

# **Mid Suffolk District Council Civil Parking Enforcement (off street) Annual report - 2023/24**



## Introduction

Welcome to Mid Suffolk District Councils Annual Off-Street Parking Report for the period 1 April 2023 to 31 March 2024.

The Traffic Management Act 2004 introduced a requirement for Enforcement Authorities to report on their Parking Enforcement Activities on an annual basis.

This has been supplemented by the Government's 2015 Transparency Code that requires, annually, the council to report:

- a breakdown of income and expenditure, to include details of revenue collected from off street parking and Penalty Charge Notices

Suffolk County Council conducts 'On Street' parking enforcement in Mid Suffolk working with both Ipswich Borough Council and West Suffolk Council, and, as the Enforcement Authority for on-street car parking, produce their own report.



## Civil Parking Enforcement (CPE)

CPE gives local authorities the power to enforce against illegally parked vehicles using existing traffic regulations. The aim is to promote better and safer parking.

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](#)

Patrol and enforcement activities in our off-street car parks are conducted regularly to ensure they are safe and correctly used by our customers.

In Mid Suffolk, Ipswich Borough Council and West Suffolk Council manage CPE on our behalf. To give a rough idea of boundaries, Needham Market is enforced by [Ipswich Borough Council](#) whilst Stowmarket and Eye are enforced by [West Suffolk Council](#).

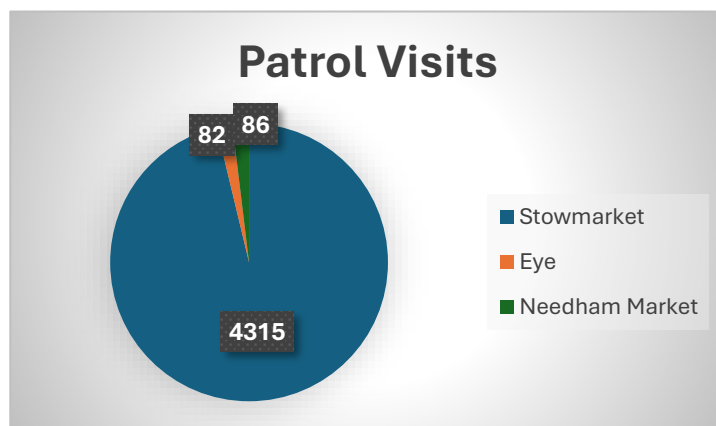
## Enforcement Performance

Chart 1 and Table 1 provide a summary of performance measures for the year 1 April 2023 to 31 March 2024.

In total there were **4,483** separate car park patrol visits carried out by the civil enforcement teams across the district, **2,306** Penalty Charge Notices (PCNs) issued along with

**800** hours of Civil Enforcement Officer patrol time.

**Chart 1**



**Table 1**

Car Park	Patrol Visits	Total PCNs issued	Total Patrol Hours (hours)
<b>STOWMARKET</b>			
Bury Street	567	218	100
Gipping Way Lorry Pk	129	0	7
Iliffe Way	662	107	81
Ipswich Street	451	204	78
Meadow Centre	995	773	229
Milton Road	640	581	165
Union Street	392	68	26
Union Street West	479	338	91
<b>EYE</b>			
Cross Street	40	0	4
Buckshorn Lane	42	0	1
<b>NEEDHAM MARKET</b>			
Station Yard	86	17	18
<b>TOTAL</b>	<b>4,483</b>	<b>2,306</b>	<b>800</b>



## Penalty Charge Notices

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.

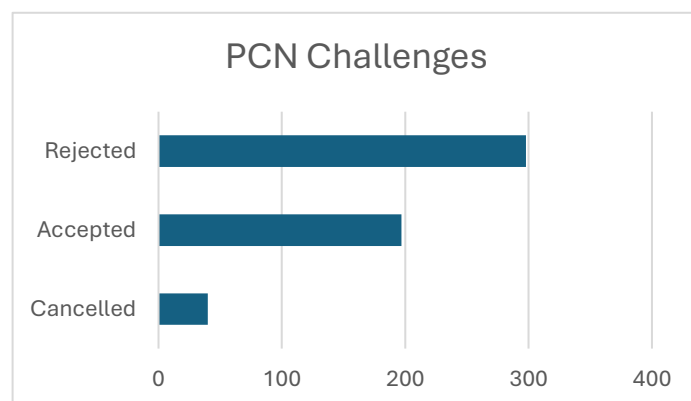
The level of charges, designed and set by central government, reflects the severity of the contravention.

Charges are currently £50 for a lower-level contravention, and £70 for a higher-level contravention. Charges can be settled at a reduced charge if paid within 14 days of issue.

Once a PCN has been issued, the driver can challenge the issue of the notice with the Central Processing Unit.

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

## Chart 2



## Table 2

Description	Number
Total PCNs issued	2,306
PCNs challenged	497
Of PCNs challenged, number accepted due to mitigating evidence submitted	197
PCN challenges rejected	298
PCNs cancelled due to CEO error	40



## Mid Suffolk District Council Car Parks

Mid Suffolk District Council operates 7 'off-street' car parks with 799 spaces across the district under a 'Pay and Display' charging system. The council also offers a period of free parking at a number of car parks throughout the district.

For full details of our car park locations, visit the [Councils website](#).



We hold a current membership to the British Parking Association [www.britishparking.co.uk](http://www.britishparking.co.uk) which enables us to be part of the conversation around all things parking including:

- Improving public perception in parking standards
- Shaping the direction of the parking sector
- Supporting the development of sustainable practices and initiatives that aim to improve air quality, reduce emissions and have a positive impact on our environment.
- Promoting the adoption of common standards and best practice

## Parking Service Improvements for 2023/24

- Electric Vehicle charging bays installed in Bury Street Car Park, Milton Road Car Park, Union Street West Car Park and Ipswich Street Car Park.
- Digital Season Tickets launched providing customers with more flexibility.
- Directional markings repainted in Milton Road Car Park.
- New LED lighting installed in Milton Road Car Park.





## 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) is used to off-set the cost of the full parking function.

Section 55 of the Traffic Management Act defines the purposes for which income, specifically from Penalty Charge Notices for off-street car parking, can be used.

These purposes are for:

- all operational costs in delivering a car parking service (including capital repair and maintenance in addition to staffing)
- supporting public transport passenger services
- supporting road or highway improvement projects
- environmental improvements which include improving or maintaining the appearance or amenity of -
  - ❑ a road or land in the vicinity of a road, or

- ❑ open land or water to which the public has access; and
- ❑ the provision of outdoor recreational facilities available to the public without charge.

Table 3 shows the CPE financial summary for 2023/24 and Chart 3 shows the previous 3-years' net expenditure performance for CPE.

**Table 3**

<b>Financial Summary 2023/24</b>	
Expenditure inc employee costs	£80,104
Income from PCNs	£53,043
<b>Net expenditure – cost of running off-street CPE</b>	<b>£27,061</b>

**Chart 3**



## Civil Enforcement Officer Testimonials

*Members of the public are friendly and generally happy to see members of the Civil Enforcement Team performing their daily duties.*

*We're looking forward to the new style of tariff board being installed in every car park. Customers will find them easy to understand.*

*The parking app, MiPermit, and the use of virtual season tickets works well across the car parks.*

*Educating drivers is always the preferred option, issuing a Penalty Charge Notice is a last resort.*

