

Parking Annual Report

Financial Year 2019/20

Brighton & Hove City Council

PARKING ANNUAL REPORT 2019/20

Introduction from Councillor Amy Heley

Cllr Amy Heley – Chair of the Environment, Transport & Sustainability Committee

As the [Chair of the Environment, Transport & Sustainability Committee](#), I am pleased to present Brighton & Hove's City Council's Annual Parking Report for 2021/20.

Parking and traffic management is an important public service, which provides benefits for pedestrians, cyclists, motorists and the wider community. Those benefits include maintaining road safety and access to jobs, goods and services and access to the city for blue badge holders.

Air quality remains a top concern among our residents, especially during the ongoing Covid-19 pandemic, and we are continuing with a range of initiatives to tackle this issue. Reducing our toxic emissions to become carbon neutral by 2030 remains a vital priority, and transport has a vital role to play in our transition to net-zero.

Brighton and Hove City Council now has 200 electric vehicle charging points, with plans to roll out even more. An increase in electric vehicle uptake is one of the obvious ways through which pollutants can be reduced and air quality can be improved.

I hope you find this Annual Report 2019-20 informative and interesting, and I thank you for taking the time to read it.

Section	Page
Section 1) Overview from Charles Field	Pg.3
Section 2) Parking Objectives and Strategies	Pg.4
Section 3) Becoming a Carbon Neutral City	Pg.5
Section 4) Electric Vehicles	Pg.7
Section 5) Cycling	Pg.8
Section 6) Road Safety / School Enforcement	Pg.10
Section 7) New Schemes	Pg.11
Section 8) On Street Parking Enforcement	Pg.13
Section 9) Challenges, Representations and Appeals	Pg.17
Section 10) CCTV and Bus Lane Enforcement	Pg.19
Section 11) Off Street Car Parks	Pg.20
Section 12) Pay & Display / PaybyPhone	Pg.22
Section 13) Permits	Pg.24
Section 14) Blue Badge Scheme & Tackling Fraud	Pg.27
Section 15) The Customer Journey	Pg.29
Section 16) Financial Information	Pg.32
Section 17) How we Invest the Income	Pg.32

1 OVERVIEW FROM CHARLES FIELD (PARKING MANAGER)

This has been an exceptional constantly evolving time and we have been doing our best to manage and adapt accordingly.

The Parking Services Management team have continued to review all our roles and functions while the situation has been changing rapidly and staff have responded by working flexibly, forging new partnerships and relying on others in ways that they have never had to before. I'm proud of how we've all adapted and how much has been accomplished in the last few months.

We have acted swiftly to:

- Introduce planned changes to concessionary travel early, extending the 24hr pass to older people for a few months to help them make essential journeys when they needed to.
- Automatically renew blue badges so that our most vulnerable residents did not have a break in service.
- Provide concessions for NHS staff, key workers and social care workers during the coronavirus pandemic whilst balancing the needs of residents living around the hospital.
- Review and implement a new application and renewal process for resident permits / visitor permits following the ongoing closure of the front desk.
- Keep the phone lines open with a small team socially distancing in the office.
- Ensure the Traffic Control Centre remained as a 24-hour service and Maintenance Technicians were still maintaining a 7am-7pm seven day a week service.
- Employ an interim 'soft touch' parking enforcement approach during the lockdown period which focussed on priority areas and to provide help and advice to people about how and where to park.
- Allow Civil Enforcement Officers to support with food deliveries and stewarding road closures and the opening of waste centres.

Some of these changes would usually take months to plan and implement; but we have had to do this in weeks. We have also been in close liaison with the British Parking Association and PATROL to ensure any changes / proposals met with updated guidance.

All through this period we have worked hard to outline that Parking Services provides an important policy lever encouraging greater use of active travel such as walking and cycling as well as increased use of public transport as services recover. This has included supporting with the work being taken forward by the wider transport group on the reallocation of road space to pedestrians and cyclists.

This has been a very difficult and worrying time for everybody, so a key message has been around maintaining good health and that wellbeing is essential. We can only do the best for the city and respond effectively against Covid-19 for our customers if we're staying safe and healthy. The Council have worked hard to create a new wellbeing zone to support staff

during this difficult time as well as ensuring their health and safety is maintained as much as possible whether working in the office, on site or in the office.

As the situation develops, we are continuing to review all our roles and responsibilities as well as ensuring we are adaptable to any change in circumstances.

2 PARKING OBJECTIVES AND STRATEGIES

Brighton and Hove City Council's Parking service aims to be at the forefront of new and relevant parking initiatives. We aim to promote best practice and continual quality improvement across the service and within the parking industry as a whole.

Demand for parking in Brighton & Hove far outstrips the supply of kerb space available in many areas, and the Council seeks to maintain an active balance between the different demands – from residents, visitors, businesses and their deliveries and customers, and access for disabled people.

The main objective is to keep traffic moving, avoiding unsafe and obstructive parking, and making sure there is good access for pedestrians, cyclists, buses and other vehicles.

We continue to build on the excellent close working relationships with our partners in Sussex Police, East Sussex County Council, Brighton and Sussex University, Visit Brighton and local businesses and contractors to provide joined up solutions to the problems that careless or inconsiderate parking can create.

This year's annual report will focus on how we have been looking forward to, embracing and investing in future facing research and innovation in the following ways: -

2.1 The environment and enhancing quality of life

It is estimated that 41% (2011 census) of Brighton and Hove residents owns a vehicle and there are 103,944 cars and vans on our roads (2017).

The access for kerbside parking continues to intensify, and parking enforcement is one of the crucial links to the reduction of air pollution by keeping the traffic flow moving in the following ways:

- Enforcing vehicles causing obstruction and lobbying the Department of Transport for a change in legislation to enforce pavement parking
- Enhancing the quality of life in local neighbourhoods including working with schools to reduce dangerous parking outside the school gates
- In September 2019 we launched the Breath in Brighton Anti Idling Campaign to encourage motorists to turn off their engines when the vehicle is idle

2.2 Equality of Access to our Services

As part of the Equalities Act 2010 and the council's corporate policy, we are committed to promoting equality.

- **Equality Impact Assessments** - When we have a change to a policy or a new project such as the installation of the Electric Vehicle charging points; we carry out an initial Equality Impact

Assessment (EIA) to demonstrate how services and decisions when changing service delivery, may impact on all groups.

- **Carers Permits** -The Parking Services team continues to administer Professional Carer and Carer permits for people working within the healthcare services who need to visit patients or residents receiving care in their homes within the Controlled Parking Zones. The permits help to assist residents to stay in their homes for longer by enabling easy access to provide care to those people in the community who may require assistance.
- **Blue Badges** - We are committed to improving parking for disabled people and reducing abuse of disabled spaces. As the city continues to grow it is imperative that we provide a parking and transport network, so all individuals have access to safe and secure parking and travel.

2.3 The Economy

Transport and parking is a major factor influencing economic performance and growth potential.

- **Population** - Brighton & Hove is a tightly constrained, compact city with a population of 288,200 this is expected to grow to 298,400 by 2024.
- **New Homes** - Brighton & Hove City Council has set provision for a minimum of 13,200 new homes to be built over the period 2010-2030.
- **Tourism**- Whilst the impact of Brexit and Covid-19 remains a key source of uncertainty, tourism remains buoyant. The city attracts 11 million visitors in 2019, an increase of 1.5% compared to 2018 and the city is the most popular seaside resort in the UK of overseas visitors.

Parking and transport infrastructure must be designed and continually reviewed and updated to keep up with individual business requirements, demographics and characters of each area, to ensure economic growth within the city.

2.4-Education and Integration

It is important to us that our all residents', visitors and staff are updated on parking and transport initiatives through our website and social media pages. Many local journeys are less than 5km. The healthiest option for short journeys is active travel; walking, jogging, roller skating and cycling including electrically assisted bicycles.

We understand public transport may not always be as convenient as the car, and for other journeys walking and cycling will sometimes be impractical. Our aim is to ensure that people with access to a car have better information on more efficient use.

3 BECOMING A CARBON NEUTRAL CITY

Brighton, like many cities is suffering from poor air quality, with air pollution levels, specifically Nitrogen Dioxide (NO₂), continuing to exceed EU and English standards for a number of roads in Brighton.

Brighton & Hove is striving to become a Carbon Neutral City by 2030

Air pollution is the largest environmental risk to public health. It contributes to cardiovascular disease, lung cancer and respiratory diseases. Bad air quality affects everyone and it has a disproportionate impact on the young and old, the sick and the poor.

A good transport system and services are fundamental to our economy and our quality of life. We have also long recognised that transport has adverse impacts on the environment. Avoiding dangerous climate change means we must act in Brighton and Hove, to reduce greenhouse gas emissions from transport.

3.1 Investing in sustainable transport

The Council has made great strides to reduce the adverse impacts of transport on its air quality including:

- The introduction of an Ultra-Low Emission Zone for buses covering North Street
- Securing significant levels of funding to retro-fit the city's bus fleet supporting further progress towards Ultra Low emission vehicles
- Investing in electric vehicle infrastructure which has seen 200 electric vehicle charging points installed in residential areas this year and the development of electric hubs with rapid charging facilities for taxis
- Offering a 50% discount for resident parking permits for eligible low-emission vehicles
- Developing cycling and walking infrastructure, creating 38km of cycle lanes and providing better connected cycling and walking routes through the city centre
- Displaying signage across the city centre to discourage engine idling at key junctions and taxi rank-
- Working with schools to raise awareness and encourage behavioural change to the use of sustainable travel by children and their carers' and to prevent idling outside school gates

How are we going to achieve our goals?

Ultra-Low Emission Zones

The Council has developed a number of successful strategies to cut air pollution, including securing government funding to fit buses and taxis with clean air technology, introducing an Ultra Low Emission Zone (ULEZ) and establishing an Air Quality Programme Board.

In October 2019 Brighton & Hove welcomed the first buses in the UK that can be set to run in zero-emissions mode whenever they travel through a city centre. [Brighton & Hove Buses](#) have invested £9.9 million in 30 new hybrid electric buses.

The buses are set to run in zero-emissions mode every time they enter Ultra Low Emission Zone (ULEZ) improving air quality in the city centre and using fuel very efficiently, reducing the emission that contribute to climate change.

The new buses have been deployed to the busy route 5, which is used by 7.6 million people a year and equates to 133,104 emission-free miles driven in the ULEZ each year.

Managing Director of Brighton & Hove Buses [Martin Harris](#) said: "We wanted these buses to reflect the city and the communities they serve. It's a tribute to Brighton life and to the people who live here. Our aim is to help improve air quality for everybody by continually cutting emissions and reducing our energy and fuel use. These new buses are an important part of our commitment to making Brighton & Hove a clean air city."

Meters for Trees

In January 2020, Brighton & Hove City Council announced it had signed up to PayByPhone’s carbon reduction initiative, *Meters for Trees*, in order to improve the environment.

Back in 2017, Brighton & Hove City Council removed 700 of its 1,400 parking meters. Through *Meters for Trees*, PayByPhone donated 280 trees. These trees will be planted in Stanmer Park Brighton. The trees will help to offset carbon dioxide through the Portel-Pará REDD project.

PaybyPhone offers cashless parking payments that are more convenient for drivers and reduces the need for staff to drive round collecting cash from parking machines.

For more information about *Meters for Trees*, please visit www.paybyphone.co.uk/metersfortrees

eCargo Bikes

Brighton and Hove have been awarded a grant worth more than £85,000 for twelve electric cargo bikes by the Department for Transport. The aim is to help some of the city’s small businesses make the shift to cleaner, greener transport.

Importantly, eCargo bikes can help reduce the number of large vehicles in the city centre and residential streets.

Where have we seen Improvements?

The [2019 Air Quality Status Report](#) shows that air quality in the city is continuously improving with significant improvement in the Lewes Road corridor over the past year.

The report also highlights that over the long-term pollutant levels in the Valley Gardens area are steadily improving.

For more information on how we are working towards a carbon free city please visit:

<https://new.brighton-hove.gov.uk/climate-change/becoming-carbon-neutral-2030>

4 ELECTRIC VEHICLES

200 on-street electric vehicle charging points have been installed in Brighton and Hove.

In November 2019, almost 500 electric vehicles were registered in the city, so the need for charging points is apparent.

The work has been funded thanks to £300,000 from the Office for Low Emission Vehicles (OLEV) and a further £100,000 investment from Electric Blue who were chosen to install, maintain and manage the charging points.

The below table show the number of requests for On-Street Charging Points.

2017	2018	2019 (Until 1st July)	2020 (until 1st July)
37 Requests	76 Requests	82 Requests	360 Requests

Alongside this 12 new rapid charging units were in place in April 2020.

22 mandatory electric vehicle parking bays have been marked and we will continue to monitor the remaining spaces. Non-EV cars parked in a mandatory EV bay may be subject to a Penalty Charge Notice.

In August 2020 there was: -

- 126 unique users on the network
- 650 charging events
- 3,463kWh of electricity delivered (roughly 12,121 miles worth)
- Equivalent to just shy of three tonnes (2,925kg of CO2 equivalent) of emissions savings
- The biggest charging event which saw 80kWh taken from the charge point network

Electric Taxi Hubs

On the 9th April 2019 Brighton & Hove City Council was awarded £468,000 to introduce 4 Electric Taxi Hubs. These hubs contain 3 rapid charging units that will serve up to 6 six vehicles simultaneously at each site.

Four rapid taxi charging hubs are also being proposed in:

- Preston Park
- Ashton Rise
- Brighton Racecourse
- Victoria Road

For more information on about EV charging in the city please visit: -

<https://new.brighton-hove.gov.uk/content/parking-and-travel/parking/electric-vehicles-and-charging>

Further information can be found in *Appendix 2* including a list of all Council owned EV charger points in Brighton & Hove.

5 CYCLING

In Brighton and Hove, we currently have 38 kilometres of Designated Cycle Routes.

Investing in sustainable, active travel

Developing better cycling routes and encouraging the use of the bike share scheme are part of the Council's plan to encourage sustainable, active travel.

The development of 38km of cycle lanes has led to a doubling of cycling to work in the city in the last 10 years and continued investment by the Council in cycling infrastructure will see the development of a Local Cycling and Walking Infrastructure Plan over the next year.

Why do people cycle?

- Because it is healthy
- Cycling is enjoyable
- Saves time and saves money

Why people choose not to cycle?

- Fear of being in a collision
- Too much traffic
- Worried about secure cycle parking

Behaviour change

To support ongoing sustainable travel behaviour change, the Council offers both school and workplace travel planning. There are also a range of sustainable travel information resources available to the public. In the last twelve months the Road Safety Teams have promoted the following campaigns: -

- Safe pass action days with Sussex Police to highlight to drivers, the need to give cyclists a safe 1.5m gap when they overtake.
- The Share the Space, Drop Your Pace campaign which encourages cyclists to slow down on shared paths for vulnerable pedestrians, and for pedestrians to be aware of cyclists
- Exchanging Places - raising awareness of blind spots.

Brighton Bikeshare - A key part of our public transport system

Brighton Bikeshare is one of the most successful bike share schemes in the UK. Since launching in 2017, users have made 650,000 trips covering 1.25 million miles. It is popular with both residents and visitors and has 80,000 subscribers and is growing daily.

Owing to its popularity with residents, the scheme has recently been expanded in the west of the city and in total there are now 570 bikes at 68 hubs.

Cycling Parking

Parking is not just about motor vehicles; the council is committed to increasing the amount of cycle parking available to use on the city's streets.

The Council is committed to increasing the amount of cycle parking available to use in and around the city. Cycle parking facilities are installed on either the footway or the highway depending on availability of space. Where cycle parking is installed on the road they are referred to as Pedal Cycle Parking Places (PCPPs).

There are currently 857 cycle parking spaces across the city.

Make a request for Cycle Parking by visiting:

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/cycle-parking-brighton-hove>

The Brighton Bike Share Scheme

Further information on the scheme can be found at:

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/brighton-hoves-bike-share-scheme>

Cycle scheme operators website:

www.btnbikeshare.com

6 ROAD SAFETY & SCHOOL ENFORCEMENT

Vehicles are not only a potential safety hazard when in motion. They can also present a hazard to the public when parked, especially so, when parked illegally or obstructively and herein lies the integral role of Civil Enforcement Officers. Parking management helps to improve road safety in four principal ways:

- Restricting the overall demand for parking
- Reconciling/prioritising road user needs.
- Mitigating instances of illegal and obstructive parking
- Limiting the prevalence of 'cruising for parking'

Road Safety Campaigns

The Road Safety Team have been focusing on the use of mobile phones and the potential hazards they cause by introducing the campaign, ***"Share the Roads – Don't Ruin a call/text"*** – aimed at drivers and pedestrians.

The Council also ran Exchanging Places events– blind spot awareness, ***"Seen Me, Seen You"*** visibility, Safer Urban Driving CPC as well as the usual drink drive/Dooring/Seatbelt and Speed campaigns.

School Enforcement Patrol

The Council have a school enforcement patrol attended by Civil Enforcement Officers. The school enforcement patrol is there to ensure that the school's keep clear lines and restrictions are clear of traffic.

Civil Enforcement Officers attend schools where the Council have received reports of unsafe parking. The officers who attend at opening and closing times also hand out leaflets and booklets to raise awareness of the school keep clear markings and road safety.

School Streets

From September 2020, fourteen schools across Brighton and Hove have shut nearby roads for up to 60 minutes at the peak of morning rush hour and again in the afternoon.

The "School Streets" programme is a bid to support social distancing, increase road safety and promote active lifestyles.

Vehicles will not be allowed to enter the streets for up to an hour, which will vary from school to school but will be within the windows of 8am to 10am and 2pm to 4pm.

Here is one testimony from a parent of one of the participating schools: -

"Great to see my daughters #SchoolStreets road closure working so well. Lots of additional space for happy parents and children."

Park & Stride Maps

The School Travel Team have been working with School Travel Ambassadors (STAs) in several schools in the city to 'personalise' their 'Park and Stride' maps. Schools use these maps to encourage parents to park away from the school gate and walk the remaining 5 minutes.

Walk to School Month

More than 10,000 primary school children, in over 30 schools, took part in Walk to School Month in October 2019. In addition, around 2,000 children and their families at 20 early years schools took part in our Walking and Wheeling Week/Month for early years.

7 NEW SCHEMES

Following resident consultations, three new parking schemes were introduced during the financial year 2019/20:

- Parking Zone U (St Luke's) changed from 'Light Touch' to Zone C (Queens Park & Kemp Town)
- Hove Park (light touch) Zone P
- Hanover & Elm Grove Review – adding a Top Triangle from Zone S to Zone V

Many new schemes were introduced, in part, as a response to complaints about all-day (commuter) parking, which was causing difficulties for residents during the day. Issues with access for emergency services vehicles, pedestrian safety and traffic flow were also contributing factors.

St Luke's area

In response to a number of letters and complaints, a survey in April 2018 resulted in almost 91 percent of respondents expressing a desire to join the neighbouring Zone C (Queen's Park control parking zone). This meant becoming part of a full scheme, with restrictions in effect from 9am–8pm daily.

Zone U previously existed as a light-touch scheme in the area around St Luke's Terrace, to the east of the city. Restrictions in Zone U operated Monday to Saturday 10am–11am and 2pm–3pm. The scheme was agreed at committee on 19th March 2019 and started in June 2019.

Hanover & Elm Grove

The Zone S 'light touch' scheme operates Monday to Friday 11am-midday and 6-7pm. A quarter of residents in the area responded to the consultation, with just over 60% in support of keeping the scheme hours as they are.

Some residents in a small number of streets known as the 'top triangle' supported further consultation to find out whether they would like to join the Zone V scheme.

Another problem raised was regarding pavement parking on Elm Grove. Along with other councils we are lobbying the government for pavement parking powers similar to those in London.

New Scheme Consultation Timetable

The schedule for proposed parking schemes up to 2025 was agreed during the meeting of the Environment, Transport & Sustainability Committee on the 10 October 2017.

	Year	2019	2020	2021	2022	2023
	Quarter	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Priority	Area					
Current	Coombe Road Area	████████████████████				
Current	South Portslade		████████████████			
Current	Surrenden Area		██████████████			
1	Zone P Review (Hove Park Area)			██████████████		
2	Zone J Review (London Road Station area)			██████████		
3	Zone W/Zone L (Westbourne West and West Hove) Review and Hallyburton Road/Sisters area (South of the Old Shoreham Road)			██████████████		
4	Roedean Area			██████████████		
5	Hollingdean Area			██████████████████		

*Some of this work which was agreed by Environment, Transport and sustainability Committee in October 2019 has slipped slightly due to the Covid -19 situation

The below table shows the number of bays overall has increased due to new schemes, also changes of traffic orders and the growth of disabled bay requests.

Parking Spaces Across the City

	2018/19	2019/20
On-street parking spaces	37,589	41,834
Off-street parking spaces	2,240	2,204
Pay-and-display only bays	953	723
Permit-only bays	22,241	26,504
Shared bays (permit and pay-and-display)	12,548	12,262

Disabled bays	829	1,320*
Other bays	939	1,392

***includes disabled bays outside the CPZ**

To request a new parking scheme please visit: -

<https://new.brighton-hove.gov.uk/parking-0/request-parking-restriction>

<https://new.brighton-hove.gov.uk/news/2019/residents-parking-schemes-update>

Secure Motorcycle Anchors

The Parking Infrastructure Team has installed 60 secure ground anchors within solo motorcycle bay at various locations across the city.

This scheme was introduced following requests from residents and reports of highlighted areas from Sussex Police. It is hoped that the introduction of these security devices will make motorcycle bays more secure for riders.

The secure motorcycle anchor is designed to accommodate 22mm and 25mm motorcycle security chains and all have a drainage hole to enable water to disperse underground.

The scheme will be used to inform us how we roll-out further security for motorcycles across the rest of the city.

8 ON STREET PARKING ENFORCEMENT

Did you know? Unlike some other types of fines, like speeding fines, it is not the driver who is responsible for a PCN. Instead it is the owner, unless the vehicle was on hire in which case it is the hirer, who is liable for payment.

NSL, the council's parking enforcement contractor, continues to work in close partnership with Brighton & Hove City Council to manage the deployment of Civil Enforcement Officers (CEOs) across the city.

While many Civil Enforcement Officers can be observed patrolling on foot, they may be deployed to their beats via a number of methods, including bus, car, cycle and scooter.

Issuing of Penalty Charge Notices

The table below shows the number of PCN's issued in the last two years, divided according to higher and lower fee banding. Parking contraventions deemed to be 'less serious' will incur a lower initial penalty than more serious offences.

Total of TMA penalty charge notices issued	2018/19	2019-20
---	---------	---------

On-street: Number of higher-level penalty charge notices issued	86,959	96,156
On-street Number of lower-level penalty charge notices issued	32,832	26,452
Off-street: Number of higher-level penalty charge notices issued	307	134
Off-street: Number of lower-level penalty charge notices issued	2,587	1,506
Total	122,685	124,248

Compliance with the lower level contraventions can be explained by better use and understanding by PaybyPhone users.

Between 2018/19 and 2019/20 the number of PCNs issued to vehicles on-street and in car parks increased by **1.7** percent.

2019/20 has been the busiest year to date for Rapid Response calls and this is shown by the increase of higher-level contraventions. Also, as the size of the enforcement operation has expanded, so has the increased public awareness of the service.

Tackling Parking Problems

In June 2018, NSL began trialling a new role: an officer dedicated to handle complaints received via the Rapid Response phone service. Two years on, this role has increased efficiency of the service, while also increasing customer satisfaction and ensures enforcement is sent to where it is needed.

In 2019/20, a total of 7,797 complaints were reported via the phone service. This is an increase of 1,040 on the previous year.

The majority of complaints have continued to be about vehicles parked on double yellow lines outside of the city's-controlled parking zone.

Urgent issues requiring enforcement action can be dealt with by calling the RapidResponse telephone service: 0345 603 5469 (option 2).

The team will aim to send an officer to the reported location within one hour of the call being made.

Problems reported between 8pm and 9am will be dealt with as soon as possible, when service resumes the next morning.

The below table shows the streets with the largest number of Parking Penalty Charge Notices

	2020-21	2019-20
Madeira Drive	2,223	2,417
Old Steine (Z)	1,301	1,072
Regency Square	873	1,038
John Street	490	730
Wilbury Road	1,114	668

Marine Parade (C)	512	634
Church Road (N)	1,301	596
Bartholomews	491	532
Grand Avenue	421	304
Kings Road	163	303

Note: The number of Penalty Charge Notices depends on the length of the street as well as the number of parking contraventions.

Tips for avoiding a PCN.

1. Watch for the signs
2. Read the information on the pay and display machines
3. Read instructions carefully
4. Be careful with regards to bus lanes
5. Leave bus stops for buses
6. Park safely at schools
7. Respect residential parking restrictions
8. Understand what loading/unloading is
9. Park within the bay markings
10. Err on the side of caution and if in doubt contact us

The below table shows the number of penalty charge notice payments recorded in 2019/20, compared to 2018/19.

Penalty Charge Notices Paid Bus Lane & TMA	2018/19	2019/20
Number of TMA & Bus Lane penalty charge notices paid	132,195	129,055
Percentage of penalty charge notices paid	67%	72%
Number of TMA & Bus lane penalty charge notices paid at a discount rate	122,070	109,273
Percentage of penalty charge notices paid at a discount	62%	61%

Events and Suspensions

Brighton & Hove plays host to a variety of events throughout the year. Parking bay suspensions and the associated enforcement is vital to ensure the events can take place. Main routes in the city are kept as clear as possible and travel disruption is kept to a minimum.

The Kemptown Carnival returned in June 2019 and the Council suspended 187 parking bays to allow for stages, stalls and to ensure vehicles were not obstructing the event. Pride is another large annual event which took place in August 2019 and 269 parking bays were suspended.

The suspensions allowed access for the Pride Parade and to facilitate the street party. The Parking team work closely with event organisers and the suspension team at NSL to ensure there are minimal impacts in the roads concerned.

Bay suspensions also occur for a range of reasons that include, household removals, skip placement, building work and utilities work and filming.

	2018/19	2019/20
Suspension applications	2,239	2,379

Green Patrol Vehicles

This year many of the patrol vehicles were replaced by a greener fleet of vehicles. The diesel suspension van was replaced with a 100% electric alternative. In addition, two petrol patrol cars were replaced with hybrid cars and two scooters are now also electric.

The fleet of electric vehicles has also increased to enforce outer areas of large and hilly parking zones.

Ambassadorial Work on Street

The Council’s Civil Enforcement Officers have a highly visible presence across Brighton and Hove. During their shifts Officers will frequently provide directions to local services and places of interest, report crimes and assist other agencies including the emergency services.

Here are some of the examples where CEO’s have assisted members of the public

CEO 931 Walked a member of public back to his vehicle 3 streets away to aid him with pay by phone payment
CEO 832 helped an elderly lady change the wheel on her 4x4 after getting a puncture in St Josephs Close
CEO 937 Rang RSPCA because there was a dog in a car for over 5.5 Hrs
CEO 928 came across an elderly gentleman who had fallen in Withdean Road and was injured. Along with two members of public he organised an ambulance and waited with the man until the ambulance arrived.
CEOs 853 & 839 helped an elderly gentleman who had left his nursing home and subsequently collapsed. They escorted and helped to carry him back to the home.

Monitoring Verbal Abuse Against Civil Enforcement Officers

Brighton & Hove amongst many other authorities was asked by the British Parking Association to participate in a month-long monitoring project of abuse and violence against Civil Enforcement Officers.

The aim of this project was aimed to gather data on all levels of abuse – from name calling to physical attacks. All forms of abuse are of course damaging, but not all abuse is highlighted or reported.

This project aimed to capture the data for the whole of September 2019 to establish the scale of abuse that Civil Enforcement Officers face.

To allow Civil Enforcement Officers to record this very simply and quickly we asked them to use their handheld devices to enter RED, AMBER or GREEN as appropriate:

GREEN – Low level name calling (low level = non swearing, low level of aggression, generally aimed at the role rather than the person, i.e. jobsworth)

AMBER – Verbal attack (profanity, aggressive in nature, hateful/getting personal such as wishing the person or their family harm)

RED– Physical attack (any form of intentional physical contact)

The figures for each classification for the whole month were as follows:

GREEN – 205

AMBER – 167

RED – 5

A number of Civil Enforcement Officers have expressed that the 'GREEN' abuse is difficult to deal with as it is insidious and over time has a more profound impact to an individual than the less often AMBER or RED behaviour. It is also behaviour that there is unlikely to be any consequence for.

Mental Health First Aiders

As a result of this survey, some NSL staff have trained as mental health first aiders to help those officers who struggle with the negative impact of the abuse they face as part of their role.

9 CHALLENGES, REPRESENTATIONS AND APPEALS

Anyone that receives a Penalty Charge Notice and believes they should not have to pay the penalty, is entitled to write to us explaining why. The council will then consider the reasons given and decide if they are sufficient to warrant the cancellation of the PCN.

The Council's web-based service allows customers to view specific details about Penalty Charge Notices they have received and can submit a challenge or representation, monitor the progress of the representation, view photos of the incident, and make payments.

The table below shows the number of bus lane and parking Penalty Charge Notice (PCN) challenge representations made to the Council.

Challenges made to the council	2018/19	2019/20
Number of penalty charge notices against which an informal or formal representation was made	51,964	54,370
Number of Traffic Management Act (TMA) penalty charge notices cancelled as a result of an informal or a formal representation which is successful	23,828	24,465
Number of penalty charge notices written off for other reasons (e.g. an error by the Civil Enforcement Officer or driver untraceable)	1,804	3,927
Percentage of Traffic Management Act penalty charge notices cancelled	19%	20%

In 2019/20 the number of incoming appeals increased by 4.6%. This is due to the increase in bus lane Penalty Charge Notices at the beginning of the financial year.

Appeals at Adjudication

If the Council reject a person's representation, they then have the right to present their case to the independent Traffic Penalty Tribunal (TPT) within 28 days from the rejection notice. TPT hear appeals against penalties issued for parking, bus lane and moving traffic contraventions in England (outside London) and Wales.

The tables below show the results of cases taken to the Traffic Penalty Tribunal.

2019/20	TMA PCN	Bus Lane	Total
Council lost	103	59	162
Council won	78	50	128
Not contested by the Council (PCN cancelled) *	103	84	187

*The council generally does not contest an appeal when evidence is presented which provides grounds for cancellation, even at a late stage.

TPT Bus Lane packs

In 2019, the Parking Projects Team created video documentation of all our bus lanes across the city. The videos show all the signs and lines within the bus lanes and the packs point directly to the current traffic orders within each area.

For further information please visit the TPT website page:

<https://www.trafficpenaltytribunal.gov.uk/>

Debt Recovery -

In the last year we have looking at ways to reduce the use of enforcement agents over time by improving our debt collection practices.

Debt Registration Prompt Letters

The first stage of this project was to send a debt registration prompt letter out on cases that have had charge certificates at least 15 days prior and still outstanding. This will give the debtor 14 days to make a payment before the PCN is registered as debt.

Decrease in Challenge Response Times

The Council has a dedicated and qualified specialist team who consider each case based upon its own merits. All formal correspondence is handled within the statutory time periods allowed for response.

In 2019/20 we reduced the response time from six weeks to two weeks.

"A business case was proposed to close the front desk for an afternoon a week. This meant we could train more staff and then have a greater number of appeals officers available to clear the work and work towards an overall goal to eradicate the backlog going forward.

A significant improvement to the quality and consistency of letters to drivers has also been achieved where correspondence is provided in plain English with a consistent level of clarity, application of Council policies and legal compliance." Steve Simpson, Parking Appeals Manager.

10 CCTV & BUS LANE ENFORCEMENT

Brighton and Hove City Council and its partners want to make public transport reliable and punctual. Bus lanes, when operating properly, help improve journey times, punctuality and reliability which may help make public transport a more attractive option and in turn relieve congestion and reduce carbon emissions.

"The effective enforcement of the city's bus lanes is essential in the fight against the march of urban congestion, air quality problems and CO2, and in enabling our high frequency transit services to do their work for our citizens."

Martin Harris – Managing Director of Brighton & Hove Bus Company

CCTV Monitoring by the Traffic Control Centre

In 2018 the city's bus lane CCTV enforcement was upgraded. The project involved the installation of 21 new camera sites and three existing cameras were also replaced and upgraded to Wi-Fi.

The 24 cameras have improved the capacity to enforce illegal driving in all priority lanes, improving journey times for buses, taxis and some motorcycles.

The Traffic Management Team carry out daily checks on bus lane activity from 7:00 to 19:00. Alongside this, bus stop enforcement via CCTV helps allow buses to park against the raised kerbs to aid passengers on/off buses and helps maintain bus journey times.

The Traffic Control Team conduct daily Bus lane sign / line audits, plus strategic routes monitoring and incident reporting helping to keep the traffic moving.

Bus Lane Enforcement

CCTV cameras across the city automatically detect whether a non-approved vehicle is in a bus lane. New cameras installed in 2018 have improved reviewing facilities, allowing for more efficient data processing and issuing of PCNs by our staff in the Traffic Control Centre.

The number of Bus Lane Penalty Charge Notices has decreased from 75,029, in 2018/19 to 54,536 in 2019/20. The decrease is due to some CCTV camera being removed in some other camera changes across the city.

- The St Peters church camera being taken down due to the lamp being removed for the Valley Gardens Project.
Two new cameras and three relocations have been installed in Valley Gardens and will be operational in October 2020
- The Lewes Road/Combe Road camera was taken down due because of the road layout changing due to the Preston Barracks Development
- Oxford Street camera was taken down because the building it was mounted on has been demolished.

The table below shows the number of Bus Lane PCN's issued in 2019/20

	2018-19	2019-20
Bus lanes		

Number of Penalty Charge Notices	75,029	53,822
Number appealed	8,322	11,487
% appealed	11%	21%
% allowed	52%	56%

In 2020/21 several new unattended bus lane cameras will be installed, one in North Street, five cameras in Valley Gardens and twelve cameras in various locations around the city.

Better bus lane enforcement will have played a key role in improving bus punctuality and the Brighton & Hove Bus Company has also been implementing other strategies including:

- Sponsoring of an enforcement officer to reduce delays to buses caused by other vehicles parking in bus stops and on bus routes
- More dual door buses
- Adding more running time to timetables

The table below shows where major locations where contraventions occurred in 2019/20

Top 5 Areas where bus lane contraventions	Number of Penalty Charge Notices	
	2018/19	2019/20
North Street	6,327	8,509
London Road	4,330	5,881
York Place	4,796	5,582
Western Road	6,095	3,470
Oxford Street	3,775	3,463

The decrease of PCN's being issued on Western Road is due to extra signage erected in the side streets warning of the Bus Lane.

This coming year 20 attended of the CCTV cameras that we share with Sussex Police, will be in use for monitoring of bus stops for illegally parked vehicles.

11 OFF STREET CAR PARKS

In Brighton and Hove, using car parks is often preferable to parking on the street as many roads are reserved for resident permit holders only. Car parks also allow parking for longer periods. Our car parks provide access to the town and an availability of parking space, absorbs traffic and reduces congestion.

The council operates four barrier entry car parks (The Lanes, Trafalgar Street, Regency Square and London Road).

Car Park Expenditure

Location	Expenditure (£)	Income (£)	Net Income (£)
----------	-----------------	------------	----------------

High Street*	56,980	66,980	9,999
London Road	445,657	868,082	422,425
Oxford Court*	27,619	90,134	62,515
Regency Square	1,150,409	1,495,107	344,698
The Lanes	1,150,988	1,846,996	696,008
Trafalgar Street	743,791	1,266,311	522,519
Other Off-Street	230,455	746,281	515,826
Total:	3,805,899	6,379,890	2,573,991

Notes:- *The High Street Car Park figures shown are after a contribution has been made to the Council's Housing Revenue Account.

Oxford Court Car Park has now been sold to facilitate a Doctors surgery development.

The table below shows the total figures for off-street parking over the last five years

Year	Expenditure	Income	Net income /Expenditure
2015/16	3,036,792	5,703,130	2,666,337
2016/17	3,047,894	5,917,078	2,869,184
2017/18	3,384,967	6,092,432	2,707,465
2018/19	3,548,394	6,535,468	2,987,074
2019/20	3,805,899	6,379,890	2,573,991

As a result of Covid -19 and the closure of Oxford Street Car Park, the surplus from off street parking has decreased by £413,083 to £2,573,991.

Improvements

New Visual Message Signs (VMS) have now been installed outside all barrier car parks, informing visitors of car park capacity information, along with the addition of diversions information.

New bi-fold gates have been installed at London Road car park to replace the existing shutters that were in place. Replacing the shutters, that were often faulty and had to be left open, increased the safety of the car park and reduced noise for the neighbours at both the entry and exit.

The Council have completed extensive concrete works in London Road Car Park and other car parks this year – this has ensured the car parks are safe and have extended their useful life.

All of the Council's car parks have Lifecare plans, structural appraisals plus annual and periodic inspections.

Park Mark - A safe place: -

All four of the Council's barrier car parks are accredited with the Park Mark award.

In 2019/20 we have been tackling anti-social behaviour when it arises in the Council's Car Parks with 24/7 CCTV monitoring and working alongside security patrols and Police Liaison.

The Council's car parks are part of a safe space scheme, in allowing vulnerable people to go to the car parks and seek assistance.

Disabled Parking Accreditation

All of the Council's barrier car parks have achieved the Disabled Parking Accreditation. The scheme recognises off-street parking facilities which are accessible to disabled people. The DPA is primarily aimed at improving parking for disabled people and reducing abuse of disabled bays.

Car parks that achieve the DPA also demonstrate to their customers that they are committed to creating high quality parking facilities for disabled people, such as:-

- easy access
- good lighting
- good signage
- accessible payment methods
- enforceable designated bays

Dogs in hot cars campaign

Brighton & Hove has been identified as a 'hot spot' when it comes to calls received by the RSPCA concerning dogs being left alone in cars over the summer months. Posters are visible in all the Council's car parks to raise awareness of the dangers of leaving a dog in a car on a hot day.

Covid 19

Signage was placed on the walls of all of the Council car parks. The floors were markings out for social distancing due to Covid-19.

Following guidance from the BPA signage has been erected to ask customers to wear facemasks whilst in the car parks too.

Brighton & Hove City Council, Traffic Control Centre

The city's Traffic Control Centre is a hub for traffic management and signals controls. Alongside this it provides customer service to pay-on-foot cars parks and around the clock controls at all the barrier car parks.

Motorists who require assistance can contact the Control Centre via an intercom and officers operate the barriers and pay machines remotely. The Control Centre is supported by a Mobile Maintenance Team and CCTV monitoring and work closely with Sussex Police and local contractor.

Further information on the Council's car parks here:

<https://new.brighton-hove.gov.uk/content/parking-and-travel/parking/car-parks>

12 PAY AND DISPLAY & PAY BY PHONE

Pay and display is available throughout Brighton & Hove. The cost and maximum allowed time will vary depending on the demand for available spaces.

There is a variety of short, medium and long-term spaces across the city. Long-term pay and display is not available in extremely busy locations, like in the centre of Brighton.

Payment methods

All machines are able to process chip-and-PIN transactions, as well as contactless purchases (including Apple Pay and Google Pay).

Although machines that accept cash are in a minority, they can still be found in some of the city's busier areas.

If you don't have access to a bank card or want to pay with cash (where there is no option to do so), PayByPhone and the PayPoint system offer suitable alternatives.

Machine Maintenance

High expectations for machine reliability have been reflected in the maintenance targets set for diagnosing and fixing problems.

In 2019/20, 99 percent of cases where a machine had been reported due to failure, council engineers attended within 24 hours.

The maintenance team is also able to keep to a regular schedule of quarterly maintenance visits, rather than only going out when required.

It's hoped that with regular maintenance the P&D machines will serve drivers in the city for the next ten years.

For more information on our pay and display machines please visit:

<https://new.brighton-hove.gov.uk/content/parking-and-travel/parking/pay-and-display>

To see where you can find a pay-and-display machine near a location / destination, please visit our online pay-and-display location lists:

<https://new.brighton-hove.gov.uk/content/parking-and-travel/parking/pay-and-display-machine-locations>

PayByPhone

Pay by Phone processed 2.6 million transactions in Brighton and Hove in 2019/20, this accounts for 58% of all parking transactions.

Help and guidance for customers

Customers can pay in a number of ways, either by touch tone, text, mobile web or mobile app.

If you don't have a smart phone you can call the automatic payment line or text.

PayByPhone has provided ways to help both new and existing customers. Customers can see a step by step guide on the PayByPhone website. Please see link below:

<https://paybyphone.co.uk/how-it-works/parking>

YouTube video

Watch a YouTube video on [how to pay for parking with PaybyPhone](#) on the PaybyPhone YouTube channel.

13 PERMITS

Parking Permit Review

The review of Parking Permits has occurred because there is currently a wide range of parking permit types that have been added, without considering the opportunities for modernisation and consolidation. This has resulted in customers and staff questioning whether some of the permits are fit for purpose and are providing accounts of where permits are being abused.

The feedback we have received from staff and customers has resulted in a review of a range of permits; such as Traders Permits, Waivers, School Permits, Professional Carers Badges, Carers Permits and Hotel Permits.

By completing this Permit Review, we aim to increase customer satisfaction with the permit criteria as well as processes and as a result; reduce complaints received in relation to the permit provision. The results of the Permit Review will also lead to an easier/ more efficient permit suit for staff and support the delivery of the Council's Corporate Strategy (2020-2023) to reduce emissions within Brighton and Hove.

The changes include: -

- Businesses being able to apply for up to four permits, an increase from the current limit of two
- Merging traders and waiver permits which will allow greater flexibility for traders for short term jobs
- Traders being able to purchase yearly, monthly, weekly and daily permits
- Ability to purchase daily permits in 'blocks'

Covid-19

As a result of Covid-19 our Permit Centre closed, this meant our ICT and Permit Team had to work quickly to develop a system for new permit applicants.

We launched a new online system for people to renew and pay for their parking permits and more than 90% of residents and businesses, and 80% of traders are now using this.

The table below shows the number of permits issued in the last four years categorised according to permit type.

Permit type	On issue as at 01/07/17	On issue as at 01/07/18	On issue as at 01/07/19	On issue as at 01/07/20
Business	1,378	1,387	1,178	1,036
Car Club	113	108	118	111
Carer	246	330	325	272

Dispensation	543	572	573	497
Doctor	121	118	137	138
Resident (including match day)	31,283	37,321	37,548	36,369
Professional carer	2,177	2,355	2,521	2,512
Schools	234	296	261	238
Trader	2,237	2,320	2,371	2,030

The number of permits on issue appear broadly comparable to previous years.

The table below charts the take up of resident permits in each parking zone over the previous five years. Numbers in brackets indicate the maximum annual allocation of visitor permits per permit holder.

Resident parking zone and visitor allowance	Resident permits on issue as at 01/07/16	Resident permits on issue as at 01/07/17	Resident permits on issue as at 01/07/18	Resident permits on issue as at 01/07/19	Resident permits on issue as at 01/07/20
Preston Park Station, A (50)	646	634	632	680	652
Coldean, B (25) +1*	1,497	1,513	968	1,062	873
Queen's Park, C (50)	1,805	1,826	1,948	1,977	2,399
Moulsecoomb, D (25) +1*	2,526	2,540	1,678	1,703	1,209
Preston Park Station (North), E (50)	202	203	207	192	214
Fiveways, F(50)	849	892	1,397	1,410	1,320
Hollingbury Road, G (50)	102	100	110	108	100
Kempton & Hospital, H (50)	2,498	2,439	2,478	2,489	2,485
Craven Vale, I (50)	N/A	N/A	160	117	138
Preston Circus, J (50)	3,962	3,817	3,987	3,986	3,849
Preston Village, K (50)	N/A	N/A	265	212	206
West Hove, L (50)	N/A	N/A	1,319	1,306	1,251
Brunswick & Adelaide, M (50)	1,626	1,559	1,894	1,932	2,002

Central Hove, N (50)	4,490	4,352	4,540	4,609	4,563
Goldsmid, O (50)	2,189	2,143	2,099	2,053	2,140
Area P	N/A	N/A	N/A	N/A	458
Prestonville, Q (50)	1,090	1,053	1,063	1,068	1,081
Westbourne, R (50)	3,677	3,611	3,639	3,924	3,661
Hanover & Elm Grove, S (50)	N/A	N/A	1,844	1,909	1,247
Hove Station, T (50)	356	357	351	376	393
St Luke's, U (50)	412	382	420	385	9
Hanover & Elm Grove, V (50)	N/A	N/A	2,478	2,147	2,380
Wish Road, W (50)	1,032	1,029	1,018	1,068	1,052
Central Brighton (North), Y (25)	1,786	1,741	1,725	1,751	1,637
Central Brighton (South), Z (25)	1,122	1,092	1,101	1,084	1,050
Total	31,867	31,283	37,321	37,548	36,369

*'+1' refers to one additional permit issued to a resident for visitor use. This system operates in match-day zones only.

The number of permits on issue is comparable to last year's figures.

Waiting Lists

Parking zones Y & Z are currently the only zones within the city with waiting lists for resident's permits. **The chart below compares the number of residents on the waiting list in areas, Y and Z parking zones over the last three years:**

Resident parking zone	Number of people on waiting list at 01/07/18	Number of people on waiting list at 01/07/19	Number of people on waiting list at 01/07/20
Central Brighton (North), Y	225	208	119
Central Brighton (South), Z	337	343	155
Total	562	551	274

Low Emission Vehicle Discounts

Parking management can deliver air quality improvements through the promotion of more sustainable fuel sources, through pricing a permit pricing band where the cost of parking charges or permits is differentiated by vehicle fuel type such as high / low emission permits.

The council offers a 50% discount on permits for people with low emission vehicles (does not include diesel vehicles).

As of April 2018, low emission is defined as a non-diesel vehicle that produces 110g/km or less CO₂ emissions.

In addition, the price of permits for vehicles producing 166g/km or more CO₂ emissions has increased by 25 percent.

This needs to be verified by the presentation of the V5C document.

The table below shows the number of High/ Low Emission Permits issued in 2019/2020

High Permit Type	No. Issued 2018/19	No Issued 2019/20	% of all permits.	Low Permit Type	No. Issued 2018/19	No. Issued 2019/20	% of all Permits
12 Month High Emission	4,140	5,019	11%	12 Month Low Emission	2,289	3,832	7%
3 Month High Emission	2,420	3,002	7%	3 Month Low Emission	1,254	1,752	3%

The most recent reports can be viewed on the council's website:

<https://www.brighton-hove.gov.uk/content/environment/noise-pollution-and-air-quality/air-quality-management-city>

14 BLUE BADGE SCHEME & TACKLING FRAUD

New Blue Badge Legislation

From the 30th August 2019 the Department of Transport expanded eligibility and simplified application the process for Blue Badges.

New online eligibility checks launched to make it simpler for people applying for Blue Badges. People with hidden disabilities, including anxiety disorders or a brain injury, can apply now for a Blue Badge.

The Blue Badge Team received training to assess these applications and to understand exactly what this new guidance meant for people with hidden disabilities. Since the legislation came into force 218 badges have been issued under this new guidance.

We have received many comments about how this change has helped the lives of many people. Blue Badge holders can travel to doctor's appointments, do their own shopping, maintain independence where possible or keep children or adults who would usually be at risk, safe when traveling.

Partnership Working

In preparation for the new guidance to come into effect and after, the Blue Badge Team have been part of many training sessions to learn more about conditions that we might come across in new applications. This included training from the Speak Out Learning Disability charity, Action for Hearing Loss which is a deaf awareness charity and with Mind for Mental Health awareness training.

All these sessions were insightful. While these training sessions were useful with the effect of the new guidance, it was also important that we were part of these so that we could understand the best ways to communicate with our customers and to provide a simple to use service for all.

Blue Badge Applications

The below table highlights the number of Blue Badges issued and processed in 2019/20 compared to 2018/19.

	2018/19	2019/20
Applications processed	4,545	4,971
Badges issued	4,287	4,410
Stolen	1	2
Refused	258	318
Cancelled (deceased)	700	565
Appeals	45	43

Community Resolution Orders (CRO's)

The Community Resolution Order video is a way of deterring further offences and educating people that misuse of a Blue Badge is not a victimless offence.

In 2019/20, 168 individuals living in Brighton & Hove have attended a Community Resolution Order at Hove Town Hall with Sussex Police and a Blue Badge Investigator. Following this:

- Only 5 individuals have progressed to re-offend
- 35 cases have been sent for prosecution.
- 24 Blue Badges were retained after being used when they had been cancelled following a report as lost
- 318 Blue Badges were retained. 136 of those were destroyed as they were expired, cancelled or the badge holder was deceased
- 7 individuals have received a formal caution

What can happen if you misuse a Blue Badge?

In February 2020 an individual was convicted after trial, of four charges under section 115 RTRA. Use of a Blue Badge with intent to deceive and two charges of Section 112 RTRA - failure to respond.

The Blue Badge Team worked hard in putting together a solid case to prove fraud had taken place and the defendant received the following penalty: -

- Suspended Sentence Order (8 weeks suspended for 12 months) concurrent on all section 115 RTRA offences
- £750 costs
- 80 hours unpaid work

For more information on Blue Badges please visit:

<https://new.brighton-hove.gov.uk/content/parking-and-travel/parking/apply-or-renew-a-blue-badge>

<https://new.brighton-hove.gov.uk/content/parking-and-travel/parking/using-your-blue-badge-and-where-you-can-park>

15 THE CUSTOMER JOURNEY

Our promise to you

Our vision of getting things right first time, every time is the driving force behind our customer promise. To do this we have to ensure staff have the skills, behaviours and tools to deliver the service you need.

In 2019/20 we have been working towards: -

- Establishing a customer experience working group for Parking & Transport focusing on making improvements to the services directly for the benefit of customers
- Integrating with MyAccount and the Customer Index to provide an intuitive and streamlined application process for customers.
- Communicating with customers online (email/ website/social media) where possible and appropriate. This is often quicker and more convenient.
- Working with customers to find the best way to get help if they have specific access needs
- Having open conversations in team meetings regarding inclusion, equalities and diversity

Customer Ambassadors

Our customer contact ambassadors have been mapping 'customer journeys' to move transactions online, update our webpages and support our 'roadmap' to recovery.

Our workforce

Our staff are our greatest asset.

We firmly believe that investing in our staff's wellbeing and ongoing training is essential to ensure our customers receive the service they deserve.

From 2019, Tuesday afternoons were set aside for staff training and development. This has proven to be a huge success. An example of this is the reduction of PCN Challenge Response times, from six weeks to two weeks by March 2019.

Here are some examples of our training programme

- Improving Customer Experience
- City and Guilds Notice Processing
- Train the Trainer
- Taking Control of Goods and Vulnerable Customers
- CCTV Enforcement
- Plain English Training
- Unconscious Bias Workshops

Investing in our Staff

One of our priorities is to ensure staff wellbeing in the workplace, and in turn, this create a culture where our staff can provide our customers with quality service. We have focused on the mental wellbeing of staff this year, and part of this focus was about improving how we communicate with each other as much as how we communicate to the public.

Many of the Parking Team have attended the following workshops: -

- Resilience training
- Cancer awareness
- The menopause demystified
- Midlife for men demystified
- Identifying and understanding mental health

CUSTOMER SERVICE FEEDBACK

Brighton & Hove City Council has a formal complaints procedure and provides the opportunity for customers to complement our services and staff. Where complaints are received, these are investigated and the complainant responded to, outlining what action, if appropriate will be taken to rectify the matter.

This year, stage one complaints have decreased by 23% from 180 to 139 corporate complaints.

In 2019/20 the Parking Services Team dealt with:

139 Stage 1 complaints

15 Stage 2 complaints

The percentage of cases that were replied to within the specified timeframe were:

87% of complaints were replied to within 10 days

31% of Stage 1 cases were upheld or partially upheld

The Parking Team received 93 compliments, which is an increase of 40 compared to 2018/ 19.

The below table highlights some of the complaints and complements received in 2019/20.

Compliant / Compliment	Outcome
Complaint – Suspension refund	The refund process was reviewed and reallocated to the team who deal with parking enforcement. This allows the Parking Strategy Team to fully investigate every suspension refund complaint.
Compliment -Blue Badge Application	I would like to thank your team, for the respect and sensitivity shown during my assessment for my blue badge application. it is a privilege and will enhance difficult situations for myself and my wife.
Compliment – Finding a parking space	You have made myself, my wife and my brother very happy because it's a nightmare trying to find space for them all with so little space in the hourly spaces. So once again, a BIG thank you to you and all the people in Hove parking
Compliment – Advice about electric vehicle charging points	Lucy - Thank you for your email, that's fantastic news - perfect! I'm sorry we didn't manage to speak yesterday but I am so impressed at how quickly you responded.

16 FINANCIAL INFORMATION

Parking charges are designed to manage the availability of parking spaces. For example, charges may need to be set at a higher level in the city centre to reduce demand for on-street parking. This in turn helps to improve air quality and ease congestion at busy locations.

Fees and charges are reviewed annually to make sure they cover the cost of services and provide value for money. Changes are approved by the Environment, Transport & Sustainability Committee. The council has the discretion to set charges to reflect its parking policies.

The surplus is the money remaining after direct costs for enforcement, administration, maintaining parking machines.

The majority of the parking surplus is spent on providing free bus passes for older and disabled people, which the Council has a legal duty to provide.

Money is also invested back into supporting bus services and other transport projects. You can read more about this in the *How we invest the income* chapter.

Information from the latest committee meeting to approve fees and charges can be found on the website:

<https://present.brighton-hove.gov.uk/ieListDocuments.aspx?CId=823&MId=6633&Ver=4>

The below table shows in come by source and the direct cost of civil parking enforcement.

Income by source	2017/18 (£)	2018/19 (£)	2019/20(£)
On-street parking charges	10,839,586	11,441,854	11,558,889
Permit Income	9,252,061	9,589,716	10,081,467
Penalty Charge Notices (inclusive of bad debt provision)	3,852,449	5,832,784	5,744,489
Other	36,338	95,985	78,841
Total	23,980,434	26,960,340	27,463,686
Direct cost of civil parking enforcement	2017/18 (£)	2018/19 (£)	2019/20(£)
Enforcement	3,620,476	4,601,931	4,928,865
Admin, appeals, debt recovery and maintenance	3,371,630	3,238,111	3,528,637
Scheme review / new schemes	767,569	1,076,960	1,239,479
Capital charges	1,010,833	1,261,186	1,265,915
Total	8,770,508	10,178,188	10,962,896

Surplus after direct costs	15,209,926	16,782,152	16,500,790
-----------------------------------	-------------------	-------------------	-------------------

17 HOW WE INVEST THE INCOME

Any surplus made through parking fees and charges has to be invested into transport and highways. This is a legal requirement.

In 2019/20, after direct costs, there was a surplus of **£16,500,790**. This is a decrease of **1.68%** on the previous financial year.

The table below shows a year-on-year comparison of how surplus income was invested back into transport and highways.

On Street Parking Surplus Spending

Spending supported by civil parking enforcement income surplus	2017/18	2018/19	2019/20
Concessionary fares	£10,792,232	£10,796,363	£10,774,831
Capital investment borrowing costs	£2,569,660	£2,461,097	£2,362,653
Supported bus services and other public transport services	£1,380,366	£1,322,917	£1,216,309
Contribution to eligible related expenditure	£467,668	£2,201,744	£2,146,997
Total	£15,209,926	£16,782,152	£16,500,790

Use of surplus income from parking charges and penalty charges is governed by section 55 of the Road Traffic Regulation Act 1984. Once the need for provision of off-street parking facilities and to make good deficits to central funding has been met, use of surpluses is currently confined to the provision of public transport services or to road, air quality or environmental improvements.

<https://www.legislation.gov.uk/ukpga/2004/18/notes/division/4/7/2>

Supported bus services

The Council supports some bus routes by subsidising the costs of running these services. In financial year 2019/20 the Council spent £1,216,309 on supporting bus services.

You can find out more about supported bus services on the below webpage:

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/public-transport-news-0>

Concessionary bus fares

The majority of the surplus is spent on providing free travel for both the elderly and disabled citizens. We spent £10,774,831 on this service in financial year 2019/20.

Local Transport Plan Costs

Since 2011/12, the Local Transport Plan (LTP) has been wholly funded by a grant from the Department for Transport. As a consequence, no borrowing costs are included in relation to the Local Transport Plan for the current year.

Capital investment borrowing costs of £2,362,653 relate to previous Local Transport Plan schemes. The money spent on borrowing costs has continued to fall each year.

Each year a report is presented to the Environment, Transport & Sustainability Committee to agree how funds will be allocated to the Local Transport Plan capital programme for the following year.

Some of these projects have included:

- Quality Bus Partnership Initiative
- Walking facilities (dropped kerbs and tactile)
- Cycle parking
- A23 Sustainable Transport Corridor
- Cycle route signing
- Travel plans for schools
- Pedestrian priority schemes
- Traffic control improvements
- Brighton Station gateway project
- Walking network improvements
- Old Shoreham Road cycle route
- Pedestrian wayfinding and signing

- Electric vehicle charging points (Local Transport Plan)
- Cycle priority schemes
- New Road/Church Street junction and crossing
- Chatham Place rail bridge support
- Bear Road retaining wall
- Dyke Road Drive retaining wall
- Marine Parade retaining wall
- Footways maintenance

CONCESSIONARY TRAVEL – HOW THE PARKING SURPLUS IS SPENT

A mandatory bus concession for older and disabled people has been in place since 2001. The scheme has gradually been extended since its introduction and since April 2008 has provided free off-peak local bus travel to eligible older and disabled people anywhere in England.

Decision making is aided by a trained independent Occupational Therapist. They assess the applicant's mobility under criteria issued by the Department for Transport.

Concessionary bus travel extension

Twenty-Four-hour concessionary bus travel is now available for disabled people and has been extended during the pandemic to include older people. This was introduced early on during Covid-19 lockdown to support passengers who may need to get to the shops early to buy essential items.

Bus Pass Applications in 2019/20 compared to 2018/19

	2018/19	2019/20
Successful applicants	1,794	2,194
Renewals	2,290	4,786
Replacements	2,473	2,539

There were 2,917 more applications than in 2018/19. There have been slight increases in applications for those who have a hearing impairment. This was due to the positive response to the hear loss promotional campaign.

Taxi vouchers

As an alternative to applying for a concessionary bus pass, Brighton & Hove City Council currently offers taxi vouchers (up to the value of £70 per year) to residents who are unable to use their bus pass because of a disability. To discourage misuse, vouchers have been personalised with a photograph of the user.

Taxi vouchers issued in 2019/20

	Number of service users 18/19	Number of service users 19/20
On issue	606	651
Successful applicants	70	123

Renewals	467	528
----------	-----	-----

More information on taxi vouchers is available from the Council website:

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/taxi-vouchers>

‘What my Concessionary Bus Pass means to me.’

“Mrs X has a Disabled Concessionary Bus Pass and her symptoms are unseen. This can be a challenge for Mrs X when she travels on the bus and has experienced discriminatory behaviour from bus drivers and passengers.

Mrs X is on the autism spectrum, has ADHD, dyspraxia and sensory issues. Everyday tasks such as going to work, going to the supermarket, attending appointments and accessing supportive services in the community are horrific experiences for her. There have been days in peak travelling times that Mrs X is just not physically and mentally able to get on the bus due to the volume of people.

The Concessionary Bus Pass gives Mrs X the freedom to be able travel to work in a job she loves as a cleaner, between 5am and 7am, to socialise and to receive treatment.

Mrs X would love the Disabled Concessionary Bus Pass to give her, and people like her, access to travel safely, independently and with freedom 24/7.

Mrs X loves her Disabled Concessionary Bus Pass.

More information on bus passes for older persons and disabled residents is available on the Council’s website:

Older person’s bus pass:-

[Older person’s bus pass | Brighton & Hove City Council](#)

Disabled Person’s bus pass:-

[Disabled person’s bus pass | Brighton & Hove City Council](#)

Appendix 1 On and off-street parking charges

	2018/19 (£)	2019/20 (£)
Off-street car parks		
Black Rock		
1 hour	1.00	1.10
2 hours	2.00	2.20
3 hours	4.00	4.40
4 hours	5.00	5.50
9 hours	6.00	Deleted
11 hours	New	7.20
King Alfred		
1 hour	1.60	1.80

2 hours	2.00	2.50
3 hours	3.00	3.50
4 hours	4.00	4.50
Annual Season Ticket	780.00	800.00
Rottingdean Marine Cliffs		
1 hour	1.00	1.10
2 hours	2.00	2.20
4 hours	New	4.00
11 hours	3.00	5.00
Quarterly season ticket	52.00	60.00
Norton Road		
1 hour	1.00	1.10
2 hours	2.00	2.20
4 hours	3.20	3.80
5 hours	4.20	4.90
9 hours	5.00	6.00
12 hours	6.00	7.10
Annual season ticket	780.00	800.00
Staff Annual Permit	New	400.00
Rottingdean West Street		
1 hour	1.00	1.10
2 hours	2.00	2.20
3 hours	3.00	3.30
The Lanes		
1 hour	2.00	3.50
2 hours	6.00	7.00
4 hours	13.00	15.00
9 hours	20.00	21.00
24 hours	25.00	25.00
Lost ticket	25.00	25.00
Weekend: 1 hour	4.00	4.00
Weekend: 2 hours	8.00	8.50
Weekend: 4 hours	15.00	16.00
Weekend: 9 hours	20.00	21.00
Weekend: 24 hours / lost ticket fee	25.00	25.00
Evenings: 18.00–24.00	4.50	4.50
Night: 24.00–11.00	5.00	5.00
Annual season ticket	2500.00	2500.00
Reduced charge annual season ticket: Resident permit waiting list 16.00–11.00 Mon–Fri (Zone Z only)	1500.00	1500.00
London Road		
1 hour	1.50	1.60
2 hours	3.00	3.30
4 hours	6.00	6.50
9 hours	8.00	10.00

24 hours	15.00	15.00
Lost ticket	15.00	15.00
Evenings: 18.00–24.00	4.50	4.50
Night: 24.00–11.00	5.00	5.00
Lost ticket admin fee	5.00	5.00
Weekly	55.00	55.00
Annual season ticket	1200.00	1200.00
Annual season ticket: reduced rate for Area Y permit holders, and businesses of New England House, City Point or One Brighton	800.00	800.00
Reduced charge annual season ticket: Resident permit waiting list (Zone Y) 16.00–11.00 Mon–Fri	420.00	420.00
Regency Square		
1 hour	2.00	3.00
2 hours	4.50	5.50
4 hours	10.00	10.50
9 hours	13.00	14.00
24 hours / Lost ticket	18.00	20.00
Evenings 18.00–24.00	4.50	4.50
Night 24.00–11.00	5.00	5.00
Lost ticket administration fee	5.00	5.00
Weekly season ticket	60.00	60.00
Quarterly season ticket	300.00	330.00
Annual season ticket	1000.00	1100.00
Commercial season ticket (annual)	1200.00	1200.00
Reduced annual season ticket: Resident permit waiting list 16.00–11.00 Mon–Fri (Zone M)	750.00	750.00
Trafalgar Street		
1 hour	3.00	3.30
2 hours	6.00	6.40
4 hours	9.00	10.00
6 hours	10.00	11.00
9 hours	12.00	13.00
24 hours / Lost ticket	16.00	16.00
Weekend: 1 hour	2.50	2.50
Weekend: 2 hours	4.50	4.50
Weekend: 4 hours	8.00	8.00
Weekend: 6 hours	10.00	10.00
Weekend: 9 hours	12.00	12.00
Weekend: 24 hours / Lost ticket	18.00	18.00
Evenings: 18.00–24.00	4.50	4.50
Night: 24.00–11.00	5.00	5.00
Lost ticket admin fee	5.00	5.00
Quarterly season ticket	400.00	400.00
Annual season ticket	1200.00	1200.00

Reduced annual season ticket: Resident permit waiting list (Zone Y) 16.00–11.00 Mon–Fri	750.00	750.00
On-street (Pay and display)		
TARIFF ZONE 1		
Zone Y: Central Brighton North		
1 hour	3.60	3.80
2 hours	6.20	6.60
4 hours	10.40	11.00
Zone Z: Central Brighton South		
1 hour	3.60	3.80
2 hours	7.00	7.40
4 hours	11.00	11.70
TARIFF ZONE 2		
Zone Y: Central Brighton North		
1 hour	2.00	2.10
2 hours	4.00	4.80
4 hours	6.20	6.90
TARIFF ZONE 3		
Zone M: Brunswick & Adelaide		
1 hour	2.00	2.10
2 hours	4.20	4.80
4 hours	6.20	6.90
TARIFF ZONE 4		
Zone A: Preston Park Station		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone C: Queen's Park		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone E: Preston Park Station (North)		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone F: Fiveways and Balfour		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20

11 hours	5.20	5.80
Zone G: Hollingbury Road & Ditchling Gardens		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone H: Kemp Town & Hospital		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone I: Craven Vale		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
Zone J: Preston Circus		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone K: Preston Village		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
Zone N: Central Hove		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone O: Goldsmid		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone Q: Prestonville		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone R: Westbourne		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80

Zone T: Hove Station		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Zone V: Hanover & Elm Grove		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
Zone W: Wish Road		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.00	4.20
11 hours	5.20	5.80
Seafront (Pay & Display)		
TARIFF ZONE 1		
Seafront Inner: Madeira Drive (1 Mar–31 Oct) [West of Madeira Lift]		
1 hour	3.20	3.70
2 hours	6.00	7.00
4 hours	11.00	11.70
11 hours	16.00	17.00
Seafront Inner: Marine Parade [West of Burlington Street]		
1 hour	3.20	3.70
2 hours	6.00	7.00
4 hours	11.00	11.70
11 hours	16.00	17.00
Seafront Inner: King's Road		
1 hour	3.20	3.70
2 hours	6.00	7.00
4 hours	11.00	11.70
11 hours	16.00	17.00
TARIFF ZONE 2		
Seafront Inner: Kingsway [East of Fourth Avenue]		
1 hour	2.00	2.10
2 hours	4.20	4.80
4 hours	6.20	6.60
11 hours	10.40	11.00
Seafront Inner: New Steine		
1 hour	2.00	2.10
2 hours	4.20	4.80
4 hours	6.20	6.60
11 hours	10.40	11.00

TARIFF ZONE 3		
Seafront Outer: Madeira Drive [East of Madeira Lift]		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.20	4.50
11 hours	7.20	7.60
Seafront Inner: Madeira Drive (1 Nov–28/29 Feb) [West of Madeira Lift]		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.20	4.50
11 hours	7.20	7.60
TARIFF ZONE 4		
Rottingdean High Street		
1 hour	1.00	1.10
2 hours	2.00	2.10
4 hours	4.20	4.50
Madeira Drive Coach Park		
4 hours	9.00	9.50
8 hours	16.00	17.00
Permits		
Resident permit – full schemes (zones: A, C, E, F, G, H, I, J, K, M, N, O, Q, R, T, V, Y, Z)* *Zones I, K, V introduced in 2017/18		
First permit per household: 3 months (50 percent discount for low emissions)	45.00	45.00
First permit per household: 1 year (50 percent discount for low emissions)	130.00	150.00
Visitor permit (excluding zones M, Y and Z)	3.50	3.50
Visitor permit (zones M, Y and Z only)	4.50	4.50
Resident permit: light-touch schemes (zones: L, S, U, W)* *Zones L and S introduced in 2017/18		
First permit per household: 6 months (50 percent discount for low emissions)	60.00	60.00
First permit per household: 1 year (50 percent discount for low emissions)	100.00	110.00
Visitor permit	2.20	2.50
Business permit		
1 year	350.00	400.00
3 months	100.00	115.00
1 year (low emissions)	175.00	175.00
3 months (low emissions)	50.00	50.00
Traders permit		
1 year	700.00	760.00

3 months	200.00	235.00
Hotel permits		
Area C (24 hours)	8.00	8.00
Area N (1 day)	3.50	3.50
School permits		
3 months	50.00	50.00
1 year	150.00	150.00
Other permits		
Doctors permit (per bay)	100.00	100.00
Car Club (1 year)	25.00	25.00
Professional Carer (1 year)	52.00	52.00
Carer (non-professional)	10.00	10.00
Dispensation (1 year)	40.00	40.00
Waiver (1 day)	10.00	10.00
Suspensions		
Daily charge for first 8 weeks	40.00	40.00
Community events (daily charge)	20.00	20.00
Suspensions – Utilities in zone M,Y,Z	60.00	60.00
Suspensions – All zones except M,Y,Z	50.00	50.00
Suspension Skips	20.00	20.00
Suspension Skips – longer than 8 weeks	40.00	40.00
Administration fees		
Change of zone	10.00	10.00
Surrender of Permit	10.00	10.00
Change of vehicle	10.00	10.00
Replacement permit	10.00	10.00
Issuing resident permit to Blue Badge holder	15.00	15.00
Issuing resident permit to Blue Badge holder (low emissions)	10.00	10.00
Issuing Blue Badge	10.00	10.00
Blue Badge bay: application fee	11.00	11.00
Blue Badge bay: individual disabled bay	102.00	102.00
Suspensions	30.00	30.00
Zone B & D (event parking)		
Resident permit	No Charge	No Charge
Business permit	No Charge	No Charge
Carer permit	No Charge	No Charge
School permit	No Charge	No Charge
Visitor permit (transferable)	No Charge	No Charge
Visitor permit (one day)	2.60	3.50
Change of vehicle	10.00	10.00
Replacement permit	10.00	10.00
Parking Infrastructure		

Lining		
Access Protection White Lines (per metre)	12.00	12.00
Replacing lining after crossover work (per metre)	12.00	12.00
Traffic Regulation Order (TRO) for new parking restriction outside the Controlled Parking Zone		
Administration, advertising costs, officer site visits, signing and lining costs	2,000	2,000
Additional search enquiries		
Solicitors and other agency queries per question	40.00	40.00

Appendix 2 List of electric vehicle charging points across Brighton & Hove (as at October 2018)

	Location	Type	Points available
Bartholomews	Outside no.5 (opposite town hall)	Type 2 (7kW)	2
Ditchling Road (opp The Level)	Outside Caroline of Brunswick pub	Three pin (3kW)	1
		Type 2 (7kW)	2
London Road car park	42 Providence Place BN1 4GE	Type 2 (7kW)	6 (3x dual access) on ground floor
Madeira Drive	Opposite Harvester, nr Sealife Centre	Type 2 (7kW)	2
Regency Square car park	Regency Square BN1 2FG	Three pin (3kW)	1
		Type 2 (7kW)	6 (3x dual access) on Level 1
The Lanes car park	Black Lion Street BN1 1ND	Type 2 (7kW)	4 (2x dual access) on Level 3
Trafalgar Street car park	Blackman St / Whitecross St	Three pin (3kW)	1
		Type 2 (7kW)	2
Withdean Stadium (on road)	Withdean Road BN1 5JD	Three pin (3kW)	1
		Type 2 (7kW)	2 (1x dual access)
Withdean Stadium (in car park)	Withdean Leisure Centre	Type 2 (43kW)	1
		CCS (50kW)	1
		CHAdEMO (50kW)	1
			Triple-outlet unit

More information about electric vehicle charging in the city is available online:

<https://www.brighton-hove.gov.uk/content/parking-and-travel/parking/electric-vehicles-and-charging>

Other recommended sources for information:

Zap Map (for charge point locations plotted on a map):

<https://www.zap-map.com/>

Electric Brighton (community-oriented information for EV drivers in Brighton & Hove):
<https://electricbrighton.com/>

Appendix 3

Top 10 reasons for Penalty Charge Notices being issued:

a) On-street

Contravention code	Description		2018/19	2019-20
12	Parked in a residents' or shared use parking place without a valid permit	Higher	48,865	52,493
1	Parked in a restricted street during prescribed hours	Higher	25,047	23,803
19	Parked in a residents' or shared use parking place or zone with an invalid permit or voucher & display ticket, or after the expiry of paid for time	Lower	13,468	15,150
25	Parked in a loading place or bay during restricted hours without loading	Higher	7,455	7,065
11	Parked without the payment of the parking charge	Lower	6,211	6,582
40	Parking in a designated disabled person's parking place without displaying a valid disabled person's badge	Higher	3,839	3,181
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	2,726	2,735
30	Parked for longer than permitted	Lower	2,149	2,149
21	Parked wholly or partly in a suspended bay or space	Lower	2,117	1,933
5	Parked after the expiry of paid for time	Lower	1,369	1,468

b) Off-street

Contravention code	Description		2018-19	2019-20
73	Parked without payment of the parking charge	Lower	2,012	1,875
82	Parked after the expiry of paid for time	Lower	499	331
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	Higher	90	118
86	Not parked correctly within the markings of a bay or space	Lower	90	93
81	Parked in a restricted area of the car park	Lower	196	77
86	Not parked correctly within the markings of a bay or space	Lower	120	93
80	Parked for longer than permitted	Lower	23	35

91	Parked in a car park or area not designed for that class of vehicle	Higher	7	13

