



**Civil Parking Enforcement (off street)**  
**Annual report - 2022/23**



# Civil Parking Enforcement (off street)

## Annual report - 2022/23

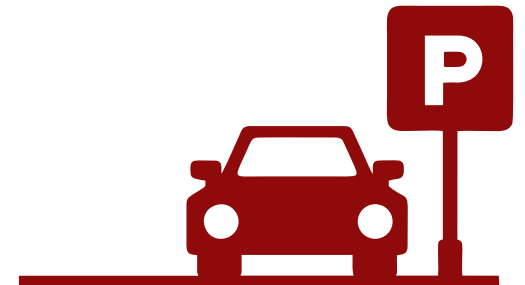
### Introduction

Welcome to Mid Suffolk District Councils Annual Parking Report for the period 1 April 2022 to 31 March 2023.

Local Authorities are required to keep a separate account of income and expenditure relating to their functions as enforcement authorities. This report provides an overview of car parking and enforcement services allowing the Council to reflect upon its performance of parking provision for its customers.

This report also provides the opportunity to share key items that the Parking Services team have been working towards over the last 12 months.

- Upgrading of pay and display machines, accepting coin and debit/credit card in all our car parks
- The development of digital season tickets (implemented from October 2023)
- Increasing the number of Electric Vehicle charge points in our car parks



## 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](#)

Civil Enforcement Officers patrol our car parks 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, 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](#).

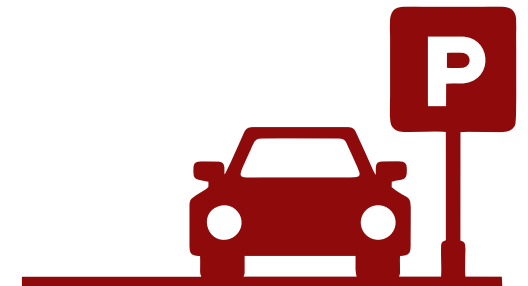
## Our Car Parks

We operate 12 car parks with 958 spaces across the district.

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

We are also a member of 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:

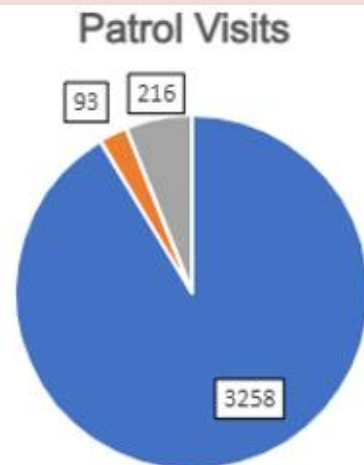
- Improving public perception in parking standards
- Shaping the direction of the parking sector
- Supporting the development of sustainable practices and initiatives that aim to improve air quality, reduce emissions and have a positive impact on our environment
- Promoting the adoption of common standards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



## Enforcement Performance

The following tables and charts provide a summary of various performance measures for the year 1 April 2022 to 31 March 2023.

In total there were **3,366** separate patrol visits carried out by the civil enforcement teams across the district. **1,370** Penalty Charge Notices (PCNs) were issued along with **717** hours of Civil Enforcement Officer patrol time.



■ Stowmarket ■ Eye ■ Needham Market

Car Park	Patrol visits	Total PCNs Issued	Total Patrol Hours (hh:mm)
<b>STOWMARKET</b>			
Bury St Car Park	489	162	85:46:16
Gipping Way Car Park	77	0	04:29:34
Iliffe Way Car Park	418	73	72:40:08
Ipswich St Car Park	407	206	86:14:27
Meadow Centre Car Park	710	255	186:11:21
Milton Road Car Park	432	284	118:31:27
Union St Car Park	317	96	37:26:07
Union St West Car Park	367	276	72:27:34
<b>EYE</b>			
Cross St Car Park	35	0	04:07:40
Buckshorn Lane Car Park	28	0	02:57:59
<b>NEEDHAM MARKET</b>			
Station yard Car Park	86	18	46:28:00
<b>TOTAL</b>	<b>3,366</b>	<b>1,370</b>	<b>717:20:33</b>



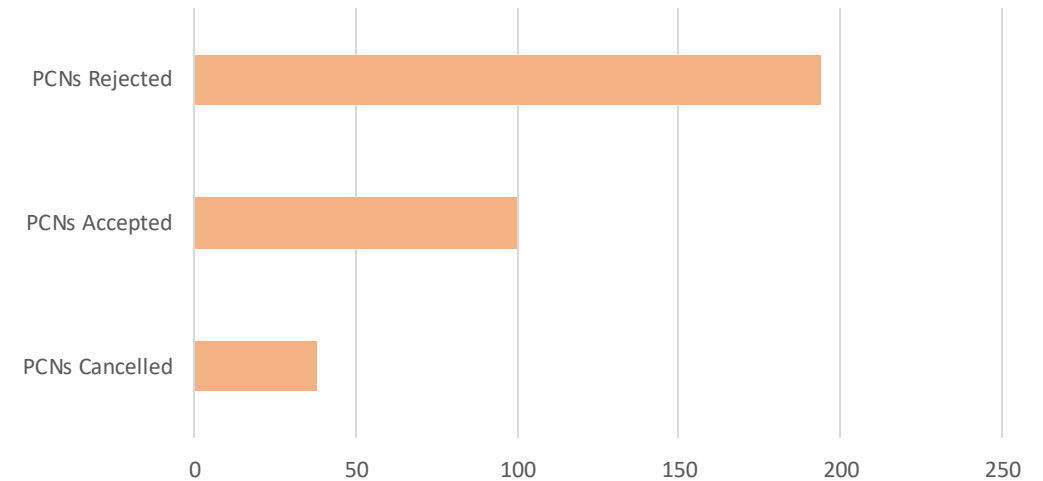
# Penalty Charge Notice (PCN), Appeals and Cancellations

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



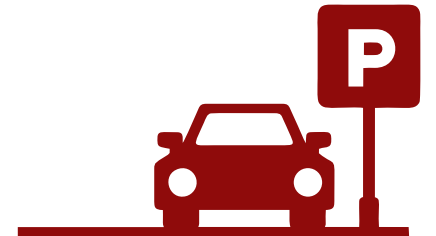
**Total PCNs issued in 2022/23 – 1,370**

**PCNs challenged - 294**

Of those PCNs challenged, **100** were accepted due to mitigating evidence submitted

**PCN challenges rejected - 294**

**PCNs cancelled - 38**



# Financial Performance

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

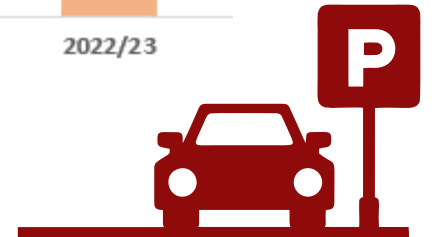
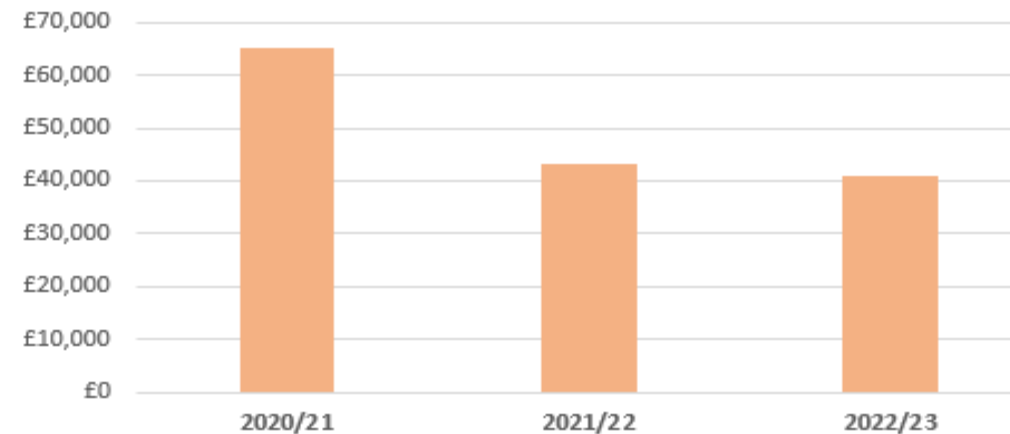
Income from car parking fees and Penalty Charge Notices (parking tickets) is used to off-set the cost of the full parking function.

Below is a financial summary for the Civil Parking Enforcement function for 2022/23.

Financial Summary	
Expenditure inc employee costs	£72,889
Income from Penalty Charge Notices	£32,069
<b>Net expenditure / cost of running off street Civil Parking Enforcement</b>	<b>£40,820</b>

The chart below shows the financial performance of Civil Parking Enforcement for the past 3-years.

Net expenditure / cost of running off street Civil Parking Enforcement



# 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.*
- *The pay and display machines are easy to use and help the Civil Enforcement team identify any potential operational issues before they happen, such as replacing ticket rolls.*
- *The parking app, MiPermit and the use of virtual season tickets works well across Mid Suffolk's car parks.*
- *Educating drivers is always the preferred option, issuing a Penalty charge Notice is a last resort.*



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