

Annual Report 2010/11

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Foreword

It is my pleasure to introduce our third 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.

This year Parking Services has introduced new public engagement platforms in Facebook and Twitter : www.facebook.com/transportandparking and www.twitter.com/bhcc_transport . These are helping improve communication around all types of parking and transport related issues in the city. At the same time, public feedback from these pages is helping us improve the quality of our services and help prioritise issues of concern and provide information directly to the public.

A few short months after the launch of our service to accept appeals online, nearly 40% of people writing to the council about their Penalty Charge Notice now choose to do so online rather than by post. It is of course important that we do not exclude sections of the public from these new channels which is why the “Council Connect” project based in libraries and other council buildings providing volunteers to help guide people through the council’s website goes hand in hand with advances in placing services online.

For the first time, the report explains the work of Parking Services in tackling Blue Badge misuse and fraud. This type of misuse affects some of the most vulnerable members of our community by depriving them access to disabled bays and their blue badge concessions. I was pleased to hear of the successful trial of providing Civil Enforcement Officers with details of stolen and lost Blue Badges directly on their handheld computers which has resulted in the recovery of 53 stolen badges. This joint approach to tackling the problem means that anyone seen displaying a stolen blue badge in Brighton and Hove can expect a visit from Sussex Police.

The number of Penalty Charge Notices issued in Brighton and Hove continues to fall year-on- year from the peak in 2004 when 168,000 Penalty Charge Notices were issued to the year covered by this report when just 109,000 PCNs were issued. This improved compliance and familiarity with the parking regulations helps keep traffic moving.

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 posting your comments on our [facebook](#) or [twitter](#) pages.

Thank you for taking the time to read our 2010/11 Parking Annual Report

Cllr Ian Davey

Cabinet Member for Transport & Public Realm.

Chapter 1 Overview

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**

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.

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

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

Chapter 2 Blue Badge

Blue Badge Fraud and misuse is a growing problem throughout the country, costing each local authority thousands of pounds each year. The city has seen an increase in people displaying photocopied and fake badges to obtain free parking.

In 2010/11 Transport Operations devoted more resources to tackling this ongoing problem and we have seen positive results from the work we have been doing. In partnership with NSL and Sussex Police we have been working hard to identify and recover these badges and make any lost or stolen badges displayed on street worthless.

Currently only the Police have the legal power to confiscate Blue Badges on display that have been reported as lost or stolen or have been issued to a resident who is now deceased. Working with our partners we wanted to find a quick and efficient way of identifying whether a stolen badge was on display. We wanted to either have the vehicle towed to the pound or request the attendance of Sussex Police immediately to deal with the situation.

All Civil Enforcement Officers now have access to our detailed database with information on all badges that have been reported as lost or stolen, and provides the dates in which the badge holder died, if relevant. This data can be accessed directly from their handheld computers. When a badge is seen displayed in a vehicle they can check immediately if this badge has been reported to us as stolen. If it has been, a Penalty Charge Notice is issued and photographic evidence taken. Once the case has been put together the information is passed on to the police.

Vehicles seen parked in disabled bays with stolen or fake badges will be towed immediately and vehicle owners can usually expect Sussex Police to be at the car pound when they collect the vehicle. Between March and February 2011 Civil Enforcement Officers started to check badges. Now Civil Enforcement Officers check all badges that are on display. The table below shows the level of checks carried out and the rate of fraud/misuse found.

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Checks carried out	66	31	106	234	197	191	154	171	153	131	131	150	150	1865
Fraud cases	11	8	15	15	17	20	15	18	9	4	5	2	8	147
Fraud %	16%	26%	14%	6%	9%	10%	10%	11%	6%	3%	4%	3%	5%	9%
Misuse cases	1	0	1	1	6	8	11	10	2	3	4	4	9	60

The first 6 months of operation resulted in 93 badges being recovered with nearly 70% resulting in police action. The breakdown is as follows:

Lost	18
Stolen	48
Deceased	18
Altered	4

Fake 4
Photocopy 1

The two graphs below show that during the trial, the percentage of fraud cases has greatly reduced. Publicity in the local press, on the council's Facebook and twitter pages and on our website about the scheme may have led potential fraudsters to think again before using a Blue Badge they are not entitled to.

Overall the number of thefts of Blue Badges in Brighton and Hove has decreased over the past year by 25%.

Inspector Hazzard from Sussex Police has said:

'A significant number of reports that have been sent through to us end up with a disposal, normally a caution so people that are using fraudulent or stolen blue badges are getting a criminal record as a result. If people get to hear about this the market should dry up and this in turn should reduce thefts of badges from vehicles and the number of stolen / fraudulent badges used on the street.'

Operation Bluebird

As in previous years we have also continued with Operation Bluebird, where Civil Enforcement Officers are accompanied on their patrols by Police Community Support Officers where they were looking for fraudulent badges and those people that misuse them.

To help the public assist us in identifying Blue Badge misuse we have created a new email address for reporting suspected fraud & misuse:

BlueBadge.fraud@brighton-hove.gov.uk

We have also created a Blue Badge poster which provides details of how people can report any misuse to us. These posters are found in libraries, council public building and doctor's surgeries.

Our [Facebook](#) and [Twitter](#) pages are regularly updated with information on how people can provide information to us and our [website](#) has more detailed information including an [online report form](#).

National Fraud Initiative (NFI)

The purpose of NFI is to recover Blue Badges and permits which should already have been returned to us but have not and are still in use, such as following the death of the Blue Badge holder.

The success rate has been better than expected in 2010/11, the results show that 56 Blue Badges were returned to us as a direct result of the NFI investigations. Of this, 3 badges were cancelled on our system and then confiscated by the police as they were being misused by friends or family of the deceased.

What's next?

Moving forward we plan to continue our work in tackling this problem within the city, working closer with East & West Sussex to share our information to ensure that lost or stolen badges from any of these authorities can be identified easily and the relevant action taken against the driver.

We have recently changed Blue Badge assessments which used to be carried out by the applicant's doctor. We are now using our own medical expert (GP) to carry out assessments on our behalf independently. It's important for the integrity of the scheme that Blue Badges are only issued to those people who are genuinely in need of one and meet the national criteria. Using our own assessor can help us ensure that this is the case. Not all applicants will need a visit from a medical expert, those on the Higher Rate Mobility living allowance or who fulfil other criteria will be automatically issued with a badge, all other applicants may require a visit from our Blue Badge eligibility assessor before an application is approved.

On 14th February 2011 an announcement was made regarding reforming the Blue Badge Scheme. <http://www.dft.gov.uk/topics/access/blue-badge/reform-of-the-blue-badge-scheme/> The Blue Badge Improvement Service (BBIS) will be rolled out across the country in 2012 and will centralise the Blue Badge system. This means that the local authority will continue to assess applicants and process their applications however the information will then be sent to a central database with the badges no longer made and posted out by the Local Authority.

The new system will provide:

- Secure printing, personalisation and distribution of the new Blue Badge;
- A central database of all Blue Badges on issue and key information on badge holders;
- An online eligibility checker and an on-line application form that will be available via [Directgov](#)

The benefits of a central data base, on-line applications system and badges being printed and sent from one base are:

- Fraud prevention, checks will be made at the application stage to prevent multiple and fraudulent applications;
- A quicker and easier renewal system for people whose details have not changed
- Quick and easy enforcement checks by Civil Enforcement Officer from anywhere in the country on badges issued by any local authority.

The new badge is due to be issued from 1st January 2012 and will be redesigned to make it easier for local authorities to identify fraudulent badges. We also plan to increase our fraud team so that intelligence, fraud prevention and blue badge misuse can be investigated throughout Sussex. This will include prosecution of anyone abusing the Blue Badge Scheme for their own benefit.

Chapter 3 Permits

New Resident Parking Schemes

London Road Station area residents' parking scheme

The council considered feedback following the final stages of consultation on proposals for a residents' parking scheme in the area around London Road station.

Original proposals were amended, and the scheme reduced in size to take into account the views of local people, as a result of public consultation last year. A traffic order setting out details of the revised scheme was advertised in July 2010 and the council looked at comments made in response to this.

Area A extension – Tivoli Crescent

Following consultation with residents and organisations in Tivoli Crescent, the Environment Cabinet Members meeting of 7th July approved the implementation of proposals for an extension to the Area A parking scheme, giving priority to parking for residents. The changes are due to take effect from 1st August 2011 with permit restrictions in place Monday – Sunday 9am -8pm and on street exclusive pay & display Monday – Sunday 9am – 6pm.

Extension to Area C restrictions

The results of consultation with residents and organisations in the Area C Controlled Parking Zone 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 approved the change of restrictions to Area C parking in March 2011 with the changes implemented in the summer.

Permits:

Permit Fraud

We have a team of people working on identifying permit fraud and misuse. With waiting lists of over one year in some areas of the city it is important for us to ensure only those who qualify for a permit are using them and that they are being used in the correct way.

We work with our partners NSL and Sussex Police to identify any fraudulent activity or misuse of permits. From ensuring that permits such as the Traders permit are not misused, to ensuring that only residents of the city staying for a minimum of 5 nights a week have a permit.

Our investigations have resulted in permits such as the Professional Carer Badges being withdrawn due to misuse and some residents who have fraudulently applied for a permit have had all details passed to the police for further investigation. Any resident seen to be using a permit which is either fake or has been stolen can expect a visit from Sussex Police and will be refused any further permits within the city.

We recently met with the company who create our permit paper, to work on a new design, making the permit harder to copy and featuring new security features which will make a fraudulent permit easier to spot by the Civil Enforcement Officers. We expect the new permits to be in use by the end of 2011.

Moving forwards we plan to expand our fraud investigation team which will enable us to focus more on permit and Blue Badge fraud and misuse.

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 people making errors on the permit which lead to Penalty Charge Notices being issued.

The chart below shows a year on year comparison of the take up of resident permits for 2009/10 and 2010/11.

Area	Parking Zone	Permits on issue 2010/11	Permits allowed 2010/11	% of scheme taken up 2010/11	No of people on waiting list 2010/11	Permits on issue 2009/10	Permits allowed 2009/10	% of scheme taken up 2009/10	Visitor allowance	No of people on waiting list 2009/10
Preston Park	A	642	642	100%	0	540	540	100%	50	0
St James	C	1311	1477	89%	0	1309	1477	89%	50	0
Kempton*	H	2408	2552	95%	0	1750	1750	100%	50	0
London Road*	J	857	1120	77%	0	165	332	50%	50	0
Brunswick	M	1650	1650	100%	400	1643	1650	100%	50	319
Central Hove	N	4589	4589	100%	113	4536	4589	99%	50	0
Goldsmid*	O	2084	2283	91%	0	1981	2283	87%	50	0
Prestonville	Q	1092	1092	100%	0	1029	1092	94%	50	0
Westbourne	R	3572	4077	87%	0	3381	4077	83%	50	0
Hove Park	T	369	524	70%	0	347	524	66%	50	0
St Luke's	U	265	411	64%	0	275	411	67%	50	0
Westbourne	W	844	1069	79%	0	784	1069	73%	50	0
North Central	Y	1750	1750	100%	385	1750	1750	100%	25	249
South Central	Z	1150	1150	100%	362	1150	1150	100%	25	207
Total	N/A	22,583	24,386	93%	1,034	20640	22694	N/A	N/A	N/A

* scheme extended

Number of other permits issued in 2009/10 and 2010/11

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

Permit type	Total 2008/09	Total 2009/10	Total 2010/11
Business	1222	1257	1353
Car Club	47	75	63
Carer	117	128	132
Dispensation	446	453	411
Doctor	130	157	132
Electric Vehicle	n/a	n/a	18
Resident	19,885	20,640	22,583
Professional Carer	1933	1916	1861
Schools	98	98	137
Trader	599	649	623
Visitor permits sold	315581	319820	476,067
Hotel permits sold	30602	22285	37,656

Chapter 4 Signs & Lines Maintenance

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 Hollingdean and Stammer 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 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.

Parking Infrastructure spend was just under £460,000 for lining and signing maintenance/works and Traffic Regulation Order costs this year. The breakdown for this was as follows:

Signing	£245,288
Lining	£177,563
Traffic Regulation Orders	£35,761
Total	£458,612

Chapter 5 Enforcement:

The city's enforcement contractor employs 74 Civil Enforcement Officers (CEO's)

Flexible enforcement

In January 2011 we introduced flexible parking enforcement. This meant that CEOs do not have set days and times when they have to visit a street. We felt that the CEOs were best placed to know which streets needed the most enforcement. We also looked at reports of the enforcement IT system and carried out parking compliance checks on street and were able to send CEOs to specific areas of the city. We also took into account any complaints we received and focused the enforcement in these areas. The flexible enforcement is continually monitored and it enables us to change the beat patterns on a weekly basis making enforcement more efficient and effective.

Removals and Pound

Our removal service used to operate between 7am and 6pm, removing on average, 4 vehicles a day. From January 2011 we introduced a trial for a period of 8 weeks, to relocate vehicles only.

From the beginning of March we returned to removals but with a service operating between 7am and midday, focused on clearing the suspended bays and any vehicles parked dangerously. Facilities are available outside these hours to remove vehicles on an ad hoc basis.

With the reduced removal service we also reduced the opening hours of the Pound. This was reduced from 7am to midnight to 7am to 6pm with a further reduction in opening hours planned to 9am to 6pm. Analysis shows that the majority of motorists claimed their vehicle back between these hours.

Scooter enforcement

We have increased the number of scooter riders enforcing the parking restrictions in Brighton & Hove, so that we now have 3 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.

Snow enforcement

Whilst the exceptionally heavy snowfalls caught out many, NSL CEOs in Brighton kept the city moving through snow clearance duties. We also kept our website updated on an hourly basis with the latest information for motorists.

It's all part of working in partnership and adding value to the role of a Civil Enforcement Officer for the residents of Brighton and Hove.

CEOs assisting the public 2010

CEO	Incidents on street
691	Witnessed somebody breaking into the hoardings on Madeira Drive by the sewer works. He contacted the police who attended and dealt with the situation
631	Found an apple I Phone on the junction of Porthall Street and Porthall Avenue. He made notes in his pocket book and handed it in on his return to the office. He owner rang his phone before we could hand into Police and he arranged to collect it
549	Spotted a large amount of smoke coming from a building in North Road. He contacted control who rang the fire brigade. Shortly after the fire alarms went off and the building evacuated as the fire brigade arrived.
691	Witnessed an accident on Kings Road between 2 vehicles. He flagged down the Police and assisted 3 women, one from her vehicle. He then provided the Police with a witness statement.
417 & 452	Assisted a lady that had fallen on the Old Shoreham Road and injured her knee. He contacted control who called an ambulance and waited with her still the ambulance arrived.
417 & 524	Were in Madeira Drive and witnessed a number of vehicles swerving to avoid a large number of breeze blocks in the road. They stopped and removed these from the highway to prevent an accident.
416 & 437	Assisted a man who was knocked off his bike by a car in Church Road.
640	Witnessed a man smashing car windows he contacted control who in turn contacted the Police. A full description of the man was given leading to an arrest.

Code Reds and Yellows

The Civil Enforcement Officers have two codes for their security, code yellow will be called if the motorist/member of the public has been abusive and the code red is called if the motorist/member of the public has been threatening or wanted to start a fight. During the period January 2011 and April 2011 over 60 codes have been called. Approximately 50% of these are code red and the others code yellow. The police are called if a code red is called and the CEO feels threatened in anyway. The police follow up any complaints from the Contractor and will prosecute if an incident is proven.

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
- Turner
- Hollingbury
- Goldsmid
- The Brighton Fringe Festival
- The Brighton Marathon
- Kemp Town Carnival Association

The Brighton Marathon.

The Brighton marathon took place on Sunday 10th April 2011. There were over 10,000 entries and over 8,000 ran. We think that due to the hot weather some competitors did not take part.

The number of charities who have brought places in the 2011 Brighton Marathon has increased dramatically following the success of the inaugural event. There are now 230 charities involved in year two, which is an increase from the 156 involved in 2010. We arranged 191 parking suspensions and due to the effective signage we did not remove any vehicles to the City Car Pound.

Sussex Police.

Joint operations throughout the year including Operation Bluebird to identify Blue Badge misuse.

DVLA – Untaxed vehicles

All vehicles recorded as being untaxed are reported to the DVLA as a matter of course.

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 2010 to March 2011 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.

Penalty Charge Notice statistics 2008/9, 2009/10 and 2010/11 as at 1 July 2011

	2008/09			2009/10			2010/11		
	Total Penalty Charge Notices (PCN)	On Street	Off Street	Total Penalty Charge Notices	On Street	Off Street	Total Penalty Charge Notices	On Street	Off Street
Number Of higher level PCN	90,796	90,761	35	81,203	79,367	1,827	76,615	76,435	180
Number of lower level PCN	39,041	37,431	1,610	35,166	34,385	781	33,733	30,857	2,876
Total number of PCNs issued	129,837	128,192	1,645	116,369	113,761	2,608	109,275	106,292	2,983
Number of PCNs paid	90,805	89,628	1,177	82,781	81,298	1,483	78,995	77,139	1,856
Number of PCNs paid at discount	59,026	58,085	968	68,730	67,517	1,213	63,441	61,920	1,521
Number of PCNs against which a representation was made (including Transfer of liability)	40,991	40,959	32	39,790	39,982	808	35,856	34,503	1,353
Number of PCNs cancelled as a result of representation or informal challenge	15,885	15,676	209	15,310	14,906	404	16,207	15,311	896

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No of PCNs written off for other reasons	2,259	2,239	20	2,126	2,101	25	3,204	3,145	59
Number of Postal PCNs issued	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
Number of vehicles removed	1,073	1,073	0	1,268	1,268	0	1,057	1,057	0

Chapter 6 Bus Lane Enforcement Update

The aim of bus Lane Enforcement is to give priority to buses and taxis in bus lanes by excluding others 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 number of Bus Lane Penalty Charge Notices has increased from 6,737 in 2009/10 to 7694 in 2010/11 as a result of a full year of increased hours of enforcement.

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%
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	7964	0.94%	13 17%	25 33%	38 51%	36 48%	0

Month	BLE PCNS issued
Apr-10	424
May-10	543
Jun-10	670
Jul-10	915
Aug-10	690
Sep-10	758
Oct-10	822
Nov-10	669
Dec-10	522
Jan-11	648
Feb-11	614
Mar-11	689
TOTAL	7964

Chapter 7 - Challenges representation and appeals

Service Level Standards

The Parking Services team implemented service level standards for its customers during 2010-11. It aims to achieve the following:

Response to general letters	2 days
Permits renewals	5 days
Queuing time	10 mins
Service Time	5 mins
Blue Badge renewals	sent by 20 th of the month it expires

We will strive to meet these challenging standards through new initiatives and strong team work. As of September 2011 we will publish our performance against the service level agreement and also publish what we plan to do if we are not meeting the standards set for our customers.

Response times

Our response times have fluctuated throughout the year due to periods of low staffing levels but we are now in a position to report the following response time:

Either

Work Type	Approx current response time (working days) 2009/10	Approx current response time (working days) 2010/11
Web challenges	N/A	5 days
Web representations	N/A	10 days
Web Bus Lane Enforcement	N/A	1 day

Paper challenges	14 days	6 days
Paper representations	5 weeks	10 days
Paper Bus Lane Enforcement	1 day	1 day
Removals	7 days	3 days

Online Appeals

The introduction of online appeals has seen our response times fall from 5 weeks to 10 days. We are responding to the majority of online appeals via email, this means that we are able to make cost savings on postage and stationery. It also reduces the amount of time it takes for us to receive an appeal, save the person making an appeal the cost of a stamp, envelope etc and is usually more convenient for them as a 24 hour service.

We have been delighted with the fast take up of online appeal, since its introduction in February 2011 this has steadily increased to 37%. We believe that part of this dramatic increase is due to the revamp of the council's website to include the 'do it now' sections which have helped highlight the new service.

	Web	incoming paper challenges	incoming paper Reps	incoming paper Bus Lane Reps	total	% Web
Apr-10	0	2522	298	81	2901	0
May-10	0	2408	399	73	2880	0
Jun-10	0	2742	353	56	3151	0
Jul-10	0	2766	326	113	3205	0
Aug-10	0	2590	289	122	3001	0
Sep-10	0	2563	265	155	2983	0
Oct-10	0	2146	264	107	2517	0
Nov-10	0	2025	272	77	2374	0
Dec-10	0	1601	239	52	1892	0
Jan-11	0	1976	331	181	2488	0
Feb-11	312	1968	166	85	2531	12
Mar-11	640	1249	141	70	2100	30
Apr-11	938	1518	168	89	2713	35

May-11	1175	1761	159	84	3179	37
Jun-11	972	1839	176	55	3042	32
					Average 2730	Average 29

The next service developments are to be able to respond by email directly from our database which means that the process will be more efficient improving response times significantly.

Telephone System

We have found that changes to our telephone system options have reduced the amount of calls that we are receiving and that customers are able to find information in their own time, by directing them to pre recorded messages while they wait. They are then put straight to the team or report line that they need by selecting the relevant option.

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 Adjudicator including out of time and withdrawn	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%
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Overall Brighton and Hove City Council contested and won more cases at the Traffic Penalty Tribunal than the national average. We were also one of the first councils to participate in the Traffic Penalty Tribunal’s online appeal system. The table above shows year on year improvement in the council’s success rate at the Traffic Penalty Tribunal as adjudicators’ decisions are noted and acted upon including providing feedback to CEOs if appropriate.

Parking Service Team of the Year – Commendation Awarded

The Parking Services Team was short listed to the final 6 in the British Parking Associations annual award and our achievements were recognised by receiving a commendation.

Highlights of the award entry include:

1. The development of online appeals.
2. Improvements within the Parking Information Centre to include comfortable seating area for form filling and a call forward system
3. Civil Enforcement officers working within the community attending a talk at a nursery schools and when the adverse weather struck in Brighton & Hove helping with the gritting of central areas.

Customer Survey

Since September 2010 a customer survey has been available to permit holders on the council’s main consultation portal and also through our web pages. This survey is ongoing however an example of questions being asked is:

How would you like to renew your permit?

	% Total	% Answer	Count
Number of Responses	91.03%	-	71
By post	8.97%	9.86%	7

In person	16.67%	18.31%	13
Online	65.38%	71.83%	51
[No Response]	8.97%	-	7
Total	100.00%	100.00%	78

It is important to remember that not all of the participants are permit holders so their results compared to our customer surveys completed in our Parking Information Centre vary.

In 2010-11 as a result of the current survey we will aim to:

- Improve postal response times for permits renewals and new applications we receive in the post
- Serve the majority of customers within 10 mins
- Research the feasibility of online permits
- Look at our processes to see whether we can make them more efficient and easier for the customer

Chapter 8 - Keeping in touch

Over the past year we have been looking at different ways we can interact with residents and visitors to the city, to ensure that as much information is out there as possible and it is easy to access for everyone.

Leaflets

We have now finished completing our new range of information leaflets which can be found on the website, in local libraries, council buildings and the tourist information centre. We wanted to produce these leaflets to make information regarding parking within the city more accessible to everyone.

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

Social Media

The last year has seen us opening our [twitter](#) and [facebook](#) pages. Parking services have teamed up with the rest of the transport department and both pages were started at the early part of 2011. We have seen a positive response from these. The pages have received a growing number of visitors, with residents and visitors to the city regularly contacting the department using social media and providing feedback on our services.

Social Media is also a great way for the department to update its followers on policy changes, useful information as well as events and campaigns in the city. We expect our social media pages to continue to grow.

Website re-design

We have recently launched 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 website also has a number of new [Do it Now](#) options such as appealing or paying a Penalty Charge Notice online and providing feedback to the department. Brighton and Hove was shortlisted for the Government Website of the Year award at the Good Communications Awards for its work in this important area. You can check out our new website at www.brighton-hove.gov.uk/parking

Customer Surveys

We have also conducted customer surveys within the Parking Information Centre. Although the level of response has not been high these generally show higher levels of satisfaction when compared to previous surveys as shows in our last annual report.

Your Views

Our new website now has a simple **form** which enables you to contact us with your feedback or suggestions regarding the service that we provide you. We strive to always provide the best service we can and we always welcome feedback whether it be positive or negative. Our social media sites facebook and Twitter have also been a great new way for residents and visitors to the city to contact us with their views.

Chapter 9 - Air Quality

In 2011 we released our second Air Quality Action Plan (AQAP) on the website. The action plan includes a comprehensive set of measures and recommendations aimed at improving air quality in Brighton.

Diffusion tube monitors in the city showed an increase in outdoor Nitrogen Dioxide (NO₂) concentrations during the past year (2010). Monitoring records suggest that average Nitrogen Dioxide concentrations were higher in 2010 than in 2008 and higher than 2009 in some streets. The continuous analysers at Preston Park and at Hove Town Hall recorded a small increase in levels during 2010 compared to previous years.

Councillor Ian Davey, cabinet member for transport and the public realm, said: "This report shows how serious the problems with traffic related air pollution are in the city. Far from improving; air quality in some areas are clearly getting worse. "Addressing the cause of these problems is a priority for this administration. We are delighted that the success of the bid to the government's Local Sustainable Transport Fund has given us £4 million to spend in the Lewes Road corridor which gives us an opportunity to make a quick start in one of the worst affected areas."

Together with external partnership and council funds, plus support from the local community, the Lewes Road Corridor project will be worth approximately £6 million over four years. Work is expected to begin this year. The council is also linking air quality into the city's Local Transport Plan and has joined with Sussex partners to initiate a low emission strategy pilot to address the problem county-wide. This will promote initiatives such as electric vehicle use and contribute to local planning policies.

There has been progress in providing travel choice in the city; however a number of other measures require implementation if the EU and English limits for Nitrogen Dioxide are to be met. Brighton & Hove's second Air Quality Action Plan follows a 12-week public consultation and includes reference to key documents published during the past year.

During 2010 concentrations remain above the NO₂ legal limit at worse-case roadside locations in Central Brighton and Portslade. A similar situation is recorded in many cities around Europe. Since 2007 some local road links have shown evidence of a decline in total traffic tallies. However in general the increase in ambient NO₂ in Brighton & Hove is likely to be due to the following contributory factors:

- An ageing vehicle fleet on the road
- A higher proportion of diesel vehicles that show no real performance improvement in emissions of NO and NO₂
- A higher proportion of older petrol vehicles with catalytic converters that perform less well with time
- Higher regional background Nitrogen Dioxide across South East England
- A higher domestic and commercial heating demand during the past two winters; 2009/2010 and 2010/11, and consequently a likely higher total emission from wood burning and gas fired central heating systems

Independent research has recently shown that Controlled Parking Zones can reduce carbon emissions significantly compared to uncontrolled parking areas so parking has an important role to play as part in carbon reduction

Electric vehicles project wins top award

We've won a national award for our electric vehicle charging point scheme in Brighton & Hove.

Our project has won CIVINET's PRISM Award for the most outstanding, ambitious and innovative scheme in the field of sustainable urban mobility in the UK and Ireland.

This is for our electric vehicle charging point scheme, which has created six points available for drivers to use in the city. A further two electric charging points are coming this autumn.

This is supported by a registration scheme for UK residents in partnership with Elektromotive, the charging point supplier. A trial period is underway, offering incentives to encourage drivers to switch to electric vehicles, including free registration, parking and electricity whilst vehicles are recharging.

Brighton & Hove is the only city in the country to have gained funding for such a project from the EU's [CIVITAS Archimedes Project](#); and is working with five other cities in Europe to share best practice, experience and skills. The council has also received further funding for a number of other sustainable transport initiatives, including road safety projects and public transport information for visually impaired people.

For more information about using electric vehicles and the city's charging points visit www.brighton-hove.gov.uk/elec-vehicles

Cycle Parking

New cycle parking has been installed in the city as a result of Brighton & Hove being a [Cycling Town](#). The new parking facilities are blocks of cycle parking with space for ten bikes or more. For more information including a map of the parking bays please see our [website](http://www.brighton-hove.gov.uk/index.cfm?request=c1246634) (<http://www.brighton-hove.gov.uk/index.cfm?request=c1246634>)

Chapter 10- Off Street Car Parks

Brighton & Hove City Council operates 14 of the 27 public car parks across the city, ranging from modern secure facilities to surface sites. Two of these, The Lanes and London Road have been awarded the 'Park Mark' safer parking award.

Phase 2 refurbishment works at The Lanes has recently been completed, which has seen the installation of a new lift and central stair core. A single lobby area with information boards and pay machines offers immediate access to all levels of the car park via the new lift or stairs.

This work has been recognised by the car park being named winner in the Best Refurbishment category of the British Parking Awards, organised by Parking Review magazine. The awards were presented at a ceremony in London.

Works have also included better lighting, a complete redecoration for a brighter look, repairs, safe entrances, better access for less mobile people or those with young children, fire safety improvements and measures to tackle antisocial behaviour.

At the awards ceremony, Cabinet councillor for environment Geoffrey Theobald said: "It is unusual for a local council to beat the private sector car park companies in these awards. As a result of this investment the car park is being used much more and we're getting a better return for the council taxpayer. At the same time it still offers better value for money than many privately-run car parks in the city."

The council have also been granted planning consent to develop a 30 space coach parking facility on the Brownfield Black Rock site at the eastern end of Madeira Drive. This will complement the existing 42 space on-street facility here and provide rest facilities for drivers and a food concession. The additional spaces will help to alleviate problems with coaches parking in Roedean which in turn causes delays to public transport.

Chapter 11 - Freedom of Information (FOI) & Complaints

The Freedom of Information Act 2000 (FOI) came fully into force in January 2005. This means that the general public have even greater access to information held by Brighton & Hove City Council than they had previously. Its provisions affect all public sector bodies from large government departments to small primary schools. The council must respond to all Freedom of Information requests within 20 working days of receiving the request. We are only required to respond with information that we hold, we do not have to create or analyse information.

The table below shows the total number of FOI request received by Parking in 2010/11.

Month	Total number of FOI requests received
April 2010	2
May 2010	9
June 2010	3
July 2010	1
August 2010	2
September 2010	2
October 2010	4
November 2010	5
December 2010	0
January 2011	5
February 2011	4
March 2011	1
Total	38

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In May 2010 we saw a large increase in the number of FOI requests received, however 8 of these requests were regarding the consultation for a proposed new parking scheme in the Hannover area. New parking schemes consultations often result in a large number of requests being received with residents and businesses wishing to find out more regarding the scheme and the consultation results. We also received a further 3 requests regarding this area in June 2010.

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 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)?	<ol style="list-style-type: none"> 1. on street 74 CEOs 2. CCTV - 2 bus lane monitoring officers
<p>What role specific training has been provided to your:</p> <ol style="list-style-type: none"> 1. on-street and <p>CCTV Civil Enforcement officers since 2006? Please provide the following details:</p>	<ol style="list-style-type: none"> 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
How many staff are employed in the parking department to deal with representations, and appeals (Notice Processing)?	16
Are these staff employed directly by the local authority or by a contractor?	In house team

<p>If the latter please provide the name of the contractor.</p>	
<p>What role specific training has been provided to your Notice Processing Officers for the last three years? Please provide the following details:</p>	<p>RTA Associates Ltd - Traffic Management Act training. Wide range of in house courses on Data Protection Act, Equalities legislation, effective team working, risk assessments etc. Certificates issued for course achievements</p>
<p>Please detail what constitutes the formal uniform worn by Civil Enforcement Officer's that issue penalty charges under the Traffic Management Act 2004 for parking contraventions that occur both on street and off street within the council's area. Where the uniform displays a council's name please confirm the full name of the council displayed. If the name is abbreviated on the uniform then please state the abbreviation used.</p>	<p>The CEOs in Brighton have a cap with the word 'Civil Enforcement Officer' on it. Their identification number is on their epaulette and the Brighton & Hove logo is on the breast pocket on the jacket. Some of the CEOs have the word Parking Enforcement Officer on the back of their jacket although this is not compulsory</p>

Other popular requests throughout 2010 included the new London Road resident parking scheme, requests regarding the amount of PCNs issued citywide or within a certain area and enquiries regarding the amount of parking permits on issue and/or their cost.

Corporate complaints

Knowing what you think about the service you receive is important to us so that we can build on our successes and make improvements where they are most needed. Your comments, compliments and complaints will be treated in the strictest confidence. If you do make a complaint your right to receive a good quality service will not be affected. 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 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. If something has gone wrong it is often possible to put things right quickly if you let us know. Alternatively 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!

The table below shows the number of complaints received by Parking Infrastructure and the average time to reply each month.

	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Total
Total number of cases	9	9	8	5	8	8	8	3	3	9	6	6	82
Average time to reply (days)	8	10	6	6	4	20	7	7	5	4	4	7	8

Graphs & Tables

Month	TMA PCN	TMA VOID	Net Total
Apr-10	9370	99	9271
May-10	9528	111	9417
Jun-10	9267	107	9160
Jul-10	10144	122	10022
Aug-10	10375	98	10277
Sep-10	8525	72	8453
Oct-10	9653	91	9562
Nov-10	8350	79	8271
Dec-10	6779	65	6714
Jan-11	9572	99	9473
Feb-11	8925	74	8851
Mar-11	9890	86	9804
TOTAL			109275

Chapter 12 - Financial Information**Detailed Income**

Income by source	£ 2008/09	£ 2009/10	£ 2010/11
On street parking charges	8,136,678	8,305,464	9,011,212
Permit income	3,423,926	3,764,444	4,028,584
Penalty Charge Notices (inclusive of bad debt provision)	4,210,984	3,968,402	3,697,823
Other income	10,711	16,427	15,699
Total	15,815,263	16,054,737	16,753,318

Detailed Expenditure

Direct costs of Civil Parking Enforcement	£ 2008/09	£ 2009/10	£ 2010/11
Enforcement	3,614,447	3,588,029	3,587,194
Admin, appeals, debt recovery and maintenance	3,004,859	3,175,184*	3,351,491
Scheme review / new schemes	569,703	776,610	892,716
Capital charges	1,217,660	1,119,727	1,355,570
Total direct costs	8,406,669	8,659,550*	9,186,971
Surplus after direct costs	7,408,594	7,359,187*	7,566,346

*figures show finalised accounts and therefore differ slightly from the provisional figures shown in last year's parking annual report.

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

Funding for other transport and highways related projects supported by CPE income	£ 2008/09	£ 2009/10	£ 2010/11
Supported bus services	1,103,928	1,229,650	1,160,123
Other public transport services	341,181	360,788	360,724
Concessionary bus fares	5,757,141	6,804,527	6,765,578
Capital investment borrowing costs	3,023,631	3,264,169	3,327,000
Total	10,225,881	11,659,134	11,613,425

In 2010/11 £7,566,346 was raised from CEP income which is classed as 'surplus' (compared to a surplus in 2009/10 of £7,641,064).

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://www.brighton-hove.gov.uk/downloads/bhcc/public_transport/Bus_Service_Review_Details_0711.pdf

Concessionary Bus Fares: Spending on concessionary bus fares rose from £1.91 million in 2005/06 to £5.21 million in 2006/07, £6.8 million in 2009/10 . In 2010/11 £6.7 million was spent. Changes to the age eligibility criteria can be found at <http://www.brighton-hove.gov.uk/index.cfm?request=c1220414>

Local Transport Plan Costs:

The borrowing costs of financing a 5 year, £28 million, Local Transport Plan for 2006-2011 are part funded by CPE surpluses. 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 2010-11
- Works associated with Falmer Stadium
- Highways Maintenance 2010-11
- MPR (Mixed Priority Route) North Street
- Elm Grove – Local Transport Plan
- Queens Park –Local Transport Plan

Appendix 1

Parking outside schools banned

http://www.theargus.co.uk/news/9124842.Parking_outside_schools_banned_in_Brighton_and_Hove/

Drop in Blue Badge thefts

http://www.theargus.co.uk/news/9144200.Big_drop_in_blue_badge_thefts_in_Brighton_and_Hove_is_welcomed/

Issuing less Penalty Charge Notices

http://www.theargus.co.uk/news/9081147.Traffic_wardens_hand_out_fewer_parking_tickets_in_Brighton_and_Hove/

A letter regarding school enforcement

http://www.theargus.co.uk/archive/2011/01/31/Letters+to+the+Editor+%28argus_letters%29/8823532.There_s_a_reason_for_parking_restrictions_around_schools/

Press releases

Blue Badge thefts down by quarter

http://www.brighton-hove.gov.uk/index.cfm?request=b1149084&action=show_pr&id=263645

Improvement to Lanes car park

http://www.brighton-hove.gov.uk/index.cfm?request=b1149084&action=show_pr&id=230625

Safer roads outside schools

http://www.brighton-hove.gov.uk/index.cfm?request=b1149084&action=show_pr&id=263026

Car park award

http://www.brighton-hove.gov.uk/index.cfm?request=b1149084&action=show_pr&id=256829

Transport authority of the year

http://www.brighton-hove.gov.uk/index.cfm?request=b1149084&action=show_pr&id=242165

Blue Badge crackdown

http://www.brighton-hove.gov.uk/index.cfm?request=b1149084&action=show_pr&id=255625

Blue Badge fraud

http://www.brighton-hove.gov.uk/index.cfm?request=b1149084&action=show_pr&id=232786

Appendix 2 –

Parking charges for off-street and other areas operating by Brighton and Hove City Council 2010/11

Car Parks**Lanes Car Park**

Time	2010/11
30 mins	Deleted
1 hour	2.40
2 hours	4.80
3 hours	7.00
4 hours	9.00
5 hours	11.00
6 hours	13.00
7 hours	17.00
8 hours	19.00
9 hours	21.00
24 hours	23.00
Evenings 18.00-24.00	4.50
Night 24.00-9.00	7.50
Lost Ticket	23.00

London Road Car Park

Time	2010/11
1 hour	1.00
2 hours	2.00
3 hours	Deleted
4 hours	3.00
6 hours	4.00

9 hours	6.50
12 hours	Delete
24 hours	14.00
Season Ticket – Annual	700.00
Weekly	32.00
Lost Ticket	14.00

Norton Road Car Park

Time	2010/11
1 hour	0.50
2 hours	1.00
3 hours	Deleted
4 hours	2.00
5 hours	3.00
9 hours	4.00
12 hours	4.50
Annual Season Ticket	470.00
Hours of operation	8am-8pm

Rottingdean West Street

Time	2010/11
1 hour	0.50
2 hours	1.00
3 hours	2.00

Rottingdean Marine Cliffs Car Park

Time	2010/11
1 hour	0.50
2 hour	1.00
3 hours and over	2.00
Annual Season Ticket	26.00

King Alfred Car Park

Time	2010/11
1 hour	1.00
2 hours	1.40
3 hours	2.00
4 hours	2.50

Haddington Street Car Park

Time	2010/11
1 hour	0.50
2 hour	1.00
3 hour	1.50

Black Rock Car Park

Time	2010/11
1 hour	1.00
2 hours	2.00
3 hours	3.00
4 hours	4.00
6 hours	Deleted
9 hours	5.00

Regency Square Car Park

Time	2010/11
1 hour	2.00
3 hours	4.50
4 hours	6.50
6 hours	9.50
24 hours	12.50
Evenings 18.00-24.00	4.50
Quarterly Season Ticket	525.00

Annual Season Ticket	1755.00
Lost Ticket	12.50

Trafalgar Street Car Park

Time	2010/11
2 hours	2.50
4 hours	4.00
6 hours	6.00
9 hours	7.50
12 hours	9.50
24 hours	12.50
Quarterly Season Ticket	504.00
Lost Ticket	12.50

High Street Car Park

Time	2010/11
2 hours	2.00
4 hours	4.50
6 hours	6.50
9 hours	7.50
12 hours	9.00
24 hours	10.00
Quarterly Season Ticket	538.00
Annual Season Ticket	1979.00

2010/11 permit price

Pemit type	Price 2010/11
Resident 1 year	£108
Resident 3 months	£32

Resident 1 year light touch	£63
Resident 6 months light touch	£37
Resident 1 year full scheme low emissions	£54
Resident 3 months full scheme low emissions	£16
Resident 1 year light touch low emission	£32
Resident 6 months light touch low emission	£19
Resident - Blue Badge full scheme	£5
Resident Blue Badge - light touch	£5
Trader Permit 3 months	£75
Business 1 year	£162
Business 3 months	£51
School 1 year	£82
School 3 months	£25
School 1 year light touch scheme	£40
School 3 months light touch	£25
Visitor full scheme	£2
Visitor light touch	£1
Hotel Zone C	£5
Hotel Zone N	£1.50
Professional Carer Badge (PCB) 1 year	£20
Suspensions per bay per day	£20
Dispensations 1 year	£20
Waivers per day	£3.70
Blue Badge	£2.00

Car Club (start up costs 2 year)	£5

Appendix 3

Cancellations by reason 2010/11

State Description	Total
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
Grand Total	17448

Appendix 4 - Civil Enforcement Officers Contravention Code of Practice

		Traffic Management Act 2004	
On street - Higher level penalty charge parking contraventions			
Code	Description	Notes	
01	Parked in a restricted street during prescribed hours		5 mins
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force		Instant
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	5 Mins
14	Parked in an electric vehicles' charging place during restricted hours without charging		5 Mins
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	5 Mins
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		Instant
23	Parked in a parking place or area not designated for that class of	This depends on the tax class of the vehicle and	5 Mins

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		applies where	
	vehicle	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	On street loading bays	5 for cars
	of vehicle		10 for commercial
26	Vehicle parked more than 50 cm from the edge of the carriageway and not within a designated parking place	Double Parking	5 Mins
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	5 Mins
		If no yellow lines - providing a complaint from the resident then issue and 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	Instant
41	Parked in a parking place designated for police vehicles		Instant
45	Parked in a taxi rank		
46	Stopped where prohibited (on a red route clearway)	This is not used	

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47	Stopped on a restricted bus stop/stand		Instant
48	Stopped in a restricted area outside a school		Instant
49	Parked wholly or partly on a cycle track		Instant
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		Instant
	On street - Lower level penalty charge parking contraventions		
Code	Description	Notes	
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	5 Mins
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.	5 Mins

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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	5 Mins
		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.	5 Mins
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 1hour) 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.	Instant

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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)	Instant
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	Instant
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	
Off street - Penalty Charge Parking contraventions			
Code	Description	Notes	
80	Exceeded the max Stay - For example Haddington St where the max stay is 3 hours	Lower PCN	Instant
81	In restricted area - Parked in a restricted area of the car park not designated as a parking bay	Higher PCN	Instant
82	Overstaying P&D ticket- Parked after expiry time	Lower PCN	5 Mins
83	No valid P&D ticket	Lower PCN	5 Mins
84	Additional payment made to extend the parking from the first time purchased	Lower PCN	Instant
85	In permit section - parked in permit bay without clearly displaying a valid permit	Higher PCN	Instant
86	Parked beyond the bay markings (outside the marking of the bay)	Higher PCN	Instant

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87	Parked in a Disabled Persons parking space without clearly displaying a valid disabled persons badge	Higher PCN	Instant
89	height/weight limit	This is not used	
91	Wrong class of vehicle	Higher PCN	Instant
92	Causing an obstruction -i.e. on ramp or blocking exit points	Higher PCN	Instant

Glossary of Terms

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.