

Annual Parking Report 2021/22

Foreword

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Our Civil Parking Enforcement (CPE) schemes in East Sussex

There are Civil Parking Enforcement (CPE) schemes in four of the five districts and boroughs in East Sussex. The first CPE scheme was introduced in Hastings borough in 1999, this was followed by Lewes district in 2004, Eastbourne borough in 2008 and Rother district in 2020.

Introducing CPE to Wealden district was considered at the same time as Rother district but this was not supported by the district council so did not go ahead. Enforcement of parking restrictions across Wealden district remains the responsibility of the Police.

Aims of our Civil Parking Enforcement (CPE) schemes

One of the biggest changes that occurs when adopting CPE is the transfer of responsibility for parking enforcement from the Police to the local authority. Not only does this allow us to enforce parking restrictions, it enables the authority to improve access to parking for residents, businesses and visitors, reduce traffic congestion and improve safety. CPE is also used to try and influence driver

behaviour and encourage people to use alternative sustainable forms of transport. More information about [CPE \(/parking/enforcement/cpe\)](/parking/enforcement/cpe) is available on our website.

Permit schemes

One of the ways CPE helps us to improve access to parking for residents, business and visitors is by having permit schemes. Permit schemes allow us to balance the differing needs of those wanting to park by providing long term parking for residents and shorter-term parking for visitors, traders and businesses.

Information about the different types of [permits \(/parking/permits\)](/parking/permits) is available on our website and further on in this report you can read about the numbers of permits issued in 2021/22.

NSL

Whilst we manage the parking schemes across our CPE areas, we outsource a large part of our parking service to NSL. Although we refer to NSL as our enforcement contractor they provide more than just parking enforcement. NSL are the first point of contact for most of our customers whether it relates to general parking queries, permits or Penalty Charge Notices (PCNs).

The role of Civil Enforcement Officers (CEOs)

The primary responsibility of CEOs is to enforce all the parking restrictions. To make sure that all of the CEOs act fairly and consistently they are instructed to issue a PCN to any vehicle they see parked in contravention. The CEOs do not have any access to look up who the owner of a vehicle is, and they are not allowed to go in search of the driver of a vehicle. There is a process in place allowing drivers to challenge a PCN if they feel it was issued incorrectly or that there were valid reasons to justify the vehicle being parked in contravention.

In addition to enforcing parking restrictions CEOs

- Report any defects they see with lines, signs, pay and display machines or the condition of the highway.
- Act as a source of local information, often giving directions or assisting people when they are lost or need some help.
- Monitor permits and the use of blue badges. CEOs have the authority to inspect badges and can seize them if they are being misused, for example, if the badge has expired or is being used by someone other than the badge holder. This is vital for helping to reduce misuse of blue badges and ensuring spaces are only being used by genuine blue badge holders.

Report any vehicles they suspect have been abandoned to [Operation Crackdown \(http://www.operationcrackdown.org/\)](http://www.operationcrackdown.org/).

Abuse and attacks on Civil Enforcement Officers (CEOs)

Sadly, CEOs experience some of the worst behaviours and characteristics displayed by people. When this happens, the officer will call for assistance using a

code system, code yellow or code red.

- Code yellow is used when an officer requires assistance from either a Senior or Supervisor. This may be for informational purposes and or to make the office aware of potential situation for the officer's welfare.
- Code red is used when a situation has escalated out of control and or when the officer feels threatened and may require police assistance.

The council has a policy on [unreasonable customer behaviour](https://contactus/complaints/unreasonable-customer-behaviour) ([/contactus/complaints/unreasonable-customer-behaviour](https://contactus/complaints/unreasonable-customer-behaviour)) which includes any behaviour that is offensive, abusive, threatening or physical. This policy applies in the rare situations where frustration, disappointment and upset turns into unacceptable behaviour towards any members of staff. Whilst it is not just CEOs that are subjected to this type of behaviour, they experience the severest forms and impact of it. The types of unreasonable customer behaviour include:

- using abusive or offensive language towards staff, verbally or in writing
- violent or aggressive behaviour

Abusive, offensive or threatening behaviour and physical assault is unacceptable wherever it takes place and all instances of this are reported to the Police. In 2021/22 there were

- 11 code reds
- 24 code yellows
- 7 of these were reported to the Police.

Body worn cameras

We will take proportionate action to protect the wellbeing of our staff from unreasonable behaviour in whatever form it takes. Given the increase in instances and severity of unreasonable behaviour towards CEOs we are going to be arranging for the officers to wear body cameras. Not only do we anticipate this will reduce the instances of abusive, offensive, and threatening behaviour towards them, when it does occur, the video evidence will help the Police to be able to take action against the perpetrators.

“

COULDN'T HAVE BEEN BETTER!! I ♥ ESCC PARKING DEPT.

”

Customer feedback

Civil Parking Enforcement (CPE) in Rother

During the first full year of CPE in Rother District the enforcement team have developed their enforcement strategy, identifying locations that needed more attention whilst also maintaining a consistent level of enforcement across the whole district.



The team looked at the different types of transport used by the CEOs and made changes to reduce travel times, they introduced electric bikes, increasing the use of mopeds and home deploying staff were possible. This increased the amount of time the CEOs were able to be on patrol.

The team also changed the working rotas of the CEOs resulting in increased enforcement to meet the needs of the restrictions, including later nights and more patrols on Sundays.

The team have developed close working relationships with partners within Rother District, including working together with the Rother District Council, the Police, Highways England, East Sussex Highways and RNLI for Operation RADCOTT ensuring appropriate measures were in place for the enforcement of parking restrictions in Camber during the summer.

The first Rother parking review

The first post CPE review of the parking scheme in Rother started in October 2021. This was to allow the scheme to operate for a year giving time for people to get used to the restrictions and for parking patterns to settle.

We received nearly 1000 requests for the permit schemes to be extended, for new restrictions, or for changes to the restrictions already in place. To manage the high number of requests received, and make effective use of our budgets, they were all assessed against our priority ranking system. It took six months to consider and assess all the requests that we received. The outcome of the prioritisation of the requests for  [Rother \(/media/53pm0mbc/rother-review-list-for-web-2022.pdf\)](/media/53pm0mbc/rother-review-list-for-web-2022.pdf) [274.4 KB] [pdf] and  [Rye \(/media/svdp5pia/rother-review-list-for-web-2022-rye.pdf\)](/media/svdp5pia/rother-review-list-for-web-2022-rye.pdf) [169.8 KB] [pdf] is published on our website. We are progressing requests for 122 different locations that will be included in our informal consultation taking place in July 2022.

We and Rother District Council also commissioned The Project Centre to carry out a separate [study of the parking arrangements in Rye \(https://pclengagement-hub.co.uk/en-GB/projects/rye-parking-perception-survey/1\)](https://pclengagement-hub.co.uk/en-GB/projects/rye-parking-perception-survey/1). This was promised as part of the process of implementing the CPE scheme in Rother. The study took into account both on and off street parking to further understand the use of parking facilities in Rye town centre. The results of the study will also form part of the informal consultation, early indications from the study show that the results reflect the requests for changes that were submitted through our parking review process.

Updates on progress of the [Rother review \(/parking/parking-reviews/current-reviews/rother\)](/parking/parking-reviews/current-reviews/rother) will be made at each stage on our website.



Nice to know people are listening to our concerns. Thanks for responding.



Customer feedback

Parking reviews

The 2020/21 Lewes approved restrictions were installed with the traffic order sealed in November 2021. The prioritisation for the Lewes 2021/22 review took place in November 2021, the informal consultation will take place in May.

The informal consultation for the Eastbourne review was completed in June 2021, and the formal consultation was completed in November 2021 when 715 letters were sent to residents.

The informal consultation in Hastings took place in May 2021. The formal consultation took place in October with approximately 1300 consultation letters sent to residents. All approved restrictions are being installed and once complete we anticipate the traffic order being sealed in April 2022.

The prioritisation of nearly 1000 requests for the first review of parking restrictions in Rother took place in October 2021, with 122 request taken forward to informal consultation.

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

Newhaven High Street

Part of the 2020/21 Lewes review included Newhaven High Street which was previously enforced under Town Police Clauses Act. With Police resources stretched this was no longer being enforced leading to dangerous and irresponsible parking. Vehicles were often parked on the pavement for long periods of time throughout the pedestrian area, this not only generating large amounts of complaints it was dangerous to all pedestrians.

Through the review process the High Street was brought under the CPE order meaning CEOs could enforce the pedestrian area to prevent vehicles parking there. Before enforcement started warning notices were issued for two weeks, CEOs also proactively spoke with traders and users of the high street to explain

the new restrictions and offering advice when necessary. This improved the access and safety for pedestrians throughout the whole of the pedestrian area.

Hastings White Rock theare area

During our last review of parking in Hasting borough we considered requests to review permit parking spaces available for residents near the theatre, in permits zones A and B. This area has always been in high demand for permits and a waiting list was in place for resident permits in zone A. We proposed to change the pay and display only bays to shared use bays and increase the time of restriction until 8pm on St Margarets Road and White Rock Road. During the informal and formal consultations feedback supported this proposal. The changes were made and came into effect in April 2022. This increased the permit spaces available for zone A by approximately 14 and 29 for zone B, and cleared the waiting list for resident permits in zone A.



I appreciated the open mind & fairness displayed by your team who acted with both professionalism & respect. Thank you 😊.



Customer feedback

Traffic Regulation Orders (TROs)

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.

During the period from 1 April 2021 to 31 March 2022, we processed 12 permanent TROs and 712 temporary TROs. 1419 Public Notices were advertised.

Access Protection Markings (APMs)

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.

During the period from 1 April 2021 to 31 March 2022, 195 queries were received, 191 APM applications were made and 155 were installed.

You can [find out more about APMs and apply online \(/parking/enforcement/form-apm\)](/parking/enforcement/form-apm).

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.

During the period from 1 April 2021 to 31 March 2022, 151 disabled bay applications were received. 49 were installed and 23 were removed as they were no longer needed.

You can [find out more about disabled bays and apply online \(/parking/parking-reviews/disabled-parking\)](/parking/parking-reviews/disabled-parking).

Permits

All of our schemes offer permits for residents, businesses, traders and carers. Other permit types are available, but these differ in each area depending on the available kerb space and the differing needs of each area.

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

Permit waiting lists

Permit restrictions within our schemes mostly operate during the day, ending in the early evening. There are only a few zones where a permit is required later into the evening up until 8pm. With the permit restriction applying during the day, not all permit holders will be parked at the same time. For that reason, the number of resident permits we issue may exceed the number of bays available.

We monitor the number of permits issued, if the permit ratio reaches our maximum of 1.5 permits for each bay no more permits are issued, and a waiting list is introduced. It is made clear to applicants when applying for a permit that purchasing one does not guarantee a space.

At the time of producing this report, there are no waiting lists for permits in any of our parking zones.

Permit misuse

To help maintain the integrity and benefits of our permit schemes we monitor the use of permits to make sure that they are being used as intended. On occasion we do find permits that are being misused, a warning will be issued to the permit holder and if misuse continues the permit will be withdrawn or further applications declined. The most common permit type to be misused are trade, then business

and hotel. We find that traders do not provide the required works information needed to approve the permit. Business and hotel permit misuse are mostly because the permits are being used by staff to provide commuter parking close to their place of work. During the year:

- 695 permit applicants were contacted about the use of the permits they had applied for.
- 230 warnings were issued to applicants.
- 43 permit accounts were frozen pending further information and one permit was withdrawn.

Anyone who suspects permits are being misused can report this, [email our customer service team](#) or telephone them on 01273 335500 to report it.



I received a response very quickly & had my renewal completed. Very good service, thank you.



Customer feedback

Permits issued in 2021/22

The following tables show the numbers and types of permits sold in 2020/21 and 2021/22. For Rother, the CPE scheme started in September 2020 and we started issuing permits on 1 August 2020, therefore 2020/21 does not have a full year of permit sales.

Resident permits

Eastbourne

Eastbourne resident permits by zone and year

Zone	2020/21	2021/22
A	494	648
B	41	53
G	410	607
J	3	1
M	158	181

Zone	2020/21	2021/22
N	199	230
R	13	16
S	710	866
SE	8	6
Total	2,036	2,608

Hastings

Hastings resident permits by zone and year

Zone	2020/21	2021/22
A	101	111
B	164	215
C	163	193
D	398	470
E	220	268
F	421	513
G	300	344
H	427	442
I	101	119
J	19	25
K	149	158
L	44	53
O	9	9
S	154	191
W	3	2
Total	2,673	3,113

Lewes

Lewes resident permits by zone and year

Zone	2020/21	2021/22
A	585	652
B	268	303
C	254	268
D	300	311
E	313	384
F	25	0
HS&A	42	42
HS&B	163	195
HS&D	95	94
Total	2,045	2,249

Rother**Battle resident permits by zone and year**

Zone	2020/21	2021/22
D	37	42

Bexhill resident permits by zone and year

Zone	2020/21	2021/22
E	608	692
N	545	614
W	376	503
Total	2,271	2,698

Rye resident permits by zone and year

Zone	2020/21	2021/22
A	40	38
B	8	7
Total	48	45

All other types of permits

Eastbourne

Eastbourne permits sold by month and type

Type of permit	Resident Visitor	Trade	Hotel	Healthcare and care worker (PCT)	Business	Doctor
Apr-20	100	100	0	0	2	1
Apr-21	2,950	712	1,110	0	10	6
May-20	150	180	900	0	10	7
May-21	3,150	645	4,910	100	16	0
Jun-20	1,500	837	2,250	0	20	0
Jun-21	3,980	370	8,070	1,920	23	0
Jul-20	3,545	422	5,450	0	15	0
Jul-21	5,240	680	10,750	2,110	15	8
Aug-20	3,090	428	9,440	0	10	0
Aug-21	5,160	384	9,660	440	24	0
Sep-20	3,910	477	8,770	0	17	0
Sep-21	2,860	559	9,620	250	15	0
Oct-20	3,825	624	3,750	0	14	0
Oct-21	3,820	529	5,430	890	13	0
Nov-20	2,740	491	600	0	24	2
Nov-21	2,690	508	4,020	1,110	20	2
Dec-20	2,170	430	1,270	0	11	0
Dec-21	2,800	298	2,770	480	20	0
Jan-21	1,780	395	40	0	16	3
Jan-22	3,600	512	3,250	410	20	0
Feb-21	1,350	620	620	0	9	0
Feb-22	3,370	511	4,400	190	12	0

Type of permit	Resident Visitor	Trade	Hotel	Healthcare and care worker (PCT)	Business	Doctor
Mar-21	2,440	536	10	0	18	6
Mar-22	3,620	651	6,200	700	10	11
2020/21	26,600	5,540	33,100	0	166	19
2021/22	43,240	6,359	70,190	8,600	198	27

Hastings

Hastings permits sold by month and type

Type of permit	Resident Visitor	Business scratch cards	Business	Doctor	Primary Care Worker (PCW)
Apr-20	0	15	0	0	5
Apr-21	1,449	250	2	0	0
May-20	10	70	0	1	0
May-21	1,503	160	1	1	0
Jun-20	440	198	0	0	2
Jun-21	1,411	219	0	0	57
Jul-20	1,282	177	0	0	2
Jul-21	1,861	152	0	0	65
Aug-20	1,389	99	0	0	0
Aug-21	2,331	234	0	0	21
Sep-20	1,346	177	0	0	1
Sep-21	1,625	216	0	0	17
Oct-20	1,903	239	2	0	1
Oct-21	1,350	125	1	0	10
Nov-20	1,160	122	3	0	0
Nov-21	1,445	229	2	0	8

Type of permit	Resident Visitor	Business scratch cards	Business	Doctor	Primary Care Worker (PCW)
Dec-20	936	100	1	0	0
Dec-21	1,312	108	0	0	7
Jan-21	542	125	0	0	0
Jan-22	1,014	201	0	0	4
Feb-21	610	157	4	0	0
Feb-22	1,419	171	3	0	4
Mar-21	1,210	211	0	0	0
Mar-22	1,587	266	1	0	5
2020/21	10,828	1,690	10	1	11
2021/22	18,307	2,331	10	1	198

Lewes

Lewes permits sold by month and type

Type of permit	Resident Visitor	Trade	Hotel	Healthcare and care worker (PCT)	County Hall West (CH)	County Hall East (CP)	Business
Apr-20	120	0	0	0	0	0	1
Apr-21	2,130	165	0	0	0	0	1
May-20	0	0	0	0	0	0	0
May-21	2,090	83	0	200	0	0	0
Jun-20	920	35	0	0	0	0	1
Jun-21	2,880	160	30	480	0	0	2
Jul-20	1,600	155	30	0	0	0	2
Jul-21	3,910	139	0	570	0	0	2
Aug-20	1,880	143	40	0	0	0	1

Type of permit	Resident Visitor	Trade	Hotel	Healthcare and care worker (PCT)	County Hall West (CH)	County Hall East (CP)	Business
Aug-21	3,380	325	220	420	80	196	1
Sep-20	3,030	155	30	100	0	0	0
Sep-21	3,490	135	20	160	48	69	1
Oct-20	2,720	111	0	0	0	0	0
Oct-21	3,110	193	0	920	31	55	0
Nov-20	2,890	162	200	0	0	0	1
Nov-21	2,400	174	0	200	15	24	0
Dec-20	1,390	159	50	0	0	0	1
Dec-21	2,860	255	0	280	5	22	0
Jan-21	1,640	95	0	0	0	0	1
Jan-22	2,520	186	0	0	8	15	0
Feb-21	1,540	245	0	0	0	0	0
Feb-22	2,340	255	30	80	12	15	1
Mar-21	2,570	225	30	0	0	0	0
Mar-22	2,770	193	200	1,040	15	20	0
2020/21	20,300	1,485	380	100	0	0	8
2021/22	33,880	2,263	500	4,350	214	416	8

Rother

Rother permits sold by month and type

Type of permit	Resident Visitor	Trade	Hotel	Healthcare and care worker (PCT)	Business user	Doctor
Apr-20	n/a	n/a	n/a	n/a	n/a	n/a
Apr-21	3,760	14	40	0	5	0

Type of permit	Resident Visitor	Trade	Hotel	Healthcare and care worker (PCT)	Business user	Doctor
May-20	n/a	n/a	n/a	n/a	n/a	n/a
May-21	2,880	62	560	0	3	0
Jun-20	n/a	n/a	n/a	n/a	n/a	n/a
Jun-21	2,870	100	90	0	6	0
Jul-20	n/a	n/a	n/a	n/a	n/a	n/a
Jul-21	4,970	118	180	5,600	3	0
Aug-20	1,370	0	0	0	1	0
Aug-21	3,810	141	1,300	3,500	2	0
Sep-20	4,760	35	550	0	10	0
Sep-21	3,710	148	130	340	13	0
Oct-20	8,220	185	320	0	17	0
Oct-21	3,070	132	200	0	15	0
Nov-20	2,890	198	180	0	3	2
Nov-21	2,410	131	230	2,500	6	1
Dec-20	1,660	90	30	0	2	0
Dec-21	3,120	115	0	1,250	3	0
Jan-21	1,380	89	0	0	4	0
Jan-22	2,670	156	50	380	2	0
Feb-21	1,660	93	0	0	2	1
Feb-22	2,610	95	0	70	3	1
Mar-21	3,050	216	0	0	3	0
Mar-22	2,420	183	30	110	3	0
2020/21	24,990	906	1,080	0	42	3
2021/22	38,300	1,395	2,810	13,750	64	2

Penalty Charge Notices (PCNs)

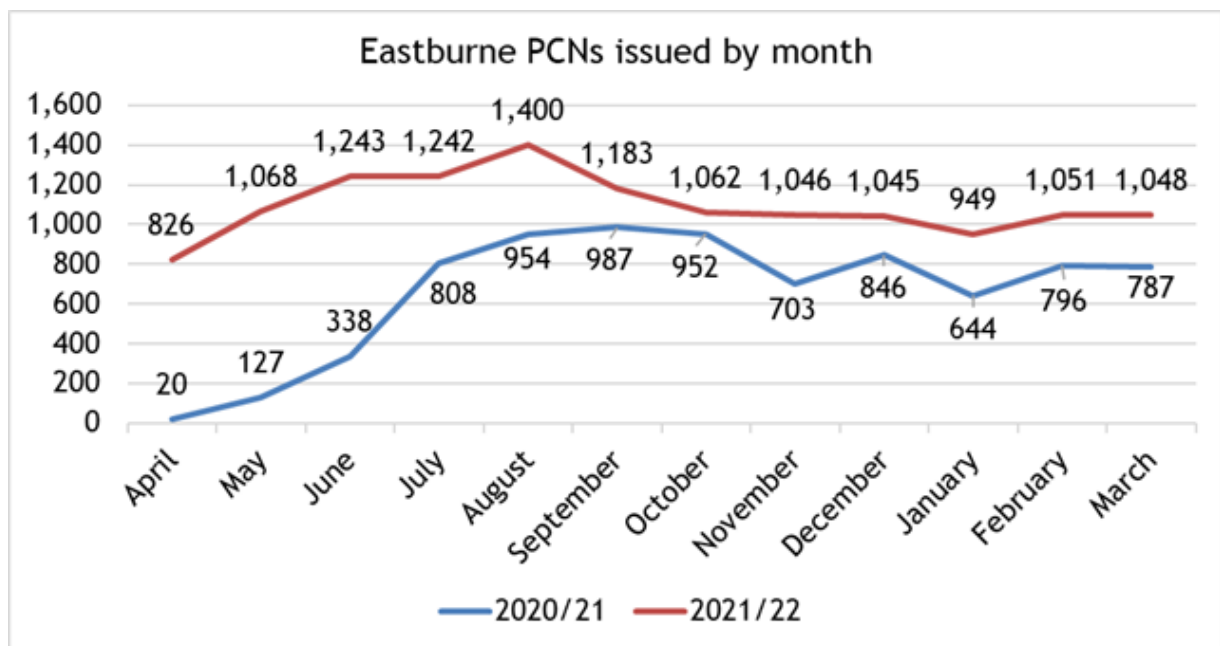
PCNs are issued by CEOs to vehicles that are parked in contravention of the parking regulations. PCNs are usually placed on the windscreen of the vehicle or can be handed to the driver of the vehicle if they return when the PCN is being issued. There are two price bands of PCNs, higher for more serious contraventions and lower for less serious. The contravention in each band and the cost of them is set by legislation. You can find out more about the [contravention codes](https://www.eastsussex.gov.uk/parking/penalty-charge-notices-pcns/charges) ([/parking/penalty-charge-notices-pcns/charges](https://www.eastsussex.gov.uk/parking/penalty-charge-notices-pcns/charges)) on our website.

We also issue a different type of PCN, known as a regulation 10 PCN, that we can issue by post. These are for stopping on school keep clear markings and driving away before the PCN is placed on the vehicle and for entering a bus lane.

PCNs issued by month

Eastbourne

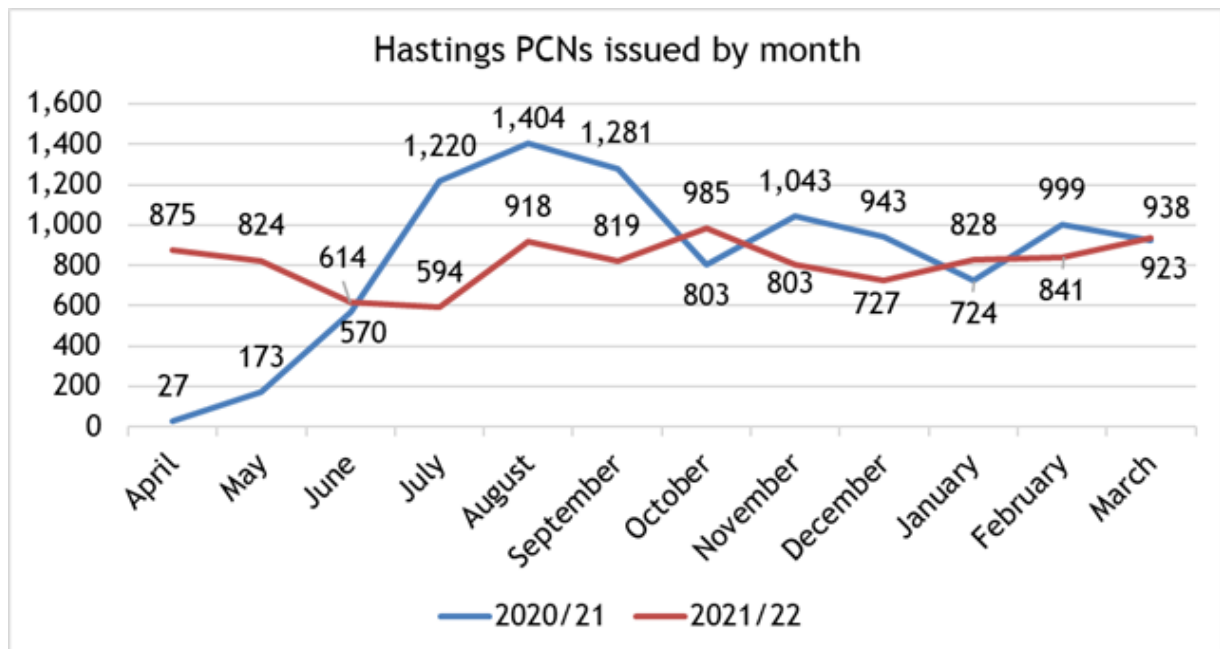
13,163 PCNs were issued in Eastbourne borough in 2021/22. This was 5201 more than the previous year.



Eastbourne PCNs issued by month

Hastings

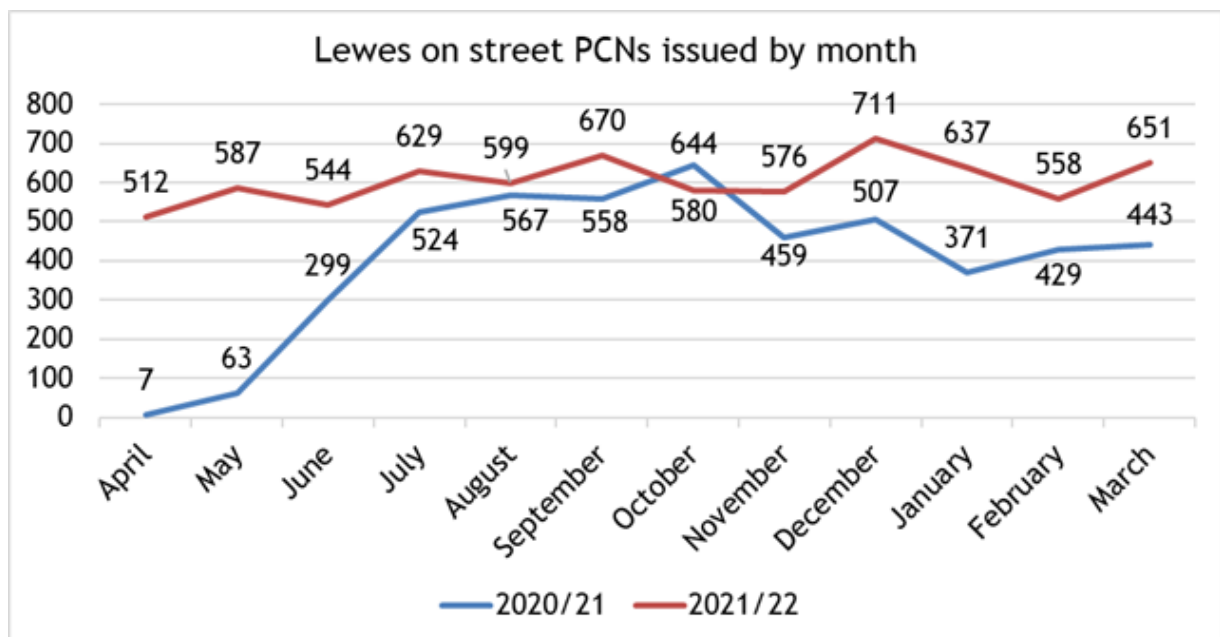
9,766 PCNs were issued in Hastings borough in 2021/22. This was 344 less than the previous year.



Hastings PCNs issued by month

Lewes on street

7,254 PCNs were issued in Lewes district on street in 2021/22. This was 2,383 more than the previous year.

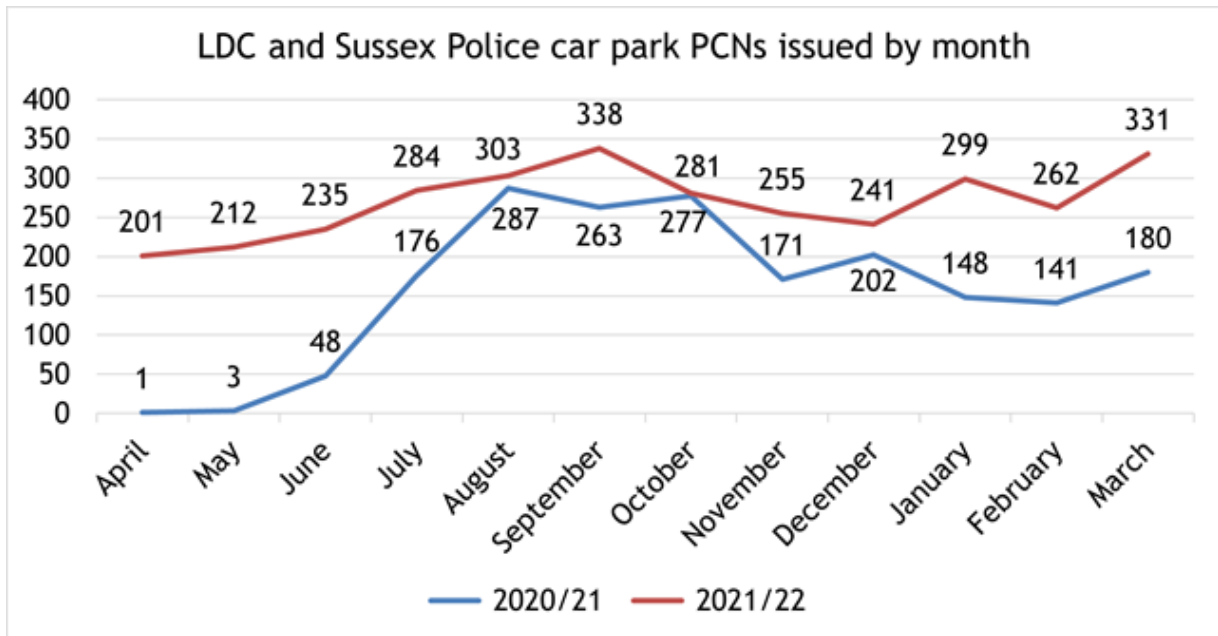


Lewes district on street PCNs issued by month

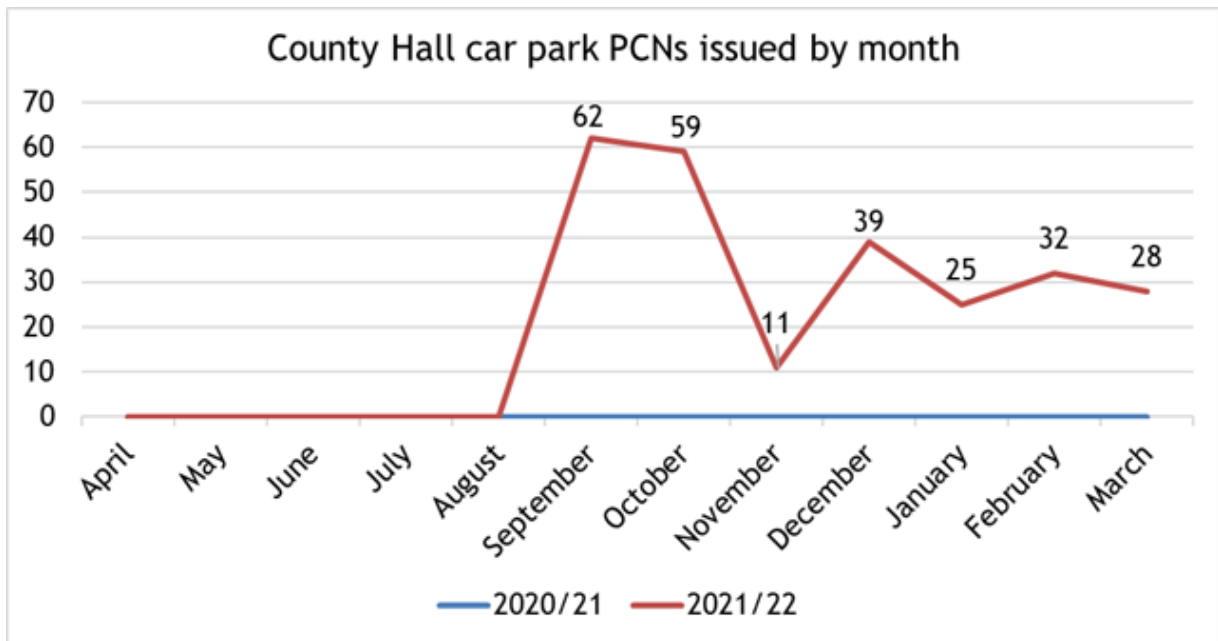
Lewes off street

A total of 3,242 PCNs were issued off street in Lewes District Council car parks and the Sussex Police car park at North Street in 2021/22. This was 1,345 more than the previous year.

256 PCNs were issued in County Hall car park. There was no enforcement of the car park in the previous year.



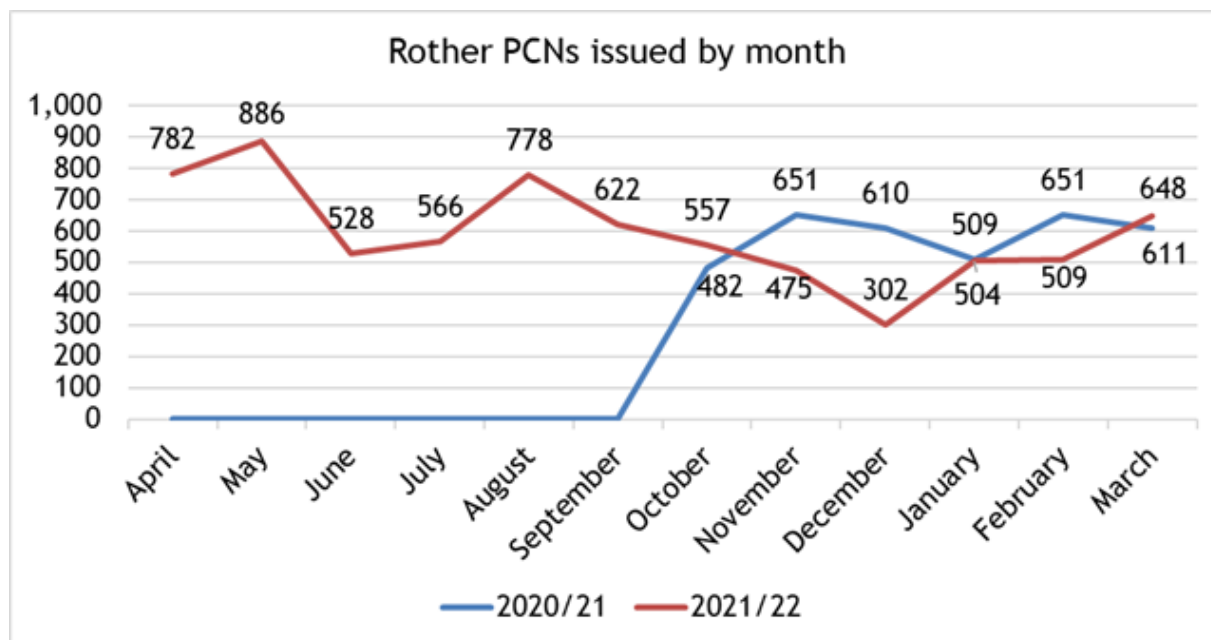
Lewes off street PCNs issued by month (excluding County Hall)



County Hall PCNs issued by month

Rother

7,157 PCNs were issued in Rother district on street in 2021/22. This was 3,643 more than the previous year, the Rother parking scheme did not go live until the end of September 2020.



Rother PCNs issued by month

PCNs issued by contravention code

Eastbourne

Eastbourne PCNs issued by contravention code

Contravention	Code	2020/21	2021/22	Difference
Parked in a restricted street during prescribed hours	1	1,803	2,373	570
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	2	698	1,076	378
Parked after the expiry of paid-for time	5	322	627	305
No valid ticket	6	355	186	-169
Parked without payment of the parking charge	11	0	364	364
Parked without clearly displaying a valid pay-and-display ticket or permit	12	1,542	2,846	1,304
Parked in a permit space without displaying a valid	16	556	1,459	903

Contravention	Code	2020/21	2021/22	Difference
permit				
Displaying an invalid permit	19	309	816	507
Parked in a suspended bay/space or part of bay/space	21	41	130	89
Parked in a parking place or area not designated for that class of vehicle	23	353	550	197
Not parked correctly within the markings of the bay or space	24	15	14	-1
Parked in a loading place during restricted hours without loading	25	346	414	68
Parked 50cm or more from the kerb	26	45	29	-16
Dropped footway (new contravention)	27	185	190	5
Parked on a raised verge	28	1	0	-1
Parked longer than permitted	30	540	852	312
Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	40	471	629	158
Parked in a Police space	42	6	11	5
Parked on a taxi rank	45	140	142	2
Stopped on a restricted bus stop/stand	47	169	241	72
Parked on a school keep clear	48	14	124	110
Commercial vehicle in	55	2	0	-2

Contravention	Code	2020/21	2021/22	Difference
overnight waiting ban				
Parked in contravention of commercial waiting	56	5	5	0
Parked on a footway / verge	62	12	26	14
Parked on a pedestrian crossing	99	32	59	27
Total		7,962	13,163	5,201

Hastings

Hastings PCNs issued by contravention code

Contravention	Code	Hastings 2020/21	Hastings 2021/22	Difference
Parked in a restricted street during prescribed hours	1	2,849	3,129	280
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	2	383	416	33
Parked after the expiry of paid-for time	5	396	213	-183
No valid ticket	6	1,390	569	-821
Parked without payment of the parking charge	11	0	1,077	1,077
Parked without clearly displaying a valid pay-and-	12	1,804	1,503	-301

Contravention	Code	Hastings 2020/21	Hastings 2021/22	Difference
display ticket or permit				
Parked in a permit space without displaying a valid permit	16	1	1	0
Displaying an invalid permit	19	71	65	-6
Parked in a suspended bay/space or part of bay/space	21	51	28	-23
Parked in a parking place or area not designated for that class of vehicle	23	281	338	57
Not parked correctly within the markings of the bay or space	24	9	4	-5
Parked in a loading place during restricted hours without loading	25	466	514	48
Parked 50cm or more from the kerb	26	13	15	2
Dropped footway (new contravention)	27	83	78	-5
Parked longer than permitted	30	1,152	693	-459
Parked in a designated disabled person's parking place without clearly displaying a valid	40	629	589	-40

Contravention	Code	Hastings 2020/21	Hastings 2021/22	Difference
disabled person's badge				
Parked in a Police space	42	3	5	2
Parked on a taxi rank	45	17	87	70
Stopped on a restricted bus stop/stand	47	298	206	-92
Parked on a school keep clear	48	35	35	0
Parked on a footway / verge	62	139	171	32
Parked on a pedestrian crossing	99	40	30	-10
Total		10,110	9,766	-344

Lewes

Lewes on street PCNs issued by contravention code

Contravention	Code	2020/21	2021/22	Difference
Parked in a restricted street during prescribed hours	1	1,651	2,460	809
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	2	245	267	22
Parked after the expiry of paid-for time	5	116	248	132
No valid ticket	6	168	99	-69

Contravention	Code	2020/21	2021/22	Difference
Parked without payment of the parking charge	11		243	243
Parked without clearly displaying a valid pay-and-display ticket or permit	12	485	864	379
Parked in a permit space without displaying a valid permit	16	548	811	263
Displaying an invalid permit	19	346	533	187
Parked in a suspended bay/space or part of bay/space	21	36	60	24
Re-parked in the same parking place within the no return period	22	1	1	0
Parked in a parking place or area not designated for that class of vehicle	23	10	24	14
Not parked correctly within the markings of the bay or space	24	16	26	10
Parked in a loading place during restricted hours without loading	25	220	209	-11
Parked 50cm or more from the kerb	26	11	18	7
Dropped footway	27	43	53	10
Parked on a raised verge	28	2	1	-1
Parked longer than permitted	30	616	785	169
Parked in a designated disabled person's parking place without clearly	40	109	219	110

Contravention	Code	2020/21	2021/22	Difference
displaying a valid disabled person's badge				
Parked on a taxi rank	45	83	114	31
Stopped on a restricted bus stop/stand	47	107	74	-33
Parked on a school keep clear	48	12	13	1
Parked on a footway / verge	62	38	128	90
Parked on a pedestrian crossing	99	8	4	-4
Total		4,871	7,254	2,383

Lewes off street PCNs issued by contravention code

Contravention	Code	2020/21	2021/22	Difference
Parked without payment of the parking charge	73		1,866	1,866
Overstayed paid-for	80	25	24	-1
Parked in a restricted area	81	10	34	24
Expired pay-and-display ticket	82	214	463	249
No pay-and-display ticket	83	1,358	732	-626
No permit	85	94	208	114
Out-of-bay	86	39	88	49
Parked in a disabled bay without clearly displaying a valid disabled person's badge	87	10	27	17
Area not designated for class of vehicle	91	147	56	-91
Total		1,897	3,498	1,601

Rother

Rother PCNs issued by contravention code

Contravention	Code	Difference		
		Sep 2020/21	2021/22	
Parked in a restricted street during prescribed hours	1	778	1,586	808
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	2	30	60	30
Parked after the expiry of paid-for time	5	54	183	129
No valid ticket	6	572	422	-150
Parked with payment made to extend the stay beyond initial time	7	0	12	12
Parked without payment of the parking charge	11	0	697	697
Parked without clearly displaying a valid pay-and-display ticket or permit	12	92	149	57
Parked in a permit space without displaying a valid permit	16	557	1,890	1,333
Displaying an invalid permit	19	22	26	4
Parked in a suspended bay/space or part of bay/space	21	5	18	13
Parked in a parking place or area not	23	93	297	204

Contravention	Code	Difference	
		Sep 2020/21	2021/22
designated for that class of vehicle			
Not parked correctly within the markings of the bay or space	24	0	1
Parked in a loading place during restricted hours without loading	25	124	236
Parked 50cm or more from the kerb	26	0	2
Dropped footway	27	9	25
Parked longer than permitted	30	959	972
Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	40	157	395
Parked on a taxi rank	45	4	7
Stopped on a restricted bus stop/stand	47	48	130
Parked on a clearway	46	0	25
Parked on a school keep clear	48	0	4
Parked on a pedestrian crossing	99	10	20
Total		3,514	7,157
			3,643

PCNs paid

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

PCNs paid by stage and CPE area

PCNs paid by stage	Eastbourne	Hastings	Lewes (On Street)	Lewes (Off Street)	Rother
At Discounted Rate (£25)	1,787	1,210	1,308	2,365	1,148
At Discounted Rate (£35)	6,477	4,044	3,526	217	3,504
At Full Rate (£50)	319	281	202	409	241
At Full Rate (£70)	1,000	831	620	25	414
After Charge Certificate (£75)	37	38	30	33	22
After Charge Certificate (£105)	133	145	73	4	61
After Registration (£83)	75	70	41	44	62
After Registration (£113)	264	223	134	4	120
Total paid	10,092	6,842	5,934	3,101	5,572

PCNs challenged and appealed

Our Notice Processing Team received 11,893 items of correspondence related to the 40,838 PCNs issued.

Summary of PCNs paid, challenged and appealed

Of the 40,838 PCNs issued:

- 31,541 were paid.
- 2,617 were cancelled.
- 168 were written off.
- 6,512 remain open and unresolved.
- 33 cases were appealed to the independent adjudication service, Traffic Penalty Tribunal (TPT).



The reason why I was fined was made clear to me and I learnt something from it.
It's your job and you did it well.



Customer feedback

PCNs cancelled by reason

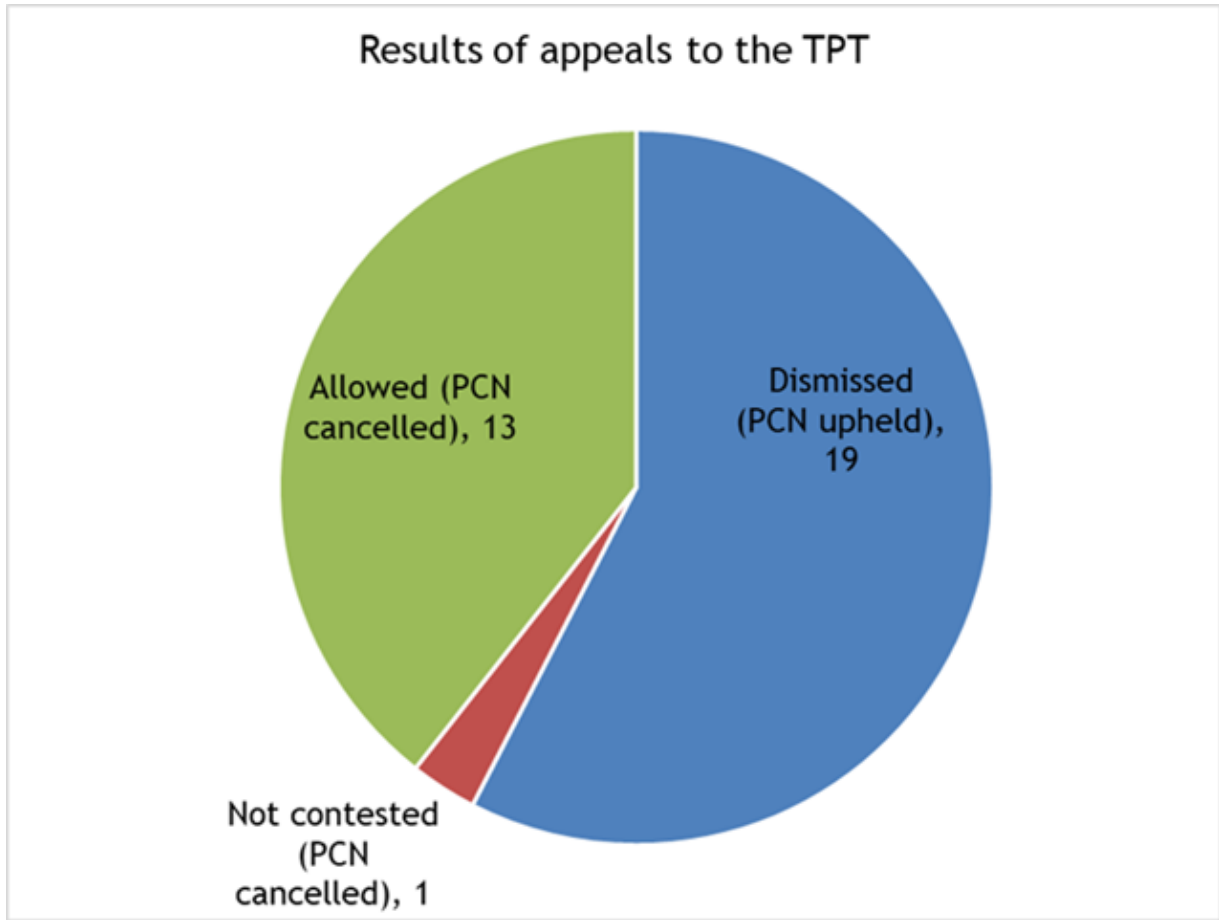
PCNs cancelled by reason and CPE area

Cancellation reason	Eastbourne	Hastings	Lewes on street	Lewes off street	Rother
Adjudicators decision	4	1	2	2	1
Appeal not contested	0	0			0
Blue badge holder	92	58	55	15	77
Cashless or Virtual parking - error accepted	142	38	62	110	41
CEO error	68	95	94	30	56
Mitigating reasons	313	152	133	110	145
Emergency; gas, water or electric	10	8	10		2
Loading or unloading	29	34	29		18
Medical emergency	3	0	3		0
Meter fault	4	6	6	3	0
Missing, obscured lines or	6	11	9	3	2

Cancellation reason	Eastbourne	Hastings	Lewes on street	Lewes off street	Rother
signs					
Multiple PCNs, one contravention	15	13	31	1	7
Police vehicle	8	1	1		0
Processing or system error ESCC	11	1	1	1	0
Processing or system error NSL	6	4	16	2	13
Unforeseen delay	0	0			0
Valid pay and display ticket supplied	82	32	35	93	19
Valid permit held	17	2	7	6	9
Vehicle breakdown	32	29	18	1	11
Total	842	485	512	377	401

PCNs appealed to the Traffic Penalty Tribunal (TPT)

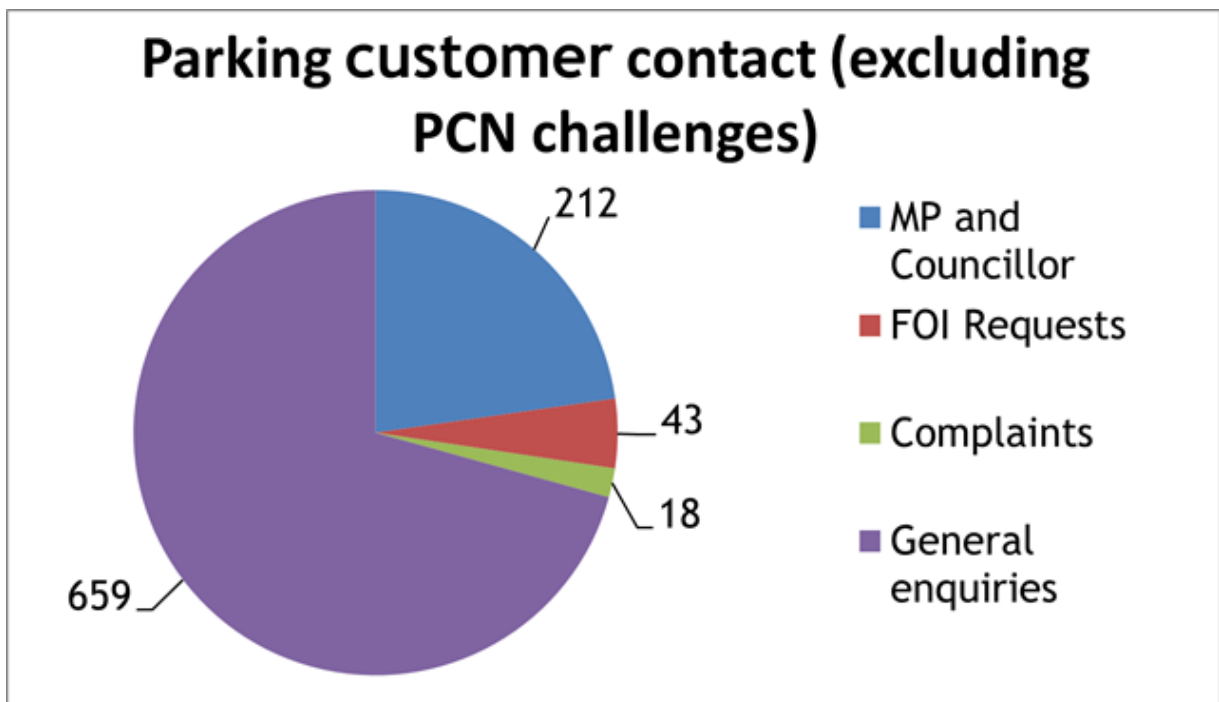
33 appeals were submitted to the TPT to be considered by an independent adjudicator. 13 resulted in the adjudicator finding in favour of the appellant and instructing us to cancel the PCN. 19 were dismissed in our favour with the adjudicator instructing the appellant to pay the PCN.



Results of appeals made to TPT

Customer contact

Aside from customers contacting us about PCNs that have been issued, we receive a large number of non PCN related parking enquiries. We had 932 customer contacts this year, which is slightly higher than last year. The chart below shows the breakdown of the types of contact we received.



Customer contact, excluding PCN challenges

In addition to the above correspondence, we also sent out 3997 consultation packs, received 929 online review requests, installed 144 access protection markings and 37 disabled bays.



I have needed advice on a number of occasions since moving to the town in September. The team have provided prompt replies, fast action to solve online problems, and helpful information on every occasion.



Customer feedback

Freedom of Information (FOI) requests

We received 32 FOIs in 2021/22. The most common type of FOI request we receive relates to PCNs, either how many issued for a certain reason or location, or the income received from paid PCNs.

An archive of all the requests the council has received and responded to is published online, anyone can search the [disclosure log \(/your-council/about/key-documents/foi/request\)](#) for details of FOI requests by entering the search dates and a topic. Local Authorities also must have a publication scheme which contains categories of information we must make publicly available, this include things like what we spend, and how we spend it and payment to suppliers that are over £500. The [publication scheme \(/your-council/about/key-documents/foi/publications-scheme\)](#) is detailed on our website.

Unreasonable customer behaviour

We cannot provide a service to all of our customers in a fair way if a customer dominates our service with frequent, lengthy contacts about the same issue which we are seeking to resolve or where we have already explained what we can and cannot do to resolve it. If a customer's contact with us turns into unreasonable behaviour, as mentioned earlier in this report, there is an [unreasonable customer behaviour policy \(/contactus/complaints/unreasonable-customer-behaviour\)](#) in place.

Earlier in this report we covered how abusive, offensive and threatening behaviour is covered by this policy. In addition, the other types of unreasonable customer behaviour covered by this policy include:

- repeatedly refusing to use an existing process for escalating a problem or for challenging or appealing against a Council decision; and

- repeatedly contacting us about an issue which we are seeking to resolve or where we have already explained what we can and cannot do to resolve it, where no significant new information is being provided.

In the rare situations when this occurs, we will take proportionate action to protect the wellbeing of our staff and other customers from unreasonable behaviour in whatever form it takes.

Acting on customer feedback

We value all the feedback we receive about our parking schemes and services. Below is a summary of things you have asked for and what we did.



Good service and always responsive and courteous. Also nice to feel like you are communicating with an actual person.



Customer feedback

You asked, we did

You asked

We did

For it to be made clearer how to apply for a permit online.

We have adjusted the wording on the button to make it clearer that pressing it will take you to permit application system.

Make it easier to change the vehicle on your resident permit.

NSL have been working on this and we are expecting an update to the system to improve this aspect.

To make it easier to speak to someone on the phone.

The Customer Service Team have changed how they manage calls, the majority of calls are now answered. Voicemails are returned within 24 hours.

Show the parking tariffs on the pay and display machines.

The tariffs are shown on screen when the machine is activated by pressing one of the buttons.

How to report vehicles parked blocking access.

Vehicles blocking access to a dropped kerb for vehicle or pedestrian access can be reported by calling 01273

You asked**We did**

	335500 (option 1). This information is also on our website.
For an increase of parking enforcement in Camber during summer.	Additional CEOs and changes have been made to shift patterns so more CEOs were in Camber for longer during the busier days.
Make the maps on our website clearer and interactive.	This is something the team would like to do and are looking at financial and suitable solution to accomplish this.
To make our response to PCN challenges more human and empathetic.	Each challenge is looked at by a member of the Notice Processing team and a decision is made based on the individual case being dealt with. Any evidence that has been provided will be considered when reaching a decision. All feedback that is received regarding PCN challenges will be used to improve our customer service.
Improvements to the hotel permit scheme.	We have begun more regular monitoring of hotel permits and will be doing this over several months to gain better information about the number of permits being used and where they are being used and how this changes seasonally. The information will be included in the next Eastbourne review to identify what changes are needed (if any).

“

Very prompt responses, very helpful staff, thanks for sorting this out so quickly!

”

Customer feedback

Finance

The total income from the parking schemes in 2021/22 was £6,289,179, after expenditure details of schemes the surplus supports are below.

Overall income and expenditure for all parking schemes

Income

Combined income for all parking schemes

Income	2020/21 £	2021/22 £
On street charge	2,014,969	3,626,146
Off street charge	217	48,173
Permit income	710,671	959,367
Penalty Charge Notices	894,299	1,364,460
Payments from Other Local Authorities	280,267	283,874
Other income	4,998	7,159
Total	3,905,421	6,289,179

Expenditure

Combined expenditure for all parking schemes

Expenditure	2020/21 £	2021/22 £
Enforcement contract	2,107,928	2,196,931
ESCC Staff	644,911	655,471
Operational Expenditure (non enforcement)	1,019,814	1,173,534
Payments to Other Local Authorities	55,245	89,112
New pay and display machines	131,885	0
Supported bus network and concessionary fares	0	1,630,000
Total	3,959,783	5,745,048

Overall surplus or deficit

Combined overall surplus or deficit for all parking schemes

	2020/21 £	2021/22 £
Operational Surplus/(Deficit)	(54,362)	544,131

Payments and investments supported by CPE surplus**Scheme or project supported by the surplus**

Scheme or project	2020/21 £	2021/22 £
Parking Review	116,929	153,827
Approved by parking board	30,000	0
Set up costs	207,564	0
Total Payment and investments	354,493	153,827
Net Surplus/(Deficit)	(408,855)	(390,304)

Eastbourne borough income and expenditure**Income from the Eastbourne CPE scheme**

Eastbourne income	2020/21 £	2021/22 £
On street charge	1,027,758	1,778,607
Permit income	249,508	421,415
Penalty Charge Notices	273,005	436,038
Other income	2,783	1,892
Total	1,553,054	2,637,952

Expenditure from the Eastbourne CPE scheme

Eastbourne expenditure	2020/21 £	2021/22 £
Enforcement contract	632,801	622,830
ESCC Staff	210,140	167,941
Operational Expenditure (non enforcement)	564,203	511,616
Supported bus network and concessionary fares		1,001,306

Eastbourne expenditure	2020/21 £	2021/22 £
Total	1,407,144	2,303,693
Eastbourne CPE scheme overall surplus or deficit		
Eastbourne surplus	2020/21 £	2021/22 £
Operational Surplus/(Deficit)	145,910	334,259
Payments and investments supported by the Eastbourne CPE scheme		
Payments and investments	2020/21 £	2021/22 £
Parking Review	51,350	33,346
Total Payment and investments	51,350	33,346
Net Surplus/(Deficit)	94,560	300,913
Hastings borough income and expenditure		
Income from the Hastings CPE scheme		
Hastings income	2020/21 £	2021/22 £
On street charge	563,530	896,609
Permit income	187,934	216,159
Penalty Charge Notices	318,697	346,314
Other income	1,153	1,705
Total	1,071,314	1,460,787
Expenditure from the Hastings CPE scheme		
Hastings expenditure	2020/21 £	2021/22 £
Enforcement contract	661,313	628,942
ESCC Staff	182,822	171,830
Operational Expenditure (non enforcement)	216,250	244,598
Supported bus network and concessionary fares		311,449
Total	1,060,385	1,356,819

Overall surplus or deficit

Hastings surplus	2020/21 £	2021/22 £
Operational Surplus/(Deficit)	10,929	103,968
Payments and investments supported by the scheme		
Payments and investments	2020/21 £	2021/22 £
Parking Review	32,278	48,422
Approved by parking board	30,000	
Total Payment and investments	62,278	48,422
Net Surplus/(Deficit)	(51,349)	55,546
Lewes district income and expenditure		
Income		
Lewes income	2020/21 £	2021/22 £
On street charge	329,922	505,584
Off street charge	217	48,173
Permit income	177,131	202,889
Penalty Charge Notices	235,987	345,726
Payments from Other Local Authorities	280,267	283,874
Other income	1,062	1,811
Total	1,024,586	1,388,057
Expenditure		
Lewes expenditure	2020/21 £	2021/22 £
Enforcement contract	654,932	663,654
ESCC Staff	235,362	195,945
Operational Expenditure (non enforcement)	174,243	236,221
Payments to Other Local Authorities	55,245	89,112
Supported bus network and concessionary fares		152,288
Total	1,119,782	1,337,220

Overall surplus or deficit

Lewes surplus or deficit	2020/21 £	2021/22 £
Operational Surplus/(Deficit)	(95,196)	50,837

Payments and investments supported by the scheme

Payments and investments	2020/21 £	2021/22 £
Parking Review	33,301	44,196
Total Payment and investments	33,301	44,196
Net Surplus/(Deficit)	(128,497)	6,641

Rother district income and expenditure**Income**

Rother income	2020/21 £	2021/22 £
On street charge	93,759	445,346
Permit income	96,098	118,904
Penalty Charge Notices	66,610	236,382
Other income		1,751
Total	256,467	802,383

Expenditure

Rother expenditure	2020/21 £	2021/22 £
Enforcement contract	158,882	281,505
ESCC Staff	16,587	119,755
Operational Expenditure (non enforcement)	65,118	181,099
New pay and display machines	131,885	
Supported bus network and concessionary fares		164,957
Total	372,472	747,316

Rother surplus or deficit

Rother Surplus or deficit	2020/21 £	2021/22 £
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Rother Surplus or deficit	2020/21 £	2021/22 £
Operational Surplus/(Deficit)	(116,005)	55,067
Payments and investments supported by the scheme		
Payments and investments	2020/21 £	2021/22 £
Parking Review		27,863
Set up costs	207,564	
Total Payment and investments	207,564	27,863
Net Surplus/(Deficit)	(323,569)	27,204

Parking spaces

The tables below show the numbers of parking spaces within the parking zones in our CPE areas. As our parking bays are not individually marked the numbers shown are approximate. We believe that the best way to maximise use of the available space is to have one continuous bay without individually marked parking spaces within it. The permits we issue are valid for vehicles up to 6.5 metres in length, if spaces were individually marked, we would have to allow space for the longest permitted vehicle plus manoeuvring space.

Eastbourne parking spaces by zone and type

Eastbourne

Zone	Number of permit only spaces	Number of shared use spaces	Number of pay and display only spaces	Number of disabled spaces	Number of loading bays
A	155	198	49	41	13
B	46	0	0	0	0
G	83	375	15	30	16
J	7	0	0	1	0
M	25	168	0	0	1
N	44	497	9	23	6
R	12	0	0	1	0
S	78	1,205	36	18	26

Zone	Number of permit only spaces	Number of shared use spaces	Number of pay and display only spaces	Number of disabled spaces	Number of loading bays
Total	450	2,443	109	114	62

Hastings parking spaces by zone and type

Hastings

Zone	Number of permit only spaces	Number of shared use spaces	Number of pay and display only spaces	Number of disabled spaces	Number of loading bays
A	62	0	9	3	0
B	98	16	100	9	3
C	106	0	36	3	0
D	201	42	14	19	5
E	118	0	54	7	3
F	256	72	48	13	6
G	0	269	0	5	0
H	0	534	0	8	0
I	0	157	11	1	0
J	19	0	0	0	0
K	0	135	0	6	0
L	0	103	0	0	0
O	8	0	0	0	0
S	198	0	0	6	0
W	8	0	0	0	0
Total	1,074	1,328	272	80	17

Lewes parking spaces by zone and type

Lewes

Zone	Number of permit only spaces	Number of shared use spaces	Number of pay and display only spaces	Number of disabled spaces	Number of loading bays
A	396	422	0	0	0
B	149	152	0	4	0
C	101	175	4	2	4
D	119	119	0	11	3
D and E	7	0	0	0	0
E	166	139	0	6	0
F	64	0	0	0	0
HS	37	44	33	9	4
Total	1,039	1,051	37	32	11

Rother parking spaces by zone and type

Rother

Rother	Number of permit only spaces	Number of shared use spaces	Number of pay and display only spaces	Number of disabled spaces	Number of time limited only bays	Number of loading bays
Battle						
D	0	51	0	0	0	0
Bexhill						
C	259	304	77	39	97	11
E	0	744	0	18	0	0
N	0	607	0	11	0	0
W	272	54	0	3	0	0
Rye						
A	29	0	0	0	0	0

Rother	Number of permit only spaces	Number of shared use spaces	Number of pay and display only spaces	Number of disabled spaces	Number of time limited only bays	Number of loading bays
B	9	0	0	0	0	0
Total	569	1,760	77	71	97	11

Car parks

Information about spaces in the [car parks \(/parking/pay-display/car-parks\)](/parking/pay-display/car-parks) is available on the district and borough council websites. There are links to these from our website.