Tribunal hearing taking place on video via the Microsoft Teams platform appears on a computer monitor. An adjudicator, appellant and representative from an authority are shown taking part in the hearing.

Text on screen: For cases that are a bit more complicated, there's an opportunity to explain the circumstances further to an adjudicator through a Telephone or Video Hearing.

Scene 14

Video description: The screen then pans to a graphic representation of a female customer services representative using a headset and sitting in front of a computer monitor

Text on screen: Our friendly and helpful team are always on hand to assist you if you need it as your case progresses (office hours apply).

Scene 15

Video description: A mock PCN and screen showing the Traffic Penalty Tribunal online appeals management system are shown in the background behind the main text on screen; these are then replaced by a mock-up of the Traffic Penalty Tribunal online adjudicator decision document format.

Text on screen: You won't always win your appeal, but whatever the decision you receive, you'll understand *why*.

Scene 16

Video description: The Traffic Penalty Tribunal logo appears on screen.

Text on screen: The Traffic Penalty Tribunal. Free, fair and fast appeals. Decided by expert, independent lawyers.

Scene 17

Text on screen: To submit an appeal or find out more, visit: www.TrafficPenaltyTribunal.gov.uk.