

# Annual Parking Report 2020/21

## Foreword

Annual parking report for East Sussex 2020-21



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## Our Civil Parking Enforcement (CPE) schemes

### Background

The Traffic Management Act 2004 (TMA) allows councils, which are also local traffic authorities, to apply to the Secretary of State for Transport to introduce a civil enforcement area. This allows the decriminalising of parking enforcement, known as Civil Parking Enforcement (CPE), moving the responsibility for management and enforcement from the police to the local authority.

This means councils can undertake enforcement of all parking restrictions in their area and retain the income received from parking charges and penalties to fund the costs of parking services. Any resulting surplus is used to support local transport schemes, as set under the legislation. You can read more about how the surplus has been spent in the [finance](#) section of the report.

### Civil parking enforcement (CPE) schemes in East Sussex

We have four CPE schemes in East Sussex. They cover Hastings Borough where a scheme started in 1999, Lewes District since 2004, Eastbourne Borough since 2008 and more recently, Rother District which started in September 2020.

## Aims of our Civil Parking Enforcement schemes

The effective management of parking not only addresses local parking problems, it helps achieve some of the broader transport objectives set out in our [Local Transport Plan \(LTP3\)](#).

(<https://www.eastsussex.gov.uk/roadsandtransport/localtransportplan/downloadltp3/>).

These include

- improving road safety,
- achieving better flows of traffic through town centres,
- health and security,
- improving quality of life,
- encouraging the use of more sustainable modes of transport
- reducing damage to the environment, and
- improving the economic viability of areas through the efficient management and use of parking spaces.

## Greener enforcement

We have adapted and changed how we work, including deploying from home and trialling electric bicycles. The bikes help with our enforcement of Camber as at times the traffic in and out can be at a standstill and we are not adding to this pressure. They are also used in our other civil parking enforcement areas, being particularly beneficial in Hastings due to the geographical layout of the parking zones. The main benefits are that they are environmentally friendly, and they help reduce response times by having more of the team mobile.

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## Covid-19

### Impacts on our team and service delivery

Over the last twelve months the team adapted how we work to the Covid restrictions in place. Whilst working away from offices and moving to a new virtual way of working. The team have continued to deliver and make improvements to our service, whilst also supporting other teams within the council.

### Shielding calls

To help support the Council's response to the Covid-19 pandemic, we assisted the adult social care and children's services departments by making calls to residents of East Sussex that had been advised by the government to shield.

Between April and July, we contacted over 4,000 shielding residents to check on their welfare and to offer further help and support where it was needed.

## Volunteering and supporting other services

In addition to making calls to the residents of East Sussex that were shielding, five members of the team also volunteered to help other teams and services. They included

- Two members of the team working, on a rota, in the Covid-19 Virtual Emergency Control Centre.
- One member of the team assisted the NHS.
- One member of the team assisted the Sussex Resilience Forum.
- One member of the team assisted the Registration Service.

## Impacts on NSL and service delivery

As with all services, lockdowns and social distancing rules meant our enforcement team had to adapt and change quickly to meet the guidance. Parking enforcement continued throughout all lockdowns to reduce congestion and maintain traffic flow and access which remained critical for front line workers and emergency vehicles. The team concentrated enforcement on high traffic flow areas whilst also responding to complaints from members of public.

## Household waste and recycling sites

In May 2020 lockdown restrictions eased and household waste sites started to open as an essential service across the county. To support with managing the high volume of visitors at these sites, which had reduced capacity due to social distancing restrictions, 10 civil enforcement officers were deployed to seven sites. They worked with colleagues from the East Sussex Waste Team and East Sussex Highways, to assist with traffic management.

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## Changes to parking charges

In the last year we made changes to our on-street parking and permit charges for the first time in over a decade. In Eastbourne and Hastings the charges were last increased in 2008 and in Lewes in 2007.

Parking charges are an important part of managing the demand for kerbside parking and influencing driver behaviour, to encourage use of alternative sustainable forms of transport. As our parking charges had remained the same for a number of years, they were having a reduced impact on influencing travel choices.

In July and August 2019, we carried out consultation on proposed changes to parking charges. View the full details of the [consultation](https://consultation.eastsussex.gov.uk/economy-transport-environment/parking-charges/) (<https://consultation.eastsussex.gov.uk/economy-transport-environment/parking-charges/>) on parking charges.

The Key changes we consulted on were:

- Standardising the price of residents' permits across Lewes, Eastbourne and Hastings for the first time.
- Linking the cost of residents' permits to the CO2 emissions of pollution from the vehicle the permit covers, with owners of low emission vehicles paying less than those with higher emissions.
- That the cost of visitor and day permits should be higher in all three scheme areas to encourage people to make more sustainable travel choices.
- Increasing the cost of on-street pay and display charges to encourage people to use alternative sustainable forms of transport, which will help reduce congestion and improve air quality in our towns.
- Targeted increases in on-street parking charges in a small number of locations where nearby car park prices have higher charges than on-street prices. This will help encourage people to use car parks first and minimise the pressure on on-street parking in these locations.

After the consultation responses had been fully reviewed and considered, a report was presented to the Lead Member for Transport and Environment. The proposals were approved in January 2020. Details of the [report and minutes of the Lead Member meeting \(https://democracy.eastsussex.gov.uk/ieListDocuments.aspx?CId=177&MId=4259\)](https://democracy.eastsussex.gov.uk/ieListDocuments.aspx?CId=177&MId=4259) are available on our website.

The changes were originally planned to take effect on 27 April, but due the national lockdown this was postponed to July.

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## Introducing Civil Parking Enforcement (CPE) in Rother

### Consultation and implementation

At a Cabinet meeting on 26 June 2018, we welcomed the request from Rother District Council to introduce CPE across the district. An application seeking powers to implement CPE was made to the Department for Transport (DfT) on 31 July 2019. DfT formally accepted the application in March 2020 and the legal bill was laid before parliament in September 2020 with the start of enforcement on 29 September 2020.

In preparation for the CPE scheme, an [informal consultation \(https://consultation.eastsussex.gov.uk/economy-transport-environment/parkingrother2018/\)](https://consultation.eastsussex.gov.uk/economy-transport-environment/parkingrother2018/) was carried out in November 2018 through to January 2019 which included holding public exhibitions. A [formal consultation \(https://consultation.eastsussex.gov.uk/economy-transport-environment/parkingrotherformal2019/\)](https://consultation.eastsussex.gov.uk/economy-transport-environment/parkingrotherformal2019/) took place in September 2019. The results of both consultations have been published on the consultation hub.

For the formal consultation, approximately 11,000 letters were delivered to local addresses and the consultation was placed on our consultation hub for any member of the public to comment. 544 items of correspondence were received.

These included 1,103 objections from 437 objectors with 107 items of support. These were reported to [Planning Committee on 15 January](https://democracy.eastsussex.gov.uk/ieListDocuments.aspx?CId=157&MId=3902) (<https://democracy.eastsussex.gov.uk/ieListDocuments.aspx?CId=157&MId=3902>) 2020. The report, minutes and a webcast of the meeting are available on our website.

## Go live

Civil Enforcement Officers (CEOs) started enforcement on 29 September 2020. Despite the pandemic the CEOs have enforced all the way through lockdown and social distancing restrictions.

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## Community support

In parking enforcement, we do so much more than enforce parking restrictions. One of the best parts of what we do is being part of the community we work in and dealing with the unexpected.

### First aid training and responding

Our three customer stake holder managers attend monthly Joint Action Group (JAG) meetings. The meetings are attended by several community groups and local agencies, such as the police, neighbourhood first, fire service and local councillors. The aim of the group is tackling crime and anti-social behaviour. They are an excellent way for everyone involved to work together and gain intelligence on local issues. Through these meetings we have been able to identify where training for Civil Enforcement Officers (CEOs) can further assist in the community that does not always relate to parking.

Following updates shared through the JAG meetings, around mental health, mental health awareness training was given to all of the CEOs. Below are just a few examples of where our CEOs have shown true community spirit and how investing in appropriate training can make a real difference.

The mental health awareness training proved invaluable when a CEO came across a person in distress, who explained they were very depressed and wanted to end their life. The CEO put his training into action whilst waiting for the appropriate support and help arrived, only leaving the location when the person was safe.

To expand on the mental health awareness training the CEOs were offered suicide first aid training. This again proved invaluable when a CEO came across a person who had taken an overdose. The CEO noticed the person sitting on the ground and, from the training, had the confidence to approach them. After establishing what had happened the CEO called an ambulance and then sat with the person, talking and listening until help arrived.

Further first aid training was put into use when our supervisor witnessed an accident. Stopping in a safe place, she instructed a member of the public to call



emergency services whilst she attended to a driver. She calmly managed the situation until emergency services arrived.

## Helping the community

As well as helping members of the community in moments of crisis, some more examples of how we helped are included below.

- Assisted with finding lost children and pets
- Assisted owners or drivers of vehicles that had keys left in ignition, broken down or been vandalised.
- Fixed bicycle chains that had come off or seized up.
- Contacted emergency services for people that are injured or unwell, staying with them until appropriate help arrives. And, escorting people home, to appointments or safe places when they have become lost or confused.
- Contacted the police when witnessing fights and criminal damage to a library.
- Returned lost wallets and purses.
- Rescued wildlife. The pictures below are of a squirrel that a civil enforcement officer found hanging from the front grill of a car. We were able to contact the vehicle owner and, with their help, the squirrel was safely removed and taken back to the office for some rest before being re-released into the wild.



Rescued squirrel

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## Parking reviews

We carry out regular reviews of parking restrictions in the County, we welcome and encourage everyone to take part in the review process. All our parking reviews start by considering requests made to us. If you think there should be changes to current restrictions or want new restrictions, please fill in the form on our website. It captures all the necessary information to [make a request](https://new.eastsussex.gov.uk/parking/parking-reviews/requests-for-parking-restrictions) (<https://new.eastsussex.gov.uk/parking/parking-reviews/requests-for-parking-restrictions>).

It is normal to receive large numbers of requests for new parking restrictions or changes to existing ones in the reviews. To make effective use of our budgets it will not be possible to progress every request so each one is prioritised.

Requests for new parking bays, for example permit only, need to be supported by the other residents or businesses in the road or area. If you are requesting parking bays, it always helps your request if you are able to show that it is supported. You can do this by asking those in support to complete our online form to request a change to the parking scheme. Or you could collate a letter with many signatures which includes the full name and address of each resident signing it.

The pandemic affected our ability to carry out some parts of the current reviews, for example public consultations. This meant they took place later than planned and has also meant that the next reviews will be delayed.

The formal consultation for the Lewes review took place in March 2021, 835 packs were sent out.

The 2019 Eastbourne review was completed, and the new controls were installed in summer 2020. National restrictions in place at the time prevented the traffic regulation order from being sealed until April 21.

The prioritisation for the Hastings 2020/21 review was completed, with the informal consultation due May 2021.

Updates about our [current reviews for Lewes, Hastings and Eastbourne](/parking/parking-reviews/current-reviews) are on our website.

## **Traffic Regulation Orders (TROs) (temporary and permanent)**

TROs are legal documents which may be made to control or restrict the use of the highway either temporarily or permanently.

Permanent TROs are used to make permanent changes such as introducing resident permit parking schemes or double yellow lines. Temporary TROs are used when there are scheduled short term works such as resurfacing or utility works.

Although the pandemic restricted the processing of permanent TROs, during the period from 1 April 2020 to 31 March 2021, we processed 593 Temporary Traffic Regulation Orders (TTROs). 1143 Public Notices were advertised alongside the TTROs.

## **Access Protection Markings (APMs) and disabled bays**

We provide disabled parking bays to Blue Badge Holders where there is a proven hardship caused by being regularly unable to park near their property. Provision of the bay is not automatic. Applicants must hold a valid Blue Badge, have a permanent and substantial disability, which means being unable to walk, or have considerable difficulty in walking any distance, and not have a suitable off-street area available to park

In 2020, 114 disabled bay applications were received. 46 were installed and 28 were removed as they were no longer needed.

An APM is a white line painted in front of a kerb which has been lowered to allow vehicle access, for example driveways. APMs are not legally enforceable but can help deter inconsiderate parking which restricts or blocks access.

In 2020, 129 queries were received, 126 APM applications were made and 75 were installed.

Last year we introduced online application forms to allow people to apply for disabled bays and APMs on our website.

[Apply for an on-street disabled parking bay | East Sussex County Council](https://new.eastsussex.gov.uk/parking/parking-reviews/disabled-parking/form-disabled-bay)  
(<https://new.eastsussex.gov.uk/parking/parking-reviews/disabled-parking/form-disabled-bay>).

[Apply for an access protection marking \(APM\) | East Sussex County Council](https://new.eastsussex.gov.uk/parking/enforcement/form-apm)  
(<https://new.eastsussex.gov.uk/parking/enforcement/form-apm>).

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## Bus lanes

There are five bus lane cameras in Eastbourne at two locations within the town centre. These will enforce the stretch of bus lane on Terminus Road between Gildredge Road and Cornfield Road as well as the bus lane that runs the length of Gildredge Road.

Only buses are allowed in the Gildredge Road bus lane, with the Terminus Road bus lane allowing buses all day and taxis between the hours of midnight and 5am.

Delays with the Town Centre Improvement Scheme has affected the start of enforcement of bus lane penalty charge notices (PCNs) but we are hoping to start enforcement early 2022.

When this goes live, any vehicle in contravention of the bus lanes will receive a PCN by post. The charge will be £60, reduced to £30 if paid within the discounted period.

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## Blue badge misuse

As part of their work, Civil Enforcement Officers (CEOs) also make sure that blue badges are being used correctly and have the authority to remove any that are being misused. Examples of misuse are that the badge has expired, someone else is using the badge without the holder being present, or the holder is deceased.

It is vital that blue badges are only used by the person provided with one to ensure their access and needs are met. 12 blue badges were seized by CEOs because the blue badge was being misused. This was much lower than previous years due



to the lockdowns. If you would like to report misuse of a blue badge you can do this by email to [badgefraud@eastsussex.gov.uk](mailto:badgefraud@eastsussex.gov.uk) or telephone on 01323 466508.

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## Permits

Information about the different types of [permits](#) (<https://www.eastsussex.gov.uk/roadsandtransport/parking/permits/>) available for our parking schemes is published on our website. All permits are applied for online using [NSL Apply](#) (<https://east-sussex.nsl-apply.co.uk/Account/Login?ReturnUrl=/>).

The Covid-19 pandemic, social restrictions and lockdowns meant that we saw substantial changes in the types and number of permits we sell.

### Resident permits

Unlike other types of permits and penalty charge notices, in 2020/21 we saw an increase in the number of resident permits we issue.

In Rother this is related to the implementation of the civil parking enforcement scheme. Whilst in Eastbourne, Hastings and Lewes this was likely related to Covid-19, with the lockdowns meaning more people were at home during the day when the permit restrictions apply.

## Eastbourne

### Resident permits by zone

Zone	2019/20	2020/21
A	448	494
B	37	41
G	369	410
J	3	3
M	138	158
N	185	199
R	10	13
S	677	710
SE	7	8
<b>Total</b>	<b>1,874</b>	<b>2,036</b>

## Hastings

### Resident permits by zone

Zone	2019/20	2020/21
A	102	101
B	122	164
C	131	163
D	361	398
E	194	220
F	357	421
G	246	300
H	372	427
I	81	101
J	18	19
K	126	149
L	37	44
O	8	9
S	135	154
W	3	3
<b>Total</b>	<b>2,293</b>	<b>2,673</b>

## Lewes

### Resident permits by zone

Zone	2019/20	2020/21
A	536	585
B	246	268
C	205	254
D	256	300
E	265	313
F	22	25
HS&A	39	42
HS&B	132	163
HS&D	72	95
<b>Total</b>	<b>1,773</b>	<b>2,045</b>

## Rother

### Resident permits by zone

**Rother** From 1 August 2020 to 31 March 2021**Battle**

D	37
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**Bexhill**

C	742
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E	608
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N	545
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W	376
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**Rye**

A	40
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B	8
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## All other types of permits 2020-2021

**Eastbourne**



<b>Total number of other permits issued</b>	<b>Resident Visitor</b>	<b>Trade</b>	<b>Hotel</b>	<b>Primary Care Trust (PCT)</b>	<b>Business user</b>	<b>Doctor</b>	<b>Voluntee (Eastbou only)</b>
<b>Apr-20</b>	100	100	0	0	2	1	0
<b>May-20</b>	150	180	900	0	10	7	0
<b>Jun-20</b>	1500	837	2,250	0	20	0	0
<b>Jul-20</b>	3,545	422	5,450	0	15	0	0
<b>Aug-20</b>	3,090	428	9,440	0	10	0	0
<b>Sep-20</b>	3,910	477	8,770	0	17	0	0
<b>Oct-20</b>	3,825	624	3,750	0	14	0	0
<b>Nov-20</b>	2,740	491	600	0	24	2	17
<b>Dec-20</b>	2,170	430	1,270	0	11	0	0
<b>Jan-21</b>	1,780	395	40	0	16	3	0
<b>Feb-21</b>	1,350	620	620	0	9	0	0
<b>Mar-21</b>	2,440	536	10	0	18	6	0
<b>Total</b>	<b>26,600</b>	<b>5,540</b>	<b>33,100</b>	<b>0</b>	<b>166</b>	<b>19</b>	<b>17</b>



## Hastings

<b>Total number of other permits issued</b>	<b>Resident Visitor</b>	<b>Business scratch cards</b>	<b>Business</b>	<b>Doctor</b>	<b>Primary Care Worker (PCW)</b>
<b>Apr-20</b>	0	15	0	0	5
<b>May-20</b>	10	70	0	1	0
<b>Jun-20</b>	440	198	0	0	2

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<b>Jul-20</b>	1,282	177	0	0	2
<b>Aug-20</b>	1,389	99	0	0	0
<b>Sep-20</b>	1,346	177	0	0	1
<b>Oct-20</b>	1,903	239	2	0	1
<b>Nov-20</b>	1,160	122	3	0	0
<b>Dec-20</b>	936	100	1	0	0
<b>Jan-21</b>	542	125	0	0	0
<b>Feb-21</b>	610	157	4	0	0
<b>Mar-21</b>	1,210	211	0	0	0
<b>Total</b>	<b>10,828</b>	<b>1,690</b>	<b>10</b>	<b>1</b>	<b>11</b>

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## Lewes

<b>Total number of other permits issued</b>	<b>Resident Visitor</b>	<b>Trade</b>	<b>Hotel</b>	<b>Primary Care Trust (PCT)</b>	<b>County Hall West (CH)</b>	<b>County Hall East (CP)</b>	<b>Business</b>
<b>Apr-20</b>	120	0	0	0	0	0	1
<b>May-20</b>	0	0	0	0	0	0	0
<b>Jun-20</b>	920	35	0	0	0	0	1
<b>Jul-20</b>	1,600	155	30	0	0	0	2
<b>Aug-20</b>	1,880	143	40	0	0	0	1
<b>Sep-20</b>	3,030	155	30	100	0	0	0
<b>Oct-20</b>	2,720	111	0	0	0	0	0
<b>Nov-20</b>	2,890	162	200	0	0	0	1
<b>Dec-20</b>	1,390	159	50	0	0	0	1
<b>Jan-21</b>	1,640	95	0	0	0	0	1
<b>Feb-21</b>	1,540	245	0	0	0	0	0
<b>Mar-21</b>	2,570	225	30	0	0	0	0
<b>Total</b>	<b>20,300</b>	<b>1,485</b>	<b>380</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>8</b>

## Rother

<b>Total number of other permits issued</b>	<b>Resident Visitor</b>	<b>Trade</b>	<b>Hotel</b>	<b>Primary Care Trust (PCT)</b>	<b>Business user</b>	<b>Doctor</b>
<b>Apr-20</b>	0	0	1	0	0	0
<b>May-20</b>	0	0	0	0	0	0
<b>Jun-20</b>	0	0	0	0	0	0

<b>Jul-20</b>	0	0	0	0	0	0
<b>Aug-20</b>	1,370	0	0	0	1	0
<b>Sep-20</b>	4,760	35	550	0	10	0
<b>Oct-20</b>	8,220	185	320	0	17	0
<b>Nov-20</b>	2,890	198	180	0	3	2
<b>Dec-20</b>	1,660	90	30	0	2	0
<b>Jan-21</b>	1,380	89	0	0	4	0
<b>Feb-21</b>	1,660	93	0	0	2	1
<b>Mar-21</b>	3,050	216	0	0	3	0
<b>Total</b>	<b>24,990</b>	<b>906</b>	<b>1,081</b>	<b>0</b>	<b>42</b>	<b>3</b>

## Penalty Charge Notices (PCNs)

Our approach to parking enforcement is to make sure that it is carried out fairly and consistently. To help achieve this, Civil Enforcement Officers (CEOs) are instructed to issue a PCN to any vehicle they see parked in contravention. When issuing a PCN it is issued to a vehicle and not a person.

We are often asked why a CEO did not go into a local business or property to ask the driver to move their vehicle before issuing a PCN. This would be showing discretion and is not consistent or fair to other motorists. Additionally, CEOs do not have any information about who the vehicle owner is or where they live or might be visiting.

### PCNs issued by month

#### Eastbourne

<b>Month</b>	<b>2019/20</b>	<b>2020/21</b>
Apr	1,505	20
May	1,494	127
Jun	1,609	338
Jul	1,344	808
Aug	1,402	954
Sep	1,384	987
Oct	1,481	952
Nov	1,345	703
Dec	1,188	846
Jan	1,155	644
Feb	1,116	796
Mar	807	787
<b>Total</b>	<b>15,830</b>	<b>7,962</b>

## Hastings



<b>Month</b>	<b>2019/20</b>	<b>2020/21</b>
Apr	1,154	27
May	1,288	173
Jun	1,027	570
Jul	1,250	1,220
Aug	1,186	1,404
Sep	1,240	1,281
Oct	1,309	803
Nov	1,159	1,043
Dec	1,202	943
Jan	1,261	724
Feb	1,220	999
Mar	865	923
<b>Total</b>	<b>14,161</b>	<b>10,110</b>

## Lewes

Month	On Street 2019/20	On Street 2020/21	County Hall 2019/20	County Hall 2020/21	Lewes District car parks 2019/20	Lewes District car parks 2020/21
Apr	677	7	52	0	279	1
May	709	63	51	0	270	3
Jun	618	299	6	0	262	48
Jul	568	524	59	0	253	176
Aug	440	567	37	0	312	287
Sep	467	558	47	0	304	263
Oct	559	644	80	0	233	277
Nov	470	459	43	0	175	171
Dec	800	507	54	0	162	202
Jan	728	371	57	0	293	148
Feb	743	429	67	0	287	141
Mar	475	443	0	0	231	180
<b>Total</b>	<b>7,254</b>	<b>4,871</b>	<b>553</b>	<b>0</b>	<b>3,061</b>	<b>1,897</b>

## Rother

Month	Rother 2020/21
Apr	n/a
May	n/a
Jun	n/a
Jul	n/a
Aug	n/a
Sep	n/a
Oct	482
Nov	651
Dec	610
Jan	509
Feb	651
Mar	611
<b>Total</b>	<b>3,514</b>

## PCNs issued by contravention code

### PCNs issued by contravention code

Contravention	Code	Eastbourne	Hastings	Lewes	Rother	2020/21 Total
Parked in a restricted street during prescribed hours	1	1,803	2,849	1,651	778	7,081
Parked or loading/unloading in a restricted street where waiting and	2	698	383	245	30	1,356

waiting and  
loading/unloading  
restrictions are in  
force

Parked after the expiry of paid-for time	5	322	396	116	54	888
No valid ticket	6	355	1,390	168	572	2,485
Parked without clearly displaying a valid pay-and-display ticket or permit	12	1,542	1,804	485	92	3,923
Parked in a permit space without displaying a valid permit	16	556	1	548	557	1,662
Displaying an invalid permit	19	309	71	346	22	748
Parked in a suspended bay/space or part of bay/space	21	41	51	36	5	133
Re-parked in the same parking place within the no return period	22			1		1
Parked in a parking place or area not designated for that class of vehicle	23	353	281	10	93	737
Not parked correctly within the markings of the bay or space	24	15	9	16		40
Parked in a loading place during restricted	25	346	466	220	124	1,156

during restricted  
hours without  
loading

Parked 50cm or more from the kerb	26	45	13	11		69
Dropped footway (new contravention)	27	185	83	43	9	320
Parked on a raised verge	28	1		2		3
Parked longer than permitted	30	540	1,152	616	959	3,267
Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	40	471	629	109	157	1,366
Parked in a Police space	42	6	3			9
Parked on a taxi rank	45	140	17	83	4	244
Stopped on a restricted bus stop/stand	47	169	298	107	48	622
Parked on a school keep clear	48	14	35	12		61
Commercial vehicle in overnight waiting ban	55	2				2
Parked in	56	5				5
contravention of commercial waiting						



waiting

Parked on a footway / verge	62	12	139	38		189
Overstayed paid-for time (car park)	80			25		25
Parked in a restricted area (car park)	81			10		10
Expired pay-and-display ticket (car park)	82			214		214
No pay-and-display ticket (car park)	83			1,358		1,358
No permit (car park)	85			94		94
Out-of-bay (car park)	86			39		39
Parked in a disabled bay without clearly displaying a valid disabled person's badge (car park)	87			10		10
Area not designated for class of vehicle	91			147		147
Parked on a pedestrian crossing	99	32	40	8	10	90
<b>Total</b>		<b>7,962</b>	<b>10,110</b>	<b>6,768</b>	<b>3,514</b>	<b>28,354</b>

## PCNs paid

The amount of PCN's paid in Eastbourne and Hastings was approximately 4% less than PCN's paid the previous year, although Lewes paid PCN's were up almost 2%, both on street and off.

## PCNs paid

Stage the PCN was paid at	Eastbourne	Hastings	Lewes (on street)	Lewes (off street)	Rother
Discounted rate (£25)	999	1,675	901	1,145	935
Discounted rate (£35)	3,597	3,634	2,401	196	1,297
Full rate (£50)	165	385	161	187	145
Full rate (£70)	665	742	346	9	157
After charge certificate (£75)	22	47	13	23	16
After Charge Certificate (£105)	109	87	44	1	15
After Registration (£83)	36	82	20	33	20
After Registration (£113)	146	168	84	5	15
<b>Total paid</b>	<b>5,739</b>	<b>6,820</b>	<b>3,970</b>	<b>1,599</b>	<b>2,600</b>

## PCNs challenged and appealed

Our Notice Processing Team received 8,675 items of correspondence related to the 28,354 PCNs issued. This is less than the previous year, due to less PCNs issued because of the Covid-19 travel restrictions implemented.

### Summary of PCNs paid, challenged and appealed

Of the 28,354 PCNs issued:

- 20,728 were paid.
- 1,853 were cancelled.
- 112 written off
- 5,661 remain open and unresolved.
- 42 cases were appealed to the independent adjudication service, TPT.

## PCNs cancelled by reason

### PCNs cancelled by reason

PCNs cancelled by reason	Eastbourne	Hastings	Lewes on street	Lewes off street	Rother
Adjudicators decision	5	12	3	3	2
Appeal not contested					
Blue badge holder	54	51	39	14	18
Cashless or Virtual parking - error accepted	26	16	16	34	1
CEO error	52	78	43	7	26
Mitigating reasons	203	194	154	85	163
Emergency; gas, water or electric	10	8	5	1	1
Loading or unloading	21	26	43	1	12
Medical emergency	1	5	2		
Meter fault		4	3	1	
Missing, obscured lines or signs	2	15	2		9
Multiple PCNs, 2PC	18	22	13	5	21

## one contravention

<b>Police vehicle</b>	8	1	1		
<b>Processing or system error ESCC</b>	6	5	5		
<b>Processing or system error NSL</b>	4	10	13		8
<b>Unforeseen delay</b>			1		
<b>Valid pay and display ticket supplied</b>	60	28	13	27	10
<b>Valid permit held</b>	21	11	6	1	5
<b>Vehicle breakdown</b>	15	22	16		6
<b>Total</b>	<b>506</b>	<b>508</b>	<b>378</b>	<b>179</b>	<b>282</b>

## PCNs appealed to the Traffic Penalty Tribunal (TPT)

The TPT is the independent adjudication service which considers appeals against PCNs. This can only happen after a PCN has reached a formal representation and it has been rejected.

After both parties have submitted evidence to TPT, a decision will be made on the evidence provided or a hearing can be requested.

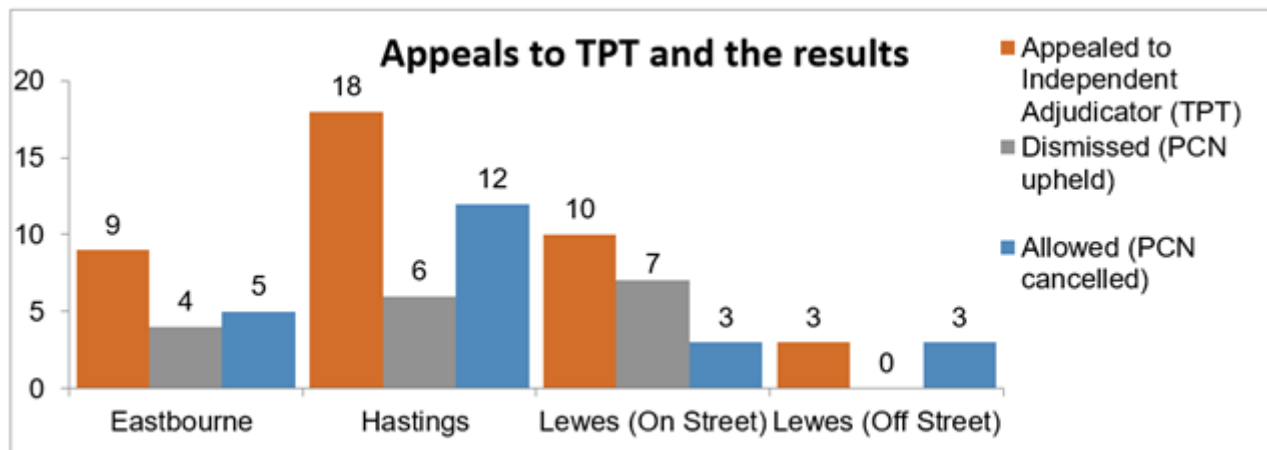
Adjudicators will either allow the appeal meaning the PCN will be cancelled, or dismiss the appeal where the PCN remains payable.

If appropriate following decisions, we will review and change how we enforce restrictions or deal with future challenges.

Further details about TPT are available at their website

[www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk) (<http://www.trafficpenaltytribunal.gov.uk>)

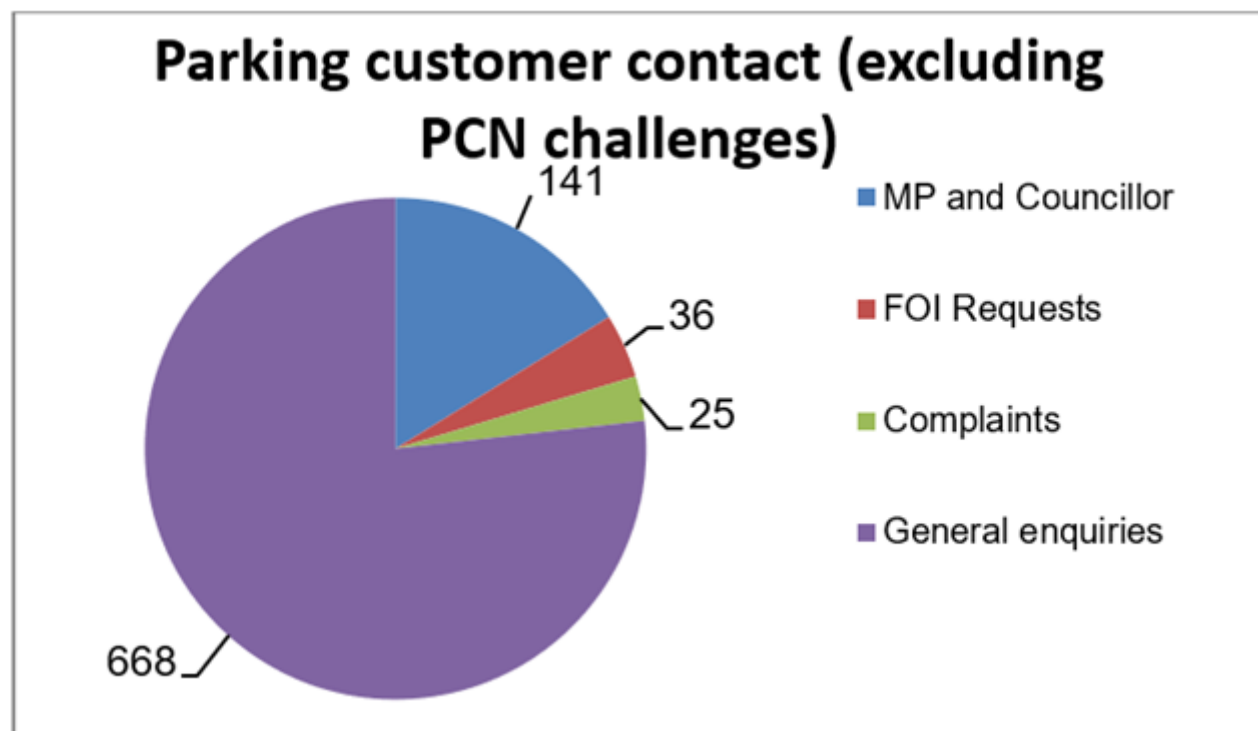
There were 42 PCNs appealed to the TPT. The results of the appeals, by area, are shown in the chart below.



Appeals to TPT and the results

## Parking enquiries

In addition to customers contacting us about Penalty Charge Notices (PCNs) that have been issued, we receive a large number of non PCN related parking enquiries. We had 870 customer contacts this year, which is a similar number to last year. The chart below shows the breakdown of the types of contact we received.



Parking enquiries

In addition to the above correspondence, we also sent out 1,364 consultation packs, received 295 online review requests, installed 76 access protection marking and 28 disabled bays

# Finance

The total income from the parking schemes in 2020/21 was £3,905,421 this was nearly £1 million less than the year before. This was because of the effects Covid-19 lockdowns and movement restrictions had on day permit and Pay and Display income. After the expenditure this meant there was no contribution made to parking surplus and resulted in a deficit of £54,362. This also impacted the support available for the bus networks and concessionary fares. The table below details the income and expenditure for 2020/21. Also commitments and investments made from the parking surplus.

## Income, expenditure and schemes supported from the surplus

### Overall income and expenditure for all parking schemes

Income	Total 2019/20	Total 2020/21
	£	£
On street charge	2,459,778	2,014,969
Off street charge	88,607	217
Permit income	642,591	710,671
Penalty Charge Notices	1,375,840	894,299
Payments from Other Local Authorities	320,246	280,267
Other income	4,525	4,998
<b>Total</b>	<b>4,891,587</b>	<b>3,905,421</b>
<b>Expenditure</b>		
Enforcement contract	2,061,551	2,107,928
ESCC Staff	586,289	644,911
Operational Expenditure (non-enforcement)	996,945	1,019,814
Payments to Other Local Authorities	83,240	55,245

New pay and display machines	267,593	131,885
Supported bus network and concessionary fares	630,000	0
<b>Total</b>	<b>4,625,618</b>	<b>3,959,783</b>
<b>Operational Surplus/(Deficit)</b>	<b>265,969</b>	<b>(54,362)</b>
<b>Payments/Investments supported by CPE surplus</b>		
Parking Review	105,285	116,929
Approved by parking board	35,505	30,000
Real Time bus information running costs	134,992	0
Set up costs	0	207,564
<b>Total</b>	<b>275,782</b>	<b>354,493</b>
<b>Net Surplus/(Deficit)</b>	<b>(9,813)</b>	<b>(408,855)</b>

### Eastbourne borough income and expenditure

<b>Income</b>	Eastbourne 2019/20	Eastbourne 2020/21
	£	£
On street charge	1,198,450	1,027,758
Off street charge		
Permit income	263,628	249,508
Penalty Charge Notices	542,929	273,005
Payments from Other Local Authorities		
Other income	1,469	2,783
<b>Total</b>	<b>2,006,476</b>	<b>1,553,054</b>

### Expenditure

Enforcement contract	671,523	632,801
ESCC Staff	179,747	210,140
Operational Expenditure (non-enforcement)	477,299	564,203
Payments to Other Local Authorities		
New pay and display machines	7,950	
Supported bus network and concessionary fares	374,287	
<b>Total</b>	<b>1,710,806</b>	<b>1,407,144</b>
<b>Operational Surplus/(Deficit)</b>	<b>295,670</b>	<b>145,910</b>
<b>Payments/Investments supported by CPE surplus</b>		
Parking Review	32,840	51,350
Approved by parking board		
Real Time bus information running costs	80,328	
Set up costs		
<b>Total</b>	<b>113,168</b>	<b>51,350</b>
<b>Net Surplus/(Deficit)</b>	<b>182,502</b>	<b>94,560</b>

### Hastings borough income and expenditure

<b>Income</b>	Hastings 2019/20	Hastings 2020/21
	£	£
On street charge	808,756	563,530



**Off street charge**

Permit income	187,740	187,934
Penalty Charge Notices	466,781	318,697
Payments from Other Local Authorities		
Other income	1,011	1,153
<b>Total</b>	<b>1,464,288</b>	<b>1,071,314</b>

**Expenditure**

Enforcement contract	685,778	661,313
ESCC Staff	199,950	182,822
Operational Expenditure (non-enforcement)	278,661	216,250
Payments to Other Local Authorities		
New pay and display machines	247,110	
Supported bus network and concessionary fares	155,316	
<b>Total</b>	<b>1,566,815</b>	<b>1,060,385</b>

<b>Operational Surplus/(Deficit)</b>	<b>(102,527)</b>	<b>10,929</b>
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**Payments/Investments supported by CPE surplus**

Parking Review	32,219	32,278
Approved by parking board	35,505	30,000
Real Time bus information running costs	33,417	

Set up costs

<b>Total</b>	<b>101,141</b>	<b>62,278</b>
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<b>Net Surplus/(Deficit)</b>	<b>(203,668)</b>	<b>(51,349)</b>
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### Lewes district income and expenditure

<b>Income</b>	Lewes 2019/20	Lewes 2020/21
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£

£

On street charge	452,572	329,922
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Off street charge	88,607	217
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Permit income	187,368	177,131
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Penalty Charge Notices	366,130	235,987
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Payments from Other Local Authorities	320,246	280,267
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Other income	2,045	1,062
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<b>Total</b>	<b>1,416,968</b>	<b>1,024,586</b>
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### Expenditure

Enforcement contract	703,050	654,932
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ESCC Staff	206,592	235,362
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Operational Expenditure (non-enforcement)	240,474	174,243
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Payments to Other Local Authorities	83,240	55,245
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New pay and display machines	12,533	
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Supported bus network and concessionary fares	99,153	
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<b>Total</b>	<b>1,345,042</b>	<b>1,119,782</b>
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<b>Operational Surplus/(Deficit)</b>	<b>71,926</b>	<b>(95,196)</b>
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### Payments/Investments supported by CPE surplus

Parking Review	40,226	33,301
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Approved by parking board

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Real Time bus information running costs	21,247	
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Set up costs

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<b>Total</b>	<b>61,473</b>	<b>33,301</b>
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<b>Net Surplus/(Deficit)</b>	<b>10,453</b>	<b>(128,497)</b>
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### Rother district income and expenditure

<b>Income</b>	Rother 2019/20	Rother 2020/21
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	£	£
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On street charge		93,759
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Off street charge

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Permit income	3,855	96,098
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Penalty Charge Notices		66,610
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Payments from Other Local Authorities

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Other income

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<b>Total</b>	<b>3,855</b>	<b>256,467</b>
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### Expenditure

Enforcement contract	1,200	158,882
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ESCC Staff		16,587
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Operational Expenditure (non-enforcement)	511	65,118
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Payments to Other Local Authorities

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New pay and display machines		131,885
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Supported bus network and concessionary fares	1,244	
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<b>Total</b>	<b>2,955</b>	<b>372,472</b>
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<b>Operational Surplus/(Deficit)</b>	<b>900</b>	<b>(116,005)</b>
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**Payments/Investments supported by CPE surplus**

Parking Review

Approved by parking board

Real Time bus information running costs

Set up costs		207,564
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<b>Total</b>	<b>0</b>	<b>207,564</b>
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<b>Net Surplus/(Deficit)</b>	<b>900</b>	<b>(323,569)</b>
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