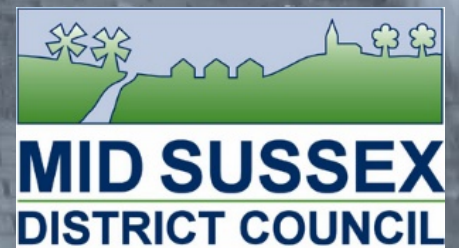


Annual Report

Parking Services 2018 - 2019



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Mid Sussex

The Mid Sussex District is in 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.

Alongside its rural attractiveness, Mid Sussex is based in a key area; It lies thirty miles south of London, and its centre is only ten miles from Gatwick Airport. It forms part of the Gatwick Diamond; a private and public sector partnership which promotes the area as a prime business location.

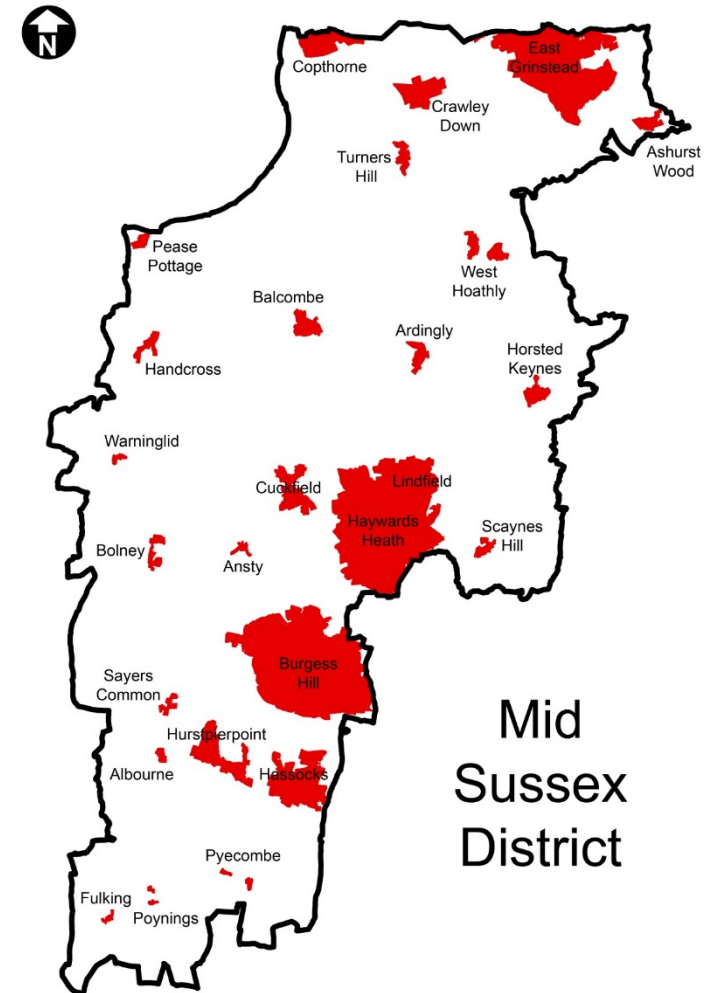
The District Council

The Council forms part of what is referred to as a “two-tier” authority. This means that West Sussex County Council is responsible for the parking restrictions which are placed on the road, and the way that they are managed. The District Council enforces the restrictions under an agency agreement with the County Council. This type of enforcement is referred to as “on street”.

The District Council manages the pay and display car parks under its ownership in its town centres:

- Burgess Hill
- East Grinstead
- Haywards Heath

It also manages the car parks in the larger villages. These are also enforced by the District Council. These car parks are referred to as “off street” parking.



Reproduced from Ordnance Survey mapdata. Mid Sussex District Council. 100021794. 2018

Why manage 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 the course of 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 may require access to their vehicles as they carry out their work
- 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

Parking on the roads

West Sussex County Council plans how – and where - all these road users, and more, will park. A parking scheme should be created so that all users have a fair opportunity to park – and at the right time. Alongside these parking areas, there will be places on the road where it is not safe to park. Reasons for placing restrictions preventing parking could be for safety, for example a badly parked vehicle could obstruct the view of both drivers and pedestrians. Bad parking can also obstruct traffic routes, causing unnecessary delays for both drivers and passengers.

Parking in the car parks

Mid Sussex District Council manages its own car parks in a similar way, by setting charges which influence how long people stay or, in some cases, a maximum period of time vehicles are permitted to stay. In 2018 – 2019, the District Council reviewed and updated the ways in which the public could pay in the car parks so that users could have the [best customer experience](#).

Mid Sussex District Council's role is to make sure that these parking areas are being used correctly. By enforcing the different types of parking restriction, the District Council is encouraging:

- Vehicles to be parked in the right place
- Vehicles to only stay for as long as the time restriction allows so that other users can then park on the road or in the car park
- Safe use of the roads

2018 – 2019 Overview

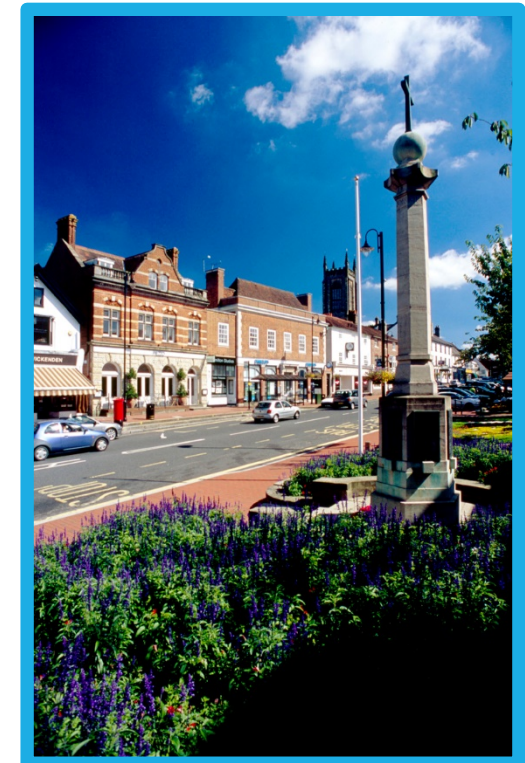
The below figures provide a brief overview of the general services carried out by Mid Sussex District Council over the year.

On the Roads

	2017 – 2018	2018 - 2019
Regulation 9 Penalty Charge Notices Issued	10,677	10,819
Regulation 10 Penalty Charge Notices Issued by post	N/A	17
Residents Permits issued in the East Grinstead Controlled Parking Zone	690	706
Residents Visitor Permits issued in East Grinstead Controlled Parking Zone	30,647	30,062
Dispensations (waivers) to park on street issued	305	294
Number of Bays Suspended During the Year	30	38

In the car parks

	2017 – 2018	2018 - 2019
Off Street Parking Spaces	2,820	2,820
Regulation 9 Penalty Charge Notices Issued	4,592	3,382
Regulation 10 Penalty Charge Notices Issued by post	N/A	1
Season Tickets issued in the Mid Sussex District Council Car Parks	905	709
Number of Bays Suspended During the Year	1	1



Customer Service

Until 2018/19, the Council's established (and only) form of payment for its car parks was pay and display by use of coins. This could be restrictive on customers as it relied on them having the correct change. In order to deliver a better customer service experience, and increase payment options, the Council carried out the following improvements.



Machine Upgrades

To provide alternative options of payment at the point of sale, the Council replaced thirty-seven of its machines, and upgraded five newer models. Working with the Council's pay and display provider – Flowbird – the machines were upgraded in June 2018 to accept credit and debit cards, including contactless payments.

Not only did this provide a greater choice for the customer, it also provided the Council with operational benefits; the machines would not need to be emptied as frequently, and there was less risk of the machines being a target for theft.


26% of customers had switched to cashless parking by the end of March 2019


Pay by phone and App

In addition to machine upgrades, the Council also introduced pay by phone payment options that means the customer does not need to access the machines in order to pay.




The Council's software provider – Chipside – provide a virtual payments system known as MiPermit, which enables customers to make their payments for parking via telephone or an application. In addition to this MiPermit has the capacity to remind customers when their period of parking has expired and allow them to "top up" their time if needs be.


LOCATION NUMBER
704101 THE ORCHARDS CAR PARK


MID SUSSEX DISTRICT COUNCIL



PAY USING THE MIPERMIT APP
Available for **Apple** and **Android** devices or by using the online portal at www.wanttopark.com/midsussex



PAY BY TEXT MESSAGE
New customers send the word **PARK** and your **vehicle registration number** to **61600**. We'll call you back for location and payment details.

Example: **PARK A123BCD**

For information on costs and using this service, please visit www.mipermit.com/help

FOR HELP WITH THE MIPERMIT SERVICE - 0345 520 7007

A valid credit or debit card will be required to use this service. Terms and conditions apply please see www.mipermit.com for details. Text messages to 61600 are charged by your mobile phone provider at their standard rate. Calls to 03 numbers are charged at national rates and included in your mobile minutes.

MIPERMIT
VISA



POD

Whilst reviewing new forms of technology in order to manage parking, the Council worked closely with its leisure facilities provider – Places for People – when reviewing management of its car parks. Two of the Leisure Centres in the district, The Dolphin Centre in Haywards Heath and the Kings Centre in East Grinstead were suffering from abuse of their car parks by non-centre users. As the centres were close to local facilities and businesses, they were subject to use by vehicle users who were abusing the current parking system to stay all day. This was depriving genuine Leisure Centre users of a parking space and, in some instances, they were unable to attend the centres.

Again, working with its software provider, Chipside a virtual parking system was developed which allowed users to enter their registration numbers for a set period of parking, which could not be extended. This resulted in a downward trend of known offenders parking in the car parks and resulted in spaces being free for genuine users. This was the first time a Leisure Centre in West Sussex had used this type of innovation.

Park Mark Awards

Following its successful award in previous years, the Council this year resubmitted seventeen 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.

In addition to its current portfolio, the Council submitted four additional car parks for the first time:

- Gower Road Car Park, Hayward Heath
- Heath Road Car Park, Haywards Heath
- Franklynn Road, Haywards Heath
- Haywards West, Haywards Heath

All twenty-one car parks successfully received the Award.



“A very good example of a ParkMark car park by a very conscientious and responsible operator. Fully deserved of the award”

The British Parking Association

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](#).



Enforcement

Being part of a two-tier authority, the District Council does not have the shared services that Unitary Authorities can utilise. The County Council itself manages transport planning (including parking) and concessionary fares (including Disabled Blue Badges). However, the District Council has worked over the last year to employ resources to provide a more efficient parking service.

Overview of Enforcement

	2016 - 2017			2017 - 2018			2018 - 2019		
	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	406	6,412	6,818	291	7,177	7,468	290	7,494	7,784
Number of lower level PCN	4,020	3,275	7,295	4,279	3,403	7,682	4,092	3,324	7,416
Total Number of PCNs issued	4,426	9,687	14,113	4,570	10,580	15,150	4,382	10,818	15,200
Number of PCNs paid	3,302	8,517	11,819	3,463	9,365	12,828	3,258	9,623	12,881
Number of PCNs paid at discount	2,640	6,775	9,415	2,810	7,635	10,445	2,603	7,695	10,298
Number of PCNs against which a representation was made	67	188	255	89	204	293	141	482	623
Number of PCNs cancelled following a successful appeal at independent tribunal, representation or informal challenge	859	432	1,291	835	403	1,238	852	391	1,243
Number of PCNs written off for other reasons	139	346	485	146	243	389	62	200	262


It appears the number of representations has increased significantly in the 2018 – 2019 year. In early 2018, the Council changed the operating system used to record all Penalty Charge records. This can identify each type of incoming correspondence, which means more accuracy in indexing correspondence, and if more than one representation has been made on an individual case.

Regulation 10 Penalty Charge Notices


As Mid Sussex District Council is a smaller authority, the decision was taken (alongside the other enforcement authorities for West Sussex) to initially issue what is referred to as a Regulation 9 Penalty Charge. This is the main style of enforcing a penalty where a notice is either attached to the vehicle or handed to the driver. However, there are instances where the Civil Enforcement Officer is unable to serve the notice in this way. This may be because the vehicle has driven away before the officer can attach it, or they have been prevented by other means, such as threatening behaviour. It was felt that this sort of behaviour should be addressed, and that drivers who park in contravention and attempt to escape a penalty should still be pursued.

On this basis, the Enforcement Authorities for West Sussex agreed they would implement the use of the Regulation 10 Penalty Charge Notice. This is a type of Notice which is sent via post. If a Civil Enforcement Officer has issued the Penalty Charge Notice, but is unable to serve it, the case is referred to the Operations Team. The Operations Team will review the case, including the footage recorded at the time of the incident, to determine whether the Enforcement Officer was truly prevented from issuing the Notice. Once reviewed, the case is referred to the Office Team, who will transfer the data taken at the time to a new Regulation 10 record and apply to the DVLA for details of the owner / keeper. Upon receiving the keeper details, a Regulation 10 Penalty Charge Notice is sent through the post, where the owner / keeper will have the opportunity to either pay or make a representation against the Penalty.

Whilst the number of Regulation 10 Penalty Charge Notices issued are very low, due to the circumstances, their use has proved effective. The few representations and appeals received were based on whether the service of the Notice was carried out correctly, which the Council was able to successfully uphold.



west sussex county council



MID SUSSEX DISTRICT COUNCIL

PENALTY CHARGE NOTICE (PCN)
The Traffic Management Act 2004 - s78 & s82; Civil Enforcement of Parking Contraventions (England) General Regulations 2007; Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007

To: [Redacted]

Where this Penalty Charge Notice (PCN) was issued for a contravention in an off-street car park, the enforcement authority is Mid Sussex District Council.
 In all other cases, the enforcement authority is West Sussex County Council, with Mid Sussex District Council acting as its agent

Date of this Notice and date of posting 30 December 2019		PCN Number XS31014019
To: [Redacted]		
This Notice has been served on you because it appears to Mid Sussex District Council that you are the owner/hirer of		
Vehicle Registration Number: [Redacted]	Make: Ford	Colour: Grey
and that the following contravention has occurred		
23 Parked in a parking place or area not designated for that class of vehicle		
Date of Contravention:	20 December 2019	
Time:	11:54	
Observed From:	11:54 to	
Location:	High Street, East Grinstead	
Pay and display details (if relevant)	Expiry Time:	
Ticket No:		

This Notice has been served by post because Civil Enforcement Officer (CEO) CEO52 who had reason to believe that the above parking contravention had occurred and attempted to serve a Penalty Charge Notice by affixing it to the vehicle or giving it to the person in charge of the vehicle for service but the vehicle was driven away from the place in which it was stationary before the Civil Enforcement Officer had finished preparing the Penalty Charge Notice and was unable to serve it by affixing it to the vehicle or giving it to the person in charge of the vehicle in accordance with regulation 9.

A penalty charge of £70.00 is now payable and must be paid not later than the last day of the period of 28 days beginning with the date on which this notice is served. This Notice will be taken to have been served on the second working day after the day of posting (as shown above) unless you can show that it was not.

The penalty charge will be reduced by a discount of 50% to £35.00 if it is paid not later than the last day of the period of 14 days beginning on the date on which this Notice is served.

NOTE: If you do not pay the penalty charge or make representations within the period specified above the Council may increase the original penalty charge by 50% to £ 105.00 and take steps to enforce payment.

SEE REVERSE FOR: How to Pay.
 How to make representations about this Notice.

Overview of Regulation 10 Enforcement

	2018 – 2019		
	Off Street	On Street	Total Regulation 10 Penalty Charge Notices
Number of higher level PCNs	0	21	21
Number of lower level PCN	1	0	1
Total Number of PCNs issued	1	21	22
Number of PCNs paid	1	13	14
Number of PCNs paid at discount	1	10	11
Number of PCNs against which a representation was made	0	2	2
Number of PCNs cancelled as a result of a successful appeal at independent tribunal, representation or informal challenge	0	0	0
Number of PCNs written off for other reasons	0	3	3

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.

The Council felt that more could be done to address this issue and worked 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 2018 – 2019 year, thirty-seven blue badges were seized with varying outcomes. Only one had no further action taken against them due to a genuine error.

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, including one to Crown Court	Several examples were using the blue badge of a deceased person, and blue badges being altered	4
Individual attended Community Resolution Awareness Session	Run at Hove Town Hall, with members of the Police and a Blue Badge Investigator in attendance	13
Blue Badge retained	After the misuse was been 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	19 (of these 7 blue badges were destroyed as they were expired, altered or the holder was deceased)

Crown Court Case

In one case, the Civil Enforcement Officers had witnessed a vehicle regularly parking on double yellow lines and the driver attending his place of work. Following an investigation, and eventual action by an Investigations Officer, it was established the male was using his son's blue badge. In the first case of its kind with the Operation Bluebird Team, the individual pled not guilty, which resulted in the matter being referred to the Crown Court. This was the first time that the Investigations Team had proceeded to this level with an investigation.

Crown Court Case (continued)

Following a Court hearing, the man was found guilty by a jury of using a Blue Badge with intent to deceive. This resulted in a criminal record for the individual, who was ordered to pay fines and court costs totalling £7,500 (£1,500 in fines and £6,000 court costs).

Feedback from the Brighton and Hove Investigations Team

“There has been lots of hard work and help from all the team at Mid Sussex gathering evidence for all the cases. Also, the Civil Enforcement Officers that gave evidence at Court were brilliant, and that gave us a fantastic result.

It proves that the job we do is effective.”

Blue Badge Team – Brighton and Hove

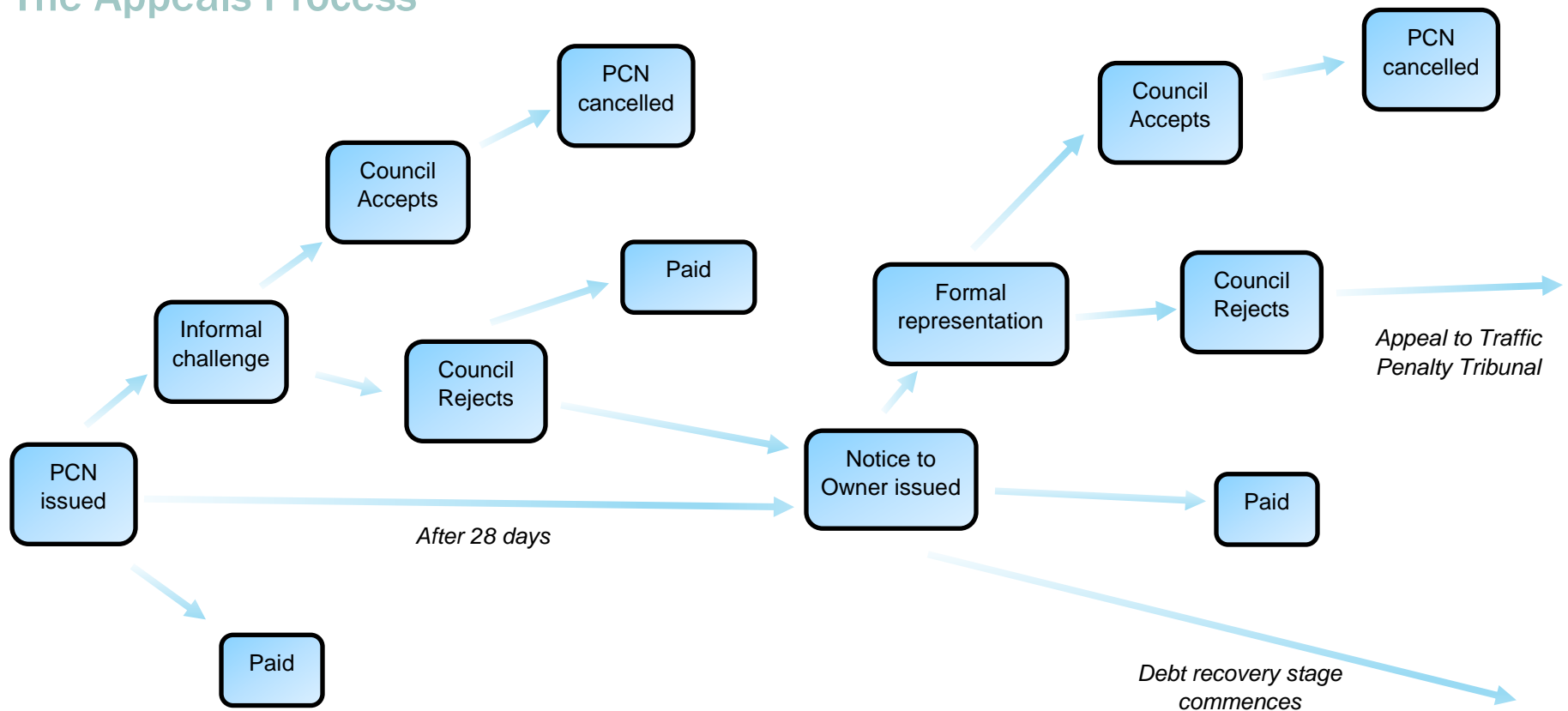
DVLA high level of compliance

As the Council regularly applies to the DVLA for owner information when a Penalty Charge Notice is unpaid, it is subject to an annual data government and contract compliance assessment. The audit is carried by the Government Internal Audit Agency and confirms reasons for a selected number of vehicle keeper requests. The Council must show evidence to confirm it had good reason to request the information, and that the information was held securely, and not held for an extensive period. On the 9th July 2018, the DVLA confirmed the overall audit rating for the Council was green, whereby a high level of compliance was demonstrated.

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



Appeals (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 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.

What are “exemptions”?

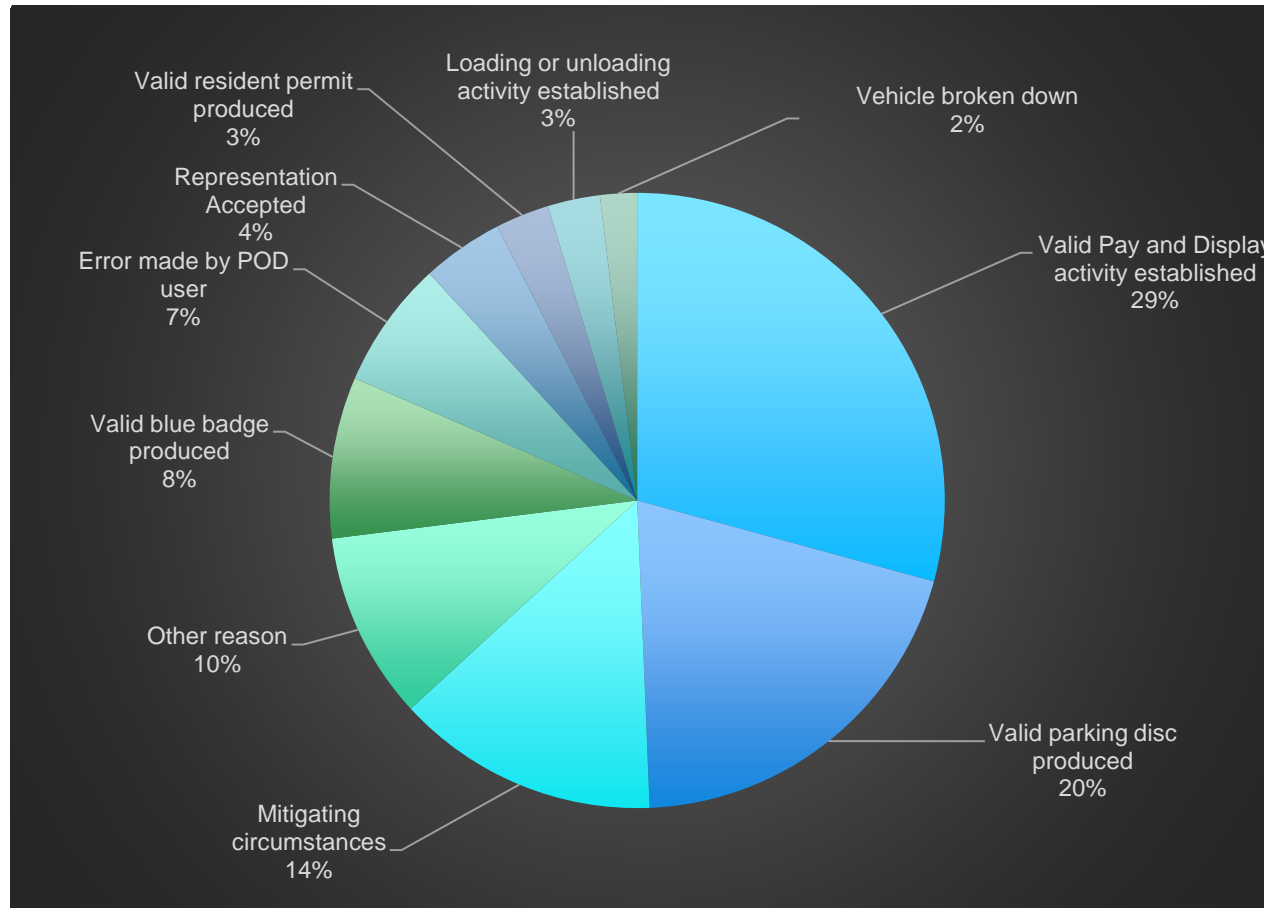
Broadly speaking, these are legal reasons which allow a vehicle to be parked on some – not all – of the restrictions. Common exemptions are:

- **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 mean simply 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

1,238* 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 less than twenty in a year have been grouped under “other”. This graph gives a view of the general reasons for cancellations. Within those groups, there may be variations depending on the circumstances.



* Figure correct as of 25th February 2020.

Example Cancellations

Valid pay and display / parking disc / blue badge / resident permit

The most common reasons for failure to display are simply that the person appealing either forgot to display the item in question or failed to display it in a way the Civil Enforcement Officer could see. Whilst this can be frustrating, it would be unfair of the Council to refuse to cancel a Notice on that basis. Appeals such as these are generally accepted, but only on the first occasion only. The Council has an expectation the same mistake will not happen again. There can be exceptions to this, as sometimes the Council has established that the Appellant may not be providing an honest account of what happened, for example they provide photographs showing a clearly display ticket or disc, which does not resemble the Council's own evidence. The Council is less lenient on this type of appeal.

Also included within this category are appeals where the person failed to enter the correct data when using the newly introduced cashless parking system. As this was a new way of using the car parks, the Council acted with leniency whilst the public became familiar with the system.

Mitigating Circumstances

This is the ground which does not fit the legal criteria. This can be a very broad area, and not one which can be categorised easily. More unusual circumstances include the driver falling ill and needing medical attention, the driver going away on holiday for a week and the parking being suspended during this duration, and car keys being lost whilst parked. Again, the decision to cancel the Notice depends entirely on the circumstances of each case.

Error made by POD user

The POD devices in the Leisure Centres were newly installed this year. Whilst the Leisure Centres went to great lengths to update their signage to reflect the change, and members of the Leisure Centres were notified, it was not unexpected that this took some time for users to adapt to. General reasons were that members entered their registration numbers incorrectly, or just simply forgot. As with the Council's stance on incorrectly displayed tickets or permits, the Penalties were cancelled as a discretionary measure on the first occasion.

Loading or Unloading

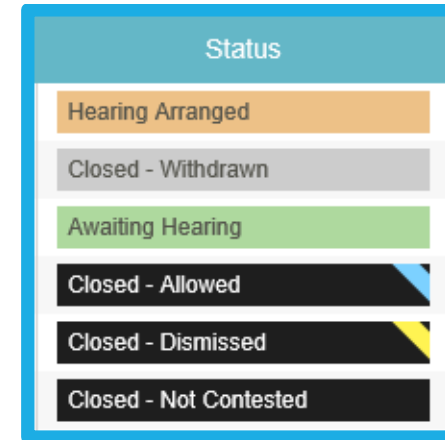
Whilst a Civil Enforcement Officer generally allows a period of five minutes by a vehicle to see if any activity is taking place, this does not necessarily mean that nothing was happening. There could have been a delay, due to distance to the place of collection or drop off, or paperwork needing to be signed. The Parking Officer will decide if, on balance, it was likely that this activity was taking place.

The 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.

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.

Results of Traffic Penalty Tribunal Hearings 2018 – 2019

Thirty-two 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
16	1	14	1	32

Lessons learnt

If the Council proceeds to a formal Appeal at the Traffic Penalty Tribunal, it has done so because it has a genuine belief that the Notice has been issued correctly and should be upheld. Whilst it can be disappointing to lose an Appeal, it is important to remember that the Adjudicator is viewing the matter independently, and lessons can be learnt from decisions made. Some examples of such processes, which have been amended following a decision, are shown below:

Appeal and Decision	How the Council responded
<p>The Appellant stated that as the Council had accepted a late cheque it had agreed to full and final settlement. The Council was of the belief it had not. The Adjudicator explained that this did amount to accepting it as full and final payment.</p>	<p>Following the Adjudicator’s advice, the Council does not accept cheques paid late, but now advises the Appellant they will not be accepted, together with an explanation as to why. Again, this is dependent on why the cheque is submitted late.</p>
<p>The Appellant acquired a new vehicle without advising the Council she had done so and displayed her Season Ticket in the new vehicle which did not match. The Council wished to uphold the Notice as it felt the terms and conditions were clear. The Adjudicator pointed out that the Council used the phrase “as soon as possible” when it gave instructions as to when to advise them of the change, which did not infer a degree of urgency.</p>	<p>The Council amended its terms and conditions for all its permits and Season Tickets for its customers to make sure it was understood what was required.</p>
<p>The Appellant believed he had returned to his vehicle within the 10 minute statutory grace period the law provides if a period of time had expired. The Council believed it had provided 10 minutes. The Adjudicator explained to the Council the law stated the 10 minutes had to have expired.</p>	<p>The Council issued instructions that all Civil Enforcement Officers must allow a clear ten minutes upon expiry of any permitted time and move to issue upon the eleventh minute.</p>
<p>The Appellant advised he did not know it was a limited waiting bay as he could not see the sign. The nearest sign did not have the “blue parking P” attached. The Council believed the signs were close to where the Appellant had parked and that the missing blue P did not take away from the fact that the wording was clear as to how long was allowed. The Adjudicator could not gauge the distance of the signs as no photographs had been provided to assist and therefore could not be sure of their location.</p>	<p>The Council now routinely makes sure the distance to the sign is made available to the Adjudicator during the Appeal. The Council has added the “Blue P” vinyl stickers to those missing them to make sure the signs are clear to the driver.</p>

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.

Types of Permit

Type	Use
Resident Permit	Permit and shared use bays in a specified zone
Non Resident Permit	Permit and shared use bay in a specified road
Resident Carer Permit	Permit and shared use bays in the specified zone
Healthcare Permit	Permit and shared use bays in all zone
Resident Visitor Permit	Permit and shared use bay in a specified zone
Dispensation (waiver)	One road only.

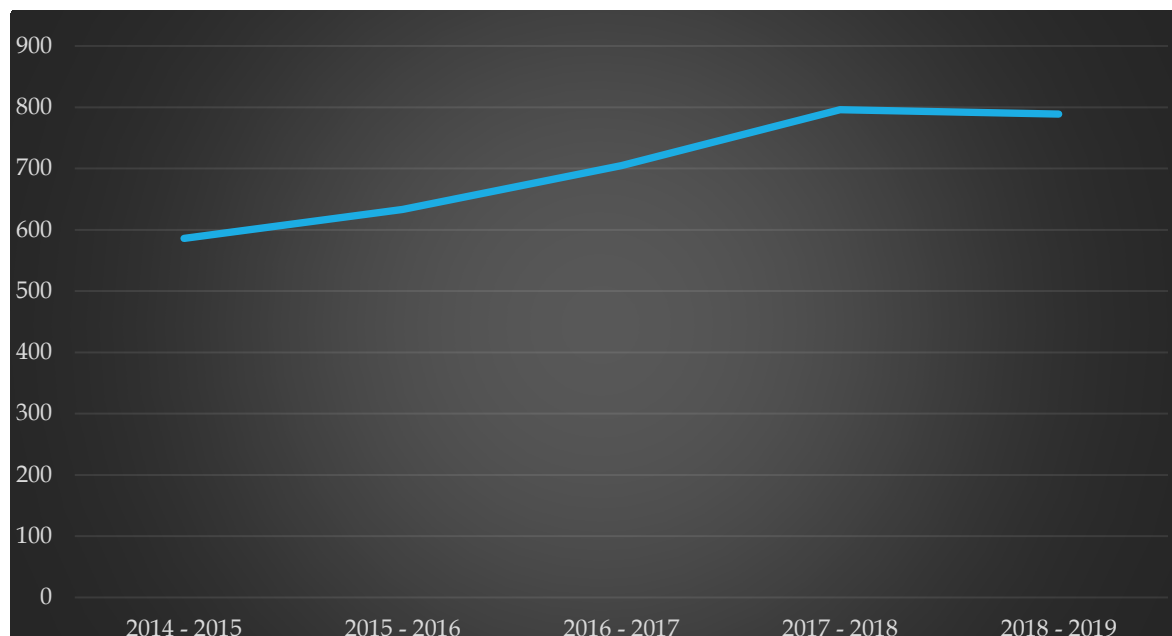


Parking Capacity in Each Zone

	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 suggest 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 B Roads within Zone	Residents Permits on Issue		
	2016 - 2017	2017 - 2018	2018 - 2019
Crescent Road	32	37	37
Garden Wood Road	0	0	1
Garland Road	28	48	37
Green Hedges Avenue	21	23	19
Grosvenor Road	31	34	41
London Road	10	13	8
Mason Close	5	6	4
Maypole Road	22	27	25
Moat Road	2	2	3
Park Road	3	3	2
St Agnes Road	21	25	21
St James Road	18	27	26
St Johns Close	17	16	21
Station Road	10	12	16
Tower Close	0	0	0
Wood Street	4	4	5
Grand Total	224	277	266

Resident Permit uptake by road (continued)

Zone A Roads within Zone	Residents Permits on Issue		
	2016 - 2017	2017 - 2018	2018 - 2019
Brooklands Way	16	20	15
Cantelupe Road	31	40	38
Chequer Road	27	28	22
Christopher Road	3	8	9
College Lane	3	3	2
Copyhold Road	6	5	6
Dallaway Gardens	12	13	11
De La Warr Road	44	50	54
Fairfield Road	20	21	24
Garden Wood Road	4	6	3
Hermitage Lane	2	1	2
High Street	19	24	25
Hurst Farm Road	16	16	19
Institute Walk	7	12	14
Lewes Road	6	6	3
Little King Street	0	0	2
London Road	16	26	29
Middle Row	1	3	5
Old Road	1	2	2
Orchard Way	42	32	41
Pannell Close	10	9	7
Pavilion Way	3	3	4
Portland Road	8	12	13
Queens Road	80	93	85

Resident Permit uptake by road (continued)

Zone A Roads within Zone	Residents Permits on Issue		
	2016 - 2017	2017 - 2018	2018 - 2019
Railway Approach	4	6	8
Ship Street	3	4	5
St Swithuns Close	1	2	0
The Dakins	2	1	1
West Hill	25	28	30
West Street	32	44	43
West View Gardens	1	1	1
Total	445	519	523

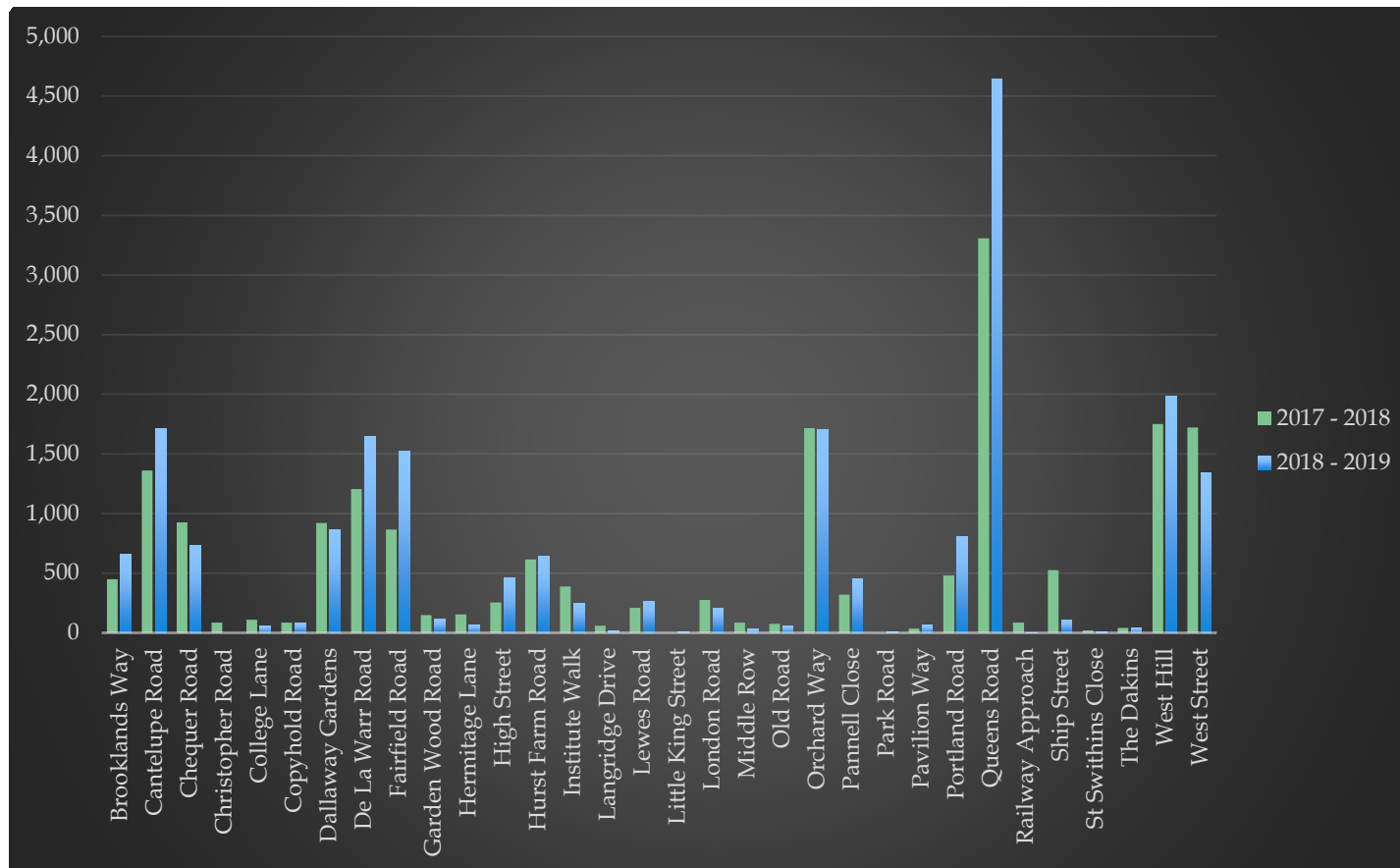
The numbers for each road appear to fluctuate in both directions. Some roads have gained a quantity of Resident Permits, whilst others have decreased. It is not clear in some areas as to why this would be.

Some roads show indications of where resident density has increased, in particular Grosvenor Road and Christopher Road in Zone A, and London Road in Zone B, where several buildings have converted to flats in the last few years.

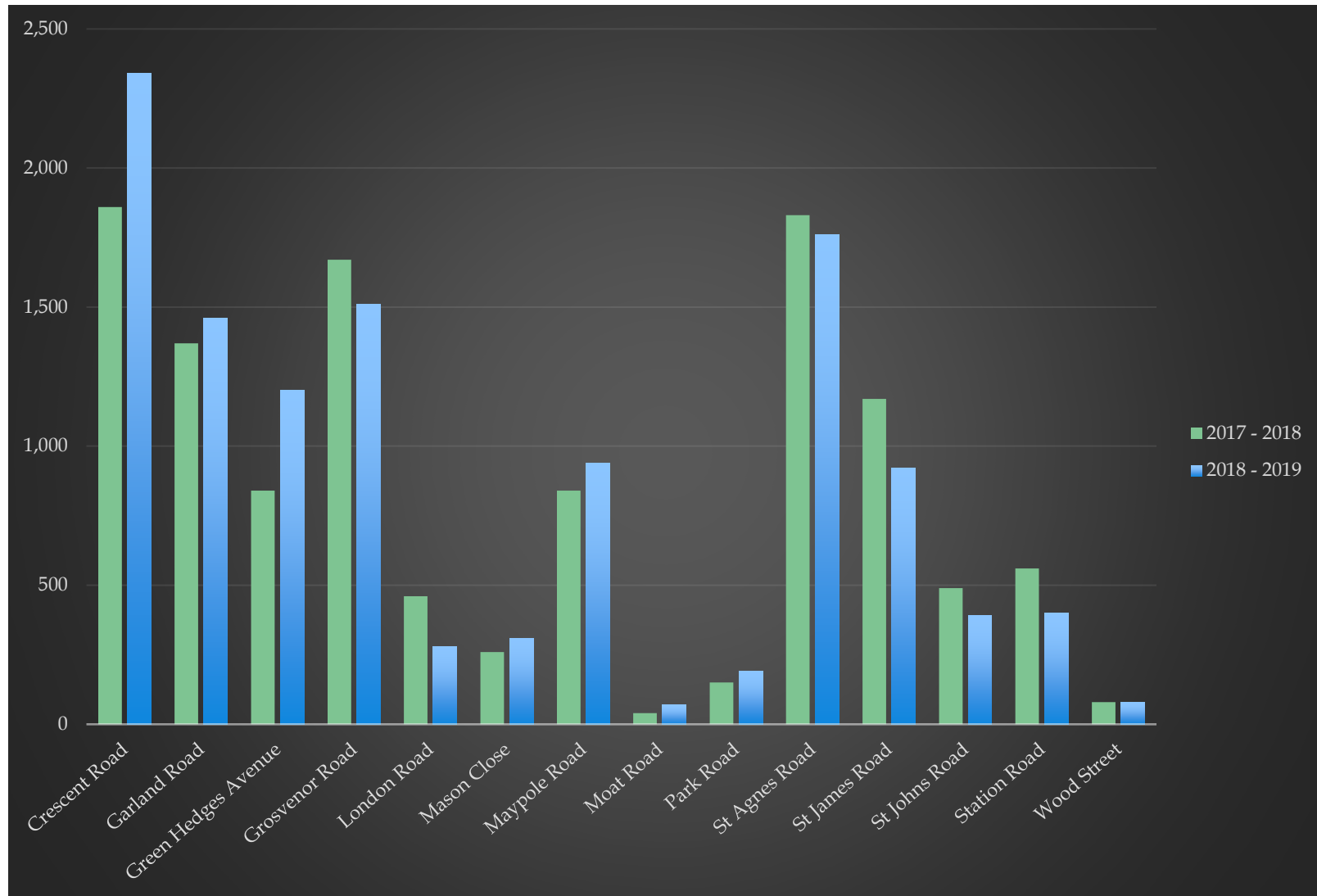
Whilst no waiting lists are in operation at present, Mid Sussex District and West Sussex County Council continue to work together to monitor the use and layout of each Zone.

Resident Visitor Permit Update in the Controlled Parking Zone (Zone A)

The charts below show a year on year comparison between the purchase of Resident Visitor Permits. There are minor increases in some roads, in particular Cantelupe Road, De La Warr Road, and Fairfield Road. Whilst Cantelupe Road has been subject to a several developments, the reason for the increase in use in other roads is less clear. Queens Road shows one of the highest increases in use (nearly 1,000 more RVPS were purchased this year that the year before). It is difficult to pinpoint currently what the reason for the increase is.



Resident Visitor Permit Update in the Controlled Parking Zone (Zone B)



Car Parks

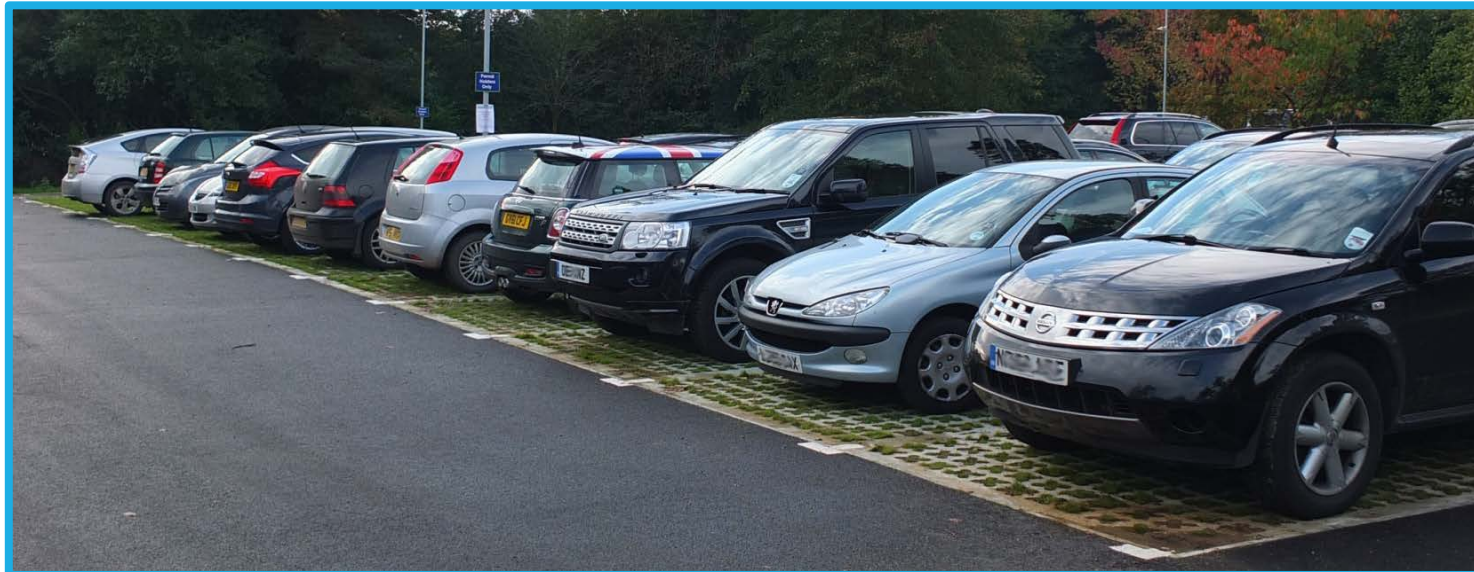
Overview of Pay and Display Car Parks

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
Hazelgrove 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

Overview of Pay and Display Car Parks (continued)

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



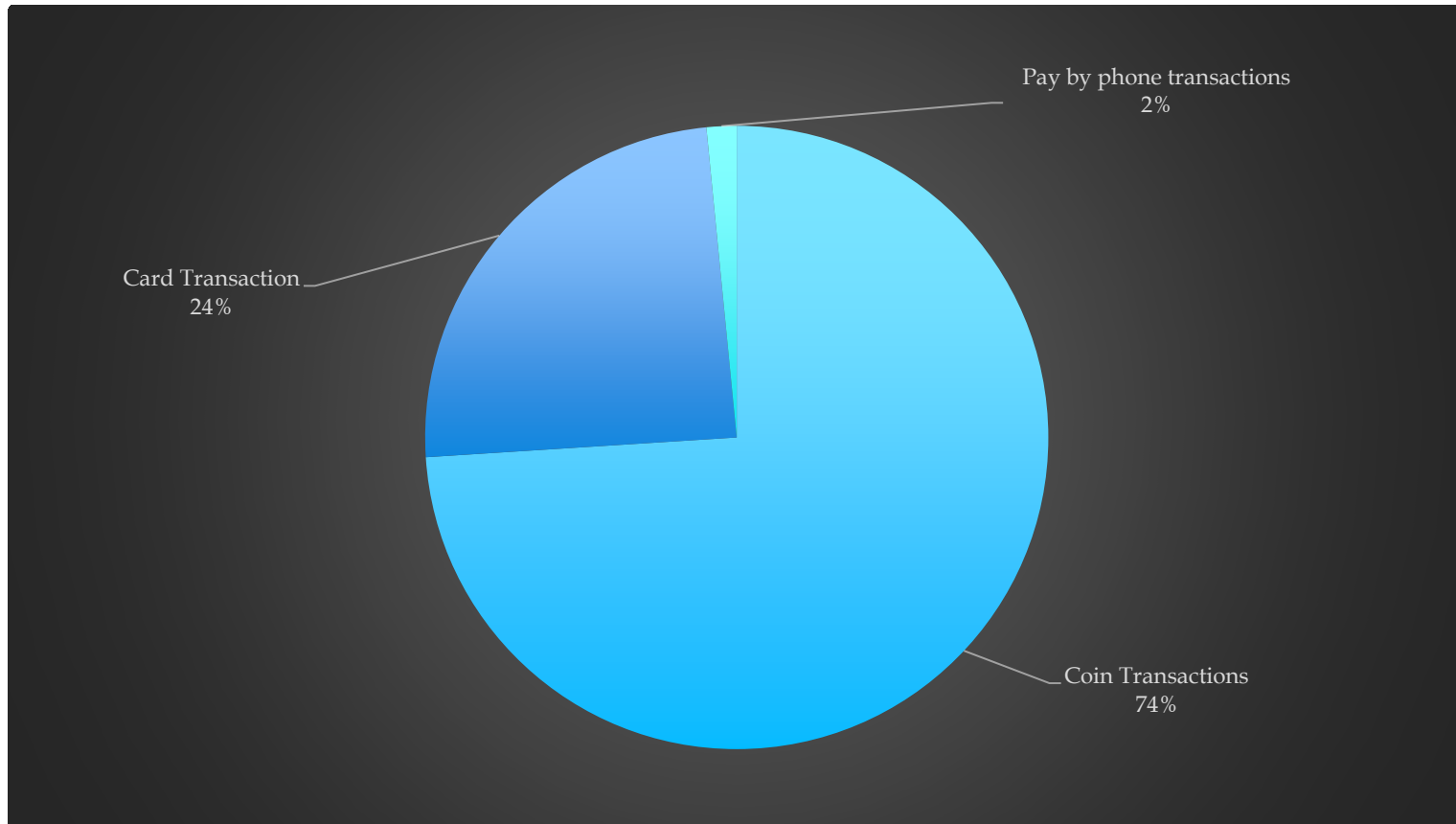
Off Street Parking Pay and Display Financial Information

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

Site	Gross Income 2016 - 2017	Gross Income 2017 - 2018	Gross Income 2018 - 2019
Burgess Hill			
Church Road	£108,880.45	£109,562.50	£83,549.55
Cyprus Road	£193,675.35	£206,186.60	£183,809.05
Martlets	£140,960.75	£129,460.15	£49,649.85
Queens Crescent	£66,625.05	£64,640.15	£79,951.25
Station Road	£67,238.50	£59,727.05	£44,818.40
East Grinstead			
Chequer Mead	£61,513.55	£67,239.75	£84,165.35
Christopher Road	£54,518.55	£51,311.80	£67,524.40
King Street	£152,402.70	£152,548.00	£165,961.85
Norton House	£62,153.75	£59,064.85	£76,195.15
Queensway	£282,280.55	£292,333.35	£301,655.30
Railway Approach	£68,419.85	£67,365.85	£68,591.10
Vicarage	£102,074.85	£113,714.40	£143,014.40
Haywards Heath			
Franklynn Road	£73,045.00	£73,487.90	£69,663.35
Gower Road	£41,908.75	£42,620.70	£42,739.25
Haywards Road East	£81,972.70	£81,821.95	£78,735.50
Haywards Road West	£91,373.10	£89,660.60	£90,661.80
Hazelgrove Road	£187,304.75	£190,169.70	£196,260.05
Heath Road	£90,523.10	£101,349.00	£108,830.05
Muster Green	£4,801.70	£4,860.80	£4,901.30
The Orchards	£299,902.95	£282,657.50	£284,720.85
Total	£2,231,575.95	£2,188,470.80	£2,225,397.80

Cashless Parking

Following the introduction of alternative methods of payment, the Council has put in place a long term target to achieve a 35% ratio of individuals using cashless parking. In the nine months since the introduction of cashless parking, 26% of customers had already transferred to this method. This suggests a positive response to the changes.



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		
	2016 - 2017	2017 – 2018	2018 - 2019
Burgess Hill			
Cyprus Road	96	110	93
Queens Crescent	71	78	82
Station Road	111	96	88
East Grinstead			
Norton House	111	130	94
Railway Approach	66	64	61
Vicarage	147	200	206
Haywards Heath			
Boltro Road	93	91	92
Franklynn Road	37	42	32
Muster Green	59	53	60
St Wilfrids	21	18	21
Total	812	882	829



Communications

Press Releases

For communications which require a high level of circulation, the Council will publish press releases. Those issued during the 2017 - 2018 year can be found below.

Mid Sussex District Council shortlisted for national parking award

<https://www.midsussex.gov.uk/about-us/press-releases-and-publications/all-change-as-flexible-payment-machines-arrive-in-town-centre-car-parks/>

Park all day in Mid Sussex this Christmas for £1

<https://www.midsussex.gov.uk/about-us/press-releases-and-publications/park-for-1-all-weekend-in-the-run-up-to-christmas/>

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	2017 - 2018	2018 - 2019
April	3	1
May	0	1
June	3	2
July	3	6
August	1	3
September	5	1
October	1	5
November	1	0
December	2	1
January	4	3
February	3	4
March	3	3

Complaints

The Council will receive complaints during the year, which it will do its best to resolve if possible. Below is a list of the eleven complaints received in 2018/19 with their outcomes

Details of Complaint	Outcome
Problem with online system for payment of penalty charge notices	The Business Unit Leader for Parking (BUL) confirmed different ways of paying the PCN and extended the deadline to take into account difficulties. She confirmed that the payment system was found to be working correctly.
Unhappy that challenge for penalty charge refused	The BUL confirmed that the correct procedure was followed, and the challenge was refused because there had already been previous notices cancelled due to the parking ticket not displayed being correctly. Advised to appeal to independent adjudicator if still dissatisfied with decision.
Illegal parking in East Grinstead	The BUL agreed that some enforcement issues existed because the line markings were unclear, so enforcement action could not be taken. WSCC have since confirmed remedial repairs will be taking place.
Handling of parking permit	The telephone was call listened to and good customer service was offered. Reiterated the conditions for parking permits.
Unknown parking ticket sent to wrong address	The Council confirmed the procedure was followed correctly. Letter sent to address registered with DVLA, however this was updated as soon as note on system about address was noted and the enforcement fee was removed. A new letter was sent to the updated address. However, as no response was received to this letter proceedings commenced. As a result, further information is now required on parking permit application.
New parking machines in East Grinstead	BUL apologised for teething issues with new machines, which were installed following customer feedback. She advised some machines still available to take coins in every car park, as well as card and telephone payments.

Details of Complaint	Outcome
Unhappy that parking challenge refused	The BUL confirmed that no challenge had been received. Advised that it is illegal to park on double yellow lines for certain cases, even if a blue badge is displayed. May wish to reconsider her blue badge application in the future.
Problem with parking machines in Chequer Mead Car Park East Grinstead	Advice given to challenge penalty charge notice because of the circumstances in which it was given. Thanked member of staff for their understanding and the helpful way they handled the call.
Complaint regarding discrimination regarding penalty charge notices	BUL confirmed that procedure followed correctly. Advised resident to take complaint to the Traffic Penalty Tribunal if still dissatisfied. Advised about the use of blue badges and as a gesture of good will reduced the penalty charge notices to minimum amount.
Unhappy with service	Enforcement action taken correctly but no responses received. However, due to financial difficulties and health problems, case has been retracted from Court enforcement until matter resolved following investigation.
Dissatisfied with response from parking regarding illegal parking in Stanford Avenue.	BUL apologised for poor response regarding the Traffic Regulation Orders and agreed that more assistance could have been offered. Staff reminded about customer service standards and that queries can be sent direct to WSCC colleagues as well to help with queries. Confirmed that additional parking officers to patrol area in question as soon as enforcement lines were in place.

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.

Compliment	Details
Thank you to Parking Officer for sorting out customer parking permit so quickly and efficiently	"Thank you very much for the quick, polite and efficient service. It's always a pleasure dealing with Parking Services."
Thank you to CEO 078, the new CEO, who was polite and helpful when there was a problem with a machine in the Martlets Multi Storey Car Park.	Telephone call taken and message passed to Parking Services. The customer wished Parking Services to know she was very polite and helpful. She was doing a "grand job" and "top marks".
Thank you to Parking Services, the Customer Services Officer on reception and the Customer Services Manager for all their help with a parking fine	"May I also comment that myself and my father were treated with the upmost respect and sensitivity and I appreciated their care."
Thanks to Parking Team for their understanding and the decision to cancel her parking penalty charge notice	
Thank you to the traffic warden who was so nice kind and helpful	"Hi, I just wanted to give some positive feedback about one of your traffic wardens - I was parked outside the flat I was vacating on a single yellow & your male traffic warden was so kind seeing me struggle to pack up my car & offered to walk back round in 10-15mins for me to finish & move my car. He was really nice & helpful - I'm happy for you to post my comments online as I know traffic wardens often get a lot of negative attention & I didn't want this act of good will to go unnoticed Thank you"
Thank you to a Parking Officer	I spoke to a lovely Lady who was very helpful and advised me to write to you. She was great by the way.

Compliments

Compliment	Details
Thank you to a parking attendant who helped a lady at the leisure centre	“I was loading my baby into the car using the empty space next to us where my toddler was also stood waiting. A car decided they wanted to park in the empty space I was using temporarily, even though there were other spaces available. I was trying to get my baby into the car as quickly as possible when the car wanting to park next to me started beeping their horn. It was at this point that one of the parking attendants who was nearby came and stood in the space to provide some support.”

Appendices

Parking Charges for On and Off Street Areas in Mid Sussex

Parking Tariffs	2017 – 2018	2018 - 2019
Permits		
Resident Permits		
Inner Zone (A) 1 st Permit	£41.00	£43.00
Inner Zone (A) 2 nd Permit	£82.00	£86.00
Outer Zone (B) 1 st Permit	£26.00	£27.00
Outer Zone (B) 2 nd Permit	£52.00	£54.00
Resident Visitor Permits	£0.35	£0.40
Non-Resident Permits		
Inner Zone (A)	£250.00	£260.00
Outer Zone (B)	£150.00	£156.00
Healthcare Permits	£10.00	£21.00
Dispensations		
Per day	£5.00	£10.00
Per week	£25.00	£50.00
Bay Suspensions	£20.00 (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 Charges		
On Street		
Per 20 minutes	£0.30	
Per 30 minutes		£0.50
Per hour	£0.90	£1.00
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 Structure

