

**Civil Parking Enforcement (off street)
Annual report - 2021/22**



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Introduction

This Annual Parking Report provides an overview of the car parking and enforcement services for the period 1 April 2021 to 31 March 2022.

Under the Traffic Management Act 2004, the Council is required to publish its annual parking accounts, for the previous financial year.

The report provides financial and statistical information on parking income, expenditure and Penalty Charge Notices and allows the Council to reflect upon its performance of parking provision for its customers.



Car Park Overview

We operate 20 off street car parks in Sudbury, Hadleigh, Lavenham, Chelmondiston and Holbrook

We are a British Parking Association Member
www.britishparking.co.uk



We installed new pay and display machines, accepting coin and debit/credit card in our car parks

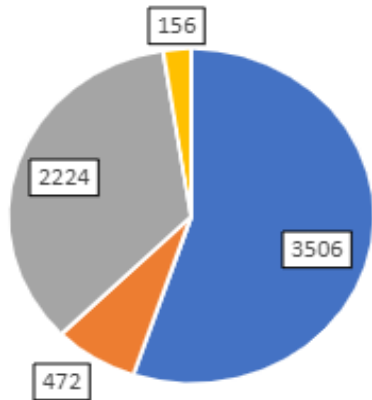
To ensure that our car parks are used correctly by our customers we operate parking restrictions which are observed and enforced in a fair, accurate and consistent manner in compliance with the Off Street Parking Places Legal Orders (which can be viewed on our website, [Civil Parking Enforcement » Babergh Mid Suffolk](#)) Civil Enforcement Officers patrol our car parks regularly to ensure they are safe and correctly used by our customers.



Enforcement Performance

The following tables and charts provide a summary of various performance measures for the year **6 April 2021 to 31 March 2022**. In total there were **6,358 separate car park patrol visits** carried out by the civil enforcement teams across the district, **2,757** Penalty Charge Notices (PCNs) issued along with 1,619 hours of Civil Enforcement Officer patrol time.

Patrol Visits



■ Sudbury ■ Chelmondiston ■ Hadleigh ■ Lavenham



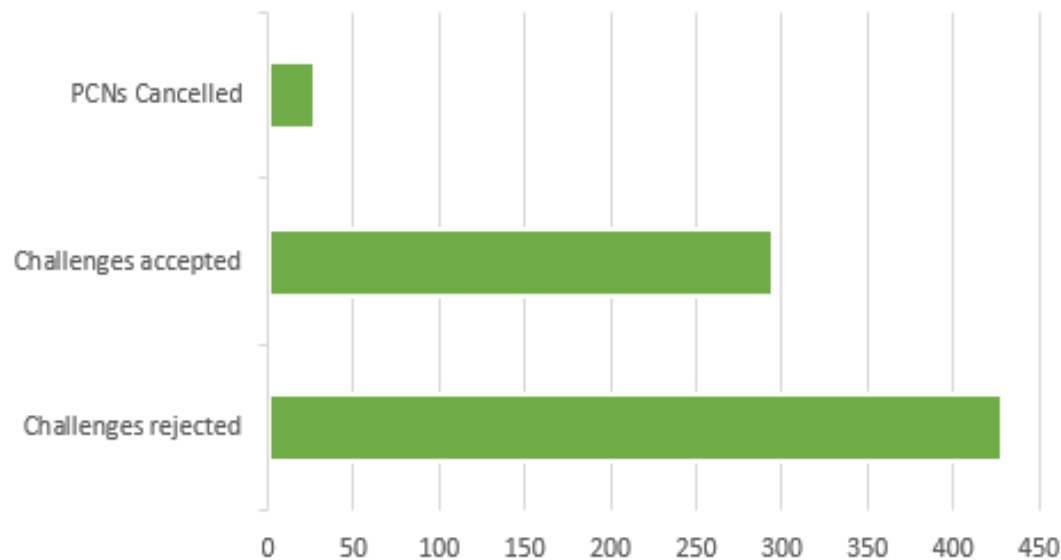
| Car Park | Patrol Visits | Total PCNs Issued | Total Patrol Hours (hh:mm) |
|-------------------------------------|---------------|-------------------|----------------------------|
| Sudbury | | | |
| Ballingdon Car Park | 98 | 3 | 04:15:04 |
| Girling St Car Park | 538 | 281 | 133:22:57 |
| Gt Eastern Road Car Park | 554 | 239 | 121:48:07 |
| Mill Lane Car Park | 88 | 15 | 04:28:38 |
| North St Car Park | 681 | 432 | 174:05:44 |
| Station Road Car Park | 757 | 567 | 200:07:43 |
| Station Road Lorry Park Car Park | 9 | 0 | 00:30:17 |
| Stour St Car Park | 92 | 0 | 03:47:28 |
| The Station Car Park | 645 | 335 | 128:00:30 |
| Quay Lane Car Park | 44 | 2 | 03:51:44 |
| Lavenham | | | |
| Prentice St Car Park | 73 | 16 | 04:34:08 |
| The Cock Inn Car Park | 83 | 5 | 16:06:06 |
| Chelmondiston | | | |
| Pin Mill Car Park | 472 | 186 | 256:38:57 |
| Hadleigh | | | |
| High Street Car Park | 430 | 133 | 108:53:43 |
| Magdalen Road Car Park (Long Stay) | 538 | 139 | 173:32:31 |
| Magdalen Road Car Park (Short Stay) | 588 | 263 | 148:15:34 |
| Maiden Way Car Park | 318 | 63 | 50:27:57 |
| Stonehouse Road Car Park | 78 | 2 | 19:14:16 |
| Toppesfield Hall Car Park | 272 | 76 | 67:37:52 |
| TOTAL | 6,358 | 2,757 | 1619:39:16 |

Penalty Charge Notice (PCN), Appeals and Cancellations

Penalty Charge Notices (PCNs) are issued to motorists found to be in contravention of parking restrictions, for example; vehicles not parking wholly within the bay marking, not displaying a pay and display ticket, or misuse of a blue badge bay etc. The Traffic Management Act 2004 provides statutory grounds on which a PCN can be challenged, mitigating circumstances should be considered, and the process that must be followed.

Details on how a PCN can be challenged can be found on our website [Civil Parking Enforcement » Babergh Mid Suffolk](#)

PCN Challenges



2757 PCN's were issued in 2021/2022

723 of those PCNs were challenged

295 of those challenged were accepted due to mitigating evidence submitted

428 of those challenges were rejected

28 PCNs were cancelled





Financial Performance

Expenditure costs include Civil Enforcement Officers provided as part of the Councils partnership with West Suffolk Council and Ipswich Borough Council.

Income from car parking fees and Penalty Charge Notices (parking tickets) will be used to off-set the cost of the full parking function.

Below is a financial summary for the Civil Parking Enforcement function for 2021/22.

| Financial Summary | |
|---|----------------|
| Expenditure inc employee costs | £92,107 |
| Income from Penalty Charge Notices | £67,357 |
| Net expenditure / cost of running off street Civil Parking Enforcement | £24,750 |



Civil Enforcement Officer Testimonials

- *The new machines in the car parks makes it easier for the customers to pay for their parking*
- *Members of the public are friendly and happy to talk to the Civil Enforcement team when they see them doing their jobs*
- *Educating drivers is always the preferred option, issuing a Penalty charge Notice is a last resort*
- *When we do issue a Penalty Charge Notice, we issue to the vehicle not the person. I'm glad there is an appeal process in place, as sometimes vehicles are parked illegally and there are mitigating circumstances that need to be considered when an appeal is submitted*

