



Mid Sussex District Council Parking Services Annual Report 2019 - 2020



Introduction

At the time of writing this report in 2021, the whole world is in a very different place from where it was in 2019. The COVID-19 pandemic has affected every part of society and, in many ways, this report reflects some elements of parking which would no longer be recognised eighteen months later.

The end of March 2020 saw the first lockdown and the beginnings of changes which all Councils are still being affected by. This report reflects the Parking Service as it was, and the 2020 – 2021 report will tell a very different story indeed.

Mid Sussex

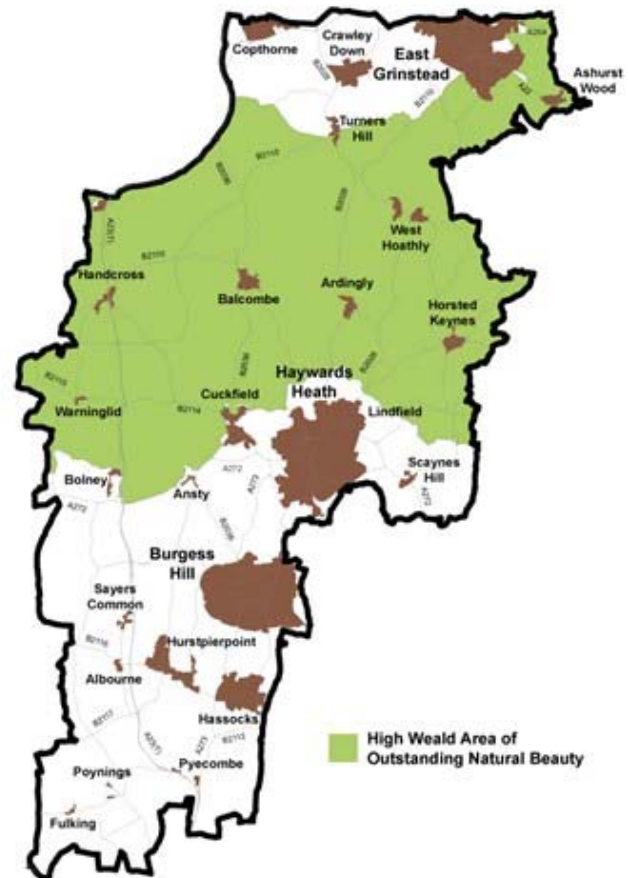
The Mid Sussex district sits at the centre of the Counties of East and West Sussex. Part of its geography falls within the South Downs National Park, and the High Weald Area of Outstanding Natural Beauty. It is based to the north of Brighton (with the South Downs acting as a divide) and south of Gatwick Airport and the Surrey border.

Mid Sussex is primarily a rural district but is also based in a key area; it lies thirty miles south of London, and its centre is only ten miles from Gatwick Airport. It is based on the main London to Brighton railway line, which means the city can be reached in forty-five minutes, and the coast is easily reached by car or train. This makes it a desirable place to live.

There are three towns based in the district:

- Burgess Hill
- East Grinstead
- Haywards Heath

And there are 21 outlying villages, several of which have parking restrictions requiring enforcement.



Reproduced from Ordnance Survey mapping, Mid Sussex District Council, 100021794, 2011

The District Council

The Council is a “second-tier” authority. This means that it is based under the County area of West Sussex County Council. It has its own separate parking functions, but also carries out enforcement and administration work under an agency agreement with West Sussex County Council.

Parking

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

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


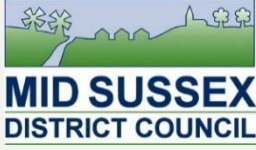
Between the District & County Council, these needs are managed by the restrictions and charges on the road, and in the car parks.

These different areas are commonly referred to as “on street” and “off street.”



How the Councils manage parking

As two tier authorities each Council has separate parking responsibilities, which need to link together for enforcement to work.

Responsibilities		
Manages and Maintains	<ul style="list-style-type: none"> • The public highway • Controlled Parking Zones 	<ul style="list-style-type: none"> • District Council owned pay and display / time limited car parks
Manages the charges	<ul style="list-style-type: none"> • The public highway • Controlled Parking Zones 	<ul style="list-style-type: none"> • District Council Pay and Display Car Parks
Acts as administrator and issues:		<ul style="list-style-type: none"> • Permits for the Controlled Parking Zone • Season Tickets for the pay and display car parks/ •
Enforcement	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • On Street Parking Restrictions (under Agency Agreement with the County Council) • District Council own pay and display / time limited car parks

2019 – 2020 Overview

On the Roads

	2018 - 2019	2019 - 2020
Regulation 9 Penalty Charge Notices Issued	10,819	9,614
Regulation 10 Penalty Charge Notices Issued by post	17	20
Residents Permits issued in the East Grinstead Controlled Parking	789	790
Residents Visitor Permits issued in East Grinstead Controlled Parking Zone	30,062	36,003
Dispensations (waivers) to park on street issued	294	226
Number of Bays Suspended During the Year	38	62

In the car parks

	2018 - 2019	2019 - 2020
Off Street Parking Spaces	2,820	2,820
Regulation 9 Penalty Charge Notices Issued	3,382	3846
Regulation 10 Penalty Charge Notices Issued by post	1	0
Season Tickets issued in the Mid Sussex District Council Car Parks	709	835
Number of Bays Suspended During the Year	1	4



Customer Service

Virtual Season Tickets

Having successfully introduced virtual pay and display parking in its car parks, the District Council moved its attention to improving the customer service experience for its Season Ticket holders. During the year, the Council commenced work to introduce virtual season tickets which would dispense with the requirement to display a paper ticket. Moving to a virtual system reduces administration time, making the process more customer focused with self-service options that are immediately implemented at point of purchase. The rollout of virtual season tickets was ultimately delayed due to the COVID-19 pandemic, but the project was well underway.

Commencement of the Parking Strategy

Consultants Parking Matters Limited were commissioned to develop an off street parking strategy for the period 2020 -2030. The aim of the strategy is to provide a strategic vision for the long-term management of the District Council's off street estate to support the sustainable economic growth of the District.

The Parking Strategy sets out the ambition to modernise and invest in the off street estate to support town and village economies whilst supporting a sustainable modal shift, embracing new technology and improving customer service.

The Parking Strategy was due to be launched in March 2020, however because of the Covid-19 pandemic, the District Council delayed the launch, choosing to commission additional pandemic impact assessment work to ensure the proposed strategy would be able to respond to the post pandemic economy, albeit that is somewhat of an unknown. The Parking Strategy was approved by the Council on 9th December 2020 will be launched in 2020/21.

Commissioning of the Haywards Heath Parking Study

As part of the evidence base to inform the development of the Parking Strategy, a Haywards Heath parking study was commissioned to ascertain the current and likely future requirements of parking to support this local economy. Similar work had previously been commissioned for the other towns in the District.

Park Mark Awards

Following its successful award in previous years, the Council this year resubmitted twenty-one of its car parks, for the [Safer Parking Scheme accreditation](#).

In an initiative run by the British Parking Association, each car park was individually assessed by a specially trained police assessor. Each car park must demonstrate that measures are in place to deter criminal activity and social behaviour, for example appropriate lighting.

All twenty-one car parks successfully received the Award.

Disabled Parking Accreditation

Alongside the Park Mark Awards, fifteen of the car parks were assessed by Disabled Motoring UK in terms of their provision for disability parking. The assessment demonstrated each car park met the following criteria:

- Accessible bays
- Clear signage
- Accessible routes
- Good Lighting
- Easy entry to the car park
- Accessible payment machines
- Enforcement

All of the car parks successfully received the [Award](#).

Blue Badge Enforcement

Making sure disabled drivers can park is an integral part of running the Parking service. As with many Authorities, there is always the risk that a blue badge could be used by someone who is not permitted to do so, which then deprives a genuine user of a much-needed place to park.

This year Mid Sussex continued to work in partnership with West Sussex County Council and the Brighton and Hove City Council 'Operation Bluebird' team to carry out joint enforcement to target the misuse of blue badges. Investigation Officers employed by Brighton and Hove City Council carried out targeted days of enforcement, with the support of the Parking Operations Team. The initial results have been very positive. In the 2019 – 2020 year, seventeen blue badges were seized with varying outcomes.

Brighton and Hove City Council have kindly provided data which shows the action taken against those found to be misusing the badge.

Action taken by Investigations Team	Details	Numbers
Individual referred to prosecution.	This included the blue badge holder not being present, and an organisational badge being used by an ex-employee. Both had successful outcomes.	2
Individual attended Community Resolution Awareness Session	Run at Hove Town Hall, with members of the Police and a Blue Badge Investigator in attendance	7
Blue Badge retained	After the misuse was dealt with, the blue badge holder attended the Hove Town Hall and signed a form for misuse. This was logged and kept on the holder's file	8 (of these 2 blue badges were destroyed as they were expired, altered or the holder was deceased)

Charges suspended in Mid Sussex car parks

It is inevitable that the onset of the pandemic would appear in this report. The first lockdown for England took place on the 23rd March 2020. As with many other Councils, Mid Sussex District took the decision to suspend all pay and display charges from the 30th March 2020 and review this as the situation progressed.

The key aim of this decision was to help residents park safely, support key workers and avoid road congestion during the Covid-19 response.

Free parking on street for NHS and Care Workers

Whilst an official Government Permit was eventually produced, West Sussex County Council took the decision to introduce a waiver to park which the District Council subsequently rolled out. This allowed care workers and NHS staff to park free of charge on street. Not only would this assist them if they needed to carry out their duties, it also allowed them the opportunity to find somewhere to park close to home if they returned late from work and regular parking spaces were taken.

Temporary Resident Dispensations

Due to the lockdown commencing on 23rd March 2020, several residents found themselves in the position where they had been furloughed from work or needed to shield or isolate during the initial period. This meant that more vehicles were parked in either time-limited areas or residents' bays where they would not normally be present. To reduce the strain on parking, Mid Sussex District, on behalf of West Sussex County Council, offered temporary dispensations to park at a nominal charge.

Resident Visitor Permits

Since 2000, the District Council had enjoyed an arrangement with the staff at the East Grinstead Library and Help Point, who would issue the Visitor Permit Scratch cards for those residents residing in the East Grinstead Controlled Parking Zone. The lockdown meant the immediate closure of the Library to the public. This meant a very swift response where the Visitor Permits were recovered to the Parking Offices in Haywards Heath, and subsequently issued by post to the customers.

Enforcement

Overview of Enforcement	2017 - 2018			2018 – 2019			2019 – 2020		
	Off Street	On Street	Total Penalty Charge Notices	Off Street	On Street	Total Penalty Charge Notices	Off Street	On Street	Total Penalty Charge Notices
Number of higher level PCNs	291	7,176	7,467	289	7,494	7,783	421	6,424	6,845
Number of lower level PCN	4,277	3,404	7,681	4,092	3,324	7,416	3,425	3,210	6,635
Total Number of PCNs issued	4,568	10,580	15,148	4,381	10,818	15,199	3,846	9,634	13,480
Number of PCNs paid	3,467	9,386	12,853	3,266	9,676	12,942	2,779	8,435	11,214
Number of PCNs paid at discount	2,812	7,637	10,449	2,604	7,705	10,309	2,260	6,873	9,133
Number of PCNs against which a representation was made	89	204	293	142	487	629	105	389	494
Number of PCNs cancelled following a successful appeal at independent tribunal, representation, or informal challenge	833	392	1,225	852	395	1,247	669	371	1,040
Number of PCNs written off for other reasons	202	400	602	141	356	497	110	255	365

Regulation 10 Penalty Charge Notices are different to the Regulation 9 type which are served in person, by being handed to the driver or attached to the vehicle. There are instances where the Civil Enforcement Officer is not able to serve the Notice this way, for example where the vehicle drives off or the driver refuses to accept the Penalty Charge Notice. There can be times where the Civil Enforcement Officer cannot serve the Notice because there is a threat to their safety. The Regulation 10 process allows the evidence to be transferred to a Penalty Charge Notice which can be served by post.

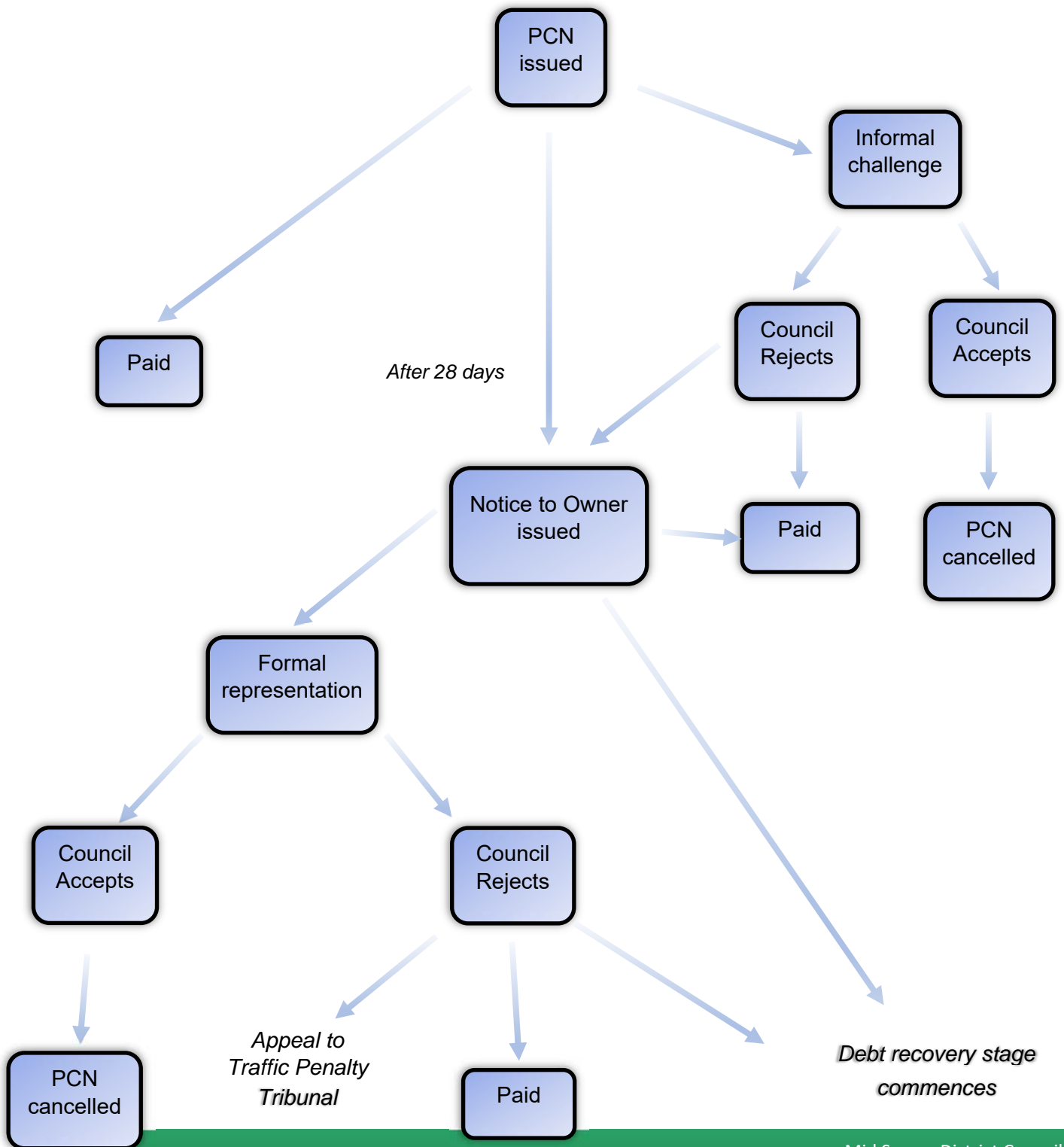
Each Regulation 10 Penalty Charge case is reviewed prior to issue to make certain the Civil Enforcement Officer was genuinely prevented from serving the regular type of Penalty.

Overview of Regulation 10 Enforcement	2018 – 2019			2019 - 2020		
	Off Street	On Street	Total	Off Street	On Street	Total
Number of higher level PCNs	0	22	22	0	18	18
Number of lower level PCN	2	0	2	0	2	0
Total Number of PCNs issued	2	22	24	0	20	20
Number of PCNs paid	1	13	14	0	18	18
Number of PCNs paid at discount	1	10	11	0	14	14
Number of PCNs against which a representation was made	0	2	2	0	3	3
Number of PCNs cancelled as a result of a successful appeal at independent tribunal, representation or informal challenge	0	0	0	0	0	0
Number of PCNs written off for other reasons	0	3	3	0	0	0

Appeals

A large part of the Penalty Charge process will be the Council deciding whether there are grounds to cancel the Penalty Charge Notice based on what the person appealing has said. As it is a legal process, the Notice follows a set route laid out by legislation. The diagram below gives a general overview of how the process works. The amount the person will have to pay will depend on which stage they appealed at.

The Appeals Process



The Appeals Process (continued)

Some cases can be straightforward, as it will simply be a case that evidence shows the vehicle was involved in an activity which may allow it to be parked on a restriction (this is commonly referred to as an “exemption”). Alternatively, it may be that a mistake was made in displaying an item, for example a pay and display ticket, which would be reasonable to allow on the first occasion. In any case, the officer responsible for reviewing the appeal should be doing so in a fair manner. It may be that there is no legal exemption or proof of parking which allows a cancellation, but there can also be circumstances which led to the Notice being issued. The Parking Officer must decide if the grounds are reasonable enough to cancel the Notice.

Broadly speaking, these are legal reasons which allow a vehicle to park on some – but not all – of the restrictions. Common exemptions are:

- **Loading or unloading** – a vehicle may park on a waiting restriction (not a stopping restriction such as a bus stop, or a pedestrian crossing). The Parking Officer will decide on balance if this was taking place. It is not uncommon to ask for evidence such as a delivery note, if this applies.
- **Picking up and dropping off** – again a vehicle may stop on a waiting restriction to drop off a passenger. This can sometimes include escorting them to the place they wish to go, although the Parking Officer will consider whether this was reasonable or not.
- **Displaying a blue badge** – This is recognised across the country. A correctly displayed blue badge exempts the vehicle from a waiting restriction by law.
- **A broken-down vehicle** – It would be unreasonable to uphold a Notice if the driver could not move the vehicle off the restrictions say, for example, if it was an hour’s restriction. However, the Parking Officer will also consider how the vehicle came to be on the restriction in the first place.
- **Carrying out works on the highway** – This would be a vehicle directly connected to highway works such as a waste collection vehicle, street cleansing works, or a utilities company. This would not simply mean a worker parking on roadworks leaving their private vehicle on the highway.
- **Emergency Services Vehicle** – For clear reasons if the vehicle is involved in attending an emergency or carrying out a statutory duty, the restrictions would not be enforced. This does not mean emergency vehicles may park in contravention for an unrelated matter.

To maintain transparency, the Council’s Enforcement Policy, including its approach to appeals, is published online at the District Council’s website.

Cancellation Overview

1,032 (8%) Penalty Charge Notices were cancelled as a result of the appeals process. There are several categories for cancellation, although not all are produced here due to low numbers. Any cancellation groups numbering fewer than twenty in a year have been grouped under “other”. This graph gives an overview of the general reasons for cancellations. Within those groups, there may be variations depending on the circumstances.

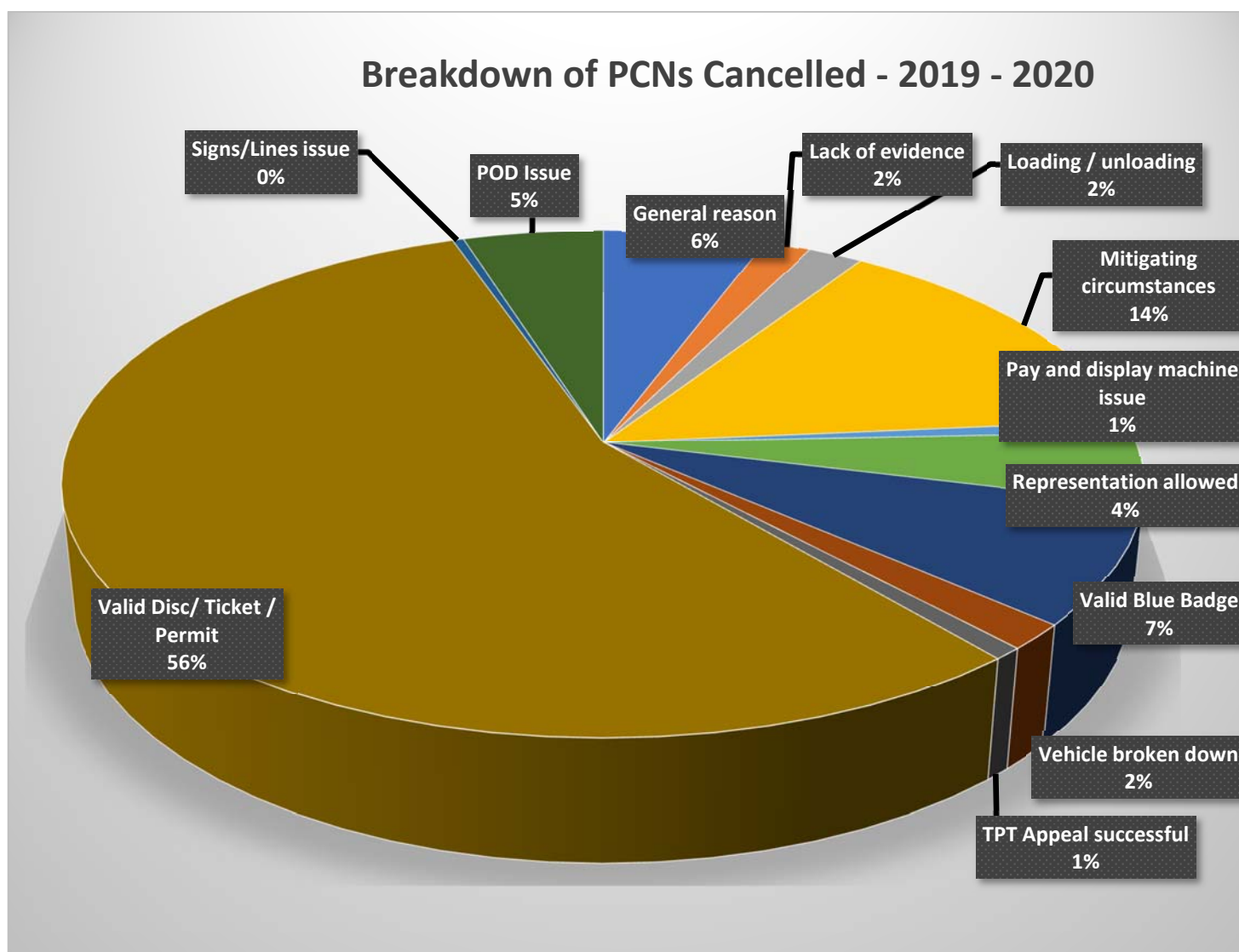


Figure correct as of 9th March 2021

Traffic Penalty Tribunal

If the Penalty Charge Notice has not been resolved between the Council and the person appealing, the last stage of the appeals process will take place with the [Traffic Penalty Tribunal \(TPT\)](#). This is an independent function, appointed by the Secretary of State, for parking and moving traffic penalties outside of London.



Traffic Penalty Tribunal
England and Wales

The Tribunal operates a Fast Online Appeals System – known as FOAM – where the person appealing (the Appellant) and the Council may upload their evidence and reasons why they are appealing and wishing to uphold the Notice respectively. Each party may view the other’s evidence. Messages to and from the Adjudicator can be posted, and the Adjudicator may sometimes request further information from each party via a request on FOAM.

Once the deadline for submitting the evidence has been reached, the Adjudicator acting on behalf of the TPT will come to a decision. The Appellant, or sometimes the Council, has the following options:

- The decision is made without a hearing. The Adjudicator will review the evidence of both parties and come to their decision. Both parties are then notified of the decision.
- The decision is made with a hearing. This is carried out using a telephone hearing. The Council and Appellant will confirm if they are taking part.

Seventeen cases went to the Tribunal during this period. The results of which are shown in the below table:

Found in the Appellant’s favour	Closed by mutual agreement between the Council and the Appellant	Found in the Council’s Favour	New evidence meant the Council did not contest the case at Appeal	Grand Total
6	2	6	3	17

Permits



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

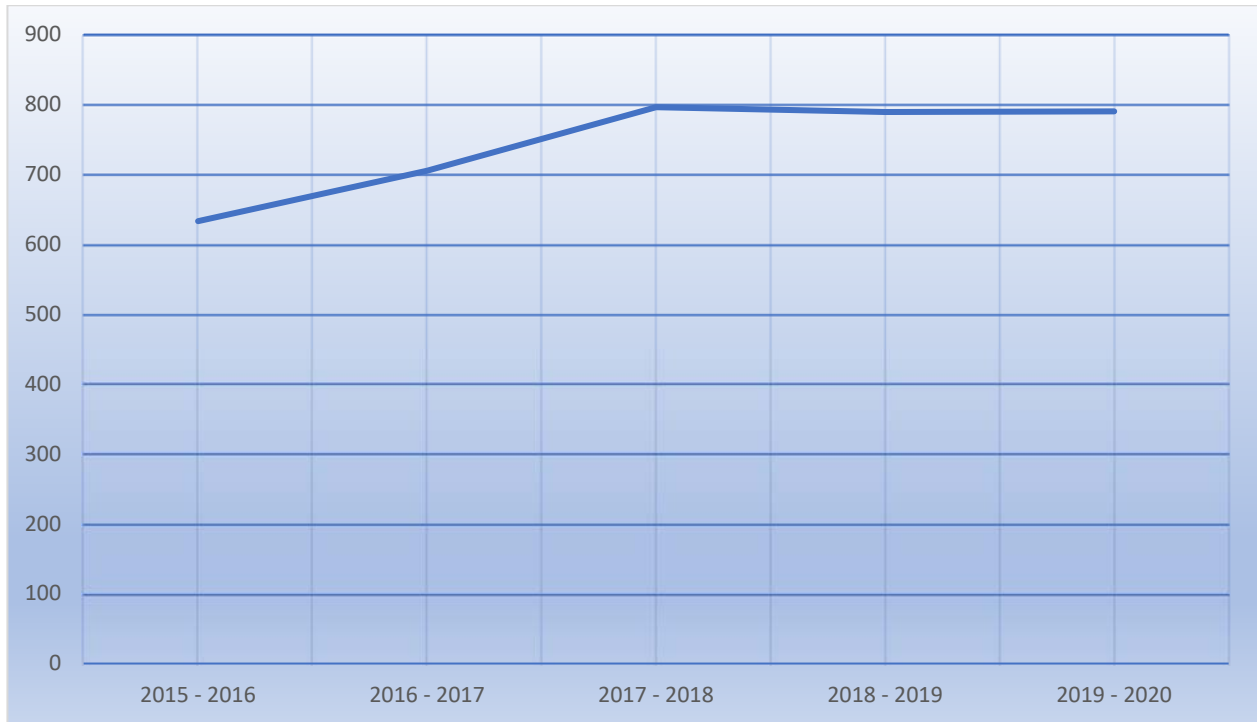
There are two Zones within East Grinstead- the inner zone (Zone A) and the outer zone (Zone B). From its base in Haywards Heath, the Council will administer the applications and management of all permits within the controlled parking zone. This can be a challenging operation; the Council's base is over ten miles from the Controlled Parking Zone. The Parking Office Team must continually monitor the capacity within the area and be mindful of managing the needs of all users, whilst protecting the residents. Alongside the Parking Office Team, West Sussex County Council staff based at the East Grinstead Help Point manage the issuing of the Resident Visitor Permits for the town.

Parking Capacity in Each Zone

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

Resident Permit uptake (5-year period)

The below graph shows a steady increase in the Resident Visitor Permits issued over the last five years. There have been several large developments; in particular the conversion of offices to flats, which has seen an increase in the need for permits. Some development has now been completed and the data suggests the number of permits has reached a plateau this year. Whether this continues will remain to be seen in next year's report.



Resident Permit uptake by road

Zone A Roads within Zone	Residents Permits on Issue		
	2017 – 2018	2018 - 2019	2019 - 2020
Brooklands Way	20	15	18
Cantelupe Road	40	38	47
Chequer Road	28	22	26
Christopher Road	8	9	6
College Lane	3	2	1
Copyhold Road	5	6	5
Dallaway Gardens	13	11	12
De La Warr Road	50	54	59
Fairfield Road	21	24	22
Garden Wood Road	6	3	5
Hermitage Lane	1	2	0
High Street	24	25	20
Hurst Farm Road	16	19	22
Institute Walk	12	14	16
King Street	0	0	1
Lewes Road	6	3	1
Little King Street	0	2	3
London Road	26	29	28
Middle Row	3	5	6
Old Road	2	2	2
Orchard Way	32	41	53
Pannell Close	9	7	10
Pavilion Way	3	4	4
Portland Road	12	13	9
Queens Road	93	85	84
Railway Approach	6	8	10
Ship Street	4	5	4
St Swithuns Close	2	0	0
The Dakins	1	1	1
West Hill	28	30	28
West Street	44	43	40
West View Gardens	1	1	1
Total	519	523	556

Resident Permit uptake by road (continued)

Zone B Roads within Zone	Residents Permits on Issue		
	2017 – 2018	2018 - 2019	2019 - 2020
Crescent Road	37	37	1
Garden Wood Road	0	1	39
Garland Road	48	37	12
Green Hedges Avenue	23	19	16
Grosvenor Road	34	41	46
London Road	13	8	5
Mason Close	6	4	4
Maypole Road	27	25	21
Moat Road	2	3	2
Park Road	3	2	2
St Agnes Road	25	21	26
St James Road	27	26	23
St Johns Close	16	21	21
Station Road	12	16	11
Tower Close	0	0	0
Wood Street	4	5	5
Grand Total	277	266	234

Permit fraud

As the demand for parking increases, the value of holding a permit to park also increases. Unfortunately, some individuals will go to great lengths to acquire something that they do not have a right to. It became apparent to the Council, that an individual in East Grinstead had acquired a resident permit for a long period. The evidence provided had been sufficient at the time, but following an audit of evidence and a subsequent investigation, it became apparent that the individual was providing evidence of an address for which they were only the landlord. They had also registered their vehicle at the same property in order to meet the requirements of a resident permit.

The Council could have notified the permit holder and cancelled the permit. However, due to the longevity of the fraud, it decided to work with colleagues at Reigate and Banstead Council and commence a fraud investigation. During this time, the individual did renew their permit, and it was evident that the vehicle registration document had been tampered with to make a later vehicle appear as if it was also registered at the East Grinstead address. The Council continued to issue a permit and handed the evidence to Fraud Investigators at Reigate and Banstead.

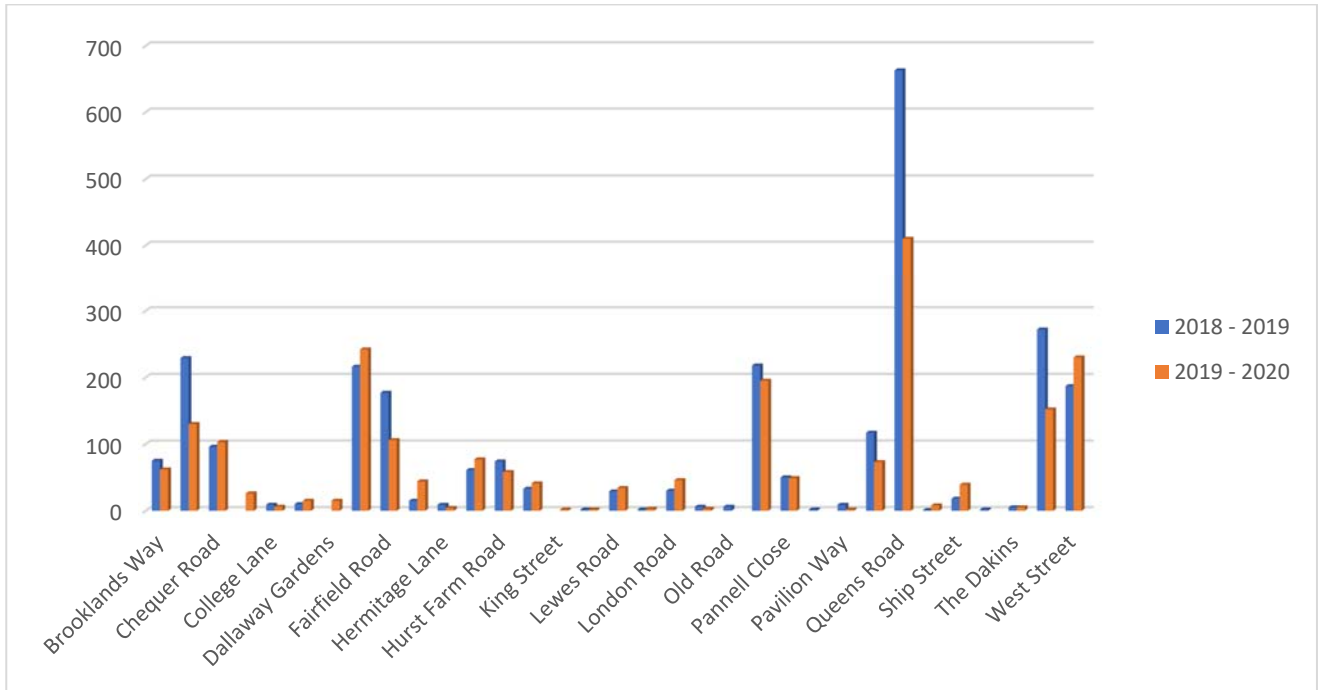
Fraud Investigators have more powers in terms of what evidence can be obtained and, by the end of the investigation, it had been established that utility bills had also been tampered with. On that basis, not only had the individual obtained a permit he had no legal right to hold, but had also counterfeited documents.

Working with the Legal Team at Mid Sussex District Council, the individual was brought in for interview under caution and presented with the evidence to which they admitted the offences. The Council decided not to prosecute in this matter but issued a formal caution. Due to the severity of the counterfeiting offence, and the losses incurred to the Council both on and off street (as a non-resident in a busy zone, it was unlikely the individual would have been able to acquire an on street permit), the Council and the individual settled with a formal caution with costs amounting to over £10,000.

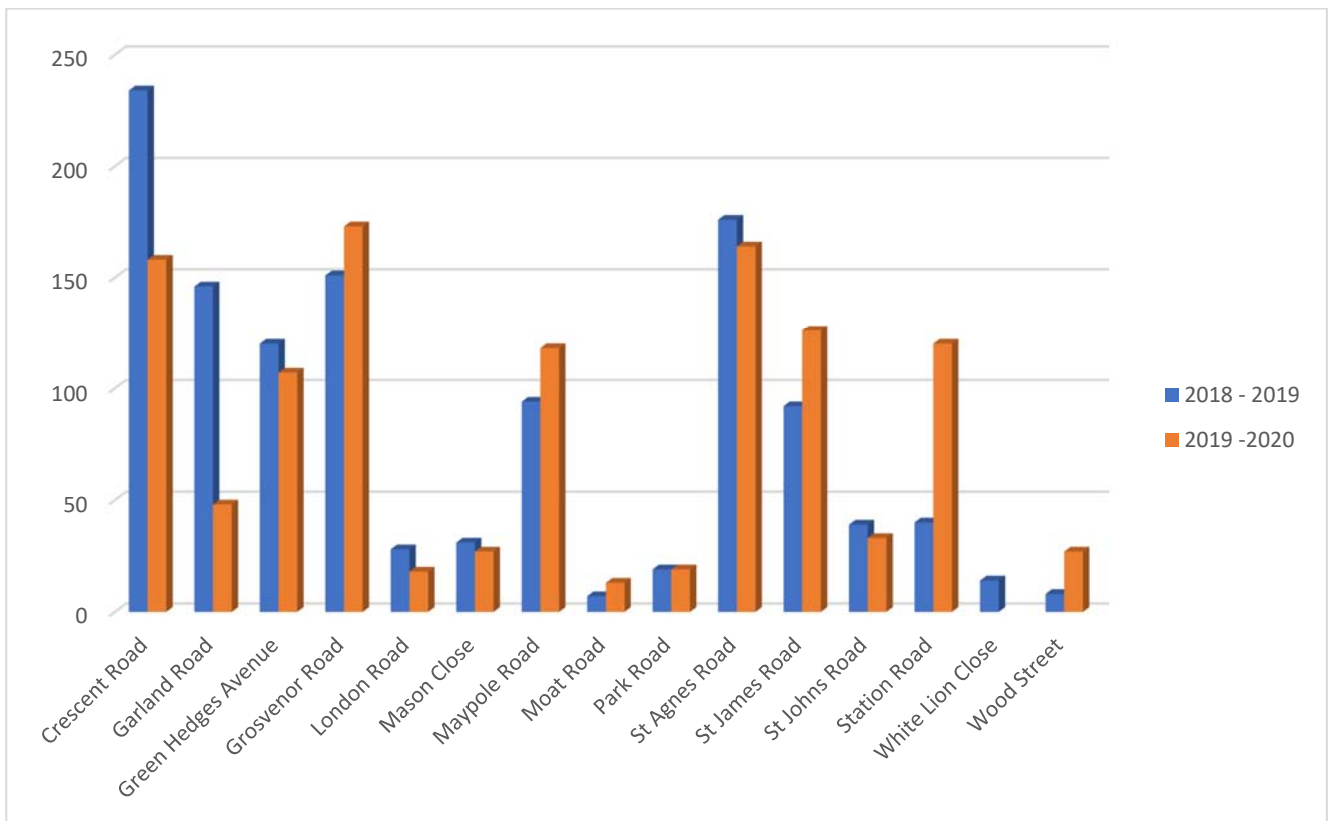
Resident Visitor Permits

Visitor permits are scratch cards which can be displayed in a vehicle to allow a period of parking in the Controlled Parking Zone. They are for the purpose of allowing visitors to residents to park within the Zone. Their purchasing is monitored, as this can suggest trends or misuse.

Zone A



Zone B



Car Parks

Overview of Pay and Display Car Parks

Site	Spaces	Disabled Bays	Parent Toddlers Bays	Motor Cycle Bay	Park Mark Award	DPA Award	P & D Machines
East Grinstead							
Chequer Mead	122	4	0		✓	✓	2
Christopher Road	42	3	2	✓	✓	✓	1
Kings Street	66	2	3	✓	✓	✓	2
Norton House	77	2	0		✓	✓	2
Queensway	159	6	4	✓	✓	✓	3
Railway Approach	86	3	5	✓	✓	✓	3
Vicarage	151	3	2	✓	✓	✓	2
Haywards Heath							
Boltro Road*	80	0	0				0
Franklynn Road	75	3	2	✓	✓	✓	2
Gower Road	20	2	1	✓	✓		1
Haywards East	49	2	1	✓			1
Haywards West	47	3	2	✓	✓	✓	2
Hazलगrove Road	116	4	2	✓	✓	✓	3
Heath Road	108	1	0	✓	✓		2
Muster Green*	30	1	0	✓	✓		1
St Wilfrids*	8	0	0	✓			0
The Orchards	208	6	4	✓	✓	✓	4
Burgess Hill							
Church Road	52	3	2	✓	✓	✓	2
Cyprus Road	302	13	3	✓	✓	✓	5
Multi-storey	159	9	6	✓			3
Station Road	120	2	0	✓	✓	✓	2
Queens Crescent	205	3	0	✓	✓	✓	2
Totals	2,282	75	39				45

Off Street Parking Pay and Display Financial Information

The chart below shows the comparison of pay and display income* taken by each car park over a three-year period.

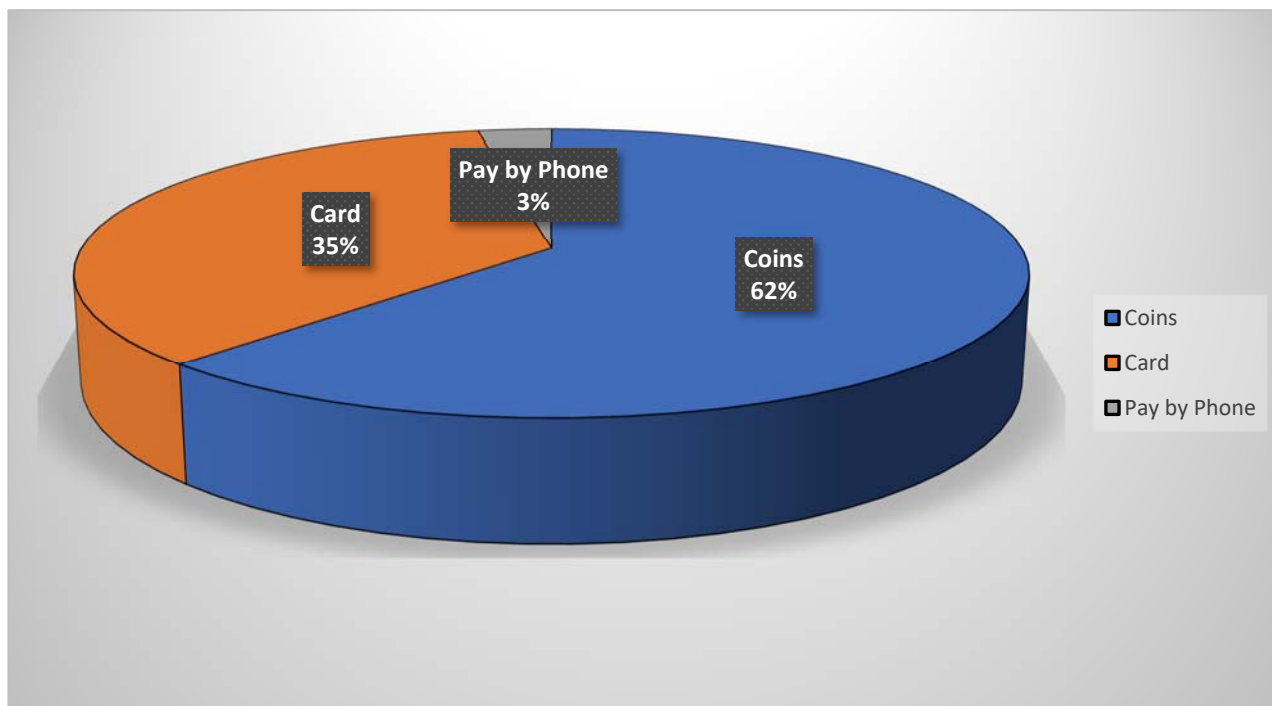
Site	Gross Income 2017 - 2018	Gross Income 2018 - 2019	Gross Income 2019 - 2020
Burgess Hill			
Church Road	£109,562.50	£83,549.55	£104,054.30
Cyprus Road	£206,186.60	£183,809.05	£235,787.25
Martlets	£129,460.15	£49,649.85	£54,790.55
Queens Crescent	£64,640.15	£79,951.25	£95,386.45
Station Road	£59,727.05	£44,818.40	£55,094.45
East Grinstead			
Chequer Mead	£67,239.75	£84,165.35	£86,553.95
Christopher Road	£51,311.80	£67,524.40	£72,016.75
King Street	£152,548.00	£165,961.85	£147,601.05
Norton House	£59,064.85	£76,195.15	£63,663.95
Queensway	£292,333.35	£301,655.30	£291,174.80
Railway Approach	£67,365.85	£68,591.10	£68,982.05
Vicarage	£113,714.40	£143,014.40	£139,742.85
Haywards Heath			
Franklynn Road	£73,487.90	£69,663.35	£71,708.00
Gower Road	£42,620.70	£42,739.25	£40,178.95
Haywards Road East	£81,821.95	£78,735.50	£72,557.05
Haywards Road West	£89,660.60	£90,661.80	£83,170.00
Hazelgrove Road	£190,169.70	£196,260.05	£184,607.95
Heath Road	£101,349.00	£108,830.05	£107,848.35
Muster Green	£4,860.80	£4,901.30	£4,290.65
The Orchards	£282,657.50	£284,720.85	£277,604.55
Total	£2,188,470.80	£2,225,397.80	£2,256,813.90

*Gross of VAT



Cashless Parking

Following the introduction of cashless parking, the Council set a performance target to achieve a 35% ratio of transactions made using cashless parking in 2019/20. As at the end of March 2020, 38% of the Council's customers had paid for parking via a cashless platform.



Season Tickets

All but one of the Car Parks which are designated “long stay” offer season tickets which provide cheaper parking for commuters and workers in the towns. The table below indicates the take up over the last three years.

Car Parks	Season Tickets on Issue		
	2017 – 2018	2018 - 2019	2019 - 2020
Burgess Hill			
Cyprus Road	110	93	108
Queens Crescent	78	82	109
Station Road	96	88	84
East Grinstead			
Norton House	130	94	52
Railway Approach	64	61	53
Vicarage	200	206	162
Haywards Heath			
Boltro Road	91	92	89
Franklynn Road	42	32	42
Muster Green	53	60	66
St Wilfrids	18	21	18
Total	882	829	783

Communications

Press Releases

For communications which require a high level of circulation, the Council will publish press releases. Those issued during the 2019 - 2020 year can be found below.

<https://www.midsussex.gov.uk/about-us/press-releases-and-publications/park-for-120-all-weekend-in-the-run-up-to-christmas/>

<https://www.midsussex.gov.uk/about-us/press-releases-and-publications/charges-suspended-in-mid-sussex-car-parks/>

Freedom of Information Requests

The table below shows the number of Freedom of Information Act requests responded to by Parking Services over the past two years.

Month	2018 - 2019	2019 - 2020
April	3	2
May	0	0
June	3	1 DPA Request
July	3	3
August	1	1
September	5	0
October	1	1
November	1	0
December	2	2
January	4	5
February	3	4
March	3	2

Complaints

The Council will receive complaints during the year, which it will do its best to resolve if possible.

Below is a summary of the twenty-one complaints received in 2019/20 with their outcomes

Complaint	Outcome
Complaint about Christopher Road Parking Machine	Not upheld. No fault found with machine.
Complaint that customer had used wrong parking app to pay for a private car park.	Not upheld - Council confirmed all signage was clear in its own car parks and this was a private car park.
Parking ticket dispute regarding time parked.	Not upheld – PCN issued correctly and complainant should follow appeals process.
Complaint that Civil Enforcement Officer were on patrol during the first COVID lockdown. Alleged CEO threatened them.	Not upheld - Advised that, in accordance with Government Guidance, CEOs were only enforcing areas where health and safety were a concern. Body worn camera footage confirmed no threat was made.

Complaint regarding PCN which complainant knew nothing about was passed to Enforcement Agent. The complainant insisted the DVLA address had been updated when they moved.	Not upheld - Enforcement Notice issued correctly as DVLA had not been advised of new address and complainant was aware of Penalty Charge Notice being issued as they had spoken to CEO at time of issue. Council suggested If DVLA did provide evidence that they had been informed and not updated their records the Council would review its records. No evidence has been provided.
Alleged that Enforcement Agent threatened to sue him and used inappropriate language.	Not upheld - None of the conversation could be proved and the Council had noted there was excessive activity on the case with contradictory evidence where the Defendant was attempting to evade payment on 12 PCNs.
Complaint PCN passed to Enforcement Agent.	Not upheld - Council had noted financial difficulties, but confirmed complainant had made no payment, incurred 10 further PCNs, and subsequently vacated the property without advising the Council leading to an Enforcement Agent tracing them.
Complaint EA had enforced against them, but he had returned the hire vehicle before the PCN was issued.	Council had followed process correctly, and the complainant had no evidence to confirm his statement. Complainant had the opportunity to approach the Council well before it commenced debt recovery but did not do so.
Parking in Cuckfield for Tradesmen	Not upheld – on street arrangements are managed by West Sussex County Council and the District Council enforce what is present on the ground.
Complaint regarding Council's treatment of Hackney Carriage Licence holders, but gave no specific reason, and requested a meeting. Upon being advised there was no reason provided and therefore it was difficult to investigate, the complainant made a further complaint against the Parking Manager and the Leader of the Council.	Not upheld – complaint gave no real explanation as to the nature of the issue and the complainant was advised it was not appropriate to meet with residents over what was suspected to be the issuing of a Penalty Charge Notice. Was advised to use the appeals process.
Complaint that they were issued a Penalty Charge Notice as nowhere did it state that the visitor scratch card could not be used on multiple occasions.	Not upheld – whilst not explicitly stated, the Council pointed out that scratching off multiple days and dates on one scratchcard made it unusable, and impossible for a CEO to judge.
Dissatisfied that charge had increased during the appeals process.	Not upheld - Discount is only reoffered once, and the Council make sure this is clearly indicated on the letter of rejection.
Complaint that individual had paid and then was advised they could not appeal. Would not have paid on the phone had they known.	Not upheld – the call was made from a location with poor signal. The telephone recording confirmed that the officer had advised twice that if they wished to appeal, they would need to write in, but the caller did not wish to write or email and decided to pay. As soon as the PCN was paid the complainant then asked how to challenge, upon which the officer stated they had advised they would not have taken the payment had it been clear the individual did want to challenge.

Complaint that PCN was issued whilst being parked in a loading bay for a minute.	Not upheld - Confirmed Civil Enforcement Officer had acted correctly. The vehicle was parked in the Goods Vehicle Loading bay and was not a goods vehicle, which meant it was an instant PCN.
Dissatisfied with rejection of challenge	Not upheld – advised there was an appeals process and the complainant should follow that.
Complaint regarding parking arrangements in Boltro Road and Haywards Heath overall.	Not upheld – on street parking arrangements are primarily dealt with by West Sussex County Council. Also confirmed that property in which resident resided had been granted planning permission on the basis it was a car free development.
Complaints that additional charge had been added on to Penalty Charge Notice and that member of office staff had made an inappropriate comment.	Not upheld - Council confirmed staff member should not have made a comment but did immediately try to retract. However, the evidence confirmed the Council had acted correctly to continue to enforce as the payment was made late.
Unhappy with the way on street parking was dealt with.	Not upheld - Complaint not upheld and investigations taken place thoroughly. Reminded complainant of their behaviour when speaking to Parking Enforcement Manager and call dealt with professionally and terminated correctly.
Complaint that transfer of vehicle had required detailed records of ownership.	Not upheld - Council staff had deviated from general process as the permit was being transferred from daughter to father. As a result, the Council has now reverted to simply cancelling the permit and a new application will be required.

Compliments

It is always good to receive positive feedback from members of the public regarding the service. There were seven official compliments extended to the team this year, which are detailed below.

Thanks to the Parking Officer for being so understanding after the customer lost their keys.
Thank you to the Parking Team for all their work and reliable local service.
Thank you to the Parking Officers and Operations Manager for all their work in assisting with parking difficulties whilst works to a resident's home were taking place.
Thank you to the Parking Officer for being fantastic and super helpful.
With thanks to CEO 077 for their commendable actions.
Thank you to the Parking Team for all their hard work – always reliable and highly recommended.

Looking ahead

The Council has several projects which it intends to roll out in the 2020 – 2021 year:

Completion of the virtual Season Project

Whilst this was commenced in 2019 – 2020, the subsequent delay caused by the Pandemic now means the migration of all paper Season Tickets to a virtual version will take place in the coming year.

Appointment of new Enforcement Agent Contract

In collaboration with the Revenues and Benefits Service, Parking Services will undergo a joint tender process for the appointment of two Enforcement Agents.

Covid-19 Ongoing Response

At the end of March 2020, England entered its first lockdown, and it was evident this would have a significant impact, the results of which will be recorded in the 2020 – 2021 report.

Appendices

Parking Charges for On and Off Street Areas in Mid Sussex

Parking Tariffs	2018 - 2019	2019 - 2020
Permits		
Resident Permits		
Inner Zone (A) 1 st Permit	£43.00	£44.00
Inner Zone (A) 2 nd Permit	£86.00	£88.00
Outer Zone (B) 1 st Permit	£27.00	£28.00
Outer Zone (B) 2 nd Permit	£54.00	£56.00
Resident Visitor Permits	£0.40	£0.45
Non-Resident Permits		
Inner Zone (A)	£260.00	£275.00
Outer Zone (B)	£156.00	£165.00
Healthcare Permits	£21.00	£25.00
Dispensations		
Per day	£10.00	£10.00
Per week	£50.00	£60.00
Bay Suspensions		
	£25.00 (plus daily charges)	£25.00 (plus daily charges)
Season Tickets		
Monthly	£66.00	£66.00
Quarterly	£150.00	£150.00
Annually	£550.00	£550.00
Boltro Road Car Park		
Monthly	£100.00	£100.00
Quarterly	£280.00	£280.00
Annually	£750.00	£750.00

Pay and Display		
On Street		
Per 20 minutes	£0.30	
Per 30 minutes		£0.55
Per hour	£0.90	£1.10
Off Street		
<i>Short Stay</i>		
0 – 1 hours	£0.80	£0.80
1 – 2 hours	£1.20	£1.20
2 – 3 hours	£2.00	£2.00
3 – 4 hours	£4.00	£4.00
4 + hours	£6.00	£6.00
<i>Long Stay</i>		
0 – 1 hours	£0.80	£0.80
1 – 2 hours	£1.20	£1.20
2 – 3 hours	£2.00	£2.00
3 – 4 hours	£3.00	£3.00
4 + hours	£4.00	£4.00

Glossary of Terms

Challenge

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

Civil Enforcement Officer – CEO

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

Civil Parking Enforcement (CPE)

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

Controlled Parking Zone (CPZ)

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

On Street

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

Off Street

Anything relating to the District Council's car parks

Penalty Charge Notice (PCN)

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

Representation

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

Traffic Regulation Order (TROs)

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

Parking Services Team

