

Annual Parking Report

1 April 2015 – 31 March 2016



INVESTORS
IN PEOPLE



POSITIVE ABOUT
DISABLED PEOPLE

This report is about the Civil Parking Enforcement schemes in Eastbourne and Hastings Boroughs and Lewes District. It covers the period from 1 April 2015 until 31 March 2016.

Foreword

By Carl Maynard, lead member for Transport and Environment

The effective control of parking helps address local parking problems and helps achieve some of the broader transport objectives as set out in our Local Transport Plan (LTP). This includes improving road safety, achieving better flows of traffic through town centres and improving the economic viability of areas through the efficient management and use of parking spaces.

Each of the three areas controlled by CPE has benefited from a review of existing restrictions and an assessment of new parking controls that have been requested by the local communities. The parking team will continue to work with community groups and individuals to promote safe parking in these areas.

Access for our disabled badge holders has been improved following our work to combat misuse in the county. We will continue to promote the proper use of the blue badge and deal with those drivers that take advantage of the concessionary parking scheme.

The annual report for 2015/16 sets out the work of the parking team in reviewing parking restrictions, communicating with our customers and the enforcement of parking restrictions. I hope you find the report informative and interesting

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

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Glossary

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

| Abbreviation | Description |
|--------------------|--|
| CEO | Civil Enforcement Officer |
| Challenge | Informal stage where a motorist writes to the Council to dispute a PCN |
| Contravention | Breaking a parking rule or restriction |
| CPE | Civil Parking Enforcement |
| ESCC | East Sussex County Council |
| LDC | Lewes District Council |
| NSL | Contractors to ESCC for parking enforcement |
| On Street parking | Parking on public highway |
| Off Street parking | Parking in a car park |
| PCN | Penalty Charge Notice |
| TPT | Traffic Penalty Tribunal, independent adjudication of PCN appeals. |
| TRO | Traffic Regulation Order |

News

Parking reviews in Eastbourne, Lewes and Hastings

During this year reviews in all areas have been progressing.

Eastbourne

A number of changes were approved by the planning committee in February 2016. These include:

- introducing yellow lines in a number of locations for safety and traffic flow reasons,
- introducing shared used (permit holder and time limited) bays in Southfields Road, Bourne Street and Cliff Road,
- introducing time limited bays in St Anne's Road and Enys Road,
- introducing school keep clear markings at Bourne Primary School, and
- changing permit bays to shared use (permit holder and time limited) bays in South Cliff and Commercial Road.

Full details of the proposals and outcome of the planning committee meeting can be seen on our website, at <https://democracy.eastsussex.gov.uk/ieListMeetings.aspx?Committeeld=157>

Separate consultation into controls for the Upperton area was carried out to address concerns raised by residents about commuter parking making it very difficult for them to park near their homes. There was not sufficient support to progress with the shared use permit scheme proposed but a number of smaller amendments in the area were taken forward in the main Eastbourne review.

Hastings

Informal and formal consultations have been carried out. Objections are being considered and a report prepared for the planning committee in July 2016. The proposed changes include:

- introducing yellow lines in a number of locations for safety and traffic flow reasons,
- formalising disabled bays,

- introducing restrictions on parking motorhomes in Sea Road and Grosvenor Gardens,
- changing some pay and display bays in zone D to shared use bays, and
- introducing more verge and footway parking bans.

Separate consultation into parking controls in the Silverhill area was also carried out following requests from local residents. Feedback showed an overwhelming majority did not support the proposals therefore they were not progressed.

Lewes

Informal and formal consultations have been carried out. Objections have been considered and a report prepared for the planning committee in May 2016. The proposed changes include:

- introducing yellow lines in a number of locations for safety and traffic flow reasons,
- introducing and formalising school keep clear markings,
- introducing a loading ban in a section of Lewes High Street to improve traffic flow,
- formalising taxi bays in Seaford and Newhaven, and
- resolving anomalies in the traffic regulation order.

Details of all the consultations can be seen on our website, at

<https://consultation.eastsussex.gov.uk/>

Local consultations available online via consultation hub

All our consultations are available online via the consultation hub. We encourage all interested parties to contribute to consultations and try to make doing this as easy as possible. The hub provides an additional way of communicating with members of the public. Documents are still sent to all residential and business addresses in the affected areas and formal consultation is also still advertised on street and in local newspapers.

Full details of the consultation and proposals, including maps and proposed traffic orders are available to view on the hub. Customers can then add their comments directly into the site for consideration by the team. Feedback received by via the consultation hub is dealt with and considered in the same way as that received by letter or email. The consultation hub can be found at <https://consultation.eastsussex.gov.uk/>

Managing countywide TROs

We process all TROs countywide to make sure they follow the correct legal procedure. This includes both temporary and permanent TROs. We arrange for the TROs to be advertised and then act as a central contact point for all objections or queries received about them. These are then distributed to the relevant engineer for consideration.

For permanent TROs, any objections to the TRO are reported to planning committee and only those approved by the committee are progressed. When all the necessary works are completed we arrange for the TRO to be sealed and advertised and add them to our mapping system.

Temporary TROs are usually used for short term restrictions, such as road closures, to enable carriageway repairs and other essential maintenance work. These are received on an ad hoc basis and are usually processed within six weeks.

Tackling blue badge fraud and misuse

Operation Bluebird, a partnership between ourselves, Brighton & Hove City Council and Sussex Police, continues to raise awareness of blue badge misuse and free up spaces for disabled drivers who genuinely need them.

Dedicated fraud investigation officers as well as CEOs have inspected many badges leading to 168 being seized for incorrect use. We now offer offenders a community resolution, featuring a training session, instead of a criminal record. 82 of those from whom badges were seized attended community resolution, 68 were cautioned and 13 were prosecuted. There are five cases that are still under investigation.

Operation Bluebird was a winner in the parking in the community and parking partnerships categories at the British Parking Awards 2016.

School watch / enforcement

The school watch programme has been developed to deal with inconsiderate and dangerous parking outside schools. When patrolling outside schools the CEOs first aim is to educate parents and make them aware where they can and cannot park. They will advise drivers of vehicles parked on the restrictions to move to a safe place.

Given the resources available and the number of schools in the CPE areas NSL have to prioritise which schools are visited as they are unable to attend all schools each day at drop off and pick up times. During this year 1,138 school watch visits have been undertaken 2,635 vehicles parked in contravention have been moved on and 206 PCNs issued.

Access protection markings and disabled bays

The parking team now manages all parking restrictions within Lewes district and Eastbourne and Hastings boroughs. This includes processing applications for access protection markings and disabled bays.

This means there will be one constant approach to controls throughout the district and boroughs and allows us to make sure requests for changes are considered fairly and consistently.

Changing parking restrictions or introducing new ones

We are continually reviewing our parking schemes to ensure they meet the changing needs of local communities. To ensure our schemes remain lawful there is a formal, legal process that must be followed when making changes or introducing new restrictions.

The parking review process

Stage 1

All requests are considered and assessed against our priority ranking system. The scoring system considers a number of factors:

- safety
- access
- congestion and traffic flow
- crash history
- the class of road

- local conditions such as nearby shops, schools, or hospitals
- demand from local residents and businesses
- the nature of the issue and when it occurs

Once all of the locations on the log have been assessed and prioritised the list of requests being taken forward is complete.

Stage 2

Each location is looked at in detail and proposals to address the issues raised are drawn up. Informal consultation documents, including detailed maps of the proposed restrictions are then prepared. For permit schemes, we will carry out an initial consultation to see if there is support for a scheme from the wider community. To ensure everyone is aware of the consultation and has the opportunity to contribute their views, copies are sent to all residential and business addresses in the affected area. All our consultations are also available on the consultation hub on our website. We encourage and welcome all feedback and will accept responses through the website or by email, letter or phone.

Stage 3

Once the consultation period has passed all of the responses have to be reviewed. Sometimes the responses show an overall support or objection to the proposals and the outcome is easily determined. But often there are conflicting responses and we need to find a balance to incompatible demands. The original proposals may be adjusted, following consideration of the responses, or new proposals may need to be drawn up. When the final proposals and a draft traffic regulation order are ready they have to go through another round of consultation, called formal consultation. During this round of consultation the proposals are advertised on street lampposts and in a local newspaper, as well as letters to local residents and business and on our website. Any objections to the proposals must be made in writing, either by letter or email or through the consultation hub.

Stage 4

All responses and objections have to be considered. We contact the objectors to explain why the changes are being proposed and to see if the reason for their objection can be satisfied. Any objections not withdrawn are presented to the planning committee. Objectors will be written to and have the opportunity to attend the planning committee meeting to give their views before any decision is made. The committee will consider each objection and decide whether to uphold it or not. We contact all of the objectors after the meeting to let them know of the committee's decision.

Stage 5

Before the approved changes or new restrictions can be installed, detailed signs and lines works orders need to be prepared. This tells our contractors exactly what needs to be installed on street and where. It is important to get this done accurately so that the restrictions installed are legal and enforceable. Once all of the work has been completed the new TRO can be sealed and enforcement of the new restrictions can begin.

The time taken to complete the process does vary depending on the number of changes being processed, the level of response to consultation and the number of objections. On average it takes 12 to 14 months but in some cases could be quicker or longer.

Parking schemes

Parking restrictions

In the last year we have carried out reviews in all three areas covered by CPE. As the consultations were ongoing there were no changes made to the restrictions within our controlled parking areas. Information about the number of parking bays in each area can be viewed in the [2014/15 annual report](#).

Staff

NSL

Our enforcement contractor, NSL, employs 61 members of staff. 43 of these members of staff are CEOs. The other members of staff are made up of machine technicians, parking shop, customer stakeholder managers and a client account manager.

East Sussex

There are 21 full time members of staff that work in the councils parking team. They

- manage the enforcement and street works contracts,
- respond to challenges and appeals against PCNs,
- review the parking schemes and consult on new ones (when they are requested),
- manage the parking budgets, and
- respond to customer enquiries, complaints and freedom of information requests.

Customer contact

During 2015/16 the team dealt with 13,168 enquires about parking. There were

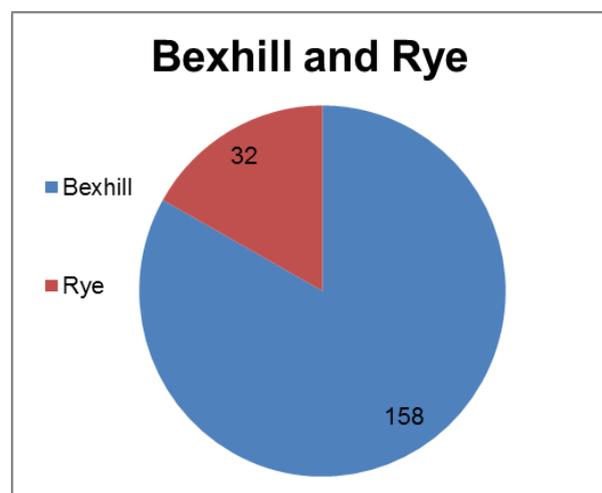
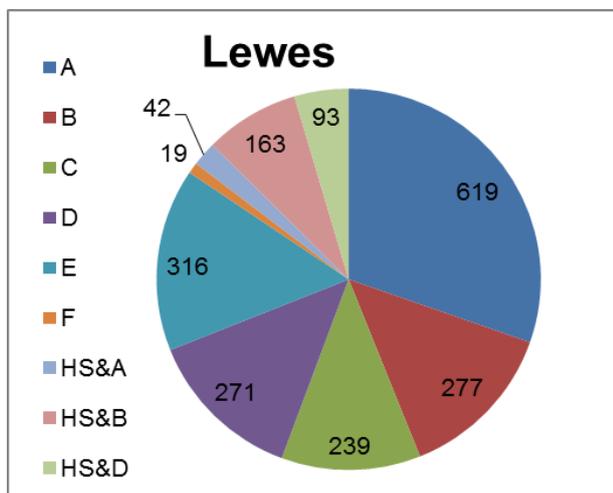
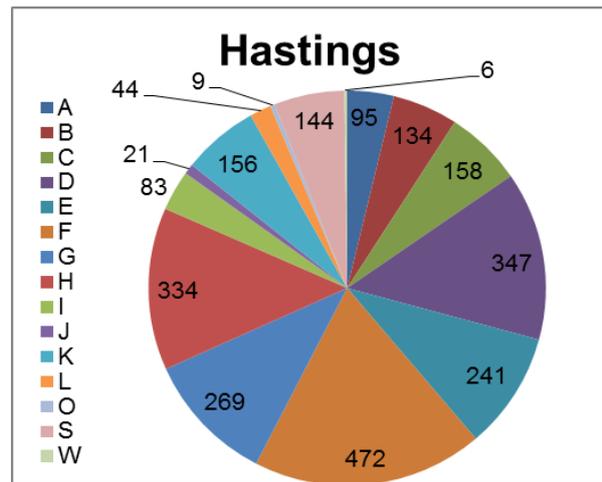
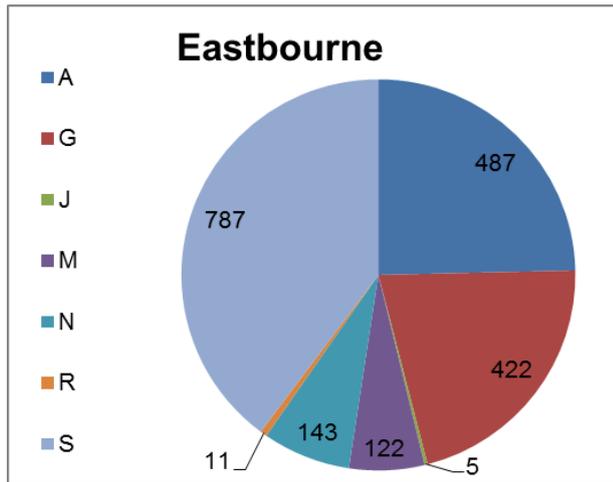
- 12,360 dealt with by the notice processing team as a challenge or appeal against a PCN.
- 664 general enquiries.
- 28 freedom of information requests.
- 16 complaints.
- 100 letters from MPs or Councillors.

There were also 15,650 consultation documents sent to residents and businesses as part of the reviews.

Permits

In total we issued 353,135 permits during the year. 6,719 of these were residents' permits and 154,168 resident's visitor permits. You can find out more about the different types of [permits](#) available on our website.

Resident permits by zone



Other types of permits

| Permit type | Eastbourne | Hastings | Lewes |
|-------------------------------|------------|----------|--------|
| Resident visitor | 88,865 | 23,820 | 41,483 |
| Trade | 21,334 | n/a | 3,685 |
| Hotel | 119,920 | n/a | 810 |
| Healthcare worker and carer | 40,280 | n/a | 2,724 |
| Business user (scratch cards) | n/a | 1,369 | n/a |
| Business | 500 | 7 | 17 |
| Primary Care Worker | n/a | 290 | n/a |
| Doctor | 29 | 4 | n/a |
| Volunteer | 105 | n/a | n/a |
| County Hall, west | 900 | n/a | n/a |
| County Hall, East | 274 | n/a | n/a |

Enforcement

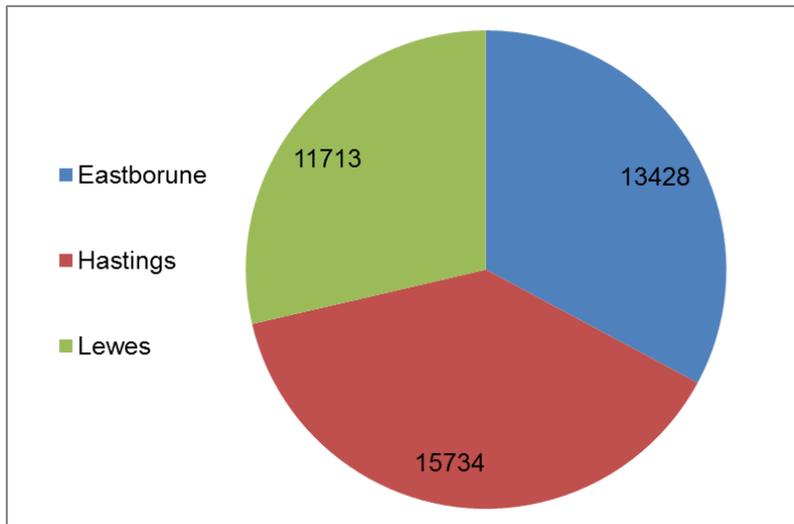
Parking restrictions give us greater control over the reduction of inconsiderate parking. This helps to:

- 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, and
- provide facilities for loading and unloading.

Our [Parking Guide](#) summarises how and why CPE in East Sussex is carried out. It also explains some of the reasons why PCNs are issued and what you can do to avoid being issued with a PCN.

PCNs are only issued to vehicles which are parked in contravention of the restrictions. The charts and tables below shows the PCNs issued during 2015/16

PCNs issued by CPE area



PCNs issued by month

| Month | Eastbourne | Hastings | Lewes on Street | County Hall | LDC car parks |
|--------|------------|----------|-----------------|-------------|---------------|
| Apr-15 | 943 | 1,086 | 557 | 54 | 369 |
| May-15 | 1,212 | 1,348 | 583 | 63 | 304 |
| Jun-15 | 1,150 | 1,331 | 501 | 56 | 319 |
| Jul-15 | 1,039 | 1,353 | 623 | 69 | 348 |
| Aug-15 | 1,315 | 1,421 | 547 | 27 | 377 |
| Sep-15 | 1,024 | 1,129 | 527 | 71 | 360 |
| Oct-15 | 1,101 | 1,411 | 575 | 64 | 335 |
| Nov-15 | 1,170 | 1,329 | 545 | 66 | 298 |
| Dec-15 | 999 | 1,372 | 736 | 48 | 325 |
| Jan-16 | 1,068 | 1,313 | 627 | 63 | 341 |
| Feb-16 | 1,201 | 1,364 | 679 | 64 | 284 |
| Mar-16 | 1,206 | 1,277 | 568 | 69 | 271 |

On street PCNs issued by contravention

| Code | Contravention | Eastbourne | Hastings | Lewes |
|------|---|------------|----------|-------|
| 1 | Parked in a restricted street during prescribed hours | 3,530 | 3,352 | 1,816 |
| 2 | Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force | 1,003 | 889 | 181 |
| 5 | Parked after the expiry of paid-for time | 602 | 2,245 | 416 |
| 6 | No valid ticket | 463 | 2,681 | 323 |
| 12 | Parked without clearly displaying a valid pay-and-display ticket or permit | 1,686 | 2,293 | 689 |
| 16 | Parked in a permit space without displaying a valid permit | 1,575 | 8 | 1,341 |
| 19 | Displaying an invalid permit | 797 | 78 | 354 |
| 21 | Parked in a suspended bay/space or part of bay/space | 131 | 51 | 309 |
| 22 | Re-parked in the same parking place within the no return period | 1 | 2 | 3 |
| 23 | Parked in a parking place or area not designated for that class of vehicle | 1,048 | 437 | 3 |
| 24 | Not parked correctly within the markings of the bay or space | 26 | 4 | 70 |
| 25 | Parked in a loading place during restricted hours without loading | 326 | 644 | 224 |
| 26 | Parked 50cm or more from the kerb | 160 | 15 | 14 |
| 27 | Dropped footway (new contravention) | 336 | 157 | 38 |
| 28 | Parked on a raised verge | 1 | 0 | 11 |
| 30 | Parked longer than permitted | 581 | 1,005 | 826 |
| 40 | Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge | 522 | 795 | 157 |
| 42 | Parked in a Police space | 7 | 13 | 0 |
| 45 | Parked on a taxi rank | 253 | 11 | 69 |
| 47 | Stopped on a restricted bus stop/stand | 275 | 531 | 146 |
| 48 | Parked on a school keep clear | 3 | 82 | 13 |
| 56 | Parked in contravention of commercial waiting | 2 | 0 | 0 |
| 57 | Coach ban | 10 | 0 | 0 |
| 62 | Parked on a footway / verge | 0 | 355 | 59 |
| 99 | Parked on a pedestrian crossing | 90 | 86 | 12 |

Off street PCNs issued by contravention

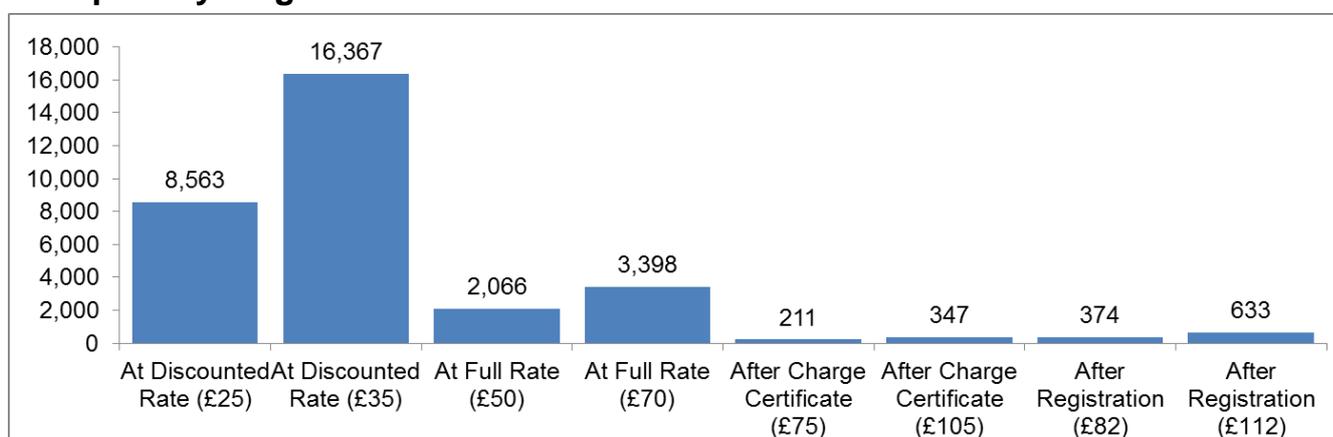
| Code | Contravention | Lewes |
|------|---|-------|
| 80 | Overstayed paid-for time | 203 |
| 81 | Parked in a restricted area | 190 |
| 82 | Expired pay-and-display ticket | 1,222 |
| 83 | No pay-and-display ticket | 2,133 |
| 84 | Meter feeding | 0 |
| 85 | No permit | 537 |
| 86 | Out-of-bay | 207 |
| 87 | Parked in a disabled bay without clearly displaying a valid disabled person's badge | 111 |
| 90 | Re-parked | 1 |
| 91 | Area not designated for class of vehicle | 34 |
| 95 | Parked in a place not designated | 1 |

PCNs paid challenged and appealed

PCNs paid

31,959 of the PCNs issued have been paid.

PCNs paid by stage



Challenges and appeals

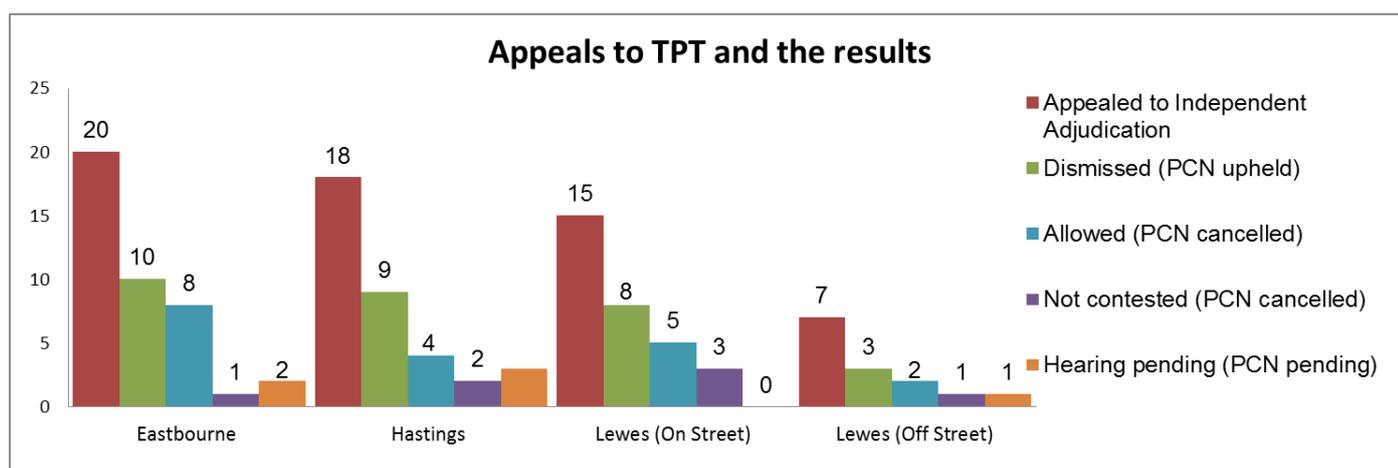
40,875 PCNs were issued in the year. If the owner or driver of a vehicle that has been issued a PCN feels that it has been issued incorrectly they can challenge it. We have dealt with 12,360 items of correspondence in relation to challenges and appeals against PCNs. This resulted in the cancellation of 2,622 PCNs. The reasons the PCNs were cancelled are shown in the table below.

PCNs cancelled by reason

| PCNs cancelled by reason | Eastbourne | Hastings | Lewes on street | Lewes off street |
|---------------------------------------|------------|----------|-----------------|------------------|
| Adjudicators decision | 8 | 4 | 5 | 2 |
| Appeal not contested | 1 | 2 | 3 | 1 |
| Blue badge holder | 149 | 174 | 47 | 45 |
| Cashless or virtual parking permit | 9 | 48 | 39 | 32 |
| CEO error | 61 | 48 | 51 | 29 |
| Mitigating reasons | 229 | 273 | 218 | 144 |
| Emergency; gas, water or electric | 17 | 13 | 20 | 5 |
| Loading or unloading | 72 | 89 | 63 | 2 |
| Medical emergency | 14 | 9 | 11 | 4 |
| Meter fault | 12 | 8 | 38 | 32 |
| Missing, obscured lines or signs | 7 | 9 | 30 | 14 |
| Multiple PCNs, one contravention | 14 | 13 | 15 | 5 |
| Police vehicle | 7 | 7 | 3 | 2 |
| Processing or system error ESCC | 7 | 5 | 5 | 0 |
| Processing or system error NSL | 12 | 8 | 13 | 2 |
| Unforeseen delay | 10 | 13 | 4 | 6 |
| Valid pay and display ticket supplied | 24 | 69 | 26 | 61 |
| Valid permit held | 44 | 15 | 26 | 19 |
| Vehicle breakdown | 30 | 38 | 25 | 3 |

TPT appeals

If a motorist is unhappy with our decision not to cancel a PCN, they have the opportunity to appeal to the TPT for an independent adjudicator to consider their case. We had 60 cases referred to an adjudicator during the year, 26 of those resulted in the PCN being cancelled. A breakdown of the results is shown below.



Finance

Income, Expenditure and surplus investments

| Income | Bexhill | | Eastbourne | | Hastings | | Lewes | | Total | |
|--|--------------|--------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | 2014/15 | 2015/16 | 2014/15 | 2015/16 | 2014/15 | 2015/16 | 2014/15 | 2015/16 | 2014/15 | 2015/16 |
| | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ |
| On street charge | | | 1,050,689 | 1,089,583 | 745,633 | 877,452 | 436,052 | 422,698 | 2,232,374 | 2,389,733 |
| Off street charge | | | | | | | 144,960 | 84,244 | 144,960 | 84,244 |
| Permit income | 5,865 | 4,965 | 214,287 | 206,015 | 228,474 | 195,059 | 265,199 | 222,196 | 713,825 | 628,235 |
| Penalty Charge Notices | | | 377,765 | 446,860 | 493,596 | 501,506 | 345,464 | 367,006 | 1,216,825 | 1,315,372 |
| Payments from Other Local Authorities | | | | | | | 274,471 | 240,747 | 274,471 | 240,747 |
| Other income | | | 1,566 | 10,195 | 281 | 6,017 | 6,684 | 11,710 | 8,531 | 27,922 |
| Total | 5,865 | 4,965 | 1,644,307 | 1,752,653 | 1,467,984 | 1,580,034 | 1,472,830 | 1,348,601 | 4,590,986 | 4,686,253 |
| Expenditure | | | | | | | | | | |
| Enforcement contract | 1,100 | 1,200 | 589,847 | 607,477 | 855,244 | 844,721 | 572,861 | 595,533 | 2,019,052 | 2,048,931 |
| Payments to Other Local Authorities | | | | | | | 150,431 | 100,869 | 150,431 | 100,869 |
| ESCC Staff costs | | | 193,480 | 194,643 | 100,382 | 178,075 | 297,611 | 206,972 | 591,473 | 579,690 |
| Other operational | | 800 | 146,000 | 233,914 | 266,030 | 198,685 | 162,077 | 162,630 | 574,107 | 596,029 |
| Total | 1,100 | 2,000 | 929,327 | 1,036,034 | 1,221,656 | 1,221,481 | 1,182,980 | 1,066,004 | 3,335,063 | 3,325,519 |
| Operational Surplus/(Deficit) | 4,765 | 2,965 | 714,980 | 716,619 | 246,328 | 358,553 | 289,850 | 282,597 | 1,255,923 | 1,360,734 |
| Payments/Investments supported by CPE surplus | | | | | | | | | | |
| | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ |
| Parking Review | | | 5,700 | 5,693 | 20,719 | 3,654 | 14,916 | 5,931 | 41,335 | 15,278 |
| Approved by parking board | | | | | 172,984 | 115,600 | | | 172,984 | 115,600 |
| Real Time bus information running costs | | | 71,001 | 24,992 | | | | | 71,001 | 24,992 |
| Repayment of set up costs | | | 550,000 | | | | | | 550,000 | 0 |
| Terminus Road improvements | | | | 364,100 | | | | | | 364,100 |
| Other running costs pre CPE | | | 6,220 | | 2,958 | | 2,919 | | 12,097 | 0 |
| | 0 | 0 | 632,921 | 394,785 | 196,661 | 119,254 | 17,835 | 5,931 | 847,417 | 519,970 |
| Net Surplus/(Deficit) | 4,765 | 2,965 | 82,059 | 321,834 | 49,667 | 239,299 | 272,015 | 276,666 | 408,506 | 840,764 |

Contact us

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

If you would like any further information about the permits available or parking on street in East Sussex please visit our website www.eastsussex.gov.uk/parking

Alternatively you can contact one of our parking shops or the parking information centre at:

Eastbourne:
Parking Information Centre
55 Gildredge Road
Eastbourne
East Sussex
BN21 4RY
Telephone 03456 801129 option 1
Email eastbournepic@nsl.co.uk

Hastings:
Parking Shop
32E Kings Road
St Leonards on Sea
East Sussex
TN37 6DX
Telephone 03456 801129 option 3
Email hastingspic@nsl.co.uk

Lewes:
Parking Shop
Causeway House
Wellers Yard
46-48 Malling Street
Lewes
East Sussex
BN7 2RH
Telephone 03456 801129 option 2
Email: lewespics@nsl.co.uk

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

- To challenge a PCN, please visit our website using the link below www.eastsussex.gov.uk/roadsandtransport/parking/tickets/challenge.htm

Alternatively you can write to us at PO Box 80, Lewes, BN7 2WU, or email parkingpenalties@eastsussex.gov.uk 01323 466222

Remember to tell us the PCN number, your vehicle registration number and a contact name and address.

- For enquiries about parking reviews and consultations contact: parking.escc@eastsussex.gov.uk 01323 466244

Other Useful information and contacts

Pay to park by mobile phone

RingGo lets drivers pay for parking by credit or debit card via smartphone app, text message or phone call, rather than using cash at a ticket machine. You can register in advance or when you park using the RingGo apps, by calling 020 3046 0060 or on the website www.myringgo.co.uk

Buy your resident permit online

You can apply for your resident permit online by using RingGo, register at www.myringgo.co.uk