

# Civil Parking Enforcement

Annual Report 2023/24



# An introduction to Civil Parking Enforcement



# Why is parking managed and enforced?

“Parking professionals are keeping our streets safe, free from obstruction caused by indiscriminately parked cars; improving road safety, keeping children safe when they come out of school, enabling servicing and deliveries to take place, and protecting spaces for residents or people with disabilities, on high streets, town centres on housing estates, business parks, shopping centres and leisure centres that would become congested and inaccessible if parking wasn't managed”. – **British Parking Association**



# What is Civil Parking Enforcement?

A statutory process introduced by the Traffic Management Act 2004, used to enforce Traffic Regulation Orders made under the Road Traffic Regulation Act 1984.

Enforcement undertaken by local authorities through Civil law, replacing police enforcement previously conducted through Criminal law.

Penalty Charge Notices (PCNs) are issued in response to contraventions – these are civil penalties that can be registered as a debt with the County Court if left unpaid.

Options for disputing PCNs exist throughout the statutory process, including informal challenges, formal representations, and appeals to the independent Traffic Penalty Tribunal.

Applies to most parking regulations, with a few exceptions that remain the responsibility of the police. Can be used for regulations both on Public Roads and in Car Parks.

# What does Civil Parking Enforcement mean for drivers?

Drivers don't need to know complex legislation to avoid getting a PCN. Simply following the Highway Code is enough to stay compliant.

Additional guidance can be found in "Know Your Traffic Signs" and "Blue Badge Scheme: rights and responsibilities in England" if needed.

Parking regulations are normally indicated by road markings and/or signs. If in doubt, check the signs and lines before parking.



Department for Transport

## Your Blue Badge





# Civil Parking Enforcement in East Suffolk



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# A history of Civil Parking Enforcement in East Suffolk.



Civil Parking Enforcement was established as a process by the Traffic Management Act 2004, with local authorities able to apply for enforcement powers.



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The County of Suffolk was designated as a Civil Enforcement Area for parking contraventions in 2020 by order of the Secretary of State for Transport.



As highway authority for the County, Suffolk County Council has overall responsibility for on-street parking, administering on-street Traffic Regulation Orders to provide parking regulations.



Suffolk County Council elected to delegate responsibility for on-street enforcement to East Suffolk Council, with enforcement beginning in Spring 2020.



East Suffolk Council now patrols and enforces over 7000 individual parking regulations spread across over 1100 streets on behalf of Suffolk County Council, whilst also administering the various permit/dispensation schemes in place.



In addition, 96 East Suffolk Council car parks are regulated by East Suffolk's own parking order, also being patrolled and enforced by East Suffolk Council.

# How Civil Parking Enforcement is delivered in East Suffolk.



Processing of PCNs through full statutory process, including representations and appeals.

Administration of all permit, dispensation and suspension applications, on/off street.

Monitoring of Enforcement Agent collection activity for PCNs registered with the County Court.

Management of car parks, including parking orders, tariffs, signage and maintenance.



Key contractor providing our front-line Enforcement Officer team, patrolling, educating and issuing PCNs as needed to encourage compliance.

Installation of signs and/or cones to communicate approved parking suspensions.

Reporting of identified compliance issues and other areas of concern for action.

Representing the Council within local communities, being a visible point of contact for the public.



# Other key systems and suppliers for delivering enforcement in East Suffolk.



## Taranto Systems

- Notice Processing and Permit Management Software.
- Provides customer-facing PCN and Permit portals.



## Barbour Logic

- Response Master letter writing tool for parking teams.
- Assists with consistent correspondence in plain English.



## ARP Enforcement Agency

- Enforcement Agency collecting unpaid traffic debt.
- Serves the Anglia Revenues Partnership area.



## Bristow and Sutor

- Enforcement Agency collecting unpaid traffic debt.
- Collects out-of-area debt on behalf of ARPEA.

# Key Civil Parking Enforcement Statistics

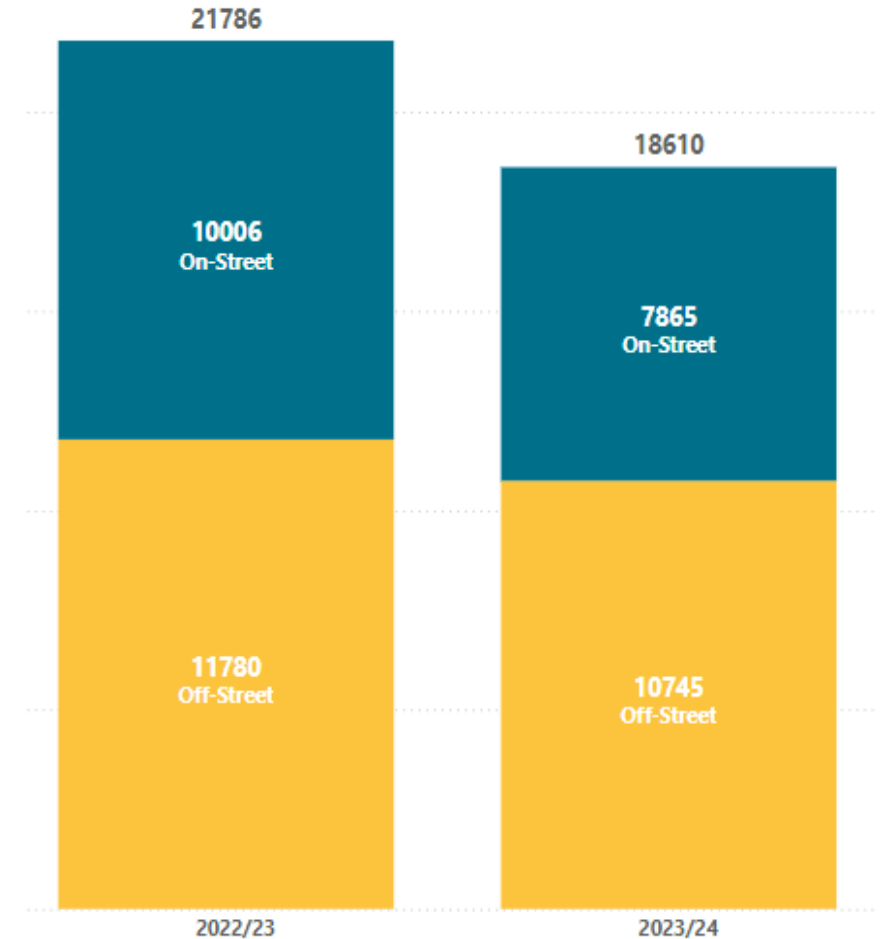


# How many Penalty Charge Notices were issued in 2023/24?

A total of 18,610 PCNs were issued to vehicles across the district by East Suffolk Council in 2023/24.

This represents a decrease of around 15% from the total of 21,786 PCNs issued in 2022/23.

Approximately 58% of all Penalty Charges issued in 2023/24 related to contraventions in East Suffolk Council's car parks.

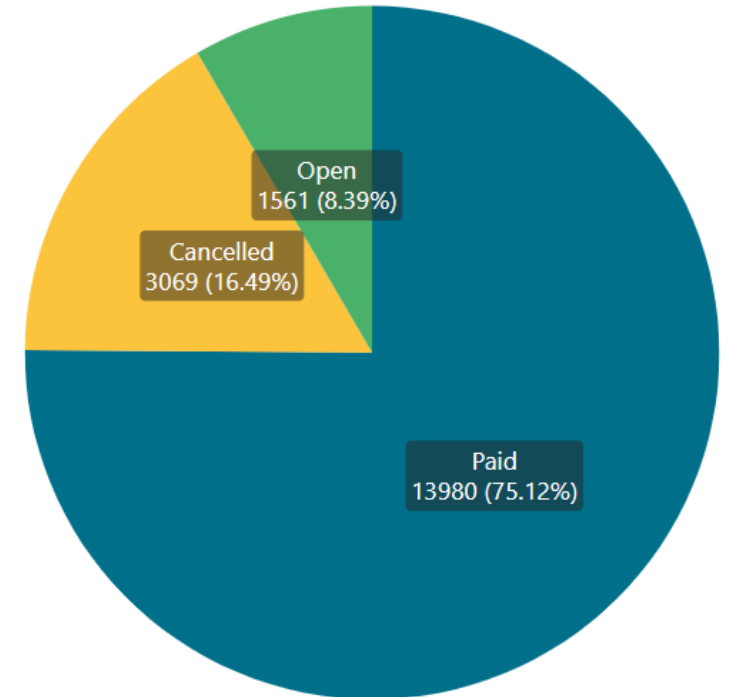


# What proportion of Penalty Charges were paid or cancelled?

Over 75% of all the PCNs issued in 2023/24 have been paid, with approximately 86% of all payments being made within the 14-day discount period.

Of the 3069 PCNs that were cancelled, approximately 96% of these were cancelled at the informal challenge stage.

Approximately 8% of all PCNs issued in 2023/24 have required escalation to Enforcement Agents for collection.



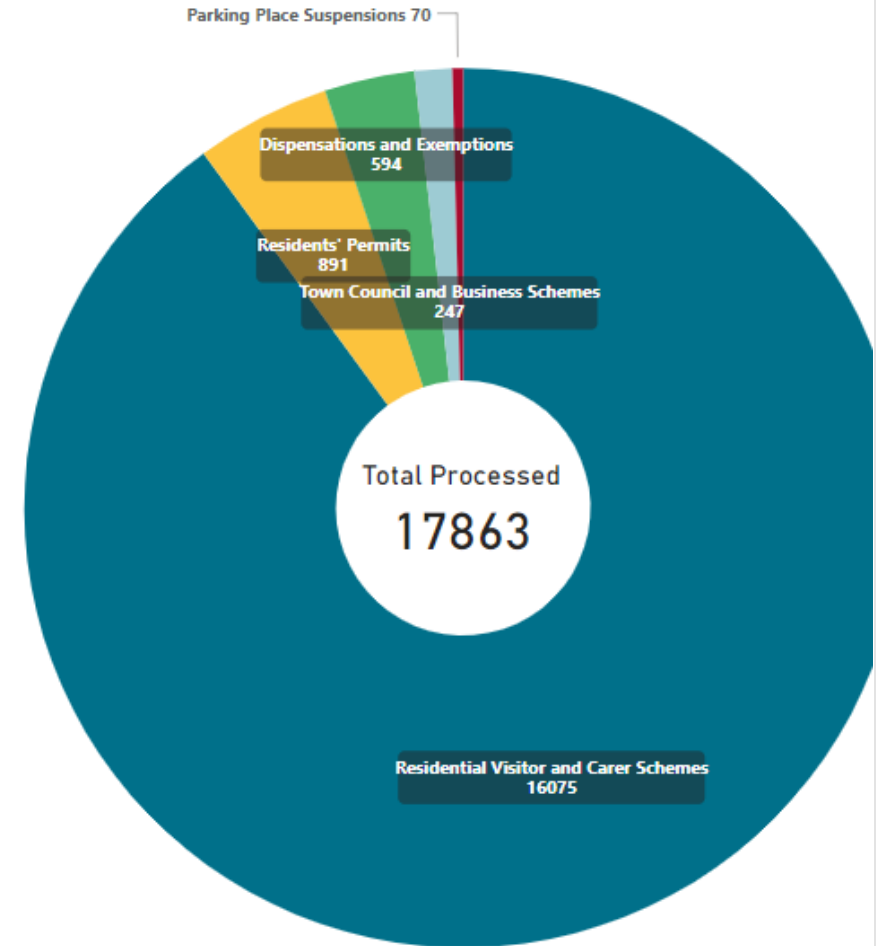


# How many permits and dispensations were administered in 2023/24?

A total of 17,863 permits, exemptions, dispensations and suspensions were administered in 2023/24 under various schemes.

The vast majority of these concerned visitor and carer permits, which can be self-serviced by the customer online after eligibility is confirmed.

Other permits, such as resident permits and trade dispensations, require verification by Parking Services. In 2023/24, there were 1,555 such applications.



# Off Street Car Parks in East Suffolk



# Off-Street Parking Tariffs for 2023/24.

Duration	Lower Tier	Higher Tier	Availability
Up to 30 Minutes	£0.00	£0.00	Selected Car Parks
Up to 2 Hours	£1.00	£1.50	
Up to 4 Hours	£2.00	£3.00	
Daily	£4.00	£4.00	Long Stay Only
Monthly	£65.00	£65.00	Selected Car Parks
Annual	£650.00	£650.00	Selected Car Parks
Charges Apply Mon-Sun 8am to 6pm			



# Payment options in East Suffolk Council's car parks.



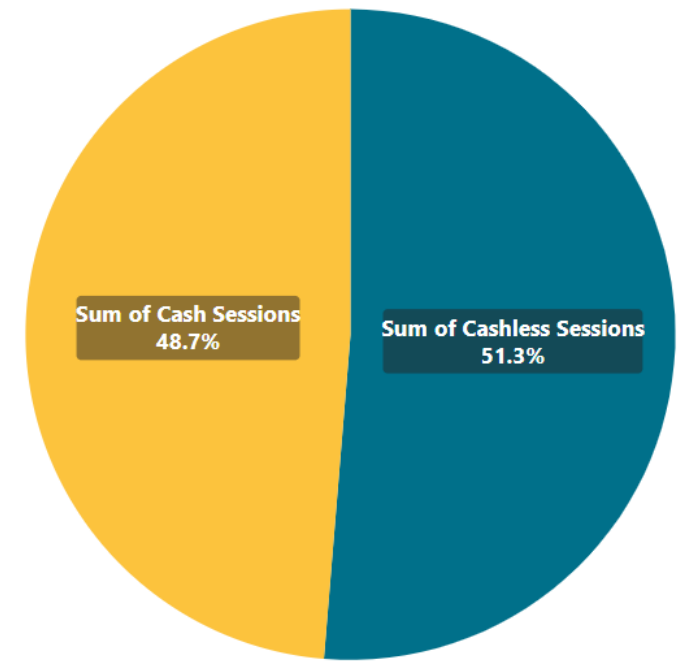
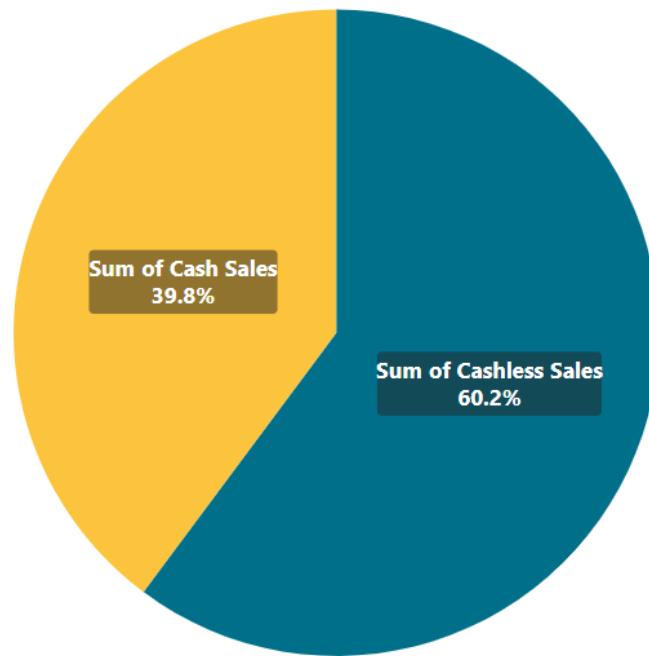
All paid car parks have at least one coin-accepting pay and display machine, supplied by Flowbird Group. 96 machines are currently in operation across the district.



The RingGo app can be used to pay for parking cashlessly across the district. Through the app, drivers can navigate to the car park, pay for parking and extend their session.



# How did our customers choose to pay for parking in 2023/24?

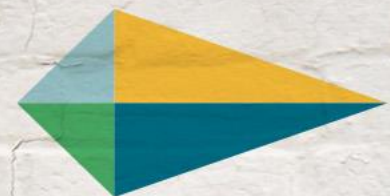


Over half of all off-street parking sessions in 2023/24 were registered through the cashless payment method.

The number of customers choosing to use cashless payment grew significantly from 2022/23, where 45.8% of sessions were registered through this method.

Cashless payment accounted for over 60% of all parking fees paid, indicating that this is the preferred payment method for higher value sessions.

# Additional Information and Appendices



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## Useful links to additional resources.

Parking and Traffic Regulations Outside London (PATROL) - <https://www.patrol-uk.info/>

British Parking Association - <https://www.britishparking.co.uk/>

Traffic Penalty Tribunal - <https://www.trafficpenaltytribunal.gov.uk/>

East Suffolk Council Parking Services - <https://www.eastsuffolk.gov.uk/visitors/parking/>

Suffolk County Council Traffic Orders - <https://suffolk.traffweb.app/traffweb/1/TrafficOrders>

Suffolk County Council Parking and Blue Badge Information - <https://www.suffolk.gov.uk/roads-and-transport/parking>

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## 1 – Penalty Charge Notices (PCNs) Issued, Paid, and Cancelled.

	2023/24	2022/23
On-Street – Number of Higher Tier PCNs Issued	6119	7652
On-Street – Number of Lower Tier PCNs Issued	1746	2354
Off-Street – Number of Higher Tier PCNs Issued	380	506
Off Street – Number of Lower Tier PCNs Issued	10365	11274
<b>TOTAL ISSUED</b>	<b>18610</b>	<b>21786</b>
On-Street PCNs Paid	6388	8164
Off-Street PCNs Paid	7532	8575
<b>TOTAL PCNS PAID</b>	<b>13920</b>	<b>16739</b>
<b>TOTAL PAID AT DISCOUNTED RATE</b>	<b>12008</b>	<b>14602</b>
<b>PERCENTAGE OF ISSUED PAID</b>	<b>75%</b>	<b>77%</b>
<b>PERCENTAGE OF ISSUED PAID AT DISCOUNT</b>	<b>65%</b>	<b>67%</b>
On-Street PCNs Cancelled	403	503
Off-Street PCNs Cancelled	2666	2448
<b>TOTAL PCNS CANCELLED</b>	<b>3069</b>	<b>2951</b>
<b>PERCENTAGE OF ISSUED CANCELLED</b>	<b>16%</b>	<b>14%</b>
PCNs Closed due to CEO Error	136	252
PCNs Closed for Any Other Reason	60	88
<b>PERCENTAGE ISSUED CLOSED DUE TO CEO ERROR</b>	<b>0.7%</b>	<b>1.2%</b>
<b>PERCENTAGE ISSUED CLOSED MISC. REASONS</b>	<b>0.3%</b>	<b>0.4%</b>

## 2 – Appeals to the Traffic Penalty Tribunal (TPT).

	2023/24	2022/23
Total PCNs Issued by Council	18610	21786
Number of PCNs Appealed to TPT	16	37
<b>PERCENTAGE RATE OF APPEAL</b>	<b>0.1%</b>	<b>0.2%</b>
TPT Appeals Allowed (PCN Cancelled)	5	16
TPT Appeals Not Contested (PCN Cancelled)	1	8
TPT Appeals Dismissed (PCN Upheld)	10	13
<b>PERCENTAGE OF APPEALS ALLOWED</b>	<b>31%</b>	<b>43%</b>
<b>PERCENTAGE OF APPEALS NOT CONTESTED</b>	<b>6%</b>	<b>22%</b>
<b>PERCENTAGE OF APPEALS DISMISSED</b>	<b>63%</b>	<b>35%</b>

### 3 – Top 10 Reasons for PCNs being Issued.

#### a) On-Street.

	2023/24	2022/23
<b>01</b> – Parked in a restricted street during controlled hours. (Higher)	2668 (1)	3730 (1)
<b>30</b> – Parked for longer than permitted. (Lower)	1644 (2)	2204 (2)
<b>16</b> - Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required. (Higher)	921 (3)	708 (4)
<b>02</b> – Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force. (Higher)	722 (4)	875 (3)
<b>23</b> - Parked in a parking place or area not designated for that class of vehicle. (Higher)	430 (5)	479 (6)
<b>25</b> – Parked in a loading place or bay during restricted hours without loading. (Higher)	360 (6)	384 (7)
<b>27</b> - Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway. (Higher)	333 (7)	499 (5)
<b>40</b> – Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner. (Higher)	270 (8)	370 (8)
<b>48</b> – Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited. (Higher)	116 (9)	91 (11)
<b>45</b> – Stopped on a taxi rank. (Higher)	101 (10)	184 (9)

b) Off-Street.

	2023/24	2022/23
<b>83</b> – Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock. (Lower)	7429 (1)	7810 (1)
<b>73</b> – Parked without payment of the parking charge. (Lower)	2193 (2)	2313 (2)
<b>82</b> – Parked after the expiry of paid for time. (Lower)	397 (3)	609 (3)
<b>86</b> – Not parked correctly within the markings of a bay or space. (Lower)	313 (4)	376 (4)
<b>87</b> – Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner. (Higher)	196 (5)	229 (5)
<b>81</b> – Parked in a restricted area in an off-street car park or housing estate. (Higher)	63 (6)	108 (6)
<b>85</b> – Parked without a valid virtual permit or clearly displaying a valid physical permit where required. (Higher)	53 (7)	52 (10)
<b>91</b> - Parked in a car park or area not designated for that class of vehicle. (Higher)	44 (8)	68 (8)
<b>80</b> – Parked for longer than permitted. (Lower)	16 (9)	53 (9)
<b>93</b> – Parked in a car park when closed. (Lower)	14 (10)	73 (7)



## 4 – Controlled Parking Places.

**NOTE:** - Where a controlled parking place is not marked with individual parking bays or spaces, an estimate of the number of spaces is given. Space dimensions of 5500mm length and/or 2700mm width are used as needed for obtaining this estimate.

	2023/24	2022/23
Number of Spaces (On-Street)	3347	3347
Number of Spaces (Off-Street)	7290	7290
<b>TOTAL NUMBER OF CONTROLLED SPACES</b>	<b>10074</b>	<b>10074</b>

## 5 – Streets / Parking Places with Largest Number of PCNs Issued.

### a) On-Street.

	2023/24	2022/23
London Road North, Lowestoft	191 (1)	0 (-)
London Road South, Lowestoft	191 (1)	166 (11)
Gordon Road, Lowestoft	187 (3)	53 (-)
High Street, Lowestoft	175 (4)	225 (5)
Cumberland Street, Woodbridge	167 (5)	337 (2)
St Marys Street, Bungay	156 (6)	199 (8)
Surrey Street, Lowestoft	148 (7)	230 (4)
New Market, Beccles	146 (8)	192 (9)
High Street, Aldeburgh	137 (9)	320 (3)
Marina, Lowestoft	132 (10)	191 (10)

b) Off-Street.

	2023/24	2022/23
Deben Parking Place, Woodbridge	675 (1)	607 (2)
Southwold Pier Parking Place, Southwold	501 (2)	451 (5)
Hamblin Road 1 Parking Place, Woodbridge	454 (3)	614 (1)
Royal Green Parking Place, Lowestoft	445 (4)	387 (9)
The Station Parking Place, Woodbridge	413 (5)	467 (4)
Newgate Parking Place, Beccles	387 (6)	343 (11)
Blyburgate Parking Place, Beccles	373 (7)	304 (13)
Oak Lane Parking Place, Woodbridge	365 (8)	495 (3)
Thoroughfare Parking Place, Halesworth	333 (9)	320 (12)
Clapham Road Parking Place, Lowestoft	319 (10)	223 (17)

## 6 – Financial

### a) Income

	2023/24	2022/23
On-Street – Parking Payments	-	-
On-Street – Parking Permits	£68,345	£71,290
On-Street – PCN Payments	£259,342	£338,752
On-Street – Blue Badge Application Fees	-	-
On-Street - Other	-	-
<b>ON-STREET TOTAL</b>	<b>£327,687</b>	<b>£410,042</b>
Off-Street – Parking Payments	£3,561,529	£3,297,630
Off-Street – Parking Permits	-	-
Off-Street – PCN Payments	£229,120	£250,594
Off-Street – Other	-	-
<b>OFF-STREET TOTAL</b>	<b>£3,790,649</b>	<b>£3,548,224</b>

### b) Expenditure

	2023/24	2022/23
On-Street – Enforcement	£558,342	£753,323
On-Street – Administration	£181,742	£253,390
On-Street – Maintenance	-	-
On-Street – New Parking Schemes	-	-
On-Street – Leases, Rents and Utilities	-	-
<b>ON-STREET TOTAL</b>	<b>£740,084</b>	<b>£1,006,713</b>
Off-Street – Enforcement	£763,463	£557,275
Off-Street – Administration	£248,510	£187,447
Off-Street – Maintenance	£54,986	£59,135
Off-Street – Leases, Rents and Utilities	£771,380	£810,107
<b>OFF-STREET TOTAL</b>	<b>£1,838,339</b>	<b>£1,613,964</b>

### c) Overall Surplus / Deficit

	2023/24	2022/23
On-Street – Surplus (+)/ Deficit (-)	-£412,397	-£596,671
Off-Street – Surplus (+) / Deficit (-)	+£1,952,310	+£1,934,260

## 7 – Application of the Surplus.

In England, the permitted uses of any surplus within the civil parking enforcement parking account are set out in Section 55 of the Road Traffic Regulation Act 1984, as modified by Regulation 27 of the Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022.

The surplus can be used for the following purposes:

- Making good previous parking account deficits, dating back up to four years.
- Providing and maintaining off-street parking.
- Providing and/or subsidising public transport services.
- Highway or road improvement projects.
- Environmental improvement projects.

In both 2022/23 and 2023/24, East Suffolk Council did not generate a surplus from civil parking enforcement. Statutory guidance confirms that this should be a cost-neutral service and that any deficits must not be made up from general council revenue, such as council tax.

The civil parking enforcement surplus/deficit is made up of income from On-Street permit payments, On-Street PCN payments, and Off-Street PCN payments; less any expenditure for On-Street enforcement and administration, and Off-Street enforcement and administration. Off-Street parking payment income is not included as part of the civil parking enforcement account.

In 2022/23 and 2023/24, £1,090,799 and £1,195,250 respectively, of East Suffolk Council's off-street parking places fees revenue, was used to cover the deficit for civil parking enforcement.



## 8 – Bus Lane and Moving Traffic Contraventions.

**NOTE:** - East Suffolk Council does not currently enforce Bus Lane or Moving Traffic contraventions. As such, no data is available for this section, however; it remains included for completeness.

a) Number of PCNs.

	2023/24	2022/23
Bus Lanes – Number of PCNs Issued	N/A	N/A
Bus Lanes – Number of PCNs Appealed	N/A	N/A
Bus Lanes – Number of Appeals Allowed	N/A	N/A
Bus Lanes – Percentage of Issued PCNs Appealed	N/A	N/A
Bus Lanes – Percentage of Appeals Allowed	N/A	N/A
Moving Traffic – Number of PCNs Issued	N/A	N/A
Moving Traffic – Number of PCNs Appealed	N/A	N/A
Moving Traffic – Number of Appeals Allowed	N/A	N/A
Moving Traffic – Percentage of Issued PCNs Appealed	N/A	N/A
Moving Traffic – Percentage of Appeals Allowed	N/A	N/A

b) Major locations where contraventions occurred.

[illegible]

c) Financial.

	2023/24	2022/23
Bus Lanes – Income	N/A	N/A
Bus Lanes – Expenditure	N/A	N/A
Bus Lanes – SURPLUS / DEFICIT	N/A	N/A
Moving Traffic – Income	N/A	N/A
Moving Traffic – Expenditure	N/A	N/A
Moving Traffic – SURPLUS / DEFICIT	N/A	N/A
<b>OVERALL SURPLUS / DEFICIT</b>	<b>N/A</b>	<b>N/A</b>

## 9 – PCNs Issued by Locality

	2023/24	2022/23
Lowestoft	5765 (1)	5211 (1)
Woodbridge	2944 (2)	3785 (3)
Felixstowe	2786 (3)	4492 (2)
Beccles	1817 (4)	1958 (4)
Southwold	1121 (5)	1135 (6)
Aldeburgh	981 (6)	1306 (5)
Bungay	953 (7)	947 (7)
Halesworth	706 (8)	662 (9)
Framlingham	484 (9)	738 (8)
Leiston	256 (10)	374 (10)
Wickham Market	201 (11)	271 (12)
Saxmundham	188 (12)	275 (11)