



ADUR & WORTHING  
COUNCILS

**Parking Services  
Annual Report  
2022/2023**

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## Introduction

Adur District Council and Worthing Borough Councils are committed to providing a range of high quality parking services for residents, businesses and visitors to help manage the flow of traffic, support our local economy, support road safety and accessibility and support sustainable transport

options. The services include managing council owned car parks and managing on street parking enforcement on behalf of West Sussex County Council in a fair and transparent manner.

Parking controls form an essential part of traffic management, by helping to balance the conflicting requirements of providing sufficient parking to allow the economy to thrive whilst minimising traffic congestion and air pollution.

A good parking service is important for local communities to help manage issues such as indiscriminate parking, parking on grass verges, obstructions, illegal parking or other more locally specific parking related problems which often have an adverse impact. It is therefore important that the approach to parking management is informed by an understanding of the needs of communities so that future issues can be minimised or avoided.

Our report covers the varied work undertaken by the team, from enforcement of parking restrictions and how Penalty Charge Notices are processed to our commitment to developing convenient and reliable services for the public. The report highlights key achievements, demonstrating the importance of the work carried out by the Parking Services team.

The main purpose for this report is to provide key information about our parking services for 2022/2023. Future annual reports will be available on our website at [www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)

## **Overview**

Adur District Council owns and manages 14 car parks and Worthing Borough Council owns and manages 28 car parks. In addition the Councils manage on street parking enforcement on behalf of West Sussex County Council.

Parking controls and charges are used to manage availability of short stay parking spaces to meet the needs of the town centre residents and encourage long stay parking to take place off-street. This helps to contribute to a higher turnover of vehicles on the street allowing ease of access for visitors and customers. It is used to balance the needs of residents, businesses and visitors.

The Parking Team works 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 who are employed by the Council's parking contractor NSL Services, which helps to ensure that all communication between the organisations is reflected in our enforcement.

A number of large events take place within the borough and district throughout the year. This requires careful planning to ensure that any impact to the surrounding area is kept to a minimum. The Parking Team in partnership with NSL services is equipped to arrange parking bay suspensions or dispensations where necessary to ensure events run smoothly and help balance the needs of different stakeholders.

Details of the Council car parks can be found at:

<https://www.adur-worthing.gov.uk/parking/adur-car-parks/>  
<https://www.adur-worthing.gov.uk/parking/worthing-car-parks/>

### **Website**

Information held on the Adur and Worthing Councils website ([www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)) relating to parking is regularly reviewed and updated to ensure that it meets the needs of the customer. All consultations and changes to tariffs are reflected on the website.

All of the guidelines relating to season tickets and residents permits are clearly detailed on our website under the relevant pages. Details of the Controlled Parking Zone, including area map and permit prices are also available.

### **Payment Channels**

Adur and Worthing Councils have various payment channels within the car parks, including standard pay & display options, Pay by Phone using the app and multi-storey car park users can use a self-service system which automatically bills users based on number plate recognition. We also offer season tickets at a number of sites.

In Worthing drivers working in the BN11 postcode area can apply for a town centre workers permit which enables customers to park in one of the multi-storey car parks at a discounted price.

### **DPA/Park mark**

The safer parking scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. A park mark is awarded to each car park that achieves the challenging standards. The distinctive park mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer.

In the UK, a quarter of car parks have achieved the Park Mark Award. That's 5,000 of an estimated 17,000 - 20,000 car parks across the country. Most car parks are safe places, most of the time. But not all! Park Mark helps you tell the difference.

Each car park undergoes a rigorous assessment by specially trained police assessors and it is the car park that is awarded not the organisation. The car parks that do achieve the award have management practices and security measures assessed and these practices actively reduce crime.

There are 12 car parks in Worthing that have achieved the Safer Parking Award and 12 that have achieved the Safer Parking Award and Disability Parking Accreditation. In Adur 5 car parks have achieved both the SPA and DPA award and one car park has received the SPA only. The Council is working on all the car parks to achieve both the SPA and DPA award.

### **Electric Vehicle Charging points:**

There are electric charging points at Brooklands Western Road, Worthing, High Street Multi-Storey Car Park, Worthing and Pond Road Car park, Shoreham. The Council are working with the County Council at installing additional electric charging points across Adur and Worthing not only in car parks but also on the highway.

## Key Service improvements & future plans

During the year the following projects have been implemented:

**Virtual permits On-Street** - Digital/Virtual permits were completely rolled out across Adur and Worthing

**Bus Gate enforcement** - Working with West Sussex introduced a number of Bus Gates schemes across the County and implemented the back office systems to manage the enforcement of the Bus Gates, further information can be found at:

<https://www.westsussex.gov.uk/roads-and-travel/parking/moving-traffic-enforcement/>

**Contract retender for enforcement** - A new parking contract with Marston (NSL Services) for the provision of civil parking enforcement commenced 1st April 2022.

**Roll out of Electric Charging Points** - Working with West Sussex and other councils across West Sussex and Connected Kerb, key locations were identified on and off-street to roll out the installation of charging points, a consultation on a traffic regulation order was advertised by West Sussex County Council. Further details can be found at: <https://www.westsussex.gov.uk/media/18084/wor9023.pdf> and <https://www.westsussex.gov.uk/media/18083/adr9018.pdf>

### **Future plan:**

**School Streets Trial** - Working with West Sussex County Council to assist with traffic reduction and air pollution around schools, making it safer for children to arrive and leave school.

**Refurbishment of High Street Multi-Storey Car Park** - To refurbish the car park

**Moving Traffic Enforcement** - Working with West Sussex County Council to introduce and adopting Moving Traffic Enforcement powers

**Continuing the roll out of Electric Charging Points** - Working with West Sussex and other councils across West Sussex and Connected Kerb, key locations continue to be identified on and off-street to roll out the installation of charging points.

## The Parking Services Teams

The success of our parking operation depends largely on the staff working for the service. We always aim to ensure that staff have the most up to date training, skills, experience, qualifications and technical knowledge to deliver the best possible service to our stakeholders, businesses, visitors and residents. The service consists of three teams:

**The Parking Services Team** consists of four members of staff who deal with all correspondence from the first challenge, to ultimately, a case being referred to a bailiff.

All staff in this team have received full training in the Traffic Management Act 2004 as well as training on all relevant legislation, guidelines and statutory processes in relation to enforcement and appeals. Their 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 aim of the process is to ensure that all tickets have been issued appropriately and fairly, and any points raised by the recipient are considered in relation to the penalty charge notice received.

The team also manages the contracts, webpage & communications, season tickets and provides advice and contributes to strategic planning around the parking agenda and sustainable transport.

**The Operations Team** based in High Street MSCP in Worthing is responsible for ensuring the Multi-Storey car parks are kept safe and clean and are responsible for the day to day operations and running of the car parks. The team is the first point of contact for people using the MSCPs and is generally on site between 7am and 10pm.

**Civil Enforcement Officers (CEO's)** - The CEO team, employed by our contractor NSL is responsible for both on and off street parking enforcement across the whole of the borough and district. CEO's are deployed with patrols concentrated in locations where parking related issues are most prevalent.

We operate intelligence led patrolling which means that the 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 schools.

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

## **Parking Enforcement & Notice Processing**

The council operates Civil Parking Enforcement (CPE) under Part 6 of the Traffic Management Act 2004 (TMA).

The council's approach to parking enforcement is to be fair and transparent with the aim of delivering the best possible service to motorists. The principles we work to are set out below.

### *Fair & Transparent*

- We will explain and communicate the parking rules
- Where possible we will photograph parking contraventions to support the issue of a penalty charge notice
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the borough and district
- We will review parking services regularly to see how they can be improved
- We will take consistent enforcement action to deter inconsiderate parking
- We will pursue people who try and evade penalty charges to recover debt owed to the Councils
- We will work with the police to prevent crime and anti-social behaviour and to protect our Civil Enforcement Officers against abuse and violence

### *Best possible service*

- We will reply quickly to representations against penalty charge notices whilst fully investigating motorists' comments
- We will aim to get penalty charge notices right first time using accurate "hand-held" technology
- We will develop online services to improve customer access to information
- We will develop the on-street parking service to include: Blue Badge enforcement, school patrols, advice and information and assistance at special events
- We will continuously work towards our Good Service Standard

Civil Enforcement Officers will adopt a helpful attitude and a consistent approach to enforcement in order to encourage lawful and considerate parking. Our customer promise is that we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice on the appeals procedure if requested

### **Frequency of Patrols**

The town centres are where most congestion occurs and we aim to make visits to each location throughout the day. Other areas are visited on an "as and when" basis and based on intelligence. A mobile patrol is also employed to visit locations such as school 'keep clear' markings and bus stop clearway markings and to attend to reports of inconsiderate parking.

In addition, all surface car parks are patrolled regularly throughout the day.

### **Periods of Enforcement**

Periods of enforcement vary by location. Motorists should ensure that they observe the regulations displayed in the area in which they park or the Controlled Parking Zone signs (if appropriate). Failure to do so may result in the issue of Penalty Charge Notice.

Bank holidays and public holidays are classed as normal working days of the week; there are no special rules in force on those days. In view of this, any Penalty Charge Notice that is issued on Bank Holidays will be upheld unless the circumstances are such that they fall into the criteria for cancellation.

### **Observation period**

Observations periods, (the length of time a vehicle is observed before a PCN is issued) can be found at: <https://www.adur-worthing.gov.uk/parking/pay-a-penalty-charge-notice/>

### **Penalty Charge Notices and the Appeals Process**

Our parking team is committed to being firm but fair, transparent and consistent in our approach to Penalty Charge Notice challenges, representations and appeals.

The council is legally obliged to consider and respond to correspondence at any stage in the process. The Traffic Management Act requires responses to be sent in a timely fashion. We aim to respond to all initial challenges in a timely fashion, although there has been an unprecedented number of challenges received resulting in responses taking longer than usual, and all formal representations must, by law, be responded to within 56 days.

### **Penalty Charge Notices**

A Penalty Charge Notice may be issued to any vehicle parked in contravention of the parking and waiting restrictions. The Traffic Management Act 2004 introduced differential sums of £70/£50 and £50/£25 for penalty charge notices issued. A 50% discounted amount is applied to both charge amounts if it is paid not later than the last day of the period of 14 days beginning with the date on which the PCN is served. The higher sum is applied to penalty charge notices issued for higher contraventions for example parking on yellow lines, without a permit, whereas the £50 sum is applied to penalty charge notices issued for lower contraventions for example for not displaying a valid pay and display ticket or parked beyond the bay markings.

All Penalty Charge Notices issued contain details about how to pay or how to make an appeal and all appeals must be made in writing either by letter or on line in accordance with the legislation. Adur and Worthing Councils Parking Services team deal with correspondence at all stages of the appeals process.

Any appeal against or payment for a PCN and any photographic evidence in relation to a PCN can be viewed and made at: [www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)

## **Penalty Charge Notice (PCN'S) Statistics and Information**

### **Total PCN's Issued Financial Year 2022-2023**

#### **Adur District**

| <b>Financial year</b> | <b>On street</b> | <b>Off street</b> | <b>All PCNs</b> |
|-----------------------|------------------|-------------------|-----------------|
| <b>2022-2023</b>      | <b>2,905</b>     | <b>2,376</b>      | <b>5,281</b>    |

#### **Worthing Borough**

| <b>Financial year</b> | <b>On street</b> | <b>Off street</b> | <b>All PCNs</b> |
|-----------------------|------------------|-------------------|-----------------|
| <b>2022-2023</b>      | <b>23,240</b>    | <b>4,683</b>      | <b>27,923</b>   |

Some Penalty Charge Notices are issued instantly e.g. where a vehicle is parked within a restricted bay for example a bay that has been suspended, whilst others require an observation period to be given e.g. vehicles parked in a car park without displaying a valid pay and display ticket or a season ticket.



## Higher & Lower Rate Contraventions

It is acknowledged that some contraventions are more serious than others. For example parking on a pedestrian crossing would attract a high band PCN, whereas parking for longer than permitted would attract 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.

### Higher and Lower statistics 2022-2023

#### Adur

| Financial year | Higher On street | Higher Off street | Lower On street | Lower Off street |
|----------------|------------------|-------------------|-----------------|------------------|
| 2022-2023      | 2,121            | 167               | 784             | 2,209            |

#### Worthing

| Financial year | Higher On street | Higher Off street | Lower On street | Lower Off street |
|----------------|------------------|-------------------|-----------------|------------------|
| 2022-2023      | 18,299           | 1,072             | 4,933           | 3,619            |

### Top Contraventions for On-Street Parking

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

#### Top Contraventions Statistics for On-Street (2022-2023)

##### Adur District

| Financial Year | Contravention most PCNs issued for: |
|----------------|-------------------------------------|
| 2022-2023      | Yellow line contravention           |

##### Worthing Borough

| Financial Year | Contravention most PCNs issued for: |
|----------------|-------------------------------------|
| 2022-2023      | No valid Permit                     |

## Top Contraventions statistics for Off-Street (2022-2023)

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

### Adur District

| Financial Year | Contravention most PCNs issued for: |
|----------------|-------------------------------------|
| 2022-2023      | No Valid P&D Ticket                 |

### Worthing Borough

| Financial Year | Contravention most PCNs issued for: |
|----------------|-------------------------------------|
| 2022-2023      | No Valid P&D Ticket                 |

## Cancellations

A Penalty Charge may be cancelled where there are significant mitigating circumstances or if there has been an error with the Penalty Charge being issued.

## 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 although only has 14 days from date of issue/service to qualify for the discounted charge should the challenge be rejected)
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](http://www.patrol-uk.info) or at [info@trafficpenaltytribunal.gov.uk](mailto:info@trafficpenaltytribunal.gov.uk)

If the customer does decide to challenge the PCN within the 14 day discounted period and the challenge is rejected, the 14 day discount period is usually then re-offered.

**Number of PCN incoming correspondence On and Off-St including the number of appeals accepted and rejected**

| <b>Incoming Appeals</b> | <b>APR</b> | <b>MAY</b> | <b>JUN</b> | <b>JUL</b> | <b>AUG</b> | <b>SEP</b> | <b>OCT</b> | <b>NOV</b> | <b>DEC</b> | <b>JAN</b> | <b>FEB</b> | <b>MAR</b> |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Informal (AD)           | 29         | 24         | 35         | 44         | 29         | 50         | 34         | 13         | 21         | 19         | 26         | 16         |
| Informal (AX)           | 68         | 79         | 74         | 85         | 83         | 63         | 60         | 55         | 38         | 47         | 61         | 59         |
| Informal (WU)           | 315        | 302        | 321        | 315        | 348        | 288        | 303        | 342        | 275        | 352        | 311        | 385        |
| Informal (UW)           | 197        | 192        | 164        | 164        | 184        | 133        | 122        | 139        | 97         | 131        | 78         | 131        |
| Formal (AD)             | 5          | 18         | 14         | 9          | 23         | 8          | 5          | 18         | 14         | 9          | 23         | 12         |
| Formal (AX)             | 5          | 7          | 5          | 5          | 8          | 8          | 5          | 7          | 5          | 5          | 8          | 11         |
| Formal (WU)             | 72         | 77         | 70         | 63         | 146        | 83         | 72         | 77         | 70         | 63         | 146        | 105        |
| Formal (UW)             | 15         | 11         | 11         | 16         | 22         | 32         | 15         | 11         | 11         | 16         | 22         | 33         |
| <b>Total Incoming</b>   | <b>696</b> | <b>686</b> | <b>639</b> | <b>666</b> | <b>780</b> | <b>631</b> | <b>632</b> | <b>649</b> | <b>524</b> | <b>748</b> | <b>607</b> | <b>752</b> |
| <b>Appeals Accepted</b> |            |            |            |            |            |            |            |            |            |            |            |            |
| Informal (AD)           | 3          | 2          | 4          | 2          | 6          | 6          | 3          | 6          | 2          | 9          | 2          | 4          |
| Informal (AX)           | 32         | 21         | 3          | 40         | 20         | 19         | 11         | 17         | 26         | 17         | 30         | 22         |
| Informal (WU)           | 36         | 45         | 21         | 36         | 42         | 49         | 35         | 55         | 63         | 41         | 71         | 54         |
| Informal (UW)           | 24         | 23         | 41         | 69         | 23         | 21         | 13         | 29         | 36         | 26         | 24         | 26         |
| Formal (AD)             | 0          | 1          | 0          | 1          | 1          | 0          | 0          | 1          | 0          | 1          | 0          | 0          |
| Formal (AX)             | 0          | 1          | 3          | 1          | 1          | 1          | 1          | 1          | 0          | 1          | 0          | 2          |
| Formal (WU)             | 3          | 8          | 10         | 5          | 1          | 2          | 10         | 7          | 2          | 3          | 7          | 5          |

|                         |            |            |            |            |            |            |            |            |            |            |            |            |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Formal (UW)             | 4          | 2          | 2          | 3          | 2          | 3          | 3          | 1          | 3          | 1          | 0          | 3          |
| Total Accepted          | 102        | 103        | 84         | 157        | 96         | 101        | 76         | 117        | 132        | 99         | 134        | 116        |
| Appeals Rejected        |            |            |            |            |            |            |            |            |            |            |            |            |
| Informal (AD)           | 12         | 12         | 13         | 14         | 10         | 10         | 14         | 25         | 18         | 27         | 25         | 15         |
| Informal (AX)           | 20         | 22         | 18         | 30         | 25         | 19         | 11         | 23         | 36         | 29         | 38         | 36         |
| Informal (WU)           | 87         | 122        | 100        | 89         | 143        | 113        | 102        | 157        | 232        | 180        | 268        | 285        |
| Informal (UW)           | 73         | 80         | 65         | 134        | 44         | 44         | 42         | 48         | 119        | 65         | 110        | 122        |
| Formal (AD) Full charge | 0          | 2          | 1          | 2          | 1          | 1          | 3          | 3          | 3          | 3          | 3          | 0          |
| Formal (AD) Discounted  | 2          | 3          | 3          | 0          | 1          | 0          | 2          | 4          | 4          | 4          | 5          | 6          |
| Formal (AX) Full charge | 4          | 2          | 5          | 2          | 1          | 0          | 5          | 0          | 1          | 0          | 2          | 4          |
| Formal (AX) Discounted  | 0          | 1          | 1          | 2          | 1          | 1          | 2          | 2          | 1          | 0          | 1          | 2          |
| Formal (WU) Full charge | 4          | 13         | 21         | 8          | 5          | 23         | 19         | 18         | 13         | 22         | 23         | 34         |
| Formal (WU) Discounted  | 2          | 15         | 15         | 7          | 9          | 12         | 14         | 19         | 9          | 20         | 35         | 35         |
| Formal (UW) Full charge | 2          | 5          | 9          | 3          | 3          | 3          | 8          | 11         | 3          | 1          | 6          | 11         |
| Formal (UW) Discounted  | 3          | 4          | 3          | 0          | 1          | 8          | 9          | 2          | 0          | 5          | 2          | 13         |
| <b>Total Rejected</b>   | <b>209</b> | <b>281</b> | <b>254</b> | <b>291</b> | <b>244</b> | <b>234</b> | <b>231</b> | <b>312</b> | <b>439</b> | <b>356</b> | <b>518</b> | <b>563</b> |

## Learning from Appeals

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

If a PCN challenge reaches the adjudicators stage their decision is considered carefully to ensure that future appeals benefit from any guidance given. If recommendations are issued by the adjudicator, these are considered within the internal procedures of the service including policies or guidance notes where appropriate.

We also benefit from sharing the 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 a PCN to responding to the appeal and providing clear and concise submissions.

For details of tribunal statistics for the council's please visit the Traffic Penalty Tribunal website at: <https://www.trafficpenaltytribunal.gov.uk/publications-library/>

## 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 customers on the waiting lists will include non-residents, 1<sup>st</sup> and 2<sup>nd</sup> permit requests. The table below lists the number of residents waiting for a second permit as of March 2023.

### Resident Permit Statistics

| Area   | No of people waiting for 2nd Permits as of March 23 |
|--------|---|
| Zone A | 36  |
| Zone B | 0   |
| Zone C | 75  |
| Zone D | 0   |
| Zone E | 0   |
| Zone F | 26  |
| Zone G | 77  |
| Zone H | 0   |
| Zone J | 33  |
| Zone K | 0   |
| Zone L | 0   |
| Zone M | 0   |
| Zone N | 0   |

## Digital Permits

The number of digital transactions for 2022/2023 is listed in the box below. These transactions cover transactions made by the MIPERMIT app to park in the car parks as well as the MIPERMIT app or website for digital visitor permits, resident permits, bay suspensions, dispensations, non-resident permits, trader permits etc.

|                 |  |
|-----------------|--|
| <b>Adur</b>     | <b>793 digital permit transactions</b> |
| <b>Worthing</b> | <b>211,358 permit transactions</b>     |

## 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 Adur District and Worthing Borough Council than they had previously. Parking Services receives Freedom of Information requests and must respond to these in accordance with the legislation

### Three most common questions we receive:

|   |
|---|
| <b>Questions 2022-2023</b>  |
| The number of Penalty Charge Notices issued within financial years    |
| Income for Penalty Charge Notices issued within financial years       |
| The number of Penalty Charge Notices cancelled within financial years |

## Parking Statistics 2022-2023

|   |              |
|---|--------------|
| <b>Number of Notice to Owner forms issued</b> | <b>8,430</b> |
| <b>Number of Charge Certificates issued</b>   | <b>4,836</b> |
| <b>Number of Order for Recovery issued</b>    | <b>3,804</b> |
| <b>Number of Warrants issued</b>              | <b>3,475</b> |

### Parking Income/Expenditure:

|  |                 |
|--|-----------------|
| <b>Income/Expenditure for 2022-2023 WORTHING</b> |                 |
| <b>Income On-Street (Worthing CPE)</b>           | <b>£796953</b>  |
| <b>Income On-Street (Worthing CPZ)</b>           | <b>£1614020</b> |
| <b>Expenditure On-Street (Worthing CPE)</b>      | <b>£836664</b>  |
| <b>Expenditure On-Street (Worthing CPZ)</b>      | <b>£230102</b>  |
| <b>Income Worthing Car Parks</b>                 | <b>£2876137</b> |
| <b>Expenditure Worthing Car Parks</b>            | <b>£1092005</b> |
| <b>Income from PCNs On-Street Worthing</b>       | <b>£796953</b>  |
| <b>Income from PCNs Off-Street Worthing</b>      | <b>£133887</b>  |

|  |                |
|--|----------------|
| <b>Income/Expenditure for 2022-2023 ADUR</b> |                |
| <b>Income On-Street</b>                      | <b>£166528</b> |
| <b>Expenditure On-Street</b>                 | <b>£134922</b> |

|   |                |
|---|----------------|
| <b>Income Adur Car Parks</b>              | <b>£480637</b> |
| <b>Expenditure Adur Surface Car Parks</b> | <b>£233628</b> |
| <b>Income from PCNs On-Street Adur</b>    | <b>£110681</b> |
| <b>Income from PCNs Off-Street Adur</b>   | <b>£7519</b>   |

\*Depreciation not included in these figures

In West Sussex the District and Borough Councils have been delegated responsibility for the day to day management of the County Councils parking portfolio through Agency Agreements. Details relating to income received from Penalty Charge Notices (on and off-street) may be obtained from the respective District or Borough Council. Expenditure is made up of the cost of providing the parking portfolio and the development of Controlled Parking Zones. The surplus will be held and used towards the total cost of providing the County Council's parking service and supporting public transport in future years.

In the financial year April 2022 to March 2023 West Sussex County Council received parking income of £4,051,400 against expenditure of £2,416,500 leaving a surplus of £1,634,900 for the year. A breakdown is shown below.

In Adur District, WSCC received parking income of £0 against expenditure of £62,000 leaving a deficit of £62,000 for the year.

In Arun District, WSCC received parking income of £354,100 against expenditure of £259,100 leaving a surplus of £95,000 for the year.

In Chichester District, WSCC received parking income of £429,500 against expenditure of £226,300 leaving a surplus of £203,200 for the year.

In Crawley Borough, WSCC received parking income of £409,400 against expenditure of £279,200 leaving a surplus of £130,200 for the year.

In Horsham District, WSCC received parking income of £190,000 against expenditure of £228,200 leaving a deficit of £38,200 for the year.

In Mid Sussex District, WSCC received parking income of £246,200 against expenditure of £381,600 leaving a deficit of £135,400 for the year.

In Worthing Borough, WSCC received parking income of £2,421,000 against expenditure of £976,500 leaving a surplus of £1,444,500 for the year. Countywide expenditure of £2,400 was also incurred.

For further information please visit:

[https://www.westsussex.gov.uk/media/18857/wscs\\_parking\\_data\\_2022.pdf](https://www.westsussex.gov.uk/media/18857/wscs_parking_data_2022.pdf)

## 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 form 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 has 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

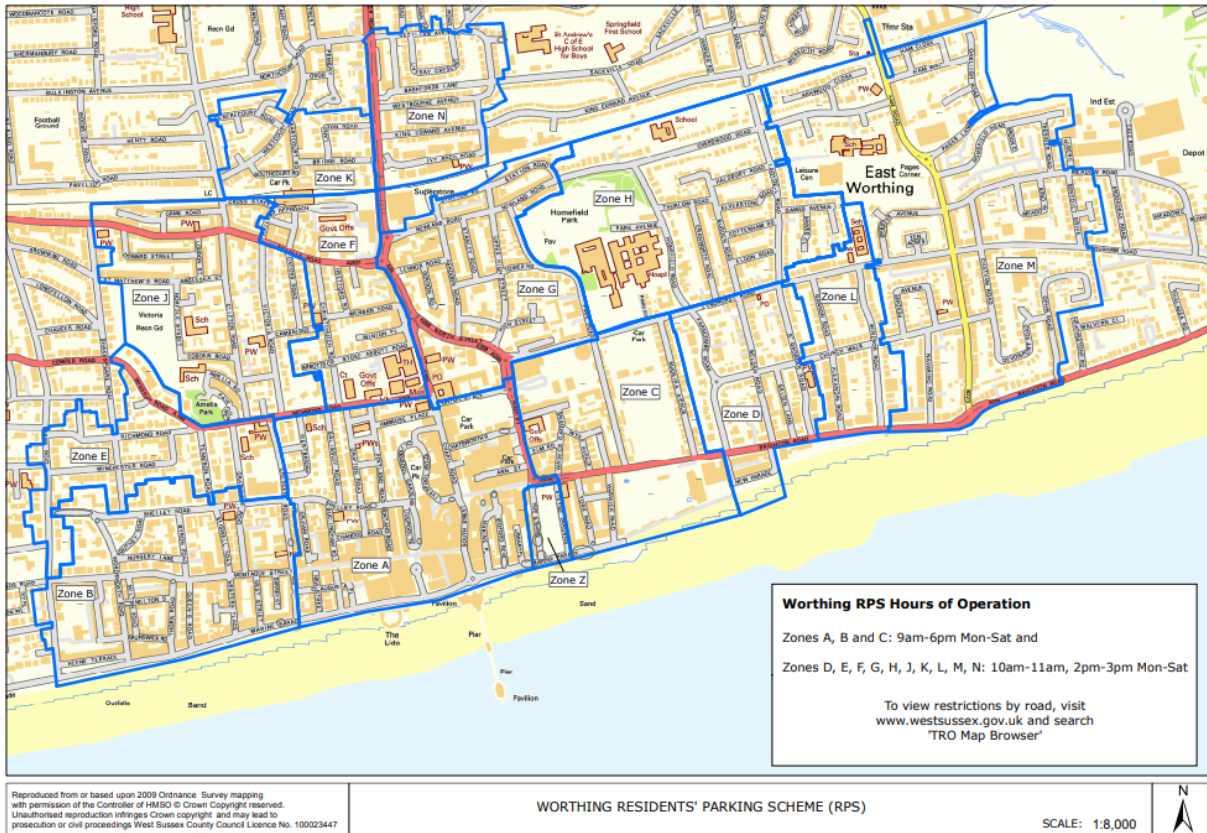
| Higher/Lower | Offence Code | Offence Description  |
|--------------|--------------|--|
| Higher       | 01           | Parked in a restricted street during prescribed hours  |
| Higher       | 02           | Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force                               |
| Lower        | 05           | Parked after the expiry of paid time   |
| Lower        | 06           | Parked without displaying a valid pay & 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 & 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 & 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 & 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  |

## Worthing Resident Parking Scheme Map



For further information please visit

[https://www.adur-worthing.gov.uk/media/Media\\_103767.smxx.pdf](https://www.adur-worthing.gov.uk/media/Media_103767.smxx.pdf)