



# Annual Parking Report

2016-17

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**This report is about the Civil Parking Enforcement schemes in Eastbourne and Hastings Boroughs and Lewes District. It covers the period from 1 April 2016 until 31 March 2017.**

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# Foreword

**By Nick Bennett, Lead Member for Transport and Environment**

The effective control of parking helps address local parking problems and helps achieve some of the broader transport objectives as set out in our Local Transport Plan (LTP). This includes improving road safety, achieving better flows of traffic through town centres and improving the economic viability of areas through the efficient management and use of parking spaces.

Each of the three areas controlled by CPE has benefited from a review of existing restrictions and an assessment of new parking controls that have been requested by the local communities. The parking team will continue to work with community groups and individuals to promote safe parking in these areas.

Access for our disabled badge holders has been improved following our work to combat misuse in the county. We will continue to promote the proper use of the blue badge and deal with those drivers that take advantage of the concessionary parking scheme.

The annual report for 2016/17 sets out the work of the parking team in reviewing parking restrictions, communicating with our customers and the enforcement of parking restrictions. I hope you find the report informative and interesting.

**Councillor Nick Bennett**

Lead Member for Transport and Environment  
East Sussex County Council

# Glossary

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

## **CEO**

Civil Enforcement Officer

## **Challenge**

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

## **Contravention**

Breaking a parking rule or restriction

## **CPE**

Civil Parking Enforcement

## **ESCC**

East Sussex County Council

## **FOAM**

Fast Online Appeal Management

## **LDC**

Lewes District Council

## **NSL**

Contractors to ESCC for parking enforcement

## **On-street parking**

Parking on public highway

## **Off-street parking**

Parking in a car park

## **PCN**

Penalty Charge Notice

## **TPT**

Traffic Penalty Tribunal, independent adjudication of PCN appeals

## **TRO**

Traffic Regulation Order

# News

## New online appeal service

On 10 August we started using the TPT online appeals system, FOAM. The system was introduced to make appeals to the TPT quicker and easier. When a formal challenge is rejected the appellant will receive a PIN number and details of how to access the site. Evidence can be uploaded, reviewed and commented on by both parties. The appellant then has the three hearing choices, E-decision, telephone or in person.

## NSL enforcement vehicles

During January and February some changes were made to the NSL enforcement vehicles. Logos were added to a vehicle from each area to make them more visible when on patrol.

## Parking reviews in Eastbourne, Hastings and Lewes

During this year reviews in all areas have been progressing. All our consultations are available online via the consultation hub. We encourage all interested parties to contribute to consultations and try to make doing this as easy as possible.

## Eastbourne

A number of requests for changes have been considered and consulted on over the last year. Following consultation that concluded in February a report was presented to the planning committee in June 2017, seeking approval to go ahead with the proposals. Full details of the proposals and outcome of the planning committee meeting can be seen on our website, at:



[www.eastsussex.gov.uk/  
eastbourneparking](http://www.eastsussex.gov.uk/eastbourneparking)

Some of the approved changes include:

- Introducing yellow lines in various roads to improve safety, visibility, and access,
- introducing a daytime restriction between 10am and 11am to discourage daytime all-day commuter parking in Rutland Close,
- introducing and making changes to disabled bays to improve parking for disabled residents in Ceylon Place, Dursley Road, Langney Road, Latimer Road, and Wartling Road,
- introducing school keep clear markings in Chailey Close to improve safety around the school entrance, and
- introducing a footway and verge parking ban to prevent parked cars damaging the verge or obstructing the pavement in Etchingam Road, Chailey Road, Kings Drive, Masden Road, Redford Close, and Park Avenue.

## Bedford Grove

A petition was presented to the Council in December 2015 from residents of Bedford Grove asking for residents parking bays to be introduced in this road. The petition was reported to Lead Member for Transport and Environment in February 2016 and the decision was made to consider if permit holder parking should be introduced in this road.

Formal proposals to introduce permit holder only parking in Bedford Grove, between the hours of 11am and 1pm Monday to Friday, were consulted on at the end of June. Of the responses to the consultation received, only seven objections were received, four of which came from Bedford Grove. A report was presented to Planning Committee in September and they approved the introduction of the proposals. The lines and signs were installed and the scheme went live on 25 November.

We have monitored this scheme since it was introduced and feel it has resolved the previous problems of double parking,

WE HAVE INSTALLED  
MORE DISABLED BAYS  
IN LEWES AND  
EASTBOURNE AS PART  
OF THE REVIEW



**Disabled  
badge  
holders  
only**

**Maximum stay  
3 hours**

**No return within  
2 hours**

obstruction, reversing out of the junctions and residents being unable to park in the road during the day.

We are also aware though that this restriction has displaced vehicles in to the neighbouring roads. Since its introduction we have received some requests from residents in those roads asking for the same restriction to be introduced. We will continue to monitor the area to see if the scheme in Bedford grove needs to be amended or extended to include the nearby roads.

## Hastings

Our last review for Hastings, which was summarised in our 2015/16 annual report, is now complete. Full details of the proposals and outcome of the planning committee meeting can be seen on our website, at:



The next review for Hastings borough began in August. The list of requests we received leading up to the start of the review was prioritised and those requests which ranked high enough to be taken forward were identified.

One of the requests was a petition which asked for a permit parking scheme in Kenilworth Road and Silchester Road. Consultation was carried out in December and the results showed very little support for the scheme, only 13 households were in support.

Requests were also received to extend the hours of the permit scheme in the Baldslow Road area of Hastings from 9am-6pm to 9am-8pm. Consultation was carried out in December and January. Again there was little support for this, out of the 260 households consulted only 52 responded and of those 20 were in support of the change.

Informal consultation for the other requests

which ranked high enough was carried out in March. The responses have all been considered and the formal consultation was carried out in July 2017. It is expected that the results will be reported to planning committee in October, with new controls being installed around December 2017.

## Lewes

Our last review for Lewes which was summarised in our 2015/16 annual parking report is now complete. Full details of the proposals and outcome of the planning committee meeting can be seen on our website, at:



The latest review for Lewes District started in May. The list of requests we received leading up to the start of the review was prioritised and those requests which ranked high enough to be taken forward were identified. Informal consultation was carried out in January and formal consultation was carried out in March. Some of the changes include:

- introducing yellow lines in various roads to improve safety, visibility, and access,
- changing the permit bays in Southover High Street to allow permit holders from both zones D and E to use them,
- introducing and making changes to disabled bays to improve parking for disabled residents in Cluny Street and Grange Road in Lewes, Alfriston Road and Church Street in Seaford, Deans Meadow in Barcombe, Chandlers Mead in Cooksbridge, and Neills Close and Newfield Road in Newhaven,
- Introducing bus stop clearways in the Malling estate in Lewes to improve public transport services,
- Making changes to various parking bays

in Abinger Place, Albion Street, Grange Road, Nevill Road, and The Gallops in Lewes to make better use of the existing road space, and

- introducing school keep clear markings in Hoddern Avenue in Seaford to improve safety around the school entrance.

## School watch and enforcement

Parking around schools at drop off and pick up times is always incredibly busy. The main priority at these times is safety. This means our CEOs concentrate on making sure vehicles do not stop:

- on the school keep clear markings,
- on yellow lines, and
- dropped kerbs are kept clear.

As a result of feedback about the number of vehicles stopping on school keep clear markings we were asked to consider issuing instant PCNs that are posted to the owner of the vehicle.



A report was presented to Lead Member in March detailing this approach which was approved. From 5 September 2017 we will begin issuing postal PCNs (Regulation 10) to vehicles that stop on school keep clear markings. Details of the report can be seen on our website, at:



## Airbourne

In the previous few years we received an increasing number of complaints about motor caravans parking on the seafront and staying for the duration of Airbourne denying day visitors the opportunity to park. To address these concerns, parking arrangements for this year's event were reviewed and we, along with Eastbourne Borough Council who organise the event, decided that motor caravans would be restricted from parking on the seafront.

The restriction worked well and there were fewer motorhomes parked on the seafront for the duration of the event. Afterwards we did receive some feedback from motorhome drivers who visited just for the day but were unable to park on seafront. All feedback was logged and fed back at the event debrief.

## Bonfire

There are bonfire events in each of the areas: Eastbourne's was on 1 October, Hastings on 15 October and Seaford on 22 October. The biggest event is in Lewes and was on 5 November. For this event there is a number of pay and display machines removed or covered and there are large numbers of parking bays suspended to facilitate evacuation routes as well as the procession route. This year the event went very well and was the first year that there has been no damage to pay and display machines, by the use of explosives, during the bonfire season.





WE'VE DEALT WITH  
**15,761** ENQUIRIES  
ABOUT PARKING

# Parking schemes

## Parking restrictions

In the last year we have carried out reviews in all three areas covered by CPE. The changes that have been made are detailed in the planning committee reports mentioned on **pages 4, 5 and 6**. The table below shows the numbers of parking bays within the controlled zones.

Type of parking space	Eastbourne	Hastings	Lewes
Free (time-limited)	67	52	120
Pay and display	162	428	43
Permit only	406	1,042	990
Permit holder or pay and display	1,354	44	1,052
Permit holder or free time limited	446	1,418	-
Disabled	126	138	29
<b>Total</b>	<b>2,561</b>	<b>3,122</b>	<b>2,234</b>

*Number of on-street parking spaces within the parking zones*

## Customer contact

During 2016/17 the team dealt with **15,761** enquires about parking.

There were:

- **13,516** dealt with by the notice processing team as a challenge or appeal against a PCN.
- **1260** general enquiries.
- **262** disabled bay applications.
- **463** access protection marking applications.
- **50** freedom of information requests.
- **20** complaints.
- **190** letters from MPs or Councillors.

There were also **13,028** consultation documents sent to residents and businesses as part of the reviews.



### Permits

We issued **349,717** permits during the year. You can find out more about the different types of permits available on our website.

## Resident permits by zone

Maps of the permit zones can be viewed on the East Sussex County Council website. See the links below.

Eastbourne	
A	571
B	49
G	478
J	3
M	137
N	158
R	13
S	861
<b>Total</b>	<b>2,270</b>



Hastings	
A	114
B	128
C	197
D	388
E	294
F	478
G	271
H	414
I	92
J	21
K	166
L	44
O	9
S	171
W	6
<b>Total</b>	<b>2,793</b>



Lewes and Falmer	
A	635
B	296
C	269
D	280
E	343
F	18
HS&A	40
HS&B	159
HS&D	89
<b>Total</b>	<b>2,129</b>

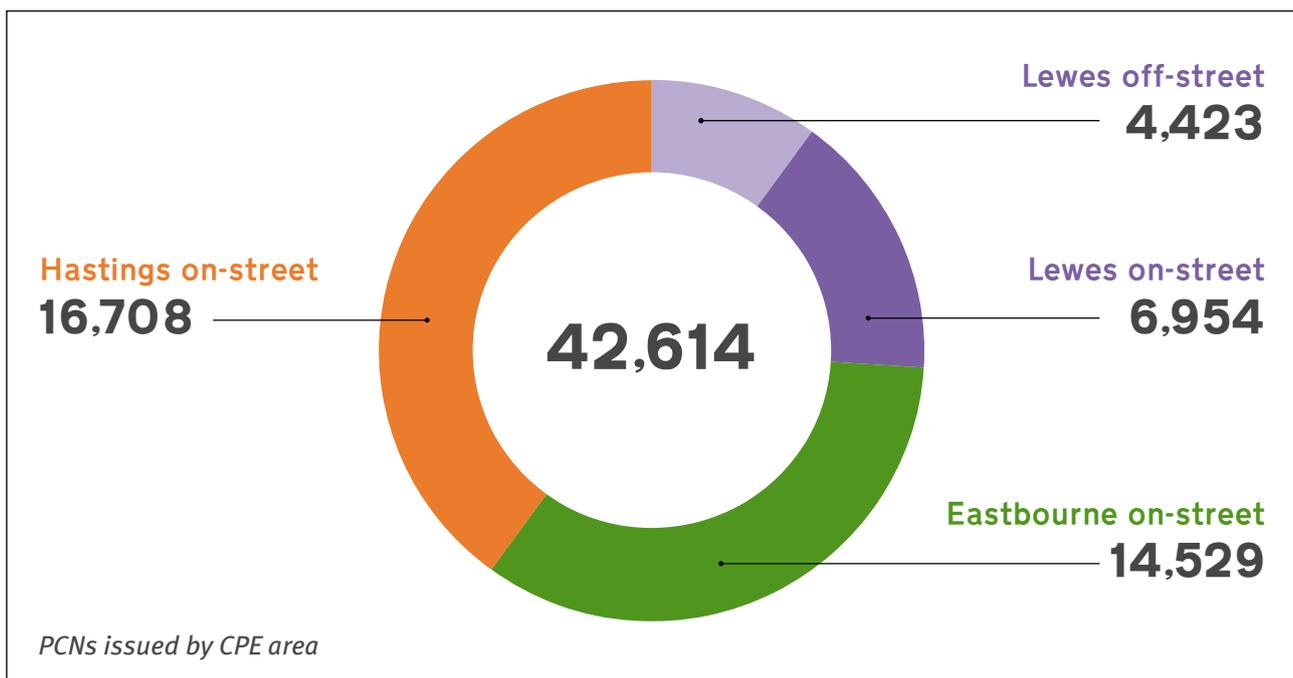


## Other types of permits

Permit type	Eastbourne	Hastings	Lewes
Resident visitor	88,505	25,444	43,191
Trade	20,894	n/a	4,402
Hotel	123,255	n/a	920
Healthcare worker and carer	29,460	n/a	3,726
Business user (scratch cards)	n/a	1,043	n/a
Business	436	6	11
Primary Care Worker	n/a	359	n/a
Doctor	24	1	n/a
Volunteer	103	n/a	n/a
County Hall, West	n/a	n/a	931
County Hall, East	n/a	n/a	443

## Enforcement

42,614 PCNs were issued during the year. The charts and tables below and overleaf show the PCNs issued during 2016/17. ↓



## PCNs issued by month

Month	Eastbourne	Hastings	Lewes		Lewes District
	on-street	on-street	on-street	County Hall	car parks
2016/17					
April 2016	1,429	1,287	656	62	309
May 2016	1,363	1,479	622	61	316
June 2016	1,042	1,392	665	51	330
July 2016	1,174	1,542	593	64	293
August 2016	1,423	1,475	528	39	261
September 2016	1,182	1,277	512	49	320
October 2016	1,155	1,363	547	106	340
November 2016	1,137	1,256	574	108	285
December 2016	1,259	1,406	590	82	291
January 2017	1,085	1,361	464	35	274
February 2017	1,089	1,333	603	74	333
March 2017	1,191	1,537	600	44	296

**921 PCNS** WERE  
ISSUED TO VEHICLES  
THAT WERE PARKED  
IN BUS STOPS



## On-street PCNs issued by contravention

Code	Contravention	Eastbourne	Hastings	Lewes
1	Parked in a restricted street during prescribed hours	3,862	3,664	2,141
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	1,174	744	196
5	Parked after the expiry of paid-for time	648	2,240	389
6	No valid ticket	479	2,795	287
12	Parked without clearly displaying a valid pay-and-display ticket or permit	1,543	2,737	586
16	Parked in a permit space without displaying a valid permit	1,301	12	1,533
19	Displaying an invalid permit	794	114	293
21	Parked in a suspended bay/space or part of bay/space	388	14	149
22	Re-parked in the same parking place within the no return period	0	5	0
23	Parked in a parking place or area not designated for that class of vehicle	1,118	451	14
24	Not parked correctly within the markings of the bay or space	52	10	103
25	Parked in a loading place during restricted hours without loading	617	606	202
26	Parked 50cm or more from the kerb	183	32	22
27	Dropped footway (new contravention)	410	153	65
28	Parked on a raised verge	9	0	3
30	Parked longer than permitted	447	1,134	597
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled persons badge	591	839	140
42	Parked in a Police space	6	11	0
45	Parked on a taxi rank	408	120	101
47	Stopped on a restricted bus stop/stand	356	479	86
48	Parked on a school keep clear	25	74	15
56	Parked in contravention of commercial waiting	3	0	0
57	Coach ban	17	0	0
62	Parked on a footway / verge	2	400	29
99	Parked on a pedestrian crossing	96	74	3

## Off-street PCNs issued by contravention

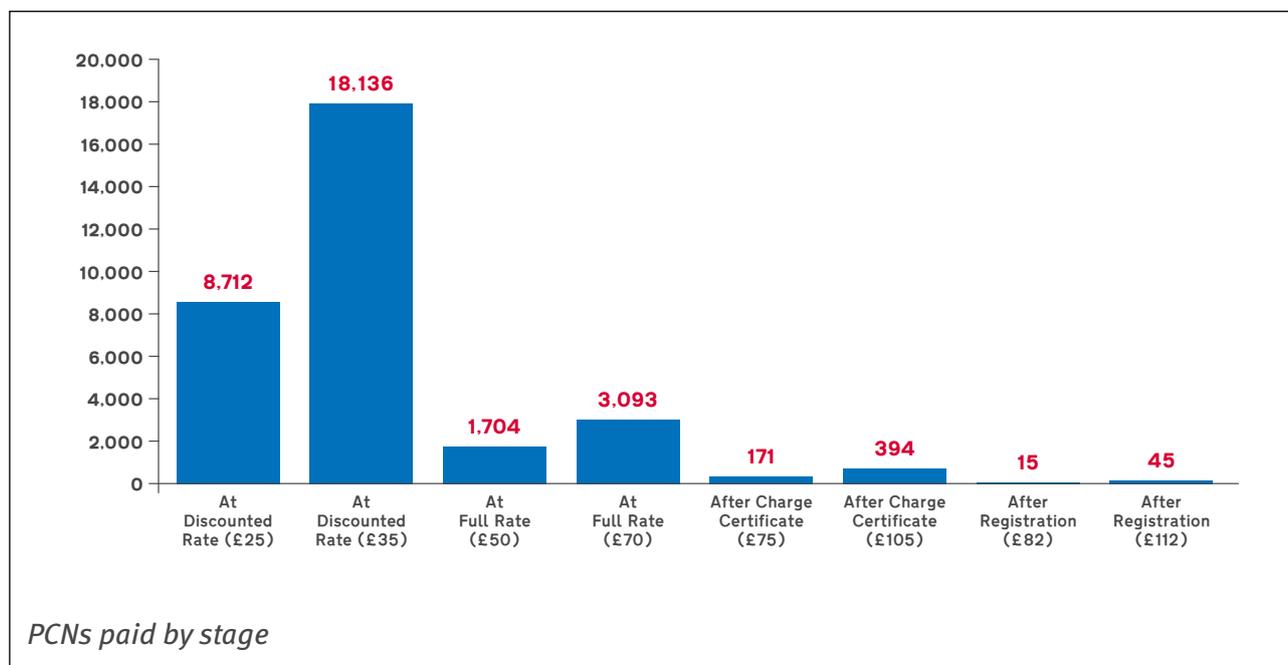
Code	Contravention	Lewes
80	Overstayed paid-for time	172
81	Parked in a restricted area	47
82	Expired pay-and-display ticket	1,025
83	No pay-and-display ticket	2,266
85	No permit	569
86	Out-of-bay	227
87	Parked in a disabled bay without clearly displaying a valid disabled persons badge	93
91	Area not designated for class of vehicle	24

## PCNs paid challenged and appealed

### PCNs paid

Out of the 42,614 PCNs issued during the year, **32,270** of them have been paid.

**83%** of these were paid whilst the PCN was still at the discounted amount of £25 or £35.



## Challenges and appeals

If the owner or driver of a vehicle that has been issued a PCN feels that it has been issued incorrectly they can challenge it. We have dealt with **13,516** items of correspondence in relation to challenges and appeals against PCNs. This resulted in the cancellation of **2,800** PCNs. The reasons the PCNs were cancelled are shown in the table below.

PCNs cancelled by reason	Eastbourne	Hastings	Lewes on-street	Lewes off-street
Adjudicators decision	3	6	5	0
Appeal not contested	3	2	0	0
Blue badge holder	156	132	53	39
Cashless or virtual parking permit	42	112	95	126
CEO error	57	74	34	27
Mitigating reasons	236	275	212	249
Emergency gas, water or electric	9	11	22	1
Loading or unloading	78	82	62	2
Medical emergency	15	23	7	0
Meter fault	12	5	10	10
Missing, obscured lines or signs	6	4	24	0
Multiple PCNs, one contravention	14	15	22	5
Police vehicle	4	14	4	5
Processing or system error ESCC	3	2	0	2
Processing or system error NSL	7	2	5	3
Unforeseen delay	1	14	2	5
Valid pay and display ticket supplied	23	45	6	34
Valid permit held	47	28	22	43
Vehicle breakdown	28	40	24	10
<b>Total</b>	<b>744</b>	<b>886</b>	<b>609</b>	<b>561</b>

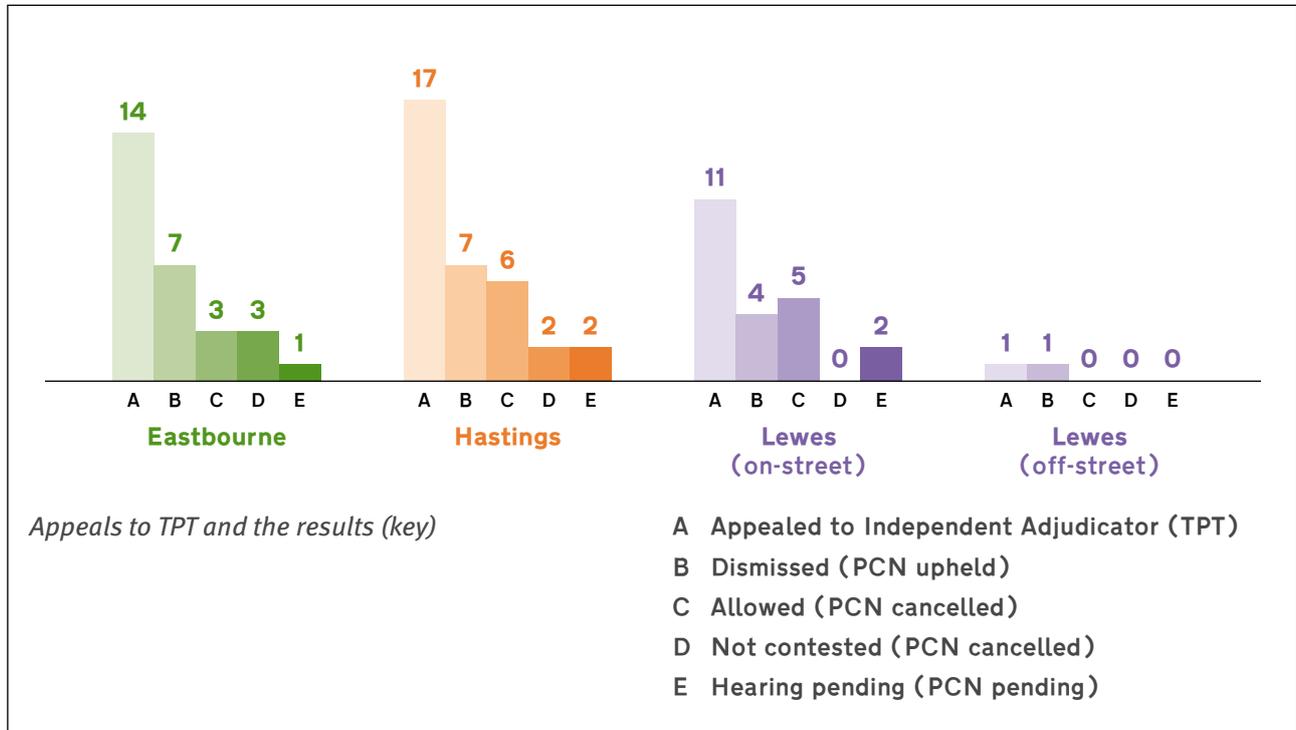


OUT OF 42,614  
PCNS ISSUED 43  
WERE APPEALED TO  
THE INDEPENDENT  
ADJUDICATOR



## TPT appeals

If a motorist is unhappy with our decision not to cancel a PCN, they have the opportunity to appeal to the TPT for an independent adjudicator to consider their case. We had **43** cases referred to an adjudicator during the year, **19** of those resulted in the PCN being cancelled. A breakdown of the results is shown below.



## Blue Badge fraud and misuse

We have continued to work with Brighton & Hove City Council and Sussex Police as part of Operation Blue Bird to raise awareness of and tackle blue badge misuse. A dedicated fraud investigation officer and CEOs have seized **237** blue badges in East Sussex for incorrect use. The table below shows the outcome of investigations from the badges seized.

Seized Badges	237
Community resolutions	124
Prosecutions	11
Cautions	1
Police caution	1
Verbal warnings	3
Written warnings	60
Still under investigation	37

# Finance

## Income, expenditure and surplus investments

Income (£)	Bexhill		Eastbourne		Hastings		Lewes		Total	
	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17
On-street charge	-	-	1,089,583	1,176,855	877,452	886,608	422,698	458,023	2,389,733	2,521,486
Off-street charge	-	-	-	-	-	-	84,244	89,706	84,244	89,706
Permit income	4,965	4,710	206,015	202,442	195,059	200,523	222,196	226,402	628,235	634,077
Penalty Charge Notices	-	-	446,860	528,258	501,506	534,474	367,006	353,421	1,315,372	1,416,153
Payments from Other Local Authorities	-	-	-	-	-	-	240,747	239,656	240,747	239,656
Other income	-	-	10,195	3,737	6,017	3,768	11,710	3,891	27,922	11,396
<b>Total</b>	<b>4,965</b>	<b>4,710</b>	<b>1,752,653</b>	<b>1,911,292</b>	<b>1,580,034</b>	<b>1,625,373</b>	<b>1,348,601</b>	<b>1,371,099</b>	<b>4,686,253</b>	<b>4,912,474</b>

Expenditure (£)	Bexhill		Eastbourne		Hastings		Lewes		Total	
	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17
Enforcement contract	1,200	1,200	607,477	674,913	844,721	804,309	595,533	638,338	2,048,931	2,118,760
Payments to Other Local Authorities	-	-	-	-	-	-	100,869	88,074	100,869	88,074
ESCC Staff costs	-	-	194,643	217,199	178,075	186,594	206,972	215,767	579,690	619,560
Other operational	800	800	233,914	596,678	198,685	379,479	162,630	284,859	596,029	1,261,816
<b>Total</b>	<b>2,000</b>	<b>2,000</b>	<b>1,036,034</b>	<b>1,488,790</b>	<b>1,221,481</b>	<b>1,370,382</b>	<b>1,066,004</b>	<b>1,227,038</b>	<b>3,325,519</b>	<b>4,088,210</b>
<b>Operational Surplus / (Deficit)</b>	<b>2,965</b>	<b>2,710</b>	<b>716,619</b>	<b>422,502</b>	<b>358,553</b>	<b>254,991</b>	<b>282,597</b>	<b>144,061</b>	<b>1,360,734</b>	<b>824,264</b>

Payments/Investments supported by CPE surplus (£)	Bexhill		Eastbourne		Hastings		Lewes		Total	
	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17
Parking Review	-	-	5,693	24,256	3,654	17,685	5,931	11,666	15,278	53,607
Approved by parking board	-	-	-	-	115,600	37,382	-	-	115,600	37,382
Real Time bus information running costs	-	-	24,992	32,989	-	20,052	-	11,643	24,992	64,684
Repayment of set up costs	-	-	-	107,000	-	-	-	268,500	-	375,500
Terminus Road improvements	-	-	364,100	-	-	-	-	-	364,100	-
Other running costs	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>0</b>	<b>0</b>	<b>394,785</b>	<b>164,245</b>	<b>119,254</b>	<b>75,119</b>	<b>5,931</b>	<b>291,809</b>	<b>519,970</b>	<b>531,173</b>

<b>Net Surplus / (Deficit)</b>	<b>2,965</b>	<b>2,710</b>	<b>321,834</b>	<b>258,257</b>	<b>239,299</b>	<b>179,872</b>	<b>276,666</b>	<b>-147,748</b>	<b>840,764</b>	<b>293,091</b>
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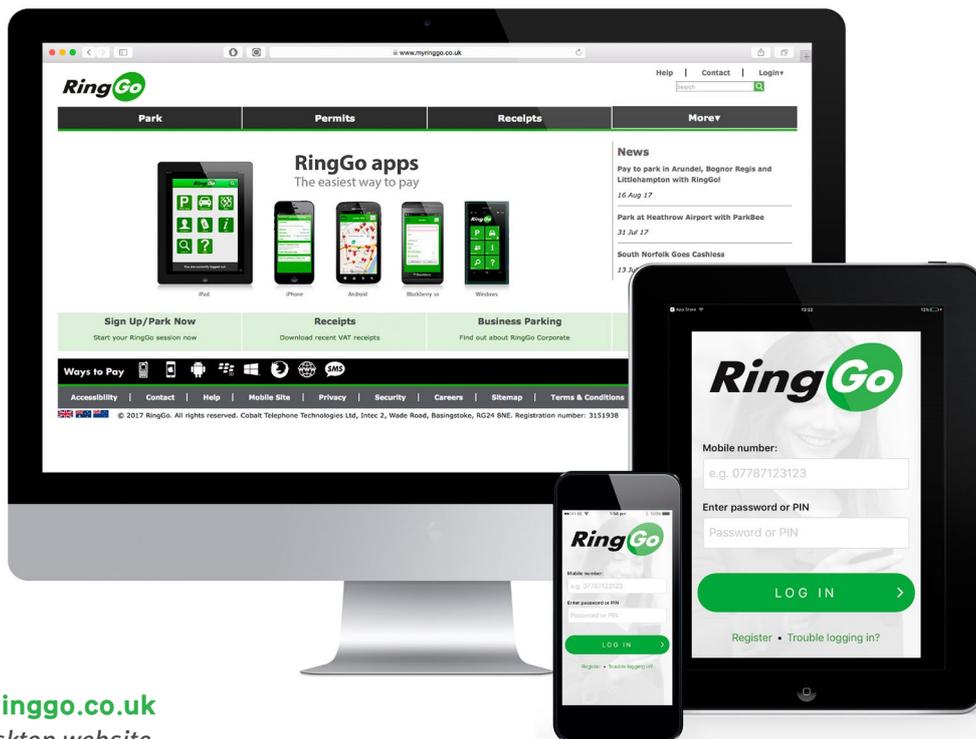


**WE INTRODUCED  
RINGGO AS AN  
ALTERNATIVE METHOD  
TO PAY FOR PARKING**

## RingGo

In July 2014 we introduced RingGo as an alternative method to pay for parking allowing payments to be made by phone, online or through the app. In December 2015 we changed our resident permits making them virtual instead of paper, applications and payments for these permits are made through RingGo. The table below shows how the use of RingGo has changed since it was first introduced.

Month	Number of transactions		Average value		Number of transactions		Average value	
	2016/17		2015/16		2014/15			
April	9,317	£4.74	5,247	£6.59	-	-	-	-
May	9,572	£4.48	5,418	£5.75	-	-	-	-
June	9,780	£4.14	5,703	£5.68	-	-	-	-
July	10,164	£4.29	5,978	£5.78	601	£2.35		
August	10,629	£4.46	6,014	£5.78	1,843	£2.23		
September	11,127	£5.32	6,935	£8.17	2,003	£2.11		
October	11,290	£4.42	7,136	£5.83	2,817	£1.90		
November	10,816	£3.78	6,936	£5.11	2,885	£1.83		
December	11,324	£3.67	7,275	£4.50	3,353	£6.17		
January	11,692	£3.86	7,768	£4.53	4,038	£6.09		
February	11,740	£3.55	8,121	£4.32	4,094	£6.64		
March	14,343	£3.57	8,678	£4.36	4,926	£6.54		



[www.myringgo.co.uk](http://www.myringgo.co.uk)  
RingGo desktop website,  
smartphone and tablet apps

# Contact us

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



If you would like any further information about the permits available or parking on-street in East Sussex please visit our website:

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

Alternatively you can contact one of our parking shops or the Parking Information Centre:

## Opening hours

Monday to Friday: 8am to 5pm  
Saturday: 9am to 1pm

## Eastbourne

Parking Information Centre  
55 Gildredge Road  
Eastbourne BN21 4RY  
Phone: 03456 801129 option 1  
Email: [eastbournepic@nsl.co.uk](mailto:eastbournepic@nsl.co.uk)

## Lewes

The Parking Shop  
Causeway House, Wellers Yard  
46-48 Malling Street  
Lewes BN7 2RH  
Phone: 03456 801129 option 2  
Email: [lewespic@nsl.co.uk](mailto:lewespic@nsl.co.uk)

## Hastings

The Parking Shop  
32E Kings Road  
St Leonards on Sea TN37 6DX  
Phone: 03456 801129 option 3  
Email: [hastingspic@nsl.co.uk](mailto:hastingspic@nsl.co.uk)

## To challenge a PCN



Please visit our website:  
[www.eastsussex.gov.uk/parking](http://www.eastsussex.gov.uk/parking)



Alternatively you can write to us at: **PO Box 80, Lewes, BN7 2WU**  
Or email: [parkingpenalties@eastsussex.gov.uk](mailto:parkingpenalties@eastsussex.gov.uk)  
Or phone us: **01323 466222**

Remember to tell us the PCN number, your vehicle registration number and a contact name and address.

For enquiries about parking reviews and consultations contact us by: email at [parking.escc@eastsussex.gov.uk](mailto:parking.escc@eastsussex.gov.uk) or phone on **01323 466244**.

## Other Useful information and contacts

RingGo lets drivers pay for parking by credit or debit card via smartphone app, text message or phone call, rather than using cash at a ticket machine.



**Pay to park by mobile phone**  
You can register in advance or when you park using the RingGo apps, by calling **020 3046 0060** or on the website [www.myringgo.co.uk](http://www.myringgo.co.uk)



**Buy your resident permit online**  
You can apply for your resident permit online by using RingGo, register at [www.myringgo.co.uk](http://www.myringgo.co.uk)