



Parking Services Annual Report 2023-2024



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Foreword



Welcome to Chichester District Council's Annual Report for Parking Services 2023-2024.

Going into the second year as Cabinet Member for Growth and Place, it is my pleasure to once again present to the reader our continued commitment to deliver a high level of service within the 304 square miles which encompass the Chichester District.

Through this report, Parking Services outline the work the department has carried out to provide service and support for the residents of the 67 parishes that fall within their area of responsibility.

The collected data has been presented in different formats to provide detailed information of this year and can be compared against figures of previous years for easy analysis. This approach has proven to assist with a number of Freedom of Information Requests.

Parking Services have continued their commitment to provide a streamlined online service, allowing customers to apply and renew more easily than ever before. They have successfully implemented the digitalisation of the on-street Controlled Parking Zone permits and the team have devoted themselves to assist our more vulnerable and digitally excluded residents.

As a council we are committed to tackle climate change and all managers attended Carbon Literacy Training. This training has been filtered back to the teams and Parking Services are passionate about reducing their Carbon Footprint. Within their monthly team meetings, a Carbon Footprint Overview is always on the agenda, where ideas are voiced and put into action. Among these ideas were, reducing single use plastic waste on bay suspension signs, a soft plastic recycling point in the office and further advertising to encourage digital stays printed on the reverse of the pay and display tickets.

I would like to share my personal thanks to all those involved in Parking Services. I hope readers of this report find it a useful insight into their work.

The Parking Services team are always keen to receive ideas from customers on how to further improve our service. Should you have any comments or feedback on the service provided, please email: ParkingServices@chichester.gov.uk

Harsha Desai
Cabinet Member, Growth and Place

A purple rectangular box containing the MiPERMIT logo in green and white. The logo features the word 'MiPERMIT' in a bold, sans-serif font, with 'Making it easier for you to park' underneath. To the right is the Chichester District Council logo, which is circular and contains a stylized building and the text 'CHICHESTER District Council'. Below the logo, there is contact information for the app, including availability for Apple and Android devices, the website 'www.wanttopark.com/chichester', and the phone number '0345 520 7007' and '12356251'. There is also text about how to use the service via text messages, including the word 'Park' and the vehicle registration number '61600'. At the bottom, there is a green bar with white text that says 'By using MiPermit you can opt to extend your time if you wish.' and a smaller line of text in parentheses: '(Customers using this service will incur a 10p processing fee on top of the cost of parking)'.

MiPERMIT
Making it easier for you to park

App - available for Apple and Android devices
Online - www.wanttopark.com/chichester
Phone - 0345 520 7007 12356251

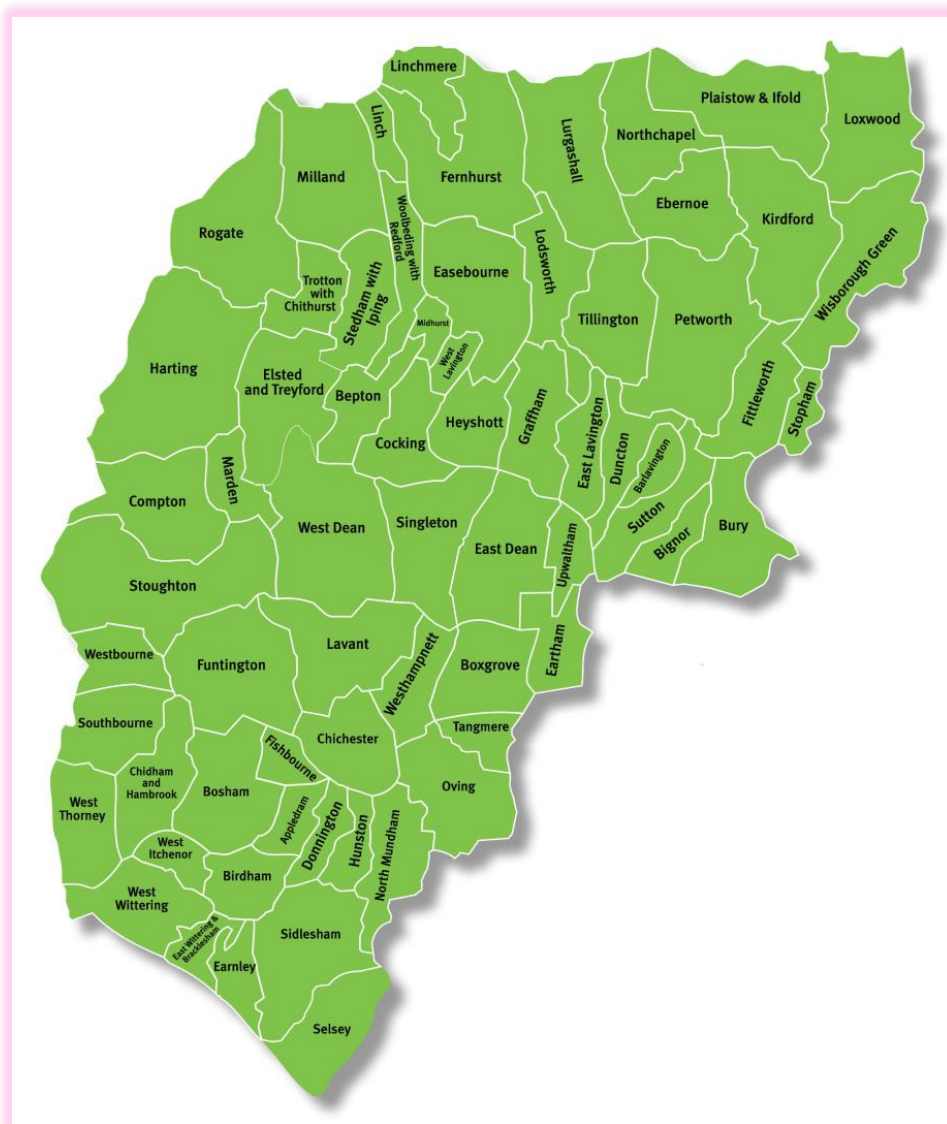
Text - New customers send the word **Park** and your **vehicle registration** number to **61600**.
We'll call you back for location and payment details.

For information using this service visit www.mipermit.com/help
By using MiPermit you can opt to extend your time if you wish.
(Customers using this service will incur a 10p processing fee on top of the cost of parking)

1. Introduction

Our annual report aims to provide a useful overview of the work carried out by the Parking Services team during 2023-2024 and also acts as a helpful tool to those who are curious about why we operate and how we deliver the service.

The total population of Chichester District is 124,000 and we attract 6.2 million tourists a year. Residents and visitors alike enjoy the beauty and diversity of the rolling Sussex Downs, our spectacular coastline and the historic prominence of the bustling city centre. As well as visiting for pleasure, Chichester District also attracts more people into the area to work than there are residents who commute out, and it is therefore continuously important for us to make sure that there are sufficient accessible and safe parking spaces to accommodate our visitors when they reach us.



Modern Chichester is a busy and bustling market city, popular with residents and holidaymakers alike. But Chichester is also historic and does not forget its past, planned as it is with its typically Roman streets and protective curtain wall. It cannot ignore its later Saxon heritage or fail to appreciate the Norman edifice of its grand cathedral. The streets of the town centre, though Roman in origin, are lined with medieval structures and fine Georgian buildings – all of which have made their mark in the history of this county.



Chichester is the only city in West Sussex and sits nestled amongst the downs to the north and the coast to the south, identified in every direction by the spire of the cathedral. It is but one of the many highlights within the district.



To the south lies Selsey, Bosham, Bracklesham and the Witterings; to the north, Midhurst and Petworth and Fernhurst, each containing both the countryside and sea, a place for entertainment, history and tradition.

Through the maintenance, investment and improvements of its many car parks, the Parking Services team promote ease of access to visitors and businesses. Through the

diligent patrol of the area, the team promote safe and considerate parking, assisting with the free flow of traffic.

1.1. Overview

Chichester District Council (CDC) has operated under Civil Parking Enforcement (CPE) since April 2010 and work as agent for West Sussex County Council (WSSCC) to cover on-street enforcement across the district on their behalf. This complements the off-street (car parks) services which is managed by CDC.



The parking team:



Parking Team

Whether you are applying for a digital permit, challenging a Penalty Charge Notice, or reporting a parking problem, the Parking Services department are here to help.

This dedicated and hardworking team support residents across the 67 parishes that make up the Chichester District.

We operate intelligence led patrolling which means that the team frequently receives and responds to specific concerns / requests for parking enforcement, from members of the public, local councillors, town and parish councils, businesses, and other agencies such as the police, and local schools. The district is large and patrolling rotas are regularly reviewed to ensure adequate enforcement in all areas, giving the Civil Enforcement Officers various routes to patrol and reflecting seasonal priorities.

Civil Enforcement Officers (CEOs)

Covering more than 300 square miles, our 10 CEOs are operational 7 days a week, including early mornings, evenings and Bank Holidays.



The Civil Enforcement Officers patrol the district, come rain or shine. They help to maintain road safety, promote the free flow of traffic and accessibility to shops, while encouraging the compliance of the parking restrictions in place. Beyond these core duties, CEOs regularly help members of the public whether it be providing local information, assisting at

the scene of accidents, or supporting the Police. The CEOs also check every parking payment machine each morning and regularly throughout the day to make sure that everything is working properly.

All CEOs have been trained and completed a City & Guilds level 2 qualification in Civil Parking Enforcement, which includes CEO roles and responsibilities and conflict management. They have also completed a range of other generic training (such as Health and Safety and Customer Services).



Notice Processing Officers

For the office team, the role of the four Notice Processing Officers is also a demanding one, with the need to understand the legal requirements and guidelines that impact on parking enforcement, allowing us to process Penalty Charge Notices (PCNs), as well as a variety of digital permit applications. The Notice Processing Team works Monday-Friday during normal office hours.

All staff within the team have completed a City and Guilds Level 3 Notice Processing qualification, which includes an Introduction to Notice Processing, Information Management, Processing PCNs & responding to Challenges, Representations & Traffic Penalty Tribunal Appeals. The main aim of a Notice Processor is to ensure that all PCN's have been issued appropriately and fairly, all processes have been completed correctly and any points raised by the recipient are considered in relation to the PCN's received.

Responding to challenges, representations and appeals from those who have received a PCN is one of the many tasks undertaken by the Notice Processing Officers. They take the role of impartial arbitrator very seriously, carefully investigating a case, considering mitigation and sifting through the evidence to make sure the right decision is made in line with the regulations and council's own policies. This involves DVLA checks, location/map checks, evidence supporting the PCN and machine breakdown checks etc. The registration at court and instruction to Enforcement Agents are also required for unpaid PCN's



















The team are also responsible for issuing permits, logging requests for enforcement, arranging dispensations and bay suspensions, and dealing with general correspondence.

When the team are contacted it may be the first time someone has opened up and advised of the struggles that they may be having. When this happens, the team signposts them to other council services so that they can access the support they need. Alongside the Notice Processing Officers, a very capable Administrator plays a vital role to help to provide assistance with payments, income reconciliation, filing, and helping to fairly operate the waiting lists for the Controlled Parking Zones and car parks. They are also responsible for issuing refunds to customers invoicing and raising purchase orders.



1.2. Parking Services Responsibilities

Where we are a two-tiered authority, some functions are carried out by the Parking Services team and others by colleagues at West Sussex County Council.

Chichester District Council	West Sussex County Council
 Employs Civil Enforcement Officers to patrol and enforce on-street and off-street.	 Implement and review on-street parking restrictions and resident parking schemes.
 Employ an Administration team including Notice Processing Officers.	 Process and issue skip licenses
 Administer on-street permit schemes and administer season tickets for car parks	 Coordinate street works
 Administer bay suspensions and dispensations.	 Attending to potholes
 Process and respond to appeals against Penalty Charge Notices (PCNs) on and off-street	 Process requests for new Traffic Regulation Orders
 Report defects on and off-street and maintain lines and signs on-street (outside of the Controlled Parking Zones (CPZ)).	 Issuing (Temporary Traffic Regulation Orders) (TTROs).
 Attend to and maintain payment machines on and off-street.	 Set on-street parking guidance for Chichester District Council and other local authorities in West Sussex.
 Reacting to parking problems on and off-street	 Determine parking charges on the highway.
 Carry out Blue Badge Enforcement.	
 Set off-street parking guidance and parking charges for District council owned car parks.	

1.3. Why Have Parking Controls?

It is widely recognised that places need to adapt to keep up with the changing needs of the people who live or work in or visit an area. Well planned restrictions, reasonable well designed charging tariffs and parking schemes help us to achieve this and respond to the changing demands of our city.

In summary:

- **Safety:** Proper parking regulations help maintain clear sightlines at junctions and pedestrian crossings, reducing the risk of accidents. They ensure that emergency vehicles can access all areas without obstruction.
- **Traffic Flow:** Regulated parking helps maintain smooth traffic flow by preventing congestion caused by illegally parked or improperly positioned vehicles. This improves overall road efficiency and reduces travel times.
- **Accessibility:** Parking controls ensure that spaces designated for disabled individuals, public transportation, and loading areas are available and used appropriately. This enhances accessibility for all road users, including those with special needs.
- **Fairness:** By implementing parking controls, we can ensure fair access to limited parking spaces. This prevents long-term occupation of spaces by a few individuals and encourages turnover, benefiting more people.
- **Environmental Impact:** Efficient parking management can reduce the time vehicles spend searching for parking, which in turn reduces fuel consumption and emissions. This contributes to better air quality and a reduction in overall traffic-related pollution.
- **Economic Benefits:** Proper parking controls support local businesses by ensuring that customers can find parking near commercial areas. This can lead to increased foot traffic and economic activity.
- **Aesthetics and Quality of Life:** Controlled parking helps maintain the visual appeal of the district by preventing cluttered and haphazard parking. This contributes to a more pleasant and organised environment.

Whilst there is no doubt that parking restrictions are needed to manage the growing number of vehicles on our roads, the Parking Services department undertakes more than just issuing Penalty Charge Notices. The work carried out by the team assists to balance the needs of a multitude of customers, including businesses, allowing Blue Badge holders to park close to amenities, delivery vehicles near to shops, and residents close to their homes, all of which promote the sustainable economic growth of the district.

2. Penalty Charge Notice (PCN) Statistics and Information

Table 1 - Total Penalty Charge Notices issued:

Financial Year	On-Street	Off-Street	All PCNs
2019-20	5,572	4,494	10,066
2020-21	3,829	2,451	6,280
2021-22	5,686	3,733	9,419
2022-23	5,714	4,549	10,263
2023-24	6,701	7,238	13,939

On-street enforcement is always our priority with an emphasis to ensure that roads are kept clear from congestion and that parking bays are used appropriately.

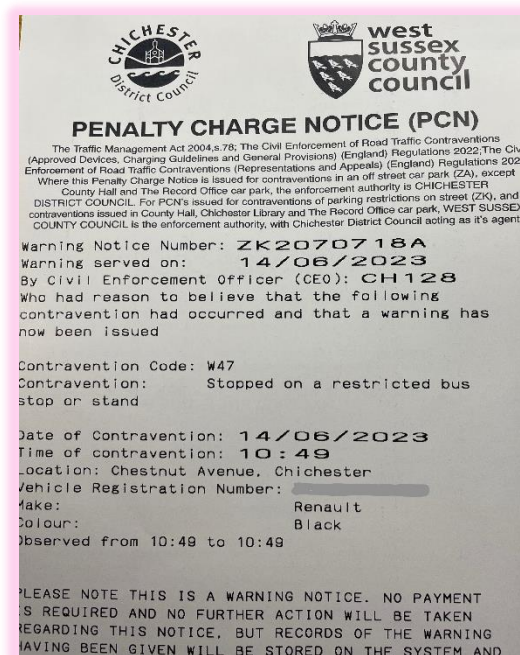
2.1. Warning Notices

Warning notices help motorists to avoid future Penalty Charge Notices by drawing attention to the restrictions in place. Where restrictions are newly implemented or where the parking conditions may require further clarification to a motorist, a warning notice will be issued instead of a Penalty Charge Notice.

During 2023-24 a total of **26** Warning Notices were issued.

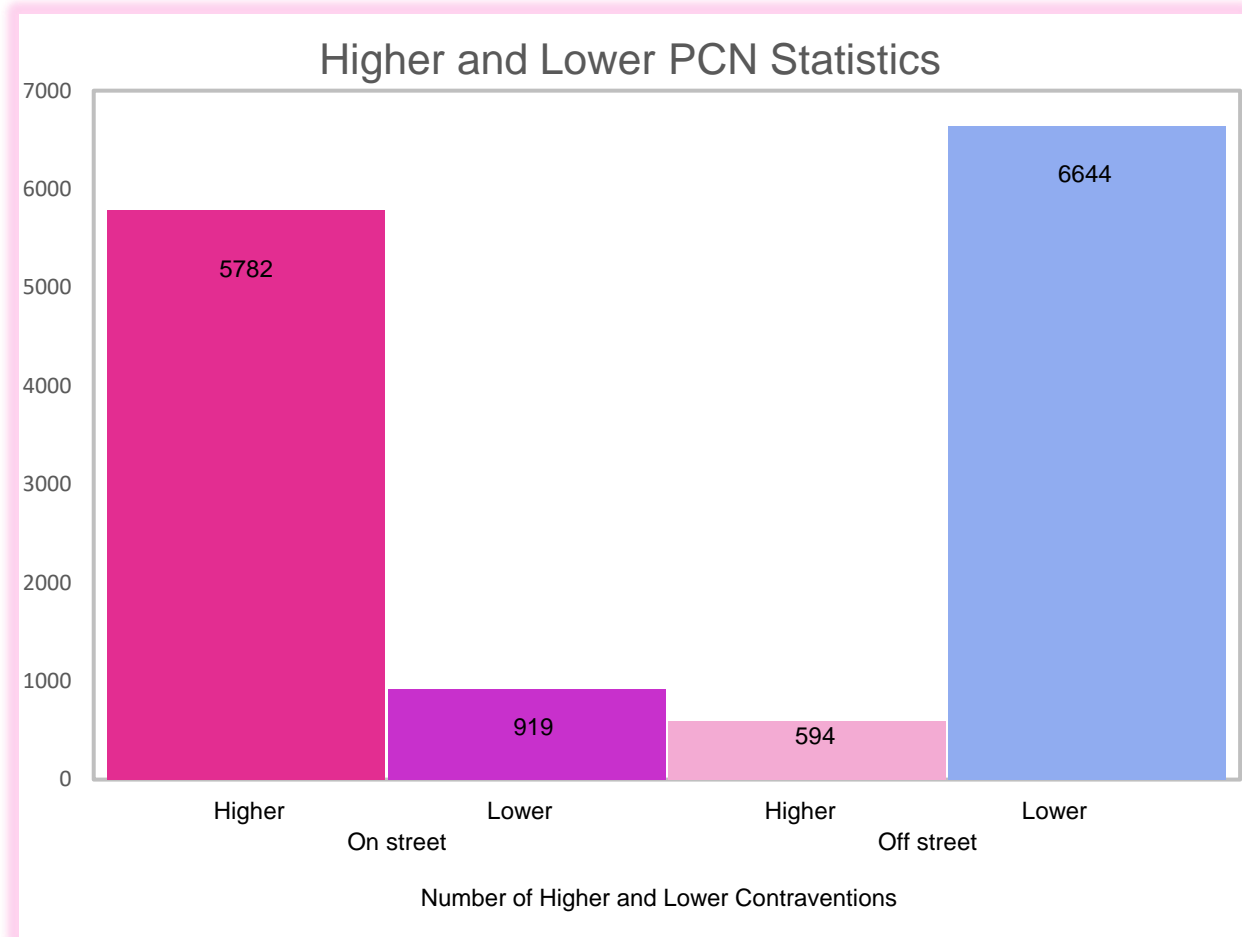
7 Warning Notices were issued at off-street locations.

19 Warning Notices were issued at on-street locations.



2.2. Higher and Lower PCN Split

Some contraventions are less serious than others and this is reflected by the level of the higher charge. Higher contraventions are more likely to be on-street, where there are safety related restrictions such as yellow lines and loading bans. A lower contravention may be where a customer failed to display a pay and display ticket correctly.



2.3. Regulation 10 Penalty Charge Notices – Posted PCNs

Civil Enforcement Officers (CEOs) can issue Regulation 10 Penalty Charge Notices to reduce the number of incidents where a Penalty Charge Notice has been prevented from being served.

A Regulation 10 Penalty Charge Notice refers to the way a Notice is issued. Whilst the majority of Penalty Charge Notices are issued under the Traffic Management Act 2004 - s78 & s82; The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022, which provides that a Penalty Charge Notice can be either affixed to a vehicle or handed to the driver, Regulation 10 enables a local authority to serve the Penalty Charge Notice by post if the Civil Enforcement Officer has been prevented from issuing the Penalty Charge Notice, or where the vehicle was driven away before the Penalty Charge Notice could be served.

It is essential that motorists feel that the system is fair and consistent. Issuing Regulation 10 Penalty Charge Notices helps to demonstrate that anyone committing a parking contravention is subject to the same enforcement. Motorists who prevent a Penalty Charge Notice being served, by either driving away or adopting threatening or abusive behaviour towards Civil Enforcement Officers, may have historically avoided any penalty and therefore poor parking habits have been perpetuated. This will have a detrimental effect on road safety and compliance. Regulation 10 Penalty Charge Notices assist with preventing the public perception of 'selective' enforcement where the Civil Enforcement Officer was prevented from issuing a Penalty Charge Notice.

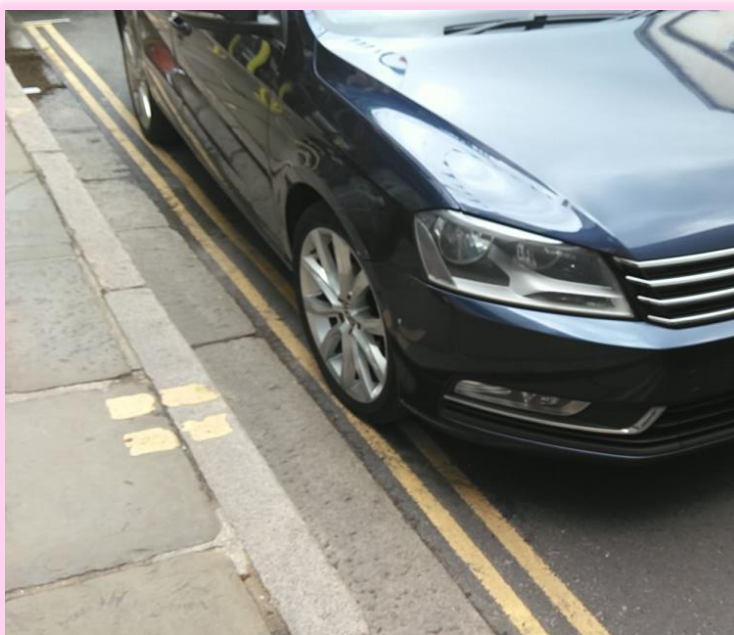
All Civil Enforcement Officers are trained to clearly inform a motorist of the process in place for serving Penalty Charge Notices by post and a driver may reconsider their intention to avoid being served a Penalty Charge Notice when this information is provided. Over the course of the year, **13** Regulation 10 Penalty Charge Notices have been issued.

The most issued contravention codes used were:

23 – 'Parked in a parking place or area not designated for that class of vehicle'.

02 – 'Parked or loading and unloading in a restricted street where waiting and loading and unloading restrictions are in force'.

Parking in a parking place or area not designated for that class of vehicle is in operation is an instant contravention, which requires no period of observation by the Civil Enforcement Officer before issuing a Penalty Charge Notice.



Parking, or loading and unloading, in a restricted street where a waiting and loading and unloading restrictions are in force is again an instant contravention.

2.4. Top 3 Contraventions On-Street and Off-Street

Table 2 - Highest Contraventions On-Street

Top Contravention Codes for 2019-2020		
Code 16	Code 01	Code 30
No Permit	Waiting Restriction	Overstay Limited Waiting
1,256	1,445	571

Top Contravention Codes for 2020-2021		
Code 16	Code 01	Code 30
No Permit	Waiting Restriction	Overstay Limited Waiting
754	1,396	415

Top Contravention Codes for 2021-2022		
Code 16	Code 01	Code 30
No Permit	Waiting Restriction	Overstay Limited Waiting
1,782	1,315	518

Top Contravention Codes for 2022-2023		
Code 16	Code 01	Code 23
No Permit	Waiting Restriction	Wrong Class of Vehicle
1,489	1,470	582

Top Contravention Codes for 2023-2024		
Code 16	Code 01	Code 23
No Permit	Waiting Restriction	Wrong Class of Vehicle
1,982	1,513	880

The table above shows the split of Penalty Charge Notices which were issued on-street for the top three highest contraventions.

Code 16 'Parked in a permit space or zone without clearly displaying a valid permit' was the most common reason a Penalty Charge Notice is issued on-street. Motorists contravening this code could have forgotten to display a permit or may not be entitled to park in the bay at all.

Within Chichester there are 13 Controlled Parking Zones (CPZs) which occupy the city centre and surrounding area. Each zone provides designated Permit Holder bays for residents and their visitors. Other Permit Holders including Healthcare workers and Carers can also use these bays whilst working to provide services to residents within the parking scheme.



Code 01 'Parked in a restricted street' waiting restrictions have stayed the second highest proportion of Penalty Charge Notices issued. These are Penalty Charge Notices where yellow line restrictions or waiting restrictions are sited in locations where it is unsuitable for vehicles to wait or park.

Enforcing on vehicles parking on waiting restrictions helps to reduce congestion and helps to keep our roads safe. Although yellow lines restrict vehicles waiting, there are various exemptions which apply to ensure that particular activities can be carried out. One example of an exemption enables a motorist to load and unload from a vehicle. Another may be if a vehicle is displaying a valid Blue Badge where the conditions of the Blue Badge Scheme allow parking for up to three hours.

Code 23 'Wrong class of vehicle' has for the first-time replaced Code 30 'Overstay limited waiting bays' which had been the top third contravention for the last 2 years.

Most of these Penalty Charge Notices are from cars parking in Goods Vehicles Only Loading Bays. Parking in a goods vehicle loading only bay is an instant contravention which requires no period of observation by the Civil Enforcement Officer before the issue of a Penalty Charge Notice. Even if a driver was loading/unloading from their car, this was being carried out in an area not permitted for the class of vehicle.

These bays are essential to allow access for vital and often bulky deliveries to be made to local shops. The deliveries generally take place in a short space of time without causing lengthy disruption. However, if a non-goods vehicle occupies this special bay, and a delivery vehicle is unable to pull over, the consequences could cause disruption to traffic and potentially create hazardous driving conditions.



Table 3 - Highest Contraventions Off-Street

The table below shows the split of Penalty Charge Notices issued off-street.

Top Contravention Codes for 2019-2020		
Code 83	Code 82	Code 85
No valid ticket	Expired ticket	Parked without permit
2,992	743	297

Top Contravention Codes for 2020-2021		
Code 83	Code 82	Code 86
No valid ticket	Expired ticket	Parked beyond bay markings
1,945	355	86

Top Contravention Codes for 2021-2022		
Code 73	Code 83	Code 82
Parked without payment of parking charge	No valid ticket	Expired ticket
1,536	1,274	537

Top Contravention Codes for 2022-2023		
Code 83	Code 73	Code 82
No valid ticket	Parked without payment of parking charge	Expired ticket
2,044	1,457	611

Top Contravention Codes for 2023-2024		
Code 83	Code 82	Code 85
No valid ticket	Expired ticket	Parked without permit
5,419	919	397



2.5. Top 3 Locations a Penalty Charge Notice has been served

In general, where there are locations with significant numbers of parking spaces, there will be a higher level of Penalty Charge Notices having been issued. This applies to the larger car parks and the busiest locations in the city and town centres.

Heat mapping can provide useful information in the detection and prevention of perceived parking problems by producing data which helps to better direct resources. Monitoring and revisiting maps following changes to enforcement creates a visual representation about whether compliance was improved, how effective the action has been, and whether displacement is observed. Where high numbers of Penalty Charge Notices are issued, information provided by the heat mapping tool with the back-office system supports measures to maximise compliance with the restrictions. These measures can include, improving signage and lines, increased enforcement, providing different payment options and making it easier for customers to park correctly. Where requests for enforcement are received, or where Parking Services is asked to demonstrate how often Civil Enforcement Officers patrol in a particular location, we are able to supply useful and clear information to support enforcement activities.



Table 4 – Highest Issue of Penalty Charge Notices by Location

On-Street		Off-Street	
North Street, Midhurst	533	Cattle Market Car Park	1079
North Street, Chichester	310	Northgate Car Park	759
East Street, Chichester	281	Baffins Lane Car Park	604
West Street, Chichester	204	Orchard Street Car Park	455
South Street, Chichester	207	Westgate Car Park	444

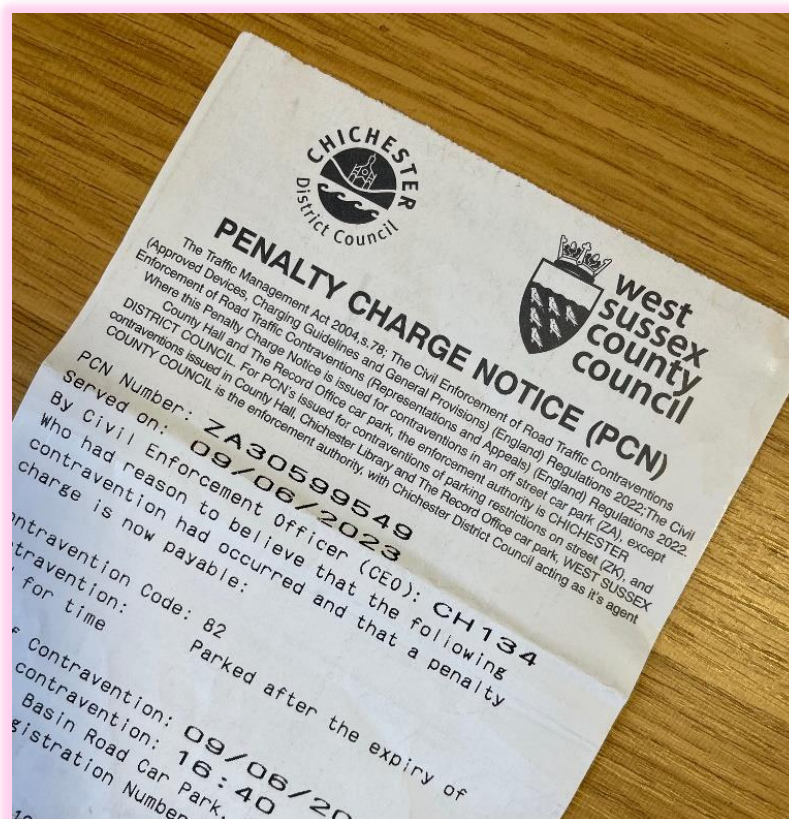
2.6. Penalty Charge Notice Payments and Correspondence

There are defined stages to the Parking Penalty Enforcement Process and the charge will increase at each stage. There are also defined stages to the appeals process and three opportunities to challenge the Penalty Charge Notice.

During **2023-24**, there were a total of **4,131** challenges, representations and other correspondence received and processed by the Notice Processing team.

To make challenging as accessible as possible, customers can contact us via our online portal, email us or write to us. Customers can also review photographic evidence and submit documents with their challenge online.

- <https://www.chichester.gov.uk/parkingtickets>
- parkingservices@chichester.gov.uk
- Parking Services
Chichester District Council
1 East Pallant
East Pallant House
Chichester
West Sussex
PO19 1TY



Payments	Correspondence
Penalty Charge Notices issued (informal stage)	
<p>65% of all customers paid at the discounted amount of £25 or £35.</p> <p>7% of customers paid at the full amount prior to the Notice to Owner being served.</p>	<p>76% of all correspondence was received during the informal stage.</p> <p>2,311 (62%) challenges related to off-street PCNs and 1,426 (38%) to on-street PCNs. A challenge can be made online, verbally, by email or by letter.</p>
Notice to Owners served (formal)	
<p>7% of customers paid £50 or £70 during the formal stage, following service of a Notice to Owner to the registered keeper.</p>	<p>11% of all correspondence was received at the formal representations stage where the owner or an authorized person can submit representations against the Notice to Owner.</p> <p>216 (48%) representations related to off-street PCNs and 236 (52%) to on-street PCNs.</p>
Charge Certificates served (formal)	
<p>2% of customers paid £75 or £105 following service of the Charge Certificate.</p>	<p>1% of all correspondence was received following service of the Charge Certificate. While there is no formal right to appeal at this stage, Parking Services will check to ensure that a case has been carried out correctly.</p>
Order of Recovery (formal)	
<p>2% of customers paid £84, £85 or £114, £115 following service of the Order for Recovery</p>	<p>3% of all correspondence was received following service of the Order for Recovery. Correspondence may include completed Witness Statements and applications for Out of Time Witness Statements, where the council is issued with instructions by the Traffic Enforcement Centre.</p>
Evidence and Supporting Information	
<p>10% of all correspondence received was supporting information, invariably where evidence has been requested in order to further consider a PCN.</p>	

Early settlement of Penalty Charge Notices incurs the customer less costs, therefore it is imperative that all challenges are considered fully. It is also imperative that a thorough response is sent to ensure that customers can make well informed decisions as to whether they will pay or continue to appeal a Penalty Charge Notice. As there are costs associated with the appeals process, it is also important to minimise the number of times a customer needs to contact Parking Services so that the team is able to direct resources efficiently.

2.7. Debt Collection and Vulnerability

Parking Services undertakes debt collection through Enforcement Agents (EAs) when all other methods have been unsuccessful. Processes are in place to communicate what a customer can expect if a Penalty Charge Notice remains unpaid.

By way of The Taking Control of Goods Regulations 2013 (TCOG), the team will instruct Enforcement Agents to recover unpaid debts. Whilst most Penalty Charge Notices have been either paid or a Challenge/Representation accepted by this stage, during **2023-24** the team sent **1108** Penalty Charge Notices to Enforcement Agents as warrants.

Enforcement Agents fees are set out in The Taking Control of Goods (Fees) Regulations and 2013 (TCOG).

- Compliance stage - £75.00 applies in addition to the debt and an Enforcement Agent will seek to contact the debtor.
- Enforcement stage - £235.00 applied to debt and compliance fee where an Enforcement Agent will seek to visit the debtor.
- Sale or disposal stage - £110.00 applied in addition to the aforementioned fees, should the Enforcement Agent take control of goods.

During 2023-24:

1,108 warrants were issued.

40 cases were referred to their specialised welfare teams.

240 Payment Plans were arrangements, **43** of which were paid within 3 months.

16.06% of cases were paid in full at compliance stage.

25.63% of cases were paid in full at enforcement stage.

Vulnerability

The Taking Control of Goods Regulations place an emphasis on identifying and considering vulnerability and during **2023-2024**, **40** warrants were reviewed and investigated by dedicated welfare teams. Parking Services react to all claims of vulnerability and consider cases carefully should vulnerability be suspected or communicated to us. Based on the information available, Notice Processing Officers will consider the most appropriate course of action to take and whilst a Penalty Charge Notice will not necessarily be written off, customers can be guided to support services and independent advice or can be offered payment plans to help spread payments over longer periods of time.

Council's Community Team

The Parking Services team also works closely with the Council's Communities team to consider any issues of vulnerability when these are presented to us by customers. This helps to ensure that the team is providing the correct advice and is signposting to partner organisations where necessary.

Continuing from last year, the holistic service aims to support those who are struggling with the cost of living. This is delivered by a dedicated team of trained advisors - our 'Supporting You' team - who are able to support people with a range of challenging issues at once. Having this service has meant that if the Notice Processing Team have identified a customer as vulnerable, we have been able to inform of this service.

The 'Supporting You' service team can be contacted on supportingyou@chichester.gov.uk or 01243 534860.

For more information please visit:

www.chichester.gov.uk/helpwithfinances

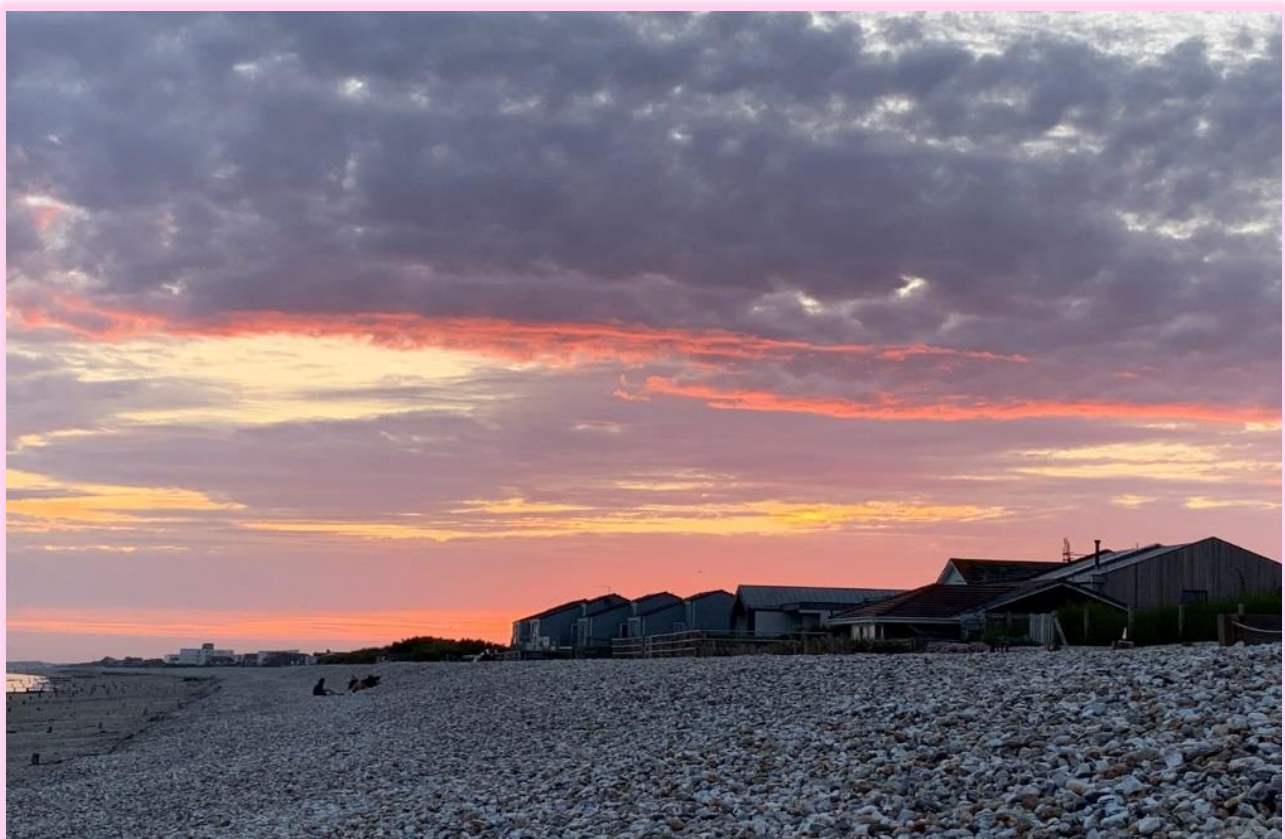


Breathing Space

Sometimes motorists who are issued a Penalty Charge Notice cannot afford to pay them. In these cases, the team works with the Debt Respite Scheme which helps anyone experiencing financial difficulty, giving them the right to legal protections from creditor action.

Breathing Space is a government scheme which is designed to give a customer time to receive debt advice and find a solution to sort out their debt problems. There are two kinds of breathing space:

- Standard Breathing Space is where most creditors will have to stop collection and enforcement of debts. Creditors will also freeze interest and charges on any eligible debts.
- Mental health crisis breathing space can provide extra protection for people who are receiving mental health crisis treatment.



3. Cancellations

Top 4 Reasons for Cancellation

Table 4 – Percentages of Penalty Charge Notices cancelled (2018-24)

Month	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
April	8%	8%	13%	5%	6%	5%
May	7%	7%	4%	5%	8%	8%
June	8%	7%	10%	2%	7%	8%
July	7%	9%	8%	8%	8%	9%
August	7%	9%	8%	7%	7%	10%
September	10%	10%	10%	8%	8%	6%
October	9%	10%	12%	9%	9%	8%
November	7%	8%	10%	8%	10%	8%
December	6%	10%	14%	10%	8%	9%
January	10%	8%	9%	10%	9%	6%
February	8%	12%	9%	10%	6%	7%
March	8%	14%	6%	7%	8%	9%
Total	8%	8%	10%	8%	9%	9%
Spoiled Deduction	7%	7%	8%	8%	6%	8%

Cancellations may occur when a Penalty Charge Notice is found to be incorrectly issued, incorrectly processed, where the contravention did not take place, or where it is proven that mitigating circumstances took place. When a Penalty Charge Notice is cancelled, Parking Services will record this and, where there are contact details, write to the customer to explain that no payment or further action is required.

Notice Processing is a defined process which is set down in parking legislation. In some circumstances, failure to adhere to the requirements may result in the cancellation of the Notice. For example, where a processing error leads to a Charge Certificate being served before a representation is responded to. One of the more challenging areas of a Notice Processor's role is being able to determine whether mitigating circumstances led to the customer receiving a Penalty Charge Notice by asking pertinent questions and obtaining adequate evidence to support a decision. Whilst it may be the case that a customer deems a Penalty Charge Notice to be unjust due to a perceived minor infringement, or that the actions which led to the Penalty Charge Notice being issued were not deliberate, if a contravention has occurred and there were no mitigating factors which led to the Penalty Charge Notice being issued, it may not be cancelled.

Table 5 – Top 3 Reasons for Cancellations from 2019-2024

2019-2020	
Reason	Amount
Virtual Payment Verified	113
Pay and Display Not Displayed - Verified	171
CEO Error	86

2020-2021	
Reason	Amount
Virtual Payment Verified	95
Pay and Display Not Displayed - Verified	89
Mitigation	41

2021-2022	
Reason	Amount
Virtual Payment Verified	196
Pay and Display Not Displayed - Verified	105
CEO Error	101

2022-2023	
Reason	Amount
Virtual Payment Verified	261
Pay and Display Not Displayed - Verified	134
Defect in Notice	126

2023-2024	
Reason	Amount
Virtual Payment Verified	465
Pay and Display Not Displayed - Verified	180
Mitigation	110

Civil Enforcement Officers are careful to ensure that all Penalty Charge Notices are issued correctly and accurately, however some errors can occur. Processes are in place to address concerns and raise training issues to prevent errors occurring. As specific details are required to be recorded correctly in line with regulations, should these details be incorrect, the Penalty Charge Notice will be cancelled: for example, the Penalty Charge Notice is issued with the wrong contravention code. As expected, where use of the MiPermit digital parking system is growing, the number of Penalty Charge Notices being cancelled for reasons relating to use of this service has increased. The team considers mitigation when reviewing challenges where circumstances leading to a contravention may have been out of the motorists' control.

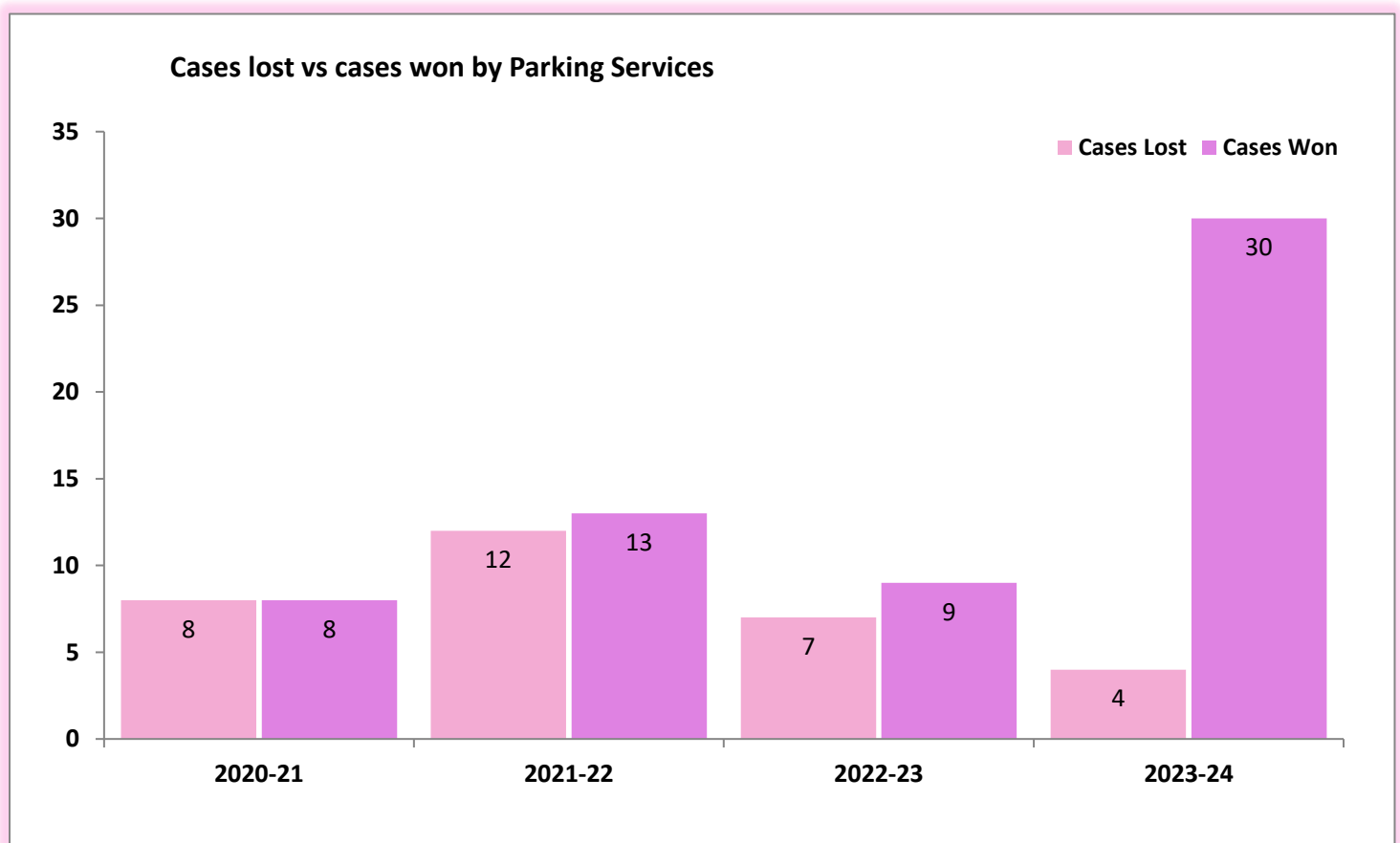
4. Online Appeals and FOAM

If a customer is unhappy with the decision made by the Council, once a rejection to a representation has been made, they have the right to appeal to the Traffic Penalty Tribunal (TPT). The Traffic Penalty Tribunal is made up of independent Adjudicators and their role is to hear and decide appeals brought against Penalty Charge Notices.

During 2023-24, 34 customers submitted appeals via the Fast Online Appeals Management (FOAM) system provided by the Traffic Penalty Tribunal. Only 5 customers (14.70% of the total cases) using the appeal service requested their cases to be printed and posted to them.

- 76.47% of appeals were decided without the customer requesting a hearing.
- 23.52% of customers requested a telephone hearing.
- 9.67% of appeals were multiple Penalty Charge Notice appeal which is where the appellant has more than one Penalty Charge Notice and appeals them all in one hearing.
- The most appealed contravention code was **Code 83** – ‘Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock.’

Table – TPT cases won and lost (2020 to 2024)



4.1 Learning from Appeals

Notice Processing Officers take note of Adjudicator decisions and have used this information to determine if a case should be non-contested.

The Parking Services team reviews each appeal decision to ensure that future cases can be considered in light of observations made by adjudicators of the Traffic Penalty Tribunal. Adjudicator decisions are shared between other local authorities in West Sussex and discussed at county-wide meetings to ensure that all staff processing appeals are aware of useful information to improve their own appeal outcomes, and to promote consistency.

For example, in one case the Adjudicator recommended that a sign should be changed to further highlight that the car park was dual usage, where season ticket holders park on one side, and pay and display customers park on the other. This was duly amended.

In another case, double yellow lines leading from an on-street location to an off-street location was recommended to be removed within the car park as its continuous nature could confuse Blue Badge holders to the rules regarding double yellow lines. A Blue Badge is an intended exemption for on-street locations, but double yellow lines within a car park are subject to different regulations. After the TPT hearing, this was brought forward for the attention of the managers who are discussing its removal or replacement to help future Blue Badge customers. In addition, this can end up being a cost-saving to the Council should we implement it in all of our 31 car parks as the lines will not need to be marked or replenished.

Table 6 – Rate of Appeals

Financial year	Appeals	Rate of appeal per PCN	Not contested by CDC	Cases Lost by CDC	Cases Won by CDC
2020-21	24	0.38%	8	8	8
2021-22	28	0.30%	3	12	13
2022-23	19	0.18%	3	7	9
2023-24	34	0.24%	0	4	30



5. Off-Street Car Parks Overview

5.1. Electric Vehicles



Parking Services has Electric Vehicle Bays located in the following car parks across the district:

Location	Number of Bays	Number of charging points
Avenue de Chartres car park, Chichester	4	2
Bosham Lane car park, Bosham	2	1
East Pallant car park, Chichester	2	1
East Street car park, Selsey	2	1
Northern Crescent car park, East Wittering	2	1
Northgate car park, Chichester	2	1
North Street car park, Midhurst	2	1
Pound Street car park, Petworth	2	1

5.2. Subsidised and 'Free' Parking

During 2023-24 we continued to offer subsidised parking in the rural car parks and **213,219** tickets/stays, equating to **£182,104.10** were issued free of charge. The table below details the breakdown.

Car Park Location	Stay value	Pay and Display Transactions	MiPermit Transactions	Total	Monetary value
East Street, Selsey	£0.70	17841	595	18436	£12,905.20
Grange Road, Midhurst	£1.10	77516	4611	82127	£90,339.70
North Street, Midhurst	£0.70	52098	2296	54394	£38,075.80
Northern Crescent, East Wittering	£0.70	22206	1082	23288	£16,301.60
Post Office, Midhurst	£0.70	6082	677	6759	£4,731.30
Pound Street, Petworth	£0.70	25851	2364	28215	£19,750.50
Grand Total				213219	£182,104.10

The Christmas Park and Ride was not offered during 2023-24 as the car parks were not at full capacity. However, Parking Services introduced parking incentives over the Christmas period 2023 which **10,431** customers benefitted from. The incentives encouraged customers to visit their local shops and support the high street. **1,190** customers benefitted from free parking in the Avenue de Chartres car park on Sundays. **9,241** from the MiPermit free hour when selecting two in all car parks across the district at the weekends.





Parking offers

- 
Weekend offer when using MiPermit app
 When you select two hours using the MiPermit app during weekends in December, you will get the third hour free. The app is available to use in most council-owned car parks across the district. To find out more about the app, please visit: www.chichester.gov.uk/mipermit
- 
Free Sunday parking in Avenue de Chartres during December
 We are also offering free parking in our Avenue de Chartres car park in Chichester on Sundays during December 2023.

5.3. Providing Flexibility when Parking

All but one of our charging car parks provide payment machines which are capable of accepting coin, card and contactless payments. MiPermit cashless parking is also offered across the district. Many frequent customers take advantage of heavily discounted season tickets which can be used in a number of our car parks and are available to buy online at a substantially reduced cost.

Our Avenue De Chartres car park provides a 'pay on foot' payment system enabling customers to pay when they return to the car park.

5.4. Motorcycle Parking

Motorcycles can park for free in any designated motorcycle bay/area within the council's car parks. Alternatively, Motorcycles can be parked in a regular marked bay within our pay and display car parks providing the appropriate charge has been paid. We recommend that motorcyclists use MiPermit to purchase parking.



5.5. Community Bus Parking



Community Bus bays provide flexible and accessible parking for community-led trips. These trips often represent the only means of transport for many vulnerable and isolated people, often older people, or people with disabilities.

5.6. Car Parks Throughout the Year

The busiest months in our car parks for 2023-2024 were:

1. August
2. December
3. July

This is a change from last year when November was the second busiest month.

The busiest car parks over the course of the year have been the long-stay car parks 'Northgate' and 'Cattle Market' in Chichester. The city centre short-stay car park 'Little London' was also well used by our customers. In Midhurst, it was 'North Street' which was our busiest car park outside of Chichester.



All our payment machines in surface car parks are solar powered to reduce the cost of electricity and support the Council's environmental agenda and Climate Change Action Plan. The team works to keep restriction signs and charges boards clean, line markings free of foliage and maintain our spaces by reporting and resolving defects. Taking into consideration feedback from Civil Enforcement Officers, all car park inspection defect reports are undertaken using digital means, with inspections being undertaken on a regular basis to ensure that our car parks are as safe as possible. In addition, Civil Enforcement Officers are all trained to respond to reports of antisocial behaviour and assisting our Communities team and the Police.



5.7. Season Tickets

Season tickets provide good value for frequent customers and added convenience. The successful move to digital MiPermit season tickets from paper season tickets has reduced the reliance on direct contact with the Parking Services team, and completely removed transactions through the Contact Centre freeing up the service and wait times.

Our part-time season ticket allows customers to select the days they wish to park rather than paying for a season ticket to park every day. This addition to our season tickets reflects the changing ways people work after the Covid pandemic, with more and more of our customers retaining the flexibility to work from home as well as travelling into their places of work.

77% of our season ticket customers still choose to buy monthly season tickets, with the second and third most popular durations being 12 and 2 months, respectively.

Key information about our season tickets:

- **13** digital season tickets.
- **2** season tickets which guarantee a parking space in a central car park.
- **7,086** season tickets sold in **2023-24**.
- Park for as little as **£1.74** a day in Chichester.
- Park for as little as **78p** a day in rural car parks.



5.8. MiPermit

MiPermit is an alternative way to pay for parking in all but two of our chargeable car parks. In addition, customers also benefit from increased flexibility as all of our season tickets are digital and can be accessed anytime.

MiPermit customers can pay for parking using:

- A smartphone app Apple/Android
- Online at www.mipermit.com
- By telephone
- A mobile phone by SMS - Text PARK with your vehicle registration to 61600



MiPermit also provides the facility for customers to purchase a stay 7 days in advance, for 7 days at a time and extend their parking stay. Extending their parking stay option assists businesses in the district by ensuring customers do not have to rush back to their vehicles at the end of a parking stay, as they are able to extend remotely should they wish to spend more time in the high streets.

The team has worked to promote the service further by producing posters, running social media campaigns, distributing promotional cards, email strap line for all the Council staff and offering incentives for customers using MiPermit.

The use of MiPermit has increased from 22% to 26% across all our car park transactions during 2023-24. The car parks attracting the highest number of MiPermit customers are Cattle Market car park and Northgate car park, which are our largest long-stay car parks, but also East Pallant car park, which is one of our short-stay car parks.

What benefits does MiPermit offer?

- No need to call or visit the Council.
- No need to display a season ticket or ticket in a vehicle.
- The ability to update vehicle details at any time, day or night.
- A secure and reliable way to purchase season tickets or parking stays.
- Purchase stays in advance of your visit.
- Use the basket function to purchase multiple season tickets.
- Use a personal account via MiPermit Website or App reduces the postage, stationery and administrative costs.



The table below shows all MiPermit transactions since **2019**, split across all car parks.

Table 7 – MiPermit Parking Stays

Car Park	2019-20	2020-21	2021-22	2022-23	2023-24
Baffins Lane Car Park	7,368	5,531	13,689	19,820	24,756
Basin Road Car Park	2746	2692	5,662	5,938	7,454
Bosham Lane Car Park	2,360	6,637	12,355	13,562	15,962
Bosham Lane Coach & Lorry Park	26	64	94	96	70
Bracklesham Lane Car Park	1,398	3,579	5,635	6,431	8,686
Cattle Market Car Park	21,356	21,131	52,484	74,699	96,450
Cawley Priory Car Park	4,592	3,120	9,367	14,276	18,590
Coach Park Via Ravenna	155	31	177	225	290
East Beach Car Park	107	690	1,058	1,831	2,206
East Pallant Car Park	8,718	7,889	21,473	30,795	39,313
East Street Car Park	322	220	677	1,206	2,004
Grange Road Car Park	1,481	2,362	4,397	5,740	10,092
Little London Car Park	8,141	10,020	24,083	31,700	38,899
Lorry Park	2	14	10	19	41
Marine Drive Car Park	574	2,348	3,689	5,228	6,328
Market Avenue Car Park	367	170	1,745	5,469	8,605
Market Avenue/St John's Street Car Park	1,136	1,208	3,166	4,252	5,781
Market Road Car Park	451	289	821	1,291	1,740
New Park Road Car Park	6,417	6,418	17,847	24,074	28,951
North Street Car Park	3,142	3,738	8,653	9,314	10,272
Northern Crescent Car Park	164	329	848	1,200	2,119
Northgate Car Park	22,099	14,943	53,663	7,8977	92,090
Orchard Street Car Park	1,947	1,633	4,945	6,969	8,371
Orchard Street Car Park (D Park)	145	103	393	591	763
Post Office Car Park	2,148	1,662	3,225	2,969	4,526
Pound Street Car Park	4,383	4,078	9,962	12,276	15,706
Selsey Marine Car Park	61	157	615	629	1,863
South Pallant Car Park	4,432	4,594	11,029	15,128	19,081
St Cyriacs Car Park	5,087	4,447	12,444	16,808	21,303
Total parking stays	111,325	110,097	284,206	391,620	492,042

6. On-Street Parking Overview

6.1. City Centre On-Street Pay and Display

29 solar powered payment machines are located in convenient locations in Chichester city centre on-street locations. Motorists can make the most of city centre parking locations for up to 1-hour which assists with the turnover of spaces near shops and businesses. Previously there was a voucher scheme which is largely phased out, however any unused vouchers still in circulation are honoured.

6.2. Lines and Signs

By nature of their position, lines on the highway can become worn or damaged and often Civil Enforcement Officers are the first to discover these defects. For a seventh year, Parking Services has ordered work to resolve on-street defects which are found within the Controlled Parking Zones (CPZ). Civil Enforcement Officers are also reporting and ordering remedial work for defects outside of the CPZ.



6.3. Protecting Parking Schemes

Permit schemes are managed stringently, to ensure that only those who are eligible to use permits are doing so. Enforcement of permit holder bays ensures that we secure the parking for those who need it most. Where there are instances of permit misuse or fraud, the Council's Fraud Investigation Officer will investigate such cases.

6.4. Electric Vehicle Charging Points

West Sussex County Council with their selected partner Connected Kerb have started progressing the installation of electric vehicle charging points within West Sussex to include Chichester district. Connected Kerb will have responsibility for planning, installing, operating, and maintaining all charge points on behalf of the county council.

6.5. Blue Badge Enforcement

Blue Badges are vital to those who need them, and the Parking Services team works hard to protect the integrity of the scheme and to enable use of accessible spaces.

Whilst the Civil Enforcement Officers undertake enforcement relating to the correct use of Blue Badges on a daily basis as part of their regular enforcement activity, the team also works closely with West Sussex County Council, retaining misused Blue Badges.

Alongside this, regular communication is shared via both the Council's social media channels to provide information relating to how Blue Badge misuse can be reported and to increase awareness of the scheme.



6.6. Problem Parking and Directing Enforcement

In 2023-24 Parking Services logged **569** requests for enforcement in specific locations from members of the public.

Customers are able to contact Parking Services using the 'Report It' facility on the council's website, or by phone and email, to advise if they observe a vehicle which they believe is parked in contravention of the regulations. The reports from the Council's website goes straight to the Civil Enforcement Officers whilst on patrol for a greater reaction time.

Please see the link to the 'Report It' section to our website:

<https://www.chichester.gov.uk/applyreportpay>

Regrettably, we are unable to issue a Penalty Charge Notice using the photographs and the details customers provide, as a Civil Enforcement Officer must view vehicles parked in contravention at the time. However, all requests for enforcement where there are restrictions and a Traffic Regulation Order/Parking Order in place are passed to the Civil Enforcements who will look into the situation and deal with it accordingly. This might include increasing the number of visits made to the particular area of concern.



Within the past year the areas that we have received the most reports for parking issues by the general public were **High Street, Selsey (17 reports)**, **Hay Road, Chichester (16 reports)**, **Bridge Road, Chichester (13 reports)** and **Dell Quay, Apuldram (12 reports)**.

The top three reasons for customers contacting the team to report issues of concern were:

- Vehicles parking on a double yellow line restriction (**199**)
- Obstruction/No Traffic Regulation Order (TRO) in place (**74**)
- No Permit (**70**)

July, August and September saw the highest level of reports from customers reporting parking issues within the Chichester District. The majority of these reports concerned double yellow lines.

- July (**57**)
- August (**66**)
- September (**62**)

The team received **22** reports where the Civil Enforcement Officers were unable to take action due to there being no Traffic Regulation Order (TRO) in place. In such cases we advise the member of the public to contact West Sussex County Council to request the TRO is amended to include this area.

The team received **52** reports of a vehicle causing an obstruction. With no TRO in place, it is beyond the powers of Civil Enforcement Officers to intervene. In such cases we advise the customer that the Police should be contacted to deal with the obstruction under the '**BE41**' code.



6.7. Managing Coastal Traffic

Chichester District is the proud home to many renowned beaches, which inevitably leads to a high number of people visiting the region and some regrettably parking in contravention. This influx of vehicles led to concerns for safety on the highway and raised complaints from residents. Parking Services increased Civil Enforcement Officer patrols in coastal areas and endeavoured to guide and advise motorists where possible. While the question has been raised whether on-street higher Penalty charges are sufficient to adequately prevent inconsiderate or dangerous parking, the presence of Civil Enforcement Officers in coastal areas can help to encourage motorists to make better choices when parking. Parking Services worked closely with local partners, including local landowners to progress actions to assist with improving the situation, these included variable messaging systems, placing bollards on verges and further clear communications ahead of busy periods.



6.8. School Enforcement

Designated school enforcement is scheduled into Civil Enforcement Officer patrol rotas, and it is considered a very important part of their work. As we dedicate enforcement to over 50 schools in the area, it is accepted that Civil Enforcement Officers cannot always be present; however a rota system allows officers to attend various locations as frequently as possible. When Civil Enforcement Officers observe a particular parking issue at a school it is reported, and periods of concentrated enforcement can be scheduled.



The Parking Services team recognise that there are some locations in the district where it is not easy for parents to park when dropping off or collecting children from school. We provide some schools with alternative parking options for 'drop offs' and 'pick ups', including short-term parking passes for on and off-street locations.

Regrettably, last year 2022-23, vehicles continued to park where safety restrictions are in place and the school enforcement contributed to the highest number of Regulation 10 Penalty Charge Notices being issued where a vehicle had stopped in the restricted area outside of a school. The use of Regulation 10 Penalty Charge Notices had the desired effect, and schools are now not the highest for 2023-24.

6.9. On-Street Permits

Table 8 – Permits in Controlled Parking Zones

Zone	Uptake of Permits %	1st Permit	2nd Permit*	3rd & 4th Permits	BBH's	Carer	+Health-care	Non-Resident	Total Issued excluding Non-Res.
A	11%	73	15	0	8	3	295	41	99
E	87%	173	13	0	7	1		0	194
F	83%	308	62	3	12	2		16	387
G	33%	17	4	0	3	0		8	24
H	47%	109	13	0	10	2		19	134
H2	49%	173	31	3	19	5		20	231
J	59%	27	6	1	1	1		0	36
K	97%	57	0	0	4	1		0	62
K Mon-Fri	75%	12	0	0	0	0		0	12
K Alt N	N/A	4	0	0	0	0		0	4
L	82%	36	2	0	3	1		1	42
M	45%	58	13	3	3	1		1	78
N	87%	239	35	0	6	2		8	282
O	51%	152	40	3	13	1		9	209
S	31%	102	26	6	1	3	7	138	

* Where permits in zones are in high demand, only 1st permits will be issued.

+Healthcare permits are valid for use across all zones.



6.10. Controlled Parking Zones

Thirteen Controlled Parking Zones (CPZs) are in place in Chichester, designed to manage on-street parking, maintain safety and access and improve the commercial viability of the city (see Appendix D for map of zones). Across the Resident Parking Scheme (RPS) permits enable customers to park in permitted parking bays or areas. The largest group of permit holders are residents who make up **77%** of permits. Amongst those who are also eligible to apply for permits are residents holding Blue Badges, Carers, and Healthcare workers, making up **23%** of the permits we issued. Where demand exceeds supply, the team manage waiting lists. Waiting lists are monitored regularly to minimise the length of time that customers spend waiting.



6.11. Non-Resident Permits

Non-Resident Permit holders account for **6%** of permits issued during 2023-24. With commuters returning to the city centre, we have seen the Non-Resident permits in demand with waiting lists in operation, especially in the Zones surrounding the Hospital. Non-Resident Permits are offered to customers in roads where surplus capacity is recorded by Civil Enforcement Officers, following discussion and agreement with West Sussex County Council.

6.12. Resident Visitor Permits

Customers can benefit from **3** types of Resident Visitor Permits. In the past year there have been over **5,000** Resident Visitor Permits issued. However, the number of Resident Visitor Permits issued has dropped this year.

Table 9 – Resident Visitor Permits are available to residents to purchase for their visitors

Resident Visitor Permits (RVPs)			
Duration	2 Hourly	Daily	Weekly
Total RVPs 2020-21	3,465	1,949	98
Total RVP's 2021-22	5,217	2,120	213
Total RVP's 2022-23	5,422	2,506	168
Total RVP's 2023-24	3,835	1417	232

Example of our MiPermit system using Resident Visitor Permits

Cancel
MIPERMIT

Activate Permit

Vehicle

↻ Recent

Permit Type

Visitor - Zone A - 12 x 2 hour permits

You have 8 Visitor - Zone A - 12 x 2 hour permits you can use now, and 12 you can top up with as of today

When

Today @ 13:50

Duration

1 x 2 hours

1 x 2 hours

2 x 2 hours

3 x 2 hours

4 x 2 hours

Confirm

7. Dispensations and Bay Suspensions

The purpose of on-street dispensations is to help ensure that trades people who carry out work across the Chichester District can do so safely and conveniently if their vehicles are required for the activity taking place.

A Green Dispensation notice request can be granted to undertake planned works at premises adjacent to parking restrictions. Dispensation notices can be used in:

- On Street Pay & Display Bays
- Limited Waiting Bays
- Resident Parking Bays
- Shared Use Bays (e.g., Permit Holder Only and Pay and Display)

A Red Dispensation is required for vehicles which need to park on double yellow lines. Additional checks will need to be undertaken where Dispensations are requested for areas where yellow line restrictions are in place. Only in exceptional circumstances will this be granted.

A Dispensation notice will only be granted where it is essential that the vehicle is parked close to the property in order to carry out works, and the impact on other road users, businesses or pedestrians, is kept to a minimum.

On-street Bay Suspensions temporarily suspend the normal restrictions in an area of the highway to allow a planned activity to take place. They may be requested in order to position a skip in a parking bay, to enable utility companies to carry out maintenance, or simply to make certain that a space will be vacant. Suspensions can also help facilitate events by preventing the use of parking bays throughout road closures. The Parking Services team determines whether or not the location and timescales are suitable and how potential disruption can be minimised. By ensuring that signs are correctly displayed ahead of the suspension start date, the team provides warning to those who will be affected.



Table 10 – On-Street Dispensations and Suspensions 2023-24

Month	Dispensations	Suspensions
April	6	15
May	5	7
June	6	21
July	7	7
August	8	15
September	18	9
October	19	11
November	19	8
December	21	3
January	28	5
February	25	7
March	22	7
Total	184	115



8. Our Online Presence

8.1. Web accessibility regulations

Parking Services website content and the last four Annual Reports have all been compliant with The Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018.

For further information please visit our website for your accessibility statement www.chichester.gov.uk/accessibilitystatement

8.2. Social Media

Social media platforms help us to connect with our customers, increase awareness about services and share important information. With so many people around the world using social media, communicating in a way that is relevant to different users is important to us.

The number of views of parking messages in 2023-24 is shown below:

MiPermit	11,000 views
Resident Visitor Permit	4,200 views
Digital On-street Permits	1,400 views
Midhurst Parking offer	17,300 views
Christmas Parking Message	3,700 views
Christmas MiPermit Message	1,900 views
Total	42,200 views

The Council currently has more than **10,000** followers on Facebook, over **8,500** on X (formally known as Twitter), more than **3,100** on Instagram and over **2,800** on LinkedIn. There is also a 'YouTube' Channel and a 'Nextdoor' page.

Across all platforms during 2023-2024, we ran several campaigns to communicate a variety of different messages to the public and responded to customers comments.

We have a strong working relationship with our enforcement agents and were made aware of a known bailiff scam. We therefore used social media to make all our followers aware.

Chichester District Council's posts



Chichester District Council



14 m · 🌐

⚠️ Scam alert

Following a number of reports of individuals posing as Enforcement Agents (Bailiffs), the government has published guidance to help protect people from this type of scam.

You can find information and advice on spotting fraudsters and how to protect yourself from being scammed via the government's post below and at: www.gov.uk/guidance/guidance-on-hmcts-related-suspicious-phone-calls-emails-and-text-messages



gov.uk

Guidance on HMCTS related suspicious phone calls, emails, and text messages

Once again, social media proved a successful way of promoting our Christmas parking incentives, a campaign which aimed to encourage people to shop locally in the district's high streets in the run up to Christmas.

Funded by
UK Government

CHICHESTER
District Council

Welcome to our high streets

East Wittering Selsey Chichester Midhurst Petworth

With a wealth of independent shops and businesses,
Chichester District has everything you need to make this
Christmas a special one.

This Christmas we have some special parking offers
in place for the festive period.

Weekend offer when using MiPermit app
When you select two hours using the MiPermit
app during weekends in December, you will get the
third hour free. The app is available to use in
most council-owned car parks across the district.
To find out more about the app, please visit:
www.chichester.gov.uk/mipermit

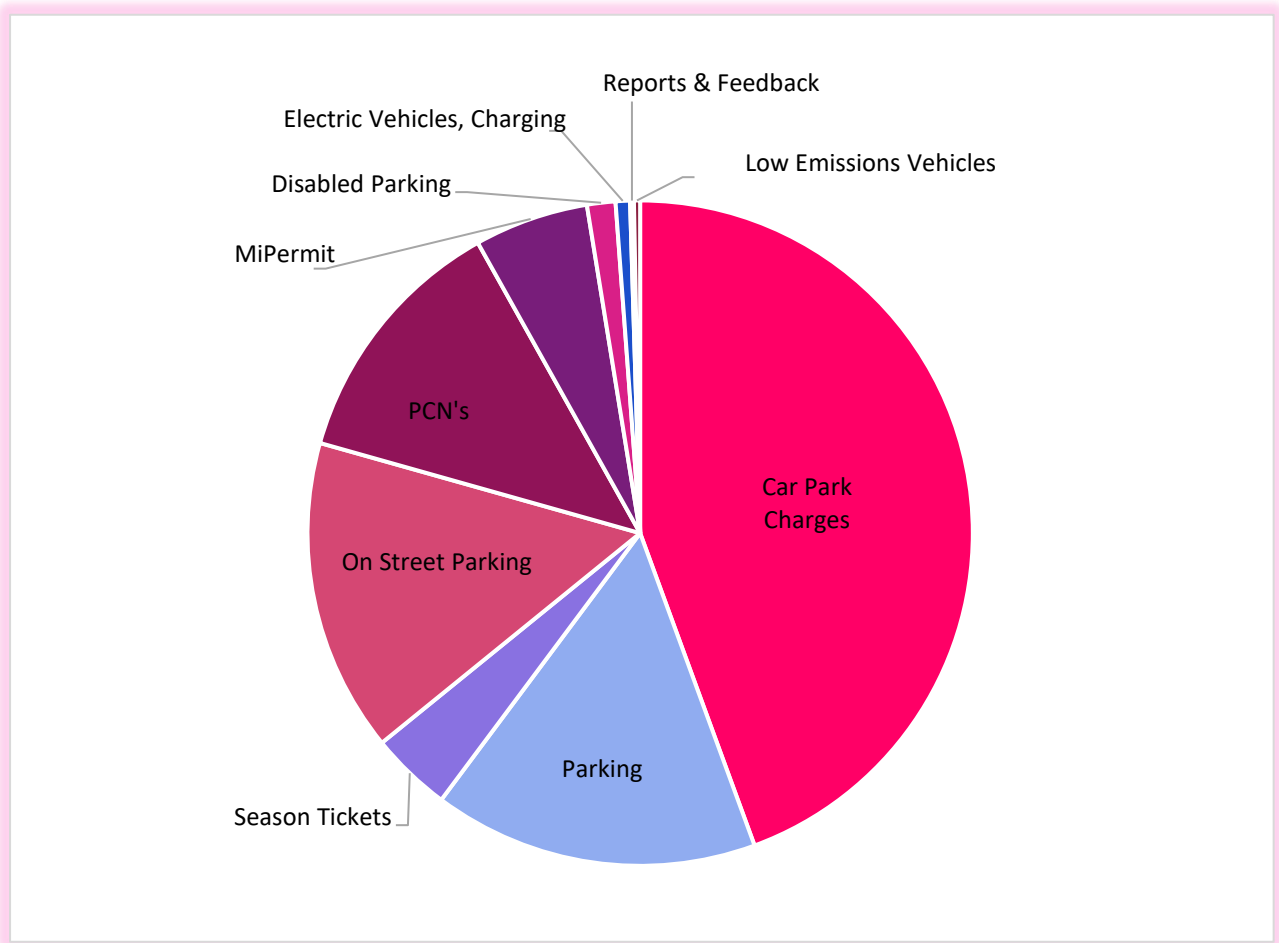
**Free Sunday parking in Avenue
de Chartres during December**
We are also offering free parking in our
Avenue de Chartres car park in Chichester
on Sundays during December 2023.

Find the locations of our car parks at:
www.chichester.gov.uk/carparks or by
downloading the Chichester District
Council app and looking
under the 'Find my nearest' tab.

#LoveFromChichesterDistrict #SupportLocal

POWERED BY
LEVELLING
UP

8.3. Website Page Views



In 2023-24 our top 3 most viewed areas were Car Park Charges, Parking (this includes our Consultations pages advising on the West Sussex County Council zone expansion) and our On Street Parking pages.

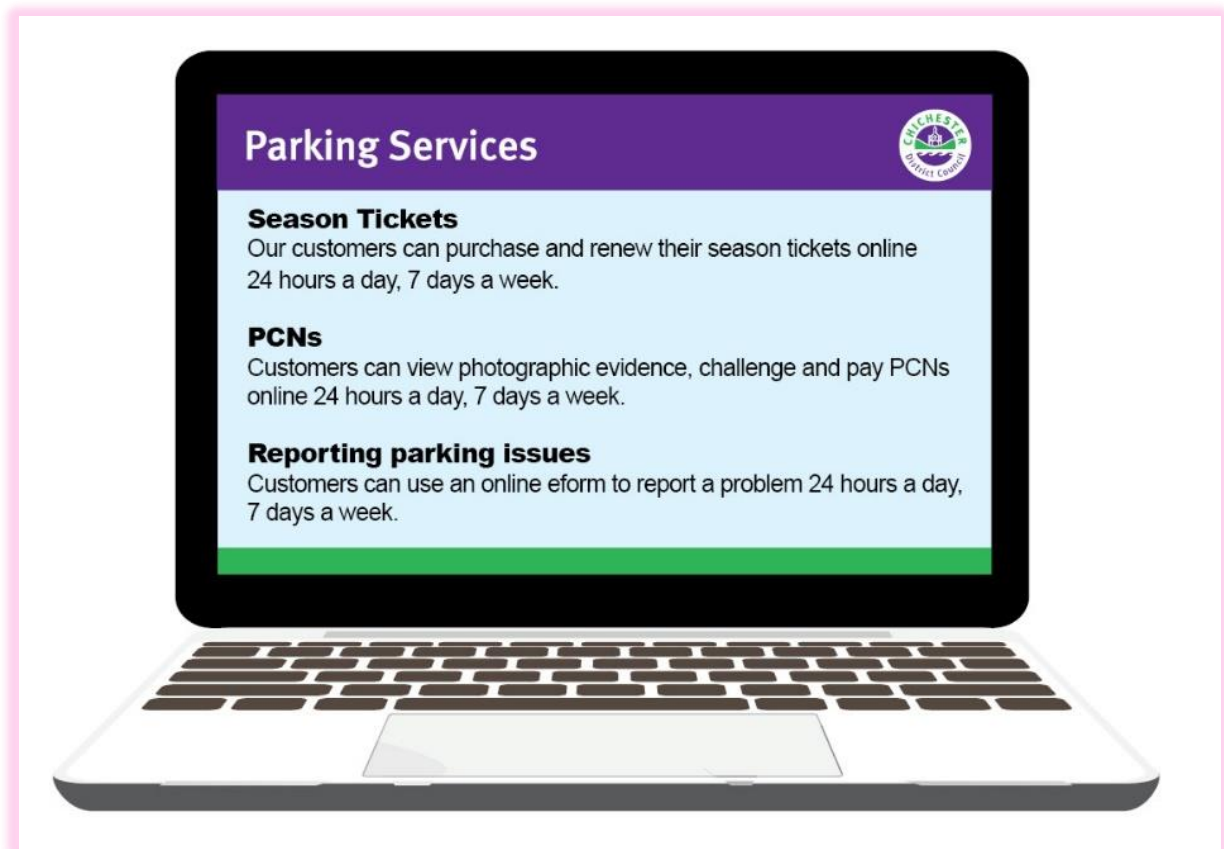
On most of our webpages we have a website feedback tab where customers are encouraged to submit their experience to make sure we are providing the customer with the information they need.

8.4 Payments Through our Website

PCNs	Total	Web	%	Non-Web	%
2019/20	8,987	6,920	77%	2,067	23%
2020/21	5,763	4,778	82%	985	18%
2021/22	7,721	6,683	87%	1,038	13%
2022/23	9,272	8,033	87%	1,239	13%
2023/24	11,929	10,611	89%	1,318	11%

Season Tickets and Permits	Total	Web	%	Non-Web	%
2019/20	11,641	9,989	86%	1,652	14%
2020/21	7,475	6,228	83%	1,247	17%
2021/22	17,148	16,760	98%	388	2%
2022/23	30,821	30,590	99%	231	1%
2023/24	83,713	83,621	99%	92	1%

Payments through the website for both Penalty Charge Notices and Season tickets continues to increase, with the majority of payments now made in this way.



9. Partnership Working

Chichester District Council works in partnership with many organisations in its provision of the Parking Service. It is recognised that working in partnership assists us to deliver our services in the most effective way. Customers benefit from these partnerships as they enable us to deliver more joined-up services which better meet their needs and improves the customer experience. Partnerships also allow us to uphold the regulations which affect all road users more easily, minimising costs to the council.

Following the major fire at The Angel Inn hotel and neighbouring buildings on the A286 North Street in Midhurst, a Multi-Agency Recovery Group was produced which included: Chichester District Council, South Downs National Park Authority, West Sussex County Council and Midhurst Town Council.

9.1. Parking Services Partnerships



West Sussex County Council. By way of an Agency Agreement, we undertake work to support WSCC's policies and projects such as Proposed Parking Management Plan.

www.westsussex.gov.uk



MiPermit administers our digital permits and season tickets for a more streamlined and efficient service.

www.mipermit.com



Chipside provides a case management system that processes the life cycle of a Penalty Charge Notice including appeals and payments.

www.chipside.com/index



Parking and Traffic Regulations Outside London (PATROL) provides resources to support independent adjudicators and their staff, who together comprise the Traffic Penalty Tribunal (TPT).

www.patrol-uk.info



Driver & Vehicle
Licensing
Agency

DVLA. The team actively report vehicles where persistent offenders (vehicles attracting multiple PCNs) have not registered their vehicles with the DVLA, where it is believed a vehicle is displaying false plates and where it appears that erroneous addresses have been registered leading to the avoidance of charges.

www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency



Chichester BID. BID (Business Improvement District) helps to distribute MiPermit information to business in Chichester.

www.chichesterbid.co.uk



British Parking Association. Working with the BPA, accreditations have been awarded to Parking Services which reflect our commitment to providing safe and accessible public spaces.

www.britishparking.co.uk



Sussex Police. Working alongside the Police, Parking Services can react more effectively to antisocial behaviour in public spaces to help keep the district safe. Additional training has also been undertaken which aims to help frontline workers identify and protect victims of county line gangs. The team also work to check and report vehicles which are being driven without road tax and/or MOT and report abandoned, stolen or damaged vehicles through Operation Crackdown.

www.sussex.police.uk



Flowbird (formally Parkeon) is a French-headquartered company specializing in payment and ticketing systems for car parks and public transport. They install and maintain our payment machines located in the car parks and around the district.

<https://www.flowbird.group/>



METRIC provides a comprehensive back-office solution providing maximum visibility of your machine data, all from any device with a web browser.

www.metricgroup.co.uk

We also work alongside other Districts and Boroughs in WSCC. Working with our neighbouring authorities ensures we are achieving efficiencies, sharing our knowledge, and operating consistency from one district to another.



www.adur-worthing.gov.uk

Email - helppoint@adur-worthing.gov.uk

Telephone - 01273 263000



www.arun.gov.uk

Email - info@arun.gov.uk

Telephone - 01903 737500



www.crawley.gov.uk

Email - comments@crawley.gov.uk

Telephone - 01293 438000



www.horsham.gov.uk

Email - customer.services@horsham.gov.uk

Telephone - 01403 215100



www.midsussex.gov.uk

Email - enquiries@midsussex.gov.uk

Telephone – 01444 458166

10. Freedom of Information and Subject Access Requests

All requests for information received by Parking Services are answered in accordance with the Freedom of Information (FOI) Act 2000. The only exception will be an individual's request for their own personal data, which must be handled under the terms of the General Data Protection Regulations (GDPR).

During 2023-24, the Parking Services team received **40** FOI requests, compared to **24** the previous year. The most common questions relate to the issuing of Penalty Charge Notices, the work of the Civil Enforcement Officers, and information relating to our Enforcement Agents, Marston Group and Jacobs.

Other FOI requests have included enquiries into information regarding Electric Vehicle Charging Points, car park costs and resident permit costs.


Reviewing FOI topics can help us determine where we can make improvements to information we provide, which may in turn prevent any unavoidable requests in the future. Parking Services publishes policies relating to Penalty Charge Notice decision-making and offers advice online in relation to the Penalty Charge Notice process which allows customers to find information themselves.

There were **2** Subject Access Request received during 2023-2024. This entitles the customer to see the data containing personal information that is held by the Council and how it is used. This covers all types of records held by the Council including copies of any letters, memos, telephone call recordings (all calls to Customer Services and our Revenues Client Support team are recorded) and emails of which the customer is the focus.



11. Equality of Access to our Services

The table below sets out the number of ways in which we constantly review how accessible our service is to all customers who have a variety of needs. The actions we undertake each year are reviewed and considered very carefully to ensure that we are improving the service we provide.

Chichester District Council Parking Forum	The Chichester District Parking Forum continues to invite the Chichester Access Group to its meetings.
<p>British Parking Association Safer Parking and Disabled Parking Accreditation</p> 	<p>The British Parking Association provides an accreditation scheme, which assesses car park safety. This scheme has been in place in Chichester city car parks for a number of years; however we have continued to work towards gaining it in as many car parks as possible. 28 of the 31 car parks across the district now have the accreditation. This provides assurances to customers from a safety perspective and feedback (particularly from older customers) suggests that this is important to them.</p> <p>In addition, Disabled Parking Accreditation assessments have been carried out, with 28 car parks accredited under this scheme. The scheme requires owners/operators of car parks to adopt an active management strategy to ensure minimal occurrence of disabled bay abuse, facilities are suitable for disabled people and recognition is made of the extra time taken by disabled people in the form of a concession.</p>
Penalty Charge Notices (PCNs)	Parking Services has reviewed and updated the procedure for verbal challenges against PCNs. The process ensures that those who are unable to write to the council have other means to make their challenge, either in person or over the phone, and that all staff are properly trained to follow the procedure.
Resident Permits	<p>Customers purchase Resident Permits online via MiPermit rather than visit the council's offices.</p> <p>To assist residents who do not have internet access, we send out paper applications and customers can still telephone.</p>

Healthcare and Carer Permits	The Parking Services team continue to administer Healthcare and Carer permits for healthcare workers visiting those receiving care in their homes within the Controlled Parking Zone. The permits help residents stay in their own homes for longer by enabling easy access to provide the required care. Where customers are in receipt of particular benefits, carer permits can be provided free of charge.
Website Accessibility	As part of the accessibility regulations (The Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018) we are continuing to improve our website. An accessibility statement has now been published outlining our level of accessibility. We have created a 'Website accessibility contact form', so customers can report an issue with accessibility. We have carried out a site-wide audit of all our documents and are working with services to make them accessible. We continue to promote the importance of accessibility and have created a section on the Council's intranet for advice and guidance to staff when producing information for the website. Our commitment to the Local Digital Declaration means we will continue to design our services to meet the needs of customers and follow a unified set of content and accessibility standards.
Blue Badge Enforcement	Civil Enforcement Officers continue to support West Sussex County Council to tackle Blue Badge misuse. They are trained to identify and retain misused and/or expired badges. The Council website also provides information and encourages customers to report badge misuse. This initiative recognises that Blue Badge misuse is not only fraud, but can mean that genuine, vulnerable users are deprived of vital services because parking spaces are taken by fraudsters.
Community Bus Bays	Several bays for Community Buses are provided within council-owned car parks for use by organisations who transport older, frail or disabled residents around the district. The bays provide a designated location for these customers to be safely dropped off and collected. Due to levels of demand, further bays have been provided in a rural car park.
Parking for Disabled Customers	To help people with disabilities gain easy access to the city, most pay and display car parks have specially allocated parking spaces. These spaces, along with any others in the pay and display car parks (the Avenue de Chartres Pay on Foot car park excepted) can be used free of charge provided the vehicle is displaying a valid blue badge or foreign disabled badge and the registered person is driving or a passenger.

Parking Payment Options	Parking payment machines are fully compliant with the British Standard relating to Parking control equipment (BS 8300). All machines except for those in the Westgate car park accept coin, card and contactless payment. In addition, the MiPermit facility is in place across all car parks (with the exception of Westgate and Avenue De Chartres), enabling payment by phone or app. Many customers from protected groups (particularly older customers and those with mobility issues) benefit from the accessible machines or from being able to pay for parking without the need to visit a machine. Parking payment machines also provide information in a number of different languages.
Deaf Awareness	A few of the Parking Services team attended a Deaf awareness course to ensure we can make a difference when communicating with our deaf or hard of hearing customers.

Deaf Awareness Tips

- Make sure you have their attention.
- Make sure the room is well lit.
- Learn some basic sign language.
- Face the person and given eye contact.
- Check they understand you.
- Don't shout.
- Use plain language.
- Speak one at a time.



Hello

Wave hand left and right near side of head.



How are you?

Flat hands, fingers run up chest and then hands move forward into thumbs up.



Sorry

Closed fist makes circular motion on chest.



Thank you

Flat hand, fingertips on chin. Hand moves down away from body.



Good

Closed hand, thumb up, thrust forward. (Can be done with 1 or 2 hands).



Morning

Right hand bent, fingertips tap left far side of chest then right far side of chest.



Afternoon

Tip of index and middle finger touch chin, then hand twists so fingertips are facing forward.



Night

Open hands, palms inward move down in front of body.

12. Complaints and Compliments

With such a busy service dealing with many customers, Parking Services has occasions where a customer wants to provide feedback. Whether it's due to a delay in postage, a faded permit or payment machine fault, whatever the complaint is we work very hard to sort it out.

The Council's complaints procedure provides three stages at which the complaint can be investigated. During 2023-24, we received a total of 14 first stage complaints, 3 second stage complaints.

Examples of complaints and our response are shown below:

Customer Complaint:

.

I pay for 3 permits for all my vehicles to park.

Plus visitor permits for any of my visitors, gardener, delivery's, etc

There is still a vehicle parking illegally every night and everyday along my road. Then they move out onto the road as no one gets tickets there even though it is a ticket Zone.?!

They actually live here! I have complained and reported this so many times now.

There is now digital parking which gives easier access to free parking.

Why can't something be done about them, I work hard to pay my bills council tax, car passes and these people get it all for free including a parking space too as noone ever comes along our road. It's a joke.and very upsetting and frustrating too.

Parking Services Response:

I would advise that West Sussex County Council (WSSCC) is the authority responsible for on-street parking provisions and Parking Services at Chichester District Council (CDC) work on behalf of WSSCC to enforce the restrictions and administer permits within the Resident Parking Scheme (RPS) in Chichester.

I am aware that you obtain resident permits but would advise that the payment of bills or Council Tax does not entitle anyone to park, irrespective of where they live, as parking schemes are measures that are self-financed and not funded by any other tax.

WSSCC have requested the move to digital permits over the whole of the district and it is now Chichester's turn. MiPermit has already been implemented in the majority of the other districts and boroughs within West Sussex and in 2021 we took on two new parking Zones within Chichester, 'Zone A' and 'Zone S', which were completely digital from the beginning. Following feedback from customers we understand that

having the ability to manage permits online will be a great improvement. We do not anticipate an increase of motorists parking without permits as road users will still be aware that permits are required from the Controlled parking Zone (CPZ) signage. It is the responsibility of the motorist to observe all signs and road markings while driving and before leaving a vehicle parked on every occasion. For more information about Digital Controlled Parking Zones please visit:

<https://www.chichester.gov.uk/digitalcontrolledparkingzones>

All residents wishing to park in the 'O' zone permit holder only bays, between the hours of 9am – 5pm are required to purchase permits, out of these times a permit is not required. Should a person decide not to do this, enforcement takes place and a Penalty Charge Notice (PCN) is issued. Ultimately if a PCN is left unpaid, these debts can be passed to Enforcement Agents who will collect payment and/or seize goods. Enforcement Agents can remove vehicles if debts are unpaid. The charges for unpaid PCNs as you would imagine, far exceed the amount paid for a resident permit or resident visitor permits and we will always encourage customers to park with the necessary permit, however, we cannot force anyone to purchase one.

I can reassure you that we take our responsibilities very seriously and seek to uphold a RPS that is fair and which works in line with the Traffic Regulation Orders in place within the Chichester District. In addition, we have a robust contract with WSCC and the enforcement is monitored by CDC and WSCC. I would also like to reassure you that our Civil Enforcement Officers (CEOs) regularly visit the CPZ and they will issue PCNs where vehicles are parked incorrectly.

I have noted from our records that you have made a number of enforcement requests and appreciate that it must be frustrating if someone is not complying with the restrictions when you are. I can confirm that our CEOs have reacted to your enforcement requests, when required and when feasible with their other duties. I can also confirm that PCNs have been issued. However, I must stress that vehicles parking in what appears to be in contravention to the regulations may be due to individual circumstances, which are identified by a CEO. Please beware that the vehicle you reported on the 15 August had a valid digital permit and this is not something you will be able to see.

Please bear in mind that the CEOs patrol the whole of the Chichester District which is 304 square miles, therefore locations are not always visited every day of the week and a few days or more could lapse between visits. We do respond to requests for enforcement promptly so will be happy to react to issues if you find them. However, as you have made us aware of the Red Polo this no longer needs to be reported and the CEOs will continue to monitor the situation and issue a PCN if required.

It is understood that your requests for enforcement are well intentioned; however, it is not the responsibility of a resident or any other motorists to conduct checks on vehicles and report them and we would therefore ask that going forward, you only report vehicles where you have identified a parking issue, e.g. parked on a yellow line restriction. This you can continue to do by visiting,

<https://www.chichester.gov.uk/reportaparkingproblem> This report then goes straight to the CEOs on duty. By emailing Parking Services the CEOs are unable to react

until the email is passed to them, which may not happen for a few hours or a day or so.

I would like to reassure you that we are doing everything we can to fulfil our duties and responsibilities under Civil Parking Enforcement.

I hope that this email provides some useful information for you and addresses the concerns you have raised.

Customer Complaint:

I parked in Little London parking for less than one hour. The machine was very delayed and I wasn't sure if it was working properly. I pressed the time request but when nothing happened I pressed again then again. Finally it registered an hour charge. I selected through to payment but the machine updated in the meanwhile and charged me for a whole day at nearly £20. I discussed the matter with the parking ticket inspector and he advised to write in. I also provided a picture of my car when leaving, less than one hour later.

Chichester is refusing a refund which I find unreasonable

Parking Services Response:

I am sorry to hear that you are dissatisfied with the outcome of your request for a refund. I note the information provided to you already and can confirm that this is correct.

The signs in the car parks put the public on notice that no refunds will be given. In order for car park charges to be administered fairly, for all users, the expectation is that anyone using the machines or apps to pay for parking exercise reasonable care and attention. This would include checking the amount which is displayed before making the final purchase. Where the overpayment has been made by an avoidable oversight by the purchaser there is no legal obligation to refund that overpayment. The payment machines have been checked by our Civil Enforcement Officers and likewise I have checked on the back-office system and no faults have been found.

Your views count!
Comments, compliments and complaints
@ Chichester District Council

Examples of compliments:

Customer Compliment:

“I have been using MiPermit for less than a month. I have found the experience of using the carpark / MiPermit excellent.”

Customer Compliment:

“Thank you, again, Paul. I can’t tell you how grateful I am for all your patience and the help you have given me. You’re a star.”

Customer Compliment:

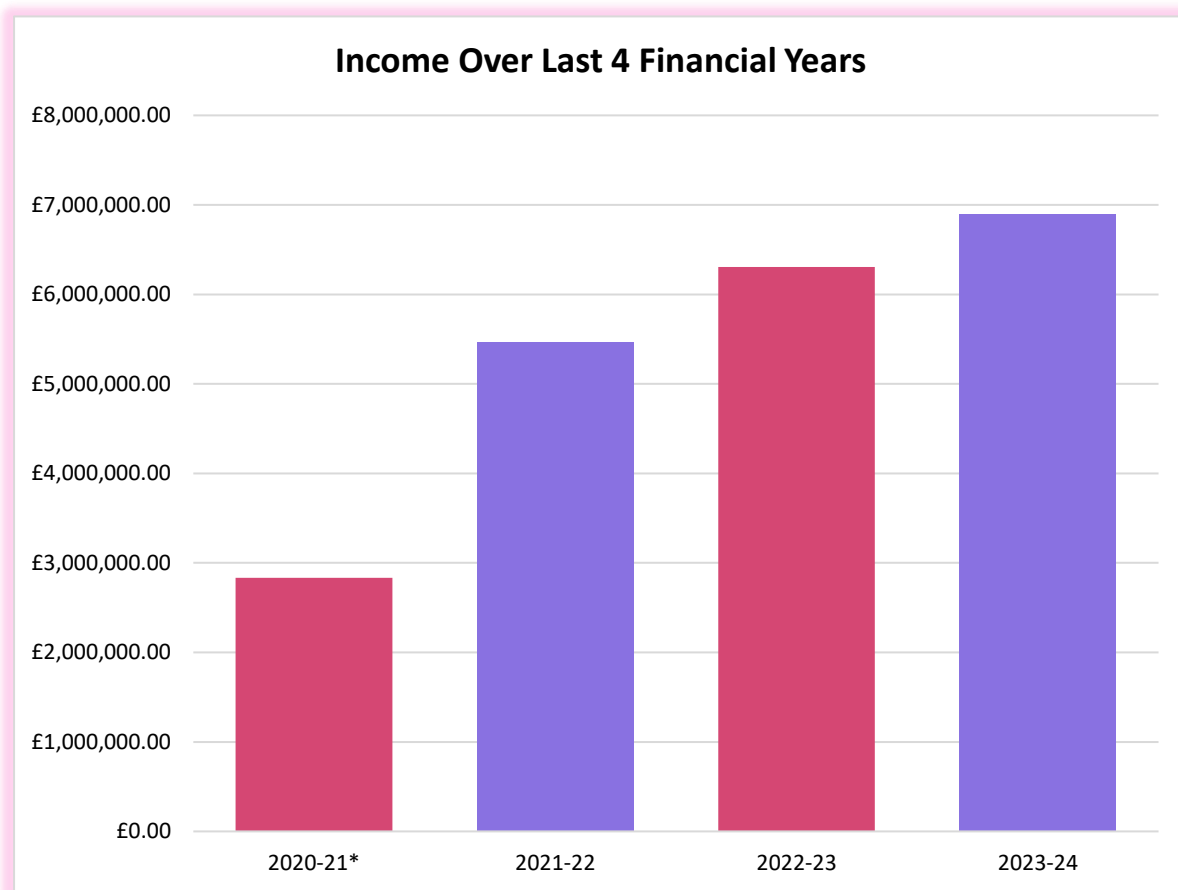
“I am writing to commend your colleague, CH128, for her kindness and assistance today. I was involved in an accident with another vehicle. She helped try to contact the owner for me, reassured me and stayed with me for support. Her friendliness and willingness to help was above and beyond the call of duty.”



13. Financial Information

13.1. Income

Income from parking charges is used to meet the direct costs of operating the car parks, the cost of provision of pay and display and season tickets for customers, enforcement, staff costs, utilities, licencing, repair work and maintenance to the car parks themselves. Income is also used to assist with introducing and taking advantage of new technology to assist with improving the service provided. Parking income also assists with supporting essential services within the council for our communities and visitors. Charges are reviewed to ensure that they remain competitive to encourage turnover within the car parks to make the best of the resources in place.



* The lower level of income for 2020-2021 is the result of the Covid-19 pandemic. The Council chose not to charge for car park stays for a number of months to support essential workers and those making essential journeys.

Table 11 – Income by Source

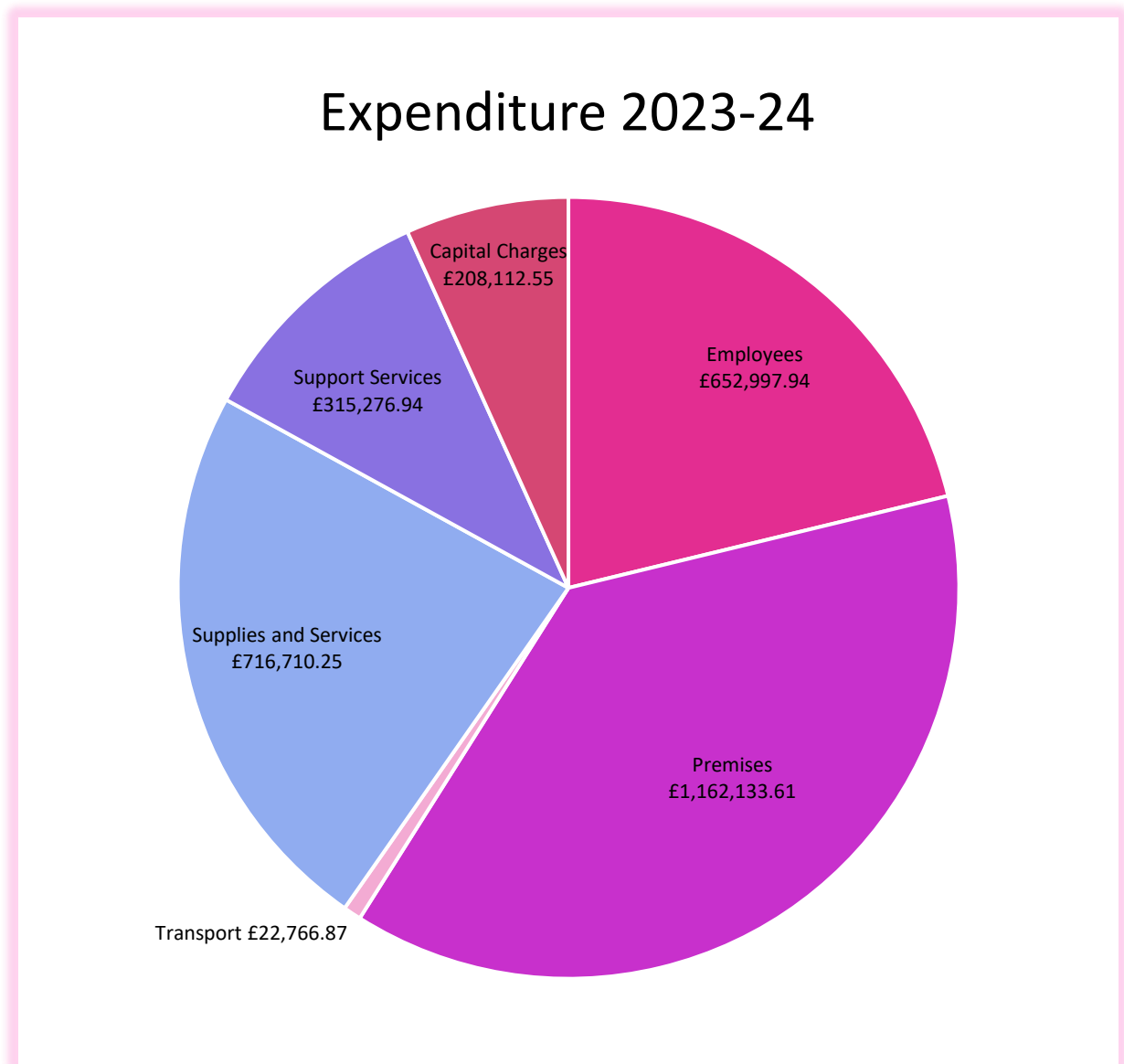
Income by source	Amount	% of Parking Services Income
Pay and Display Machines	£5,237,124.27	75.98%
Season Tickets (car parks)	£817,378.16	11.86%
Penalty Charge Notices (car parks)	£466,685.00	6.77%
Residents Parking Vouchers	£259,742.71	3.77%
Licence Income	£87,624.29	1.27%
Advertising Income	£6,223.36	0.09%
Rental Income	£20,501.00	0.30%
Refunds	(-£2,522.32)	(-0.04%)

On-street and off-street income and expenditure is managed and split according to the income source. As the Council works as agent for West Sussex County Council, an annual contribution is made to Parking Services which helps to pay for enforcement. Income generated through the Controlled Parking Zone and on-street PCN's is paid to West Sussex County Council.

13.2. Expenditure

Since 2021-2022, due to the current national economic picture, the Council's costs have invariably increased. This can be seen in Premises, Services, Capital Charges and in particular Transport, which rose by 20% from last year.

However, there was a noticeable decrease in our Support Service costs, which was reduced by 20% as all our services are now digital.



14 . Looking Back and Looking Forward

There have been a number of key achievements during the year relating to the service we provide to customers. These have included:

14.1. Accreditation of Safer Parking Award

All car parks across the district holding the British Parking Association's Safer Parking Award (28 of our 31 car parks), successfully maintained their accreditation. This accreditation assists with reducing crime and the fear of crime in car parks and provides assurances to the public that measure have been introduced to ensure that the parking facility is a safe environment. These same 28 car parks have also been awarded the Disabled Parking Accreditation which recognises off-street parking facilities which are accessible to disabled people.



14.2. Parking Incentives

Parking incentives were introduced during the Christmas period to assist with supporting the high street to encouraging people to shop locally. These incentives replaced the Christmas Park and Ride. The parking incentives offered free periods of parking and were active during December:

- Free parking in the Avenue de Chartres multistorey car park on Sundays in December
- Select 2hrs and get the 3rd hour free in the majority of the Council's car parks when using the MiPermit App

These incentives were widely used and also assisted us to encourage further use of the cashless platform which offers benefits to both the Council and our customers.

14.3. Parking Strategy

Work on a revised Parking Strategy for Chichester District has been completed to reflect the requirements of the district in the coming years, 2023- 2027.

The Parking Strategy attempts to balance the often-competing demands from car park users and pedestrians and ensure that the public car parking service continues to meet the needs of various users.

It recognises the importance of car parking for local infrastructure, tourists, commuters, and residents, and that when parking is provided well it can contribute to the attractiveness, convenience, and prosperity of a place to do business, visit or live.

Some key actions in the strategy include:

- Consideration for the release of a number of parking spaces in the Cattle Market to enable the introduction of a permanent market or events facility
- The annual review of the opportunities for redevelopment of city centre car parks, with replacement parking provided outside the city centre if required
- Continue to work with West Sussex County Council to review the most appropriate method of the installation of additional electric vehicle charging points in our car parks
- Continue to explore the availability of Government grants to assist in the implementation of electric vehicle charging points and other opportunities for encouraging modal shift within our car parks
- Undertaking a feasibility study for the redesign of Northgate car park, to improve the connectivity to the city centre and surrounding visitor and business attractions along with improving the layout within the car park
- Undertake resurfacing and re-lining of car parks as per the priority programme of works, ensuring that this reflects the latest guidelines regarding size of parking bays and number of allocated disabled spaces

14.4. Parking and Traffic Regulation Outside London (PATROL) shortlisting

We were shortlisted for the PATROL awards 2023, Promoting Awareness of Civil Enforcement through Reporting (PACER) Awards, recognising our 2021/22 Annual Report. We have won twice previously in the past ten years and were extremely proud to have been shortlisted.

On the 11 July 2023, Jessica Carter and Paul Luff attended the PACER awards reception at the House of Commons on behalf of the Council.



14.5. Midhurst Fire



Thursday 16 March was a harrowing and challenging day for the people of Midhurst following The Angel Inn Hotel and neighbouring buildings fire on North Street.

The A286 North Street was closed to provide West Sussex Fire and Rescue Service access to the affected buildings and investigate the cause of the fire. The road remained closed in the following days so that relevant agencies could assess the structural safety and potential dangers. Unfortunately, the site and road were to remain cordoned off for some time for safety reasons and whilst the owners and relevant agencies explored options for shoring up the building. The owners and South Downs National Park Authority were legally bound to conserve the surviving frontage of the building.

Parking Services were committed to doing everything we could to support residents and businesses following this terrible incident. We introduced free parking in our Midhurst car parks for a period of a month in order to help support residents and businesses in the first few weeks following the fire, while the Council worked to develop a number of other projects to support the recovery of the town.

The multi-agency recovery group, which included Chichester District Council, West Sussex County Council, West Sussex Fire and Rescue Service, Midhurst Town Council and the South Downs National Park Authority, were committed to doing everything it could to reopen the road to vehicles as soon as possible and support those businesses affected by the incident.

14.6. Implementation of Digital On-Street Permits

In 2021 we successfully started to move away from paper-based permits to digital permits and the Parking team have successfully completed this journey. From 4 July 2023 all on street permits are now issued as MiPermit digital permits and paper permits are no longer issued. This has also included Resident Visitor Permit (RVPs).

Customers have not moved over to the digital MiPermit system until their paper permits were due to be renewed or a change has been required to the permit e.g. a registration update.



The benefits of digital permits:

- Provides 24/7 access to manage permits online via a secure account.
- There are no permit replacement charges.
- Customers no longer need to wait for permits / replacement permits to be posted.
- Reduces our impact on the environment.
- Permits cannot be lost, stolen or fall from view in the vehicle.
- There is no longer a need to display a permit in a vehicle.
- Customers no longer need to make time to visit / contact the council because a permit can be managed online.

The following types of Digital Permits are now available to purchase on MiPermit:

- **Resident Permits** can be purchased by residents living within the Controlled Parking Zones (CPZ).
- **Resident Visitor Permits** can be purchased by residents living within the CPZ to enable visitors to park within a specific zone.
- **Non-Resident Permits** can be purchased by anyone wishing to park within a specific road within the CPZ, subject to availability.
- **Carer Permits** are available for residents to purchase for their Carers. Carers can be family members/friends or paid carers.
- **Charity Permits** are available to certified charitable organisations working within the CPZ and/or those regularly visiting residents.
- **Dispensations (Green and Red)** can be applied for by trades people who require parking close to a property in order to carry out works: **Green** dispensations enable parking in pay and display, permit holder, limited waiting or shared use bay. **Red** dispensations enable parking on yellow line waiting restrictions.
- **Traders Permits** are available to traders working within the CPZ who own a vehicle which has an 'operational need' to park nearby so that a regular delivery service can be maintained i.e. the permit is necessary for the efficient running of the business. Such traders will normally include butchers, bakers and fishmongers etc who load and distribute fresh produce locally. The traders should require constant access to a delivery vehicle throughout the day.
- **Healthcare Permits** are available to people or companies within the Chichester District working within the healthcare services and who need to visit patients in their homes within the CPZ.

We work hard to ensure that we provide good value and efficient services. However, it is recognised that some customers may not have access to online services or have disabilities, and therefore we are able to provide paper applications and assistance for these customers on an individual basis to ensure their specific needs are met.

14.7. Key Areas of Work for 2024/2025

The Key Areas of Work for 2024/25 are:

- Undergo a tender process to upgrade lighting in the following car parks:
 - Little London Car Park, Chichester
 - Baffins Lane Car Park, Chichester
 - St Cyriacs Car Park, Chichester
 - South Pallant Car Park, Chichester
 - Westgate Car Park, Chichester
 - Cattle Market Car Park, Chichester

The tender will also include College Lane (on-street lighting)

The new Lighting works will broadly comprise of the installation of 112 LED (Light Emitting Diode) units. These lights can reduce energy consumption by up to 90% when compared with conventional lighting

- Produce a Hire of Car Parks for Events and Activities – Policy
- Options to be explored for improvement to connectivity and accessibility between Northgate Car Park and the surrounding facilities
- Delivery of the actions in the Parking Strategy and Action Plan
- Review and enhancement of Bosham car park
- Review payment options and system at the Avenue de Chartres car park
- Resurfacing of East Pallant and Cawley Priory car parks
- Review car park tariff boards and Conditions of Use signage
- Review the two different sections, pay and display & season ticket in Orchard Street car park
- Implement new tariff board lights which are solar powered

15. Reducing our Carbon Footprint

As a council we are committed to tackle climate change.

Parking Services have switched two of our vehicles to electric and we plan to replace more of the team's vehicles in future. A staff Green Travel Plan has been developed and the Civil Enforcement Officers have the option to use two e-bikes. Our car parks also have 18 electric vehicle charge points across the district to help residents and visitors who have electric cars.

The Divisional Manager of Place and the Assistant Parking Services Managers attended Carbon Literacy Training. This training has been filtered back to the team and Parking Services within the monthly team meetings, consider a Carbon Footprint Overview where ideas are voiced and endeavoured to put into action. Among these ideas we have, reduced single use plastic waste on bay suspension signs, introduced a soft plastic recycling point in the office and further advertising to encourage digital stays printed on the reverse of the pay and display tickets and in prominent places on the pay and display machines.



16. Common Myths and FAQs

16.1. Parking Myths

Civil Enforcement Officers get commission - Civil Enforcement Officers do not get commission. They are paid a salary regardless of how many Penalty Charge Notices they issue.

Civil Enforcement Officers have targets - Civil Enforcement Officers do not have targets. They can only issue Penalty Charge Notices if a parking contravention is observed and they must gather prescribed information which supports the notice. Civil Enforcement Officers also make notes in every Penalty Charge Notice, and this information can help to either uphold the Penalty Charge Notice if it is challenged or can support a customer's comments so the Penalty Charge Notice is cancelled.

Civil Enforcement Officers target vehicles - Chichester District Council currently employs 10 Officers who patrol the whole of the Chichester District. Our Officers do not patrol with the intention of persecuting motorists and they are allocated different routes to patrol. It is therefore very unlikely that they would commit to memory the details of individuals' vehicles.

Civil Enforcement Officers can issue a Penalty Charge Notice if a vehicle is parked causing an obstruction - While Civil Enforcement Officers can issue a Penalty Charge Notice for many reasons, when observing the parking contraventions where restrictions are in place, they do not have the power to issue a Penalty Charge Notice if it is causing an obstruction. This is the responsibility of the Police and customers should report incidents such as these to their non-emergency telephone number 101. If a vehicle is parked dangerously, risking life, customers should call 999.

You can park without an exemption or on a waiting restriction on a Bank holiday - Unless the Traffic Regulation Order and signs indicate otherwise, parking restrictions will apply on Bank Holidays.

Making a complaint to the Council will cancel a Penalty Charge Notice - a Penalty Charge Notice must be dealt with in line with the parking penalty enforcement process and The Traffic Management Act 2004, and not a complaint through the Council's Corporate complaint procedure. Therefore the two matters will be handled separately.

My local MP or Councillor can cancel a Penalty Charge Notice or help me appeal - Civil Parking Enforcement is undertaken under the legislation as set by the Traffic Management Act 2004. This prescribes the process which must be followed and includes three stages of appeal (two by qualified Officers in the Parking Team) and a third stage through an Independent National Appeal Panel, the Traffic Penalty Tribunal. The Secretary of State considers that the exercise of discretion should rest with the Notice Processing staff. This provides greater consistency in the enforcement of traffic regulations and ensures that only fully trained staff make decisions on the facts presented.

A Civil Enforcement Officer can take back a Penalty Charge Notice once it is issued - Civil Enforcement Officers are not permitted to withdraw a Penalty Charge Notice. Once a Penalty Charge Notice is deemed served, if the driver wishes to dispute the Penalty Charge Notice they must make a challenge. Removing or handling the Penalty Charge Notice after it has been served would leave Civil Enforcement Officers vulnerable to allegations of inconsistency, favouritism or suspicion of bribery.

The Civil Enforcement Officer should have given me a warning - A Civil Enforcement Officer is not required to issue Warning Notices to vehicles parked in contravention. It is considered that the exercise of discretion should, in the main, rest with the Notice Processing staff as part of considering challenges against Penalty Charge Notices and representations against a Notice to Owner.

The Civil Enforcement Officer told me the Penalty Charge Notice would be cancelled if I challenge - Although a Civil Enforcement Officer is able to advise a motorist how to challenge the Penalty Charge Notice, they are not permitted to give any indication of whether challenges or representations to the Council are likely to be successful. The exercise of discretion should, in the main, rest with the Notice Processing staff as part of considering challenges against Penalty Charge Notices

Penalty Charge Notices are only issued to make the Council money – Civil Parking Enforcement is a regulatory measure and a Penalty Charge Notice will only be issued if a contravention is believed to have taken place. Any surpluses gained from Civil Parking Enforcement are ring-fenced to highways or environmental related matters.

Penalty Charge Notice appeals go to court - since Civil Parking Enforcement has been introduced, receiving a Penalty Charge Notice is no longer considered a criminal offence and therefore cases do not go to court. If a recipient of a Penalty Charge Notice wishes to appeal against the Council's decision they are able to appeal to an Independence Adjudicator. The Adjudicator will consider an appeal and make a final decision.

I can pay a Penalty Charge Notice and then appeal - The Regulations applying to Civil Parking Enforcement state that payment of a Penalty Charge Notice is an admission of liability therefore payment should not be made if a challenge is being submitted.

I pay my council tax each month so I should not have to pay to park - The payment of Council Tax does not entitle anyone to park, irrespective of where they live, as parking schemes are measures that are self-financed and not funded by any other tax.

16.2. Frequently Asked Questions

The following 'Questions and Answers' may be useful when considering whether to Challenge or make Representations to the Council against a Penalty Charge Notice.

Q. The details on the Penalty Charge Notice are incorrect; will the Penalty Charge Notice be cancelled?

A. If the Vehicle Registration Mark, the location or the Contravention Code is incorrectly recorded on the Penalty Charge Notice, the Council will cancel it. All the other details that the Officer records on the Penalty Charge Notice are supportive and therefore if they noted incorrectly, would not justify cancelling the Penalty Charge Notice.

Q. I was loading or unloading; will the Penalty Charge Notice be cancelled?

A. Depending on the restriction you were parked on, what you were loading or unloading and if you can supply evidence of this, the Council may consider cancelling the Penalty Charge Notice. The Civil Enforcement Officer must carry out an observation period when issuing a Penalty Charge Notice under certain contravention codes and this is to determine whether an exempt activity is being carried out. For example, a Civil Enforcement Officer will allow at least 5 minutes observation before issuing a Penalty Charge Notice to a vehicle parked on a yellow line restriction.

Q. I ran out of petrol; will the Penalty Charge Notice be cancelled?

A. It is the responsibility of the motorist to make sure that the vehicle has sufficient petrol for a journey. As running out of petrol could be avoided, the Penalty Charge Notice may not be cancelled.

Q. My car broke down; will the Penalty Charge Notice be cancelled?

A. If your car was parked on the street and you can supply evidence of the vehicle breaking down, the Council may consider cancelling the Penalty Charge Notice. If your vehicle was in a car park, payment for parking can be made even if you have no access to your vehicle and therefore the Penalty Charge Notice may not be cancelled. In these circumstances the Council would expect contact to be made by the vehicle owner to advise that the vehicle has broken down.

Q. I was delayed arriving back to my car; will the Penalty Charge Notice be cancelled?

A. Although it is recognised that delays do occur, it is the responsibility of a motorist to take into consideration any unforeseen delays which may occur. For example, it is likely that there could be a queue in a shop or in a bank and therefore the appropriate charge and location for parking should be arranged to cover any possible delay. A Penalty Charge Notice may not be cancelled unless evidence is provided which demonstrates that the delay was unexpected, such as an emergency situation arising.

Q I have a valid Blue Badge but I didn't display it; will the Penalty Charge Notice be cancelled?

A. For a Blue Badge to be considered as a valid exemption it must be clearly displayed continuously on the dashboard of a vehicle. If this was not the case, then the Penalty Charge Notice may not be cancelled. The conditions relating to Blue Badges are described in 'The Blue Badge Scheme: rights and responsibilities in England' handbook which is provided when every Blue Badge is issued. If the Blue Badge had fallen from view but the Civil Enforcement Officer was able to see an identifiable item on a badge in the vehicle, this will be noted and a Challenge may be accepted and the Penalty Charge Notice cancelled if a copy of the badge is provided.

Q. I didn't set my Blue Badge Clock/Disc correctly; will the Penalty Charge Notice be cancelled?

A. For a Blue Badge to be deemed a valid exemption the clock must be displayed correctly with the badge itself and set to the time of arrival. If this was not the case, then the Penalty Charge Notice may not be cancelled. The conditions relating to Blue Badges are described in 'The Blue Badge Scheme: rights and responsibilities in England' handbook which is provided when every Blue Badge is issued.

Q. I didn't realise that my Blue Badge had expired; will the Penalty Charge Notice be cancelled?

A. For a Blue Badge to be deemed a valid exemption it must be in date and displayed clearly. If this was not the case, then the Penalty Charge Notice may not be cancelled. The conditions relating to Blue Badges are described in 'The Blue Badge Scheme: rights and responsibilities in England' handbook which is provided when every Blue Badge is issued.

Q. I parked in a loading bay and displayed my Blue Badge; will the Penalty Charge Notice be cancelled?

A. Blue badges are not valid for use in loading bay restrictions, and therefore the Penalty Charge Notice may not be cancelled. The conditions relating to Blue Badges are described in 'The Blue Badge Scheme: rights and responsibilities in England' handbook which is provided when every Blue Badge is issued.

Q. I became sick/ill; will the Penalty Charge Notice be cancelled?

A. Some situations are unforeseen and therefore the Council may consider cancelling the Penalty Charge Notice if evidence is provided to support the circumstances which are described.

Q. I lost my car keys; will the Penalty Charge Notice be cancelled?

A. If you are parked in a council car park, there are remote services (MiPermit) to pay for your parking until the vehicle can be moved. In this circumstance the Penalty Charge Notice may not be cancelled. If you are parked on street and you can supply evidence that you lost your keys and/or purchased another set the Council may be prepared to cancel the Penalty Charge Notice.

Q. I had a Pay and Display (P&D) ticket but it flipped over / fell off the dashboard; will the Penalty Charge Notice be cancelled?

A. Civil Enforcement Officers will check a vehicle thoroughly when patrolling. If they can see the serial number on a P&D ticket inside a vehicle they will log it in their notes. The Council may consider cancelling a Penalty Charge Notice on the first occasion if the P&D is supplied and if it was valid at the time the Penalty Charge Notice was issued and has a matching serial number. Therefore, any future Penalty Charge Notices issued for the same reason may not be cancelled.

Q. I forgot to display the P&D ticket; will the Penalty Charge Notice be cancelled?

A. The P&D ticket is only valid when displayed clearly on the dashboard of the car. As it is the responsibility of the driver to display the P&D ticket before leaving the vehicle parked, cancelling the Penalty Charge Notice is not felt to be justifiable in these circumstances.

Q. The P&D machine was out of order/didn't accept my money; will the Penalty Charge Notice be cancelled?

A. The Council acknowledges that occasionally faults can occur. If you are parked in a council car park, there are remote services (MiPermit) to pay for your parking and there are at least two pay and display machines in all of the car parks. If you are parked on-street there will be at least two pay and display machines covering that location. The Council may therefore not consider cancelling a Penalty Charge Notice as it would be reasonable to expect a customer to use another machine or a different payment method. We would always request that customers report faults at the time if a problem arises.

Q. I didn't have any change to pay; will the Penalty Charge Notice be cancelled?

A. It is the motorist's responsibility to arrive at the parking location with adequate change or another means to pay for parking as soon as the vehicle is parked. If this is not the case alternative parking should be found as the Council may not cancel the Penalty Charge Notice.

Q. I didn't know I had to pay/display a P&D ticket to park; will the Penalty Charge Notice be cancelled?

A. To make sure that the conditions of parking are clear, there are signs in off street and on street parking places. Having ensured that all the information is clear, it is then the responsibility of the motorist to observe all signs and lines/road markings and charges boards prior to leaving the vehicle parked. As there is sufficient information to alert motorists of the hours that the pay and display charges are operative, the Penalty Charge Notice may not be cancelled.

Q. I forgot to display/renew my permit or season ticket; will the Penalty Charge Notice be cancelled?

A. We do provide a reminder email to help customers to remember to renew season tickets or permits, however, it remains the customer's responsibility to ensure that it's valid when parking and if it is not, the Council may not cancel the Penalty Charge Notice.

Q. I didn't receive my renewal reminder; will the Penalty Charge Notice be cancelled?

A. Whereas the Council choose to send reminders to help customers remember to renew, it remains the customer's responsibility to ensure that the season ticket or permit is valid when parking. The Council may not cancel the Penalty Charge Notice.

Q I had a valid permit / season ticket but it didn't have the correct Vehicle Registration Mark assigned to it; will the Penalty Charge Notice be cancelled?

A. Permits and season tickets are vehicle specific therefore the correct registration marks must be logged against them. Forgetting to change a registration or logging the incorrect registration would not usually justify the cancellation of the Penalty Charge Notice.

17. Appendices

Appendix A – Contravention Code List

Contravention Code List – On-Street

Higher/ Lower	Offence Code	Offence Name
Higher	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
Lower	05	Parked after the expiry of paid time
Lower	06	Parked without clearly displaying a valid pay & display ticket or voucher
Higher	12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge
Higher	16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required
Lower	19	Parked in a resident's or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time.
Higher	21	Parked wholly or partly in a suspended bay or space
Lower	22	Re-parked in the same parking place or zone within the prescribed parking period after leaving
Higher	23	Parked in a parking place or area not designated for that class of vehicle
Lower	24	Not parked correctly within the markings of the bay or space
Higher	25	Parked in a loading place during restricted hours without loading
Lower	30	Parked for longer than permitted
Higher	40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manor
Higher	45	Stopped on a taxi rank
Higher	47	Stopped on a restricted bus stop or stand
Higher	48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited
Higher	49	Parked wholly or partly on a cycle track or lane
Higher	99	Stopped on a pedestrian crossing or crossing area marked by zigzags

Contravention Code List – Off-Street

Higher/ Lower	Offence Code	Offence Name
Higher	71	Parked in an electric vehicles' charging place during restricted hours without charging
Lower	73	Parked without payment of the parking charge
Higher	81	Parked in a restricted area in a car park
Lower	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
Higher	85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required
Lower	86	Not parked correctly within the markings of a bay or space
Higher	87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	91	Parked in a car park or area not designated for that class of vehicle
Lower	93	Parked in a car park when closed

Appendix B - Pricing Details for Pay & Display Car Parks Across the District

Schedule 1 - Notice of Implementation of Fee/Charge Amendment

Parking Places	Present Days & Hours of Charging	Period of Parking	Present Charge	Proposed Charge
CHICHESTER – Central				
Little London Baffins Lane	8.00am to 6.00pm Monday to Saturday inclusive and 10.00am to 5.00pm on Sunday	Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours	£2.00 £4.00 £6.00 £8.00 £10.00 £12.00 £14.00 £16.00	£2.20 £4.40 £6.60 £8.80 £11.00 £13.20 £15.40 £17.60
CHICHESTER – Short Stay				
Cawley Priory East Pallant St John's Orchard Street (southern part) South Pallant St Cyriacs Market Avenue	8.00am to 6.00pm Monday to Saturday inclusive and 10.00am to 5.00pm on Sunday	Up to 30 minutes Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours (up to 12 hours for New Park)	60p £1.50 £3.00 £4.70 £6.30 £7.80 £9.40 £12.30 £14.60	70p £1.70 £3.30 £5.20 £6.90 £8.60 £10.30 £13.50 £16.10
New Park Road	8.00am to 8.00pm Monday to Saturday inclusive 10.00am to 5.00pm on Sunday			
Market Road Orchard Street (northern part)	8.00am to 6.00pm Saturday and 10.00am to 5.00pm on Sunday			
CHICHESTER – Long stay				
Avenue de Chartres Basin Road Cattle Market	8.00am to 6.00pm Monday to Saturday inclusive	Up to 30 minutes Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours	60p 90p £1.90 £2.80 £3.70 £4.60 £5.20 £6.30 £7.20	70p £1.00 £2.10 £3.10 £4.10 £5.10 £5.70 £6.90 £7.90
Northgate	8.00am to 8.00pm Monday to Saturday inclusive	Up to 30 minutes Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 12 hours	60p 90p £1.90 £2.80 £3.70 £4.60 £5.20 £6.30 £7.20	70p £1.00 £2.10 £3.10 £4.10 £5.10 £5.70 £6.90 £7.90

Westgate	8.00am to 6.00pm Monday to Saturday inclusive	Up to 30 minutes Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours	Free Free Free £2.80 £3.70 £4.80 £5.70 £6.80 £7.70	Free Free Free £3.10 £4.10 £5.30 £6.30 £7.50 £8.50
Avenue de Chartres Basin Road Cattle Market Northgate Westgate	10.00am to 5.00pm Sunday	Up to 3 hours Up to 4 hours More than 4 hours	£1.00 £2.00 £3.00	£1.10 £2.20 £3.30
Via Ravenna Coach & Lorry Park – Coaches	Mon-Sat 8.00am to 5.00pm inclusive Sunday 10.00am to 5.00pm inclusive	Up to 2 hours Up to 9 hours	£3.60 £7.30	£4.00 £8.00
Via Ravenna Coach & Lorry Park - Lorry	Mon-Sat 5.00pm to 8.00am Sunday 5.00pm to Midnight	Overnight fee	£7.30	£8.00
Freeland Close	Monday to Sunday inclusive	No charge	-	-
Rural and Coastal car parks				
BOSHAM				
Bosham Lane	8.00am to 6.00pm Monday to Sunday inclusive	Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 6 hours Up to 24 hours Up to 48 hours Additional 24 hours Up to a 7 day max	90p £1.90 £2.70 £3.60 £4.10 £4.50 £6.50 £3.20 £19.30	£1.00 £2.00 £3.00 £4.00 £4.50 £5.00 £7.20 £3.50 £21.20
Bosham Lane Coaches	Monday to Sunday inclusive 8.00am to 6.00pm	Per day	£6.80	£7.50
BRACKLESHAM				
Bracklesham Lane	1 April to 31 October – 8.00am to 6.00pm Monday to Sunday inclusive	Up to 2 hours Up to 4 hours Up to 10 hours	£2.30 £4.40 £5.60	£2.50 £4.80 £6.20
	1 November to 31 March - 8.00am to 6.00pm Monday to Sunday inclusive	Up to 2 hours Up to 10 hours	70p £1.90	80p £2.10
EAST / WEST WITTERING				
Marine Drive	1 April to 31 October - 8.00am to 6.00pm Monday to Sunday inclusive	Up to 2 hours Up to 4 hours Up to 10 hours	£2.30 £4.40 £5.60	£2.50 £4.80 £6.20
	1 November to 31 March - 8.00am to 6.00pm Monday to Sunday inclusive	Up to 2 hours Up to 10 hours	70p £1.90	80p £2.10

Northern Crescent	8.00am to 6.00pm Monday to Saturday inclusive	Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours	Free 60p £1.00 £1.20 £1.50 £1.80 £2.10 £2.60	Free 70p £1.10 £1.30 £1.70 £2.00 £2.30 £2.90
MIDHURST				
Post Office North Street	8.00am to 6.00pm Monday to Saturday inclusive	Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours	Free 60p £1.00 £1.20 £1.50 £1.80 £2.10 £2.60	Free 70p £1.10 £1.30 £1.70 £2.00 £2.30 £2.90
Grange Road	8.00am to 6.00pm Monday to Saturday inclusive	Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours	Free £1.00 £1.20 £1.50 £1.80 £2.10 £2.60	Free £1.10 £1.30 £1.70 £2.00 £2.30 £2.90
PETWORTH				
Pound Street	8.00am to 6.00pm Monday to Saturday inclusive	Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours	Free 60p £1.00 £1.20 £1.50 £1.80 £2.10 £2.60	Free 70p £1.10 £1.30 £1.70 £2.00 £2.30 £2.90
SELSEY				
East Street	8.00am to 6.00pm Monday to Saturday inclusive	Up to 1 hour Up to 2 hours Up to 3 hours Up to 4 hours Up to 5 hours Up to 6 hours Up to 8 hours Up to 10 hours	Free 60p £1.00 £1.20 £1.50 £1.80 £2.10 £2.60	Free 70p £1.10 £1.30 £1.70 £2.00 £2.30 £2.90

Schedule 2 – Chichester City Roving Season Ticket Charges

Parking Place	Days & Hours of Validity	Present Charge	Proposed Charge
Basin Road Cattle Market	8.00am to 6.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm	£58.00* per month - * £330.60 when 6 months purchased (5% discount); £485.46 when 9 months purchased (7% discount); and £638.00 when 12 months purchased (1 month free)	£64.00* per month - * £364.8 when 6 months purchased (5% discount); £535.68 when 9 months purchased (7% discount); and £704.00 when 12 months purchased (1 month free)
Northgate	8.00am to 8.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm		
Basin Road Cattle Market	8.00am to 6.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm	Part-time Season Ticket (up to 12 days per month) £35.00 per month - 1-12 months can be purchased in advance	Part-time Season Ticket (up to 12 days per month) £39.00 per month - 1-12 months can be purchased in advance.
Northgate	8.00am to 8.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm		

Schedule 3 – Avenue de Chartres Car Park, Chichester Season Ticket Charges

Parking Place	Days & Hours of Validity	Present Charge	Proposed Charge
Avenue de Chartres	8.00am to 6.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm	£49.00* per month - *£279.30 when 6 months purchased (5% discount); £410.13 when 9 months purchased (7% discount); and £539.00 when 12 months purchased (1 month free)	£54.00* per month - *£307.80 when 6 months purchased (5% discount); £451.98 when 9 months purchased (7% discount); and £594.00 when 12 months purchased (1 month free)

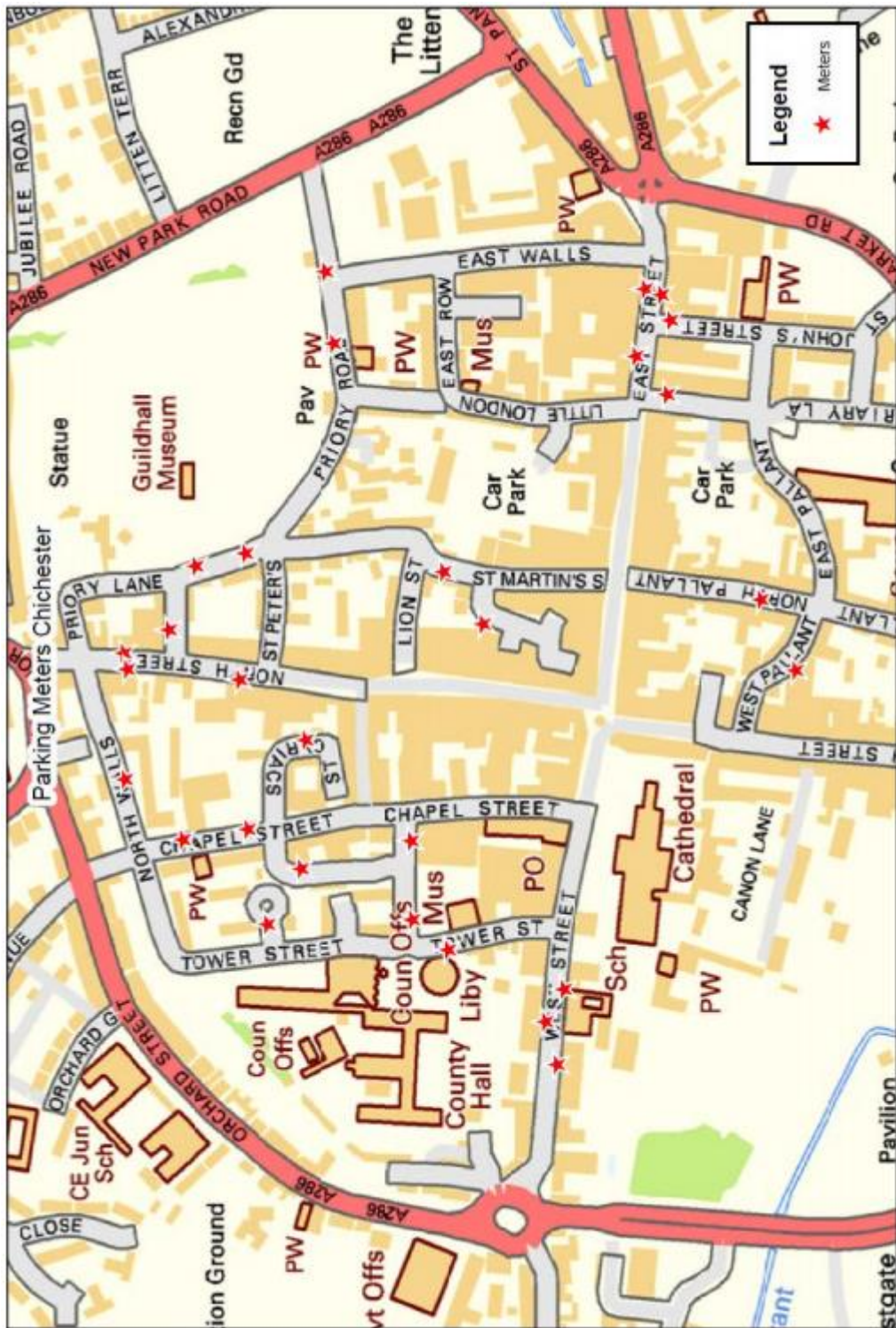
Schedule 4 – Chichester City Specific Season Ticket Charges

Parking Place	Days & Hours of Validity	Present Charge	Proposed Charge
Market Road Orchard Street	8.00am to 6.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm	£90.00* per month - * £513.00 when 6 months purchased (5% discount); £753.30 when 9 months purchased (7% discount); and £990.00 when 12 months purchased (1 month free)	£99.00* per month - * £564.30 when 6 months purchased (5% discount); £828.63 when 9 months purchased (7% discount); and £1089.00 when 12 months purchased (1 month free)

Schedule 5 – Coastal and Rural Season Ticket Charges

Parking Place	Days & Hours of Validity	Present Charge	Proposed Charge
Bosham Lane, Bosham	Monday to Sunday 8.00am to 6.00pm	£22.00 – 1-12 months can be purchased in advance	£24.00 – 1-12 months can be purchased in advance
Marine Drive, Wittering	Available 1 April to 31 October -8.00am to 6.00pm Monday to Sunday inclusive	£20.00 – 1-7 months can be purchased in advance	£22.00 – 1-12 months can be purchased in advance
East Beach, Selsey			
Pound Street, Petworth	8.00am to 6.00pm Monday to Saturday inclusive	£20.00 – 1-12 months can be purchased in advance	£22.00 – 1-12 months can be purchased in advance
Grange Road, Midhurst			
Post Office, Midhurst			
North Street, Midhurst			
East Street, Selsey			

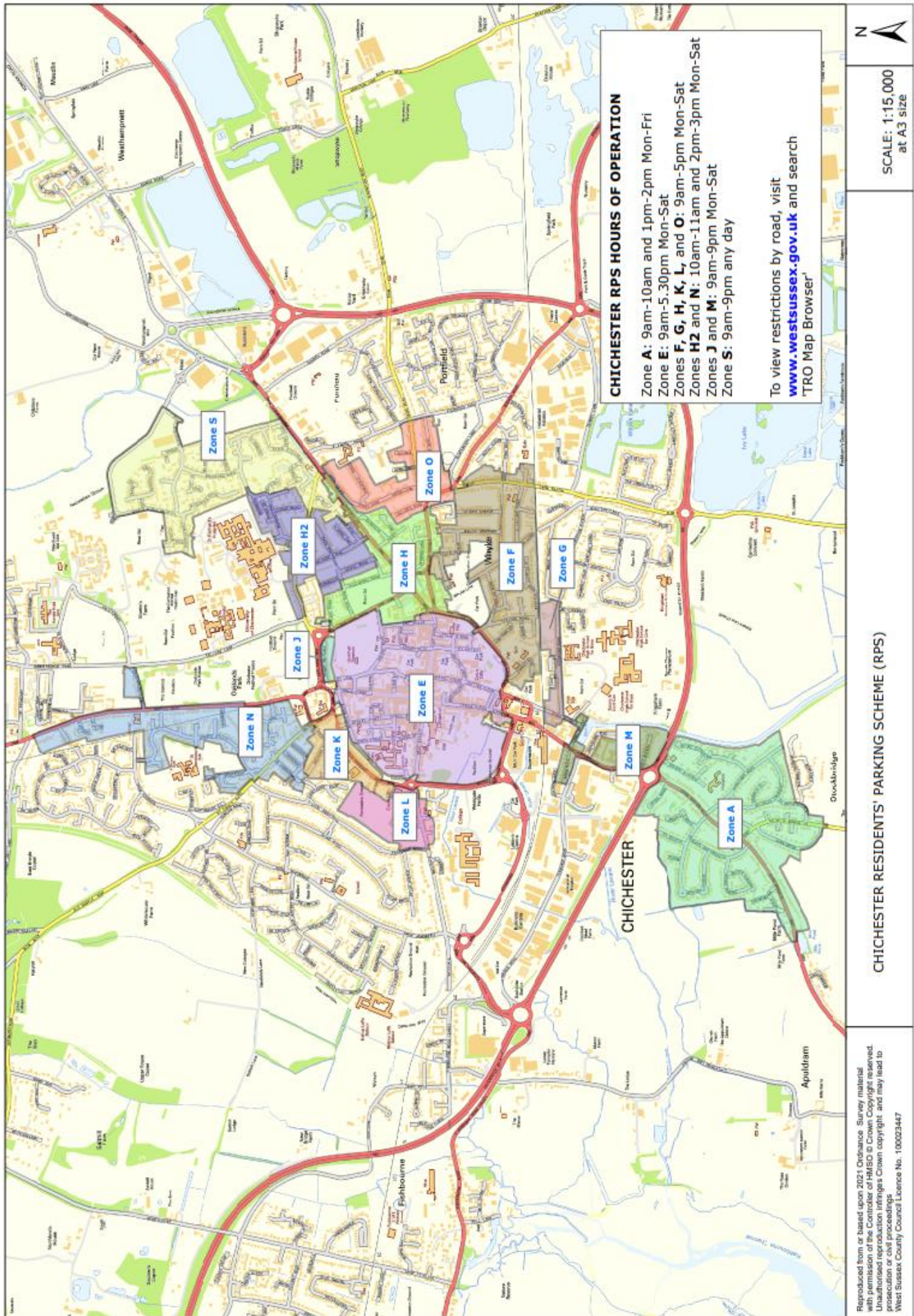
Appendix C - On-street Pay and Display Machines Map



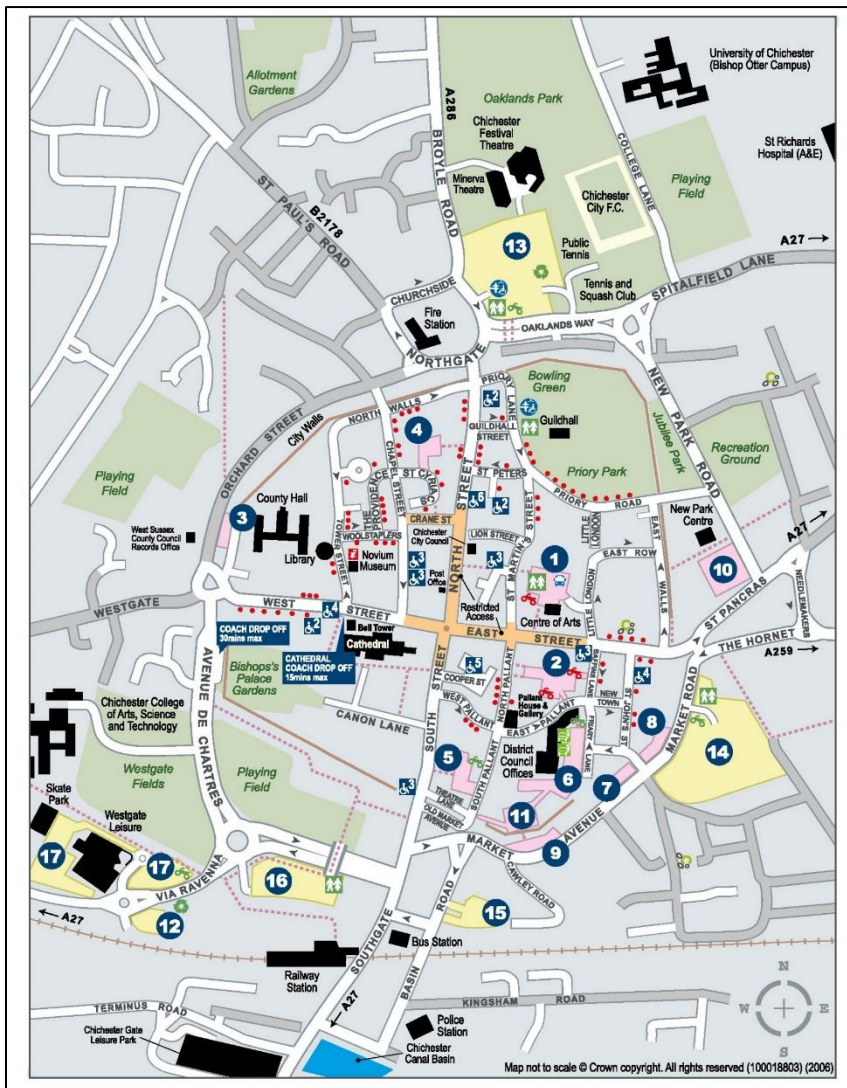
On-street Pay and Display Machines and Locations

Location	Machine Number	Machine Type
Priory Road	200	Coin Only
Priory Road	201	Coin Only
Priory Road	202	Coin Only
Priory Road	203	Coin Only
North Street (outside 41)	204	Coin Only
North Street (outside 45)	205	Coin Only
North Street (outside 38)	206	Coin Only
North Walls 9(Outside Regnum Court)	207	Coin Only
St Cyriacs (Side of number 3)	208	Coin Only
Tower Close	209	Coin Only
The Providence	210	Coin Only
Guildhall Street	211	Coin Only
Chapel Street	212	Coin Only
Chapel Street	213	Coin Only
Woolstaplers (Back BT Building)	214	Coin Only
Woolstaplers	215	Coin Only
Tower Street (Ramp to Library)	216	Coin Only
West Street	217	Coin Only
West Street	218	Coin Only
West Street (Between 49-50)	219	Coin Only
West Pallant	220	Coin Only
North Pallant	221	Coin Only
St. Martins Service Area	222	Coin Only
St. Martins Square	223	Coin Only
East Street (outside T.K.Maxx)	224	Coin Only
East Street (Outside H&M)	225	Coin Only
East Street	226	Coin Only
St John's Street	227	Coin Only
Baffins Lane	228	Coin Only
















Appendix D - Controlled Parking Zones map



Appendix E - Location of Chichester City Centre Car Parks Map



KEY:

-  Permit Parking for Residents
-  On Street Pay & Display Parking
-  Disabled Parking Spaces On Street
-  One Way Street
-  Pedestrian Access
-  Accessible toilet
-  Toilets (including disabled)
-  Free Motorcycle Parking
-  Free Secured Motorcycle Parking
-  Tourist Information Centre
-  Recycling Point
-  Pedestrian Precinct
-  Co-Wheels Car Club Parking Bays
-  Electric Car Charging Points
-  Community Bus bay

Parking Services
Chichester District Council
East Pallant House
1 East Pallant
Chichester
PO19 1TY

01243 534500
parkingservices@chichester.gov.uk
www.chichester.gov.uk/parking



PATROL
PACER Awards
Promoting Awareness of
Civil Enforcement through Reporting



Shortlisted

