

# Parking Annual Report

2011/  
2012



Brighton & Hove  
City Council

# Foreword

“This year’s report explains that online renewals are now available for resident, trader and business permits and sets out the timetable for the online renewal of other permit types”



Contents	Page
Foreward	3
1 Overview	5
2 New Resident Parking Schemes	9
3 Permits	11
4 Enforcement	15
5 Static CCTV and Postal Penalty Charge Notice Enforcement	19
6 Bus Lane Enforcement Update	21
7 Challenges representation and appeals	25
8 Keeping in touch	29
9 Signs and Lines Maintenance	31
10 Off Street Car Parks	33
11 Freedom of Information & Complaints	35
12 Financial Information	39
<b>Appendices</b>	
1 Parking in the press	41
2 Parking charges for off-street and other areas operated by Brighton & Hove	43
3 Cancellations by reason 2011/12	47
4 Civil Enforcement Officers Contravention Code of Practice	49
5 Code of Practice for Postal Penalty Charge Notices	55
Glossary of Terms	57

It is my pleasure to introduce our fourth Parking Annual Report. One of the aims of the Parking Annual Report is to provide information to the public about the objectives, priorities and challenges of managing parking in our city.

I am pleased to note that Parking Services continues to develop services in an innovative way and in response to public feedback. Last year’s report included a survey showing that 65% of people wanted to renew their permit online. This year’s report explains that online renewals are now available for resident, trader and business permits and sets out the timetable for the online renewal of other permit types. As well as representing good customer service this type of initiative also helps to reduce traffic as residents no longer need to travel to the Parking Information Centre.

Parking Services objective to ‘reduce congestion and keep traffic moving’ is also being met through a range of policy and operational initiatives including the introduction of static CCTV enforcement on key routes into the city such as London Road, Lewes Road and the North Street / Western Road corridor.

The number of parking Penalty Charge Notices issued in Brighton & Hove increased slightly this year from 109,000 to 116,000. This follows 6 years of falling PCN numbers. As in previous reports, we explain how surplus income from parking is spent: providing free bus passes for the elderly and disabled as well as a range of transport and public realm improvement projects.

If you have any questions or comments about our Parking Annual Report please let us know by telephoning our Parking Information Centre on 01273 296622, emailing us at parking@brighton-hove.gov.uk or alternatively by posting your comments on our facebook or twitter pages: [www.facebook.com/transportandparking](http://www.facebook.com/transportandparking) and [www.twitter.com/bhcc\\_transport](http://www.twitter.com/bhcc_transport)

Thank you for taking the time to read our 2011-12 Parking Annual Report.

Cllr Ian Davey  
Chair of the Transport Committee



**Chapter  
1**

“Parking plays a vital role in support of the city’s Tourism Strategy and managing the city’s gateways which are the first arrival point for all those coming to enjoy all that Brighton & Hove has to offer”

# Overview

Parking controls in Brighton & Hove are essential to keep traffic moving and provide access for residents, visitors and businesses. Parts of the city are amongst the most densely populated in the country. The population is estimated to increase to 283,700 by 2026 so pressure on limited parking space will continue to increase. Brighton & Hove is also a major tourist destination with eight million visitors annually. Parking plays a vital role in support of the city’s Tourism Strategy and managing the city’s gateways which are the first arrival point for all those coming to enjoy all that Brighton & Hove has to offer. Balancing the needs of residents, visitors and businesses is key to sustainable economic growth and success.

Our Parking Policy objectives are to:

- **Reduce congestion and keep traffic moving**
- **Provide access safely to those that need it most**
- **Deliver excellent customer service**

### What we are doing to meet the objective of reducing congestion and keeping traffic moving?

- Surplus income from Civil Parking Enforcement is being spent on providing free bus passes for the elderly and disabled reducing the need for car use amongst these groups.
- The road layout on the A259 is being reconfigured to improve access in and out of the Regency Square (west) car park and reduce queues of stationary vehicles waiting to enter the car park. This is being paid for with surplus parking enforcement income.
- CCTV parking enforcement is being used for the first time to improve road traffic safety and discourage inconsiderate parking which

causes delays and congestion in three of our busiest routes into the city, Lewes Road, London road and the North Street / Western Road corridor.

- The Local Transport Plan was agreed in May 2011 and contains a range of initiatives and measures to help achieve this objective [http://bit.ly/ltp3\\_part\\_a](http://bit.ly/ltp3_part_a)

**How will we know if we're making progress?**

- We will be monitoring the amount of time it takes a vehicle to travel set distances within the city e.g. a vehicle will be logged at Patcham and again at Regency Square car park. Over time these readings will provide an accurate picture of travel times and congestion at different times of the week and weekends.
- We will continue to monitor air quality in the city for more information [http://bit.ly/bhcc\\_air\\_quality](http://bit.ly/bhcc_air_quality)

**What are we doing to meet the objective of providing access safely to those that need it most?**

- We have been working to reduce thefts of blue badges and misuse of blue badges by non blue badge holders by providing information to Civil Enforcement Officers on their handheld computers.
- At the start of last year we implemented Department of Transport recommendations and provide independent assessments of blue badge eligibility.

**How will we know if we're making progress?**

- We have regular meetings with disabled groups and stakeholders in the city to learn of any issues and see what we can do to resolve them. For example we have set up a system whereby blue badge holders can continue to benefit from the scheme whilst waiting for a replacement badge to be delivered under the new national blue badge scheme.
- We work with Sussex Police to combat blue badge misuse and thefts and as reported in last years report have seen a 25% drop in blue badge thefts.

**What are we doing to meet the objective of delivering excellent customer service?**

- We carry out regular surveys of our customers to measure satisfaction and identify issues that are important. For example in last year's Annual Report we included a survey where 65% of residents said they would prefer to renew their permit online. In response to this we now have an online permit renewal service.
- Our facebook and twitter pages are available to raise issues publicly about our services.
- Following improvements to our web pages the majority of our calls have been handled by the Contact Centre for the past year.

**How will we know if we're making progress?**

- We will continue asking for feedback on our services and measuring against previous results.
- We will measure the take up of new facilities like online permits. Within the first few months of introducing the facility to renew permits online up to half our customers renewing their permit have done so online.

- We monitor how long it takes us to answer calls and how many calls from the public are abandoned before we can reply. Both measures have improved over the past year with the number of abandoned calls being reduced from 25 per day to 5 per day.
- We will publish the time it takes us to respond to appeals and representations in our annual report and the number of complaints we have received about our service.

**“An integrated and accessible transport system that enables people to travel around and access services as safely and freely as possible while minimising damage to the environment and contributing to a safer, cleaner, quieter and healthier city”**

The table below shows the scale of the parking operation in Brighton & Hove.

Brighton & Hove City Council's parking operation	2011/12	2010/11	2009/10	2008/09
On street parking spaces	25,213	25,039	23,333	22,031
Off street parking spaces	2,490	2,490	2,490	2,490
Pay & display only bays	929	929	903	534
Permit only bays	12,830	12,830	11,696	11,554
Shared bays (permit and pay & display)	9,553	9,553	9,127	8,918
Disabled bays	571	571	511	464
Other bays	618	618	558	549
Number of vehicle removed	956	1,057	1,268	1,073
Bays suspended during the year	4,089	4,003	4,081	3,735
On street Penalty Charge Notices issued	116,097	109,275	116,369	129,837
Items of correspondence received	35,284	35,856	37,716	43,472
Resident permits issued	22,542	22,583	20,783	19,885
Resident Visitor permits issued	509,100	422,583	319,820	345,581
Blue Badges on issue	12,967	13,265	11,978	13,000

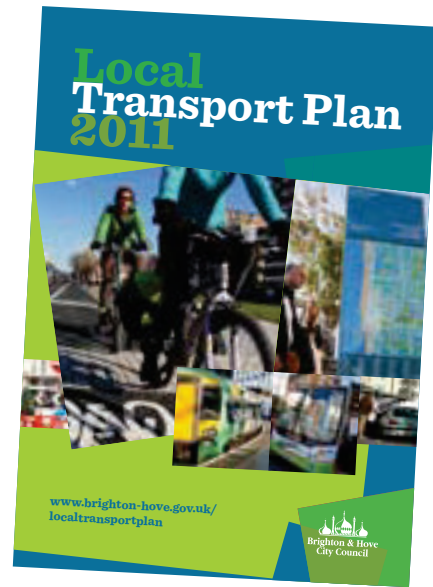
### Local Transport Plan 3

Brighton & Hove's third Local Transport Plan was approved by the council in May 2011  
You can find it here: [http://bit.ly/ltp3\\_part\\_a](http://bit.ly/ltp3_part_a)

**Key themes from the LTP are to:**

- Reduce transport congestion and journey delay
- Improve the city's public transport network to cope with increasing demands
- Provide cycling and walking routes which connect communities, natural environments and key local services and activities
- Create attractive and safe routes and places
- Reduce the number of killed or seriously injured on our network
- Control and mitigate carbon emissions, air quality and noise effects of

The city's Sustainable Community Strategy, outlines its aim for transport, which is to provide "An integrated and accessible transport system that enables people to travel around and access services as safely and freely as possible while minimising damage to the environment and contributing to a safer, cleaner, quieter and healthier city".



## Chapter 2

Richmond Heights parking area C extension

**“Brighton & Hove Albion Football Club... agreed to pay for consultation on a scheme for controlled parking”**

# New resident parking schemes

### Area A extension – Tivoli Crescent

Following consultation with residents and organisations in Tivoli Crescent, the Environment Cabinet Members meeting of 5th July 2011 approved the implementation of proposals for an extension to the Area A parking scheme, giving priority to parking for residents. The changes were implemented for an operational start on 26th July 2011.

### Extension to Area C restrictions

The results of consultation with residents and organisations in the Area C Controlled Parking Zone (Queens Park) showed that the majority of returned surveys were in favour of an extension of parking regulations to 7 days per week. The

Environment Members Meeting on 10th March 2011 approved the change of restrictions to Area C parking and the changes were implemented in 11th July 2011.

### Canning Street (Extension to Area H) and Richmond Heights (Extension to Area C)

Following consultation with residents and organisations in these areas the Environment Cabinet Members meeting of 27th March 2012 approved the proposals be advertised formally through a Traffic Regulation Order (TRO). The TRO was advertised on 27 April 2012 and the results of the consultation, which was in favour of the scheme, were



presented to Transport Committee on 10 July 2012. The schemes are due for an operational start on 1 September 2012.

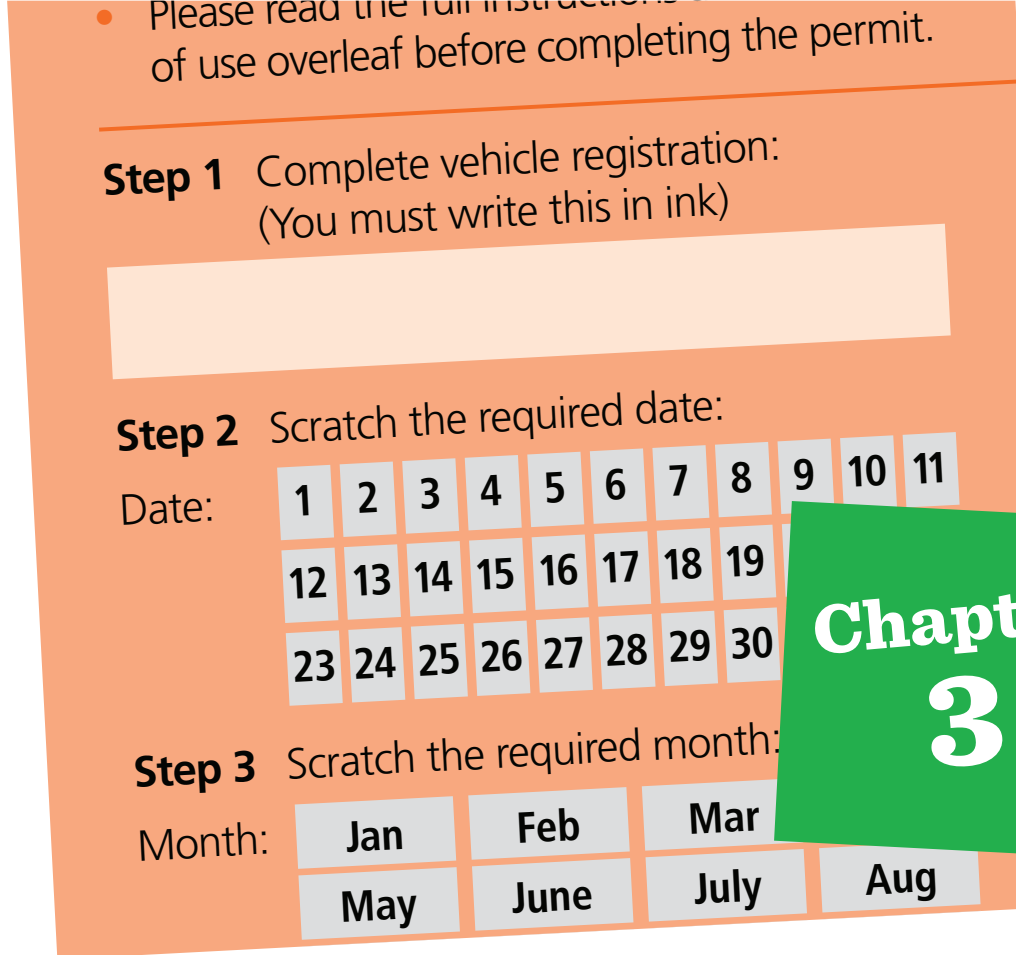
**Amex Community Stadium residents parking proposals**

Brighton & Hove Albion Football Club was granted planning permission for additional seating in the Amex Community Stadium, and as part of the planning permission agreed to pay for consultation on a scheme for controlled parking. These proposals would give priority to residents and their visitors **only** on days when outdoor events, including football matches, take place at the stadium. Parking controls could address the problems that residents have experienced due to high numbers of people parking in the area when football matches have been played.

Resident permits and one visitor permit (per household) would be provided free of charge and will allow parking on every day there is a football match or other outdoor event. There would be two schemes one for Coldean and one for Moulsecoomb. Signing and lining would be low key and there will be no 'Pay & Display' machines. Consultation is due to take place in Autumn 2012 and if the majority of residents supported it, could be operational by Summer 2013 before the new football season starts.



Paul Hazlewood



**“The online renewal facility was devised using the IT systems available in-house and we saved an estimated £35,000 this year by designing the process ourselves”**

# Permits

**Resident visitor permits**

We have now completed the re-design of our resident visitor permit. The redesign includes a step by step process to make it easy to use and to reduce the amount of errors with the permit.

**Number of other permits issued**

(Visitor and hotel permits shows actual permits sold, not permits 'on issue')

Permit type	Total 2011/12	Total 2010/11	Total 2009/10	Total 2008/09
Business	1417	1353	1257	1222
Car Club	74	63	75	47
Carer	137	132	128	117
Dispensation	443	411	453	446
Doctor	130	132	157	130
Electric Vehicle	25	18	n/a	n/a
Resident	22,542	22,583	20,640	19,885
Professional Carer	1843	1861	1916	1933
Schools	128	137	98	98
Trader	777	623	649	599
Visitor permits sold	509,100	476,067	319,820	315,581
Hotel permits sold	36,087	37,656	22,285	30,602



### Online Permits

You can now renew the following permits online at Brighton & Hove City Council by following the links on our parking web pages

- Resident permits
- Trader's permits
- Business permits

The online renewal facility was devised using the IT systems available in-house and we saved an estimated £35,000 this year by designing the process ourselves.

### Web Renewals

Previous Expiry	Business	Resident	Trader
30/04/2012	0	7	0
31/05/2012	0	751	0
30/06/2012	19	694	20
31/07/2012	40	944	47
31/08/2012	9	286	18

### Web Renewal %

Previous Expiry	Business	Resident	Trader
30/04/2012	0%	0%	0%
31/05/2012	0%	33%	0%
30/06/2012	22%	33%	14%
31/07/2012	27%	34%	34%
31/08/2012	31%	45%	49%

We hope that by the end of September 2012 we will have added the following services online;

- Requesting a suspension
- Requesting visitor permits

The chart below shows a year on year comparison of the take up of resident permits for the last 3 years

Area	Parking Zone and visitor allowance	Permits allowed 2011/12	Permits on issue 2011/12	Permits on issue 2010/11	Permits on issue 2009/10	% of scheme take up 2011/12	% of scheme taken up 2010/11	% of scheme taken up 2009/10	No. of people on waiting list 2011/12	No. of people on waiting list 2010/11	No. of people on waiting list 2009/10
Preston Park*	A (50)	642	639	642	540	99%	100%	100%	0	0	0
St James	C (50)	1477	1363	1311	1309	92%	89%	89%	0	0	0
Kemptown*	H (50)	2552	2519	2408	1750	99%	95%	100%	0	0	0
London Road*	J (50)	1120	829	857	165	74%	77%	50%	0	0	0
Brunswick	M(50)	1650	1650	1650	1643	100%	100%	100%	356	400	319
Central Hove	N (50)	4589	4589	4589	4536	100%	100%	99%	0	113	0
Goldsmid*	O (50)	2283	2099	2084	1981	92%	91%	87%	0	0	0
Prestonville	Q (50)	1092	1023	1092	1029	94%	100%	94%	0	0	0
Westbourne	R (50)	4077	3497	3572	3381	86%	87%	83%	0	0	0
Hove Park	T (50)	524	365	369	347	70%	70%	66%	0	0	0
St Luke's	U (50)	411	288	265	275	70%	64%	67%	0	0	0
Westbourne	W (50)	1069	781	844	784	73%	79%	73%	0	0	0
North Central	Y (25)	1750	1750	1750	1750	100%	100%	100%	310	385	249
South Central	Z (25)	1150	1150	1150	1150	100%	100%	100%	259	362	207
Total	N/A	24,386	22,542	22,583	20,640				925	1,260	775

\* scheme extended in period covered by table  
Overall the number of people on the waiting list has reduced from 1,260 to 925, with falls in all scheme areas.



## Chapter 4

“We will continue to promote the wider role of the CEO in the community”

# On street enforcement

The city's enforcement contractor currently employs 74 Civil Enforcement Officers (CEO's). This has been reduced from a high of 85 officers in 2009.

### Scooter enforcement

We now have 3 CEO's on scooters deployed each day. They focus on enforcement of the yellow lines and the Special Parking Areas of the city. They are able to get around the city much quicker than the foot beats and can attend to urgent issues such as obstruction of residential driveways and dropped kerbs.

### CEOs assisting the public 2011-12

Beyond their core duties, enforcement officers

regularly help members of the public whether it be providing local information, assisting at the scenes of accidents, supporting the Police or simply returning lost property. All these and more were logged by the team in the past year and we will continue to promote the wider role of the CEO in the community.





**Partnership Working**

We work in partnership with many organisations in the city for event management and to discuss specific problems or issues on request. These include:

- **Local Action Groups focusing on parking enforcement**
- **Elm Grove**
- **Tarner**
- **Hollingbury**
- **Goldsmid**
- **The Brighton Festival**
- **The Brighton Marathon**
- **Kemp Town Carnival Association**
- **Federation of Disabled**
- **Sussex Police**

**Events**

The city has a packed calendar of events for which changes in the usual parking arrangements are required. We have mentioned some of these in previous annual reports such as the Brighton marathon which continues to prove popular with visitors and residents.

**The Kemptown Carnival**

The 4th June 2011 saw the return of the Kemptown Carnival which involved the suspension of 155 parking bays. An event this size involves close working between the organisers, council officers and the contractor to ensure the correct bays are suspended. Enforcement on the day was co-ordinated by the contractor and the bays were cleared allowing the Kemptown Carnival to proceed successfully. Parking bays were also suspended again for the Brighton Marathon in April and for Brighton Pride in August. Team work between the council and our contractor ensured parked vehicles did not impact on either event.

**Abandoned Vehicles**

We are responsible for the removal of Abandoned Vehicles from the highway. We have Key Performance Indicators relating to this which are to remove abandoned vehicles:

- **Within 24 hours from reporting by the Highways Department**
- **Within 2 hours from reporting by the Highways Department for any burnt out vehicles**

From April 2011 to March 2012 approx 80 abandoned vehicles were removed all within the set timescales. By removing the vehicles as soon as authorisation has been given also reduces the risk of them becoming the target of other crime.

**Suspensions**

A total of 4089 parking bays were suspended in 2011/12 across the city. These were for various reasons which include household removals, building work and for numerous special events and parking requests. The council processed 1280 Suspension Applications and our contractor NSL placed 1977 signs to facilitate these suspensions.



**Penalty Charge Notice statistics 2008-9 to 2011-12**

	2011-12			2010-11			2009-10			2008-2009		
	Total Penalty Charge Notices	On Street	Off Street	Total Penalty Charge Notices	On Street	Off Street	Total Penalty Charge Notices	On Street	Off Street	Total Penalty Charge Notices (PCN)	On Street	Off Street
Number of higher level PCN	73,222	73,027	195	76,615	76,435	180	81,203	79,367	1,827	90,796	90,761	35
Number of lower level PCN	42,875	40,364	2,511	33,733	30,857	2,876	35,166	34,385	781	39,041	37,431	1,610
Total number of PCNs issued	116,097	113,391	2,706	109,275	106,292	2,983	116,369	113,761	2,608	129,837	128,192	1,645
Number of PCNs paid	82,964	81,117	1,787	78,995	77,139	1,856	82,781	81,298	1,483	90,805	89,628	1,177
Number of PCNs paid at discount	68,662	67,157	1,505	63,441	61,920	1,521	68,730	67,517	1,213	59,026	58,085	968
Number of PCNs against which a representation was made (including Transfer of liability)	35,284	34,131	1,153	35,856	34,503	1,353	39,790	39,982	808	40,991	40,959	32
Number of PCNs cancelled as a result of representation or informal challenge	14,371	13,970	401	16,207	15,311	896	15,310	14,906	404	15,885	15,676	209
No of PCNs written off for other reasons	3250	3203	47	3,204	3,145	59	2,126	2,101	25	2,259	2,239	20
Number of Postal PCNs issued	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of vehicles immobilised	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of vehicles removed	1205	1205	0	1,057	1,057	0	1,268	1,268	0	1,073	1,073	0

\* scheme extended in period covered by table  
Overall the number of people on the waiting list has reduced from 1,260 to 925, with falls in all scheme areas.



“As a result road traffic safety was becoming an issue for all road users along these busy stretches of road”

## Chapter 5

# CCTV enforcement and postal Penalty Charge Notices

On 29 November 2011 Environment, Transport and Sustainability Cabinet Members Meeting approved the introduction of postal Penalty Charge Notices via CCTV for the most serious type of contraventions along the North Street / Western Road corridor, Lewes Road and London Road [http://bit.ly/cabinet\\_29\\_november](http://bit.ly/cabinet_29_november) (agenda item 58).

The report explained that on foot enforcement along these key routes was becoming ineffective. As a result road traffic safety was becoming an issue for all road users along these busy stretches of road. Drivers were parking their vehicles along these busy routes and driving them around the block as soon as a Civil Enforcement Officer

appeared. This resulted in only 13 PCNs being issued in September 2011 compared to 132 recorded vehicles driven away before the Civil Enforcement Officers could issue the Penalty Charge Notice. This was causing serious delays to the 3,000 buses using these routes every day.

Our Code of Practice for Postal Penalty Charge Notice enforcement has been included as appendix 5 in this report.

The same report enables Civil Enforcement officers to serve a Penalty Charge Notice by post if the driver leaves before the Notice has been placed on the windscreen for the most serious types of contravention (see appendix 5).



## Chapter 6

“As the photograph of the vehicle driving in the bus lane is printed on the Penalty Charge Notice we tend to receive a lower proportion of challenges”

# Bus Lane Enforcement

Bus Lane Enforcement aims to give priority to buses and taxis in bus lanes by excluding other vehicle types during prescribed hours. Bus Lane Enforcement is part of a wide ranging programme of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution.

The City Council has invested in an additional 'capture station' which allows both bus lane monitoring officers to issue Penalty Charge Notices at the same time. Previously one monitoring officer would capture the Penalty Charge Notice and the other would review the details logged and captured and issue the Penalty charge Notice. This has proved to be a more effective means of capturing contraventions.



Local Authority	Appeals received	Penalty Charge Notice (PCN's) issued	Rate of appeal per PCN	Not contested by council	Allowed by adjudicator	Total allowed including not contested by council	Refused by Adjudicator incl. Out of time and withdrawn by appellant	Awaiting decision incl. Other decided
All Areas Apr 08 - Mar 09	464	132,170	0.35%	189 41%	119 26%	308 66%	141 30%	15 3%
All Areas Apr 09 - Mar 10	634	172,390	0.37%	237 37%	175 28%	412 65%	187 29%	0
All Areas Apr10 - Mar 11	1,410	321,607	0.43%	586 41%	256 18%	842 60%	484 34%	44 3%
All Areas April 11 - March 12	3,336	527,027	0.63%	1304 39%	826 25%	2130 64%	1061 32%	110 3%
Brighton & Hove Apr 08 - Mar 09	82	5,702	1.44%	29 27%	15 18%	37 45%	45 55%	0
Brighton & Hove April 09 - Mar 10	74	6,737	1.1%	44 59%	13 18%	57 77%	10 14%	7 9%
Brighton & Hove Apr 10 - Mar 11	75	7,964	0.94%	13 17%	25 33%	38 51%	36 48%	0
Brighton & Hove April 11 - March 12	58	9,311	0.62%	34 59%	17 29%	51 88%	7 12%	0

The number of Penalty Charge Notices issued for bus lane Penalty Charge Notices has increased over the past year. As the photograph of the vehicle driving in the bus lane is printed on the Penalty Charge Notice we tend to receive a lower proportion of challenges against the issue of the Penalty Charge Notice. The payment rate for bus lane contraventions is also higher than for parking Penalty Charge Notice with over 82% of Penalty Charge Notices paid with the vast majority being paid at the £30 discount rate. The rate of appeal to the Traffic Penalty Tribunal has more than halved over the past few years despite the introduction of online appeals to the council and Traffic Penalty Tribunal.

Around 25 vehicles per day are recorded driving in Bus Lanes. It is worth remembering that in 2006, before the introduction of CCTV bus lane enforcement an Argus reporter counted 80 non authorised vehicles using the bus lane per hour. Current levels of compliance are therefore still dramatically better than they were before this system was introduced and this has helped to improve bus journey times and increase bus patronage.

Month	BLE PCNs issued 2011-12	BLE PCNs issued 2010-11
April	413	424
May	507	543
June	697	670
July	962	915
August	860	690
September	976	758
October	1039	822
November	629	669
December	860	522
January	735	648
February	723	614
March	910	689
TOTAL	9311	7964





## Chapter 7

# Challenges representation and appeals

### Online Appeals

We are responding to the majority of online appeals via email making the service faster and more convenient, as well as reducing the cost of making an appeal and of providing the service. Online appeals have increased in popularity with almost half of our representations being sent in via this route. We have sent our responses to informal representations via email which decreases back office processing costs. We also request that evidence is sent via email.

### New Customer Service Centre

In May 2012 the Parking Information Centre moved to temporary accommodation.

The temporary area has 4 counters for permit and PCN enquiries, the Blue Badge office and a new self service area where you can appeal online or renew your permit online. The area is more open and modern with partial screens.

“Brighton & Hove has adopted the Department for Transport's best practice for assessing and processing badges”

	Online appeals	Postal appeals	Postal	Postal bus lane appeals	Total postal appeals	% of appeals received online	% of appeals challenged including transfers of liability
Jan-11	0	1976	331	181	2488	0	24
Feb-11	312	1968	166	85	2531	12	27
Mar-11	640	1249	141	70	2100	30	20
Apr-11	938	1518	168	89	2713	35	26
May-11	1175	1761	159	84	3179	37	29
Jun-11	972	1839	176	55	3042	32	30
Jul-11	1198	1753	226	93	3270	37	28
Aug-11	1332	1914	209	113	3568	37	32
Sep-11	1299	1895	184	114	3492	37	33
Oct-11	1290	1632	154	115	3191	40	27
Nov-11	1223	1694	166	82	3165	39	31
Dec-11	1090	1470	160	97	2817	39	28
Jan-12	1256	1477	237	142	3112	40	32
Feb-12	1036	1417	157	98	2708	38	30
Mar-12	1065	1194	125	96	2480	43	27
Apr-12	1234	1130	111	100	2575	48	26
May-12	1351	1388	45	118	2902	47	28
Jun-12	1276	1232	132	75	2715	47	28

We are based in temporary accommodation while a new Customer Service Centre is being built to house Parking and other services. This will be a large opened planned office with self service areas, interview booths, counter services and private interview rooms. In the new area we will not have security screens between ourselves and customers which we expect will improve the experience. The new centre is expected to be opening in early 2013.

We are currently undertaking a review of our operation in the hope that we can become more efficient and effective when we move into the new Customer Service Centre.

### Blue Badges

As highlighted in last year's annual report, there have been changes with regards to Blue Badge processing.

Brighton & Hove has adopted the Department for Transport's' best practice for assessing and processing badges for approximately 1 year. The desk top assessments and independent mobility assessments have allowed us to identify badges that should not have been issued.

We have amended our response dates so that badges are sent to the applicant wishing to renew their badges well before the old badge expires. From the 1 January 2012 we have issued Blue Badges via the new national system.

### Awards

This year we were shortlisted for:

- Parking Services Team of the Year
- Digital Parking
- Young Parking Professional – Sahar Abuelbasha and James Adlem (winner)
- Parking Annual Report for the third year in a row



**Chapter  
8**

“Our Facebook pages have a ‘weekly reach’ of around 600 and growing steadily with a mix of residents, visitors, the local press and police regularly sharing our content”

# Keeping in touch

## Appeals to the adjudicator

Local Authority	Appeals	PCNs issued	Rate of appeal per PCN	not contested by council	Rate of appeal per PCN	Total allowed including not contested by council	refused by	Awaiting decision incl. Other decided
All councils Apr 08-Mar 09	12,424	4,000,221	0.31%	4170 34%	3572 29%	7742 62%	4325 35%	357 3%
All councils Apr 09 -Mar 10	14,269	4,245,998	0.34%	3,880 27%	4,188 29%	8,068 57%	5,804 41%	397 3%
Brighton & Hove Apr 08 - Mar 09	811	129,837	0.62%	245 30%	292 36%	537 66%	254 31%	20 2%
Brighton & Hove Apr 09 -Mar 10	671	116,369	0.58%	162 24%	217 32%	379 56%	288 43%	4 1%
Brighton & Hove Apr 10 - Mar 11	722	109,275	0.66%	127 18%	216 30%	343 48%	336 47%	4 1%
Brighton & Hove April 11 - March 12	646	116,097	0.56%	121 19%	217 34%	338 52%	279 43%	29 4%

Over the past year we have been looking at different ways we can connect with our customers, to make it easier to get in touch, access information and feedback views.

### Social Media

Last year we reported that Parking services have teamed up with the rest of the transport department and both pages were started at the early part of 2011. The pages have received a growing number of visitors, our Facebook pages have a ‘weekly reach’ of around 600 and growing steadily with a mix of residents, visitors, the local press and police regularly sharing our content. Important parking stories such as advanced notice of major events with

road closures or large number of parking bay suspensions are also published on the corporate Brighton & Hove Facebook pages.

The Transport & Parking Twitter account has grown rapidly with over 500 followers and the Brighton & Hove City Council’s main account fast approaching 10,000 followers. As with the Facebook pages the Brighton & Hove main twitter account retweets important information. We plan to expand the twitter service by providing a new twitter account specifically for up to date travel information @BHLiveFeed from our Traffic Control Room based at Hove Town Hall, this should be up and running by September 2012.

A wide range of subjects have been raised by the public on these pages. With the exception of 2 offensive comments our policy has been to leave all comments including complaints on our website. Parking is usually a highly emotive subject, and our social media pages provide a public platform for open discussion on our services and an effective means of informing debate on these issues.

We have also been able to respond to tweets about our services from members of the public not following our pages. For example following the move of the Parking Information Centre to temporary offices at the former registry office site a member of the public tweeted a comment. We were able to respond promptly explaining that permits could now be renewed online and providing the link.

### Website re-design

Our new look parking website which makes the site easier to navigate, includes photos and links to external sites and provides a much easier and more convenient way of finding information. The Do it Now options such as appealing or paying a Penalty Charge Notice online and providing feedback to the department. You can check out our new website at [www.brighton-hove.gov.uk/parking](http://www.brighton-hove.gov.uk/parking).

The council connect service provided by volunteers in council libraries allows people without access to the internet or who would like help with using computers to access our online services please see [www.brighton-hove.gov.uk/councilconnect](http://www.brighton-hove.gov.uk/councilconnect) for more information.

### Leaflets

We added a new leaflet to the suite of publications listed below in response to questions about on street parking tariffs [http://bit.ly/onstreet\\_parking\\_leaflet](http://bit.ly/onstreet_parking_leaflet)

This shows the boundary of the high tariff on street zone and low tariff area. This is in addition to the following leaflets which are also available on our website.

- **Guide to permits**
- **Guide to parking**
- **Loading/unloading**
- **Car parks**
- **Bus lanes**

### Your Views

#### City Wide Parking Review

In October 2011 the council made a commitment to review parking schemes in the city to ensure a fair balance between the needs of residents, businesses and visitors.

The purpose of the review is to improve the way we manage parking and to look at the future of resident parking schemes, including how we consult and whether to consult on new parking schemes or to extend existing schemes.

The first stage of the review involved officers going to community meetings and talking directly with people. Council representatives have attended over 30 community meetings all over the city talking directly to over 800 residents. Transport user groups, councillors, business organisations and disability groups have also been contacted. The second stage is a sample postal survey of households to take place in Autumn 2012. The survey results will be published on the council's website early in 2013. A report with recommendations on policy changes and which, if any, new areas should be consulted on resident parking schemes will be presented to Transport Committee in January 2013



## Chapter 9

# Signs & Lines Maintenance

“A planned lining maintenance project was also undertaken which refreshed and checked any lining needing maintenance within Area O (Goldsmid) and 75% of Area M (Brunswick & Adelaide)”

The Parking Infrastructure team deals with the maintenance and installation of new street signage throughout the city, as well as the installation of new and maintenance of existing parking signs outside of the controlled parking zone. This generally comes from requests / comments from members of the public and through observations / checks made by CEOs and officers. New signage was also erected on all the existing advisory disabled bays within the Moulsecomb & Bevendean ward as well as signage for all new installed disabled bays within the Special Parking Area. (SPA)

As well as this there has been significant general lining maintenance during the year covered by this report including remarking of yellow lines, amendments and installation to various parking restrictions, installation of disabled bays and white return lines. Again this generally comes from requests / comments from members of the public and through observations / checks made by CEOs and officers. A planned lining maintenance project was also undertaken which refreshed and checked any lining needing maintenance within Area O (Goldsmid) and 75% of Area M (Brunswick & Adelaide).



Parking Infrastructure spent just over £490,000 for lining and signing maintenance/ works and Traffic Regulation Order costs for the financial year covered by this report.

The breakdown for this was as follows:

Type of work	2011/12	2010/11
Signing	£207,762	£245,288
Lining	£259,241	£177,563
Traffic regulation Orders	£25,416	£35,761
Total	£492,419	458,612



**Chapter  
10**

“The Lanes and London Road have been awarded the ‘Park Mark’ safer parking award and we are working towards achieving the same accreditation at our other sites”

# Off Street Car Parks

Brighton & Hove City Council operates 14 car parks across the city including large multi-storey car parks and smaller surface sites. Two of these, The Lanes and London Road have been awarded the ‘Park Mark’ safer parking award and we are working towards achieving the same accreditation at our other sites.

In September 2011, the council’s cabinet approved a £4.298 million capital funding for car park improvements at Regency Square, Trafalgar Street, Carlton Hill and Oxford Court Car Parks.

Work on the Carlton Hill and Oxford Court car parks has been completed. The multi storey projects started in April 2012. Works at Carlton

Hill included the provision of vehicle Armco barriers, rebuilding a damaged boundary wall, the removal of asbestos and new road markings. At Oxford Court the team installed a lighting column protector, new road markings and erected new signage.

Regency Square, located just north of the West Pier and ideally situated for the new i360 project, will be transformed into a facility that offers visitors to the new attraction and seafront a pleasant and secure welcome. Similarly, at Trafalgar Street, car park the refurbishment will improve lighting, safety and security.

Reconfiguration of the A259 / Regency Square (west) junction will significantly improve access



The table below shows a number of common FOI questions we received

Do Civil Enforcement Officers receive bonuses or incentives based on the number of PCNs they issue?	The council uses the British Parking Association model contract which specifically prohibits the use of incentives and/or bonuses for Civil Enforcement Officers based on number of Penalty Charge Notices issued.
How many mobile CCTV parking enforcement vehicles does the council deploy?	The council does not use mobile CCTV camera enforcement but static CCTV cameras based in Lewes Road, London Road and the North Street / Western Road corridor.
How long the Council expects the meters to operate until they need replacing and the period over which the Council will depreciate their asset value in its accounts together with any associated interest charges	Our P&D machines are generally assumed to have a lifespan of 10 years and the asset value is depreciated accordingly
How many Civil Enforcement Officers does your parking department employ for: 1. on-street and 2. CCTV enforcement (including mobile enforcement)?	1. on street 74 CEOs 2. CCTV - 2 bus lane monitoring officers
What role specific training has been provided to your: 1. on-street and 2. CCTV Civil Enforcement officers since 2006?	1. On street City & Guilds training and in house 'Streets ahead' training – certificates awarded to all staff. 2. CCTV all staff received BTEC in CCTV surveillance from TAVCOM Ltd
On average how many CEOs have been employed by the council over the past 5 years	Over the past 5 years we have employed on average the following numbers of Civil Enforcement Officers 2012: 70, 2011: 74, 2010: 80 2009: 85, 2008: 83

Which streets in your council area have produced the highest income from parking enforcement in 2011? Please provide details of the number of tickets issued and the amount paid	Amount Paid	No. PCNs
Madeira Drive (C)	98,149	4008
Wilbury Road (N)	44,620	1621
First Avenue (N)	40,318	1585
Grand Avenue (N)	39,858	1553
Marine Parade (C)	38,555	1381
Lansdowne Place (M)	38,239	1313
Old Steine (Z)	31,904	1304
Third Avenue (N)	31,020	1150
Regency Square (Z)	30,355	1149
Bartholomews (Z)	28,722	1139
The Drive (N)	28,454	1073
Blatchington Road (N)	27,136	1048
Prince Albert Street (Z)	25,713	1034
Montpelier Road (Z)	25,648	999
Kings Road (Z)	25,035	987
Church Road (N)	23,231	914
Brunswick Place (M)	22,586	865
Kingsway (M)	21,105	859
King Alfred CarPark (N)	20,865	857
Marine Parade (H)	20,548	823
Ship Street (Z)	20,462	814
<b>Totals</b>	<b>682,523</b>	<b>26,476</b>

**Corporate complaints**

Knowing what you think about the service you receive is important to us so that we can make improvements where they are most needed. Your comments, compliments and complaints will be treated in the strictest confidence. Please note appeals against Penalty Charge Notices have to be dealt with under the statutory appeals process. If you are unhappy with our response you can appeal to the Traffic Penalty Tribunal which is independent of the council and whose decision is final.

Comments on a council service can be completed online, by emailing [complaints@brighton-hove.gov.uk](mailto:complaints@brighton-hove.gov.uk)

or calling the freephone number (0500) 291229. If you are not happy with something we have done, please contact us directly and we will try to resolve any issues as quickly as possible. We may be able to explain why things have been done a certain way. If you have contacted us and are still not happy with what we have done you can make a formal complaint by using the same contact details as above.

It is always nice to get positive feedback too! If you have any compliments, please let us know As this is greatly appreciated by the team who do a tough but important and valuable job.

The table below shows the number of complaints received by Parking Infrastructure and the average time to reply each month. As can be seen the average response time has increased but the number of complaints has gone down.

Month	Total number complaints received 2011/12	Average response time 2011/12	Total number of complaints received 2010/11	Average response time 2010/11
April	2	10	9	8
May	2	0	9	10
June	2	4	8	6
July	6	15	5	6
August	8	13	8	4
September	2	22	8	20
October	11	7	8	7
November	12	10	3	7
December	6	22	3	5
January	6	18	9	4
February	8	11	6	4
March	8	10	6	7
<b>Total</b>	<b>71</b>	<b>12</b>	<b>82</b>	<b>8</b>

#### Penalty Charge Notices

Month	PCNs 2011-12	VOID PCNs 2011-12	Valid PCNs 2011-12	PCNs 2010-11	VOID PCNs 2010-11	Valid PCNs 2010-11
April	10111	79	<b>10032</b>	9370	99	<b>9271</b>
May	10658	84	<b>10574</b>	9528	111	<b>9417</b>
June	9817	79	<b>9738</b>	9267	107	<b>9160</b>
July	10978	78	<b>10900</b>	10144	122	<b>10022</b>
August	10642	89	<b>10553</b>	10375	98	<b>10277</b>
September	9610	71	<b>9539</b>	8525	72	<b>8453</b>
October	10734	85	<b>10649</b>	9653	91	<b>9562</b>
November	9669	85	<b>9584</b>	8350	79	<b>8271</b>
December	9294	65	<b>9229</b>	6779	65	<b>6714</b>
January	9039	75	<b>8964</b>	9572	99	<b>9473</b>
February	8185	59	<b>8126</b>	8925	74	<b>8851</b>
March	8269	60	<b>8209</b>	9890	86	<b>9804</b>
<b>Total</b>			<b>116097</b>			<b>109275</b>

# Financial Information

## Chapter 12

“The Civil Parking Enforcement surplus contributes towards providing free bus passes for the elderly and disabled”

#### Detailed Income

Income by source	£ 2011-12	£ 2010-11	£ 2009-10	£ 2008-09
On street parking charges	9,220,144	9,011,212	8,305,464	8,136,678
Permit income	4,482,426	4,028,584	3,764,444	3,423,926
Penalty Charge Notices (inclusive of bad debt provision)	4,315,078	3,697,823	3,968,402	4,210,984
Other income	12,342	15,699	16,427	10,711
<b>Total</b>	<b>18,029,990</b>	<b>16,753,318</b>	<b>16,054,737</b>	<b>15,815,263</b>

#### Detailed Expenditure

Direct costs of Civil Parking Enforcement	£ 2011-12	£ 2010-11	£ 2009-10	£ 2008-09
Enforcement	3,459,669	3,587,194	3,588,029	3,614,447
Admin, appeals, debt recovery and maintenance	3,329,736	3,351,491	3,175,184*	3,004,859
Scheme review / new schemes	939,709	892,716	776,610	569,703
Capital charges	773,718	1,355,570	1,119,727	1,217,660
<b>Total direct costs</b>	<b>8,502,832</b>	<b>9,186,971</b>	<b>8,659,550*</b>	<b>8,406,669</b>
Surplus after direct costs	9,527,158	7,566,346	7,395,187*	7,408,594

\*figures show finalised accounts and therefore differ slightly from the provisional figures shown in the previous parking annual report.

**Surplus after direct costs is used to contribute towards spending in following areas of Transport and Highways**

Funding for other transport and highways related projects supported by CPE income	2011-12	£ 2010-11	£ 2009-10	£ 2008-09
Supported bus services	1,155,562	1,160,123	1,229,650	1,103,928
Other public transport services	373,866	360,724	360,788	341,181
Concessionary bus fares	9,277,361*	6,765,578	6,804,527	5,757,141
Capital investment borrowing costs	3,382,755	3,327,000	3,264,169	3,023,631
<b>Total</b>	<b>14,189,544</b>	<b>11,613,425</b>	<b>11,659,134</b>	<b>10,225,881</b>

\* change to the government funding formula

In 2011-12 Civil Parking Enforcement surplus was £9,527,158. This compares to £7,566,346 in 2010-11.

**Income increased by £1,277,000 (a rise of 7.6%) and expenditure fell by £684,000 (a fall of £7.4%)**

The surplus contributes towards the part funding of:

**Bus subsidies:** Various bus routes were subsidised throughout the city in 2010/11. For further information see [http://bit.ly/public\\_transport\\_news](http://bit.ly/public_transport_news)

**Concessionary Bus Fares:** The Civil Parking Enforcement surplus contributes towards providing free bus passes for the elderly and disabled. The central government funding formula for free bus passes changed in April 2011 which resulted in the cost of this service rising to £9.2m. For more information about how to apply for a concessionary bus pass please see [www.brighton-hove.gov.uk/eligibleforapass](http://www.brighton-hove.gov.uk/eligibleforapass)

**Local Transport Plan Costs:** The Local Transport Plan for 2011-12 was 100% grant funded from the Department for Transport, so there are no borrowing costs included in relation to the Local Transport Plan for this year. The borrowings costs of £3,382,755 relate to previous years Local Transport Plan schemes since 2001.

Each year a report is presented to the Environment Cabinet Members Meeting to agree how funds will be allocated to deliver the Local Transport Plan capital programme for the following year.

Some of the projects include:

- Quality Bus Partnership Initiative
- Walking facilities (dropped kerbs & tactile)
- Cycle parking
- A23 Sustainable Transport Corridor
- Cycle Route signing
- Travel Plans for Schools
- Pedestrian priority Ship St/Old town
- Traffic control improvements
- Brighton station gateway
- Walking network improvements
- Cycle route Old Shoreham Road
- Pedestrian wayfinding and signing project
- Electric vehicle charging points (Local Transport Plan)
- Cycle priority
- New Road/Church Street junction and crossing
- Electric vehicles
- Madeira Drive structures
- Seafront railings
- Chatham Place rail bridge support
- Bear Road retaining wall
- Dyke Road Drive retaining wall
- Marine Parade retaining wall
- Footways maintenance 2011-12
- Highways Maintenance 2010-12
- Elm Grove – Local Transport Plan
- Queens Park –Local Transport Plan

# Appendix 1

## Press releases

New parking scheme for Preston Park  
[http://bit.ly/new\\_parking\\_scheme](http://bit.ly/new_parking_scheme)

Council takes action on eye sore car park  
[http://bit.ly/council\\_takes\\_action](http://bit.ly/council_takes_action)

New electric vehicle charging points  
[http://bit.ly/new\\_electric\\_vehicle](http://bit.ly/new_electric_vehicle)

social media  
[http://bit.ly/bhcc\\_social\\_media](http://bit.ly/bhcc_social_media)

Albion parking  
[http://bit.ly/more\\_seats](http://bit.ly/more_seats)

Blue Badge scheme  
[http://bit.ly/new\\_blue\\_badge](http://bit.ly/new_blue_badge)

New cycle parking for Brighton station  
[http://bit.ly/new\\_cycle\\_parking](http://bit.ly/new_cycle_parking)

New parking tariffs on seafront  
[http://bit.ly/new\\_parking\\_tariffs](http://bit.ly/new_parking_tariffs)

Citywide parking review  
[http://bit.ly/citywide\\_parking\\_review](http://bit.ly/citywide_parking_review)

Residents say yes to parking schemes  
[http://bit.ly/residents\\_say\\_yes](http://bit.ly/residents_say_yes)

Minority groups  
[http://bit.ly/infrastructure\\_team](http://bit.ly/infrastructure_team)

City's electric vehicle project wins award  
[http://bit.ly/citys\\_electric\\_vehicle](http://bit.ly/citys_electric_vehicle)

**Parking charges  
for off-street  
and other areas  
operated by  
Brighton &  
Hove City  
Council  
1 April 2012**



**Appendix  
2**

**Parking Tariffs 1 April 2012**

**Car parks**

<b>The Lanes</b>	
1 hour	1.00
2 hours	5.00
4 hours	12.00
9 hours	20.00
24 hours / Lost ticket	23.00
Weekend - 1 hour	4.00
Weekend - 2 hours	8.00
Weekend - 4 hours	15.00
Weekend - 9 hours	20.00
Weekend - 24 hours / Lost ticket	25.00
Evenings 18.00 – 24.00	4.50
Lost ticket admin fee	5.00
Overnight 16.00 – 11.00 (hotel discount)	10.00
Annual season ticket	2,500.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Z only)	1500.00

<b>London Road</b>	
1 hour	1.00
2 hours	3.00
4 hours	5.00
9 hours	8.00
24 hours / Lost ticket	15.00
Weekend - 1 hour	2.00
Weekend - 2 hours	4.00
Weekend - 4 hours	6.00
Weekend - 9 hours	8.00
Weekend - 24 hours / Lost ticket	17.50
Evenings 1800 - 2400	4.50
Overnight 16.00 – 11.00 (hotel discount)	8.00
Lost ticket admin fee	5.00
Annual season ticket	1,000.00
Annual season ticket - reduced rate	750.00
Weekly	50.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Y)	400.00

Regency Square	
1 hour	1.00
3 hours	5.00
4 hours	7.00
6 hours	9.50
24 hours / Lost ticket	12.50
Weekend - 1 hour	2.50
Weekend - 3 hours	5.00
Weekend - 4 hours	7.00
Weekend - 6 hours	9.50
Weekend - 24 hours / Lost ticket	12.50
Evenings 1800 - 2400	4.50
Lost ticket admin fee	5.00
Quarterly season ticket	500.00
Annual season ticket	1500.00
Overnight 16.00 – 11.00 (hotel discount)	10.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone M)	600.00

Trafalgar Street	
1 hour	1.00
2 hours	2.50
4 hours	4.00
6 hours	6.00
9 hours	7.50
24 hours / Lost ticket	12.50
Weekend - 2 hours	2.50
Weekend - 4 hours	4.00
Weekend - 6 hours	6.00
Weekend - 9 hours	7.50
Weekend - 24 hours / Lost ticket	12.50
Evenings 1800 - 2400	4.50
Overnight 16.00 – 11.00 (hotel discount)	10.00
Lost ticket admin fee	5.00
Quarterly season ticket	750.00
Annual season ticket	1500.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Y)	600.00

King Alfred	
1 hour	1.50
2 hours	2.00
3 hours	2.50
4 hours	3.00

Carlton Hill	
2 hours	4.00
4 hours	8.00
9 hours	10.00
24 hours	17.50
Quarterly season ticket	750.00

High Street	
2 hours	4.00
4 hours	8.00
9 hours	10.00
24 hours	17.50
Quarterly season ticket	750.00
Annual season ticket	2000.00

Oxford Court Car Park	
2 hours	4.00
4 hours	8.00
9 hours	10.00
24 hours	17.50
Quarterly season ticket	750.00

Norton Road	
1 hour	1.00
2 hours	1.50
4 hours	2.50
5 hours	3.50
9 hours	4.50
12 hours	5.00
Annual Season Ticket	750.00

Rottingdean West Street	
1 hour	1.00
2 hours	1.50
3 hours	2.50

Rottingdean Marine Cliffs	
1 hour	1.00
2 hours	1.50
11 hours	2.50
Quarterly season ticket	50.00

Haddington Street	
1 hour	1.00
2 hours	1.50
3 hours	2.50

Black Rock	
1 hour	1.00
2 hours	2.00
3 hours	3.00
4 hours	4.00
9 hours	5.00

### On-street (Pay & Display)

Central Zone	
1 hour	3.50
2 hours	6.00
4 hours	10.00
11 hours	20.00

Outer Zone	
1 hour	1.00
2 hours	2.00
4 hours	3.00
11 hours	5.00

Madeira Drive (coach park)	
8 hours	15.00

### On-street (Pay & Display)

Residents permits	
1 year (full scheme)	115.00
3 months (full scheme)	40.00
1 year (light touch)	80.00
6 months (light touch)	50.00
1 year (full scheme) - low emission	57.50
3 months (full scheme) - low emission	20.00
1 year (light touch) - low emission	40.00
6 months (light touch) - low emission	25.00
Resident zone change (admin fee)	10.00
Refunded permit (admin fee)	10.00
Resident change of vehicle (admin fee)	10.00
Replacement resident permit (admin fee)	10.00
Blue Badge resident permit	10.00
Blue Badge resident permit (light touch)	10.00

Visitors Permits	
Full scheme - per permit	2.50
Light touch – per permit	1.50

Blue Badge (3 years)	
	10.00

Car Club (1 year)	
	20.00

Trader Permits	
One year	600.00
3 months	160.00
Refunded permit (admin fee)	10.00
Change of vehicle permit (admin fee)	10.00
Replacement traders permit (admin fee)	10.00

<b>Business Permits</b>	
One year	300.00
3 months	85.00
Business zone change (admin fee)	10.00
Refunded permit (admin fee)	10.00
Change of vehicle permit (admin fee)	10.00
Replacement business permit (admin fee)	10.00

<b>School Permits</b>	
One year	115.00
3 months	40.00

<b>Hotel Permits</b>	
Area C (24 hours)	7.50
Area N (1 day)	3.00

<b>Suspensions</b>	
Suspensions (1st 8 weeks)	40.00
Suspensions (Over 8 weeks)	20.00

<b>Doctors Permits (per bay)</b>	80.00
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<b>Electric Vehicles Permit</b>	20.00
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<b>Carers Permits (not Professional)</b>	Free
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<b>Waivers (1 day)</b>	10.00
------------------------	-------

<b>Professional Carers (1 year)</b>	25.00
-------------------------------------	-------

<b>Dispensations (1 year)</b>	30.00
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## Cancellations by reason 2011/12

### Appendix 3

<b>State Description</b>	<b>Total</b>
Adjudicator - Adjudicator allowed	10
Adjudicator - Adjudicator decision consent order	4
Adjudicator - No Contest	34
Appeal - Not Contested	64
Cancelled - Adjudications Allowed	100
Cancelled - Spoiled after issue (PCN not valid)	492
Cancelled - Vehicle Drive Away	1063
Mitigating - Medical Reason	387
Mitigating - Dips\Waiver\PCB	139
Mitigating - First Offence, Discretion Applied	1345
Mitigating - Hotel permit Incorrectly Completed	141
Mitigating - Hotel Permit Valid	74
Mitigating - Special Circumstances	1181
Mitigating - Subsequent PCN Cancel	579
Mitigating - Valid Disabled Badge	665
Mitigating - Valid P&D	4088
Mitigating - Valid Resident Permit	422
Mitigating - Valid Visitor Permit	1048
Processing error - Invalid PCN - CEO error	417
Processing error - Email lost	34



Processing error - Inadequate signing/Lining	187
Processing error - Insufficient evidence	89
Processing error - NTO Rep Out of Time	207
Processing error - Office Issuing error	261
Processing error - Out of Time (initial challenge)	19
Processing error - P & D Machine faulty	274
Processing error - Scanning Issues	5
Processing error - TRO Invalid	6
Processing error Back office	100
Processing error insufficient photographs	46
TRO exempt - Alighting Passenger	79
TRO exempt - Circumstances beyond drivers control	331
TRO exempt - Emergency Work	477
TRO exempt - Handheld Void	605
TRO exempt - Loading/unloading evidence	1765
TRO exempt - Police /emergency Vehicle	33
TRO exempt - Statutory Duties	71
TRO exempt - Test Notice	2
TRO exempt - Vehicle broken down	465
TRO exempt - Vehicle stolen	99
TRO exempt - Window Cleaner	40
<b>Grand Total</b>	<b>17448</b>



**Civil  
Enforcement  
Officers  
Contravention  
Code of  
Practice**

**Appendix  
4**

Code	On street - Higher level penalty charge parking contraventions - Description	Traffic Management Act 2004 - Notes
01	Parked in a restricted street during prescribed hours	
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	
12	Parked in a residents' or shared use parking place without clearly displaying either a permit, voucher, or pay and display ticket for that place	This code relates only to resident or shared use bays. This code is used where the driver has made no attempt to park correctly and is either displaying nothing, or something that could never have been valid for that parking place, e.g. a permit for a different zone, no permit or P&D ticket that has been expired for more than 24 hours
14	Parked in an electric vehicles' charging place during restricted hours without charging	
16	Parked in a permit space without displaying a valid permit	Not for use in resident or shared use bays. Applies in permit bays designated for specific users such as businesses, ambulance, car club and doctors bays

18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	This is not used
20	Parked in a loading gap marked by a yellow line	This is not used
21	Parked in a suspended bay/space or part of a bay/space	
23	Parked in a parking place or area not designated for that class of vehicle	This depends on the tax class of the vehicle and applies where a vehicle of a different tax class uses a bay, e.g. a car parked in a motorcycle bay or a coach bay, a coach parked in a motorcycle bay. The bay has to be designated for a specific class of vehicle (not a type of vehicle, like a permit bay) and any vehicle of that class can park there, e.g. any coach can park in a coach bay, any motorcycle can park in a motorcycle bay - no permit is needed
25	Parked in a loading place or area not designated for that class of vehicle	On street loading bays
26	Vehicle parked more than 50 cm from the edge of the carriageway and not within a designated parking place	Double Parking
27	Parked adjacent to a dropped footway	If DYL then issue and remove unless blue badge holder in which case issue and relocate - Issue as a 01 If no yellow lines - providing a complaint from the resident then issue and remove on code 27
40	Parked in a designated disabled persons' parking place without clearly displaying a valid disabled persons badge	If a vehicle is seen parked in a disabled parking bay not displaying a Valid Disabled Blue Badge, or displaying a badge the incorrect way this could lead to a PCN being issued and the vehicle being relocated
41	Parked in a parking place designated for police vehicles	
45	Parked in a taxi rank	
46	Stopped where prohibited ( on a red route clearway)	This is not used
47	Stopped on a restricted bus stop/stand	
48	Stopped in a restricted area outside a school	

49	Parked wholly or partly on a cycle track	
55	A commercial vehicle parked in a restricted street in contravention of the overnight Waiting Ban	This is not used
56	Parked in contravention of a commercial vehicle waiting restriction	This is not used (no overnight waiting restriction)
57	Parked in contravention of a coach ban	This is not used (no overnight waiting restriction)
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	This is not used
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	This is not used
99	Stopped on a pedestrian crossing and/or crossing area marked by zig zags	
<b>Code</b>	<b>On street - Lower level penalty charge parking contraventions</b>	<b>Traffic Management Act 2004 - Notes</b>
04	Parked in a meter bay when penalty time is indicated	This is not used
05	Parked after the expiry of paid for time	Parked after the expiry time of the initial paid for ticket from the pay and display machine. If pay and display ticket has a time of 13.00 a PCN can be issued at 13.05
06	Parked without clearly displaying a valid pay and display ticket	If a pay and display ticket has been purchased from the machine, but has not been placed in the vehicle clear to see. Also if no pay and display ticket is purchased, therefore parking with no payment.
07	Parked with payment made to extend the stay beyond initial time	Meter feeding' In pay and display bays after the initial payment to park has been made, then purchasing a further pay and display ticket to extend the time to park without moving the vehicle Providing the time in the bay has not been exceeded then we should issue
08	Parked at an out of order meter during controlled hours	This is not used
09	Parked displaying multiple pay and display tickets where prohibited	This is not used
10	Parked without clearly displaying two valid pay and display tickets when required	This is not used

11	Parked without payment of the parking charge	This is not used
15	Parked in a residents' parking space without clearly displaying a valid residents' parking permit.	Not for use in England
19	Parked in a residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	As for a code 12, this is only for use in resident or shared use bays. It is used where the driver has made some attempt to park correctly and is displaying something which could have been valid or was valid at some time for that bay, for example, a resident permit that has expired (depending on what grace period is given for expired permits, e.g 7 days), or a pay and display ticket that has expired by less than 24 hours, or an incorrectly completed voucher.
22	Re parked in the same parking place or zone within one hour of leaving	On time limited bays (e.g. 3 hour max stay no return 1 hour) if the vehicle is parked in the same set of bays even if the vehicle has left and returned 1 hour would have had to lapsed.
24	Not parked correctly within the marking on the bay or space	If a vehicle is parked not fully within the markings of the bay as marked on the highway. ( One third of the vehicle has to be overhanging the bay markings or one third of the connecting bay is obstructed)
30	Parked for longer than permitted	If there is a time limit to the bay (e.g.2 hours no return in 1 hour) and the vehicle is seen parked for longer than the allowable time then a PCN will be issued
35	Parked in a disc parking place without clearly displaying a valid disc	This is not used
36	Parked in a disc parking place for longer than permitted	This is not used
63	Parked with engine running where prohibited	This is not used
<b>Code</b>	<b>Off street - Penalty Charge Parking contraventions</b>	<b>Traffic Management Act 2004 - Notes</b>
80	Exceeded the max Stay - For example Haddington St where the max stay is 3 hours	Lower PCN

81	In restricted area - Parked in a restricted area of the car park not designated as a parking bay	Higher PCN
82	Overstaying P&D ticket- Parked after expiry time	Lower PCN
83	No valid P&D ticket	Lower PCN
84	Additional payment made to extend the parking from the first time purchased	Lower PCN
85	In permit section - parked in permit bay without clearly displaying a valid permit	Higher PCN
86	Parked beyond the bay markings ( outside the marking of the bay)	Higher PCN
87	Parked in a Disabled Persons parking space without clearly displaying a valid disabled persons badge	Higher PCN
89	height/weight limit	This is not used
91	Wrong class of vehicle	Higher PCN
92	Causing an obstruction -i.e. on ramp or blocking exit points	Higher PCN

## Code of Practice for Postal Penalty Charge Notices

### Appendix 5

#### **CCTV Parking Enforcement**

To be undertaken in all locations visible to the static cameras located in North Street / Western Road, London Road, Lewes Road.

CCTV monitoring officers will be BTEC qualified in data protection and all relevant legislation and follow the Code of Practice for CCTV enforcement.

CCTV devices will be approved for parking enforcement by the Vehicle Certification Agency through submission of a technical file prior to enforcement and therefore be 'approved devices' in accordance with the legislation.

Only the following parking contraventions may be enforced by the CCTV cameras  
Contravention 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 45 - Parked in a taxi rank

Contravention 47 – Parked on a restricted bus stop/stand.

Contravention 99 - Stopped on a pedestrian crossing and/or area marked by zigzags

For all contraventions CCTV monitoring officers will

- Zoom in for close up of vehicle
- Pan out for context shot
- Operator to make notes of any activity carried out by the driver

#### **Regulation ten 'Postal' PCNs on issued foot**

Regulation ten PCNs will only be issued by Civil Enforcement Officers following relevant training.

They may be issued for the following contravention codes

Contravention 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 40 – Parked in a designated disabled person's parking place without displaying a valid disabled person's badge

Contravention 45 - Parked in a taxi rank

Contravention 47 – Parked on a restricted bus stop/stand.

Contravention 48 – Parked in a restricted area outside a school

Contravention 49 – Parked wholly or partially on a cycle track

Contravention 99 - Stopped on a pedestrian crossing and/or area marked by zigzags

Comprehensive pocket book notes will be taken. Good quality photos are required for the contravention to be proved.

Regulation ten PCNs will be spot checked to establish whether sufficient evidence has been gathered for a PCN to be issued. Following enquiries with DVLA PCNs will be issued in accordance with statutory timescales and on notices specifically designed for regulation ten PCNs.



**Glossary  
of Terms**

Customer Service Week comments from the public about 'If you could change one thing...'

**Bus Lane Enforcement**

A bus lane is restricted to buses and is used to speed up the bus service and aide in them running on time. In Brighton & Hove taxis and bicycles can also use bus lanes. The central bus lanes are enforced by the local authority. The police still enforce those outside of central Brighton.

**Challenge**

An objection made against a Penalty Charge Notice before a Notice To Owner is issued.

**Cancellations**

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case of when there is an applicable exemption.

**Civil Enforcement Officer – CEO**

This is the name given to officers who used to be known as Parking Attendants. They must be employed by the council or through a specialist contractor. In Brighton & Hove they are employed through NSL (formerly NCP).

**Civil Parking Enforcement – CPE**

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.

**Contravention**

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

**Controlled Parking Zone - CPZ**

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

**Decriminalised**

This means that it is not illegal to park in contravention of parking regulations. Enforcement of regulations within a Special Parking Area and is the sole responsibility of

the Local Authority and not the police. Parking is a civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.

**Decriminalised Parking Enforcement –DPE**

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Road Traffic Act 1991.

**Department for Transport – DfT**

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.

**Differential Parking Penalties**

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the offence.

**Fixed Penalty Notice - FPN**

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

**Local Transport Plan – LTP**

These are an important part of transport planning within England. We are required to prepare them as plans for the future and present them to the Department for Transport.

**NO**

Nitrogen Oxide

**NO2**

Nitrogen Dioxide

**Notice To Owner – NtO**

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice

(PENALTY CHARGE NOTICE (PCN)). This will be served when a PENALTY CHARGE NOTICE (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either ;

- make a payment of the full charge
- make representation (an appeal)

**NSL – formerly National Car Parks (NCP)**

NSL are Brighton & Hove's parking enforcement service provider working under contract.

**Off-street parking**

These are facilities provided through car parks

**On-street parking**

These are facilities provided on the kerbside such as pay and display or permit parking

**Penalty Charge Notice – (PCN)**

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

**Registered Keeper**

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA)

**Representation**

This is a challenge against the PCN after the Notice To Owner is issued.

**Special Parking Area - SPA**

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

**Traffic Management Act 2004 – TMA**

This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.

**Traffic Penalty Tribunal –TPT**

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London).

The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

**Traffic Regulation Order – TRO**

This is the statutory legal document necessary to support any enforceable traffic or highway measures.

Translation? Tick this box and take to any council office.

ترجمه؟ وضع علامه في المربع وخذها إلى مكتب البلدية. Arabic

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻译? 请在这方格内加刷, 并送回任何市议会的办事处。Cantonese

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi

Traduction? Veuillez cocher la case et apporter au council. French

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin

Tłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office). Polish

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz Turkish

other (please state)

**This can also be made available in large print, Braille, or on CD or audio tape**

