



Isle of Wight
Council

Annual Parking Report

1 April 2023 to 31 March 2024



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Foreward

I am pleased to introduce the 15th annual report produced by the Isle of Wight Council's Parking Services Team. Under part 6 of the Traffic Management Act 2004, local authorities are expected to publish a report on financial, statistical, and other data related to parking.

Parking management and enforcement are an important part of our daily lives. Proper parking helps reduce congestion, improve road safety, assists the local economy, and encourages residents to use sustainable methods of transport.

Our aim is to provide a service and consistent approach to all elements of parking management that will support the local community, while proving beneficial to residents, tourists, and businesses.

The introduction of the Parking Strategy from January 2017 has enabled the authority to deliver national and regional policy associated with traffic regulation and acts; it also has supported the Island's Transport Plan 2011 to 2038 and the Strategic Asset Management Plan. The Isle of Wight Council has adopted a parking delivery plan which builds upon the previous work and assists in ensuring delivery of parking to support the differing needs of towns across the Island. The action plan will, when delivered, assist in providing solutions to current real or perceived parking issues and will support the development of a longer-term strategy for parking that reflects and supports the aspirations set out in the council's emerging Regeneration Strategy and in the draft Island Planning Strategy. This longer-term plan will form part of a refreshed Local Transport Plan.

During the course of 2023/24, the Council completed its initial roll-out of Electric Vehicle Chargepoints in a number of car parks across the Island ensuring that owners of electric vehicles in each major town on the Island have access to a Council Car Park containing a chargepoint. The chargepoints at Chapel Street Car Park, Newport, Central Car Park Ventnor and St Johns Road Car Park, Sandown are amongst the most well-used of the 1,279 chargepoint sockets maintained by JoJu/MER. This initiative supports the corporate objective of enhancing the biosphere.

Resident Parking Schemes (RPS) were one of the priorities that emerged through the consultation on the parking strategy and officers have continued to respond to, evaluate, and process requests for new schemes. In October 2023, a new scheme was introduced at South View, Newport making this the sixth new RPS In the Newport area. A further 7 locations were reviewed including five in Newport and two in Ryde.

Throughout 2023/24, Islanders continued to benefit from our scheme which permits those attending NHS hospital appointments to obtain free parking in our long stay car parks adjacent to cross Solent connections.

It should be remembered that parking enforcement forms part of a wider transport policy aimed to make the Island safer and accessible for all.

Thank you for taking the time to read this report, which I hope you will find both informative and of use to you.

Councillor Phil Jordan

Cabinet member for Transport and Infrastructure, Highways PFI and Transport Strategy

September 2024

Introduction

The aim of the annual report is to summarise the parking services currently provided to residents and motorists, outline the changes that have taken place from 1 April 2023 to 31 March 2024 and set out what we intend to achieve in the future.

The council aims to manage and promote safe and fair parking practices and to discourage anti-social and illegal parking, creating a safer kerbside environment in line with the Local Transport Plan and the Traffic Management Act.

The service is delivered through our Parking Services Team and they undertake the following:

- Enforce and administer all on-street parking regulations as defined by the Traffic Management Act 2004 (as amended).
- Enforce and administer all on-street and off-street pay and display parking.
- Regulate, enforce, and administer residential parking schemes.
- Issue a wide range of permits including the long-stay and all Island tourist permits.
- Investigate and issue parking dispensations and bay suspensions where and when appropriate.
- Operate and maintain the computerised hand-held penalty charge system.
- Undertake cash collection from all IWC ticket machines and provide a CVIT (Cash & Valuables in Transit) service for other Council departments and some schools across the Island.
- Provide the option for cashless convenient parking through PayByPhone.
- Process penalty charge notices (PCNs) from the point of issue, including investigation, resolution, and preparation of papers to be passed to the Traffic Penalty Tribunal.
- Produce statistics and reports on all aspects of the service.
- Liaise with Island Roads on maintenance of off-street car parks and coach parks, including surface repairs, lining, signs, and maintenance of ticket machines.
- Liaise with the police, police community safety officers, and the council's PFI Client Team regarding kerbside safety, particularly around schools.
- Liaise with other internal and external bodies regarding the use of car parks for events.

The Parking Services Team also provide expert advice on all parking-related matters to the public, colleagues and elected members. The team seeks to present a courteous, equitable and approachable face to stakeholders, carry out duties in an efficient manner and demonstrate value for money.

A glossary of terms referred to in the report can be found at **Appendix 4**.

Background to parking on the Isle of Wight

The Island's population of approximately 142,296 is predominantly based in settlements around the coast, with the county town of Newport located at the centre of the Island. The shape of the Island, location of towns and resulting road layout means that most roads radiate out from Newport. The Island's area is 380.2 square kilometres (km²) with a coastline of 91.7 km and a road network of 826 km.

The fact that the Island has a dispersed population means that we experience problems of a similar nature to other rural areas. The fact that we live on an island with a limited road network sets us apart and gives us a particular set of challenges and opportunities. Local traffic congestion is perceived by many as a growing problem, particularly at peak commuting times, during school holidays and the holiday season when the influx of tourists means that the Island's population almost doubles.

The council currently has responsibility for operation, management, and enforcement of the following:

- 68 car parks, of which 12 are free.
- 18 on-street pay and display locations providing approximately 1000 spaces.
- 158 parking ticket machines.
- 38 loading bay locations.
- 114 plated disabled bays (which are enforceable) in 41 streets.
- 15 school 'keep clear' locations.
- Managing car parks at:
 - West Wight Sports Centre Trust, Freshwater.
 - Pier Square and the Harbour, Yarmouth.
 - The Esplanade, Totland.
 - Smugglers Haven, Bonchurch.
 - Riverway, Newport.
 - Pound Lane, Ventnor
 - Market Street, Ventnor
 - Dudley Road, Ventnor
 - Shore Road, Bonchurch
 - Dinosaur Isle, Sandown

Overview of parking provision and strategy

The council provides public parking facilities to assist with traffic management and environmental improvements. On-street facilities (typically those located by the kerbside) and off-street facilities within car parks are distributed across the Island. The facilities are paid for completely by the users. Maximum length of stay restrictions are generally structured to promote short-term parking and a high turnover of spaces in town centres, but a degree of long-term parking is permitted in the outer areas and our car parks to meet the needs of different motorists, such as commuters.

Principles of parking provision

The structured use of parking management is an essential tool in helping to balance competing demands for kerb space, restraining non-essential traffic, and in encouraging a shift towards more sustainable modes of travel.

The council recognises that parking problems (whether real or perceived) vary across the Island. For example, the differing roles of Cowes and Ryde as ferry ports bring specific parking problems to these towns, which differ from Newport with its challenges of a commercial centre. These variances need to be identified within the report(s) and used to develop appropriate interventions.

The council's objectives for introducing and enforcing on-street waiting and loading restrictions are as follows:

- 68 car parks, of which 12 are free.
- To improve the safety of road users.
- To assist the free flow of traffic and reduce congestion.
- To assist and improve bus movement.
- To assist in providing a choice of travel mode.
- To ensure effective loading/unloading for local businesses.
- To provide a turnover of available parking spaces in areas of high demand.
- To assist users with special requirements, such as disabled drivers.
- To promote and enhance the health of the local economy.

Off-street parking

Off-street car parking also contributes to many of these objectives, particularly where it is co-ordinated with on-street provision. For example, offering longer stays than is possible to offer on-street, and by providing more capacity than is available at the kerbside.

Off-street parking capacities

The number and type of available parking spaces within the council's control on the Isle of Wight are shown in Appendix 1.

Resident Parking Schemes (RPS)

The RPS policy was agreed by the Cabinet in September 2018; the aim of this is to improve parking conditions for residents and, while a few schemes already exist in various areas across the Island, there was previously no formal policy or guidance for dealing with requests for new schemes.

The policy guidance clearly sets out the process to request an RPS, the criteria for establishing the demand and ensuring that zones only proceed where they will deliver a benefit for residents.

The officers have received 183 requests in total from varied sources since September 2018. As of 31st March 2024, the current status is: -

- 102 locations require no further action as they failed to reach the initial off-street parking threshold.
- Survey work has commenced at 6 locations.
- 23 locations are pending.
- 4 locations are due to be revisited.
- 5 locations are on hold.
- 38 locations have no action taken at this time.
- 5 locations have had RPZs implemented.

One further location has passed all survey thresholds (as set out in the Residents' Parking Scheme Policy Guidance) and is to be implemented.

Overnight parking

In June 2019, the council, in line with many other local authorities, introduced an overnight parking charge. This was a flat fee of £1 which covers motorists from 6pm until the day tariff commences the following morning.

The charge was introduced as part of the council's budget planning for 2019/20 and assisted in funding parking infrastructure such as car park boundaries and ticket machines. It also assisted in regulating the use of car parks; with additional enforcement later into the evening, motorists were prompted to park more responsibly in council car parks and not park in an anti-social manner to the annoyance of other users.

As part of the budget setting process required for the Medium-Term Financial Plan (MTFP) it was agreed at Full Council in February 2023 to increase the charge to £2.

The income raised from overnight parking charges over the last 5 financial years is as follows:

- 2019/20 - £150,103
- 2020/21 - £48,662
- 2021/22 - £177,724
- 2022/23 - £310,609
- 2023/24 - £351,509

Parking services provided by the council

The parking team are contacted throughout the year on a wide range of subjects and concerns that both resident and visiting motorists have about parking and enforcement. The range of services we provide include the provision of parking facilities, enforcement of parking restrictions, issuing of permits, dispensations and suspensions including assisting in facilitating major events such as carnivals. Full details on all aspects of parking can be found at:

www.iow.gov.uk/transport-and-parking/parking/

Parking permits

The following parking permits were available during the 2023/24 financial year: -

Residents' parking zone permits

These permits can be issued to residents living within a geographic area and are based on parking areas being divided into zones. This enables permit holders to park in any of the designated bays within their zone. Please note: some zones consist of only one street.

A maximum of two annual permits were issued per postal address; the cost is £72 for the first vehicle and £100 for the second vehicle.

Virtual Visitor Permits were available to purchase at £20 for a set of 10.

Residents' on-street pay and display permits

Resident permits on-street pay and display permits were available to residents living in an on-street location which is subject to a pay and display restriction - a maximum of two annual permits are issued per postal address; the cost is £72 for the first vehicle and £100 for the second vehicle.

Residents' 200 metre radius car park permits

It was recognised that some locations on the Island did not have sufficient on-street parking provision to allow residents to park close to their home. This is mainly within town centres, so to assist with the ability to park closer to home, we offer a resident car park permit, which allows a car park within 200 metre radius of their home to be nominated for unlimited parking. The cost is £238.80 for the first vehicle and £318 for the second vehicle.

All Island (long-stay) car park permits

The All Island permit that allows unlimited stay in long stay car parks and up to two hours in short stay car parks is available at a cost of £648 if paid for upfront or £60.00 per month on a reoccurring payment option (debit/credit card).

Tourist permits

Tourist permits can be purchased by anybody wishing to park in multiple pay and display locations across the Island without the worry of making payment upon arrival at each location. The permit is valid for use in the majority of on and off-street pay and display parking bays managed by the Isle of Wight Council with just a few exceptions, as below:

- Pier Square car park, Yarmouth.
- Yarmouth Harbour car park, Yarmouth.
- Dinosaur Isle car park, Sandown.
- Esplanade car park, Totland.

There are two types of tourist permit available. One is for vehicles of a size that can park wholly within a standard car bay, and the other is for coaches/oversize vehicles that need to park within a coach/oversize vehicle bay. The periods and charges are listed below.

Car permits (use code 71000)

- Two days £18.75.
- Three days £27.00.
- Four days £37.50.
- Seven days £65.65.
- Fourteen days £131.25.

Coach/oversize vehicles permits (use code 71001)

- Overnight £16.40.
- Four days £72.80.
- Seven days £127.40.

These permits are only available through PayByPhone (www.paybyphone.co.uk). There is an app to download for iPhone and Android. They are also available by telephone 0330 4007275.

Business Waiver permits

The business waiver permit was introduced in July 2023. This permit enables a tradesperson to park in all Isle of Wight Council pay and display areas and in resident parking zones enabling the tradesperson to park as close as possible to their customer. The cost for a Business Waiver Permit is £960 p.a. or £80 per month.

For further details on these schemes, visit www.iow.gov.uk/transport-and-parking/parking/parking-permits/ or call (01983) 823714.

NHS Patient Parking

If you have to the mainland for NHS treatment, you can claim back parking costs. Patients may request free parking in advance or claim back the cost of parking at Quay Road Car Park, Ryde or River Road Car Park, Yarmouth.

In the year 2023/24, Parking Services assisted Isle of Wight patients on 954 occasions.

For further details on NHS Patient Parking, visit <https://www.iow.gov.uk/transport-and-parking/parking/general-parking/nhs-patient-parking/>

The Blue Badge Scheme

The current Blue Badge Scheme is a national arrangement of parking concessions for disabled people who have difficulty using public transport. The scheme is designed to help severely disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination and gives those with a badge the right to unlimited parking in many on-street locations. On the Island this national scheme has been extended to allow the Blue Badge holder to park for up to eight hours in long-stay car parks and for three hours in short-stay car parks.

The use of Blue Badges is continually monitored by civil enforcement officers (CEOs) and the most common actions taken are as follows: -

- 142 Blue badges were retained - the most common reasons are that it had expired (84), or the badge holder was not present (22)
- 22 PCNs were issued as a direct result of challenging a Blue Badge

On 26th May 2023, the Isle of Wight Council's Civil Enforcement Officers took part in the second national Blue Badge Day of Action, organised by the London Borough of Lambeth. This critical initiative aimed to unite UK Councils in rigorously enforcing the Blue Badge scheme. On the Isle of Wight, 89 Blue Badges were inspected and of these 11 were retained and 4 Penalty Charge Notices were issued for misuse.

Dispensations and suspensions

A **parking dispensation** allows any vehicle to park on a waiting restriction (yellow line) during restricted hours in circumstances where the vehicle needs to be close to a specific location. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials. This is subject to an application to, and approval from, the Parking Services Team. The charge for 2023/24 for the issue of a parking dispensation was £25 per vehicle per day.

A **parking suspension** allows a motorist to park for a specific purpose in a pay and display, limited waiting or residents permit zone bay during restricted hours. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials. When we issue a suspension, we will place signs at the location to clearly indicate to other motorists that the bay has been temporarily removed from service. The charge for 2023/24 for the issue of a parking suspension was £20 per bay per day.

Charges are waived for applications in connection with funerals, blood transfusion and public health screening. In these circumstances, permission to park must be requested five working days in advance and will be subject to assessment to ensure that a parked vehicle will not cause an obstruction/hazard.

An event suspension request may be made by anyone wishing to suspend all parking from an area for an event to take place. This is generally for community events, charities, and carnivals. In order to support the event, the Council will charge a discounted flat rate of £75 per road, per event, per day.

Parking enforcement

To ensure professional and adequate enforcement takes place, an average of seven CEOs are deployed per day. Enforcement is undertaken throughout the day and evening to ensure a comprehensive service is provided. The CEOs use up-to-date technology to issue penalty charge notices (PCNs) and record photographic images of contraventions.

All CEOs are required to undertake a City and Guilds level 2 specialist parking enforcement qualification which is delivered by an accredited independent training provider. As part of their qualification, they cover how the local authority and, by extension CEOs, have a legal duty to be fair and reasonable in their dealings with the public. It is highlighted that the council has a duty to comply with and promote legislation (including, but not limited to the Equality Act 2004) to be certain of providing a fair service which meets the needs of the public, and that the council should promote a culture of openness, acceptance and understanding. In addition, they provide an ambassadorial role for the council.

Enforcement requests

The public can request enforcement at specific locations on the Island by contacting the Council on (01983) 823714 or by completing an online form [Report a contravention \(iow.gov.uk\)](https://www.iow.gov.uk); details

are passed to the supervisors and arrangements are made for a civil enforcement officer to visit the location at the earliest opportunity, when possible.

Who provides the parking services?

Parking services are now under the sole management of Commercial Services and are provided by the team detailed below.

- Parking, floating bridge and road crossing patrol manager.
- Two parking supervisors.
- Fourteen civil enforcement officers.
- One parking technician.
- Three cash collection operatives.
- One resident parking scheme and parking access Officer.
- One parking & floating bridge Officer.
- Parking administration supervisor.
- Parking enforcement technical officer.
- Legal assistant
- Four administration assistants

Technology

Parking Services completed the initial tranche of Electric Vehicle Chargepoints in February 2024. All Isle of Wight towns with a Council owned pay and display car park now have access to a public fast or rapid chargepoint in a Council car park. In the financial year 2023/24 over 14,000 successful charging events had taken place across reducing CO² emissions by 276,683kg and enabled 90,000 miles to be driven. Transitioning to electric vehicles is key to the council's climate targets and it is planned for further charge points will be installed in the council's off-street car parks.

Following a serious assault on one of the Council's Civil Enforcement Officers, we decided to look for ways to further protect and support our frontline officers. Owing to the geography of the Island, VHF/UHF radios would be far too expensive due to restrictions in transmission coverage and safety features. We decided to look at PTT over Cellular radios.

Push-to-Talk (PTT) over cellular radios offers significant advantages, especially for organizations prioritizing real-time communication and safety. One of the primary benefits is the ability to provide instantaneous communication across vast distances, using the extensive coverage of cellular networks. This eliminates the range limitations inherent in traditional radio systems, enabling seamless communication for teams spread over wide geographic areas. PTT over cellular also allows for better audio quality and the capability to

integrate multimedia messages, such as text and images, enhancing the clarity and context of communications. Moreover, it offers scalability and flexibility, accommodating a large number of users without the need for additional infrastructure investments.

In addition to the communication advantages, PTT over cellular radios come equipped with advanced lone worker safety features that are crucial for ensuring the wellbeing of employees in hazardous or isolated environments. Features such as "man down" detect when a worker has fallen and automatically send an alert to base, ensuring a rapid response to potential injuries. Periodic alarms can be set to require regular check-ins from the worker, providing assurance that they are safe and alert. Impact detection adds another layer of security by sensing abrupt movements that might indicate accidents or falls. Furthermore, the emergency/panic button feature allows workers instantly to alert the base of an emergency situation with a single press, ensuring that help is dispatched immediately. These features collectively enhance the safety protocols for lone workers, ensuring they are continuously monitored and can receive immediate assistance in case of emergencies.

Back-office system

Since October 2020, the back-office system has been provided by Chipside. This provides options for online self service capability through the council's website, enabling people to pay or challenge PCNs online, and residents are able to purchase permits online too.

Body worn video (BWV) cameras

Civil enforcement officers are now equipped with body worn video cameras; this has provided the following benefits: -

- a) Deterring acts of aggression against council staff.
- b) In the event of an incident, to provide evidence to support an internal or police investigation.
- c) Providing the ability to monitor a member of staff's response to acts of aggression and identify opportunities for improvement.

BWV is not used to gather evidence for parking enforcement purposes; indeed, the cameras will only be turned on when an officer feels under threat – and a verbal warning prior to its use will be given.

BWV is a vital tool to keep the Civil Enforcement Officers safe in the course of their duties, and as a consequence violent and aggressive incidents remain rare.

Innovation and initiatives

Schools

The council's Parking Operations Team aims to deal proactively with any parking related issues that arise at the start and end of the school day. Enforcement around schools is deemed a priority as the school-run often generates a build-up of traffic around schools and causes potential safety issues for children. The Parking Supervisors have worked pro-actively with the Council's Road Safety Officer, included targeted enforcement at various schools across the Island, promotion of the Junior Travel Ambassador Scheme, displaying banners outside some schools promoting the Park Away message and have updated leaflets about safer parking and the Junior Travel Ambassador Scheme to distribute outside schools.

During the 2023/24 financial year, CEOs undertook 827 visits and issued 55 penalty charge notices in the vicinity of schools.

Maintenance

The responsibility for maintenance and resurfacing of car parks, as well as ensuring all signs and lines are fully compliant with legislation, sits with Island Roads as the PFI contractor. As off-street parking areas are due for resurfacing and re-lining, Island Roads will liaise with the Parking Services to ensure that new layouts are acceptable and that it addresses any previously identified issues affecting users.

Ticket Machines - Contactless payments

The council has funded a phased approach to the addition of contactless card readers on all ticket machines across the island; as of 31st March 2024, all Council ticket machines have been adapted to accept contactless payment.

Accesses onto car parks

An audit of all car parks in 2017 had shown that more than 200 accesses had been created on council owned parking areas, and that only an exceedingly small number had formal agreements with the council and were paying an annual fee.

Work was undertaken with an independent valuer to develop a standard residential and business licence fee and the council's in-house legal team to develop a standard access licence for use with both residential and business properties. Initially, it was decided to adopt a phased approach and only progress licences and fees for vehicular accesses. This was still the case for this financial year.

Accordingly, the following work has now been undertaken:

- Letters issued to the owner of each property that benefits from a vehicular access.
- Licences issued to each property owner that had decided to enter into an agreement with the council.

- Accounts reside for each licence at the agreed rate.

The figures for the last two years are as follows:

	31.03.23	31.03.24
• Number of prescriptive rights proven	23	23
• Number of rights of way proven	36	36
• Accesses blocked by owner	0	0
• Accesses to be blocked by Isle of Wight Council	0	0
• Licences issued and accounts paid	11	12
• Unresolved/awaiting evidence	6	6
• Planning disputes	8	8
• Income received	£9,891	£12,184

General advice and the appeals process

General advice to avoid receiving a Penalty Charge Notice (PCN)

Before parking your vehicle, it is essential that you make sure you are legally parked. Here are some helpful hints you may wish to consider before parking your vehicle.

DOs

- ✓ Always check the signs, lines, and road markings before you park your vehicle.
- ✓ If you are displaying a Blue Badge or any eligible permit, ensure it is facing upwards, showing the full details of the permit and the wheelchair symbol if displaying a Blue Badge. It should be clearly placed on the dashboard or fascia panel. If you also have to show a parking clock, this should be displayed on the dashboard with the clock clearly showing.
- ✓ Always ensure that any pay and display ticket is clearly shown.
- ✓ Always make sure that the ticket has not been dislodged by wind or the car door once you leave the vehicle.
- ✓ Be aware that as the owner of the vehicle (registered with the DVLA), you are liable for any contravention.
- ✓ Always tell the DVLA if you no longer own a vehicle and ensure that you send off the relevant paperwork.
- ✓ Always keep delivery notes if loading or unloading; this may help in any future appeal.

DON'Ts

- × Do not give yourself the benefit of the doubt when unsure over signs, lines, or road markings.
- × Do not presume your pay and display ticket is in the place you put it when you closed the car door. Always check it is clearly displayed once you have left the vehicle.
- × Do not leave your vehicle to go for change. This is not grounds for appeal. It may be that you wish to consider the PayByPhone option if you do not have the correct change.
- × Do not lend other people your vehicle if you do not want to be liable for their contraventions.
- × If you sell your vehicle, **do not** rely on someone else to fill out the DVLA documentation, do it yourself.
- × Do not send original documentation if appealing against a penalty charge.

The appeals process

Where a parking contravention occurs, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which, in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22), is presumed (unless the contrary is proved) to be the person in whose name the vehicle is

registered (at the DVLA). It is, therefore, essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver, who will be liable to pay any penalty charges incurred in respect of parking contraventions.

The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any penalty charge notice served in respect of the vehicle during the currency of the agreement.

Online hearings and telephone hearings have now been available for a long time. The new tribunal online case management system (known as FOAM) has effectively replaced the previous postal decision process, but still allows cases to be decided without a hearing.

Vehicle owners may dispute the issuing of a PCN at three stages:

- They can make an informal 'challenge' or 'representation' before the council issues a notice to owner (NtO). As a challenge at this stage will be made by the person who has received the PCN, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle's owner.
- Once an NtO has been served, a formal representation against the NtO can be made (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds on which formal representations against the NtO may be made (these will be specified upon the notice). However, whether those grounds apply, representations may also be made on the basis that, in the circumstances of the case, there are compelling reasons for the cancellation of the penalty charge.
- If the formal representation is rejected, the council will issue a notice of rejection. The appellant then has the right to appeal within 28 days of the date of issue of the notice of rejection to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position. They are appointed with the agreement of the Lord Chancellor, and they are independent. Their decisions are final (subject to their own power to review a decision) and they have the power to award costs against either party. No further challenges can be made, other than on a point of law through an application to the High Court for judicial review. Appellants may choose to appear before the adjudicator at a personal hearing, or they may elect for the adjudicator to reach a decision based upon the written evidence supplied by both parties.

The steps of the representations and appeals process can be found at Appendix 2.

Performance and information regarding Penalty Charge Notice (PCNs) issued

Specialist software is used to process appeals and technology is used to issue PCNs. We aim to be responsive and provide ample information to assist motorists with their appeals, which we acknowledge can sometimes be stressful and frustrating.

We have made, and continue to make, changes so that the experience of making an appeal is clearer and less stressful. These changes include:

- speedy replies: nearly all responses to appeals are sent out within two weeks.
- better use of plain English and less jargon.

We are always looking to improve, so if you have any suggestions or ideas, please do not hesitate to contact us.

Summary of total PCNs issued

A total of 26,335 PCNs were issued for the period 1 April 2023 to 31 March 2024. These were issued using traditional parking enforcement methods where a civil enforcement officer issued the PCN.

On and off-street breakdown of PCNs issued

Each local authority has a duty to supply figures to various government departments on different types of enforcement and where PCNs were issued. The Department for Transport requires a breakdown of on and off-street PCNs issued by each authority. On-street is recognised as pay and display bays and yellow line restrictions etc. Off-street is defined essentially as car parks.

Challenges and representations received

Individuals may challenge the issue of a PCN prior to a notice to owner (NtO) being sent. Once an NtO has been issued, representations can be made and should these be rejected, the case can then be referred to the Traffic Penalty Tribunal, which will independently adjudicate.

The table below shows the total numbers and percentages of challenges and representations received between 1 April 2022 and 31 March 2023 compared with 1 April 2023 and 31 March 2024.

Challenges for the period		Percentage of challenges received against total PCNs issued		Total representations received		Percentage of total representations received	
2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24
5,728	5,513	21.30	20.91	724	657	2.69	2.49

Contravention codes, description, charging levels and current state

Appendix 3 shows the breakdown of PCNs issued by contravention code, with descriptions, charging levels and current state.

Financial information 2023/2024

Parking income and expenditure

Parking enforcement **income** has always been a contentious issue and we often hear the term 'it's just a money-making exercise.' The information below is intended to explain some of the misconceptions about parking income both from PCNs and car parking charges.

Under section 55 of the Road Traffic Regulation Act 1984 as modified by regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007, each local authority is obliged to publish their accounts. The income and expenditure figures for our parking account are illustrated overleaf. If you require further information, please contact us.

In a perfect world, we would be in the position of not having to issue any PCNs. However, this will only happen if drivers comply with parking regulations, traffic regulations and road signs and, of course, are never late back to their vehicle after their pay and display ticket has expired.

The benefits of compliance include improved road safety, better vehicular movement and clearer access for pedestrians and individuals with disabilities. Other less obvious benefits include an enhanced local economy (for example, turnover of parking bays outside shops with time-limited bays), and the effect of less congestion.

Charges for PCNs are not set by local authorities, but by the secretary of state who stipulates the set charges within two bands. However, the council has the responsibility for enforcement. We enforce to a level that aims to encourage compliance but cannot be viewed or demonstrated as being over-zealous.

Under current legislation, any surplus is limited to meeting the cost of providing and maintaining parking facilities, highways and street improvement schemes, traffic management schemes, highways maintenance and public transport services. On the Island, the surplus from on-street parking charges and income from PCNs, is allocated to various highways schemes included within the Local Transport Plan.

Parking services finance

The table below shows the actual expenditure and income for the years ending 31 March 2022, 31 March 2023 and 31 March 2024. All figures exclude VAT.

		2021/22 £	2022/23 £	2023/24 £
Expenditure	Running expenses	1,317,975	1,385,775	1,525,472
	On-street expenditure	747,014	845,272	898,088
	Off-street expenditure	570,961	540,303	627,384
	Recharges/reserve contributions	(56,826)	(18,881)	597
	Total expenditure	1,261,149	1,366,894	1,526,069
Income	Off-street (car parks) ticket machine income	(2,487,423)	(2,518,278)	(2,735,263)
	On-street ticket machine income	(1,311,178)	(1,403,728)	(1,550,097)
	Permit income	(632,984)	(911,375)	(929,646)
	PCN (total)	(596,691)	(782,635)	(780,195)
	Off-street PCN income*	(223,162)	(260,070)	(263,997)
	On-street PCN income*	(373,529)	(522,565)	(516,198)
	Other income	(167,214)	(204,356)	(205,092)
	Total income	(5,195,490)	(5,820,372)	(6,200,292)
Net position (surplus)	(3,934,341)	(4,453,478)	(4,674,223)	

Notes:

The net position figures given above exclude costs for internal support service charges and depreciation. The table below gives the reconciliation to the figures as they appear in the published financial statements.

Reconciliation to published accounts (surplus shown as positive figure)

	2021/22 £000	2022/23 £000	2023/24 £000
Net surplus as per annual parking report (see above)	3,934	N/A*	N/A*
Internal central support and depreciation costs	634	N/A*	N/A*
Net surplus per financial statements	3,300	N/A*	N/A*

*Parking Services figures are no longer published as a separate section within the published financial statements

APPENDIX ONE: CAR PARK LOCATIONS AND CAPACITY

SHORT STAY CAR PARKS: LOCATION AND CAPACITY (As at 31.03.24)

Town	Car park name	Postcode	Pay by phone ref	Spaces				
				Pay & display	Disabled	Motorcycle	Coach P&D	EVCP bay
Cowes	Cross Street	PO31 7TA	84062	62	4	1		4
Newport	Sea Street	PO30 5BS	84066	60	2	2		
	Church Litten	PO30 1JQ	84061	30	3	1		
	Lugley Street	PO30 5EL	84064	127	8	2		
	Chapel Street	PO30 1PU	84060	243	4	2		6
Ryde	Victoria Street	PO33 2PU	84069	38	2	2		
Sandown	St John's Road	PO36 8DG	84067	37	2	1		6
Shanklin	Landguard Road	PO37 7JU	84063	56	2	1		
	Vernon Meadow	PO37 6BQ	84068	92	3	1	6	

		2023/24
Tariff	Up to 30 minutes	£1.20
	30 minutes to one hour	£2.05
	One to two hours	£4.10
	Two to three hours	£6.15
Charges apply 8am to 6pm, seven days a week, 52 weeks a year		
Permits permitted	Disabled badge holders	Three hours
	Island residents 200 metre radius	Unlimited stay (if specified for location)
	Tourist permits	Unlimited stay (if specified for town)

LONG STAY CAR PARKS: LOCATION AND CAPACITY (as at 31.03.24)

Town	Car park name	Postcode	Pay by phone ref	Spaces				
				Pay & display	Disabled	Motorcycle	Coach P&D	EVCP bay
Bembridge	Lane End	PO35 5TB	84026	67				
Carisbrooke	High Street	PO30 1NR	59203	46	2	1		
Cowes	Brunswick Road	PO31 7DF	84012	40	2	1		
	Mornington Road	PO31 8BH	84033	31				
	Somerton Park & Ride	PO31 7ER	804589	67	2			4
Freshwater	Freshwater Bay	PO40 9QU	84021	66	2	1		
	Moa Place	PO40 9DT	84032	79	9	2		4
	Colwell Bay	PO40 9NP	84014	44	2	1		
	Avenue Road	PO40 9UU	84011	45	2	2		
Lake	New Road ***	PO36 9PX	84034	77	1	1		
Newport	Coppins Bridge	PO30 2AQ	84015	169	5	0	9	
	County Hall *	PO30 5BL	84016	149		1		
	Seaclose ****	PO30 2QS	84040	152	2	1		2
	Newport Harbour	PO30 2EB	84035	94	4	1		
	Medina Avenue	PO30 1DX	84031	48		1		
	Medina Campus	PO30 2EW	88797	231	14	3		
Ryde	Appley	PO33 1ND	88798	124	8	1		
	Puckpool Park	PO34 5AR	88799	87	4			
	Quay Road	PO33 2HH	84038	226	10	2	12	4
	St Thomas (Upper)	PO33 2DL	84046	138	2	1		4
	St Thomas (Lower)	PO33 2DL	84045	65	2	1		
	Lind Street	PO33 2NQ	84027	51	2	1		
	Garfield Road	PO33 2PT	84022	38	2			
	Green Street	PO33 2QH	84023	35	2	1		
Sandown	Fort Street	PO36 8BA	84020	200	12	2	14	
	Yaverland	PO36 8QS	84051	110	6	1		
	Station Avenue	PO36 8ET	84047	51	3	1		

Town	Car park name	Postcode	Pay by phone ref	Spaces				
				Pay & display	Disabled	Motorcycle	Coach P&D	EVCP bay
	The Heights	PO36 9DL	84049	139	7	1		
Seaview	The Duver	PO34 5EJ	84041	57	4			
	Pier Road	PO34 5EJ	59204	47	2	1		
Shanklin	Orchardleigh Road	PO37 7NP	84036	83	1	2		4
	Esplanade Gardens	PO37 6BG	84019	88	2	1		
	Winchester House	PO37 6HS	84050	80				
	Spa	PO37 6BG	84043	66	1		6	
	Hope Road	PO37 6BG	84024	53	4	1		
	Atherley Road	PO37 7AU	84010	15	2	1	7	
St Helens	Duver	PO33 1XZ	84044	37	2	1		
Totland	Broadway	PO39 0BP	59201	24	1	0		
Ventnor	La Falaise	PO38 1JY	84025	87	4	1		
	Shore Road	PO38 1RN	84042	80				
	Central (High Street)	PO38 1PF	84013	70	3	1		4
	Eastern Esplanade	PO38 1HR	84018	52	2	1		
	The Grove	PO38 1TB	84048	54	3	1		
	Dudley Road	PO38 1EJ	84017	50	2		2	
	Market Street	PO38 1EU	84030	31	2	1		
	Pound Lane	PO38 1HY	84037	19	3			
Wootton	Brannon Way	PO33 4NX	59202	58	3	1		4
Yarmouth	River Road	PO41 0RA	84039	225	10	1	1	4
*County Hall car park is open to the public at weekends only. *** Car parks at New Road, Lake and Brannon Way, Wootton offer free parking for one hour (ticket required from machine). **** Seaclose car park is free at weekends.								

		2023/24
Tariff	Up to one hour	£2.05
	One to two hours	£3.60
	Two to four hours	£6.20
	Four to six hours	£8.30
	Six to 24 hours	£12.50

Charges apply 8am to 6pm, seven days a week, 52 weeks a year

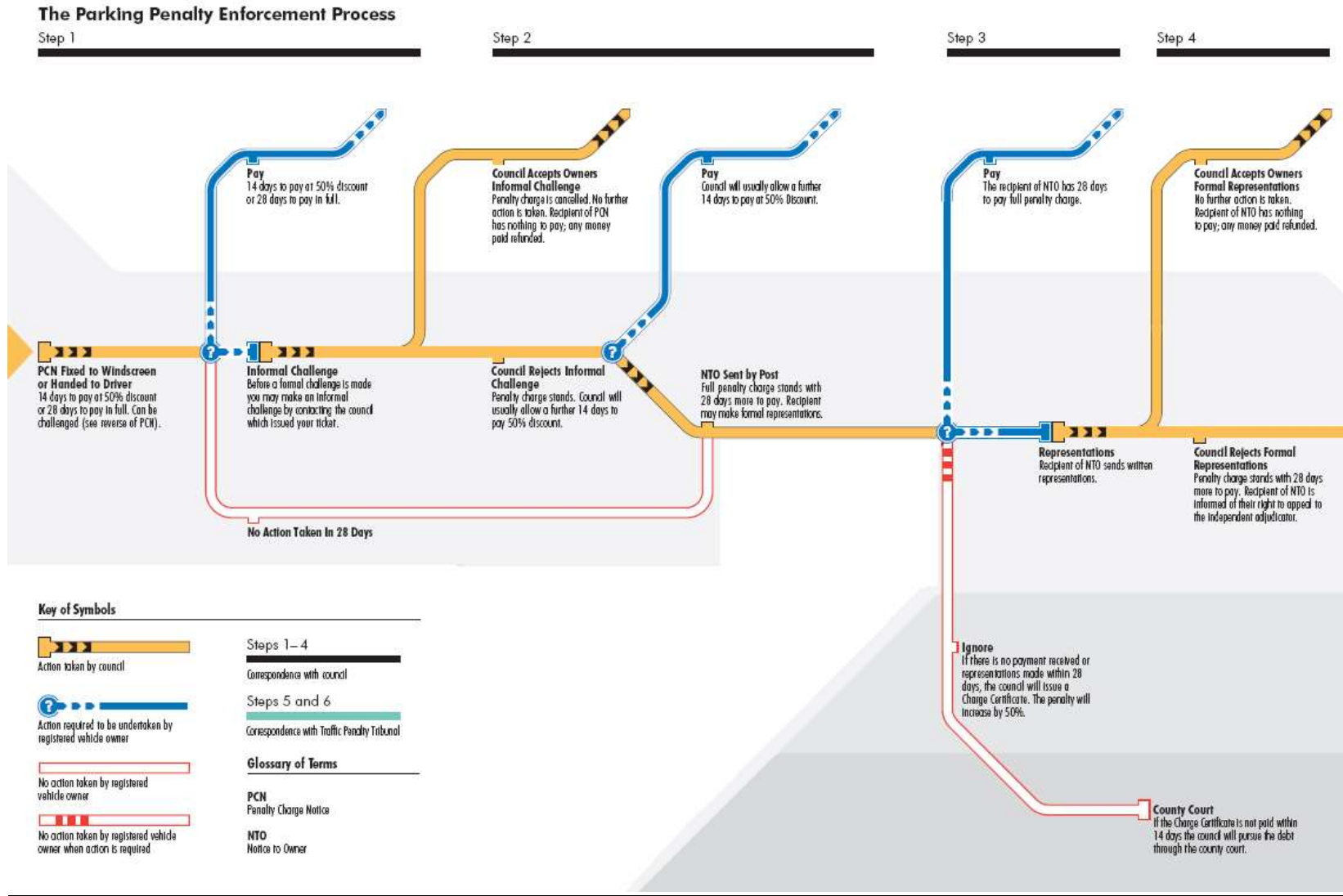
Permits permitted	Disabled badge holders	Eight hours	Eight hours
	Long stay permits	Unlimited stay	Unlimited stay
	Island residents 200 metre radius	Unlimited stay if specified for location	Unlimited stay if specified for location
	Tourist permits	Unlimited stay (if specified for town)	Unlimited stay

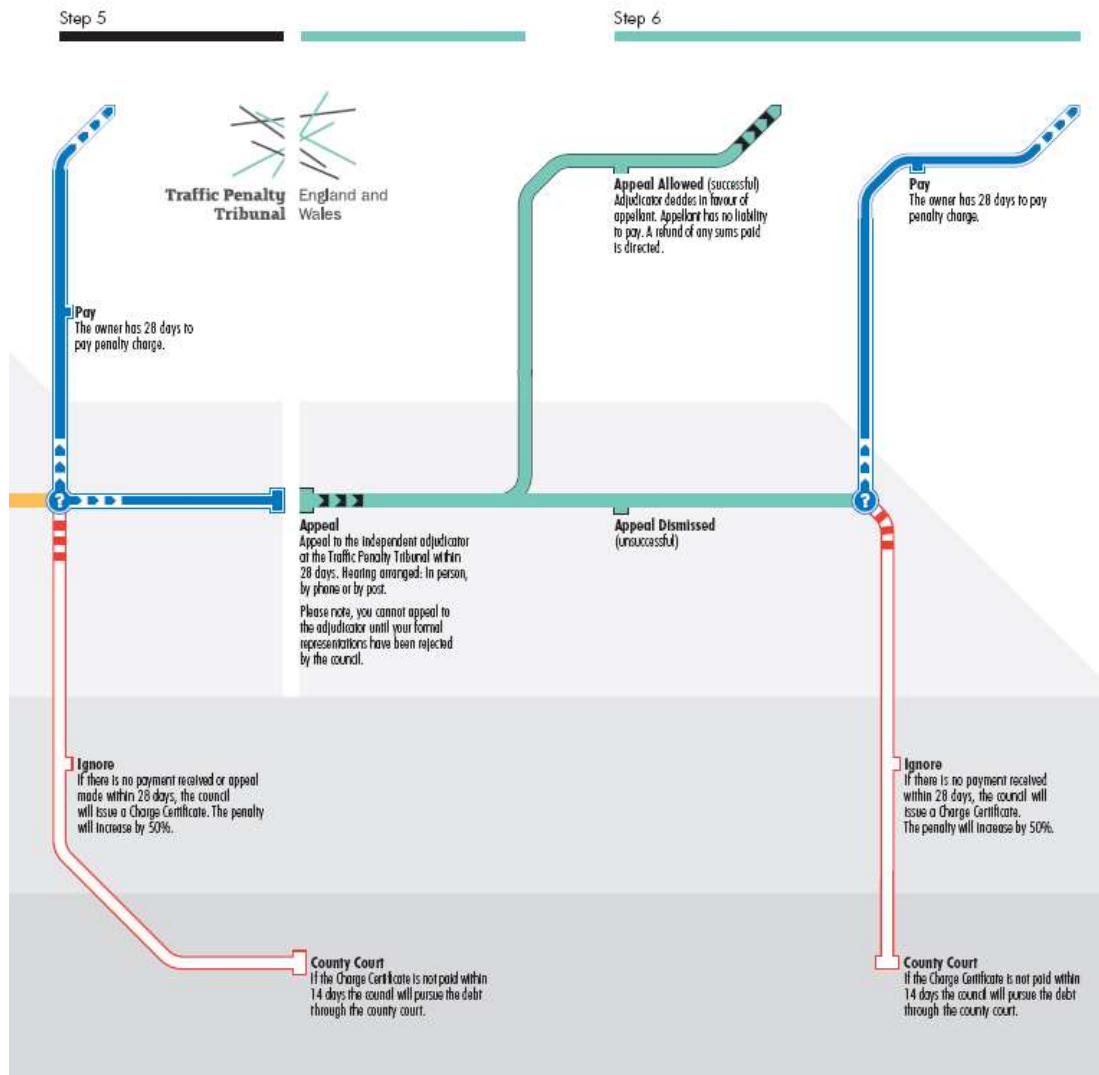
FREE CAR PARKS: LOCATION AND CAPACITY (as at 31.03.24)

Although these car parks are free to use, some have restrictions on maximum waiting allowed – users should check the signage at each location.

Town	Car Park Name	Postcode	Spaces			
			Free	Disabled	Motor cycle	EVCP bay
Bembridge	Brooks Close	PO35 5RQ	20			
Brightstone	Warnes Lane	PO30 4BJ	30	2		
Chale	Blackgang Viewpoint	PO38 2JB	30			
Chale	Chale Street	PO38 2HB	14			
Chale	Whale Chine	PO38 2JE	22			
Godshill	Main Road (opposite Griffin)	PO38 3JD	29	1	1	
Newport	Royal Exchange	PO30 2HL	15	2		
St Helens	St Helens Green	PO33 1UJ	31			
Ventnor	East Cliff	PO38 1EE	12	1	1	
	Wheeler's Bay	PO38 1HU	46	2	1	
Wroxall	St Martin's Road	PO38 3BJ	37	3	1	
Yarmouth	Bouldnor	PO41 0ND	17			

APPENDIX TWO - Steps of the appeal process





Useful links

Parking and Traffic Regulations Outside London (PATROL)

www.patrol-uk.info

Traffic Penalty Tribunal
www.trafficpenaltytribunal.gov.uk

DfT Traffic Management Act 2004 (TMA 2004)

www.dft.gov.uk/pgr/roads/tpm/tmaportal/

APPENDIX THREE - breakdown of PCNs issued by contravention code, with descriptions, charging levels and current state.

Code	Contravention Description	Band Rating	Issued	Paid	Stopped	Outstanding
1	Parked in a restricted street during prescribed hours	Higher	4094	£139,533.89	£20,985.00	£66,350.46
2	Parked or loading and unloading in a restricted street where waiting and loading and unloading restrictions are in force	Higher	572	£17,771.07	£2,627.00	£10,410.93
5	Parked after the expiry of paid for time	Lower	470	£12,427.02	£893.00	£3,828.98
6	Parked without clearly displaying a valid pay & display ticket or voucher	Lower	141	£3,509.50	£850.00	£597.50
7	Parked with payment made to extend the stay beyond initial time	Lower	6	£150.00	£25.00	£0.00
10	Parked without clearly displaying two valid pay and display tickets when required	Lower	2	£50.00	£25.00	£0.00
11	Parked without payment of the parking charge	Lower	2517	£61,676.55	£11,831.00	£18,528.45
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	Higher	1	£35.00	£0.00	£0.00
14	Parked in an electric vehicles' charging place during restricted hours without charging	Higher	22	£1,199.00	£0.00	£0.00
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required.	Higher	1355	£47,101.50	£2,923.00	£11,678.50
20	Parked in a loading gap marked by a yellow line	Higher	4	£35.00	£140.00	£0.00
21	Parked wholly or partly in a suspended bay or space	Higher	131	£3,963.50	£1,164.00	£877.50
22	Re-parked in the same parking place or zone within the prescribed time period after leaving	Lower	51	£1,284.00	£175.00	£468.00
23	Parked in a parking place or area not designated for that class of vehicle	Higher	62	£2,433.00	£210.00	£413.00
24	Not parked correctly within the markings of the bay or space	Higher	164	£4,823.94	£75.00	£412.00
25	Parked in a loading place or bay during restricted hours without loading	Higher	654	£22,814.68	£2,949.00	£9,336.32
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher	4	£210.00	£0.00	£0.00
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Higher	400	£12,870.12	£2,364.00	£3,419.88
30	Parked for longer than permitted	Lower	3745	£97,828.05	£12,194.00	£33,636.95
36	Parked in a disc parking place for longer than permitted	Lower	1	£25.00	£0.00	£0.00
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	533	£16,147.98	£3,991.00	£6,993.02
45	Stopped on a taxi rank	Higher	184	£6,647.00	£385.00	£1,566.00
46	Stopped where prohibited (on a red route or clearway)	Higher	27	£910.00	£70.00	£0.00
47	Stopped on a restricted bus stop or stand	Higher	134	£5,049.00	£875.00	£1,037.00
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Higher	18	£744.00	£105.00	£114.00
70	Parked in a loading place or bay during restricted hours without loading	Higher	10	£315.00	£70.00	£228.00
71	Parked in an electric vehicles' charging place during restricted hours without charging	Lower	87	£2,468.00	£1,155.00	£685.00
73	Parked without payment of the parking charge	Lower	5855	£123,482.13	£43,141.00	£35,381.87
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	1	£0.00	£115.00	£0.00
80	Parked for longer than the maximum period permitted	Lower	209	£4,654.20	£1,375.00	£1,389.80
81	Parked in a restricted area in an off-street car park or housing estate	Higher	145	£3,247.04	£2,310.00	£1,825.96
82	Parked after the expiry of paid for time	Lower	1103	£28,942.00	£2,200.00	£4,415.00
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	Lower	1985	£45,805.28	£11,100.50	£13,234.22
84	Parked with additional payment made to extend the stay beyond time first purchased	Lower	8	£200.00	£0.00	£0.00
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	Higher	548	£13,162.50	£8,663.00	£1,760.50
86	Parked beyond the bay markings	Lower	455	£10,886.00	£1,725.00	£2,580.00
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Higher	506	£13,948.00	£4,892.00	£4,304.00
89	Vehicle parked exceeds maximum weight or height or length permitted	Higher	3	£35.00	£105.00	£0.00
90	Re-parked within one hour of leaving a bay or space in a car park	Lower	5	£125.00	£25.00	£0.00
91	Parked in a car park or area not designated for that class of vehicle	Higher	77	£2,429.00	£630.00	£977.00
92	Parked causing an obstruction	Higher	7	£324.00	£0.00	£0.00
94	Parked in a pay & display car park without clearly displaying two valid pay and display tickets when required	Lower	4	£125.00	£50.00	£0.00
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Higher	64	£2,214.00	£210.00	£526.00

APPENDIX FOUR - GLOSSARY OF TERMS

The A-to-Z glossary below explains some terms and phrases in the annual report that may be unfamiliar to you.

Cancellations	A penalty charge notice (PCN) is cancelled when we consider that it has been issued in error and close the case without accepting payment.
Challenge	An objection made against a penalty charge notice before the issue of a notice to owner or enforcement notice.
Civil enforcement officer (CEO)	This is a designated name given by the Traffic Management Act 2004 to those officers engaged by councils to issue penalty charge notices. CEOs (formerly known as parking attendants) may be employed directly by the council or through a specialist contractor.
Contravention	A contravention is failure by a motorist to comply with traffic or parking regulations.
Controlled parking zone (CPZ)	An area where parking is restricted during certain times of the day. The main aim of a CPZ is to ensure that parking spaces within the zone are managed to balance the needs of residents and other motorists. In a CPZ, the restrictions are shown by signs placed on all vehicular entry points to the zone. Signs are only required within the zone where the restrictions are different from those on the entry signs. There will not usually be a sign for a yellow line where the restrictions are the same as on the entry signs.
Decriminalised	In April 2007, parking enforcement was decriminalised across the Isle of Wight. This means that it is no longer illegal to park in breach of regulations. Enforcement of most of the on-street parking regulations is now the sole responsibility of the local authority rather than of the police. Non-compliance is treated as a civil offence rather than a criminal offence. Ultimately, unpaid penalty charge notices are pursued by debt collection agencies, rather than through the criminal courts.
Differential parking penalties	The name given to the changes in the levels of charging for penalties implemented by the government to make the system fairer, with its introduction on the Island on 31 March 2008. Higher level charges apply to contraventions that are considered serious and lower levels to those that are considered less serious.
Enforcement notice	A statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a penalty charge notice. This notice is only served for bus lane contraventions if the penalty remains unpaid after 28 days. Within 28 days of the enforcement notice, the owner is required to either make payment of the full penalty charge or make representations against liability for the charge.

Notice to owner (NtO)	A statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a penalty charge notice. This notice is served for parking contraventions where a penalty issued by a CEO remains unpaid after 28 days. Within 28 days of the notice to owner, the owner is required to either make payment of the full penalty charge or make representations against liability for the charge.
Off-street parking	Parking facilities within car parks.
On-street parking	Facilities by the kerbside.
Order for the recovery of unpaid penalty charge	An order for recovery of an unpaid penalty charge which has been registered with the Traffic Enforcement Centre (TEC). TEC is currently situated at the county court in Northampton and is the centre where unpaid penalty charges are registered as debts at the county court. This is an automated process, not requiring, or allowing an appearance by any party and once registration has taken place, the debt can be passed to a certificated enforcement agent for collection of the outstanding monies.
Penalty charge notice	A notice issued because a vehicle has allegedly contravened a parking or bus lane regulation. A penalty charge notice must contain certain information, including a description of the contravention alleged to have occurred.
Registered keeper	The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of owner liability, the registered keeper is presumed to be the owner of the vehicle for the purposes of enforcement, appeal, and debt recovery action.
Representation	A challenge against a penalty charge notice after a notice to owner or enforcement notice has been issued.
Waivers	A PCN is waived when we accept mitigating circumstances and close the case without accepting payment.
Write-offs	A PCN is written-off when we are unable to pursue the penalty and close the case without accepting payment. This may be when the DVLA has no information about the registered keeper, or even after our enforcement agents have attempted to collect the debt without success.