

# Parking

## *Annual Report*

### *2011 / 2012*

Report produced by  
Parking Services



# East Sussex County Council Annual Parking Report 2011-2012



## Document summary

This report provides information about our parking operation over the last year. It shows the number of Penalty Charge Notices that have been issued and what happened to them afterwards, the volume of correspondence received and details any changes to our service.

## Contents

<b>Foreword</b> .....	<b>5</b>
By Carl Maynard, lead member for Economy, Transport and Environment.....	5
Parking and the environment.....	5
<b>Parking Policy</b> .....	<b>6</b>
Changes to policy and enforcement .....	6
Enforcement .....	6
Cancellation Policy .....	6
Agency agreement .....	6
Reviews .....	7
Eastbourne .....	7
Lewes .....	7
Lewes Car Club .....	7
<b>Customer Focus</b> .....	<b>8</b>
‘Quality Street’ events .....	8
Warning Notices .....	8
Customer Service Week .....	9
Employee of the year 2011 .....	9
<b>Enforcement</b> .....	<b>10</b>
Key information.....	10
Penalty Charge Notices .....	10
Contraventions.....	11
<b>Notice Processing</b> .....	<b>12</b>
Challenges, representations and appeals.....	12
<b>Finance</b> .....	<b>15</b>
<b>Scale of parking schemes</b> .....	<b>16</b>
Whole district and boroughs .....	16
Spaces within the CPZ only.....	16
Staff .....	16

<b>Permits.....</b>	<b>16</b>
Eastbourne .....	17
Hastings.....	18
Lewes .....	19
<b>All PCNs issued by contravention code .....</b>	<b>20</b>
<b>The future .....</b>	<b>23</b>
Future developments .....	23
TROs and Signs .....	23
Online Case Management (OCM) .....	23
Map based TROs .....	23
Cashless parking.....	23
Lewes car park review.....	23
<b>More information .....</b>	<b>25</b>
Car parks .....	25
Lewes .....	25
Hastings.....	25
PCNs .....	25
PATROL .....	25
TPT.....	25
<b>Contact us .....</b>	<b>25</b>
Eastbourne .....	25
Hastings.....	25
Lewes .....	25
Other Useful Contacts:.....	26
<b>Glossary .....</b>	<b>27</b>

## About this document:

### **Accessibility help**

Zoom in or out by holding down the Control key and turning the mouse wheel.

CTRL and click on the table of contents to navigate.

Press CTRL and Home key to return to the top of the document

Press Alt-left arrow to return to your previous location.

## Foreword

**By Carl Maynard, lead member for Economy, Transport and Environment.**

### **Parking and the environment**

Transport underpins economic growth, has a significant impact on the environment, and plays a major role in everybody's day to day lives. The decisions made on which policies to pursue as part of our third Local Transport Plan (LTP3) will have wide reaching consequences for our communities and businesses

Civil Parking Enforcement (CPE) provides a means by which we can effectively deliver wider transport strategies and objectives. We are committed to ensuring that our operational policies and enforcement procedures reflect these priorities and are fair, efficient, and effective.

The availability and management of parking is important to ensure we encourage more sustainable transport. Parking controls and civil parking enforcement are primarily aimed at addressing local parking problems. The efficient management and use of parking spaces also helps to achieve better flow of traffic through town centres, improve safety and the economic viability of areas.

Parking controls can be used to manage demand and encourage people to use their cars less and to make trips on foot, bike and public transport. The number and location of available spaces and charging according to length of stay influences travel choices. Where we have introduced controlled parking schemes in Hastings, Lewes and Eastbourne CO2 emissions have reduced and footfall in town centres has increased as a greater number of short term parking spaces are available.

One of the bigger developments during the last year was beginning a new contract with NSL services to provide parking enforcement. The new contract encourages customer service initiatives and enables CEOs to provide services beyond just those directly related to parking enforcement, for example Quality Street events. More information about this can be found in this report.

The surplus income generated from the parking schemes help to deliver the LTP strategy and implementation plans mentioned above.

**Councillor Carl Maynard  
Lead Member for Economy, Transport and Environment  
East Sussex County Council**

## Parking Policy

### Changes to policy and enforcement

#### Enforcement

Following an extensive and thorough tender process a new enforcement contract was awarded to NSL. The standard of tender submissions was very high and all were given careful and structured consideration. NSL offered the most savings and innovations and on 1 September 2011 the new enforcement contract began in Lewes.

The contract runs for five years and will include Eastbourne from October 2012.

The contract gives cost savings, encourages customer service initiatives and enables CEOs to provide services beyond just those directly related to parking enforcement. It specifies the requirement for all staff to be trained to a high standard of customer service with annual refresher training. As with the previous contract there are no targets or incentives for NSL or their staff to issue PCNs.

We look forward to working in partnership with NSL over the next few years to continually provide and improve parking services and enforcement in Lewes, Eastbourne and Hastings from April 2013.

#### Cancellation Policy

Our cancellation policy has been refreshed during the year. No significant changes have been made to the policy but the format has been improved to make it easier to read and understand.

All challenges to the issue of a PCN are carefully considered alongside any evidence available, by an experienced team of notice processing officers in accordance with the policy. All cases are considered on a consistent basis in line with the policy, which can be viewed on our website.

#### Agency agreement

At a cabinet meeting on 13 December 2011 it was decided to end the on street parking agreement with Hastings Borough Council. Market testing identified savings and improvements could be made by operating the scheme in the same way as Lewes and Eastbourne. This change will not take place until April 2013.

## Reviews

Both the Eastbourne and Lewes parking schemes have undergone comprehensive reviews. The public consultation was completed last year and on 15 December 2011, Lead Member for Economy, Transport and Environment, approved recommendations for both of the schemes. The formal consultations to make the TROs began in January 2012. A brief summary of each of the reviews is below, more detailed information of the consultation results and proposals can be found on our website [www.eastsussex.gov.uk/yourcouncil/consultation/default.htm](http://www.eastsussex.gov.uk/yourcouncil/consultation/default.htm)

### Eastbourne

Following the introduction of civil parking enforcement in 2008 a full review of the scheme began in 2010. The consultants looked at the current controls and carried out detailed public consultation to determine whether any changes were required.

Using the data collected we are proposing to standardise the hours of enforcement across areas, extend the maximum stay time in some locations in the town centre to four hours, and to change the use of some bays to a different use.

During the consultation process a few outer areas of Eastbourne requested more controls for safety and economic reasons. Localised restrictions in the Meads, Rodmill, Hampden Park and Upperton areas were included in the proposals.

### Lewes

Although some changes had been made to the restrictions across Lewes town centre and district in the past few years, an extensive review of the area as a whole had not been completed since the 2007 orders came into force.

The consultation results indicated the majority of the restrictions are working well. Some concerns were highlighted about times of enforcement, residents parking and safety in narrow streets.

There were a number of proposals put forward including a new permit zone, which will be known as 'HS', to better match the number of permit holders to the number of bays available, standardising hours across the town and adding additional motorcycle bays and yellow line restrictions. Throughout Lewes district we proposed additional single and double yellow lines at some junctions to address safety concerns.

### Lewes Car Club

Lewes District Council introduced a car club scheme to help reduce air pollution in the town. With bays in two car parks already an on street bay in Western Road is being planned. More information on the scheme and how to register can be found at [www.commonwheels.org.uk](http://www.commonwheels.org.uk)



## Customer Focus

We have been working on a number of different ways to make improvements to the service we provide. Here are some examples.

### **‘Quality Street’ events**

The Community Safety Partnership has been undertaking an initiative called "Quality Streets", where various agencies come together for the day, to raise awareness of themselves and their services to the residents of a specific area, as well as engaging with the people to find out what local concerns are.

The agencies include, Police, Fire & Rescue, Ambulance, Neighbourhood Watch, Youth Development, Community Payback Scheme, Trading standards, along with any other willing community agencies.

Our CEOs began attending these events in Lewes district several months ago and more recently in Eastbourne. Often topics of discussion include parking issues local to the area and details of other services we offer such as suspensions and waivers.



### **Warning Notices**

In the early part of 2011 we developed a new customer friendly approach to parking enforcement. Working closely with NSL we developed a criteria for issuing warning notices for minor parking contraventions in permitted parking areas.

In March 2011 we started issuing warning notices in Lewes district, beginning with blue badge contraventions, for example, where a badge is displayed face down or the clock set incorrectly. Once this had been fully implemented we expanded the criteria to include other contraventions, such as pay and display tickets incorrectly displayed and vehicles parked out of the bay markings. This has since been extended to include Eastbourne.

The impact of the warning notice scheme is closely monitored. The number of PCNs issued has reduced, along with our cancellation rate. We have seen that the decline in the number of PCNs issued relates to the number of warning notices, along with a national trend showing a decline in PCNs being issued.

## Customer Service Week

National Customer Service Week takes place during the first week of October every year and we took part for the first time in 2011. This was an opportunity for us to raise awareness of the vital role good customer service plays in providing a high quality service to our customers.

Between 3 and 9 October we carried out a number of initiatives to better understand our customer's needs and to review our working practices to see where improvements could be made. This included:

- customer surveys at the Parking Shop and Parking Information Centre;
- job swaps between the parking team and our contract partner NSL; and
- Karl Taylor our Assistant Director for Economy, Transport and Environment and Nick Skelton the Head of Service for Transport Operations, spending some time working in the Parking Shop and with the Notice Processing Team.

A sample of the survey results is shown below.

Question	The officer conducted them self in a friendly manner		The officer was efficient with application or query		The officer who served me was knowledgeable about the service	
	Eastbourne	Lewes	Eastbourne	Lewes	Eastbourne	Lewes
strongly agree	79%	63%	77%	67%	75%	57%
agree	21%	29%	23%	27%	16%	29%
neither agree nor disagree	0%	4%	0%	4%	9%	8%
disagree	0%	2%	0%	0%	0%	2%
strongly disagree	0%	2%	0%	2%	0%	4%

Although the results show we are already providing a high standard of customer service, we identified a few areas where this could be improved. Some cosmetic improvements which would improve customer impressions and comfort were also identified. A number of these improvements have already been done while others are longer term projects.

We have also found ways of streamlining internal working practices to deal with customer enquiries in a more efficient way.

## Employee of the year 2011

Russel Evershed an on-street supervisor in Lewes, was named NSL employee of the year 2011. The award was given to Russel for his enthusiastic and customer focused approach. His achievements across the year include:

- letters from members of the public thanking him for his help.
- spending three months on the Eastbourne contract where he provided colleagues with coaching and advice and reviewed processes.

- setting up a parking information stand for local 'Quality Streets' events. Russel arranged leaflets and an information board on what we do and how it can help the public



## Enforcement

### Key information

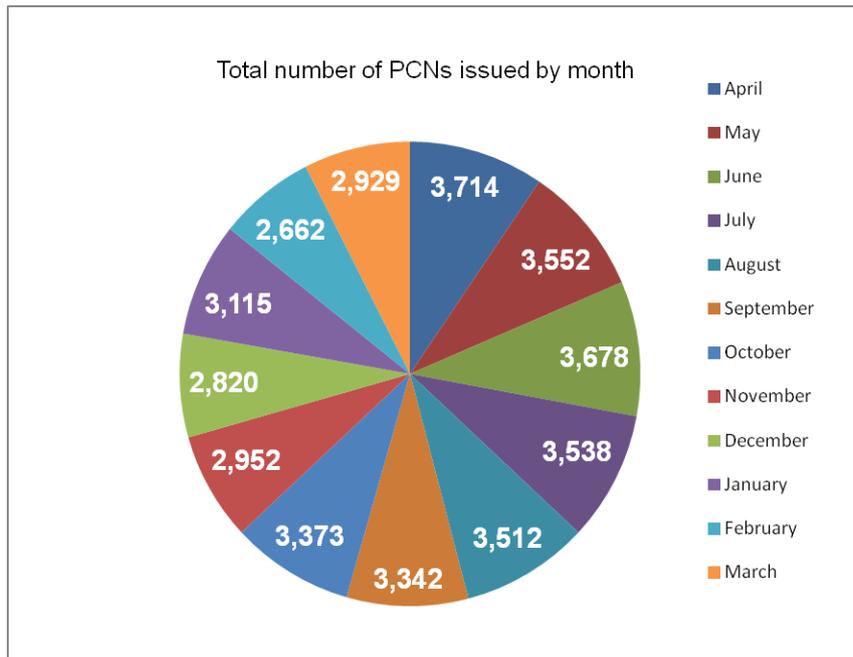
The following table shows some of the key details relating to enforcement over the last year.

East Sussex County Council Parking Operations	Eastbourne		Hastings		Lewes	
	2010-2011	2011-2012	2010 - 2011	2011 - 2012	2010 - 2011	2011 - 2012
On street PCNs issued	17,019	14,291	18,788	17,276	10,236	7,620
Off street PCNs issued	-	-	4,748	4,481	7,916	5,711
Warning Notices on and off street	16	538	-	-	29	2,424
Bays suspended during the year	262	251	56	48	828	966
Items of correspondence received	5,783	6,004	7,816	6,585	7,830	5,919

### Penalty Charge Notices

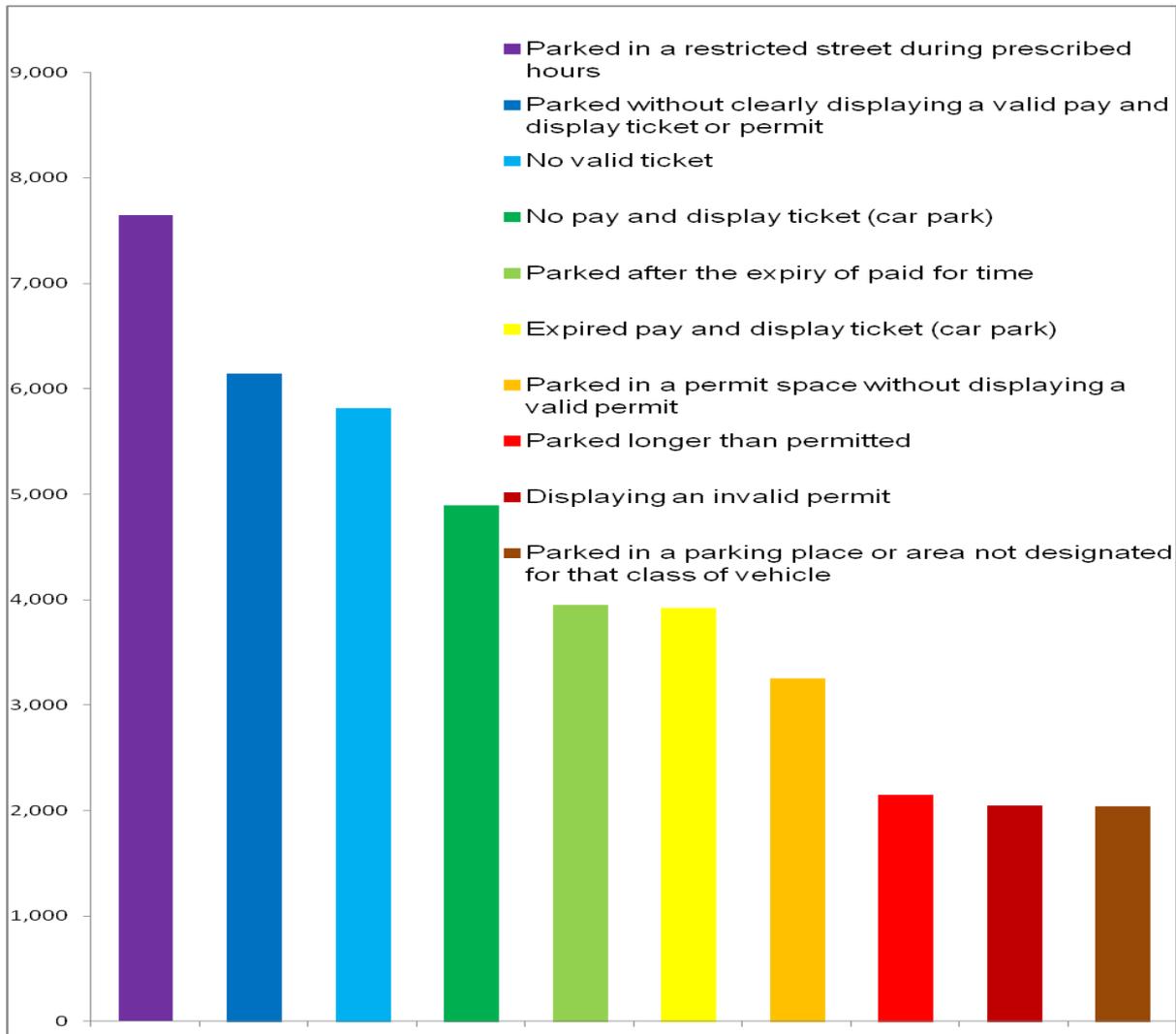
The main purpose of issuing PCNs is to encourage motorists to comply with parking restrictions.

Under the Traffic Management Act 2004 PCNs are issued either for £70 or £50 depending on the contravention. The legislation determines which contraventions are deemed more serious and incur the higher charge. The chart overleaf shows the total number of PCNs issued by month on-street in Eastbourne, Hastings and Lewes.



## Contraventions

The 10 most common parking contraventions across Lewes, Eastbourne and Hastings are shown in the graph overleaf. The highest number of PCNs issued was to vehicles parked on yellow lines, followed by pay and display and permit related contraventions.



## Notice Processing

### Challenges, representations and appeals

All PCNs include details of how to pay and appeal. ESCC and HBC notice processing staff deal with PCN challenges and correspondence at all stages of the process.

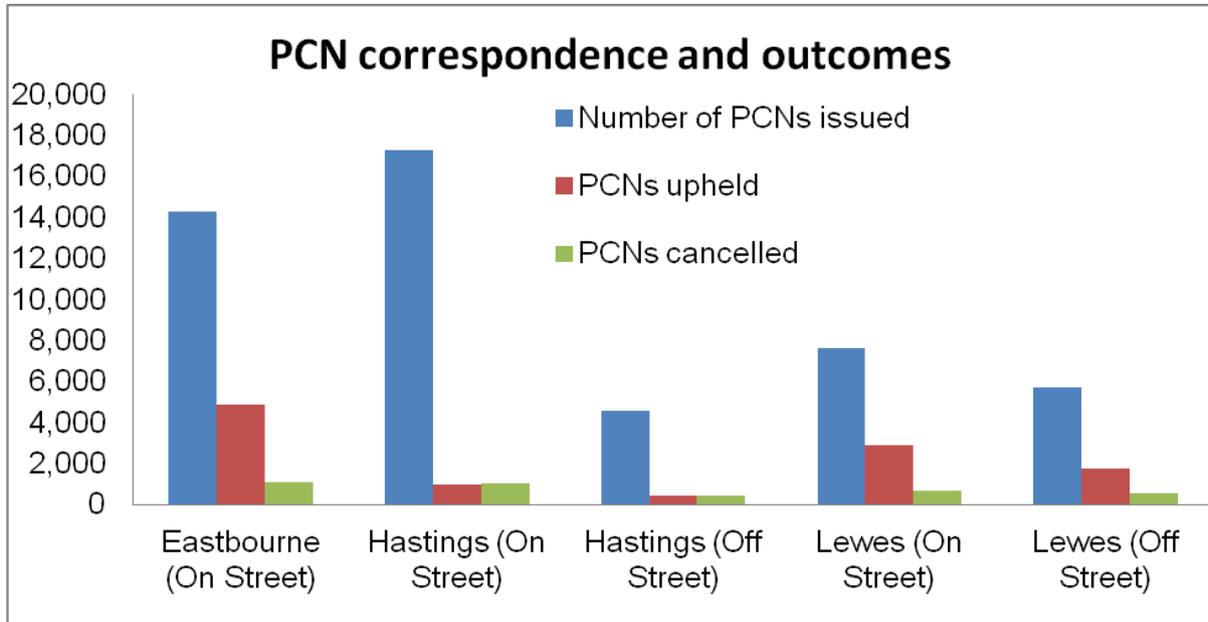
In the interest of transparency, we publish our parking and PCN cancellation policies. We also provide examples of common signs and road markings used to denote parking restrictions,

[www.eastsussex.gov.uk/roadsandtransport/parking/policies/policy](http://www.eastsussex.gov.uk/roadsandtransport/parking/policies/policy)

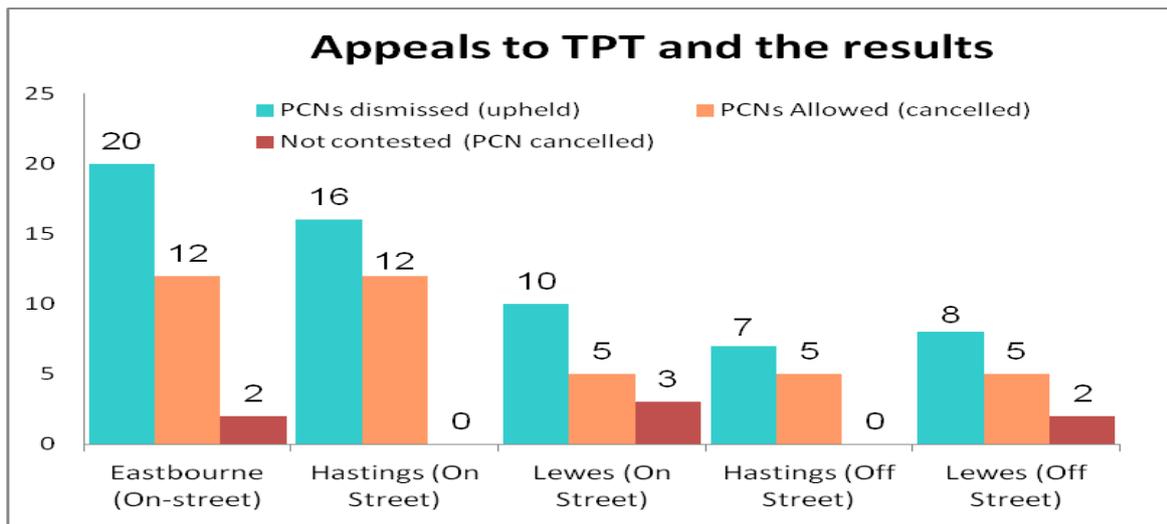
We want our letters to give clear information about the processes. Parking rules are often considered to be complex and difficult to understand, which is why we ensure that our responses are written in plain English, explain clearly why the PCN was issued and provide helpful information about what to do next if the customer remains dissatisfied with our response.

Our notice processing team are committed to giving a fair, transparent and consistent approach to challenges, representations and appeals against PCNs. They use appropriate discretion when considering mitigating circumstances.

We aim to respond to all challenges within 10 days. The chart below shows the number of PCNs issued and, for those that were challenged at any stage of the process, the decisions made about the case.



There have been occasions when a motorist has been unhappy with our decision and taken their case to independent appeal. For Eastbourne PCNs the TPT heard 34 cases, 40 for Hastings and 33 for Lewes. The chart below shows the results of the appeals.



Details of the number of PCNs paid, cancelled written off and still in progress are shown in the table below.

	Eastbourne	Hastings (On Street)	Hastings (Off Street)	Lewes (On Street)	Lewes (Off Street)
Issued	14,291	17,276	4,614	7,620	5,711
Paid:					
At Discounted Rate (£25)	3,252	4,656	2,775	1,392	3,612
At Discounted Rate (£35)	6,459	6,474	250	3,849	348
At Full Rate (£50)	325	655	278	157	408
At Full Rate (£70)	617	775	16	401	37
After Charge Certificate (£75)	55	94	41	28	61
After Charge Certificate (£105)	108	110	4	51	5
After Registration (£82 / £112)	284	294	71	139	81
<b>TOTAL Paid</b>	<b>11,100</b>	<b>13,058</b>	<b>3,435</b>	<b>6,017</b>	<b>4,552</b>
Cancelled	1,117	1,056	475	675	592
Written off	291	706	203	99	107
Being processed / unresolved	1,783	2,456	501	829	460

## Finance

The table below shows the financial details relating to the operation of all three parking schemes.

Income	Eastbourne		Hastings		Lewes		Total	
	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12	2010/11	2011/12
	£	£	£	£	£	£	£	£
On-street charge	1,179,696	1,118,799	679,374	733,220	510,630	554,300	2,369,700	2,406,319
Permit income	177,696	191,712	182,000	178,000	232,064	220,642	591,760	590,354
Penalty Charge Notices	565,148	451,337	538,000	479,000	517,600	406,389	1,620,748	1,336,726
Payments from other Local Authorities					381,627	339,601	381,627	339,601
Other income	947	12,108	4,981	2,787	17,488	8,794	23,416	23,689
<b>Total</b>	<b>1,923,487</b>	<b>1,773,956</b>	<b>1,404,355</b>	<b>1,393,007</b>	<b>1,659,409</b>	<b>1,529,726</b>	<b>4,987,251</b>	<b>4,696,689</b>
<b>Expenditure</b>								
Enforcement contract	919,141	1,148,103	665,142	663,084	1,014,634	784,775	2,598,917	2,595,962
Payments to OLAs					163,898	130,612	163,898	130,612
Corporate Recharges			211,807	192,100			211,807	192,100
ESCC Staff costs	91,027	165,104			267,338	276,505	358,365	441,609
Other operational	88,683	103,952	253,833	243,419	169,914	268,451	512,430	615,822
<b>Total</b>	<b>1,098,851</b>	<b>1,417,159</b>	<b>1,130,782</b>	<b>1,098,603</b>	<b>1,615,784</b>	<b>1,460,343</b>	<b>3,845,417</b>	<b>3,976,105</b>
<b>Operational Surplus/(Deficit)</b>	<b>824,636</b>	<b>356,797</b>	<b>273,573</b>	<b>294,404</b>	<b>43,625</b>	<b>69,383</b>	<b>1,141,834</b>	<b>720,584</b>
<b>Payments/Investments supported by CPE surplus</b>								
	£	£	£	£	£	£	£	£
Parking Review	204,771	138,428			53,784	111,279	258,555	249,707
Eastbourne BC Parking Strategy	12,750	14,510					12,750	14,510
Real Time bus information running costs	126,697	110,736					126,697	110,736
Traffic & Road Safety schemes	53,560	33,931	8,106	29,654	4,873	6,792	66,539	70,377
Repayment of temporary transfer in 2009/10	(100,000)						(100,000)	0
Other running costs pre CPE	180,827	201,427		20,500		20,600	180,827	242,527
	<b>478,605</b>	<b>499,032</b>	<b>8,106</b>	<b>50,154</b>	<b>58,657</b>	<b>138,671</b>	<b>545,368</b>	<b>687,857</b>
<b>Net Surplus/(Deficit)</b>	<b>346,031</b>	<b>(142,235)</b>	<b>265,467</b>	<b>244,250</b>	<b>(15,032)</b>	<b>(69,288)</b>	<b>596,466</b>	<b>32,727</b>

## Scale of parking schemes

<b>Whole district and boroughs</b>			
	Eastbourne	Hastings	Lewes
Length of yellow lines (approximate miles)	37	58	30
Number of controlled parking spaces:			
Free			
On street time-limited bays	286	2,656	6,208
HBC / LDC car parks	-	40	1,052
TOTAL Free	286	2,696	7,260
Charged (including permit)			
On street bays	2,012	1,262	2,154
ESCC car parks – County Hall	-	-	393
HBC / LDC car parks	-	2,063	1,243
TOTAL Charged	2,012	3,325	3,790
<b>Spaces within the CPZ only</b>			
On street parking spaces:	Eastbourne	Hastings	Lewes
Free (time-limited)	-	1,445	8
Pay and display	467	501	54
Permit-only	265	890	922
Shared use	1,280	2,656	1,178
Disabled	65	124	23
TOTAL	2,077	5,616	2,185

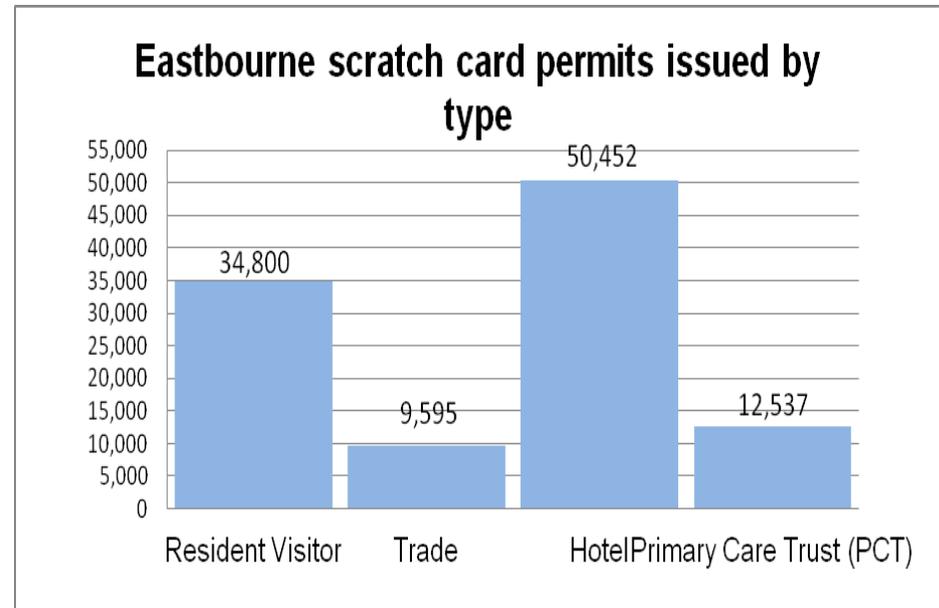
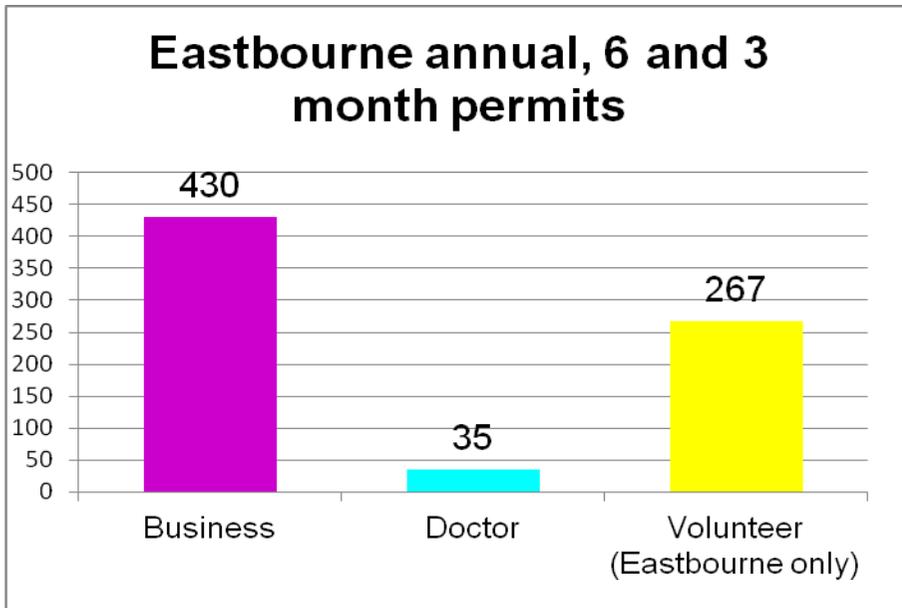
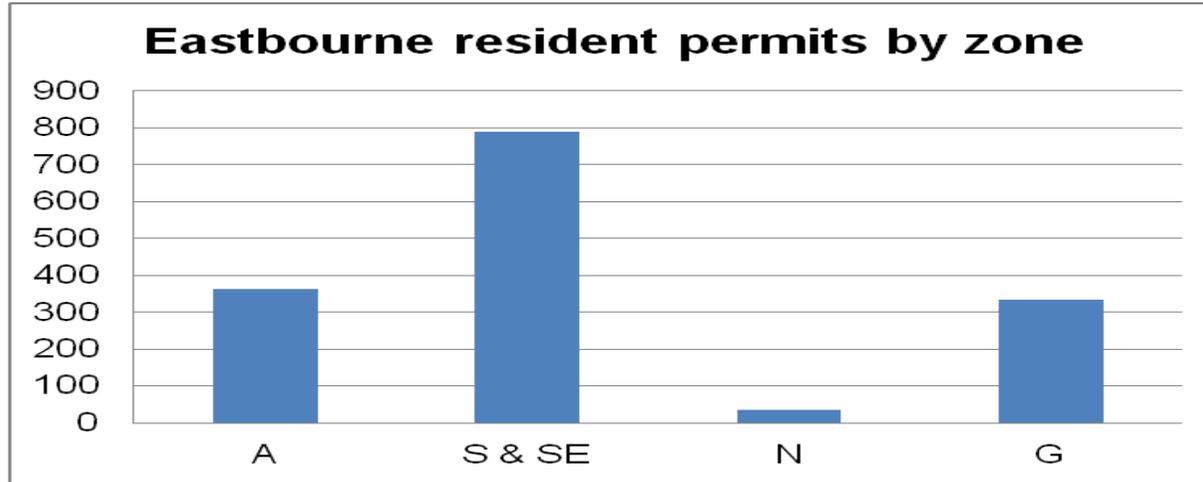
### Staff

CEOs	15	16	14
Notice Processing	3.5	3.6	3.5
Back office staff	1.5	2	1.5
Parking Shop - Customer Services Team	3	4	3

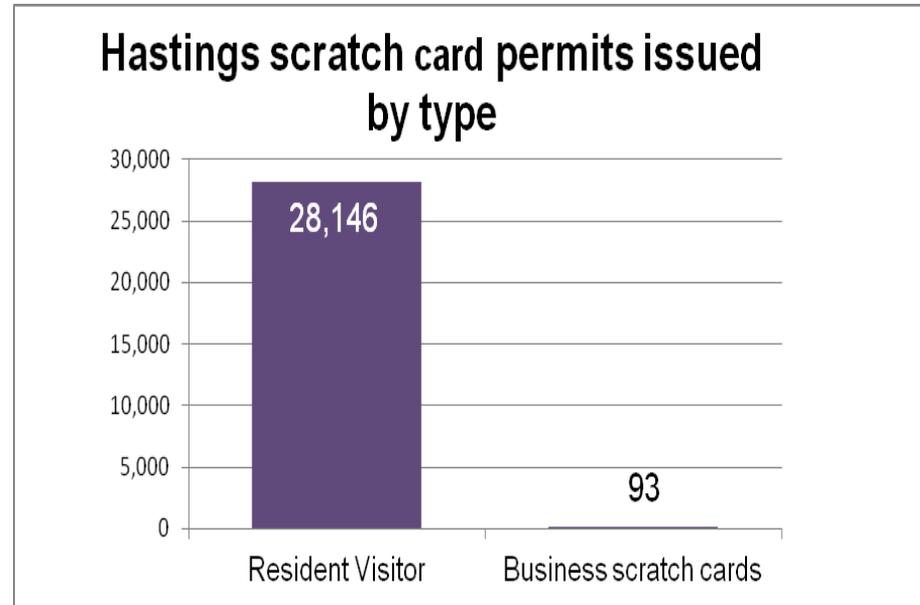
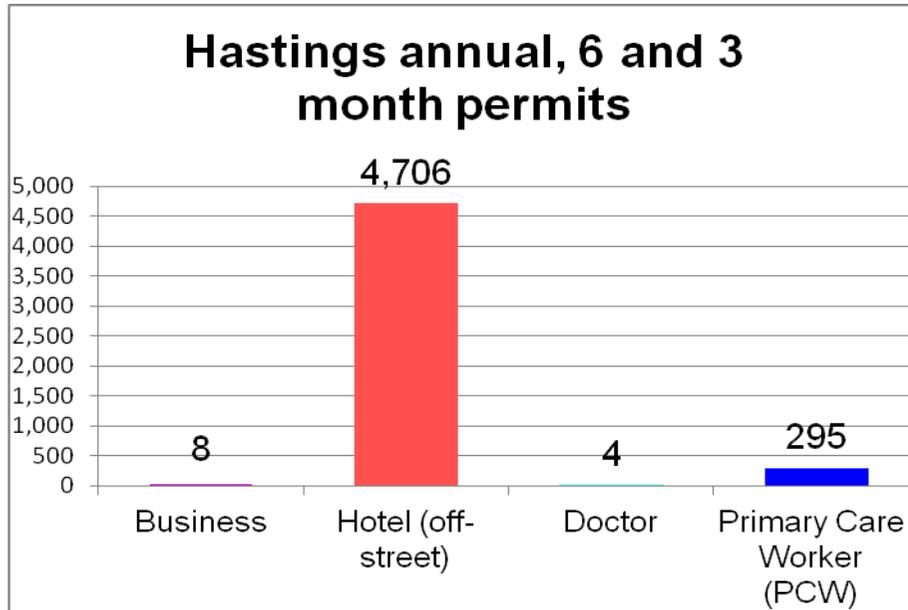
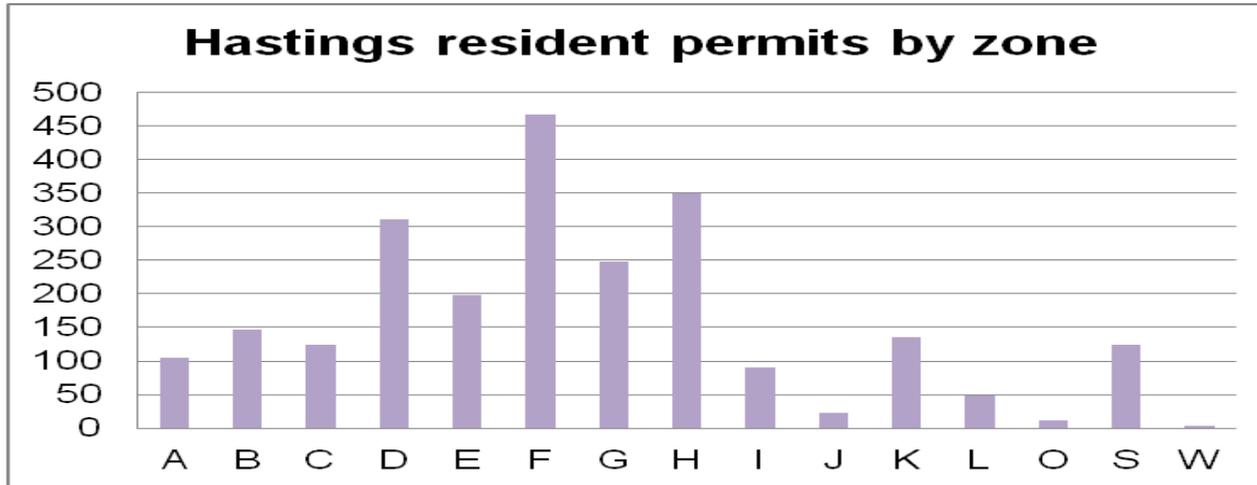
## Permits

The charts on the following pages show the number and types of permits sold for each of the parking schemes in Eastbourne, Hastings and Lewes.

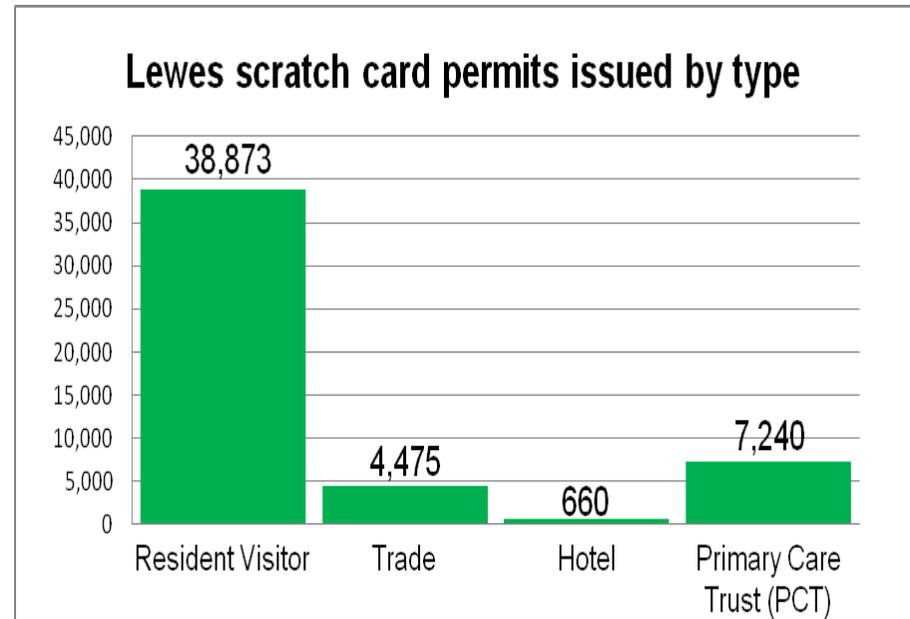
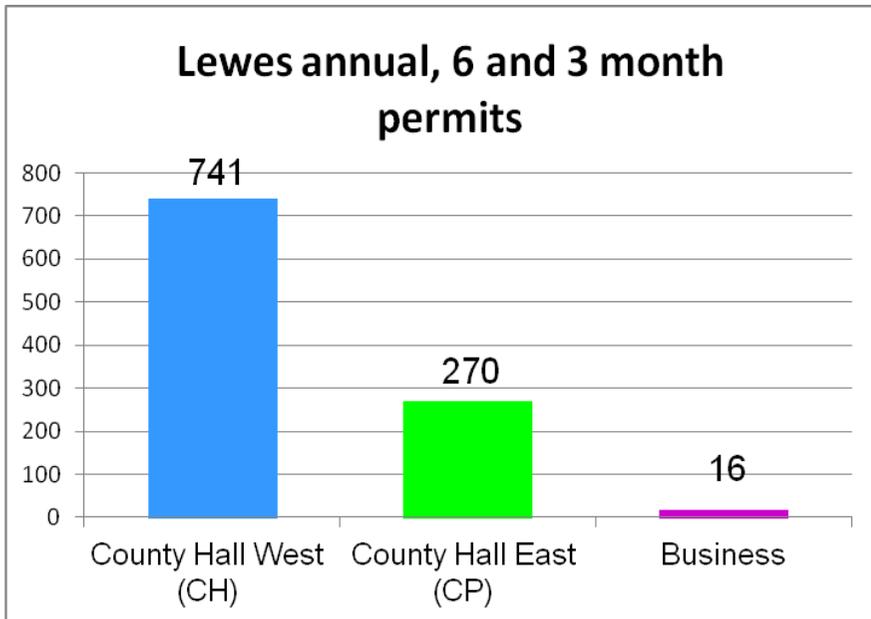
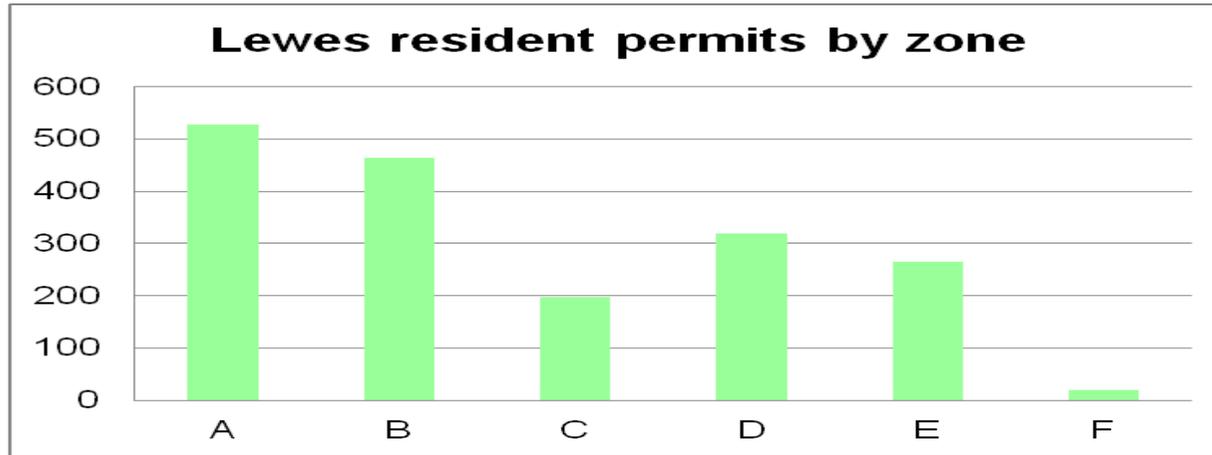
# Eastbourne



## Hastings



# Lewes



## All PCNs issued by contravention code

Code	Contravention	Eastbourne	Hastings	Lewes
1	Parked in a restricted street during prescribed hours	2,111	3,489	2,045
2	Parked or loading or unloading in a restricted street where waiting and loading and unloading restrictions are in force	843	774	218
5	Parked after the expiry of paid-for time	1,100	2,367	486
6	No valid ticket	2,455	2,909	449
12	Parked without clearly displaying a valid pay-and-display ticket or permit	2,124	3,038	982
16	Parked in a permit space without displaying a valid permit	1,461	98	1,690
19	Displaying an invalid permit	968	505	577
21	Parked in a suspended bay or space or part of bay or space	173	0	193
22	Re-parked in the same parking place within the no return period	1	28	0
23	Parked in a parking place or area not designated for that class of vehicle	1,468	568	5
24	Not parked correctly within the markings of the bay or space	12	49	84
25	Parked in a loading place during restricted hours without loading	176	332	101
26	Parked 50cm or more from the kerb	51	27	13

<b>Code</b>	<b>Contravention</b>	<b>Eastbourne</b>	<b>Hastings</b>	<b>Lewes</b>
27	Dropped footway (new contravention)	147	352	18
30	Parked longer than permitted	287	1,439	424
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	404	467	137
42	Parked in a Police space	10	7	0
45	Parked on a taxi rank	217	6	18
47	Stopped on a restricted bus stop or stand	245	393	160
48	Parked on a school keep clear	0	65	9
57	Coach ban	3	0	0
61	HGV parked on footway or verge	0	2	0
62	Parked on a footway or verge	0	301	0
74	Prohibited Parking (car park)	0	1	0
80	Overstayed paid-for time (car park)	0	0	127
81	Parked in a restricted area (car park)	0	0	74
82	Expired pay-and-display ticket (car park)	0	1,398	2,526
83	No pay-and-display ticket (car park)	0	2,573	2,321
84	Meter feeding (car park)	0	0	2
85	No permit (car park)	0	86	397
86	Out-of-bay (car park)	0	124	185

<b>Code</b>	<b>Contravention</b>	<b>Eastbourne</b>	<b>Hastings</b>	<b>Lewes</b>
87	Parked in a disabled bay without clearly displaying a valid disabled person's badge (car park)	0	292	78
90	Re-parked in car park within 1 hour	0	0	1
91	Area not designated for class of vehicle	0	7	0
99	Parked on a pedestrian crossing	35	60	11

## The future

### Future developments

#### TROs and Signs

We aim to increase compliance with parking restrictions through clear, well designed, legal and enforced parking controls. A considerable amount of the parking team's time is spent developing our parking polices which are linked to local objectives and circumstances. We now have dedicated officers in place who review our TROs on a regular basis along with the network of traffic signs that show the public what the restrictions mean.

A review is being undertaken by the DfT to provide a new traffic sign system which reduces central government involvement in local decisions. This is intended to reduce costs and give local authorities the flexibility to respond to local needs. The review also outlines proposals for the removal of unnecessary signs, signals and road markings to make our roads safer, more attractive, and easier to use.

#### Online Case Management (OCM)

Early in 2012 we started the process of developing a new section of our website to allow motorists to view, pay and challenge their PCNs online. This new system will be more efficient and improve access for customers because it will be available 24 hours a day allowing a customer more access to manage their PCN online. More information about this will be available when OCM is launched.

#### Map based TROs

Over the last year or so our ParkMap team have been working to develop a consistent approach to writing and managing TROs across the county. The next step of this project is to begin producing map based TROs. Currently our TROs are text which describes the location and type of restriction in place. With map based TROs, a visual guide to the parking restrictions in any particular location will replace the need for lengthy, worded descriptions. We hope to begin using these during 2013.

#### Cashless parking

Part of our new contract with NSL is to investigate the benefits of alternative methods of payments for parking. NSL would manage the introduction of a pay by phone parking system, which will offer ESCC and visitors parking in the County the following benefits:

- Provide customers with an alternative to cash payments.
- Provide the ability to extend the length of stay (up to the maximum allowed) by means of a text message.
- Reduce the level of maintenance visits to the pay machines which in turn will reduce the operating costs.

#### Lewes car park review

To maintain a balance between the on and off street parking restrictions in Lewes we are working with LDC to update the car park TRO and the onsite information. As part of our review we are focussing on the signage, especially where changes have been made

over the years and stickers have been added to the tariff boards. In some cases this is causing confusion for motorists and can look untidy, giving the wrong impression that the car park is not regularly maintained.

A new panel design for the signs is being suggested which has a number of advantages, some of which include

- details on the use of the car park split into sections so relevant information is clearer;
- if part of the sign is damaged or needs updating only the affected panel has to be replaced rather than the whole sign;
- the wording has been revised to use plain English; and,
- visual icons added to easily identify if the car park contains bays for specific users

We do not yet have a timescale for when the new signs and TRO will be implemented but are continuing to work with LDC on the review project. Below is an example of how the new car park signs may look.



## More information

### Car parks

If you would like to know the operating times or parking charges for car parks in Hastings Borough or Lewes District please use the links below.

#### Lewes

[www.lewes.gov.uk/community/2315.asp](http://www.lewes.gov.uk/community/2315.asp)

#### Hastings

[www.hastings.gov.uk/community\\_living/transport\\_parking/parking/off\\_street\\_car\\_parks/](http://www.hastings.gov.uk/community_living/transport_parking/parking/off_street_car_parks/)

### PCNs

**PATROL** is the joint committee of England and Wales for enforcement of regulations. Their website has lots of information about the enforcement of parking regulations for councils in England (outside London).

[www.patrol-uk.info/site/index.php](http://www.patrol-uk.info/site/index.php)

**TPT** is an independent adjudication service. They hear motorist appeals against PCNs. Appeals can only be made to TPT once the PCN has reached its full charge and we have formally rejected representations. Information about the appeals service is available on the TPT website. [www.trafficpenaltytribunal.gov.uk/site/index.php](http://www.trafficpenaltytribunal.gov.uk/site/index.php)

## Contact us

Thank you for taking the time to read our annual parking report.

If you would like any further information about parking in East Sussex please visit our website [www.eastsussex.gov.uk/parking](http://www.eastsussex.gov.uk/parking) or visit Hastings website. [www.hastings.gov.uk/parking/default.aspx](http://www.hastings.gov.uk/parking/default.aspx). Alternatively you can contact us using any of the methods listed below.

For information about permits or parking enquiries for the local area:

#### Eastbourne:

Parking Information Centre  
55 Gildredge Road  
Eastbourne  
East Sussex  
BN21 4QW  
Telephone 08456 801129  
Email [eastbournepic@nslservices.co.uk](mailto:eastbournepic@nslservices.co.uk)

Opening hours:  
Monday – Friday: 8am – 5pm  
Saturday: 9am – 1pm

#### Lewes:

Parking Shop

#### Hastings:

Aquila House  
Breeds Place  
Hastings  
East Sussex  
TN34 3UY  
Telephone 01424 451070  
Email [parking@hastings.gov.uk](mailto:parking@hastings.gov.uk)

Opening hours:  
Monday – Thursday\* 8:45am to 4:45pm,  
Monday – Friday 8:45 to 4:15pm.  
\*10am on first Wednesday of month.

29 High Street  
 Lewes  
 East Sussex  
 BN7 2LU  
 Telephone 08456 801129  
 Email: [lewespics@eastsussex.gov.uk](mailto:lewespics@eastsussex.gov.uk)

Opening hours:  
 Monday – Friday: 8am – 5pm  
 Saturday: 9am – 1pm

To challenge or appeal a PCN, please send correspondence to the appropriate address shown above and remember to include the PCN number, your vehicle registration and a contact name and address.

PCN numbers which start with EU should be sent to the Eastbourne address, numbers starting HS (off street) or ZH (on street) should be sent to Hastings and LW numbers should be sent to the Lewes.

If you would prefer to submit a challenge by email please send challenges about Eastbourne or Lewes PCNs to [parkingpenalties@eastsussex.gov.uk](mailto:parkingpenalties@eastsussex.gov.uk). To challenge a PCN issued in Hastings please login to their website using the link below [https://www.hastings.gov.uk/parking\\_gateway/login.aspx](https://www.hastings.gov.uk/parking_gateway/login.aspx).

**Other Useful Contacts:**

Name	Tel:	Online
Parking penalties	01323 466222	<a href="mailto:parkingpenalties@eastsussex.gov.uk">parkingpenalties@eastsussex.gov.uk</a>
Parking admin support	01323 466220	<a href="mailto:parkingadminsUPPORT@eastsussex.gov.uk">parkingadminsUPPORT@eastsussex.gov.uk</a>
PCN payment line	08456 585500	<a href="http://www.e-paycobalt.com/eastsussex/index.html">www.e-paycobalt.com/eastsussex/index.html</a>
Blue badge team	01323 464244	<a href="http://www.eastsussex.gov.uk/socialcare/transport/car/bluebadge/default.htm">www.eastsussex.gov.uk/socialcare/transport/car/bluebadge/default.htm</a>
Highways customer access team	0345 6080193	<a href="mailto:highways@eastsussex.gov.uk">highways@eastsussex.gov.uk</a>
Abandoned vehicles (Eastbourne)	01323 415941	<a href="http://www.eastbourne.gov.uk/transport/abandoned-cars/?locale=en">www.eastbourne.gov.uk/transport/abandoned-cars/?locale=en</a>
Abandoned vehicles (Hastings)	01273 484999	<a href="http://www.hastings.gov.uk/environment_planning/cleaner_hastings/abandoned_vehicles">www.hastings.gov.uk/environment_planning/cleaner_hastings/abandoned_vehicles</a>
Abandoned vehicles (Lewes)	01424 451070	<a href="http://www.lewes.gov.uk/community/1183.asp">www.lewes.gov.uk/community/1183.asp</a>
DVLA		<a href="http://www.dft.gov.uk/dvla">www.dft.gov.uk/dvla</a>

## Glossary

The list below shows some common abbreviations or terms that may be used in this document.

Abbreviation	Description
<b>Admin</b>	Administration
<b>CEA</b>	Civil Enforcement Area
<b>CEO</b>	Civil Enforcement Officer
<b>Challenge</b>	Informal stage where a motorist writes to the Council to dispute a PCN
<b>Contravention</b>	Breaking a parking rule or restriction
<b>CPE</b>	Civil Parking Enforcement
<b>CPZ</b>	Controlled Parking Zone
<b>DfT</b>	Department for Transport
<b>DPE</b>	Decriminalised Parking Enforcement
<b>DVLA</b>	Driver and Vehicle Licensing Agency
<b>ESCC</b>	East Sussex County Council
<b>HBC</b>	Hastings Borough Council
<b>LDC</b>	Lewes District Council
<b>LIP</b>	Local Implementation Plan
<b>LPG</b>	Liquid Petroleum Gas
<b>LTP</b>	Local Transport Plan
<b>Non permitted parking place or area</b>	A location where motorists are not allowed to park or wait, for example yellow lines.
<b>NoR</b>	Notice of Rejection
<b>NtO</b>	Notice to Owner
<b>On Street parking</b>	Parking on public highway
<b>Off Street parking</b>	Parking in a car park
<b>PATROL</b>	The joint committee for Parking And traffic Regulations Outside London
<b>Permitted parking area</b>	A location where motorists are allowed to park or wait, for example a parking bay.
<b>PCN</b>	Penalty Charge Notice
<b>PPA</b>	Permitted Parking Area

---

<b>RTRA</b>	Road Traffic Regulation Act 1984
<b>SEA</b>	Special Enforcement Area
<b>SE7</b>	South East Seven whose members are: Brighton and Hove City Council, East Sussex County Council, Hampshire County Council, Kent County Council, Medway Council, Surrey County Council and West Sussex County Council.
<b>SLA</b>	Service Level Agreement
<b>SPA</b>	Special Parking Area
<b>TEC</b>	Traffic Enforcement Centre
<b>TMA</b>	Traffic Management Act 2004
<b>TPT</b>	Traffic Penalty Tribunal, independent adjudication of PCN appeals.
<b>TRO</b>	Traffic Regulation Order

---