

PARKING SERVICES

Annual Report
2023 - 2024

Introduction

Welcome to Mid Sussex District Council's Annual Parking report, as we look back over the 2023 – 2024 financial year.

Since 2015, the Council, like many other Enforcement Authorities, were encouraged by the Secretary of State for Transport to be open and transparent with its both its operations and its finances.

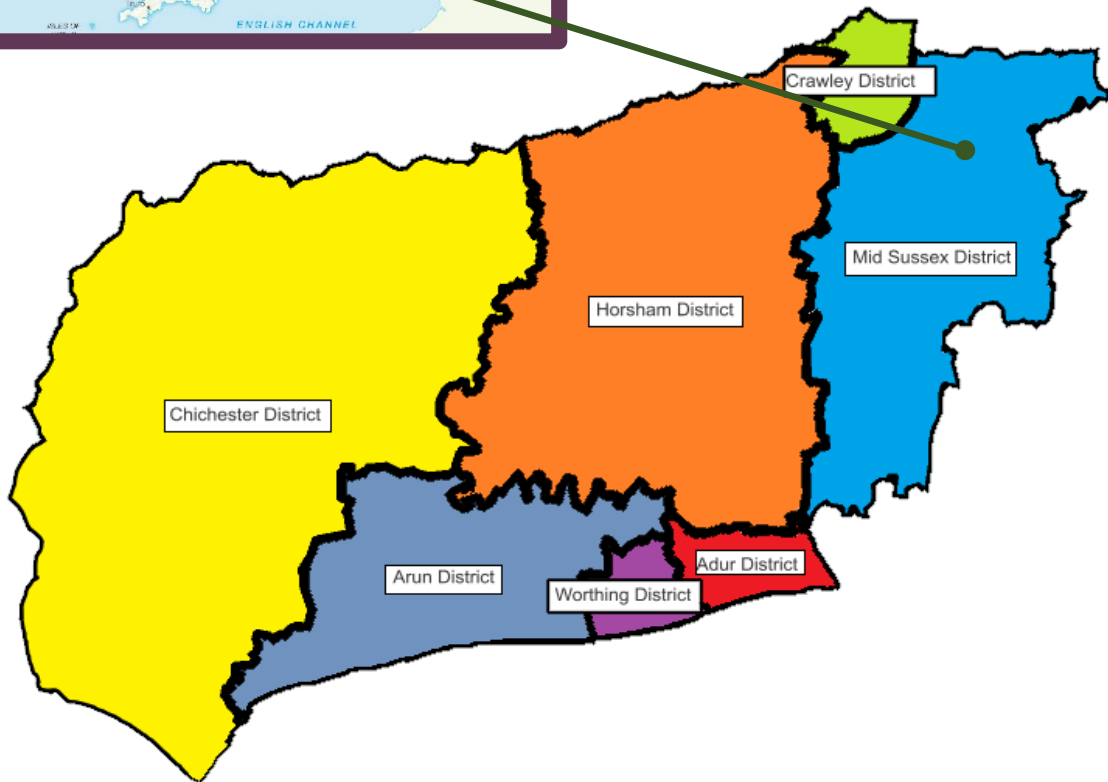
There is a surprising amount of data relating to Parking and the Annual Report captures all of the activities the service undertook during the year, together with statistical reporting on its performance and figures.

Contents

| | |
|---|----|
| Introduction | 2 |
| Mid Sussex District – An Overview | 5 |
| The Parking Service | 6 |
| Operations Team | 7 |
| Office Team | 9 |
| Enforcement | 10 |
| Payments | 19 |
| Off street parking | 20 |
| Pay and display | 21 |
| Off street parking – financial data | 22 |
| Off Street Parking – Transaction Data | 23 |
| Off street parking - initiatives | 24 |
| On street parking | 27 |
| Other initiatives | 28 |
| Appendix | 29 |

Location

The County of West Sussex is comprised of six District and Boroughs. It borders the counties of Hampshire, Surrey and East Sussex, with the Unitary Authority of Brighton and Hove to the south. Mid Sussex District sits to the east of the County.



Mid Sussex District – An Overview

The Mid Sussex District is formed of three towns, and ** villages. The towns in particular have characteristics that lead to different types of restrictions and parking facilities.

EAST GRINSTEAD:

- Historic town dating from the fourteenth century
- Lack of residential parking in the town centre.
- Controlled Parking Zone introduced in 2000.
- Mainline station has been linked to the popular Bluebell Railway Tourist attraction.

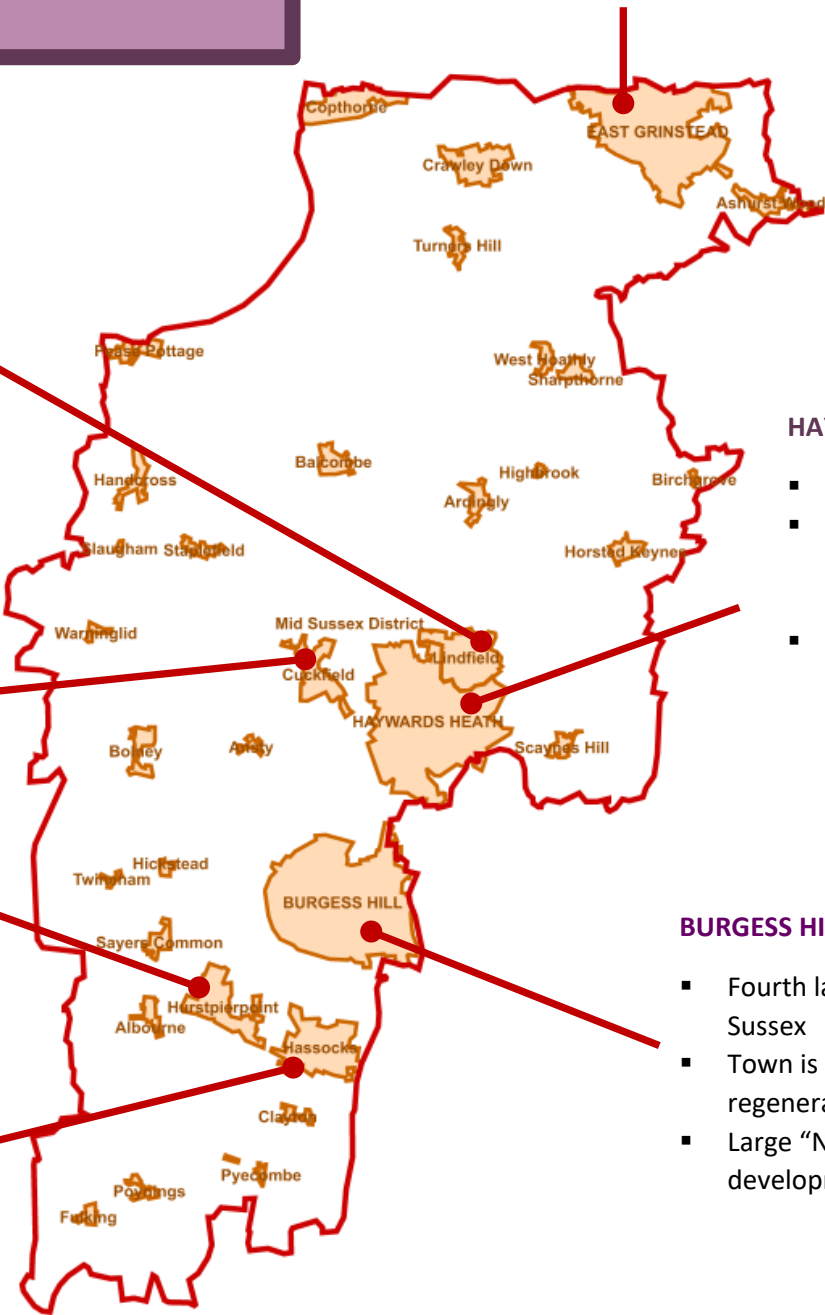
LARGER VILLAGES

- Lindfield

- Cuckfield

- Hurstpierpoint

- Hassocks



HAYWARDS HEATH:

- Largely a commuter town
- Some residential areas impacted by town centre and railway station parking
- Mainline station to London Terminals and the South Coast

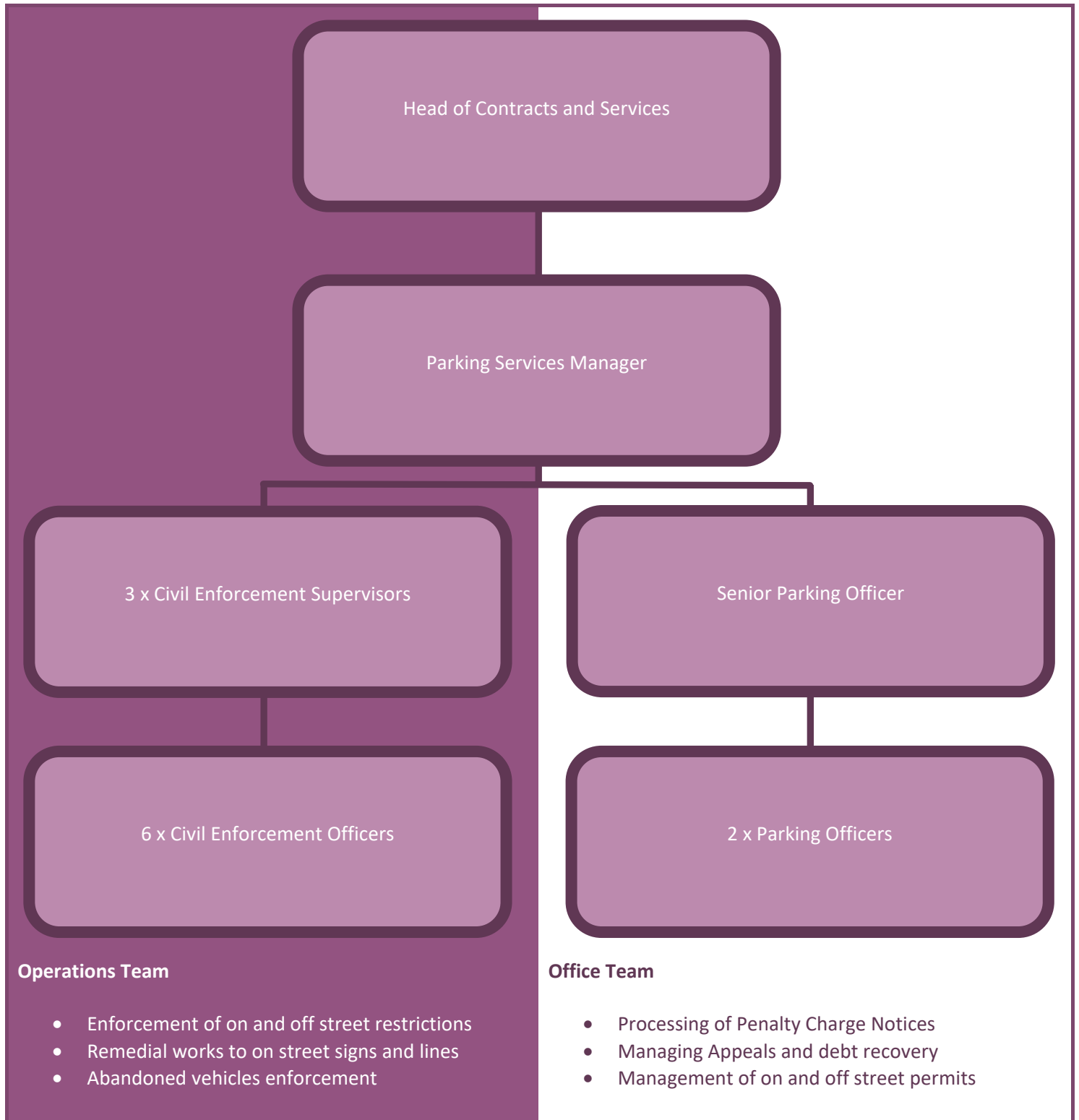
BURGESS HILL:

- Fourth largest town in West Sussex
- Town is currently under a regeneration project
- Large “Northern Arc” development underway.

All of the urban highways (roads within the towns and villages) and Council owned car parks are enforced, and in the case of the car parks – managed – by Mid Sussex District Council.

The Parking Service

The District Council's Parking Service is made up of two teams as indicated below:



Operations Team

Enforcement of on and off street restrictions

The Civil Enforcement Officer's (CEOs) remit covers a particularly large geography (Mid Sussex is over 120 square miles). For this reason, CEOs are generally split into three teams to cover the northern, central, and southern area.

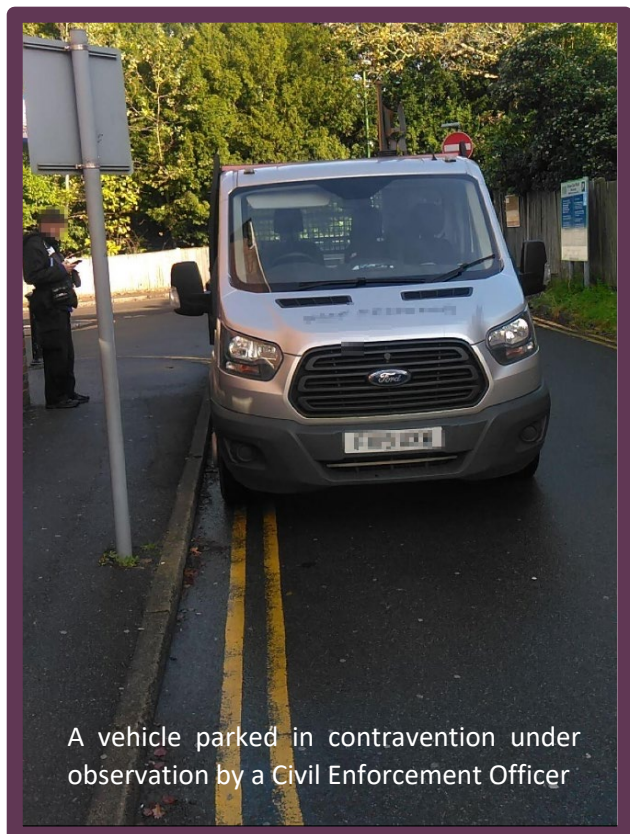
They operate from a central base at the District Council Offices, which means that careful planning must be undertaken to make sure every area is covered. The Civil Enforcement Officers' role is to provide "boots on the ground" in terms of supporting the enforcement of parking restrictions on the highway (see West Sussex County Council) and the off street car parks. They will follow the Council's parking Policy to make sure vehicles are treated consistently and fairly and to serve Penalty Charge Notices where appropriate.

Fully Trained

It isn't simply the case that the Civil Enforcement Officer enforce the restrictions, or the Parking Officers decide how to deal with a Penalty Charge Notice.

All members of both teams are required to hold a qualification as part of their role. Parking enforcement on both sides requires a level of knowledge in understanding the different types of restriction and the types of exemptions from them.

Civil Enforcement Officers all hold the City and Guilds Level 2 Award in Parking Enforcement, while the Parking Officers hold the City and Guilds Level 3 Notice Processing Training



A vehicle parked in contravention under observation by a Civil Enforcement Officer

Remedial works to on street signs and lines

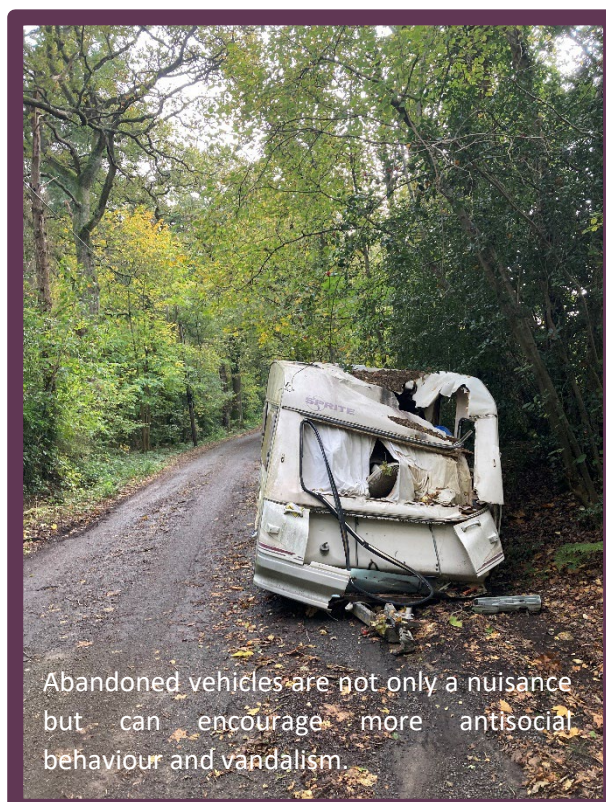
As part of its Agency Agreement with West Sussex County Council, Mid Sussex District Council will also monitor the conditions of the on street restrictions. Restrictions can be subject to wear and tear, caused by excessive use, accidents or vandalism. Without the correct marking or signage, drivers may be misled into parking in a restricted area, or the Civil Enforcement Officers will not be able to enforce correctly. Regular reporting and works to reinstate restrictions is an important part of the enforcement operation.

In the 2023 – 2024 year, Mid Sussex District Council reinstated 6,093 metres of yellow lines and 1,230 metres of white bay markings across 53 locations in the district.

Abandoned vehicles enforcement

Abandoned vehicles can be a nuisance and clutter up the highway. Any reports of an abandoned vehicle are received via a shared Police and Council portal called Operation Crackdown. When a report is received, the investigating officer will run checks to confirm if the vehicle is genuinely abandoned. If the vehicle is found to be untaxed, missing a valid MOT or uninsured, the Council will contact the keeper so that they have a chance to claim it. If the vehicle remains unclaimed arrangements will be made to remove it from the highway.

1,031 vehicles were reported as abandoned during the year. Of the vehicles unclaimed by the owner, 43 were removed from the scene, with 39 ultimately being destroyed.

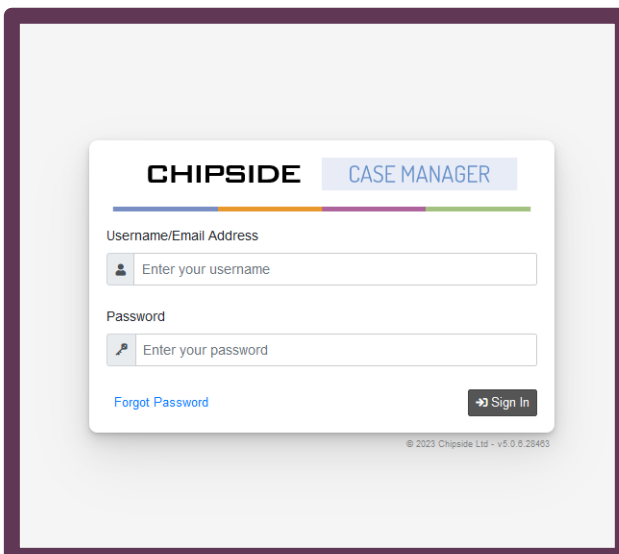


Office Team

Processing of Penalty Charge Notices

Once the Penalty Charge is issued, then it is down to the Office Team to look after what happens next. The Parking Officer will know all the statutory timescales and legislation to manage the life of the Penalty Charge from beginning to end. This could be anything from processing a payment made against the Notice, progressing follow up Notices, or responding to correspondence.

They carry out checks on the Notice issued to make sure all details are correct before applying for the name and address of the Owner/Keeper from the Driver and Vehicle Licensing Agency so that they Council can pursue the unpaid amount.

A screenshot of a web application login page. At the top left, it says 'CHIPSIDE' and at the top right, 'CASE MANAGER'. Below this is a horizontal bar with a gradient. The main form has two input fields: 'Username/Email Address' with a user icon and 'Password' with a key icon. Both fields contain the placeholder text 'Enter your username' and 'Enter your password' respectively. There is a 'Forgot Password' link below the password field and a 'Sign In' button with a right-pointing arrow. At the bottom right, there is a small copyright notice: '© 2023 Chipside Ltd - v5.0.6.22463'.

Managing appeals and debt recovery

Each Parking Officer in the Team has an excellent level of legal and processing knowledge. Not only do they need to know their own policies and procedures, but they also need to know the Civil Enforcement Officer's procedures. The Parking Officer will have a good understanding of the laws backing up the service of the Notice and has to base a decision on whether to allow an appeal on what is called "the balance of probability".

The Parking Officers have to make sure everything is recorded on the case, including all the evidence, as they may well have to submit a case file to the Traffic Penalty Tribunal, if required. They will also review every case before they send it to the Courts to make sure it is in the Council's best interests to proceed.

The Balance of Probability

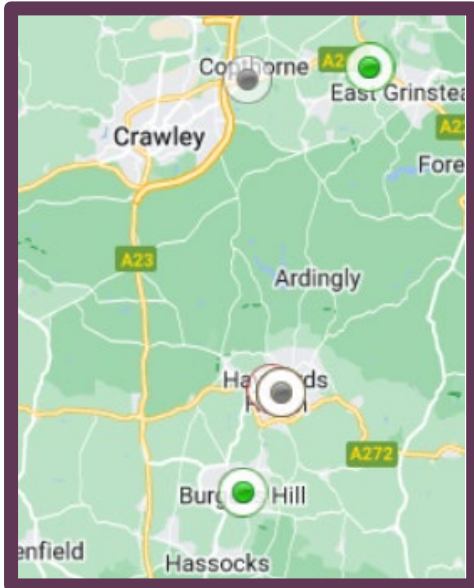
Unlike criminal law, the case is not based on "proof", but instead what is referred to as "the balance of probability". In other words, *is this likely to have happened?* Parking Officers have to rely on this when deciding whether to uphold or cancel a Penalty Charge Notice.

Management of on and off street permits

The most northern of the town, East Grinstead, has what is called a Controlled Parking Zone (CPZ) in its town centre. As some sections of the town were present before parking was even a concept, a lot of it cannot support a large number of vehicles on the road without some form of control. The Office Team review all applications and make sure the evidence provided from the applicant is correct. They will then issue the permit to the resident and manage the demand. To see more of how the Controlled Parking Zone works, please see On Street Parking.

Enforcement

Between the two teams, Mid Sussex District Council has to deliver an efficient and fair service by enforcing the parking restrictions installed by West Sussex County Council. Restrictions are carefully planned and consider the overall picture of the area. For example, if a new restriction is brought into one road only, it would have the effect of displacing vehicles to another area and creating a new problem. The restrictions, therefore, form part of the infrastructure for a town or village. By regular deployment and firm enforcement, the District Council makes sure that the parking controls are effectively applied.



Live map showing location of CEOS deployed in the District.

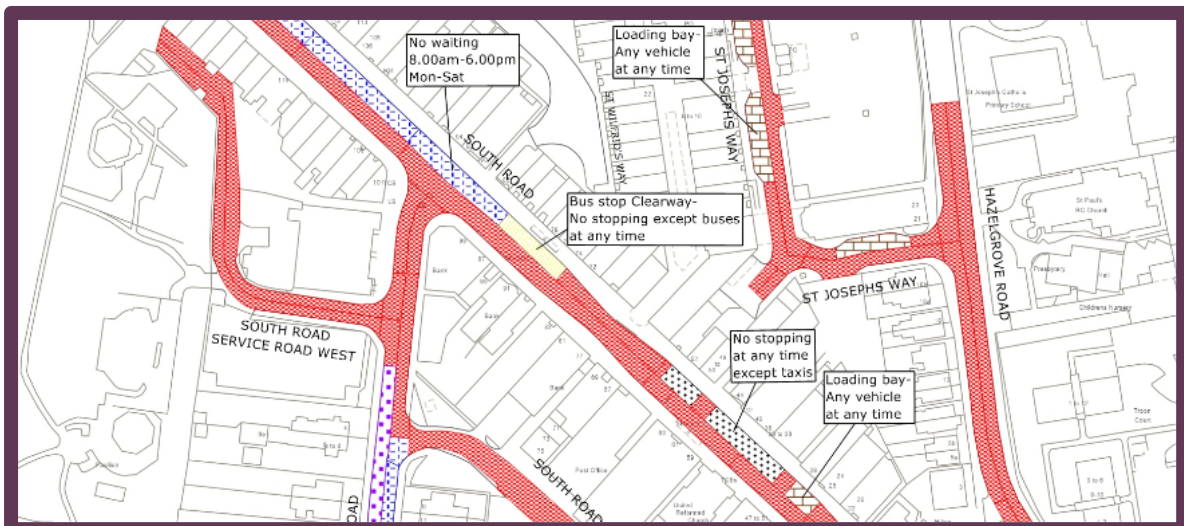
West Sussex Parking Policy

The Policy lays out the framework for the Council in term of overall parking management and the legislation it must follow.

All Councils in West Sussex, including Mid Sussex, follow the published Policy produced by the County Council.

It explains the overall aims of the Enforcement Service, the expectation of how the service should run, and a comprehensive list of policies in relation to Penalty Charge Notices that the Council should follow.

The Council's Parking Policy is published online at [West Sussex Parking Policy](#)

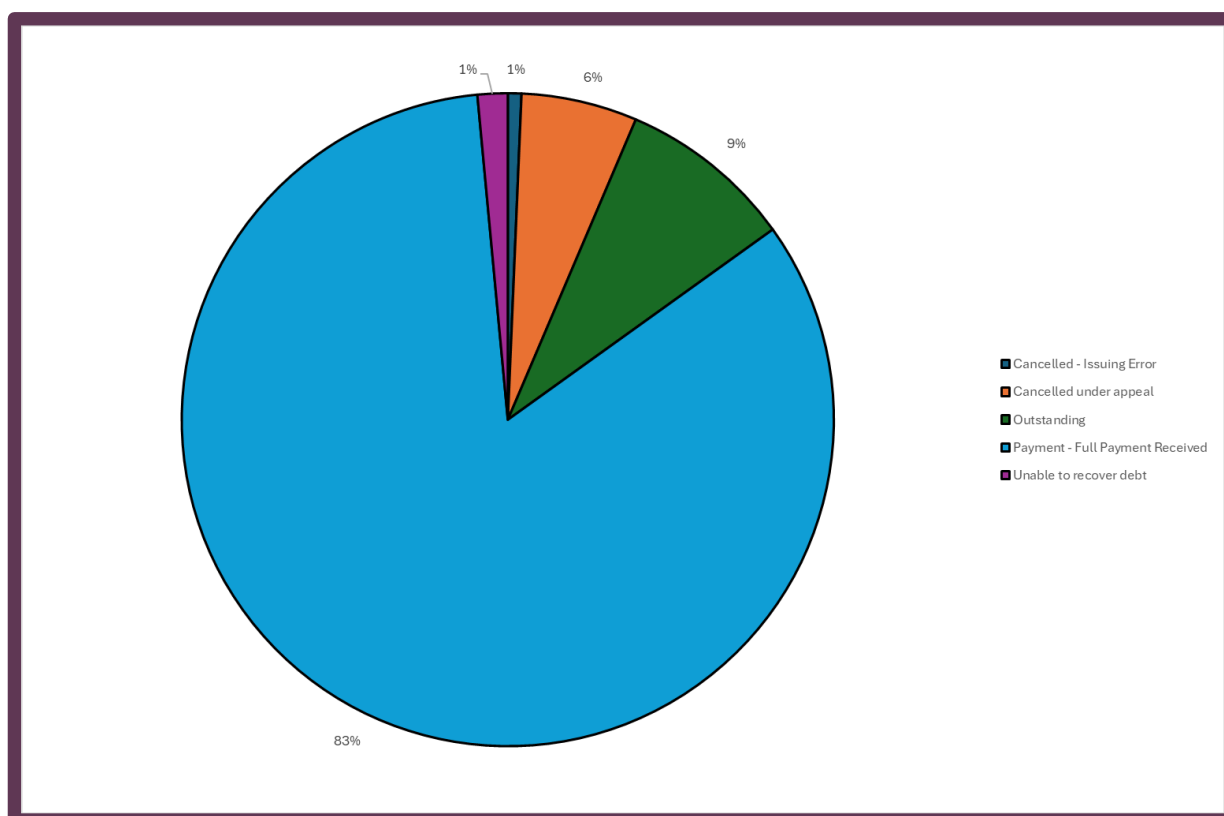


Section of a Traffic Regulation Order highlighting restrictions on a section of high street.

Penalty Charge Notice overview

During the 2023-2024 year, 8,921 Penalty Charge Notices were issued. Of these, 513 were successfully appealed, 7,441 were paid in full, and 774 remain outstanding. The table below provides an overview of the current status of those Penalty Charges issued.

| Cancelled - Issuing Error | Cancelled under appeal | Outstanding | Paid in full | Unable to recover debt | Grand Total |
|---------------------------|------------------------|-------------|--------------|------------------------|--------------|
| 60 | 513 | 774 | 7,441 | 133 | 8,921 |



Types of penalty

The codes which the Council's Civil Enforcement Officer's use are uniform across the Country, which means the overall enforcement service does not deviate according to its locality. There are a large number of "contraventions". While many would still refer to them as an offence, this can only be applied in criminal law. A Penalty Charge Notice is issued under the Traffic Management Act because it is believed that the vehicle has contravened the Legal Order which governs the restrictions on the highway.

There are a surprising number of contraventions which the Civil Enforcement Officers have the power to enforce.

On Street

| Code | Contravention Description | Issued |
|------|---|--------|
| 01 | Parked in a restricted street during prescribed hours | 2,061 |
| 02 | Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force | 60 |
| 05 | Parked after the expiry of paid for time | 176 |
| 06 | Parked without clearly displaying a valid pay & display ticket or voucher | 568 |
| 12 | Parked without payment of the parking charge | 560 |
| 19 | Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time | 13 |
| 21 | Parked wholly or partly in a suspended bay or space | 91 |
| 22 | Re-parked in the same parking place or zone within one hour after leaving | 35 |
| 23 | Parked in a parking place or area not designated for that class of vehicle | 352 |
| 24 | Not parked correctly within the markings of the bay or space | 48 |
| 25 | Parked in a loading place or bay during restricted hours without loading | 79 |
| 30 | Parked for longer than permitted | 1,130 |
| 40 | Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner | 153 |
| 42 | Parked in a parking place designated for police vehicles | 2 |
| 45 | Stopped on a taxi rank | 185 |
| 47 | Stopped on a restricted bus stop or stand | 53 |
| 48 | Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited | 9 |
| 61 | A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways | 2 |
| 71 | Parked in an electric vehicles' charging place during restricted hours without charging | 55 |

Why not just say "parked on yellow lines" and what are the prescribed hours for double yellow lines?

Contravention 01 is used when vehicles are parked on yellow lines. Sometimes, people believe that this cannot be adequately used if there is a double yellow line in place as there is no sign to indicate what the "prescribed hours" are. However, this is something of a myth in present times. The sign which used to be used – "at any time" was removed from the regulations in relation to double yellow lines in 2016, because the belief is that every user of the highway should know that double yellow lines are restricted at all times. In other words, the prescribed hours are simply *all* hours.

There is also a difference between being "parked" and "stopped"

There is more allowance for someone to stop and park in these types of bays (with the exception of when a permit or payment is required, although even then there can be some exceptions).

However, a contravention which indicates the vehicle had stopped, is because the restriction makes no allowance for temporary parking such as dropping a passenger off.



Off Street (Car Parks)

| Code | Contravention Description | Issued |
|------|--|--------|
| 80 | Parked for longer than permitted | 59 |
| 81 | Parked in a restricted area in an off-street car park | 16 |
| 82 | Parked after the expiry of paid for time | 181 |
| 83 | Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock | 2,641 |
| 85 | Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock | 121 |
| 86 | Not parked correctly within the markings of a bay or space | 128 |
| 87 | Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner | 58 |
| 89 | Vehicle parked exceeds maximum weight or height or length permitted | 1 |
| 91 | Parked in a car park or area not designated for that class of vehicle | 8 |
| 95 | Parked in a parking place for a purpose other than that designated | 5 |
| 99 | Stopped on a pedestrian crossing or crossing area marked by zigzags | 71 |
| 80 | Parked for longer than permitted | 59 |
| 81 | Parked in a restricted area in an off-street car park | 16 |
| 82 | Parked after the expiry of paid for time | 181 |

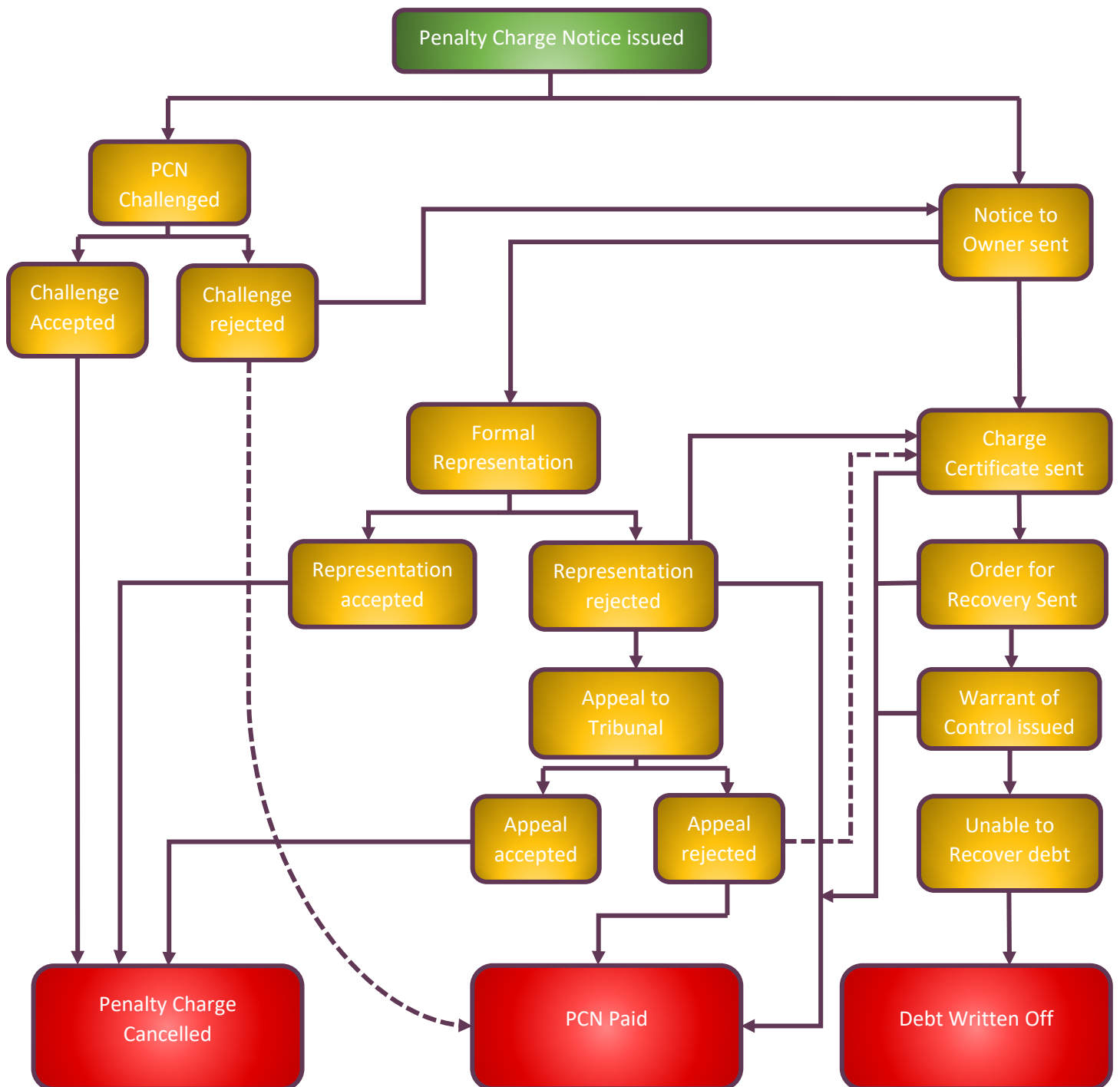
The highest number of Penalty Charge Notices issued on street is for the 01 contravention. As yellow lines are installed for safety purposes on the highway, it reflects in the District Council's commitment to educate and deter road users from opting to park on this type of restriction. The second highest contravention featured is the 30 contravention, which is where a vehicle has stayed in a free parking bay longer than the time allows. Again, this supports the intention of Civil Parking Enforcement, which is to make sure that vehicles do not overstay in a waiting area, so that the bays become free and allow other users the opportunity to park at the kerbside.

In the case of the Council's car parks, it is the Code 83 which features as the highest. This will be in an instance where the passenger has not displayed the ticket correctly or has not paid for a stay. In terms of enforcement is more likely that the driver will return to the vehicle when they are parked on a yellow line, as it is likely the driver has carrying out an activity close to where the vehicle has parked. This therefore means that there will be more instances of moving the vehicle on. In the case of parking in a car park, the vehicle is likely to have been left unattended and the driver is not nearby. Therefore, a Penalty Charge is more likely to be issued as opposed to the vehicle simply being moved along in a car park.

The penalty charge process

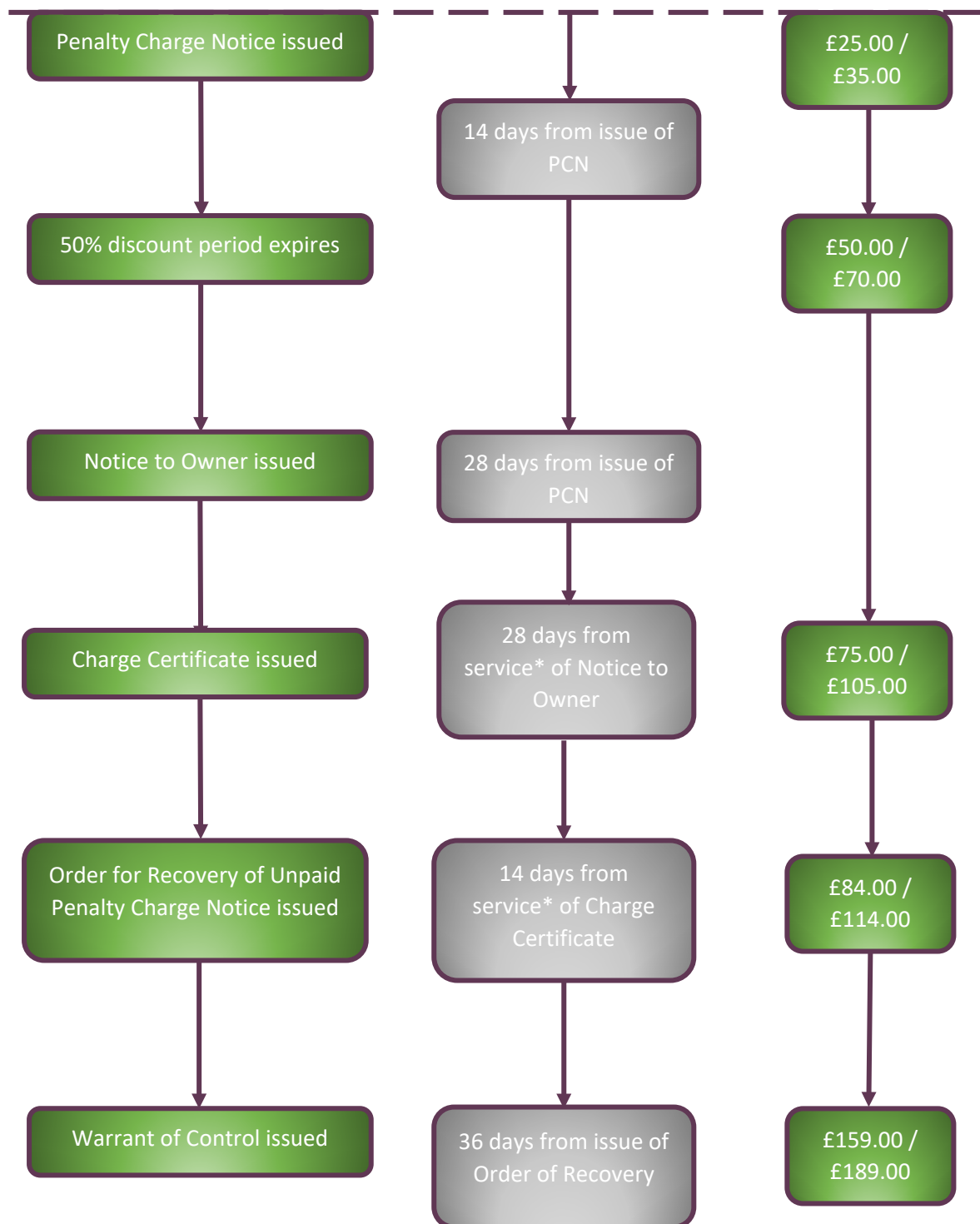
Enforcement starts with the issue of a Penalty Charge Notice. Most Penalty Charge Notices issued are done so under Regulation 9 of The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022. If the vehicle drives away, or the CEO is threatened, it can be served by post, which is called a Regulation 10 under the same Regulations.

The lifecycle of a Penalty Charge Notice (in this case the Regulation 9) can be incredibly complex, and it is for this reason the Parking Officers have to have a very good knowledge of the entire process in order to respond to appeals and process the Notice correctly.



Timescales

Alongside the process, there are also set timescales for each stage. This can trigger an increase in the outstanding charge and will result in post being sent to the Owner/Keeper advising them of their right to appeal (or that this deadline has passed). Each time of paperwork gives clear guidance as to the dos and don'ts of each stage.



*service = two working days from the date the item was posted

Regulation 9 PCN

This can be served in two ways. On most occasions it is attached to the vehicle (normally the windscreen, but this can vary depending on the size of the vehicle). However, if the driver returns the Civil Enforcement Officer may hand it to them.

At this stage there is a 14 day discount period, which is 50% of the full charge of the Notice. The Penalty Charge can be challenged, and the discount is generally reoffered on one occasion.



Notice to Owner

Under Regulation 9 of the Traffic Management Act 2004 (TMA 2004) (enforced by the Civil Enforcement Officer (CEO)) Mid Sussex District Council is the Enforcement Authority for all street contraventions and is an agent for WEST SUSSEX COUNTY COUNCIL in respect of its role as Enforcement Authority for all street contraventions.

Mid Sussex District Council

Notice to Owner has been issued to you by Mid Sussex District Council because the Penalty Charge Notice detailed below has not been paid in full and you were the registered owner/driver on the date in which the PCN was issued to the vehicle.

Date of this Notice to Owner and date of printing: Penalty Charge Notice Number:

Vehicle Registration: Date and Service of PCN:

Issued by Civil Enforcement Officer (CEO):

Contravention:

Location of Contravention:

Date of Contravention: Time of Issue:

Penalty Charge Amount: Amount Paid to Date: Outstanding Payment Now Due:

By not later than the last day of the period of 28 days beginning with the date on which this Notice is served, you must either:

- Pay the Penalty Charge (or outstanding payment) in full - Refer overleaf for details
- Make REPRESENTATIONS to the Council - See Section 2 for details

YOU, THE OWNER/DRIVER, ARE LIABLE FOR THE PENALTY CHARGE NOTICE. DO NOT IGNORE THIS OR PRESS ON TO THE DRIVER.

Payment Slip

For payment opening a direct debit account

You must complete this slip in block capitals and return it with your payment to the address below:

Mid Sussex District Council
Oaklands
Oaklands Road
Haywards Heath
West Sussex
RH16 1SS

Penalty Charge Notice:

Vehicle Registration:

Date of this Notice:

Payment Amount Due:

Notice to Owner

If the Penalty Charge is still unpaid after 28 days, the Council applies for the Owner or Keeper details via the Driver and Vehicle Licensing Agency. Once the details are supplied, the Notice to Owner is sent in the post.

At this stage the outstanding amount is at full charge and can still be appealed via a formal representation. There are several legal grounds under which the Notice can be appealed, together with other compelling grounds.

Charge Certificate

If the Notice to Owner is not paid or successfully appealed, or the Appeal to the Tribunal has not been successful, a further

28 days will pass and then a Charge Certificate is issued. This increases the charge by a further 50% of Recovery. This is a mechanism which changes the outstanding charge to a debt. There is no ground for an appeal, but there are options for what is referred to as a Witness Statement. This should only be used if part of the process was omitted somehow, for example the debtor did not receive the Notice to Owner or made an appeal to the Traffic Penalty Tribunal which was not replied to.

Regulation 10 Penalty Charge Notice

In the event of the Regulation 9 Notice not being served, either due to the vehicle driving away before it can be served, or the Civil Enforcement Officer being prevented from issued (normally due to a threat), the Regulation 10 process can be invoked. This sends a Penalty Charge Notice via the post, which also acts as a Notice to Owner. This means the case will go to representation, or possibly an Appeal to the Adjudicator, much earlier than a Regulation 9 Penalty Charge Notice.

Appeals

There are three stages to an Appeal, two of which are recognised by the legislation and one which is informal. The owner of a Penalty Charge Notice may make what is referred to as a formal representation to a Penalty Charge Notice when they receive a Notice to Owner through the post which advises them that:

- a) The 50% discount period has passed.
- b) The Owner/keeper should therefore either pay in full or make representations as to why they feel the Penalty Charge should not be paid.

If the Council accepts the representation, the Penalty Charge Notices is cancelled. If the Council rejects the representation, the Owner/Keeper may make an Appeal to the Traffic Penalty Tribunal.

What is noticeably missing from the legislation is any opportunity to challenge the issue of the Penalty Charge Notice when it is still within its 14 day discount period. Whilst there is no recognised process, it would be natural for people to want to make an appeal without risking losing the discount period. Like many Authorities, the District Council accepts challenges during the 14 day period and reoffers the discount period for a further 14 days if the challenge is unsuccessful.

In total, the Council received 732 challenges, and 202 representations, and took part in 27 Traffic Penalty Tribunal Appeals during the course of the 2023-2024 year. The outcomes of these cases are indicated in the table below.

| Stage | Qty |
|-----------------------------|-----|
| Challenge accepted | 144 |
| Challenge rejected | 386 |
| Representation accepted | 92 |
| Representation rejected | 110 |
| Appeal to Tribunal accepted | 24 |
| Appeal to Tribunal rejected | 3 |

Traffic Penalty Tribunal

The Traffic Penalty Tribunal sits separately from all the Enforcement Authorities. The Adjudicators form what is the Civil equivalent of a Magistrates Court. They hear the evidence of both the Appellant and the Council and make an unbiased decision as to whether to allow the Appeal.

In all, 27 Appeals went forward to the Adjudicator, with varying results.

In addition to this, several cases were referred back to the Adjudicator following the submission of a Witness Statement at the Northampton County Court. This is a process later in the life of a Penalty Charge Notice and only comes into play when an unpaid Penalty Charge Notice is registered as a debt at the Court. The outcome of all cases referred to the Tribunal is indicated in the table below:

| Appeal Decision | Qty |
|-----------------|-----|
| Allowed | 1 |
| Dismissed | 23 |
| Consent Order * | 1 |
| Enforced** | 10 |

- * A Consent Order is applied where both parties reach an agreement. There is no charge to the Appellant.
- ** Enforcement is a decision made by the Adjudicator where an Appellant files a Witness Statement to the Court which reverts the case back to an Adjudicator. Where the Adjudicator decides to instruct the case be enforced there is no hearing and the Council proceeds with recovering the charge.

Learning outcomes

While some cases are straightforward, other decisions provide useful information for Councils to consider when reviewing similar cases. This can either be a means to gain more understanding of certain exemptions or adjust Council processes to make sure the Council does not make the same error again. The quotes below are from Adjudicator decisions in individual cases during the year.

Case A

Closed - Dismissed

“It is accepted road markings become worn and faded over time and the decision for an adjudicator is whether the signage taken as a whole is adequate and because of the proximity of the vehicle to the parking sign, it was parked next to it and there was nothing to obstruct it from view, it is my finding the signage of the taxi rank was adequate.”

This is in relation to an individual who parked in a taxi rank and appealed on the grounds that the word “Taxi” was not adequate enough. The Council did accept that the word had faded but was legible. It also countered that the bay only had the capacity to fit one vehicle and the sign indicating the bay was a taxi rank was noted to be right next to the vehicle in question. On that basis, the status of the restriction as a whole is always considered in these matters.

The Adjudicator, upon reviewing the case, and the evidence provided by both parties came to an independent decision that the nature of the bay was clear to a user, even with some degradation of the words marked on the ground.



Case B

Closed - Dismissed

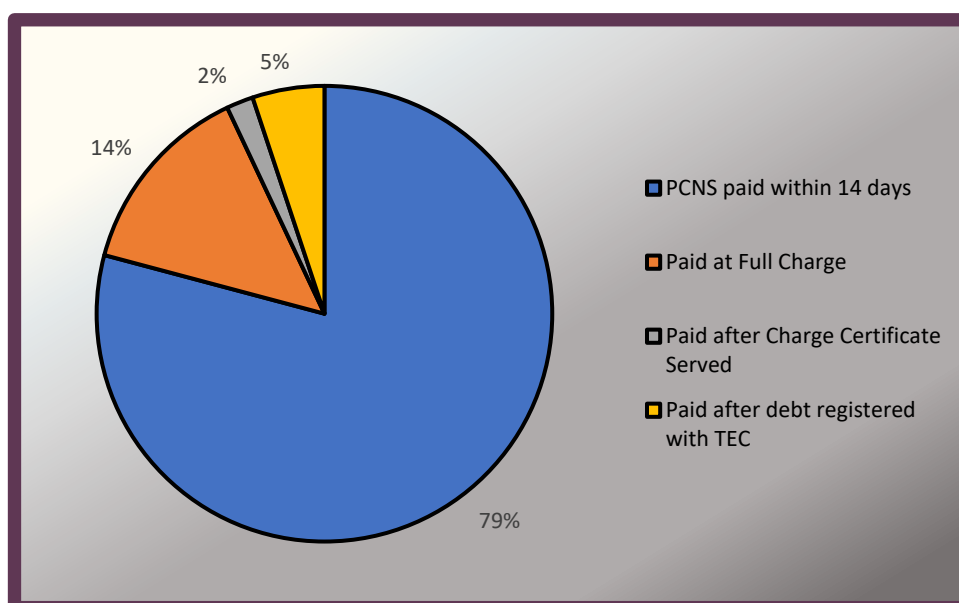
“The Council has created the parking place by a valid Traffic Regulation Order, the vehicle was parked within a clearly marked bay, and no permit or other authorisations been obtained for this vehicle. The fact that Mr X was able to park his vehicle at the rear of this property before the car parking spaces were brought into being is irrelevant. The Council had the legal power to change the situation, and it did so by giving notice. I am satisfied that the contravention did occur, and I will direct that enforcement can continue.

This decision brought a close to a lengthy case, whereby the Council applied an Off Street Parking Places Order on an unregulated car park in its ownership. The Appellant had used the area for residential parking, but the imposition of the Order ceased any unauthorised parking. The Council advised the Appellant at the commencement of enforcement that he did not have any right to park, but unfortunately the Appellant was unable to accept this. This case constituted 21 of the Appeals which went to the Traffic Penalty Tribunal in this year. All cases were found in the Council’s favour.

Payments

Over the course of the year, 4,995 were deemed as paid in full. There are several payment stages involved in the Penalty Charge Notice life cycle. 79% of Penalty Charge Notices paid were done so paid during the discount period. This could be during the first 14 days since the Notice was issued, or it will be during the 14 day period where a challenge is rejected, and the discount reoffered.

| Payment Stage | Quantity Paid |
|--------------------------------------|---------------|
| PCNS paid within 14 days | 5889 |
| Paid at Full Charge | 1030 |
| Paid after Charge Certificate Served | 142 |
| Paid after debt registered with TEC | 380 |



Off street parking

Alongside the Enforcement Service, Mid Sussex District Council manages thirty-two car parks in its towns and villages. It also provides additional enforcement support to a further eleven car parks supporting Council-owned facilities, including green spaces, and two Leisure Centres. These car parks are managed by a variety of controls as indicated below:

| Town | Pay and Display | Permit Holders | Disc Parking | Maximum Stay | POD* |
|----------------|-----------------|----------------|--------------|--------------|------|
| Burgess Hill | 5 | 0 | 0 | 2 | 0 |
| Haywards Heath | 7 | 3 | 0 | 2 | 1 |
| East Grinstead | 7 | 0 | 0 | 1 | 1 |
| Ardingly | 0 | 0 | 0 | 1 | 0 |
| Cuckfield | 0 | 0 | 1 | 0 | 0 |
| Hassocks | 0 | 0 | 1 | 1 | 0 |
| Horsted Keynes | 0 | 0 | 0 | 1 | 0 |
| Hurstpierpoint | 0 | 0 | 1 | 1 | 0 |
| Lindfield | 0 | 0 | 0 | 3 | 0 |



*POD – touch screen device for recording a registration of a vehicle

Pay and display

Nineteen car parks, all located in the town centres, operate under a pay and display system. Paying for parking has to strike a fine balance. The car parks in the town centre will charge more to stay longer (short stay). This is to make sure that there is a reasonable “churn” of parking, and that visitors to the town can have the opportunity to find a space to park without difficulty.

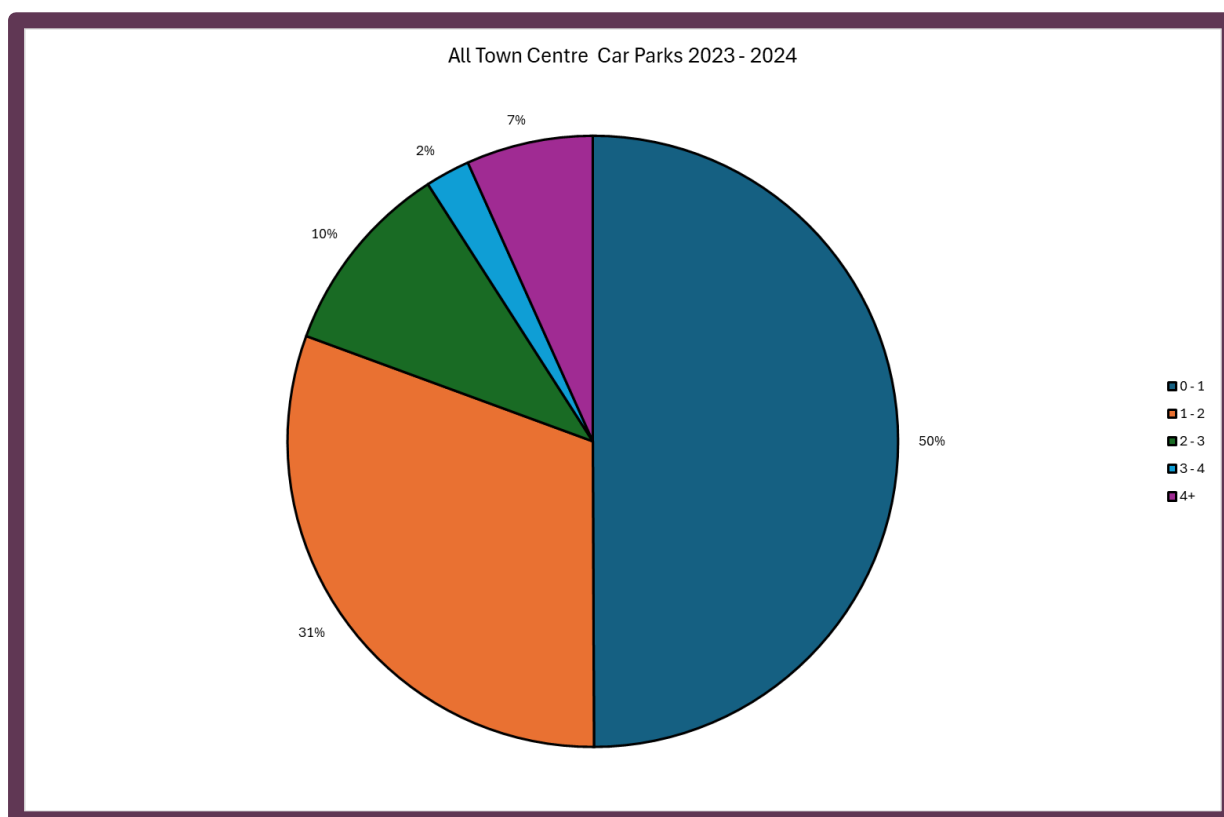
The car parks located away from the town centre will have a reduced charge to stay longer (long stay), which reflects the opportunity to users who need to stay longer, without clogging up the busier car parks.

Length of stays

Overall, the highest period of a stay in any of the towns is the first band, which is up to one hour, followed by the 1 – 2 hour band. The majority of visitors to the town centre car parks stayed for up to 2 hours (81%), with a smaller percentage of users (19%) parking for a longer period.

The parking behaviour noted for this year does show a significant change when compared to the previous financial year. In 2022 – 2023, 88% of the car park users would park for no longer than two hours. However, there has been an uptake in users staying for a longer period of time.

In terms of the purposes of the car parks, which is to serve the town centres, there is a strong indication that the car parks do encounter a regular turnover, albeit with a significant migration of 10% of users opting to stay for a longer period.



Off street parking – financial data

Alongside the lengths of stays, the makeup of each car park will reflect in the income taken from pay and display stays. For example, Muster Green Car Park is a season ticket holders car park Monday to Friday and therefore only takes pay and display income on a Saturday. This is indicative in its low income level. The opposite can be said of car parks like The Orchards, Hazelgrove Road, Cyprus Road and Queensway. These are all car parks located immediately next to town centre facilities, and therefore the turnover of paying customers is very high.

East Grinstead

| Car Park | Sum of Income |
|--------------------|-----------------|
| Chequer Mead | £87,302 |
| Christopher Road | £70,644 |
| King Street | £183,668 |
| Norton House | £44,423 |
| Queensway | £300,960 |
| Railway Approach | £78,692 |
| Vicarage | £134,442 |
| Grand Total | £900,130 |

Burgess Hill

| Car Parks | Sum of Income |
|--------------------|-----------------|
| Church Road | £101,297 |
| Cyprus Road | £181,786 |
| Martlets | £23,339 |
| Queens Crescent | £76,336 |
| Station Road | £41,047 |
| Grand Total | £423,805 |

Haywards Heath

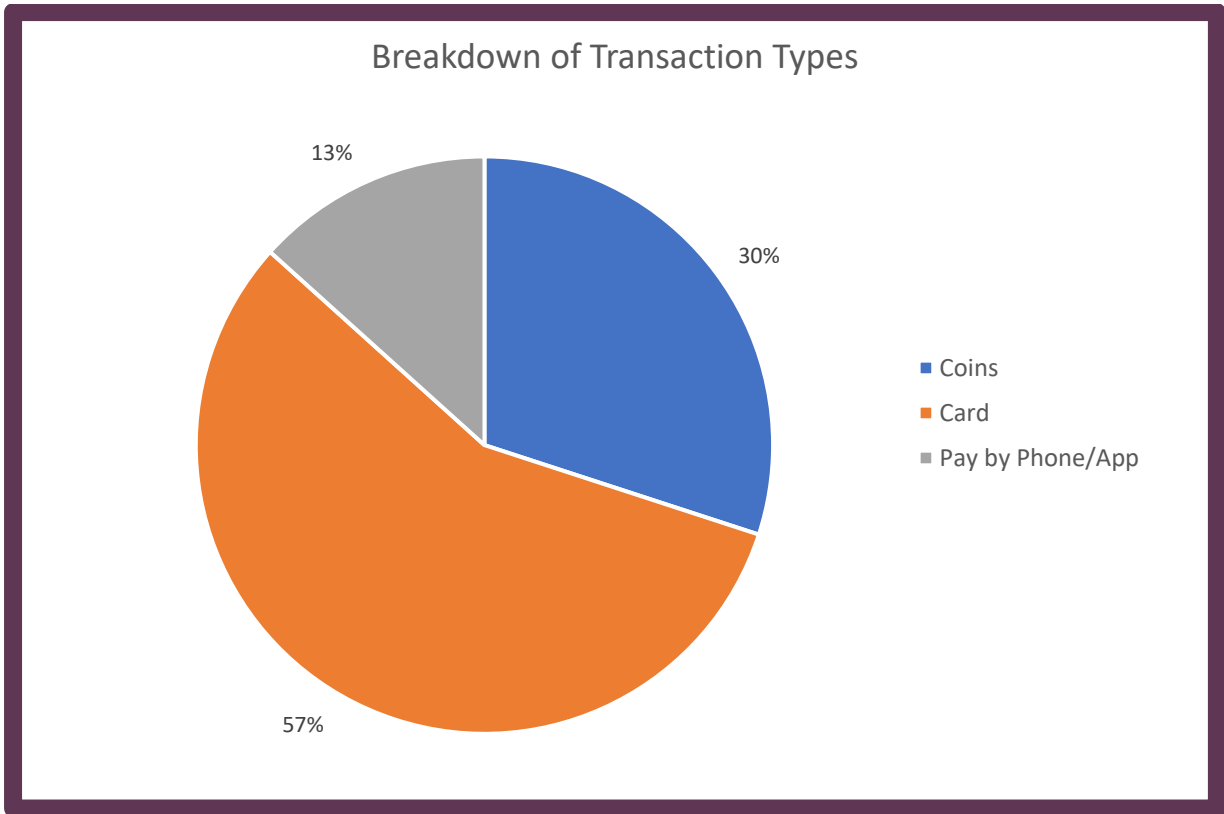
| Car Parks | Sum of Income |
|--------------------|-----------------|
| Franklynn Road | £85,204 |
| Gower Road | £43,890 |
| Haywards East | £83,182 |
| Haywards West | £96,506 |
| Hazelgrove Road | £207,878 |
| Heath Road | £80,087 |
| Muster Green | £3,910 |
| The Orchards | £331,094 |
| Grand Total | £931,751 |

Off street parking – Transaction Data

Transaction data is different to financial data. It indicates the individual number of transactions, regardless of length of stay, which provides the Council with information as to how many stays take place within its district. Again, Muster Green Car Park would have a low number of transactions as it is only a pay and display facility on Saturday.

| Car Park | Coins | Card | Pay by Phone/App | Total |
|-----------------------|----------------|----------------|------------------|------------------|
| The Orchards | 56,211 | 145,491 | 29,077 | 230,779 |
| Queensway | 50,868 | 93,571 | 20,823 | 165,262 |
| Hazelgrove Road | 50,240 | 81,959 | 18,658 | 150,857 |
| Cyprus Road | 48,858 | 61,685 | 9,149 | 119,692 |
| King Street | 30,982 | 55,498 | 14,767 | 101,247 |
| Church Road | 30,152 | 32,354 | 8,862 | 71,368 |
| Haywards East | 22,366 | 32,095 | 9,303 | 63,764 |
| Haywards West | 15,419 | 37,825 | 7,532 | 60,776 |
| Vicarage | 9,803 | 34,940 | 8,625 | 53,368 |
| Franklynn Road | 13,954 | 32,066 | 7,932 | 53,952 |
| Vicarage | 9,803 | 34,940 | 8,625 | 53,368 |
| Chequer Mead | 12,900 | 28,042 | 5,043 | 45,985 |
| Gower Road | 14,869 | 18,125 | 3,906 | 36,900 |
| Christopher Road | 11,124 | 18,317 | 6,129 | 35,570 |
| Gower Road | 14,869 | 18,125 | 3,906 | 36,900 |
| Heath Road | 5,859 | 19,303 | 6,582 | 31,744 |
| Railway Approach | 6,666 | 17,178 | 4,010 | 27,854 |
| Queens Crescent | 2,797 | 15,617 | 4,861 | 23,275 |
| Station Road | 4,121 | 15,889 | 3,248 | 23,258 |
| Norton House | 3,291 | 10,792 | 3,993 | 18,076 |
| Martlets Multi Storey | 11,147 | 0 | 4,068 | 15,215 |
| Muster Green | 307 | 1,366 | 277 | 1,950 |
| Totals | 426,606 | 805,178 | 189,376 | 1,421,160 |

In terms of overall usage, it has been noticed that there has been a 5% decrease in the use of coins as a payment method, although this still takes up 30% of the overall transactions. This percentage of use has been redistributed to a 2% increase in the use of the pay by phone app, and a 3% increase in the use of card payments directly at the machine. The breakdown of the transactions is reflected in the graph below.



Off street parking - initiatives

Electric Vehicle Charger Rollout – Phase Two

In June 2022, Connected Kerb, West Sussex County Council, Adur and Worthing District Councils, Arun District Council, Crawley Borough Council, Horsham District Council, Chichester District Council and Mid Sussex District Council formed a partnership to provide an electric vehicle charging network across West Sussex. Over the next ten years, the partners will work together to form the West Sussex Chargepoint Network. This is the largest roll out of electric vehicles across a County in the UK. The network is designed to cover charging points on the public highway and within the District Council’s car parks where appropriate.

The project is fully funded by Connected Kerb, which means there is no cost to the District Council.

Following the successful installation of ten electric vehicle charging points in the car parks during 2022 -2023, the Council continued to roll out more charging points. In this year, electric vehicle charging points were installed in

- Cyprus Road Car Park, Burgess Hill
- The Wilderness Car Park, Lindfield
- Mount Noddy Car Park, East Grinstead.



Park Access Awards

For over a decade, the District Council has continued its commitment to make sure that its car parks are safe for its users and accessible for all. One of the best ways the Council can measure this and demonstrate its responsibility is to take part in the Safer Parking Scheme (previously Park Mark), which is offered by the British Parking Association.

Twenty-two of the Council's car parks currently have this accreditation. The renewal review of the car parks takes place on a bi-annual basis and is undertaken by a member of the British Parking Association and an accredited police assessor who provides an unbiased appraisal of the facilities. Alongside these reviews, the British Parking Association will also carry out interim assessments to make sure that the car parks in question are still maintaining their safe status.

In February 2024, 14 car parks were subject to full Assessments as listed below:

Church Road Car Park - Burgess Hill
Cyprus Road Car Park - Burgess Hill
Station Road - Burgess Hill
Queens Crescent Car Park - Burgess Hill
Broad Street Car Park - Cuckfield
Orion Car Park - Hassocks
Chequer-Mead Car Park - East Grinstead
Christopher Road Car Park - East Grinstead
King Street Car Park - East Grinstead
Queensway Car Park - East Grinstead
Railway Approach Car Park - East Grinstead
Norton House Car Park - East Grinstead
Vicarage Car Park - East Grinstead
Trinity Road Car Park - Hurstpierpoint



In order to achieve Accreditation, the District Council Car Parks must meet the following criteria

- Quality Management
- Appropriate lighting
- Effective surveillance
- Clean Environment

The scheme is police endorsed, with currently 4,500 car parks in the country with the accreditation. Within this scheme also sits the Disabled Parking Accreditation, which confirms that all car parks holding the Award are accessible for disabled users.

This not only includes the disabled parking bays, but access via pedestrian entrances, clear signage, and access around the car park. Equally importantly, the disabled parking bays should be regularly enforced to make sure they are not being used by people who do not have a disability.

“There have been no vehicle related incidents reported to the Police since the previous assessment. A very conscientious operator. Fully deserving of the 12 month award.”

Accredited Assessor

Award – King Street Car Park, East Grinstead

Police Bays installed in Chequer Mead Car Park

In late 2022, the Sussex Police Authority approached Council for assistance in acquiring dedicated parking spaces in the Chequer Mead Car Park. The fulfilment of this request would bring additional officers to the town and district with the aim of:

- Improved response times.
- Public seeing a great police presence at any time.
- A potential for less car park theft.

The Council was happy to support this request, and in October 2023, four spaces were leased for Police use.

Entrance link installation between Cyprus Hall and Cyprus Road Car Park

A request from Cyprus Hall in Burgess Hill enacted some minor works to allow better access between the long stay section of the car park and the entrance to Hall itself. These works saw:

- A wider, more accessible, exit from the long stay section of the car park
- Installation of two more disabled bays in this section to accommodate visitors to nearby facilities
- A clearly marked link between the exit of the car park and the Hall
- Improvement works on the dropped kerb to enable access to the Hall and other sites.

Hold for photograph

On street parking

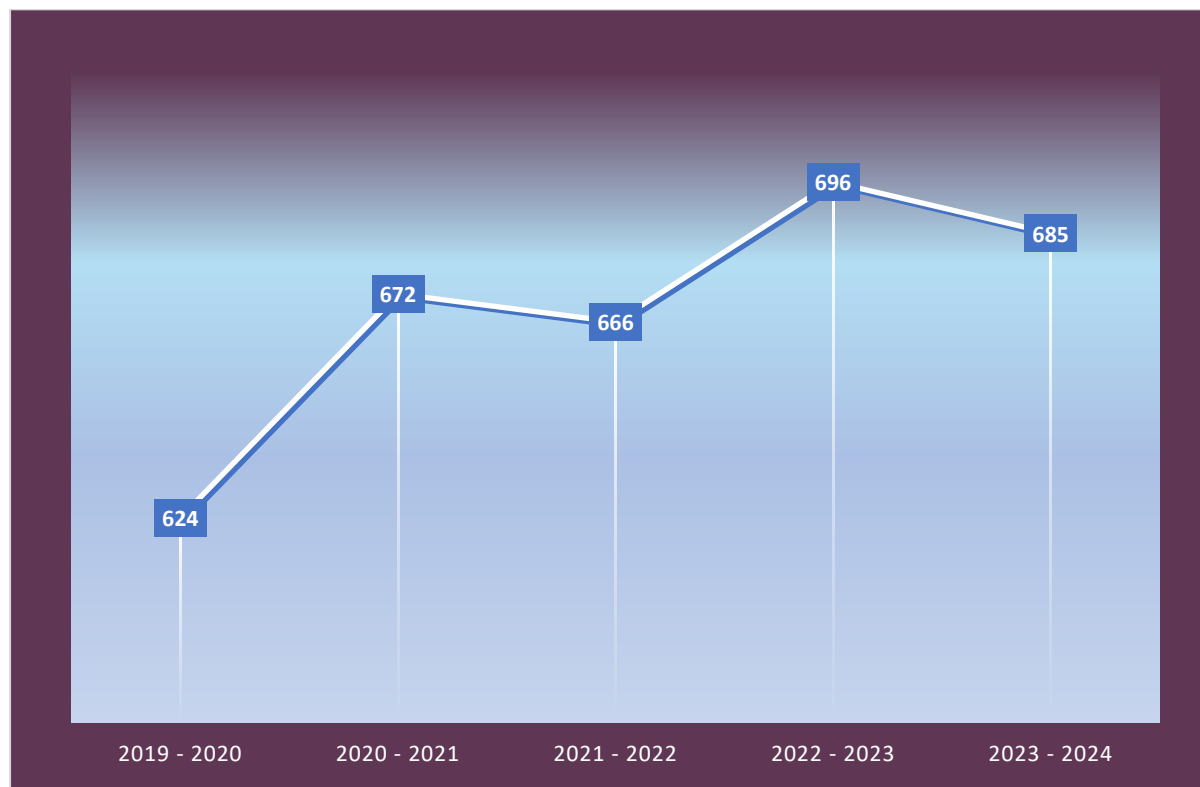
Although West Sussex County Council is responsible for the placement of all restrictions on the highway, Mid Sussex District Council is also contracted to manage a residents parking zone in the town of East Grinstead, more commonly referred to as a Controlled Parking Zone (CPZ).

The Controlled Parking Zone is formed of two Zones – the Inner Zone (Zone A), and the Outer Zone (Zone B). As indicated in our introduction, East Grinstead is a historic town, which means that several residential areas were built well before the introduction of the modern-day vehicle. To manage the needs of the residents and their visitors, West Sussex County Council currently have the capacity to provide 664 parking spaces for permit holders only, with Zone A having a further option for 119 permits in shared use (a mixture of resident and pay and display bays)

Current Capacity

| | Resident Only Bays | Resident / Pay and Display Bays | Resident / Limited Waiting Bay | Charged Pay and Display | Free Limited Waiting Bays | Disabled Bays |
|--------|--------------------|---------------------------------|--------------------------------|-------------------------|---------------------------|---------------|
| Zone A | 367 | 119 | 0 | 70 | 0 | 6 |
| Zone B | 297 | 0 | 4 | 0 | 3 | 0 |
| Totals | 664 | 119 | 4 | 70 | 3 | 6 |

Current Permit Uptake



It can be noted that the number of permits exceeds the number of spaces provided by the Controlled Parking Zone. However, the District Council has agreed, on the authority of the West Sussex County Council, to act within a 10% margin. This is based on the conclusion that not all cars will be present in

the zone at the same time, due to individual working and social arrangements. The social movement of the vehicles allows some flexibility in provision.

Other initiatives

Parking Services restructure

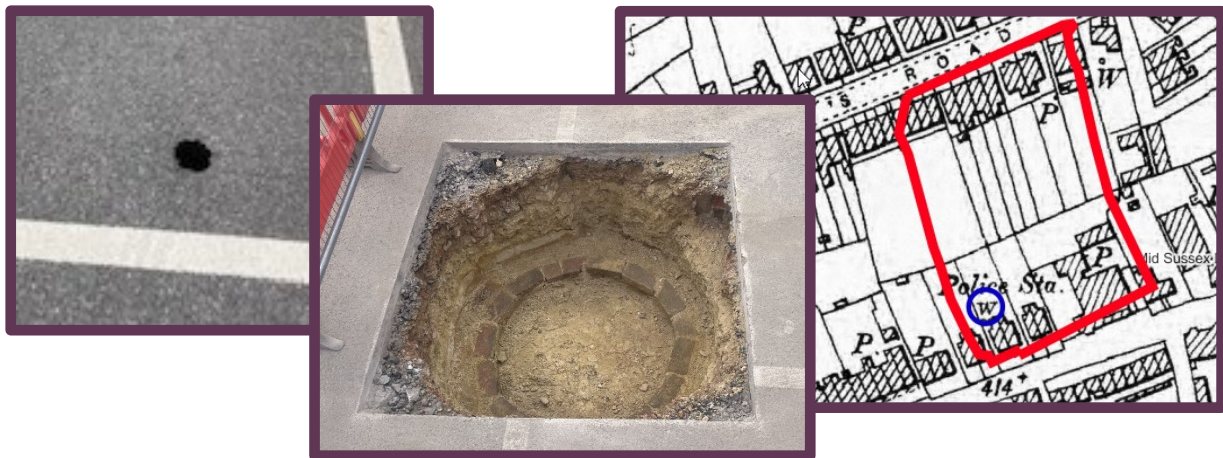
Since its inception in 2006, the Parking Services Team has been structured to entail two teams, the Parking Officers and the Parking Operations Team. Each Team was managed by a Team Leader and, above them, a Parking Services Manager.

An earlier Management Restructure in 2022 replaced the role of the Parking Services Manager with a Head of Service who covered a combined area of Parking Services, Waste Services, the management of Parks and Open Spaces, and the Leisure Centres.

Following this, in mid-2023, consultation began with the team to restructure the service with a view to improving communications and efficiencies. To that effect, the team leaders were combined into a newer form of Parking Services Manager who took on management of the two teams. Beneath the Parking Services Manager sit a Senior Parking Officer who is responsible for the smooth running of the back office function, and three Supervisors who manage their own team of Civil Enforcement Officers.

What's under a car park?

The car parks in the Mid Sussex District are relatively new addition to the landscape of the towns. As new estates grew up around previous rural areas, or replaced earlier housing, car parks became a feature of the landscape. Whatever lies beneath them does not generally raise much attention. However, in August 2023, one of the Civil Enforcement Officers noticed an unusual hole in the surface of the Queensway Car Park in East Grinstead. After making the area safe, an investigation took place into the cause of the damage to the surface. What was not expected was the discovery of a much large area under the tarmac. Following further investigation, it was established that the car park had been installed on an older area of housing, and that the area in question was the site of a well in the garden of one of the old properties. Sadly, it couldn't remain exposed, and the area was filled in and made safe soon afterwards. Sometimes, we really cannot predict what we will find in our car parks.



Appendix

Parking Charges for On and Off Street Areas in Mid Sussex

| Parking Tariffs | 2022-2023 | 2023 - 2024 |
|--|--------------------------------|----------------------------|
| On Street Permits | | |
| Resident Permits | | |
| Inner Zone (A) 1 st Permit | £51.00 | £58.00 |
| Inner Zone (A) 2 nd Permit | £102.00 | £116.00 |
| Inner Zone (A) 1 st Permit (6 months) | £27.00 | £31.00 |
| Inner Zone (A) 2 nd Permit (6 months) | £54.00 | £61.00 |
| Outer Zone (B) 1 st Permit | £32.00 | £37.00 |
| Outer Zone (B) 2 nd Permit | £64.00 | £74.00 |
| Outer Zone (B) 1 st Permit (6 months) | £17.00 | £20.00 |
| Outer Zone (B) 2 nd Permit (6 months) | £34.00 | £39.00 |
| Resident Visitor Permits (hourly) | £0.50 | £0.50 |
| Resident Visitor Permits (Daily) | £2.00 | £2.00 |
| Resident Visitor Permits (Weekly) | £12.00 | £12.00 |
| Non-Resident Permits | | |
| Inner Zone (A) | £308.00 | £350.00 |
| Inner Zone (A) six months | £162.00 | £184.00 |
| Outer Zone (B) | £185.00 | £210.00 |
| Outer Zone (B) (six months) | £98.00 | £111.00 |
| Healthcare Permits | | |
| Dispensations | | |
| Per day (Permit bays) | £12.00 | £13.00 |
| Per week (Permit bays) | £72.00 | £78.00 |
| Per day (pay and display bays) | £18.00 | £20.00 |
| Per week (pay and display bays) | £108.00 | £120.00 |
| Per day (uncharged bays) | £12.00 | £13.00 |
| Per week (uncharged bays) | £72.00 | £78.00 |
| Bay Suspensions | | |
| | £29.00 (plus daily charge of - | £35.00 (plus daily charge) |
| | Tier 1: £10.00 | Tier 1: £10.00 |
| | Tier 2: £20.00 | Tier 2: £20.00 |
| | Tier 3: £29.00 | Tier 3: £35.00 |

| Off Street Season Tickets | | |
|----------------------------------|---------|---------|
| Monthly (6 days) | £90.00 | £90.00 |
| Quarterly (6 days) | £195.00 | £195.00 |
| Annually (6 days) | £780.00 | £780.00 |
| Monthly (5 days) | £75.00 | £75.00 |
| Quarterly (5 days) | £195.00 | £195.00 |
| Annually (5 days) | £650.00 | £650.00 |
| Flexible Season Tickets | £45.00 | £45.00 |

| | Parking Tariffs 2022 - 2023 | Parking Tariffs 2023 – 2024 |
|--------------------------------|--|--|
| Pay and Display Charges | | |
| On Street | | |
| Per 30 minutes | £0.60 | £0.70 |
| Per hour | £1.30 | £1.40 |
| Off Street | | |
| Short Stay | | |
| 0 – 1 hours | £1.00 | £1.00 |
| 1 – 2 hours | £1.50 | £1.50 |
| 2 – 3 hours | £2.50 | £2.50 |
| 3 – 4 hours | £5.00 | £5.00 |
| 4 + hours | £7.50 | £7.50 |
| Long Stay | | |
| 0 – 1 hours | £1.00 | £1.00 |
| 1 – 2 hours | £1.50 | £1.50 |
| 2 – 3 hours | £2.50 | £2.50 |
| 3 – 4 hours | £3.70 | £3.70 |
| 4 + hours | £5.00 | £5.00 |

Glossary of Terms

Challenge

A request made to cancel a PCN before a Notice to Owner is issued. The Traffic Management Act does not include specific requirements for the Local Authority to review cases before the Notice to Owner

Civil Enforcement Officer (CEO)

This is the name given to officers who patrol the streets and enforce vehicles parked on the restrictions. They must be employed by the Council or through a Council contractor. All of Mid Sussex District Council's CEOs re employed directly by the Council. They are paid a set wage and do not work under any form of bonus system.

Civil Parking Enforcement (CPE)

Parking used to be enforced by the police where vehicles would be served Fixed Penalty Charge Notices. When the Road Traffic Act (now known as the Traffic Management Act) was introduced, parking enforcement became "decriminalised". It is the enforcement of parking regulations by Civil Enforcement Officers.

Controlled Parking Zone (CPZ)

An area where parking is restricted during specific times. Signs are put at every entry point to the CPZ so that a driver knows they are entering them. They are put in place to control every area of road space within the zone. Most CPZs are associated with Permit parking. A notable difference is that none of the single yellow lines have signs, as the entry points show the days and times of restrictions.

On Street

Anything relating to the West Sussex County Council's highways (roads and pavements)

Off Street

Anything relating to the District Council's car parks

Penalty Charge Notice (PCN)

A legal document which is issued to a vehicle which is believed to have contravened the Traffic Regulation Order. Only a CEO may issue them, and they are either attached to the vehicle or handed to the driver.

Representation

A form of appeal made when the owner/keeper of a vehicle is sent a Notice to Owner. They have legal grounds set down in the Act under which they can appeal, together with any other grounds they believe should be considered by the Council.

Traffic Regulation Order (TROs)

This is the statutory legal document used to support the restrictions which have been placed on the highway or in the car parks. West Sussex uses a map-based TROs, which means every restriction in Mid Sussex appears on a map with a key to indicate what the restriction is.