

East Sussex Parking Guide



Table of Contents

Parking Charter	3
Glossary of Terms	4
Introduction	5
Enforcement	5
Civil parking enforcement	5
Civil Enforcement Officers	5
Payment of a PCN	5
Challenge of a PCN	5
A Guide to Parking	6
Abandoned vehicles	6
Abusive and violent behaviour	6
Blue Badge Parking	6
Breakdowns	6
Coaches	6
Dispensations	6
Double parking	6
Dropped kerb – pedestrian crossing	7
Dropped kerb – access and driveways	7
Emergency service vehicles	7
Loading and unloading	7
Loading and unloading in car parks	8
Motorcycle parking	8
Observation periods	8
Parking outside of bay markings	8
Pavement and verge parking	8
Pay for parking	8
Persistent evaders	9
Picking up or dropping off passengers	9
Suspension procedures	9
Warning notices	9
Waivers	9
Zigzags	9
Permits	10
General	10
Contacts	12
Pay a PCN	12

East Sussex County Council's Parking Charter

Our commitment is to provide a parking service that is helpful, fair but firm while working towards achieving excellence.

To be helpful

- We will mark streets and car parks as clearly as possible to show where you can and cannot park.
- Civil enforcement officers will give advice on parking and how to park safely within the restrictions.
- All staff will treat customers with respect and courtesy and will expect the same in return.

To be fair

- We will ensure that enforcement is carried out fairly and consistently.
- We will take photographs to support the issuing of a penalty charge notice where possible.
- We will review our policies and guides regularly.

To be firm

- All challenges against penalty charge notices will be considered in line with our policies.
- We will act to recover debts owed to the Council for non-payment of penalty charge notices.
- We will work to protect all staff from abuse and violence.

To achieve excellence

- We will respond to all enquiries promptly.
- We will be clear and concise in our explanations and always use plain English.
- We will regularly review communication to improve access to parking information.

Glossary of Terms

The list below shows some common abbreviations that are be used in this document.

CEA	Civil Enforcement Area
CEO	Civil Enforcement Officer
CPA	Controlled Parking Area
CPE	Civil Parking Enforcement
CPZ	Controlled Parking Zone
DfT	Department for Transport
DVLA	Driver and Vehicle Licensing Agency
LDC	Lewes District Council
EBC	Eastbourne Borough Council
ESCC	East Sussex County Council
HBC	Hastings Borough Council
HMRC	Her Majesty's Revenues and Custom
PCN	Penalty Charge Notice
SEA	Special Enforcement Area
SPA	Special Parking Area
TMA	Traffic Management Act 2004
TRO	Traffic Regulation Order
VRM	Vehicle Registration Mark

Introduction

This parking guide summarises how and why civil parking enforcement in East Sussex is carried out. It demonstrates some of the reasons why PCNs are issued and what motorists can do to avoid being issued with a PCN.

The effective control of parking is a crucial element of our wider strategy to improve transport and reduce damage to the environment as set out in our Local Transport Plan (LTP). Those areas where parking controls have been introduced are already experiencing the benefits.

Enforcement is implemented under the Traffic Management Act 2004 and East Sussex County Council policies.

Enforcement

Civil parking enforcement

We are committed to improving road safety and CPE forms part of this. It gives local authorities greater control over the reduction of inconsiderate parking which helps to:

- ease congestion
- improve road safety
- provide parking for specific users such as residents, businesses and Blue Badge holders
- increase the turnover of parking spaces for visitors and shoppers
- provide facilities for loading and unloading

Enforcement of parking restrictions is carried out by our contractor, NSL Ltd.

Civil Enforcement Officers

The CEOs main role is to ensure that parking controls are enforced fairly, accurately and consistently. They also carry out a number of other important roles which include:

- providing advice and information to members of the public, reporting suspected abandoned vehicles, and
- checking and reporting faults with signs, road markings and pay and display machines.

CEOs will issue a PCN to any vehicle that they find parked in contravention. PCNs may be issued at any time when the restriction is in force. Some restrictions such as double yellow lines remain in force 24 hours a day.

Payment of a PCN

See [Contacts](#).

Challenge of a PCN

All challenges against PCNs are dealt with by trained and experienced officers in line with our policies.

The cancellation guidance does allow for a PCN to be cancelled in some circumstances where acceptable evidence is provided. Our cancellation guidance can be viewed at www.eastsussex.gov.uk/roadsandtransport/parking/policies/policy

A Guide to Parking

Abandoned vehicles

Any vehicle that appears to be abandoned will be reported to the relevant district or borough council. In addition if it is parked in contravention it will be issued with a PCN.

Abusive and violent behaviour

Abusive behaviour to any member of staff of contractor, either in person, written or one the telephone, will not be tolerated. Individuals will be advised that their behaviour is unacceptable. Abusive and violent behaviour will be reported to the Police.

Blue Badge Parking

Blue Badges are issued by our Blue Badge team, for more information see [A guide to Blue Badges](#) on our website.

The Blue Badge scheme is managed by the DfT and is fully explained in the [Blue Badge scheme: rights and responsibilities in England](#) booklet available on their website, and includes information about where a blue badge cannot be used to park.

In our CPE areas blue badge holders can park

- In designated Blue Badge parking bays up to the maximum stay permitted.
- In shared use bays or pay and display bays without time limit or payment.
- Park for up to 3 hours on a single or double yellow line with the clock set to show the time of arrival, and where loading restrictions are not in force.
- In Lewes only in permit bays without time limit or payment.

When parking with a blue badge motorists should always refer to local restrictions and concessions. Information on local concessions is available from the parking team (see [Contacts](#))

Restrictions in car parks may be different, refer to the signs in the car park when parking.

Breakdowns

CEOs are instructed to ignore any notes claiming a vehicle has broken down. If the driver is present the CEO will request the vehicle is removed as quickly as possible and will allow a reasonable time for this. A PCN will be issued to any vehicle that remains parked.

Coaches

We recognise that coaches will need to drop off and collect passengers and would advise coach operators to familiarise themselves with local facilities. For more information about coach parking and drop off and pick up points please contact us (see [contacts](#)).

Dispensations

There are occasions when we may need to provide a dispensation for vehicles or activities which are not covered by national exemptions. All applications for a dispensation are considered on an individual basis. A charge will be made to cover administration costs.

For more information about suspensions, waivers and dispensations please contact us (see [contacts](#)).

Double parking

Any vehicle parked 50cm or more away from the kerb will be issued with a PCN.

CEOs will observe vehicles and where loading and unloading is being carried out will not issue a PCN. This must be constant and on completion the vehicle moved to an appropriate parking space.

Dropped kerb – pedestrian crossing

Kerbs are lowered at crossing points to help pedestrians particularly elderly, disabled and those with push chairs, to cross the road. Any vehicle parked obstructing a dropped footway will be issued with a PCN.

Dropped kerb – access and driveways

Kerbs are lowered to allow vehicles access to properties. Where a vehicle is parked obstructing this access a PCN will be issued at the request of the occupier. Requests should be made by email to telephone to the team (see [Contacts](#)).

Emergency service vehicles

Liveried emergency service vehicles on an urgent call will be exempt from all restrictions. Vehicles carrying out administrative and support activities, such as attending meetings or hospitality events, are not exempt. CEOs will issue a PCN to vehicles which do not appear to be attending an urgent call.

Loading and unloading

Motorists with heavy or bulky goods or a large number of items to deliver or collect are allowed to stop in some places where parking is not normally permitted to load and unload. The loading or unloading activity must be continuous and the vehicle must be moved after the delivery or collection has taken place.

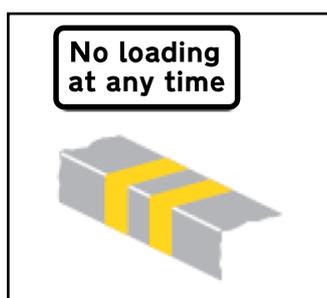
Loading and unloading is permitted:

- for up to 20 minutes in any permit holder, shared use or pay and display bay without having to display a permit or pay for parking,
- on yellow lines that do not have a loading ban and without causing an obstruction, and
- in designated loading bays (some loading bays are reserved for goods vehicles only).

Loading and unloading is not permitted:

- on zigzags at pedestrian crossings and outside schools,
- where signs say 'no stopping' or 'no waiting' such as at bus stops and taxi ranks,
- on yellow lines where there is a loading ban, and
- in disabled bays (unless you are a Blue Badge holder).

A loading ban is shown by vertical yellow markings 'kerb blips' along the kerb and signs as shown in the examples below.



In all circumstances and locations loading and unloading must be observed to be continuous. Where loading and unloading is permitted vehicles will be observed for a period of five minutes (commercial vehicles for 10 minutes) after which a PCN will be issued if no activity is seen.

Glaziers, scaffolders and liveried courier vehicles are exempt from restrictions while loading and unloading materials. CEOs will issue a PCN if they believe that vehicles are not engaged in a legitimate activity.

Loading and unloading in car parks

Motorists may load or unload within a car park as long as:

- the vehicle is parked fully within the marked bay,
- no items are left in other bays or the car park access road, and,
- if the activity will take more than five minutes payment is made and if required a ticket clearly displayed in the vehicle.

Motorcycle parking

Motorcycles may park free of charge and without time limit in any permit holder, shared use, pay and display bay or motorcycle bay. The motorcycle must be parked at an angle of 90° to the kerb.

Observation periods

CEOs will observe vehicles for a period of time before issuing a PCN depending on the contravention. This is to ensure that the vehicle is not engaged in an exempt activity, such as loading or unloading.

Parking outside of bay markings

Vehicles should park fully within the bay markings. CEOs will issue a PCN to vehicles not parked correctly with the bay markings.

Pavement and verge parking

Parking restrictions apply from the centre of the road to the boundary of the highway, including any area of pavement or verge. Any vehicle parked on the pavement or verge where there are restrictions will be issued a PCN.

Pay for parking

If using cash to pay for parking it is the responsibility of the motorist to make sure that you have enough change to buy your ticket when you park.

Check that pay and display tickets remain securely and clearly and continuously displayed in the vehicle after the doors have been closed.

If a pay and display machine is found to be faulty it is the motorists responsibility to look nearby for an alternative machine in the same road or car park from which to purchase a ticket, or report the fault as directed on the machine.

The required parking time can also be purchased online or by phone (if available) using the instructions on the pay and display machine for the bay in which you are parked.

Persistent evaders

A vehicle with five or more unpaid or unchallenged PCNs will be considered a persistent evader and their vehicle may be clamped and removed.

Picking up or dropping off passengers

See [loading and unloading](#).

Suspension procedures

Residents and businesses may apply for parking bays to be suspended. All applications for a suspension are considered on an individual basis. A charge will be made to cover administration costs.

Unauthorised vehicles parked in the suspended area will be issued with a PCN.

Warning notices

Warning notices allow us to notify motorists that they have parked in contravention without issuing a PCN. CEOs may issue a warning notice for a limited number of minor contraventions on the first occasion only.

Waivers

Waivers allow vehicles to park on yellow lines where there is no alternative or when loading and unloading is likely to exceed the normal 20 minute maximum period. All applications for a waiver are considered on an individual basis. A charge will be made to cover administration costs.

Zigzags

Vehicles must not stop on zigzags even to pick up or drop off passengers. This restriction applies at all times unless indicated.

Permits

General

Permits enable parking in shared use, permit and resident only bays in the zone indicated when the permit is applied for and authorised. They are not valid in pay and display only bays. Most are vehicle specific and will be registered to a single vehicle by the vehicle registration number.

Permits are available for parking in Lewes, Falmer, Eastbourne, Hastings, Bexhill and Rye. The types of permit available are as follows:

Lewes

Resident permit
Business permit
Resident visitor permit
Healthcare worker and carer permit
Hotel guest permit
Trade permit

Falmer

Resident permit
Resident visitor permit
Healthcare worker and carer permit
Trade permit

Eastbourne

Resident permit
Business permit
Doctor permit
Resident visitor permit
Healthcare worker and carer permit
Hotel guest permit
Trade permit
Voluntary sector worker permit

Hastings

Resident permit
Business permit
Business user permit (valid for Linton Road only)
Resident visitor permit
Primary care worker
Doctor permit

Bexhill

Resident permit
Doctor permit

Rye

Resident permits (Citadel)
Resident permits (Bridge Place)
Business permits (Citadel)
Hotel permit (Citadel)

Motorists of any non UK registered vehicles will only be issued with a permit for a maximum of six months. Foreign vehicles that remain in the UK for longer than six months are required to register with the DVLA or obtain a customs exemption certificate from HMRC.

If the demand for permits exceeds availability a waiting list will be implemented.

A permit will not be issued if:

- there is one or more PCNs issued to the vehicle registered as a debt.
- the property is in a private road.

A permit may not be issued if the address is part of a large development with off street parking.

It should be noted, that in some circumstances parking permits will not be issued to residents of specific properties.

These are generally dwellings with no or limited off street parking where ESCC has advised the planning authorities that should planning permission be granted for those dwellings no or restricted permits will be issued by ESCC.

The Parking Order may include a clause to this effect. It is necessary to have such a clause to better manage increasing on street parking demand that would otherwise result from development that does not provide for adequate parking facilities.

More information about the different types of permits is included in the permit guidance notes. These are available on our website or from the parking team (see [Contacts](#))

Contacts

If you would like any further information about parking in East Sussex please visit our website www.eastsussex.gov.uk/parking

Or contact the team by email to Parking.information@eastsussex.gov.uk or call on 01273 335500. The team can be contacted from 8am to 5pm Monday to Friday and from 9am to 1pm on Saturday.

Pay a PCN

- Online at <https://esccocm.itsvc.co.uk/>
- By phone, call our automated payment line 0845 658 5500 (24 hours, 7 days a week). Please have your card, vehicle registration and PCN number ready.
- By post, send a cheque or postal order made payable to 'East Sussex County Council'. This should be sent to Parking, Eastbourne Library, Grove Road, BN21 4TL. Please include the PCN number with your payment. Allow 2 working days for 1st class post and 5 working days for 2nd class.
- In person, at one of the following libraries

	Eastbourne Library Grove Road Eastbourne BN21 4TL	Hastings Library Brassey Institute 13 Claremont Hastings TN34 1HE	Lewes Library Styles Walk Friars Walk Lewes BN7 2LZ
Monday	10am – 5pm	10am – 5pm	10am – 2pm
Tuesday	10am – 5pm	10am – 5pm	10am – 5pm
Wednesday	10am – 1pm	10am – 1pm	Closed
Thursday	10am – 6pm	10am – 6pm	10am – 6pm
Friday	10am – 5pm	10am – 5pm	10am – 5pm
Saturday	10am – 5pm	10am – 5pm	10am – 5pm
Sunday	Closed	Closed	Closed