

ADUR & WORTHING COUNCILS

Joint Overview & Scrutiny Committee
26 July 2018
Agenda Item 7

Key Decision [No]

Ward(s) Affected:

Briefing on Parking Enforcement in Adur & Worthing

Report by the Director for Digital & Resources

Executive Summary

1. Purpose

- 1.1 In the setting of the programme for JOSC for the current year a briefing was requested on the effectiveness of parking and road traffic enforcement policy in Adur and Worthing. The request makes reference to a number of complaints regarding the effectiveness of enforcement. It is understood the complaints referred to relate mainly to pavement parking and parking in areas without control measures currently in place.
- 1.2 The desired outcome of the scrutiny request is more effective enforcement and a better understanding of the policy issues.
- 1.3 The request for the item to be added to the agenda was proposed by Councillor Boram.

2. Recommendations

- 2.1 This report is for information. Committee is asked to note its content.

3.0 Roles & Responsibilities - On Street and Off Street Parking

- 3.1 Responsibility for car parking policy and enforcement is dependent on whether it is on street or off street.
- 3.2 On-street parking is the responsibility of West Sussex County Council as the Highways Authority. This includes responsibility for:
- The setting of parking tariffs
 - The establishment and management of Controlled Parking Zones (CPZs) and policies around the management of resident and other permits. Worthing has CPZs in operation, currently there are no CPZs in Adur and there are no on street parking charges in Adur.
 - Managing parking restrictions eg single and double yellow lines
 - Establishing the on street parking enforcement policy
- 3.3 On street parking enforcement is managed by means of Civil Parking Enforcement under the Traffic Management Act 2004 (Part 6). The service is run on behalf of West Sussex County Council through an Agency Agreement with Adur District Council and Worthing Borough Council. This includes the car parks known as Albion Street Lorry Park and Marlborough Road.
- 3.4 The Agency Agreement signed between Worthing Borough & Adur District has an option to extend for an additional 5 years beyond 2020.
- 3.5 Adur District and Worthing Borough Councils have no direct powers over on street parking enforcement and any concerns or recommendations coming from the Committee should be directed to the County Council.
- 3.6 Off street parking (in council owned surface and multi storey car parks) is the responsibility of Adur District and Worthing Borough Council. The responsibilities for off street parking include:
- Setting parking tariffs
 - Parking enforcement
 - Management of the physical infrastructure

4.0 Objectives of Parking Enforcement

- 4.1 Worthing Borough Council joined CPE (Civil Parking Enforcement) on 10th September 2007, followed by Adur District Council on 5th March 2009. This has allowed the councils to take over the role of on-street parking enforcement from Sussex Police, on behalf of West Sussex County Council, and it has contracted the service to NSL Services Group to manage on a day-to-day basis. The scheme is managed by way of the Traffic Management Act 2004.

- 4.2 Previously, the Government received the majority of money generated through parking fines issued by the police. Under CPE, West Sussex County Council, in partnership with the councils, collects the penalties and uses them to pay for the costs of enforcement - using any surplus money to the benefit of transport, parking and other environmental improvements in the borough and district.

4.3 The Objectives of CPE

4.4 General Aims

- To provide a single integrated parking service, combining on-street and off-street management and enforcement that will be accessible, at a local level within the Districts and Boroughs.
- To provide the effective enforcement of parking controls.
- The primary aim of enforcement is to achieve the following policy objectives
- To encourage a high level of compliance by motorists with the parking controls and waiting and loading restrictions.
- To integrate traffic management policies with effective on-street enforcement.
- To ensure the equitable distribution and management of the availability of parking space.
- Be responsive to changing priorities, local factors and demand.
- Provide parking permits and dispensations for residents and businesses, the disabled, and others as appropriate.

- 4.5 Parking enforcement will be 'fair but firm' and community support for or acceptance of parking controls is conditional upon achieving this balance in the enforcement operation. The guidance set out in this document has been designed to assist in this objective and establishes the "ethos" of the scheme; whilst individual areas will minimise the potential for misunderstanding and dispute over specific parking issues. In general, enforcement activity will comply with the following principles

—

- Fairness in applying the legislation and securing compliance.
- Focusing enforcement action where necessary.
- Consistency of approach.
- Transparency about what enforcement action is taken and why.
- Recognition that an effective relationship between all areas of the enforcement operation is needed.

4.6 Advantages of Civil Parking Enforcement (CPE)

CPE provides a greater focus on enforcement than the police were able to provide. This means clearer, safer roads and pavements.

- 4.7 The new arrangements deliver improvements for congestion, road safety, the economy and the environment. Vehicles parking on yellow lines is reduced. All road users benefit:

- Pedestrians
- Cyclists
- Buses and bus passengers
- Freight vehicles
- Emergency services
- Motorists

Town centre on-street parking for short term use is made more available through higher turnover.

- 4.8 An increased uniformed presence contributes towards community safety and helps to reduce other vehicle crime, e.g. car tax evasion and unregistered vehicles. Abuse of disabled bays and free limited waiting bays is reduced.

- 4.9 Car parking issues are more easily linked to council transportation policies, enabling both the District and County Councils to respond to changes in local parking requirements. It provides integrated on-street and off-street parking management at local level.

4.10 Controlled Parking Zone (RPS's)

There are Seven Residents' Parking Schemes (RPSs), alternatively known as Controlled Parking Zones (CPZs), which have been introduced across West Sussex to date. These are designed to:

- manage on-street parking
- improve safety and access
- raise the commercial viability of town and city centres
- protect the amenities of residents in the adjacent areas
- encourage motorists to review their journeys and consider alternative modes of travel, such as public transport, cycling, walking and car sharing.

- 4.11 The RPSs form an important part of an Integrated Parking Strategy. In this Strategy, the County Council has sought to establish a mechanism for ensuring that the supply, regulation, enforcement and cost of all types of parking is managed and controlled in ways which are consistent with its other transport policies.

- 4.12 Policies to manage the overall demand for car use through the control of on-street parking have been integrated with and are supportive of measures to:

- tackle congestion

- reduce pollution
- promote alternative modes of transport, particularly public transport
- improve road safety and residential amenity.

4.13 CPZ Plan of Worthing

The link below shows the existing Controlled Parking Zones in Worthing.

<https://www.adur-worthing.gov.uk/media/media,103767,en.pdf>

5.0 Enforcement Contract (NSL)

5.1 NSL Services (NSL) have been contracted to fulfill a range of functions:

- On-street enforcement
- Pay and display machines maintenance
- Pay and display cash collection
- On-street permit management (including suspensions and dispensations)
- IT system supply and management

5.2 NSL's on-street performance is managed through the use of Key Performance Indicators which are linked to Performance Related Payments. The contract expires in 2020, with the option of a two year extension. NSL run a parking shop which is situated at 52 Chapel Road, Worthing.

5.3 For off street car parks NSL carry out the following activities on behalf of Adur and Worthing:

- Pay and display cash collection
- Pay and display machine maintenance
- Car park enforcement
- Season ticket processing

5.4 There are a total of 26 Civil Enforcement Officers including Senior Civil Enforcement Officers employed per month. Out of that 18 are deployed across the two contracts (14 for Worthing & 4 for Adur). The 18 are carrying out enforcement whilst the other 8 Officers cover holiday, rest days and sickness contingency.

5.5 During April to September up to 4 Civil Enforcement Officers work on the Adur Contract. However during October to March only 3 Civil Enforcement Officers are deployed, only 1 will be enforcing in the car parks at any one time.

- 5.6 For Worthing all On-Street costs are covered by West Sussex County Council, whereas West Sussex County Council pay up to a maximum of £50k for enforcement in Adur, any costs incurred over this is borne by the District Council.

6.0 Enforcement Activity

- 6.1 Civil Enforcement Officers can only issue Penalty Charge Notices in Adur & Worthing On-Street for restrictions which have a Traffic Regulation Order (TRO) in place. The restrictions in place in Adur and Worthing are summarised in the table below.

Restriction	Adur	Worthing
Limited Waiting bays	Yes	Yes
Taxi bays	Yes	Yes
Disabled bays	Yes	Yes
Bus stops	Yes	Yes
Yellow lines	Yes	Yes
Loading bans	Yes	Yes
School Keep Clears	Yes	Yes
White Zig Zag Markings	Yes	Yes
Permit holder bays	No	Yes
Pay and display bays	No	Yes
Shared use bays	No	Yes
Loading bays	No	Yes
Police bays	No	Yes
Doctor's bays	No	Yes

7.0 Pavement & Verge Parking

- 7.1 Pavement and verge parking and obstruction remain the responsibility of Sussex Police. West Sussex County Council have no powers to address pavement and verge powers in areas where there are no restrictions in place. Sussex Police will consider each case individually depending on the circumstances and priorities.

Enforcement around Schools

- 7.2 Currently the vast majority of School Keep Clear markings in Adur are not enforceable due to no Traffic Regulation Order being in place.
- 7.3 **All Adur School Keep Clears (SKC) are currently being designed by West Sussex County Council's consultants WSP and are planned for implementation in 2019/2020. The Traffic Regulation Order (TRO) adverts are due to go out in Autumn 2018. Once implemented this will mean that Civil Enforcement Officers will be able to issue Penalty Charge Notices to vehicles parking in contravention.**
- 7.4 **In Worthing the school keep clears are already covered by a Traffic Regulation Order and are enforced on a rota system basis so that all schools are visited.**

8.0 Debt Recovery Contracts

- 8.1 Debt recovery for both off and on street car parks is managed through two enforcement agency providers as follows:
- Task Enforcement Limited (Part of Marstons Holdings)
 - Whyte & Co
- 8.2 The enforcement agent service does not carry a cost to the Council. The statutory fees which are applied during the recovery process are applied to the debtor. The providers are bound by a Service Level Agreement with the Council and the Council manages their performance through a split of warrants between them.
- 8.3 The enforcement agents work to the Ministry of Justice Taking Control of Goods National Standards 2014, Tribunals & Courts Enforcement Act and National legislation.
- 8.4 They also abide by the Code of Practice as issued by the Association of Civil Enforcement Agencies (ACEA) As well as the Council's code of conduct specified in the Service Level Agreement.
- 8.5 Whyte & Co have become the first enforcement agency in the UK to be accredited with BS 18477: Identifying and responding to consumer vulnerability. Whyte & Co and Task Enforcement Ltd (part of Marstons holdings) both have a small dedicated team to assess particular cases

which may fall under the vulnerability category and works closely with a variety of external agencies and the debtor.

- 8.6 In relation to dealing with cases of vulnerability, our enforcement agents work closely with Step change & Citizens Advice, also they signpost customers to AdviceUK, National Debt Line, Money Advice Service, Gov.Uk.
- 8.7 Our enforcement agencies are formally accredited (to full UKAS standard) to BS 18477 Inclusive Service Provision – Identifying and Responding to Customer Vulnerability and one of our agencies Vulnerability Team was highly commended in the BPA (British Parking Association) Exception Customer Service Award 2015

9.0 Adur & Worthing Councils Parking Services Team

- 9.1 The Council has a small team which manage the three stage appeals process and manage the PCN (Penalty Charge Notice) process from the issue stage up to and including formal debt recovery.
- 9.2 The team also monitor NSL Services performance through the use of Key performance Indicators (KPI's) and through audits ensuring compliance with the County's Agency Agreement.
- 9.3 The staff at the Council manage and monitor the service provided by NSL. They are responsible for PCN cases from the point of the Penalty Charge Notice being issued and manage debt recovery through contracted certificated enforcement agents (bailiffs).

10.0 Effectiveness of Parking Enforcement Policy

The Policy Framework Objectives

- 10.1 One of the objectives of WSCC's Parking Policy Review is to update and consolidate the existing policy and guidance documents for Residents' Parking Schemes (RPS) and parking enforcement within the county of West Sussex. This involves improving and harmonising existing parking policies and guidance so that they reflect national legislation and guidance while recognising local needs and conditions across the county.
- 10.2 However, the overarching aim is to put into effect the objectives of the County Council's Integrated Parking Strategy (IPS) and the wider policy background.

The Integrated Parking Strategy 2014-2019

- 10.3 As the Highway Authority for West Sussex, WSCC has an IPS that sets out its approach to managing parking.
- 10.4 The IPS brings together a number of different policy drivers to commission a joined-up parking service that reflects the objectives of Government, WSCC and stakeholders and to meet the needs of the community.
- 10.5 'Integration' refers to the coming together of various parking functions that are the separate responsibility of WSCC and the District and Borough Councils, and the close liaison between those authorities to provide a coordinated and joined-up parking service.
- 10.6 By definition, the objectives of the strategy are broad, encompassing a range of policy influences which have been grouped as follows:

10.7 Traffic Management Objectives

- To manage the free flow of all traffic on the highway and to maintain road safety for all road users.
- To share out limited kerb space amongst competing user groups, fairly and transparently.
- To maintain town centre parking charges and controls that provide effective demand management to:
 - protect the needs of residents and their visitors;
 - encourage the turnover of on-street parking of short duration;
 - support local businesses
 - encourage long-stay parking to take place in off-street car parks and/or designated on-street locations; and
 - minimise the effect of circulating traffic 'searching' for spaces.

10.8 Community Objectives

- To prioritise parking in residential areas for use by residents and their visitors.
- To ensure that the parking and transport needs generated by new development are adequately provided for by the development and do not have adverse impacts upon local communities.

10.9 Economic Objectives

- To provide sufficient on-street car parking in town and village centres to maintain economic vitality and viability without encouraging unnecessary or excessive car use.
- Health and Wellbeing Objectives
- To reduce levels of car ownership and reliance on the private car as the principle mode of choice through the promotion and support

of alternatives, including car clubs, car sharing, non-car modes and active travel.

- To facilitate the adoption of less polluting technology, such as electric vehicles, through the development of appropriate support infrastructure.

10.10 Locational Objectives

- To encourage the location of activities in well-served and accessible areas.
- To locate long-stay parking spaces in off-street car parks or less central on-street areas, subject to the safeguarding of residents' parking needs.
- To support the provision of out-of-town Park and Ride schemes that reduce long-stay town centre parking.
- Enforcement Objectives
- These are may be summarised as follows:-
- To provide a single integrated parking service, combining on-street and off-street management and enforcement that will be accessible, at a local level within the Districts and Boroughs.
- To provide the effective enforcement of parking controls.

10.11 Financial Objectives

- For parking schemes to be self-financing. Individual schemes should, preferably, recover their set-up costs over a period of time and return a surplus to the On-Street Parking Account to provide for on-going maintenance, monitoring, enforcement, review and extension, where necessary. In the case of new development, these costs should be borne by the developer.
- To review parking charges regularly and to set those charges at levels that cover operating costs and influence short and long stay parking demands, consistent with traffic management and demand management objectives
- WSCC's On-Street Parking Account, to which all expenditure and income is assigned, to operate in surplus, as required under Section 55 of the Road Traffic Regulation Act 1984. Any surplus, should be used, in the first instance, to implement or support parking schemes and subsequently to improve parking facilities and approved transport and environmental improvement schemes, strategically across the County irrespective of where they originated.

10.12 Residents' Parking Schemes

Residents, visitors, shoppers, people who work/study in an area and rail commuters compete for the limited on-street parking space and in some roads this can cause severe parking problems. A Residents' Parking

Scheme (RPS) is a method of controlling/managing on-street parking, and is introduced primarily to assist people living in areas where they experience difficulty in parking close to their homes, for example, as a result of existing waiting restrictions or non-residents who park for long periods in nearby roads. A RPS is designed to:

- Prevent or manage all day on-street parking by non-residents,
- Make it easier for residents, shoppers and visitors to park,
- Enhance road safety, and
- Remove obstructions to private accesses by eliminating indiscriminate parking.

10.13 There are currently seven RPS in West Sussex, in Billingshurst, Bognor Regis, Chichester, Crawley, East Grinstead, Horsham and Worthing.

10.14 Within a RPS, large signs are located at all zone entry points. These inform motorists of the days/hours during which parking is controlled within the area they are entering. During the hours of control, parking is permitted only in designated parking bays (marked with white lines). Signs are positioned adjacent to all parking bays showing the hours of parking control and the type of parking permitted, e.g. Resident Permit Holders only.

10.15 Residents holding a permit can park a vehicle in any parking bay where permit parking is allowed, within the zone that is specified on the permit. Normally this would be within their own street or close to their home. Wherever possible parking bays are located outside or near residential properties in order to try to ensure that residents can park close to their own property, although parking in a particular space cannot be guaranteed.

10.16 Within a RPS there may also be Limited Waiting and/or Pay & Display parking bays which are clearly indicated by road signs. These may be used without the need for a permit and are designed to allow more people to use local shops and facilities. Some of these bays may also be used by permit holders for unlimited stays i.e. Shared Use bays, where signs permit shared use. Double and single yellow lines may also prohibit parking on junctions and along certain lengths of road at certain (or all) times.

10.17 Road Space Audits

In many parts of West Sussex, the introduction of waiting restrictions including RPS, has facilitated some degree of traffic management but invariably, parking problems have merely moved into adjacent unrestricted areas, either because these offer free long term parking or because there are fewer off-street car parks available to use. Some of

these areas may have rarely experienced parking congestion before but others may already be congested and the increase in vehicles parking intensifies the problems.

- 10.18 Beyond this, new housing allocations and re development, business and retail expansion, the growth in the visitor economy and the associated growth in car use in West Sussex is likely to exacerbate parking problems in many of its towns and villages.
- 10.19 In response to this, a more progressive approach towards parking management, known as a Road Space Audit (RSA) has been piloted in Chichester to determine if there are other ways to consider existing and future parking demands.
- 10.20 It has subsequently determined that RSAs be made available as an approach to parking management across West Sussex and that WSCC adopts a priority programme for funding and resource allocation according to its Economic Growth Strategy.
- 10.21 In order to ensure that local parking policies (on and off-street) take into account the whole place both now and in the future, a RSA considers wider place/locality based planning. The outcome of a RSA is to inform the production of a strategic blueprint for a particular place that defines how parking, various alternative travel solutions (bus, rail, cycling, walking etc), infrastructure improvements, safety considerations and future development (e.g. housing) can be integrated so that the road network is used and managed in the most efficient way possible.
- 10.22 RSAs seek to provide essential technical data that identifies and assesses the current demands upon the road network and parking stock (i.e. how it is currently being used), whether these demands are actually being met as well as residents and users views.
- 10.23 RSAs identify potential future demands/pressures and may make recommendations for improvement. RSAs may also assess what measures and resources might be required in order to meet these challenges, adjust supply and ultimately optimise the efficiency of the road network and parking stock.

10.24 Priority Growth Areas

A three tier programme of RSAs has been put forward for West Sussex. Crawley, Burgess Hill, Worthing – significant growth programmes for these areas have now been prioritised for further capital investment and form a key part of the County Council's forward economic vision. RSAs

are seen as integral to the development of each growth programme beginning in the financial year 2017/18.

10.25 Pipeline Areas

Bognor Regis, Horsham, Haywards Heath and Shoreham – growth plans for potential investment and the progression of strategic development locations will continue for these areas and in due course, a prioritised programme will emerge. RSAs would be appropriate as required to feed into this overall programme. In addition and depending on local development requirements RSAs may be considered for those towns where there is a train station and attempts to address parking issues at one station, may have knock-on effects at nearby stations.

10.26 Locally Identified Areas

Ad hoc RSAs or Parking Management Plans* to be undertaken by District/Borough/Parish Councils.

*Smaller towns or villages present a different set of issues and could be better suited to a light touch version of RSA process, which could incorporate the core components but the level of detail for the data collected, range of solutions available and scale of consultations would need to be commensurate to the study area. In this respect population, local employment, attractors, place function, extent of parking stress and transport issues would be important criteria for scoping the study. It may be that in some cases more localised issues can be resolved through a single scheme (e.g. a parking management plan) without requiring a more comprehensive strategy

10.27 Comparable Data

The table below shows comparable data between some Boroughs and Districts across the County in relation to the number of Penalty Charge Notices issued and collection rates from enforcement agencies (bailiffs).

Comparable Data 2017/2018	MSDC	Arun	Crawley	Adur & Worthing
No of PCNs issued (On & Off-St)	15,259	15,584	11,937	25,173 (5,210 Adur & 19,963 Worthing)
No of cases sent to the Tribunal	30 (0.19%)	8 (0.05%)	19 (0.16%)	73 (0.29%)
Euro Parking Collection rate	7/125	Not used	Not used	2/85 cases

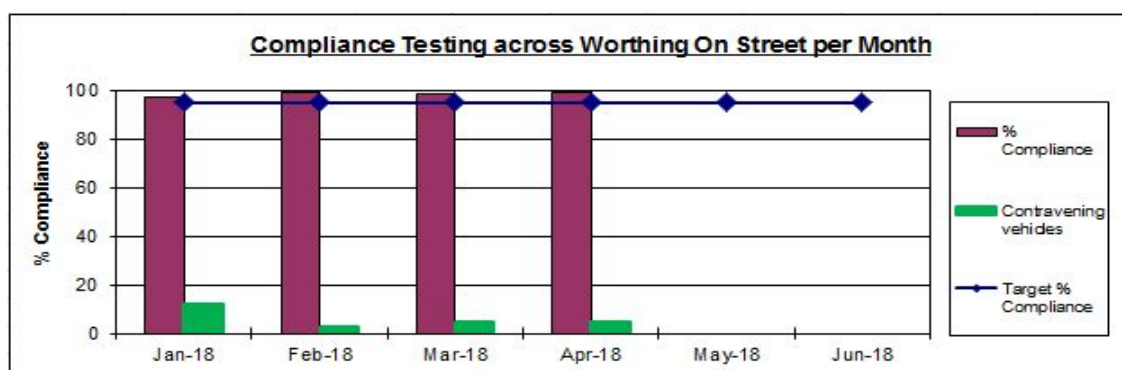
Enforcement Agency Recovery	36%	32%	n/a	35 % (Worthing) 46% (Adur)

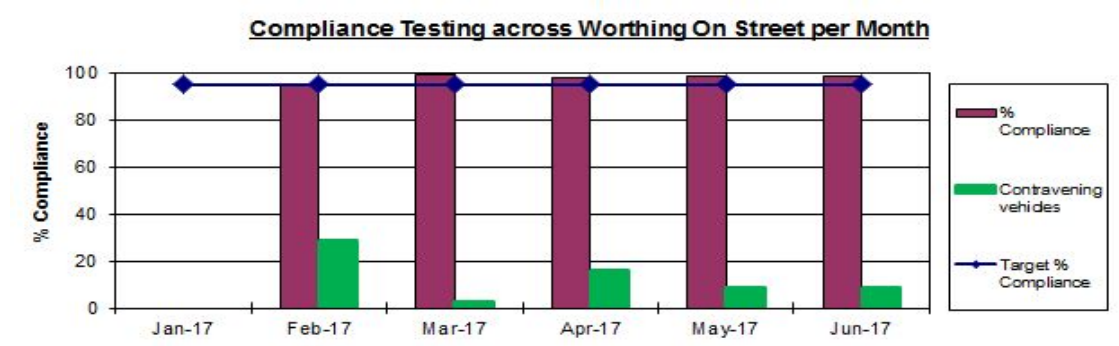
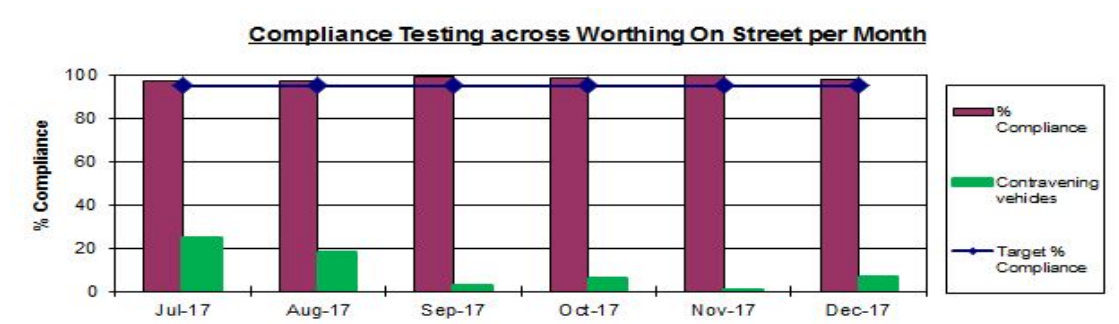
Audits/Compliance

- 10.28 The parking services team carry out audits every month across Worthing and Adur checking on compliance with the parking restrictions for both On and Off-street. The audit gives a snapshot of the number of vehicles parking, the type of permits displayed, number of vehicles parked in contravention. In addition every 6 months a full compliance for the inner and outer zones (Worthing) is carried out.

The Parking Services Team have a member of NSL staff with them where there is a parking contravention the CEO would issue a Penalty Charge Notice.

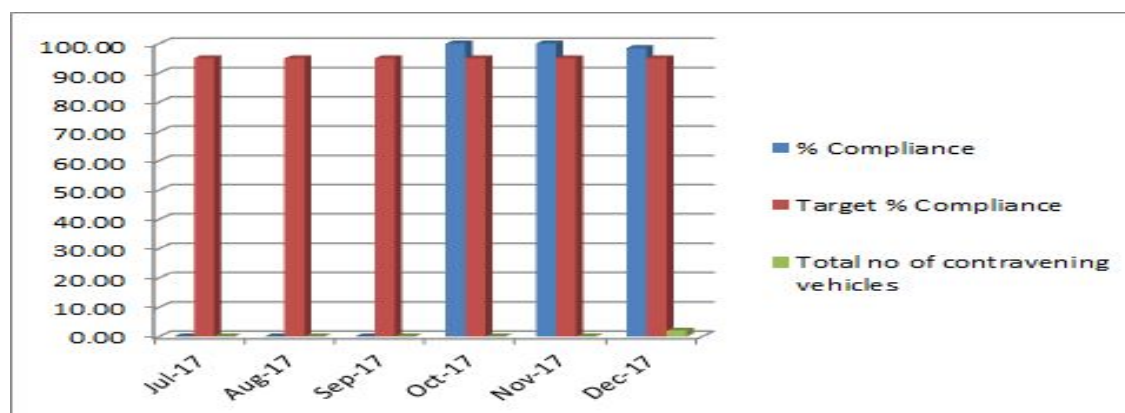
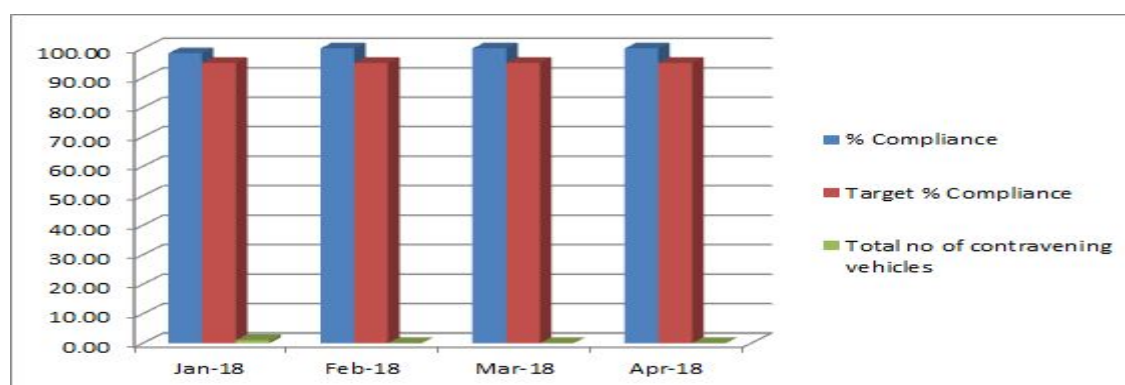
- 10.29 The results from the audits are monitored and if an audit showed a particular road had a large number of contraventions, this road would be revisited the following month to see whether compliance has improved.
- 10.30 The target for compliance has been set at 95% of vehicles to comply with the parking restrictions
- 10.31 The tables below show the compliance levels on audits for Worthing On-Street over the last 12 months. The tables show a very high compliance:

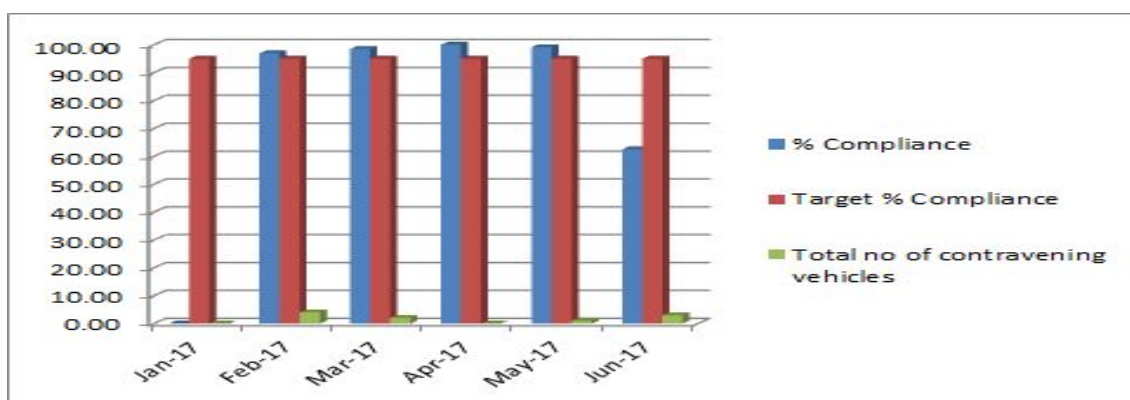




10.32 The target for compliance has been set at 95% of vehicles to comply with the parking restrictions

10.33 The tables below show the compliance levels on audits for Adur On-Street over the last 12 months. The table shows a very high compliance.





The levels of compliance would indicate that motorists are generally complying with the parking restrictions and the level of enforcement remains at the right level.

Appeals

10.34 There are three appeals stages the motorist has against a Penalty Charge Notice. The first stage or informal appeal stage, the second stage or formal appeal stage and the third appeal stage is to the independent Tribunal known as The Traffic Penalty Tribunal Service.

10.35 The Parking Services Team has a target to respond to all appeals within 10 working days, this is constantly met.

10.36 The below table shows the number of informal and formal appeals dealt with each month by Parking Services for Worthing On-Street:

PCN'S BY REPRESENTATION					
	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Informal appeals received	256	223	212	284	288
Informal appeals accepted	72	54	49	101	82
Informal appeals rejected	184	169	163	183	206
Formal appeals received	93	69	95	63	54
Formal appeals accepted	51	39	56	35	29
Formal appeals rejected	42	30	39	28	25
	Jan-18	Feb-18	Mar-18	Apr-18	May-18
% of informal PCN appeals accepted	28%	24%	23%	36%	28%
% of informal PCN appeals rejected	72%	76%	77%	64%	72%
% of formal PCN appeals accepted	55%	57%	59%	56%	54%
% of formal PCN appeals rejected	45%	43%	41%	44%	46%

PCN'S BY REPRESENTATION						
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Informal appeals received	145	156	204	213	213	215
Informal appeals accepted	35	42	49	80	55	60
Informal appeals rejected	110	114	155	133	158	155
Formal appeals received	30	49	59	74	58	60
Formal appeals accepted	12	24	34	50	32	24
Formal appeals rejected	18	25	25	24	26	36
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
% of informal PCN appeals accepted	24%	27%	24%	38%	26%	28%
% of informal PCN appeals rejected	76%	73%	76%	62%	74%	72%
% of formal PCN appeals accepted	40%	49%	58%	68%	55%	40%
% of formal PCN appeals rejected	60%	51%	42%	32%	45%	60%

PCN'S BY REPRESENTATION						
	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Informal appeals received	256	194	250	208	211	194
Informal appeals accepted	104	72	85	73	59	55
Informal appeals rejected	152	122	165	135	152	139
Formal appeals received	93	74	38	63	61	77
Formal appeals accepted	53	41	19	35	36	40
Formal appeals rejected	40	33	19	28	25	37
	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
% of informal PCN appeals accepted	41%	37%	34%	35%	28%	28%
% of informal PCN appeals rejected	59%	63%	66%	65%	72%	72%
% of formal PCN appeals accepted	57%	55%	50%	56%	59%	52%
% of formal PCN appeals rejected	43%	45%	50%	44%	41%	48%

10.37 The below table shows the number of informal and formal appeals dealt with each month by Parking Services for Adur On-Street:

PCN APPEAL STATISTICS					
	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Informal appeals received	27	30	19	31	34
Informal appeals accepted	2	4	3	5	4
Informal appeals rejected	25	26	16	26	30
Formal appeals received	8	2	2	0	22
Formal appeals accepted	5	0	0	0	12
Formal appeals rejected	3	2	2	0	10
	Jan-18	Feb-18	Mar-18	Apr-18	May-18
% of informal accepted	7%	13%	16%	16%	12%
% of informal rejected	93%	87%	84%	84%	88%
% of formal accepted	63%	0%	0%	#DIV/0!	55%
% of formal rejected	38%	100%	100%	#DIV/0!	45%

PCN APPEAL STATISTICS						
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Informal appeals received	15	10	23	19	29	24
Informal appeals accepted	3	2	4	8	4	5
Informal appeals rejected	12	8	19	11	25	19
Formal appeals received	10	11	7	7	12	7
Formal appeals accepted	3	4	1	3	4	3
Formal appeals rejected	7	7	6	4	8	4
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
% of informal accepted	20%	20%	17%	42%	14%	21%
% of informal rejected	80%	80%	83%	58%	86%	79%
% of formal accepted	30%	36%	14%	43%	33%	43%
% of formal rejected	70%	64%	86%	57%	67%	57%

PCN APPEAL STATISTICS						
	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Informal appeals received	32	21	20	18	39	21
Informal appeals accepted	8	6	9	4	10	3
Informal appeals rejected	26	15	11	14	29	18
Formal appeals received	15	13	10	5	9	8
Formal appeals accepted	4	4	3	3	5	4
Formal appeals rejected	11	9	7	2	4	4
	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
% of informal accepted	25%	29%	45%	22%	26%	14%
% of informal rejected	81%	71%	55%	78%	74%	86%
% of formal accepted	27%	31%	30%	60%	56%	50%
% of formal rejected	73%	69%	70%	40%	44%	50%

10.38 Over 80% of appeals against Penalty Charge Notices are made via the online portal via the Council's website.

10.39 The Parking Services Team work with businesses to encourage long term parking and have streamlined the process for workers in the BN11 Postcode area to apply for a Town Centre Workers Concession. This concession entitles the customer to discounted parking in the Multi-Storey Car Parks (£5 for the day at High St or Grafton MSCP and £4 at Buckingham MSCP).

10.40 There will be a 100% online solution where customers will be able to purchase season tickets online. Customers will also be able to have the option for autobilling when parking in the Multi-Storey Car Parks. This feature will enable customers to have vehicles registered to an account and their debit/credit card is billed 3 times per month for the parking sessions.

10.41 To assist with economic development and the local businesses, parking services offers discounted season tickets for businesses who purchase 5 or more yearly season tickets, the higher the number of season tickets purchased the more discount they are given.

11.0 Consultation & Engagement

This report has been co-written with consultation with Miles Davy Lead Professional, Parking Strategy Team West Sussex County Council

12.0 Financial Implications

This is a briefing note for information and review. There are no financial implications

13.0 Legal Implications

- 13.1** Under Section 111 of the Local Government Act 1972, the Council has the power to do anything that is calculated to facilitate, or which is conducive or incidental to, the discharge of any of their functions.
- 13.2 s1 of the Localism Act 2011 empowers the Council to do anything an individual can do apart from that which is specifically prohibited by pre-existing legislation
- 13.3 Section 3(1) of the Local Government Act 1999 (LGA 1999) contains a general duty on a best value authority to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.
- 13.4 Section 1 of The Local Government (Contracts) Act 1997 provides that every statutory provision conferring or imposing a function on a local authority confers the powers on the local authority to enter into a contract with another person for the provision or making available of assets or services, or both (whether or not together with goods) for the purposes of, or in connection with, the discharge of the function by the local authority.
- 13.5 In making arrangements for off-street parking and enforcement the Councils are to comply with The Road Traffic Regulation Act 1984; The Traffic Management Act 2004; The Borough Council of Worthing (Off Street Parking Places) (Consolidation Order) 2007 (as amended) and the The Adur District Council (Off Street Parking Places) (Consolidation Order) 2011 (as amended).
- 13.6 In making arrangements for on-street parking and enforcement, the Councils are to comply with The Road Traffic Regulation Act 1984; The Traffic Management Act 2004; the West Sussex County Council (Worthing Parking Places & Traffic Regulation) Consolidation Order 2007 and the West Sussex County Council (Adur Parking Places & Traffic Regulation Consolidation Order 2009.

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Sustainability & Risk Assessment

1. Economic

2. Social

2.1 Social Value



2.2 Equality Issues



2.3 Community Safety Issues (Section 17)

2.4 Human Rights Issues

3. Environmental



4. Governance

