

Annual Parking Report

2019-20

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This report is about the Civil Parking Enforcement schemes in Eastbourne and Hastings Boroughs and Lewes District. It covers the period from 1 April 2019 until 31 March 2020.

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Glossary

The list below shows some common abbreviations or terms that may be used in this document.

CCTV

Closed-circuit Television

CEO

Civil Enforcement Officer

Challenge

Informal stage where a motorist writes to the Council to dispute a PCN

Contravention

Breaking a parking rule or restriction

CPE

Civil Parking Enforcement

DfT

Department for Transport

ESCC

East Sussex County Council

LDC

Lewes District Council

NSL

Contractors to ESCC for parking enforcement

On Street

Parking on public highway

Off Street

Parking in a car park

PCN

Penalty Charge Notice

RDC

Rother District Council

TPT

Traffic Penalty Tribunal, independent adjudication of PCN appeals

TRO

Traffic Regulation Order

New pay and display and permit charges

In January the Lead Member for Transport and Environment approved changes to both parking and permit charges. This is the first increase to charges in over a decade. Originally the changes were going to take effect on 27 April 2020, but due to the Covid-19 pandemic this was delayed until 1 July 2020.

The changes were made to help us meet two of the aims of the parking scheme; to reduce congestion and improve the local environment. We anticipate that where charges have increased it will encourage people to make more sustainable travel choices, therefore improving air quality and easing congestion.

Consultation on the proposed changes to parking charges was carried out in July and August 2019. Notices were also published in the local press, displayed on street, on the pay and display machines and emails sent to all permit holders. The outcome of the consultation was presented to the Lead Member for Transport and Environment who approved the proposal at the January 2020 meeting. The [report and minutes of the Lead Member meeting](#) are available on our website.

Rother CPE

At the end of July we submitted an application to the Department for Transport (DfT) to introduce CPE in Rother. It was formally accepted in March and we anticipate starting the scheme in September 2020 subject to DfT approval.

CCTV Bus lane enforcement

Five cameras were installed in Eastbourne in December, covering two locations, Gildredge Road and a stretch of Terminus Road between the junctions of Gildredge Road and Cornfield Road. Only buses can use the bus lane on Gildredge Road. On Terminus Road, taxis are also able to use the bus lane between the hours of midnight and 5am.

We expected the bus lane enforcement to start early in the 2020/21 financial year but due to delays in the town centre improvement works this has been delayed. It will start when the town centre works are completed.

Once live, any vehicles that contravene the bus lane will be sent a PCN by post. The charge will be £60, reduced to £30 if paid within 14 days.

CEOs do not have targets and they do more than issue PCNs

It is commonly believed that CEOs have targets for the number of PCNs they must issue each day. This is simply not true. None of our CEOs have targets for issuing PCNs, nor is there any incentive or reward system related to the number of PCNs issued.

We expect our CEOs to be ambassadors for the County, be happy to answer any questions customers have, provide directions or help if asked or just greet members of the public when passing by. Below are just a few examples of how CEOs have been able to help support the community.

CEOs have:

- Assisted when they have come across a person in obvious distress, calling the emergency services and staying with them to make sure they were safe until services arrived.

- Were on hand to help with traffic control, keeping it moving after an incident occurred in the centre of Eastbourne.
- Assisted the Police with finding someone they were looking for.
- On a number of occasions supported a member of the public suffering a medical emergency, calling for an ambulance and staying with the person until paramedics arrived.
- Helped support two young children who had become locked out of their home, ensuring their safety until help arrived.

Abuse, threats and violence towards staff

Not everyone appreciates that parking enforcement plays a vital role in achieving the aims of the Councils Local Transport Plan. Sadly parking staff, and in particular CEOs, who play an important role in achieving the aims, are subjected to verbal abuse. In some cases actual physical assaults have occurred. Officers called 19 code yellows and 15 code reds and of those 11 were reported to the Police for further action. In addition to the codes, telephone calls and emails to the team where the caller or writer is abusive or threatening are common. The Council operates a zero tolerance towards such behaviours and all incidents are reported via the [Unreasonable Customer Behaviour Policy](#) and where necessary to the Police.

Blue Badge fraud and misuse

Tackling blue badge misuse and fraud has continued to have a positive impact, helping to free up disabled bay spaces for genuine badge holders. The fraud officer works closely with NSL to highlight and deal with any blue badge misuse.

During the year 118 badges were seized for misuse or incorrect use and there were six prosecutions for fraudulent use.

Seized Badges	118
Community Resolutions	67
Prosecutions	6
Cautions	0
Police Caution	0
Verbal Warnings	20
Written Warnings	25

If you would like to report misuse of a blue badge you can do this by email to badgefraud@eastsussex.gov.uk or telephone on 01323 466508.

118 BLUE BADGES WERE
SEIZED FOR MISUSE OR
INCORRECT USE

Our parking reviews

Every 12 to 14 months we review the parking schemes to make sure they continue to meet the changing needs of the community. You can read our [Guide to Parking reviews](#) on our website. All of the requests and locations we receive requests for are logged and at the beginning of each review they are assessed and prioritised. The outcome of the assessments can be viewed on our website along with regular updates for each of the [Eastbourne](#), [Hastings](#) and [Lewes](#) reviews.

PCNs

To make sure enforcement is fair and consistent CEOs are instructed to issue a PCN to any vehicle they see parked in contravention. A summary of PCNs issued, paid and challenged is shown below, more detailed information is shown in the tables in appendix 1.

PCNs paid, cancelled and appealed

Our Notice Processing Team received 11,325 items of correspondence related to the 40,859 PCNs issued. Of the PCNs issued:

- 31,069 were paid.
- 2,786 were cancelled.
- 206 written off
- 6,798 remain open and unresolved.
- 49 cases were appealed to the independent adjudication service, TPT.

Parking enquiries

The team receives a large number of enquiries related to all aspects of the parking schemes, not just PCNs. This can include requests for enforcement, freedom of information requests, disabled bay applications and requests for new parking restrictions. The table below shows the number of enquiries the team has dealt with.

Type	Number
MP and Councillor	138
FOI Requests	47
Complaints	30
General enquiries	567
Online review requests	196

During the year we also installed 79 access protection markings and 28 disabled bays.

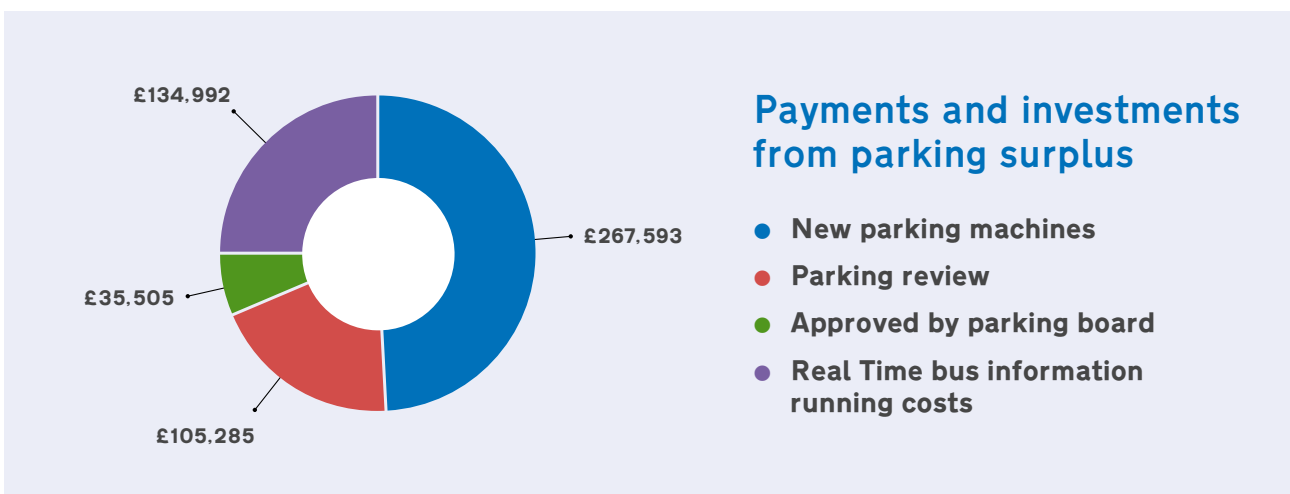
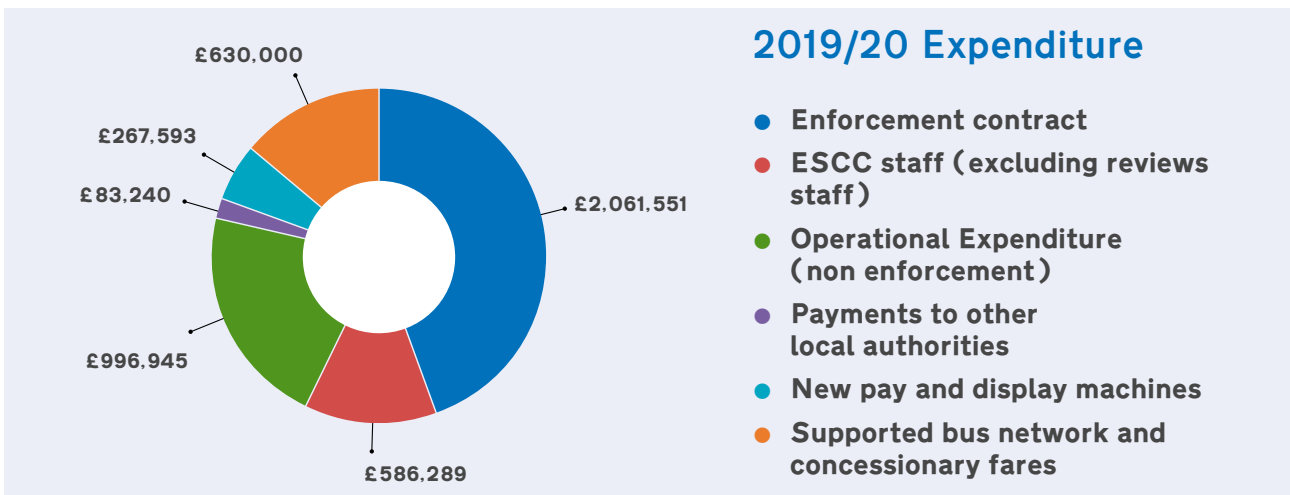
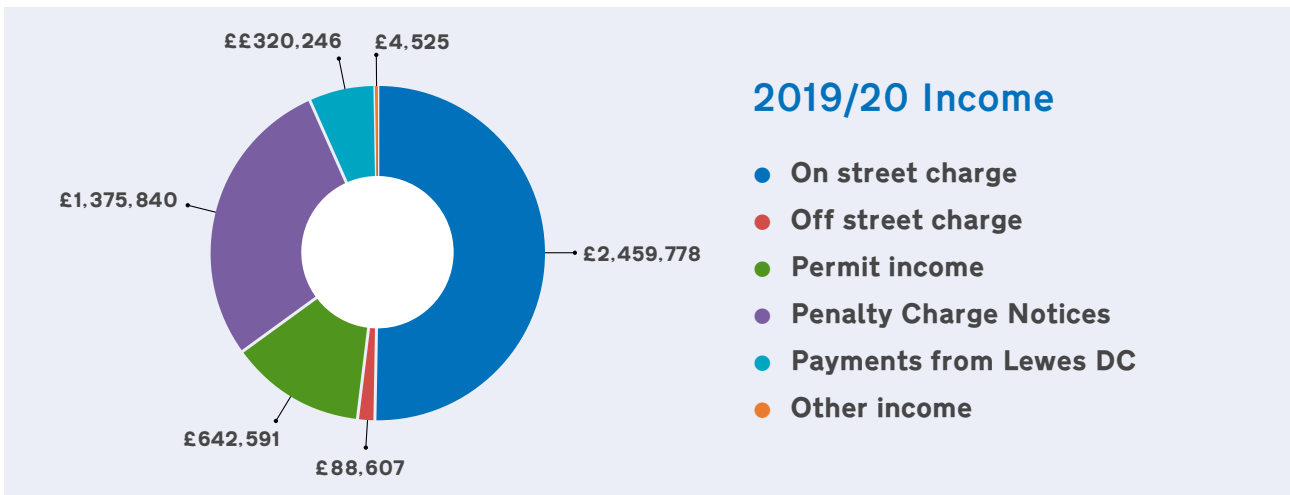
Freedom of information requests

All Freedom of Information requests we respond to are published in a disclosure log on our website. You can view the archive of requests at:

www.eastsussex.gov.uk/yourcouncil/about/keydocuments/foi/request/

Finance

The total income from the parking schemes in 2019/20 was £4,891,587 and the total expenditure was £4,625,618. Income from the parking scheme is used to carry out parking reviews and support bus networks and concessionary fares. It has also helped fund the replacement of all our on-street parking machines. A summary of the income and expenditure is shown below. There is more detailed information in appendix 3, for Bexhill, Eastbourne, Hastings and Lewes.



Appendix 1: PCNs issued, paid, cancelled and appealed

PCNs issued by month

Month	Eastbourne	Hastings	Lewes		Lewes District car parks
			On Street	County Hall	
April 2019	1,505	1,154	677	52	279
May 2019	1,494	1,288	709	51	270
June 2019	1,609	1,027	618	6	262
July 2019	1,344	1,250	568	59	253
August 2019	1,402	1,186	440	37	312
September 2019	1,384	1,240	467	47	304
October 2019	1,481	1,309	559	80	233
November 2019	1,345	1,159	470	43	175
December 2019	1,188	1,202	800	54	162
January 2020	1,155	1,261	728	57	293
February 2020	1,116	1,220	743	67	287
March 2020	807	865	475	0	231
Total	15,830	14,161	7,254	553	3,061



On street PCNs issued by contravention

Code	Contravention	Eastbourne	Hastings	Lewes
1	Parked in a restricted street during prescribed hours	3,151	3,706	2,424
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	1,428	782	578
5	Parked after the expiry of paid-for time	646	946	219
6	No valid ticket	521	1,405	279
12	Parked without clearly displaying a valid pay-and-display ticket or permit	2,156	2,132	795
16	Parked in a permit space without displaying a valid permit	1,188	9	1,136
19	Displaying an invalid permit	712	104	158
21	Parked in a suspended bay/space or part of bay/space	357	40	122
22	Re-parked in the same parking place within the no return period		1	
23	Parked in a parking place or area not designated for that class of vehicle	1,121	551	10
24	Not parked correctly within the markings of the bay or space	41	7	80
25	Parked in a loading place during restricted hours without loading	1,034	491	302
26	Parked 50cm or more from the kerb	59	16	27
27	Dropped footway (new contravention)	420	163	66
28	Parked on a raised verge	7	1	2
30	Parked longer than permitted	1,269	1,509	383
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled persons badge	674	1,170	233
42	Parked in a Police space	16	23	
45	Parked on a taxi rank	441	136	147
47	Stopped on a restricted bus stop/stand	306	319	149
46	Parked on a clearway			
48	Parked on a school keep clear	108	198	46
55	Commercial vehicle in overnight waiting ban			
56	Parked in contravention of commercial waiting	7		
57	Coach ban	17		
62	Parked on a footway / verge	40	368	90
99	Parked on a pedestrian crossing	111	84	8
Total		15,830	14,161	7,254

Off street PCNs issued by contravention

Code	Contravention	Eastbourne	Hastings	Lewes
80	Overstayed paid-for time (car park)			113
81	Parked in a restricted area (car park)			26
82	Expired pay-and-display ticket (car park)			551
83	No pay-and-display ticket (car park)			2,349
84	Meter feeding (car park)			
85	No permit (car park)			379
86	Out-of-bay (car park)			137
87	Parked in a disabled bay without clearly displaying a valid disabled persons badge (car park)			42
91	Area not designated for class of vehicle			17

PCNs paid by stage

Stage	Eastbourne	Hastings	Lewes	
			On street	Off street
At Discounted Rate (£25)	2,148	2,336	744	2,189
At Discounted Rate (£35)	7,885	5,862	4,163	287
At Full Rate (£50)	376	491	145	387
At Full Rate (£70)	1,298	1,091	589	52
After Charge Certificate (£75)	37	49	9	26
After Charge Certificate (£105)	140	115	66	6
After Registration (£83)	40	61	13	37
After Registration (£113)	209	140	71	7

PCNs cancelled by reason

PCNs cancelled by reason	Eastbourne	Hastings	Lewes	
			On street	Off street
Adjudicators decision	4	5	8	2
Appeal not contested	3	3	0	0
Blue badge holder	145	124	66	17
Cashless or Virtual parking error accepted	50	21	18	48
CEO error	98	121	99	58
Mitigating reasons	327	249	203	164
Emergency gas, water or electric	26	13	10	0
Loading or unloading	71	46	56	3
Medical emergency	11	7	0	1
Meter fault	9	9	7	17
Missing, obscured lines or signs	9	9	11	2
Multiple PCNs, one contravention	28	25	13	5
Police vehicle	8	5	2	0
Processing or system error ESCC	17	11	24	2
Processing or system error NSL	23	15	24	5
Unforeseen delay	12	7	2	2
Valid pay and display ticket supplied	119	46	43	58
Valid permit held	26	13	8	10
Vehicle breakdown	26	36	21	0

PCNs appealed

PCNs cancelled by reason	Eastbourne	Hastings	Lewes	
			On street	Off street
Appealed to Independent Adjudicator (TPT)	15	14	13	7

Of which:

Dismissed (PCN upheld)	7	5	5	5
Not contested (PCN cancelled)	3	3	0	0
Allowed (PCN cancelled)	4	6	7	2
Hearing pending (PCN pending)	1	0	1	0



Appendix 2: Permits

Resident permits issued by zone

Eastbourne			Hastings			Lewes		
	2018/19	2019/20		2018/19	2019/20		2018/19	2019/20
A	485	448	A	109	102	A	557	536
B	43	37	B	154	122	B	271	246
G	417	369	C	176	131	C	242	205
J	4	3	D	431	361	D	262	256
M	144	138	E	250	194	E	299	265
N	182	185	F	462	357	F	18	22
R	10	10	G	284	246	HS&A	36	39
S	737	677	H	406	372	HS&B	145	132
SE	4	7	I	82	81	HS&D	79	72
			J	18	18			
			K	153	126			
			L	46	37			
			O	8	8			
			S	152	135			
			W	10	3			



[www.eastsussex.gov.uk/
roadsandtransport/parking/permits](http://www.eastsussex.gov.uk/roadsandtransport/parking/permits)

Permits issued by type

Eastbourne							
Type of permit / month issued	Resident Visitor	Trade	Hotel	Primary Care Trust (PCT)	Business user	Doctor	Volunteer
April 2019	5,775	595	10,510	520	22	5	4
May 2019	5,310	610	9,700	2,550	13	1	14
June 2019	4,540	403	9,230	2,150	34	7	1
July 2019	7,970	424	10,420	3,070	14	0	1
August 2019	6,100	425	12,760	910	30	0	6
September 2019	4,790	381	8,440	810	23	0	14
October 2019	6,250	1,009	8,070	1,780	28	0	7
November 2019	4,760	532	6,250	620	22	2	3
December 2019	3,710	467	3,780	400	17	0	6
January 2020	5,730	887	6,040	650	22	3	0
February 2020	3,990	532	5,400	1,870	16	0	6
March 2020	6,420	759	2,160	600	15	11	0
Total	65,345	7,024	92,760	15,930	256	29	62

Hastings					
Type of permit / month issued	Resident Visitor	Business scratch cards	Business	Doctor	Primary Care Worker (PCW)
April 2019	1,820	70	0	0	29
May 2019	1,923	95	0	1	26
June 2019	1,491	92	2	0	22
July 2019	2,094	162	0	0	21
August 2019	1,901	46	0	0	17
September 2019	1,761	86	0	0	29
October 2019	1,769	56	1	0	38
November 2019	1,515	99	1	0	19
December 2019	1,880	85	3	0	12
January 2020	1,448	180	1	0	15
February 2020	1,344	165	4	0	7
March 2020	996	154	0	0	13
Total	19,942	1,290	12	1	248

Lewes					
Type of permit / month issued	Resident Visitor	Trade	Hotel	Primary Care Trust (PCT)	Business
April 2019	3,720	95	90	130	2
May 2019	3,520	90	200	2,170	0
June 2019	2,680	30	0	160	1
July 2019	3,830	155	0	530	3
August 2019	3,950	277	80	120	0
September 2019	3,360	85	0	300	0
October 2019	3,010	203	0	680	0
November 2019	2,220	146	250	40	0
December 2019	2,370	142	0	190	0
January 2020	2,100	98	20	220	5
February 2020	2,820	145	0	420	0
March 2020	2,910	85	0	130	1
Total	36,490	1,551	640	5,090	12

Bexhill and Rye permits

Rother	
Bexhill resident	327
Rye resident	32
Bexhill doctor	78
Rye Citadel business	0



Appendix 3: Finance

Income (£)	Bexhill		Eastbourne	
	2018/19	2019/20	2018/19	2019/20
On street charge			1,250,159	1,190,000
Off street charge				
Permit income	3,210	3,855	297,700	260,000
Penalty Charge Notices			571,420	540,000
Payments from Other Local Authorities				
Other income			2,434	
Total	3,210	3,855	2,121,713	2,000,000

Expenditure (£)	Bexhill		Eastbourne	
	2018/19	2019/20	2018/19	2019/20
Enforcement contract	1,000	1,200	689,880	670,000
ESCC Staff			207,648	170,000
Operational Expenditure (non enforcement)	381	511	421,044	470,000
Payments to Other Local Authorities				
New pay and display machines			605,785	
Supported bus network and concessionary fares	870	1,244	382,067	370,000
Total	2,251	2,955	2,306,424	1,710,000
Operational Surplus / (Deficit)	959	900	(184,711)	290,000

Payments/Investments supported by CPE surplus (£)	Bexhill		Eastbourne	
	2018/19	2019/20	2018/19	2019/20
Parking Review			11,690	30,000
Approved by parking board				
Real Time bus information running costs			76,088	80,000
Repayment of set up costs				
Terminus Road improvements			1,635,900	
Total	0	0	1,723,678	110,000

Net Surplus /(Deficit)	959	900	(1,908,389)	182,000
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	Hastings		Lewes		Total	
19/20	2018/19	2019/20	2018/19	2019/20	2018/19	2019/20
8,450	860,715	808,756	480,900	452,572	2,591,774	2,459,778
			94,140	88,607	94,140	88,607
3,628	190,094	187,740	188,157	187,368	679,161	642,591
2,929	481,776	466,781	316,860	366,130	1,370,056	1,375,840
			233,792	320,246	233,792	320,246
1,469	2,027	1,011	1,852	2,045	6,313	4,525
5,476	1,534,612	1,464,288	1,315,701	1,416,968	4,975,236	4,891,587

Turne	Hastings		Lewes		Total	
71,523	715,406	685,778	706,994	703,050	2,113,280	2,061,551
9,747	198,046	199,950	207,807	206,592	613,501	586,289
7,299	233,080	278,661	227,256	240,474	881,761	996,945
			81,530	83,240	81,530	83,240
7,950	3,250	247,110	311,330	12,533	920,365	267,593
4,287	184,616	155,316	62,447	99,153	630,000	630,000
0,806	1,334,398	1,566,815	1,597,364	1,345,042	5,240,437	4,625,618
5,670	200,214	(102,527)	(281,663)	71,926	(265,201)	265,969

Turne	Hastings		Lewes		Total	
2,840	2,588	32,219	14,493	40,226	28,771	105,285
	25,600	35,505			25,600	35,505
0,328	42,544	33,417	12,611	21,247	131,243	134,992
					0	0
					1,635,900	
3,168	70,732	101,141	27,104	61,473	1,821,514	275,782
502	129,482	(203,668)	(308,767)	10,453	(2,086,715)	(9,813)

Contact us

Thank you for taking the time to read our annual parking report.



If you would like any further information about the permits available or parking on street in East Sussex please visit our website www.eastsussex.gov.uk/parking

Alternatively you can contact our customer service team, Monday to Friday between 8am and 5pm, by email to parking.information@eastsussex.gov.uk or phone on **01273 335500**.



To challenge a PCN



If your vehicle has been issued a PCN you can pay or challenge it online, please visit <https://escocm.itsvc.co.uk>

Applying for a permit

You can apply for permits online using [NSL Apply](#)



Request new parking restrictions

To request new parking restrictions or for existing ones to be changed please complete the form on our website at www.eastsussex.gov.uk/roadsandtransport/parking/controls/request-new-parking-controls