



Horsham
District
Council

Annual Parking Report

2017/18



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Introduction



Welcome to the Horsham District Council's Annual Parking Report. The main purpose of this report is to look at the work undertaken by the Parking Services Team during 2017/18 and to provide useful and factual information for our customers. This report will be available on our website at www.horsham.gov.uk.

The report highlights the full range of services provided by Parking Services which include managing and controlling our Car Parks, ensuring the free flow of traffic and the issuing of Penalty Charge Notices. All of these areas have a positive influence on road safety and to ensure the fair access of available parking spaces to different types of motorists.

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Car parks across the District

Horsham District Council is committed to providing a Parking Service that operated in a fair and consistent manner. As a Council we are also committed to providing a service that benefits residents, visitors and businesses of Horsham District, ensuring that our district is safe, easily accessible for all road users and thereby supports our local economy.

Horsham District Council owns and manages 24 car parks across the District. To compliment this, on street parking enforcement was contracted to us in 2003 as agents for West Sussex County Council. As part of this agreement we manage on-street parking and loading bays for deliveries to maintain the vitality of and access to our District.

Parking charges and controls are used specifically to manage availability of short stay parking spaces which are protecting the needs of the town centre residents and encourage long stay parking to take place off-street and in the long stay car parks. This helps to contribute to a higher turnover of vehicles allowing ease of access for potential visitors and customers of the town and surrounding villages.

Overview

Parking controls in Horsham District are essential to keep traffic moving and provide ease of access for residents, businesses and our many visitors to the town. There is a high demand of parking in parts of the district and this must be managed and controlled effectively. The parking team work closely with West Sussex County Council to ensure that ad hoc demands and enforcement requests can be met. In turn a very close relationship is maintained with all our Civil Enforcement Officers, which helps to ensure that all communication between the two organisations is reflected in our enforcement.

A number of large events take place within the district on both an annual and monthly basis, this requires careful planning to ensure that any impact to the surrounding area is kept to a minimum. The Parking team is equipped to arrange parking bay suspensions or dispensations where necessary. The provision of such bays plays a vital role in supporting the local economy and tourism helping to maintain a balance of the needs of residents, visitors and businesses.

Parking Services Team

Civil Enforcement Officer (CEO's)

The CEO team are responsible for both on and off street parking enforcement across the whole of the district and the rural areas and is operational seven days a week, including evenings. CEO's are deployed across the district with patrols concentrated at those locations where parking related issues are most prevalent.

We operate intelligence led patrolling which means that team frequently receives and responds to specific concerns and or requests received for parking enforcement from members of the public and other agencies such as police and local schools.

All our Civil Enforcement Officers 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 will have also completed a range of other generic training such as Health and Safety and Customer Services.

The main aims of the CEO's are to maintain the free flow of traffic and encourage compliance within parking restrictions. Compliance with parking restrictions plays an active role in maintaining road safety for drivers as well as pedestrians.

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The CEO team is operational six days a week, including evenings.



Notice Processing

Notice processing is a demanding procedure requiring the understanding of the legal requirements and guidelines that impact on parking enforcement. All staff within the Parking Services back office team have completed a City & Guilds Level 3 in Notice Processing or more recently has been renamed WAMITAB qualification which includes an introduction to Notice Processing, Information Management, Processing PCN's and responding to challenges representations, appeals and dealing with the Traffic Penalty Tribunal.

The principal duties are responding to challenges, representations and adjudications, which include carrying out investigations into the issue of the Penalty Charge Notices. This involves DVLA checks, location/map checks, TRO checks, evidence supporting the PCN and machine breakdown check etc.

The main aim of a Notice Processor is to ensure that all tickets have been issued appropriately and fairly, ensuring that all processed have been completed correctly and any points raised by the recipient are considered in relation to the penalty charge notice received.

Penalty Charge Notice (PCN's) Statistics and Information

Table 1 – Total PCN's Issued 2017/18

Financial Year	On-Street	Off-Street	All PCN's
2014/15	1,821	4,612	6,433
2015/16	3,437	3,897	7,334
2016/17	3,479	4,054	7,533
2017/18	5,152	3,983	9,135

Some Penalty Charge Notices are issued instantly eg where a vehicle is parked within a restricted bay, whilst others require an observation e.g. vehicles parked in a car park without displaying a valid pay and display ticket, permit or parking clock (applicable for the rural car parks).

Higher and Lower Rate Contraventions

It is acknowledged that some contraventions are more serious than others. For example parking on a pedestrian crossing would be a high band PCN, whereas parking for longer than permitted would be a lower band PCN. The two bands are priced accordingly to reflect this.

The number of higher contraventions that are recorded On-Street exceeds those within our Car Parks.

Table 2 – Higher and Lower statistics 2017/18

Financial Year	On-Street			Off-Street		
	Higher	Lower	Total	Higher	Lower	Total
2014/15	1,992	332	2,324	631	5,438	6,069
2015/16	3,039	376	3,415	806	3,079	3,885
2016/17	3,231	235	3,466	726	3,300	4,026
2017/18	4,360	388	4,748	611	3,626	4,237
Total	12,622	1,331	13,953	2,774	15,443	18,217

Top 3 Contraventions for On-Street Parking

The table below indicates that parking in a Resident or Shared space is the main contravention that occurs on our streets. All of the top three contraventions that occur on street are classed as higher band penalties.

Table 3 – Top 3 Contraventions Statistics for On-Street (2014/18)

Financial Year	12 Resident or Shared Space	01 Yellow Lines 1 or 2	30 Parked longer than permitted
2014/15	924	785	135
2015/16	1,328	1,311	236
2016/17	1,168	1,532	98
2017/18	1,540	1,987	245

Table 4 – Top 3 Contraventions statistics for Off-Street (2014/18)

See Appendix A for Contravention code lists

The top three contraventions within our Car Parks are listed below. These are all lower band penalties.

Financial Year	83 No Valid P&D Ticket	82 Expiry of Paid Time	73 Parked without payment
2014/15	1,849	2,299	879
2015/16	1,507	515	598
2016/17	1,490	526	909
2017/18	696	525	1,992

Cancellations



Where it is deemed that a Penalty Charge Notice has been issued incorrectly then the ticket will be cancelled. In addition, cancellation may also result where there are significant mitigating circumstances.

Table 6 – Percentages of PCN's cancelled (2014/18)

2014/15	2015/16	2016/17	2017/18
22.57%	13.12%	13.13%	11.94%

The rate of cancellations has decreased over the last four years. This is as a result of additional training for staff and further clarifications on the cancellation policy. Each case is considered on its own merit, taking into account all of the evidence available and the circumstances at the time. An acceptable level of cancellations will therefore always be seen.

Top three reason for cancellation

Financial Year	Reason	Total
2014/15	Challenge Accepted	688
	Mitigating Circumstances	164
	Valid Ticket Produced	97
2015/16	Challenge Accepted	835
	PA Error	36
	Representation Allowed	35
2016/17	Challenge Accepted	696
	PA Error	80
	Processing Error	46
2017/18	Challenge Accepted	184
	Valid Disc	151
	Valid Permit	150

Challenges, Representations and Appeals



If the recipient of a PCN feels that the PCN should not have been issued for whatever reason, they have the right to submit an appeal.

All appeals must be received in writing (via post or email), full instructions of how to appeal are printed on the back of the Penalty Charge Notice for the ease of the customer.

There are three stages of appeal that are open to the customer:

1. Informal Challenge (within 28 days)
2. Formal Representation (Customer receives a Notice to Owner which must be completed and returned within 28 days)
3. Appeal to Traffic Penalty Tribunal (A formal representation must have been received and rejected. Appealing to TPT must be made within 28 days of rejection of formal representation). Extensive information with regards to the appeal process and the option available can be found on www.patrol-uk.info.

If the customer does decide to appeal within the 14 day discounted period and parking services rejects the appeal, the 14 day discount period is re-offered.

The table below identifies that the level of Challenges, Representations and Appeals has reduced significantly over the last four years.

Table 8 – Percentage of PCN incoming correspondence

2014/15	2015/16	2016/17	2017/18
40.51%	26.60%	23.43%	26.58%

Learning from Appeals

Horsham District Council aim to help motorists understand the parking regulations in our response to their appeals. We do this by including evidence such as photos of the vehicle, photos of the relevant signs and road markings, extracts from the Highway Code, the Blue Badge Scheme book and relevant legislation if appropriate.

The adjudicator's decision is considered carefully to ensure that future appeals benefit from any guidance given. It is also considered that if recommendations are stated, that these are considered within the internal procedures of Parking Services and that the relevant Policies or guidance notes reviewed if felt appropriate.

We also benefit from sharing adjudicator's decision of our appeals amongst the Civil Enforcement Officers and back office team as a continual learning process to ensure that every case is being dealt with at the highest standard – from issuing the PCN to responding to the appeal and providing clear and concise submissions.

Website

Information held on the HDC website (www.horsham.gov.uk) relating to parking is constantly reviewed and updated to ensure that it meets the needs of the customer.

All changes to tariffs are reflected on the website.

All of the guidelines of use of season tickets and residents permits are clearly detailed on our website under the relevant pages.

Details of the Controlled Parking Zone, including area map Permit Applications and prices are also available. Unfortunately the facility to apply for a permit online is not yet available however the application forms can be downloaded.

Additional information will be included on the website to inform customers of the frequently asked questions we receive and information based on customer feedback.

Website Page Views

Table 10 – Statistics on specific web pages

Page Detail	2014/15	2015/16	2016/17	2017/18
Parking	12,262	7,654	11,163	12,734
Town Centre Parking	24,499	40,953	38,273	38,294
Controlled Parking Zone	1,350	4,477	748	658
Parking Online Forms	894	0	0	0
Season Tickets	820	1,646	3,808	3,688
Parking Map	298	0	5,171	5,905
Parking Enforcement	824	0	0	0
On Street Parking Permits	4,800	11,451	12,165	7,236
Pay your parking fine	2,952	4,714	5,507	2,869
Appeal your parking fine	1,707	2,335	2,205	1,564
Rural Parking	2,341	4,696	12,106	8,828
Ring Go (Pay by Phone)	0	0	0	1,286
Annual Parking Disc	0	0	42,349	46,259
Disabled Parking	1,367	2,059	2,678	2,557

Payment Channels

Horsham District Council have various payment channels within the car parks, ranging from standard pay and display options to pay by phone using the app and now with our new ANPR system in our multi-storey car parks. We are also about to launch the Smart Park app which allows people to credit their accounts before visiting the Smart Park car parks online.

Season Tickets and Permits	2017/18
Person	9.03%
Post	24.06%
Phone	31.61%
BACS	34.76%

PCN's	2014/15	2015/16	2016/17	2017/18
Person	5.09%	2.33%	0.73%	0.41%
Post	16.78%	14.44%	2.89%	1.72%
Internet	0%	82.28%	95.19%	96.99%
Phone	67.19%	0.02%	0.02%	0%

Off Street Car Parks

Horsham District Council operates 24 car parks across the District, with all the Horsham town centre car parks having been awarded the 'Park Mark' safer parking award.

Pay and display and pay by phone are the methods of payment accepted within the car parks. Season tickets help customers to park as flexibly as possible in our season ticket car parks. Our multi-storey car parks have the flexibility to obtain season tickets from the new pay machines making this a much easier process for the customer as they are in complete control throughout the entire transaction.

Car Park Details

Car Park	No of Spaces	Pay on Foot	Pay by Phone	SmartPark Scheme	Annual Parking Discs	Season Tickets
BT Exchange	81	Yes	Yes	No	No	Yes
Denne Road	64	Yes	Yes	No	No	No
Forum	472	Yes	No	Yes	No	Yes
Horsham Library	7	Yes	Yes	No	No	No
Hurst Road	243	Yes	Yes	No	No	No
Jubilee	40	Yes	Yes	No	No	No
London Road	47	Yes	Yes	No	No	Yes
New Street	20	Yes	Yes	No	No	No
North Parade	72	Yes	Yes	No	No	No
North Street	122	Yes	Yes	No	No	Yes
Piries Place	330	Yes	No	Yes	No	Yes
Swan Walk	900	Yes	No	Yes	No	Yes
Dukes Square	106	No	No	No	No	Yes
Talbot Lane	21	No	No	No	No	Yes
Lower Street	75	Yes	Yes	No	Yes	Yes
Hanover Walk	–	No	No	No	Yes	Yes
Mill Lane	123	Yes	Yes	No	Yes	Yes
Monastery Lane	10	No	No	No	Yes	Yes
Jengers Mead	17	No	No	No	No	Yes
North Street, Storrington	167	Yes	Yes	No	Yes	Yes
Six Bells	38	Yes	Yes	No	Yes	Yes
Billingshurst Leisure Centre	–	No	No	No	Yes	No
Steyning Leisure Centre	69	No	No	No	Yes	No
Library Car Park, Henfield	66	Yes	Yes	No	Yes	No
Fletchers Croft, Steyning	80	Yes	Yes	No	Yes	No
Newmans Gardens, Steyning	131	Yes	Yes	No	Yes	No
Godwin Way, Roffey	59	Yes	Yes	No	Yes	No
Coopers Way, Henfield	100	Yes	Yes	No	Yes	No

Permits

Waiting lists for Resident Permits are continually under review. Customers on waiting lists for zones where permits are in high demand are contacted periodically to ensure that the list is kept as up to date as possible. The number of customer on the waiting lists will include, non-residents, 1st and 2nd permit requests.

Table 13 – Resident Permit Statistics

Area	Resident parking capacity	% of scheme take up 2017/18	No. of people on waiting list 2017/18	1 st	2 nd
Zone A	355	90%	2	297	24
Zone B	286	51%	0	136	12
Zone C	100	60%	0	55	5
Zone D	614	84%	0	415	106
Zone E	324	92%	0	265	36
Zone F	126	38%	0	48	0

Other permits issued for 2017/18 also include Healthcare & Carer permits.



Freedom of Information (FOI)

The Freedom of Information Act 2000 (FOI) came into force in January 2005. This means that the general public have even greater access to information held by Horsham District Council that they had previously. Parking Services receives Freedom of Information requests and must respond to these in accordance with the legislation.

For the financial year 2017/18, Parking Services received a total of 11 Freedom of Information Requests.

Table 14 – Five most common questions we receive:

Questions 2017/18
Parking fines/ Enforcement – various enquiries
Parking meters
Electric vehicles
Controlled parking zone
Rural parking charges

Glossary of Terms used when dealing with a Penalty Charge Notice

Charge Certificates	The notice served 28 days after the service of the Notice to Owner if the Penalty Charge Notice remains unpaid. This notice increases the Penalty Charge by 50%
Civil Enforcement Officer (CEO)	The name given to the officers that enforce parking restrictions for the Authority
Contravention	Where a motorist does not comply with a parking regulation (formally referred).
Dispensation	A dispensation is where permission to park in contravention of a parking restriction is given.
DVLA- No Response	The state refers to the DVLA being unable to provide an address for the owner of the vehicle at that time.
Formal Representation	An appeal made within 28 days of the service of the Notice To Owner to the Registered Keeper
Informal Challenge	An appeal made within 28 days of the service of the Penalty Charge Notice
Notice to Owner (NTO)	The statutory notice issued to the Registered Keeper of the vehicle if a Penalty Charge Notice is not paid within 28 days of its issue. The recipient may either pay in full at this stage
Not Contested	The appeal has not disputed by the Council
Off-Street	This relates to facilities and enforcement to Council Managed Car Parks.
On-Street	This relates to facilities and enforcement on the Highway.
Park Mark (SC)	Safer Parking status, Park Mark, is awarded to parking facilities and have met the requirements of a risk assessment conducted by the Police.
Parking Regulations/Parking Restrictions	The rules that motorists must follow. These can be a result of Traffic Regulation Orders (TRO's) or national legislation
Penalty Charge Notice	The notice issued to a vehicle believed to be parked in contravention of a parking regulation.
Registered Keeper	The person who is deemed responsible for the payment of a Penalty Charge Notice irrespective of whether they were driving at the time of the contravention. These details are obtained from the Driver and Vehicle Licencing Agency (DVLA)
Spoilt	An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued.
Traffic Management Act 2004 (TMA 2004)	The legislation under which the Authority operates its Civil Parking Enforcement Scheme.
Traffic Penalty Tribunal (TPT)	The Independent body that considers appeals in relation to Penalty Charge Notices where the appellant is unhappy with the Authority's response to their Formal Representation. This is the final stage of appeal for the motorist and their decision is binding on both the Authority and the Motorist.
Traffic Regulation Order (TRO)	The legal basis for the majority of parking regulations. Traffic Regulation Orders may only be introduced following public consultation.

Contravention Code List – On Street

Higher/Lower	Offence Code	Offence Description
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 displaying a valid pay and display ticket or voucher
Lower	07	Parked with payment made to extend the stay beyond initial time
Higher	12	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay and display ticket
Higher	16	Parked in a suspended bay or space or part bay or space
Lower	19	Parked in residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay and display ticket
Higher	21	Parked in a suspended bay or space or part of bay or space
Lower	22	Re-parked in the same parking place or zone within one hour of leaving
Higher	23	Parked in a parking place or area not designated for that class of vehicle
Lower	24	Not parked correctly within the bay or space
Higher	25	Parked in a loading place during restricted hours without loading
Higher	27	Parked in a special enforcement area adjacent to a dropped footway, cycle track or verge lowered to meet the level of the carriageway
Higher	28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge
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 manner
Higher	42	Parked in a parking place designated for police vehicles
Higher	45	Parked on a taxi rank
Higher	46	Stopped where prohibited (on a red route or clearway)
Higher	47	Stopped on a restricted bus stop or stand
Higher	48	Stopped in a restricted area outside a school when prohibited
Higher	49	Parked Wholly or partly on a cycle track or lane
Higher	99	Stopped on a pedestrian crossing and/or crossing area marked

Contravention Code List – Off Street



Higher/Lower	Offence Code	Offence Description
Higher	81	Parked in a restricted area in a car park
Higher	82	Parked after expiry of paid for time
Higher	83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock
Higher	85	Parked in a permit bay without clearly displaying a valid permit
Lower	86	Parked beyond bay markings
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
Higher	92	Parked causing an obstruction



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