

# Mid Sussex District Council Parking Annual Report



## 2020 - 2021



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# 1. Mid Sussex

The Mid Sussex district lives up to its title by residing at the centre of the East and West Sussex Counties. Its southern region extends down to the beautiful rolling hills of the South Downs National Park while its northern region touches on the High Weald.

Nearly half of the district is designated as an area of outstanding natural beauty, reflected in its villages and their surrounding countryside. In spite of this, it remains only an hour's journey from London and twenty minutes from the coastal city of Brighton and Hove. In addition, the district centre is only ten miles from Gatwick Airport.

Its location has proved attractive to residents who wish for a more rural location whilst still being able to access larger, metropolitan, areas for work or leisure. All three towns in the district are served by a mainline to London, which makes it an attractive area for commuters, whilst still drawing people into the district to work.

Amidst all of this, residents, visitors, and workers, are travelling daily within the district – quite often by car – and are making their way to or from a destination where they will wish to park conveniently and safely.

## 2. Managing Parking

Parking is not just about a vehicle sitting stationary on the road. There are many different types of road user who could be parking during a day. For example:

- Residents naturally want to park near their home and would like their visitors to be able to do the same.
- Businesses require convenient access for customers and servicing such as deliveries.
- Shoppers will wish to park in places with the most convenience.
- Those who hold a disabled blue badge will need to park as near to their destination as possible.
- Public transport needs to park in areas which enable them to pick up and drop off passengers.
- Commuters who are coming into the area to work need somewhere to park.
- Commuters who are heading out of the area need to park to access other travel facilities.

Between the District and County Council, these needs are managed by the restrictions and charges on the road, and in the car parks. These different areas are commonly referred to as “on street” and “off street”.

## 2.1. An introduction to Parking Services

In 2006, Mid Sussex District Council entered into an Agency Agreement with West Sussex County Council, which has allowed the two authorities to operate Civil Parking Enforcement.

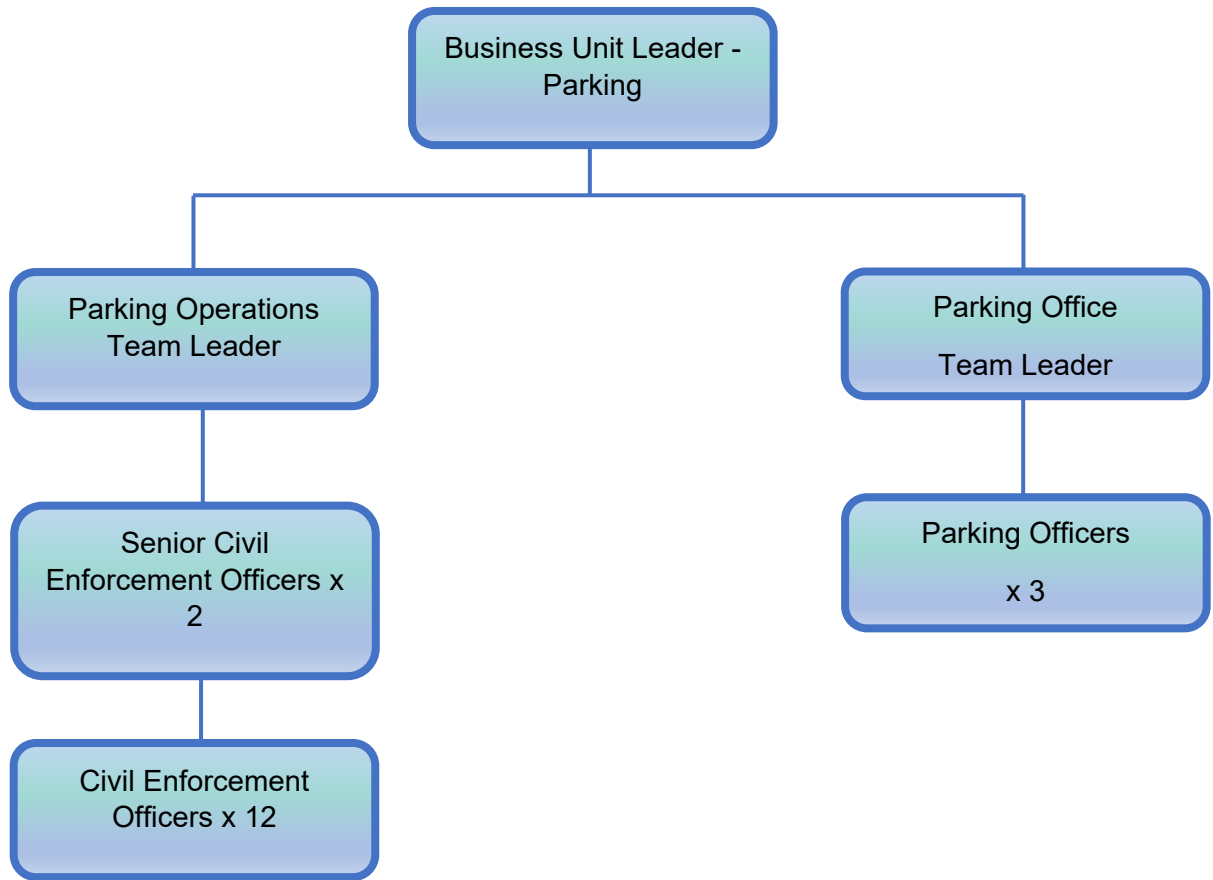
Civil Parking Enforcement is exactly what it means. Under the Traffic Management Act 2004, the enforcement of restrictions on the highways stopped being enforced by Police Traffic Wardens and ceased to be a criminal matter. Rather than fines being issued, and cases appealed by a magistrate, Civil Enforcement means Penalty Charges are issued, and can be appealed directly to the Council or, later along the Charge’s life to a Parking Adjudicator (see page 16)

Because the two Authorities are working together, they operate as what is called a “two tiered authority” which means there are two levels of responsibility. An overview of what each Council is responsible for – and how they tie together is shown below:

Mid Sussex District Council	West Sussex County Council
Deploys a Civil Enforcement Team to enforce both on and off street	Deploys Highway Stewards to investigate issues on the highway which do not fall under Civil Enforcement
Employs a back office team who administer: <ul style="list-style-type: none"> <li>• On Street Permits</li> <li>• Dispensations to park</li> <li>• Bay Suspension</li> <li>• General reporting</li> <li>• Postal Penalty Charge Notices</li> </ul>	Implement, review and manage restrictions on the highway
Process and consider appeals against all Penalty Charge Notices	Implement, review, and manage the Controlled Parking Zones (CPZ)
Recover outstanding parking debts under contract with Enforcement Agents	Process and issue licenses for the highway, including: <ul style="list-style-type: none"> <li>• Skip</li> <li>• Scaffolding</li> <li>• Mobile Elevated work platforms (Cherry pickers)</li> </ul>
Report signs and lines defects	Arrange for works to take place on the highway, for roadworks, including the placement of traffic lights
Repair lines and replace signs under contract with West Sussex County Council	Highway surface maintenance
Maintain on and off street payment machines	Carry out consultation, review and implementation of Traffic Regulation Orders
Arrange suspension of parking bays	Issue Temporary Traffic Regulations Orders for instances where temporary changes to restrictions on the highway are required.
Support Blue Badge Enforcement	Issue Disabled Blue Badges
Set parking charges and arrangements for off street car parks	Set parking charges for on street pay and display, and permits

## 2.2. The Team

The Parking Service comprises two teams, headed by the Business Unit Leader for Parking.



The main duties of each team are summarised below:

Civil Enforcement Officers	Parking Officers
Serve Penalty Charge Notices	Process all levels of appeal, including Challenge, Representation and Traffic Penalty Tribunal Appeals
Advise drivers if present that they need to move on if parked in contravention	Process applications for and issue Permits
Issue warning notices	Respond to general enquiries via telephone or email
Inspect blue badges	Check evidence
Report any issues with signs and lines	Transfer cases to the DVLA
Check and report if there are any faults with pay and display machines	Issue Regulation 10 PCNs, Notice to Owners, Charge Certificates and Order for Recovery of Unpaid Penalty Charge Notices
Arrange signage for the suspension of parking bays	Process payments against Penalty Charge Notices and permits

## 3. 2020 – 2021 Overview

The Council manages its records under financial years, running from 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. The opening of the year already found the Council in an unprecedented situation. Ten days earlier, Central Government had announced the first of several lockdowns in response to the Covid-19 Pandemic.

### 3.1. Parking Services – COVID 19 Response

The implementation of the first lockdown came within a very short period of time and, as a result, the District Council had to respond quickly and effectively to the impacts this brought. Following the guidance provided by the British Parking Association, London Councils and the Local Government Association, The Council undertook a number of initiatives to support those affected.

#### Suspension of Car Park Charges

The immediate response to the situation was to cease charging in the Council car parks from the 30<sup>th</sup> March 2020, ensuring that key workers could find somewhere safe to park when travelling to and from work. As many more people were staying at home during the lockdown, it was likely that there would not be enough on street parking to accommodate everyone.

#### Hospital / Care / Emergency Response Workers Support

Immediately prior to the initial lockdown, Mid Sussex District Council, working in partnership with West Sussex County Council and other districts and boroughs in the County, agreed a dispensation which would allow twelve weeks' parking on street at no charge. This was eventually superseded by the Government led Covid Permit.

On the 6<sup>th</sup> April 2020, the Government announced the launch of the Covid 19 Universal parking pass for NHS Staff, health and social care workers, and NHS Volunteers in England. This allowed free parking for the users so that they were able to go about their work in a safe and secure manner. The Council accepted this pass in both its car parks and on street.



#### Residents Support

As many residents residing within a CPZ were facing being parked at home at a time when they would not normally park, the affected Councils also agreed to offer a shorter term dispensation allowing residents to park within the CPZ for twelve weeks for a nominal charge.

These were also offered to residents who had shorter periods of parking outside their places of residence.

### **Suspension of Enforcement**

Due to the nature of the lockdown, it was also agreed that enforcement would only take place in areas where the parking posed a health and safety risk, or prevented specified users from parking. In addition, the generally accepted maximum of three PCNs issued to a vehicle in the same location was reduced to just one within the twelve week period.



### **Suspension of debt recovery actions**

Central Government introduced the "Taking Control of Goods and Certification of Enforcement Agents (Amendment) (No. 2) (Coronavirus) Regulations 2020 on the 25<sup>th</sup> April 2020. These regulations prevented enforcement at residential properties and on the highway via the means of an Enforcement Agent (formerly known as a Bailiff) visiting. In addition to this, the Regulations extended the period of enforcement by a further twelve months. These regulations were introduced in order to protect those who were financially impacted by the pandemic.

Both of the Enforcement Agents appointed by Mid Sussex District Council had taken the decision to cease any enforcement visits on the 23<sup>rd</sup> March 2020, and actively supported the stance that central government had taken.

Both enforcement agents adopted a "soft" approach, where letters were sent to those customers who had outstanding debts, offering support and signposting for debt advice. The Enforcement Agents also offered extended periods of payments by instalment to assist the customer.

A subsequent regulation, passed on the 19<sup>th</sup> June 2020, allowed Enforcement Agents to recommence visits from the 24<sup>th</sup> August 2020. Again, both of the Council's Enforcement Agents adopted a softer approach in engaging with the customers, including those who had just been served with a recent Warrant.

### **Support for the financially impacted**

In line with guidance provided, the Council adopted a more flexible approach towards taking Penalty Charge payments on the understanding that, for some customers, their income would have taken a substantial loss. The Council offered lower, longer term payment arrangements or, where appropriate, reduced the outstanding debt to assist those most affected.

Whilst no guidance was provided in relation to the Council registering outstanding charges as debts at Court, the Council took the decision to cease this practice in line with the Regulations provided to the Enforcement Agents. The Council did not register any outstanding debts at the Court until the end of August 2020.

### **Relaxation of enforcement of expired disabled blue badges**

Due to the Local Authorities being delayed in issuing blue badge applications and renewals, which could have led to a backlog in some areas, the Council followed the guidance to not issue Penalty Charge Notices with an expiry date of 1<sup>st</sup> January 2020 onwards. The Council continued this relaxation of enforcement until 30<sup>th</sup> September 2020.

## Protecting the Parking Services Staff

Due to the complexities and uncertainties of the initial outbreak, the Council very quickly adopted new working practices. Due to the fast response of the Digital Services Team at the Council, staff were provided with new hardware which allowed them to be based at home. Soon after this the telephone systems were upgraded so that calls at the central offices could be fielded by parking staff working away from the offices.

Staffing at the offices was reduced in line with a Covid Risk Assessment, and staff adopted the Covid 19 Business Continuity Plan, which the Council rolled out.

The Civil Enforcement Officers' vehicles were adapted with interior plastic shielding to protect the staff, and CEOs were provided with PPE to carry out their duties safely.



### Civil Enforcement Officers redeployed to assist those in need

As the requirement for full enforcement was reduced, the opportunity arose to assist other departments. Several of the Civil Enforcement Officers joined with other members of staff to assist in delivering furniture to customers in need over the lockdown.

### Supporting Haywards Heath Foodbank

During the initial lockdown, the Haywards Heath Foodbank had to radically change its practices and move to delivery only. In order to support the delivery vehicles, the council provided permits for the delivery vehicles so that the provision of vital supplies could take place without hindrance.

### Mobile Testing Units

Heath Road (Haywards Heath) and Chequer Mead (East Grinstead) were offered as Covid Mobile Testing sites to support the West Sussex County Council and NHS in the delivery of this vital service.

## Safer Streets Initiative

In collaboration with the West Sussex County Council Highways Team, several sections of public highway were suspended in all three towns in order to facilitate social distancing- enabling the public to use sections of the road safely in congested areas of the high street. The sections of road were made safe with bollards and remained in place for several months. Safer Streets Suspensions were placed in:

- Church Road, Burgess Hill
- South Road, Haywards Heath
- London Road, East Grinstead



## 3.2. Formal Adoption of the Parking Strategy



Over the last year, extensive work was put into creating a Parking Strategy which would include a 10 year plan for the future of the car parks. With the assistance of specialist consultants Parking Matters Ltd (PML), the Council's current parking provision was reviewed, considering the requirements of the individual towns and villages.

The strategy considered the parking provision within the context of the Council's District plan, which set out the vision for the Council's requirement to deliver over 16,000 new homes and 25 hectares of employment space. It was also devised to support the Council's Economic Development Strategy which seeks to make Mid Sussex "a vibrant and attractive place for businesses and people to grow and succeed".

The work examined the tariffs and charging regimes as they were currently managed, and considered future charging structures. It highlighted the investment the Council had already undertaken in introducing new technology in the car parks, and set out a vision for the future use of technology.

As the Parking Strategy was devised just prior to the pandemic, PML undertook some additional work to produce an addendum to the Strategy, which considered the likely impacts of the pandemic on the proposed Strategy.

The Strategy, and Covid Addendum were formally adopted by Mid Sussex District Council in December 2020.

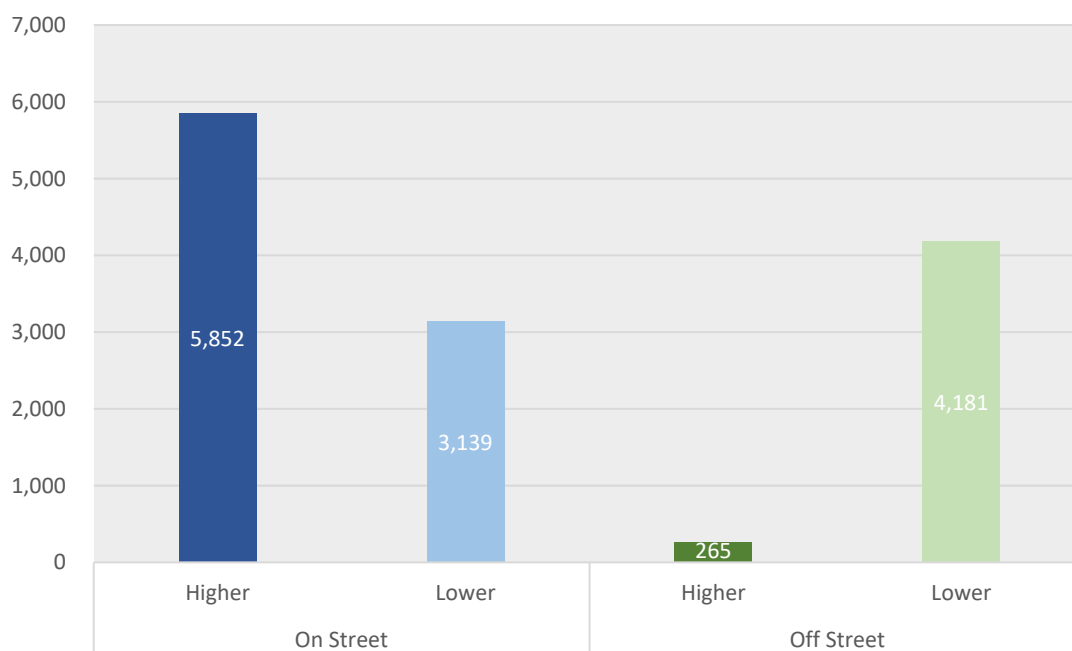
Work is now underway to deliver the Investment Strategy, Tariff Feasibility work and support the Orchards Masterplan work (which will see investment into the Haywards Heath Town Centre).

## 4. Enforcement (Penalty Charge Notices)

Penalty Charge Notices are issued in Mid Sussex when the Civil Enforcement Officer believes a contravention is taking place. The penalty will either be a higher or lower charge, depending on the contravention itself. These are not set by the Council, but by Regulations laid down by the Secretary of State. Higher charges are generally indicative that the contravention was one which affected health and safety, or potentially prevented the correct user from using the bay, such as a disabled badge holder or a bus requiring the stop. The lower codes tend to indicate a “lesser” contravention, such as not displaying a ticket or permit, or staying longer than the time indicated. A full list of contravention codes the Council uses can be found in Appendix C.

In Mid Sussex, there is a far higher level of higher level PCNs issued on street, than there are in its car parks, which reflects the nature of the contraventions.

An overview of the number of higher and lower level PCNs issued on and off street in 2020 – 2021 is shown in the graph below.



### 4.1. Top 5 On Street contraventions

In 2020 – 2021, the most PCNs issued according to contravention is shown in the table below:

Contravention Code	Contravention Description	Issued
01	Parked in a restricted street during prescribed hours	2,333
30	Parked for longer than permitted	1,945
23	Parked in a parking place or area not designated for that class of vehicle	975
06	Parked without clearly displaying a valid pay & display ticket or voucher	761
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	640

### 01 – Parked in a restricted street during prescribed hours

This is the contravention code used to enforce vehicles on both single and double yellow lines, which indicate there is no waiting during set times or at all times, respectively. They are, more often than not, put in place for health and safety reasons or to protect junctions.



#### Parking Myth #1

Often customers parked on double yellow lines will indicate they were parked on a restricted street during prescribed hours, and there were no signs in place to say what the prescribed hours are. This is because a sign is not required for double yellow lines. The prescribed hours in this instance are *all* hours.

### 30 – Parked longer than permitted

Mid Sussex has a lot of limited waiting bays (bays where vehicles are allowed to park for set periods of time) compared to other Councils. This is because two of its towns do not have Controlled Parking Zones, but instead have general parking restrictions. Many drivers unfortunately underestimate their time required to park and return too late. Civil Enforcement Officers, by law, have to allow a full ten minutes after expiry before they issue to a vehicle with an expired stay, which allows some discretion in case of delays.



### 23 – Parking in a parking place or area not designated for that class of vehicle

More often than not, the vehicle has been found parked in a Goods Vehicle Loading Bay and is not a Goods Vehicle.

#### Parking myth #2

Some owners believe that their vehicles could be classed as Goods Vehicles on the basis they were carrying goods. However, the definition of a Goods Vehicle is that it is designed for the carriage of goods. Most vehicles, aside from vans or larger lorries, are designed for the carriage of passengers, which is determined by the design of the vehicle.



### 06 - Parked without clearly displaying a valid pay & display ticket or voucher

This contravention only takes place in the town of East Grinstead which has a Controlled Parking Zone and has pay and display bays on street. A common issue is that there is no ticket at all, or the ticket has not been secured before the vehicle is left.

### 40 - Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge

The Council takes a very firm stance on this contravention. Unless the vehicle is displaying a valid blue badge, there are no allowances for it to be parked in a disabled bay.

## 4.2. Top 5 Off Street Contraventions

Charge Level	Contravention Code	Contravention Description	Issued
Lower	83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	3,350
	82	Parked after the expiry of paid for time	520
	86	Not parked correctly within the markings of a bay or space	157
	80	Parked for longer than permitted	154
Higher	87	Parked in a disabled person's parking place without clearly displaying a valid disabled person's badge	123

### 83 - Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock

As the majority of Mid Sussex District Council's Car Parks are pay and display, the most common reason for a PCN is that the pay and display ticket is not displayed correctly. This also includes instances where the customer has not entered a virtual stay on the MiPermit system correctly (often a wrong registration or the wrong locations)

### 82 - Parked after the expiry of paid for time

This is where the pay and display parking period has expired. As with on street PCNs issued for overstays, the Civil Enforcement Officer allows a full ten minutes after the parking time expires before a PCN can be issued.

### 80 - Not parked correctly within the markings of a bay or space

The car parks are lined to ensure maximum occupancy for vehicles without causing overcrowding. Unfortunately, by not parking in a marked bay correctly a vehicle will either prevent much needed parking in the adjacent space or cause a health and safety risk if it is occupying all or part of the service road where vehicles are travelling around the car park.

### 80- Parked for longer than permitted

This contravention tends to take place in car parks which are not pay and display but have a maximum stay of a certain number of hours. It's on street counterpart is Code 30, which also features highly in terms of number of PCNs issued. The aim of these limited waiting car parks is to make sure there is a frequent turnaround of users so that other visitors may have access to the spaces. Enforcing vehicles overstaying is intended to deter users from doing this.

### 87 - Parked in a disabled person's parking place without clearly displaying a valid disabled person's badge

As with on street disabled bays, the Council rigorously enforces and protects these bays for its customers.

### 4.3. Regulation 9 PCNs

Most Penalty Charge Notices are issued under Regulation 9 of The Civil Enforcement of Parking Contraventions (England) General Regulations 2007, which means that in order for the Notice to be legally served it must either be attached to the vehicle or handed to the driver. The majority of PCNs issued in the charge above are Regulation 9s. However, a small proportion of PCNs are enacted in a different way.

### 4.4. Regulation 10 PCNs

As indicated, most PCNs are legally served by being attached to the vehicle or handed to the driver. However, in very rare circumstances, a Civil Enforcement Officer will be ready to issue the PCNs, but is unable to do so.

The key element is that the PCN is *issued*, which means the CEO has completed entering the details of the PCN and commenced issuing by printing the Notice. If this is the case, it is deemed that the contravention has occurred. However, the CEO may be prevented from doing so, either because the vehicle has driven away before the CEO could hand it to the driver or affix it to the vehicle. There are other instances where the CEO was prevented because they were verbally or physically threatened and told not to attempt to hand the PCN to the driver or attach it to the vehicle.

In the case of this happening, the Civil Enforcement Officer will return to the Operations Office at the end the day and advise the Operations Team Leader of the incident. The incident, which most often includes footage obtained via the CEO's body worn camera, is reviewed and a decision is then taken to proceed. The Regulation 10 is not to be used as an easy alternative to issuing a Regulation 9 PCN, and the legal regulations are clear that the CEO must have been prevented from taking this route.

Regulation 10 PCNs are an important part of the enforcement process. They deter the expectation that a driver can park in contravention and evade enforcement, either by driving the vehicle away or making unacceptable threats to a member of the Parking Team.

In all, 16 Regulation 10 PCNs required issuing in the 2020 – 2021 year, and are highlighted in the table below.

Charge Level	Contravention Code	Contravention Description	Issued
Higher	01	Parked in a restricted street during prescribed hours	2
	02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	3
	21	Parked in a suspended bay/space or part of bay/space	1
	23	Parked in a parking place or area not designated for that class of vehicle	1
	40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	1
	45	Parked on a taxi rank	5
	99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	1
Lower	30	Parked for longer than permitted	1
	86	Not parked correctly within the markings of a bay or space	1

Most Regulation 10 PCNS were issued under the higher level contravention and were all on street, bar code 86, which was for being out of bay in a car park.

The main reason for a Regulation 10 PCN was the vehicle being parked in a Taxi Rank. The Council will enforce the misuse of these bays, and aims to make sure that these are kept free for licenced Hackney Carriages to use during the day.

## 4.5. Payments against Penalty Charges

There are four charges as set down by the Secretary of State in relation to PCNs which are indicated below:

Level of Charge	50% Discount charge (paid within first 14 days)	Full Charge (after discount has expired)	Enhanced Charge (increased by 50%)	Debt Recovery
Higher	£35.00	£70.00	£105.00	£113.00
Lower	£25.00	£50.00	£75.00	£83.00

As indicated below, 6,692 Penalty Charge Notices issued in 2020 – 2021 were paid in full. 80% of those paid were at the discounted rate, which can also include if an informal challenge has been made and rejected.

On / Off Street	Stage	Qty	Amount
<b>On Street</b>	Discount	4,257	£134,755.35
	Full Charge	667	£42,605.00
	Enhanced	141	£13,365.00
	Debt Recovery	263	£27,560.00
<b>Total</b>		<b>5,328</b>	<b>£218,285.35</b>
<b>Off Street</b>	Discount	1,066	£27,350.00
	Full Charge	211	£10,650.00
	Enhanced	34	£2,580.00
	Debt Recovery	53	£4,579.00
<b>Total</b>		<b>1,364</b>	<b>£45,159.00</b>
<b>Grand Total</b>		<b>6,692</b>	<b>£263,444.35</b>

# 5. Challenges, Representations and Appeals

Under the Traffic Management Act, the legislation has two formal stages of appeal – Formal Representation to the Council and Appeal to the Traffic Penalty Tribunal.

## 5.1. Challenges

Challenges are the first stage of appealing a Penalty Charge Notice. Most recipients of a Penalty Charge Notice will challenge their PCN in the first fourteen days of the Notice being issued to make sure that the discount is not lost.

In 2020 – 2021, the Council received 1,518 items of correspondence relating to appealing a PCN\*

1,229 challenges were received within the first 14 days of the PCN being issued

46% were accepted

54 % were rejected

## 5.2. Representations

Representations are the first formal stage of appeal, after the informal challenge process. A representation can only be made once a Notice to Owner has been sent to the Owner or Keeper of a vehicle through the post. At this stage, the Penalty Notice is at the full charge.

\* This does not include additional type of correspondence such a further evidence being provided.

### Parking Myth #3

Councils legally have to deal with appeals (called “challenges”) in the first 14 days. There is nothing in the Traffic Management Act which refers to challenges. In fact, there are only grounds for representation made in the Regulations. However, Councils are actively encouraged to deal with challenges, as it is clear the customer will be anxious to do so whilst the PCN is at discount. There are no legal grounds to reoffer the discount. However, Mid Sussex District Council will always reoffer the discount if a challenge is received in the first fourteen days, as will many other Councils. The Traffic Management Act encourages Councils to be fair and show discretion where appropriate, and it is considered right that the discount is always reoffered when a challenge is unsuccessful.

286 formal representations were received once a Notice to Owner had been served by post.



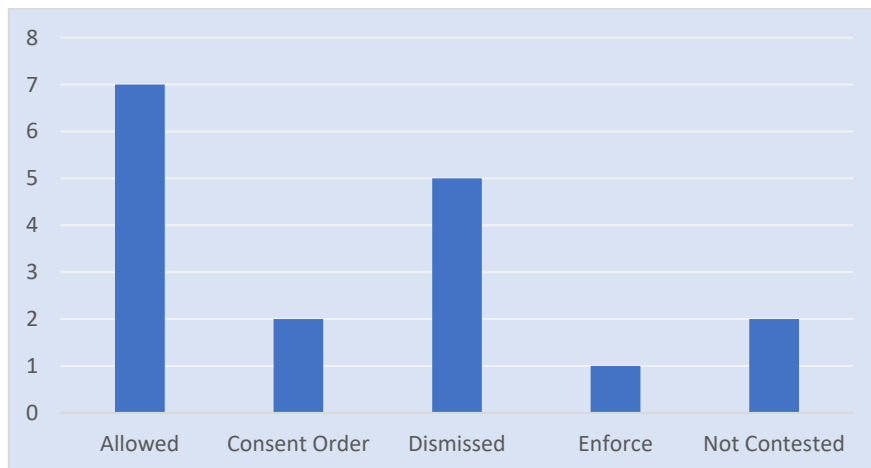
The cases which were accepted mean that the Penalty Charge was cancelled. However, it is important to note that a representation can also be accepted where the liability for the Notice is transferred to another individual. This is in instances where the vehicle is on long term lease, short term hire, or has been bought or sold.

### 5.3. Appeals to the Traffic Penalty Tribunal

If the Council has decided to reject the formal representation, then the Appellant has the opportunity to make a formal Appeal to the Traffic Penalty Tribunal. This is an independent authority which oversees a number of types of appeals, including Penalty Charge Notices.

Whilst it is best that most cases are dealt with at the challenge stage, there are inevitably some cases which the Council believes should be upheld.

In 2020 – 2021, seventeen cases went forward to Appeal, the outcomes of which are indicated below:



**Allowed** – The Adjudicator has decided in favour of the Appellant. The PCN is cancelled and there is nothing to pay.

**Consent Order** – Both parties have agreed on the case. The PCN is cancelled and there is nothing to pay.

**Dismissed** - The Adjudicator has decided in favour of the Appellant. The PCN is not cancelled and the full charge must be paid.



Enforce – a lesser known action where the case has been referred back to the Adjudicator at a later date. The Adjudicator has decided not to register the case at Appeal and instructed the Council to continue enforcement.

Not Contested – Further evidence has been provided which has persuaded the Council not to continue with the Appeal process. The PCN is cancelled and there is nothing to pay.

## 5.4. Top Three reasons for Cancellation

The main reasons for cancellation, on and off street are indicated in the tables below:

On Street	Qty
Mitigating Circumstances	87
Valid pay and display ticket provided	35
Valid Blue Badge provided	34

### What are mitigating circumstances?

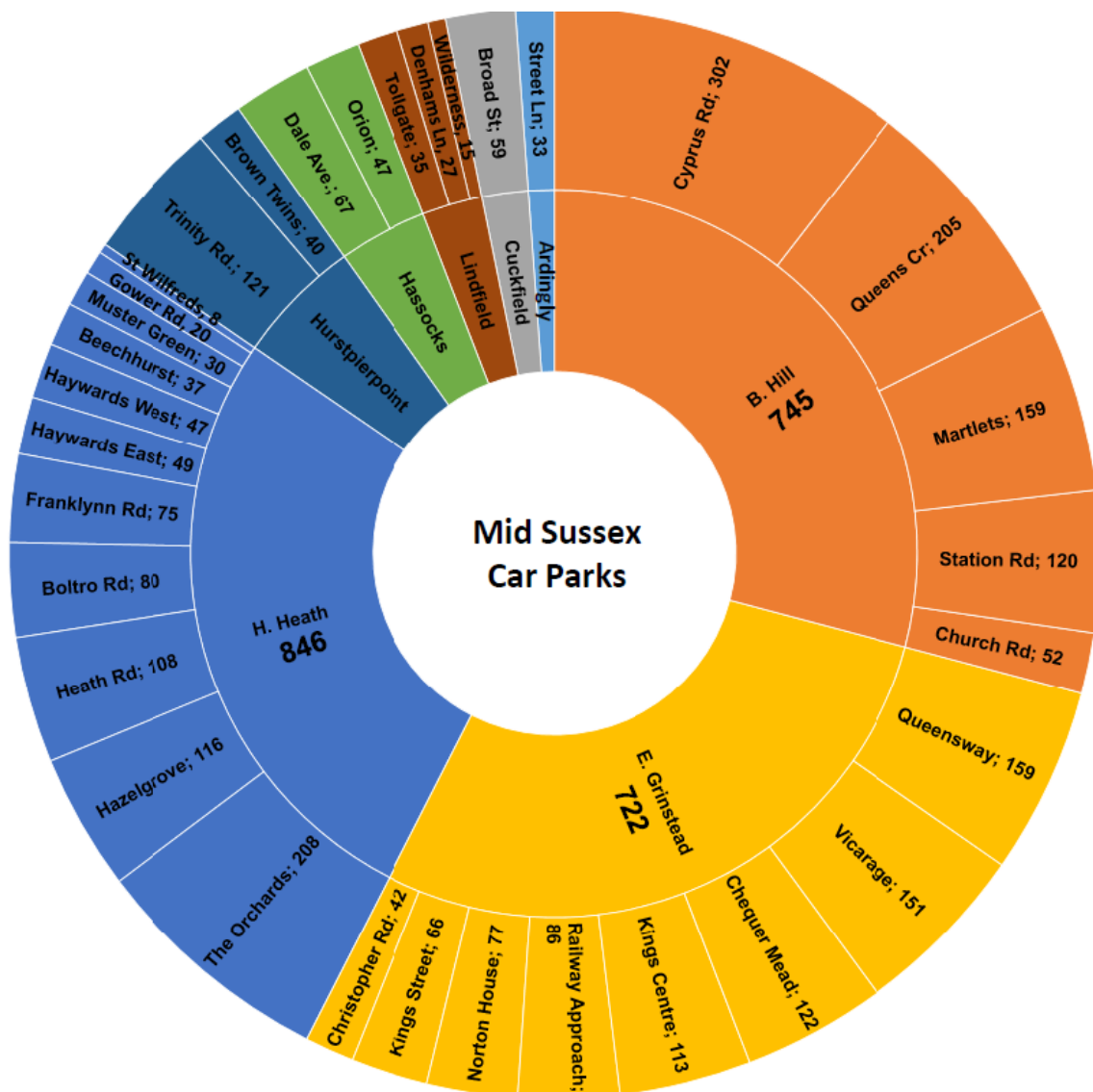
Mitigation means that there is no legal reason to cancel the Notice, for example, because it has been confirmed the vehicle was involved in loading or unloading, or had broken down. However, the reasons given for the vehicle being parked where it was are compelling and the Council has decided to show discretion and cancel the Penalty Charge.

Off Street	Qty
Valid pay and display ticket provided / evidence of virtual pay and display stay	356
Valid Parking Disc provided	108
Mitigating Circumstances	77

# 6. Car Parks

The Council currently operates 34 public car parks in the district, including 22 pay and display, and 12 with limited waiting times. There are additional leisure car parks and recreation ground car parks which are operated by other departments within the Council, but are enforced by Parking Services

## 6.1. Current Car Park Capacity



17 of these car parks have retained the Safer Parking Award issued by the British Parking Association. This means they continued to meet a high standard of management, which included appropriate lighting, effective surveillance, and a clean and safe environment.

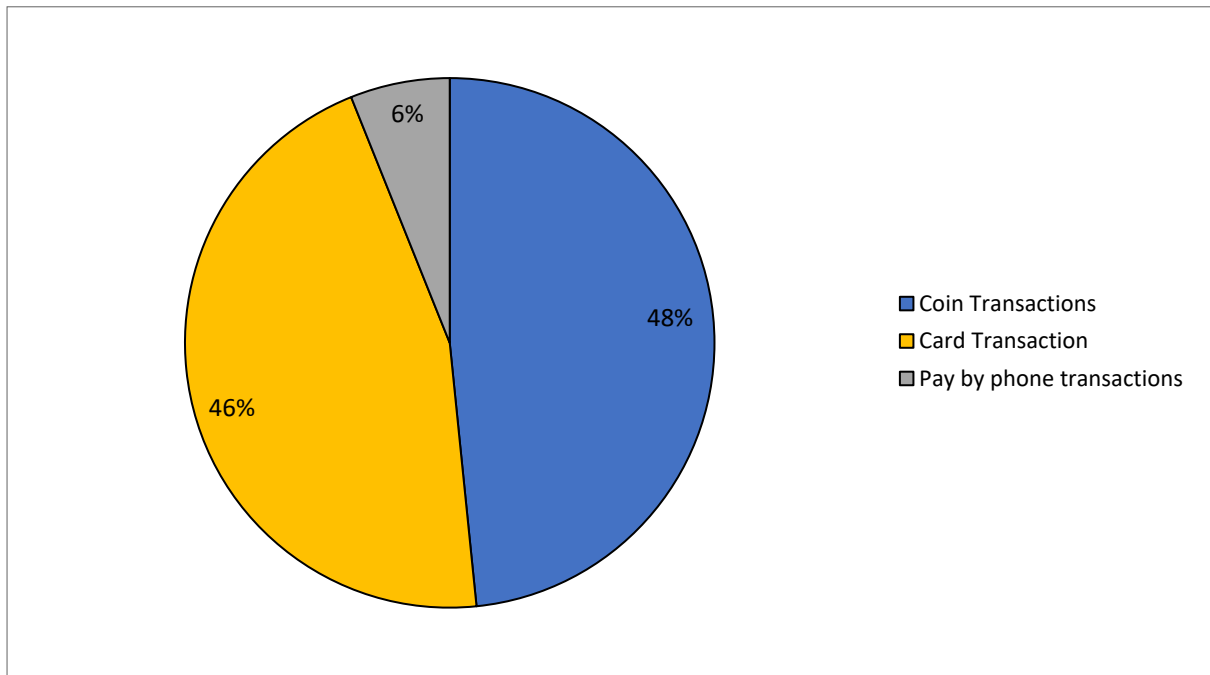
## 6.2. Pay and Display

With the impact of several lockdowns, it was understandable that pay and display income would be significantly impacted for the 2020-2021 year. The table below shows the variance in the number of transactions taken in terms of pay and display stays.

2019 – 2020	2020 - 2021	% Variance
1,612,151	753,828	- 53%

Despite the decrease in transactions, the types of transaction saw a marked change. The Council introduced cashless forms of payment in 2018, which included payment by card as well as cash at the machine, together with payments made by phone, app or website.

At the end of March 2020, cashless payments accounted for 38% of all pay and display transactions. By the end of March 2021, cashless payments accounted for 52% of all transactions, as indicated in the graph below.



## 6.3. Off Street Parking Pay and Display Financial Information

The table below summarises the pay and display income taken each financial year per car park. As already indicated elsewhere in the report, there is a marked decrease which is indicative of the period where the District Council did not charge for parking, but also due changed customer behaviour, led by several lockdowns and restrictions.

Site	Gross Income 2018 - 2019	Gross Income 2019 - 2020	Gross Income 2020 - 2021
<b>Burgess Hill</b>			
Church Road	£83,549.55	£104,054.30	£43,061.05
Cyprus Road	£183,809.05	£235,787.25	£72,977.95
Martlets	£49,649.85	£54,790.55	£9,163.80
Queens Crescent	£79,951.25	£95,386.45	£15,833.00
Station Road	£44,818.40	£55,094.45	£11,844.45
<b>East Grinstead</b>			
Chequer Mead	£84,165.35	£86,553.95	£27,060.75
Christopher Road	£67,524.40	£72,016.75	£25,112.90
King Street	£165,961.85	£147,601.05	£77,533.05
Norton House	£76,195.15	£63,663.95	£15,834.50
Queensway	£301,655.30	£291,174.80	£144,320.55
Railway Approach	£68,591.10	£68,982.05	£22,816.80
Vicarage	£143,014.40	£139,742.85	£58,980.15
<b>Haywards Heath</b>			
Franklynn Road	£69,663.35	£71,708.00	£33,704.20
Gower Road	£42,739.25	£40,178.95	£29,983.00
Haywards Road East	£78,735.50	£72,557.05	£34,815.15
Haywards Road West	£90,661.80	£83,170.00	£47,451.50
Hazelgrove Road	£196,260.05	£184,607.95	£90,707.75
Heath Road	£108,830.05	£107,848.35	£16,933.25
Muster Green	£4,901.30	£4,290.65	£966.10
The Orchards	£284,720.85	£277,604.55	£131,873.70
<b>Total</b>	<b>£2,225,397.80</b>	<b>£2,256,813.90</b>	<b>£904,010.70</b>

## 6.4. Virtual Season Tickets

During the initial lockdown, Mid Sussex District Council took the decision to migrate its existing Season Ticket Holders to a virtual platform, run by MiPermit. Between August to October 2020, the Parking Services Team created accounts for over 150 Season Ticket holders and adjusted each record to reflect the expiry date on the original paper permit.

At the end of the migration, all Season Ticket holders had their records transferred to an online system, which meant they simply had to confirm their account, and enter the correct vehicle registrations on to the system to go immediately live. The advantage of migrating the system as a whole was that the Council only had a limited period of time where two types of Season Tickets were present at any one time.

The advantage of using a virtual system is that the customer is in complete control of their records. They can renew their permit and pay online, alter the type of permit or the registration record at any time, and retain receipts of payments.

It also allows the Council to send communications via MiPermit to advise Season Ticket Holders of any potential changes to their car park without any delay.

At the end of March 2021, the entire Season Ticket system had become an automated, self-serve process. The end of year take-up for virtual Season Tickets is shown in the table below:

Town	Car Park	13 Weeks	4 Weeks	52 Weeks	Grand Total
Burgess Hill	Cyprus Road	5		6	11
	Queens Crescent	5		9	14
	Station Road	1	1		2
<b>Burgess Hill Total</b>		<b>11</b>	<b>1</b>	<b>15</b>	<b>27</b>
East Grinstead	Norton House	3		2	5
	Railway Approach	4	1	8	13
	Vicarage	9	3	33	45
<b>East Grinstead Total</b>		<b>16</b>	<b>4</b>	<b>43</b>	<b>63</b>
Haywards Heath	Boltro Road		1	21	22
	Franklynn Road	5		2	7
	Muster Green	4		21	25
	St Wilfrids	3		4	7
<b>Haywards Heath Total</b>		<b>12</b>	<b>1</b>	<b>48</b>	<b>61</b>
<b>Grand Total</b>		<b>39</b>	<b>6</b>	<b>106</b>	<b>151</b>

# 7. Customer Service & Communications

## 7.1. Online Services

Mid Sussex District Council is in the unusual position where its Controlled Parking Zone is situated over ten miles away from its central offices. As it would clearly not be practical to have customers visit the offices to purchase their permits, the Council has operated an online service for a considerable period of time.

### Online Forms currently available

- Resident Permit Application together with facility to upload evidence of residency and vehicle
- Non Resident Application
- Online Healthcare Permit
- Virtual Season Ticket (operated under MiPermit)
- Online challenge form (operated under MiPermit)
- Online Representation form (operated under Mipermit)

The screenshot shows a web form titled "Resident Parking Permit Application" under the heading "Application Details" (3/6). The form includes the following fields and sections:

- Title\***: A text input field.
- Name\***: Two text input fields labeled "First" and "Last".
- Email**: A text input field.
- Contact phone number**: A text input field with a placeholder "#### ####".
- First permit**: A section containing:
  - House number of name\***: A text input field.
  - Road\***: A dropdown menu with "Brooklands Way" selected.
  - Post code\***: A text input field.
- How many off street parking places do you have?\***: A text input field.
- How many vehicles do you have at your property?\***: A text input field.
- Are there any other permit holders at the address?\***: Radio buttons for "Yes" and "No".

## 7.2. Press Releases

During 2020 – 2021, the Council issued two press releases relating to parking.

<https://www.midsussex.gov.uk/about-us/press-releases-and-publications/free-parking-after-3pm-on-saturdays/>

<https://www.midsussex.gov.uk/about-us/press-releases-and-publications/car-park-charges-resume-from-8-june/>

## 7.3. Complaints and Compliments

Over the 2020 – 2021 year, Parking Services received 9 formal complaints:

- 4 of these were in respect of the reintroduction of parking charges in the car parks on the 8<sup>th</sup> June 2020, following the lifting of this during Covid restrictions.

- 1 related to the reintroduction of enforcement of parking on residential roads following relaxation of Covid restrictions in June 2020
- 1 was in relation to difficulties in arranging for a parking permit and season ticket.
- 1 complaint was made in regard to a Penalty Charge Notice which was alleged to have been issued incorrectly
- 1 complaint was made regarding the attitude of a Civil Enforcement Officer when monitoring parking outside of a school
- 1 complaint was received regarding parking procedures that led to an outstanding Penalty Charge being referred to the bailiff.

These complaints were either not upheld or could be resolved by other lawful means.

Also during this time, there were 7 compliments about the excellent customer service received from CEOs, the Parking Office and Customer Services staff in dealing with concerns, taking payments, and issuing of tickets.

## 7.4. Freedom of Information

In 2020 – 2021, 22 Freedom of Information requests were received by Parking Services. As the table below indicates, this was very much in line with the previous financial year.

Month	2019 – 2020	2020 – 2021
April	2	0
May	0	2
June	1 DPA Request	1
July	3	2
August	1	2
September	0	0
October	1	1
November	0	5
December	2	3
January	5	1
February	4	1
March	2	4
<b>Total</b>	<b>21</b>	<b>22</b>

## 8. Permits

The Council currently operates one Controlled (Residents’) Parking Zone in East Grinstead. This is managed under a Contract Agreement with West Sussex County Council, which Mid Sussex District took on in 2005.

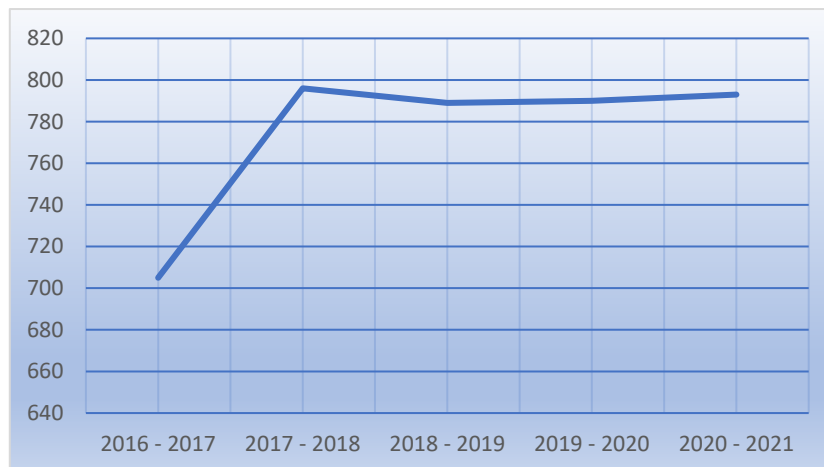
There are two Zones within East Grinstead, the inner zone (Zone A) and the outer zone (Zone B). From its base in Haywards Heath, the Council will administer the applications and management of all permits within the controlled parking zone. This can be a challenging operation; the Council’s base is over ten miles from the Controlled Parking Zone. The Parking Office Team must continually monitor the capacity within the area and be mindful of managing the needs of all users, whilst protecting the residents.

### 8.1. East Grinstead Controlled Parking Zone Capacity

	Residents Only Bay	Residents/Free Limited Waiting Bay	Charged Pay and Display	Free Limited Waiting Bay	Disabled Bays
Zone A (Inner Zone)	346	9	70	0	5
Zone B (Outer Zone)	297	0	0	30	0

### 8.2. Resident Permit Uptake (5-year period)

The below graph shows the uptake of Resident Permits issued over the last five years. Whilst there was an increase in permits between 2016 – 2018 due to the introduction of several large housing developments, this has now reached a plateau.





## 8.3. Current Resident Permit uptake in Zone A

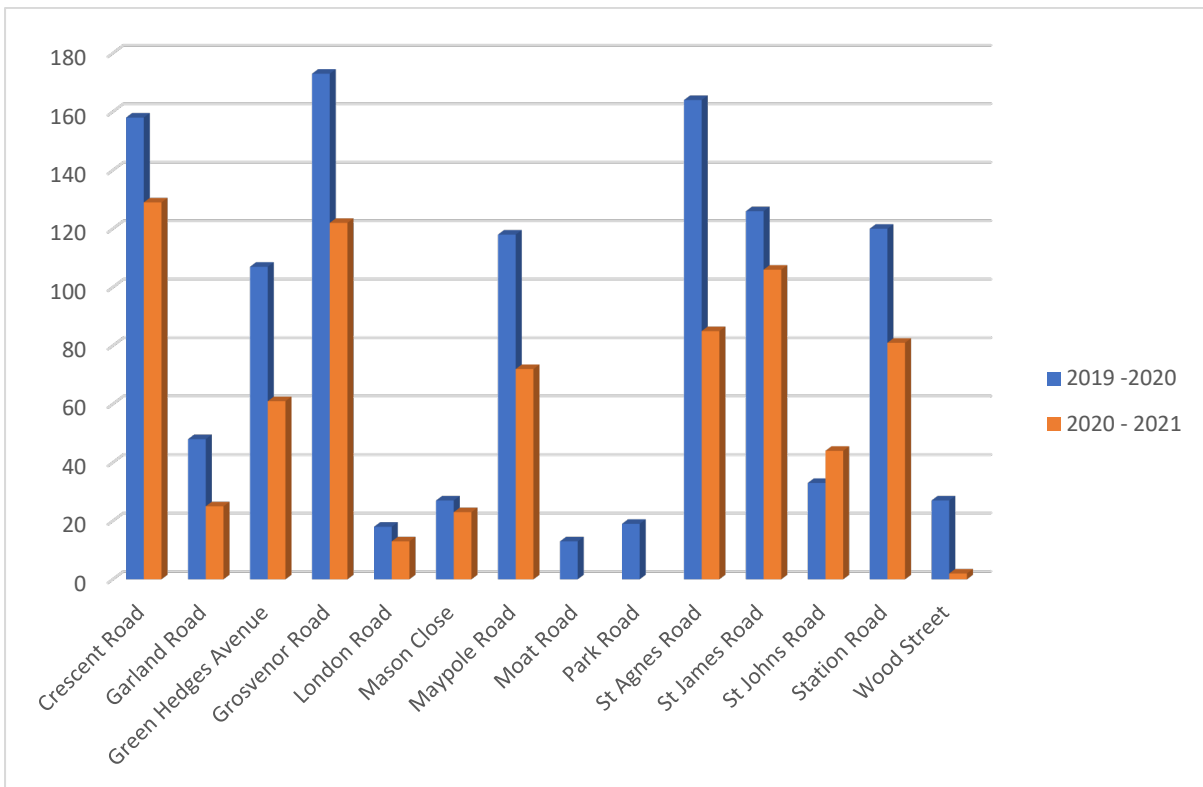
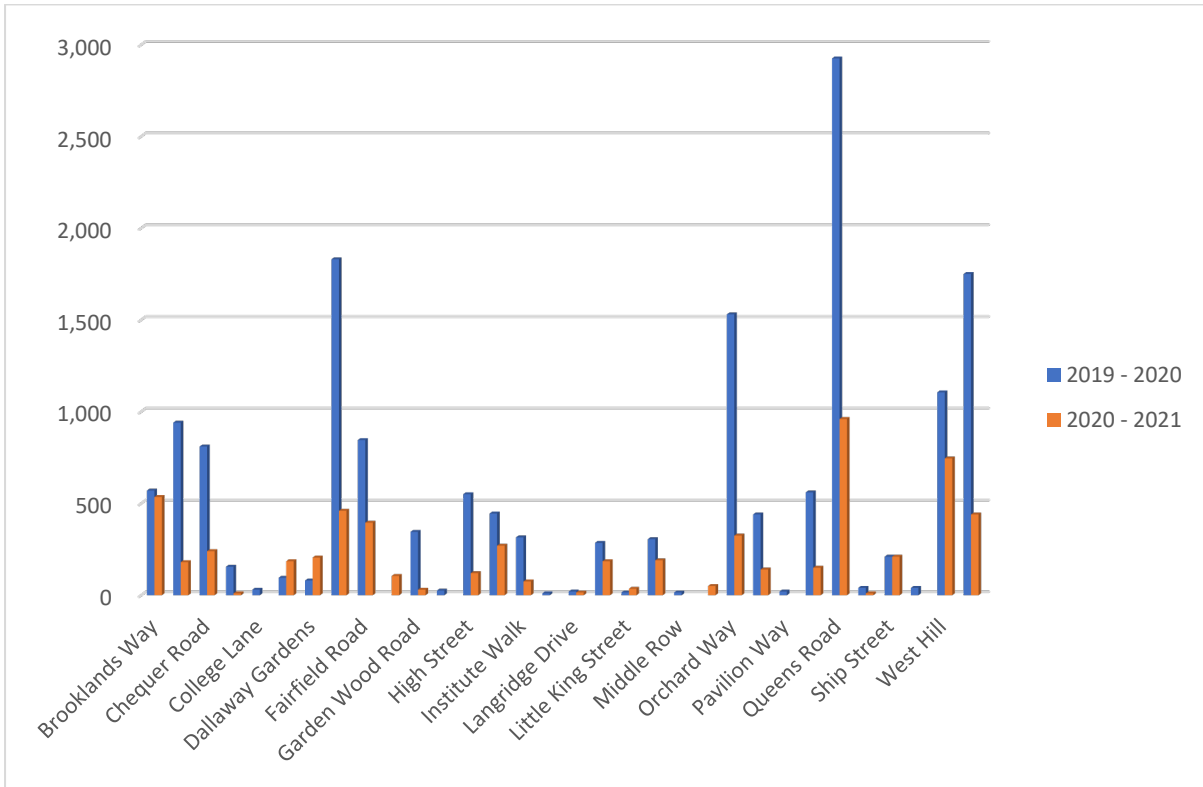
Roads Within Zone	2020 – 2021
Brooklands Way	12
Cantelupe Road	43
Chequer Road	21
Christopher Road	5
College Lane	1
Copyhold Road	6
Dallaway Gardens	11
De La Warr Road	40
Fairfield Road	16
Garden Wood Road	6
Glen Vue	1
High Street	21
Hurst Farm Road	19
Institute Walk	8
King Street	1
Little King Street	4
London Road	34
Middle Row	2
Old Road	1
Orchard Way	35
Pannell Close	10
Pavilion Way	4
Portland Road	11
Queens Road	81
Railway Approach	7
Ship Street	4
The Dakins	1
West Hill	26
West Street	34
<b>Total</b>	<b>465</b>

## 8.4. Current Resident Permit uptake in Zone B

Roads Within Zone	2020 – 2021
Crescent Road	25
Garland Road	2
Green Hedges Avenue	14
Grosvenor Road	36
London Road	6
Mason Close	5
Maypole Road	23
Moat Road	3
Park Road	4
St Agnes Road	17
St James Road	25
St Johns Road	22
Station Road	12
Wood Street	6
<b>Total</b>	<b>200</b>

## 8.5. Resident Visitor Permit Uptake

A comparative year on year chart for both years is shown below. This shows the uptake of Resident Visitor Permits issued according to road. The decrease in usage in 2020 – 2021 compared to the previous year can be attributed to a large portion of the year being restricted by lockdowns, which meant that visitors were not permitted.



# Appendices

## A. Parking Charges for On and Off Street Areas in Mid Sussex

Parking Tariffs	2019 - 2020	2020 – 2021
<b>Permits</b>		
<b>Resident Permits</b>		
Inner Zone (A) 1 <sup>st</sup> Permit	£43.00	£46.00
Inner Zone (A) 2 <sup>nd</sup> Permit	£86.00	£92.00
Inner Zone (A) 1 <sup>st</sup> Permit (6 months)		£25.00
Inner Zone (A) 2 <sup>nd</sup> Permit (6 months)		£50.00
Outer Zone (B) 1 <sup>st</sup> Permit	£27.00	£29.00
Outer Zone (B) 2 <sup>nd</sup> Permit	£54.00	£58.00
Outer Zone (B) 1 <sup>st</sup> Permit (6 months)		£16.00
Outer Zone (B) 2 <sup>nd</sup> Permit (6 months)		£32.00
Resident Visitor Permits	£0.40	£0.40
<b>Non-Resident Permits</b>		
Inner Zone (A)	£260.00	£282.00
Inner Zone (A) (6 months)		£149.00
Outer Zone (B)	£156.00	£156.00
Outer Zone (B) (6 months)		£90.00
Healthcare Permits	£21.00	£26.00
<b>Dispensations</b>		
Per day	£10.00	£11.00
Per week	£50.00	£.00
<b>Bay Suspensions</b>	£25.00 (plus daily charges)	£25.00 (plus daily charges)
<b>Season Tickets</b>		
Monthly	£66.00	£66.00
Quarterly	£150.00	£150.00
Annually	£550.00	£550.00
<b>Boltro Road Car Park</b>		
Monthly	£100.00	£100.00
Quarterly	£280.00	£280.00
Annually	£750.00	£750.00

## Parking Charges for On and Off Street Areas in Mid Sussex (cont'd)

Pay and Display Charges	2019 - 2020	2020 - 2021
<b>On Street</b>		
Per 20 minutes		
Per 30 minutes	£0.50	£0.60
Per hour	£1.00	£1.20
<b>Off Street</b>		
<i>Short Stay</i>		
0 – 1 hours	£0.80	£0.80
1 – 2 hours	£1.20	£1.20
2 – 3 hours	£2.00	£2.00
3 – 4 hours	£4.00	£4.00
4 + hours	£6.00	£6.00
<i>Long Stay</i>		
0 – 1 hours	£0.80	£0.80
1 – 2 hours	£1.20	£1.20
2 – 3 hours	£2.00	£2.00
3 – 4 hours	£3.00	£3.00
4 + hours	£4.00	£4.00

## B. Glossary of Terms

### Challenge

A request made to cancel a PCN before a Notice to Owner is issued. The Traffic Management Act does not include specific requirements for the Local Authority to review cases before the Notice to Owner

### Civil Enforcement Officer – CEO

This is the name given to officers who patrol the streets and enforce vehicles parked on the restrictions. They must be employed by the Council or through a Council contractor. All Mid Sussex District Council's CEOs are employed directly by the Council. They are paid a set wage and do not work under any form of bonus system.

### Civil Parking Enforcement (CPE)

Parking used to be enforced by the police where vehicles would be served Fixed Penalty Charge Notices. When the Road Traffic Act (now known as the Traffic Management Act) was introduced, parking enforcement became "decriminalised". It is the enforcement of parking regulations by Civil Enforcement Officers.

### Controlled Parking Zone (CPZ)

An area where parking is restricted during specific times. Signs are put at every entry point to the CPZ so that a driver knows they are entering them. They are put in place to control every area of road space within the zone. Most CPZs are associated with Permit parking. A notable difference is that none of the single yellow lines have signs, as the entry points show the days and times of restrictions.

### On Street

Anything relating to the West Sussex County Council's highways (roads and pavements)

### Off Street

Anything relating to the District Council's car parks

### Penalty Charge Notice (PCN)

A legal document which is issued to a vehicle which is believed to have contravened the Traffic Regulation Order. Only a CEO may issue them, and they are either attached to the vehicle or handed to the driver.

### Representation

A form of appeal made when the owner/keeper of a vehicle is sent a Notice to Owner. They have legal grounds set down in the Act under which they can appeal, together with any other grounds they believe should be considered by the Council.

### Traffic Regulation Order (TROs)

This is the statutory legal document used to support the restrictions which have been placed on the highway or in the car parks. West Sussex uses a map-based TRO, which means every restriction in Mid Sussex appears on a map with a key to indicate what the restriction is.

## C. Contravention Codes

CODE	DESCRIPTION	LEVEL
01	Parked in a restricted street during prescribed hours	Higher
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher
05	Parked after the expiry of paid for time	Lower
06	Parked without clearly displaying a valid pay & display ticket or voucher	Lower
07	Parked with payment made to extend the stay beyond initial time	Lower
12	Parked in a residents' or shared use parking space without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Higher
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay & display ticket, or after the expiry of paid for time	Lower
20	Parked in a loading gap marked by a yellow line	Higher
21	Parked in a suspended bay/space or part of bay/space	Higher
22	Re-parked in the same parking place or zone within one hour after leaving	Lower
23	Parked in a parking place or area not designated for that class of vehicle	Higher
24	Not parked correctly within the markings of the bay or space	Lower

CODE	DESCRIPTION	LEVEL
25	Parked in a loading place during restricted hours without loading	Higher
30	Parked for longer than permitted	Lower
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Higher
45	Parked on a taxi rank	Higher
47	Stopped on a restricted bus stop or stand	Higher
48	Stopped in a restricted area outside a school	Higher
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher
78	Parked wholly or partly in a suspended bay or space	Higher*
80	Parked for longer than permitted	Lower
81	Parked in a restricted area in a car park	Higher
82	Parked after the expiry of paid for time	Lower
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower
85	Parked in a permit bay without clearly displaying a valid permit	Higher
86	Not parked correctly within the markings of a bay or space	Lower

CODE	DESCRIPTION	LEVEL
87	Parked in a disabled person's parking place without clearly displaying a valid disabled person's badge	Higher
90	Re-parked in the same car park within one hour after leaving	Lower
91	Parked in a car park or area not designated for that class of vehicle	Higher
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	Higher