



*North Essex
Parking Partnership*

Part 3 Operational Report

INCLUDING **Annual Report 2018/19**

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January to March 2019

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This is the third quarterly Operational Report, which will become Part 3 of our Annual Report 2018/19. You can view Part 1 and 2 at parkingpartnership.org/north



CLlr Mitchell

NEPP Chairman



A stylized, handwritten signature of Robert Mitchell in black ink, written in a cursive script.

Councillor Robert Mitchell

*Chairman, North Essex Parking Partnership
Deputy Cabinet Member for Highways,
Essex County Council*



“I’m delighted that both the North and South Essex Parking Partnerships were recognised at the British Parking Awards this year, winning in three categories. We’ve come a long way since the Partnerships were formed in 2011, thanks to the help of our partner authorities, committee members and innovative leadership, which has revolutionised a service that once operated in deficit; now both partnerships are thriving organisations that deliver more services on behalf of Essex County Council within the same budgets. Congratulations are due to both teams.

Our 3PR school parking initiative continues to inspire more families to walk to school. Parking near some schools is often an issue and we’re always looking for ways to improve it and keep children safe. The 3PR scheme has been hugely successful in south Essex and is already making a big difference to schools in north Essex.

I’m particularly excited about our new state-of-the-art mapping system, which is a great step forward in the software that is available at the moment. Until now, our restrictions have been hard to follow and very text-based. This new software makes it easier for our teams to access and read regulations and also enables our parking regulation creation process to be linked to the map, to keep records as up to date as possible. It sets us up for more connected projects in future, such as supplying up-to-date data for in-car information systems, and will save us a huge amount of staff time enabling us to focus on local projects.”



1 Operational Overview: January to March 2019

The North Essex Parking Partnership (NEPP) is a council-run organisation which brings together all street-based parking in north Essex on behalf of Braintree, Colchester, Epping Forest, Harlow, Tendring and Uttlesford Councils.

Supporting our partner authorities

We're working with Colchester Borough Council to review its off-street parking provision. It was last reviewed in 2009/10 when the strategy was based on a mixture of short and long stay with protection of the historic core, bringing in special offers where possible. We will be looking at provision, economic prosperity, special parking requirements and communications. Read more in sections 2, 3 and 5.

Success at the British Parking Awards 2019

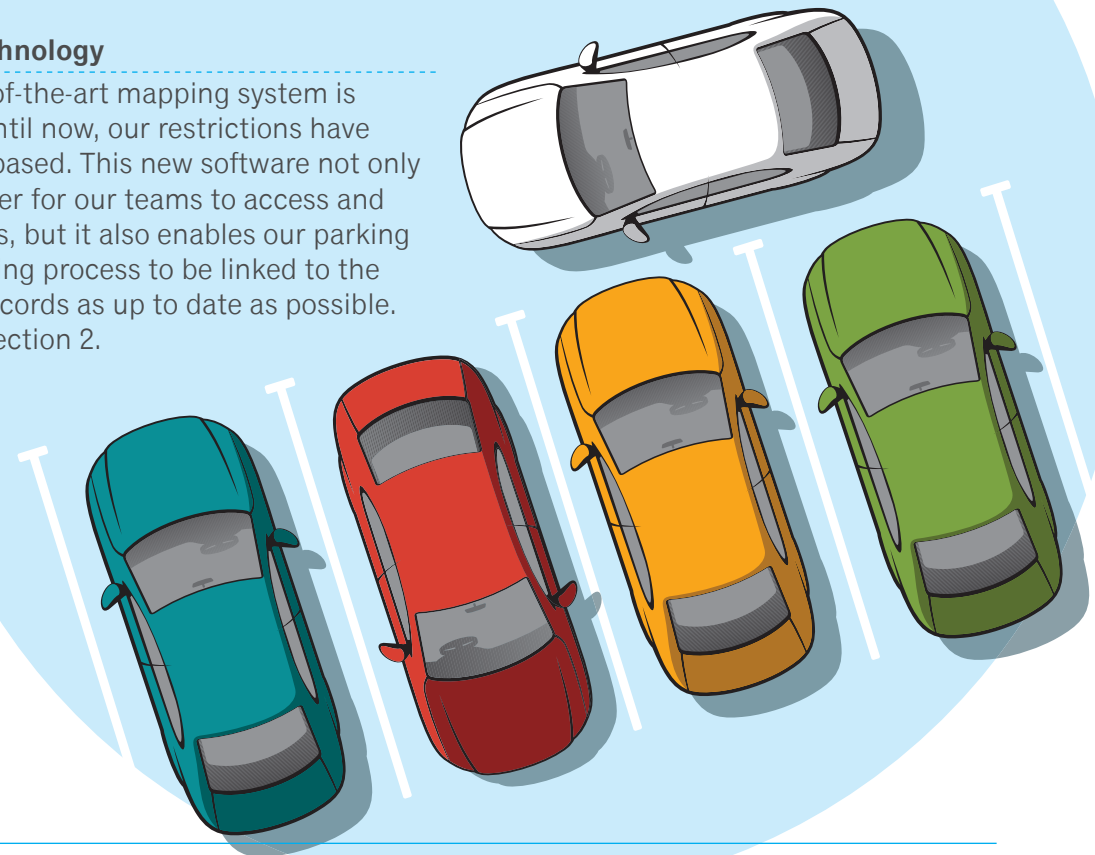
We were delighted to be awarded the much-coveted glass trophies in three categories of the British Parking Awards 2019. The Communication Award, Parking Partnerships award and the Car Parks: Special Projects Award. Read more in section 4.

Rolling out MiPermit to Colchester Park and Ride

We are working with Essex County Council to launch MiPermit, a cashless payment app, at its Park and Ride service in Colchester. This will enable customers to register for their parking and pay for their bus tickets via the app, saving the Council money in the long-term. Read more in section 3.

Embracing technology

Our new state-of-the-art mapping system is nearly ready. Until now, our restrictions have been very text-based. This new software not only means it is easier for our teams to access and read regulations, but it also enables our parking regulation-making process to be linked to the map, to keep records as up to date as possible. Read more in section 2.



2 On-street parking

Epping resident scheme

Problems caused for residents by commuter parking is an issue in many of the areas that make up the North Essex Parking Partnership, but it is a particularly acute issue in parts of Epping Forest District due to its location on the outskirts of London. To improve this the NEPP Joint Committee agreed that a report into commuter parking problems in Epping town should be commissioned. The recommendations from this report led to proposals for traffic regulation orders on a large number of roads near Epping town centre that had previously been unrestricted and were close to the Central line London Underground tube station.

The restrictions that were introduced include: resident permits; business permits for those working in the town; waiting restrictions; school permits; and pay and display areas which are available for commuters and town centre users such as shoppers. These Traffic Regulation Orders became operational in January 2019 and, with the off-street car parks operated by Epping Forest District Council, help to regulate road use for the benefit of Epping town's economy and its residents.

Digital mapping for Essex

In Part 2 we explained how we are working with the South Essex Parking Partnership (SEPP) and software provider Buchanan Computing to create an accessible, interactive map-based inventory of all our parking restrictions, lines and signage. This £0.25m project includes a full roadside survey by Buchanan Order Management of every on-street line, sign and parking area in the county and production of new map-based parking restrictions for all districts.

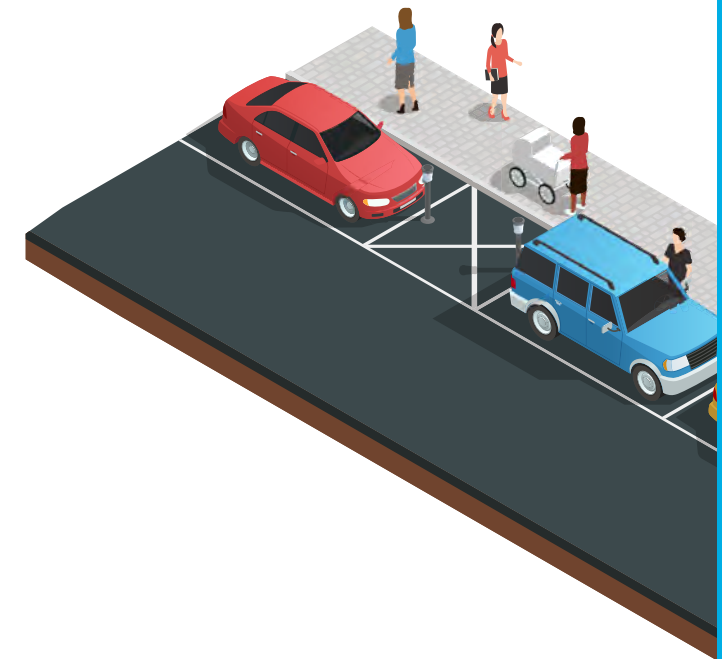
A full audit of all the roads in Essex has been completed. The new map is currently undergoing testing and will be ready to use in the coming months. In the long term, we hope this will be a customer-facing tool, so the public can check parking restrictions before they get in their car.

This new software not only means it is easier for our teams to access and read restrictions, but it also enables our parking restriction-making process to be linked to the map, to keep records as up-to-date as possible.

Partnership working

We continue to work in partnership with a number of organisations and in February we attended Uttlesford District Council's Safer Streets Days where we carried out patrols in specific locations.

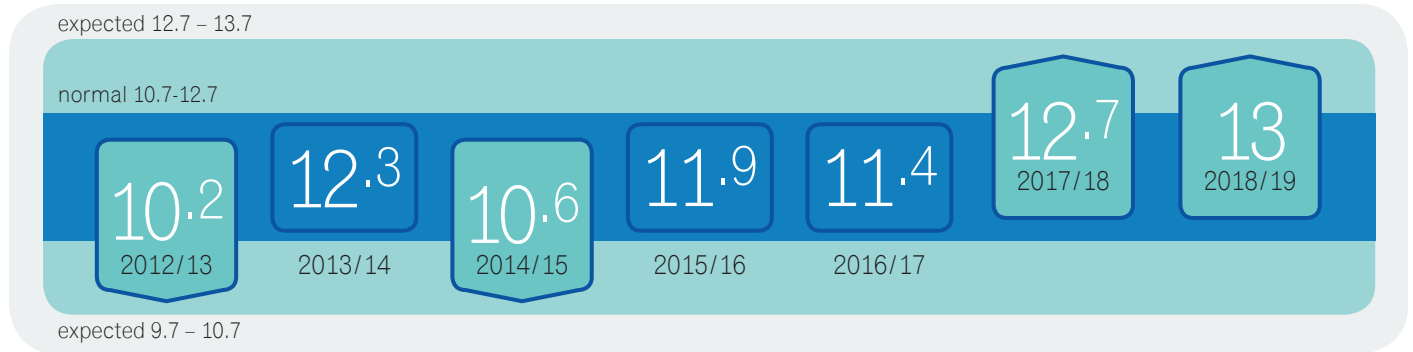
In February we also attended St Mary's Primary School, Great Dunmow with Essex Police. Together we patrolled the area and spoke to drivers and children about parking safely at school drop-off and pick-up times.



Index of Penalty Charge Notices issued between 2012/13 and 2018/19

This index shows the relationship between the number of Penalty Charge Notices issued and how these deviate from what we estimate an average to be.

In 2018/19 the number of Penalty Charge Notices issued was within the range of what we expected.



increase in
on-street pay
and display
stays via
MiPermit

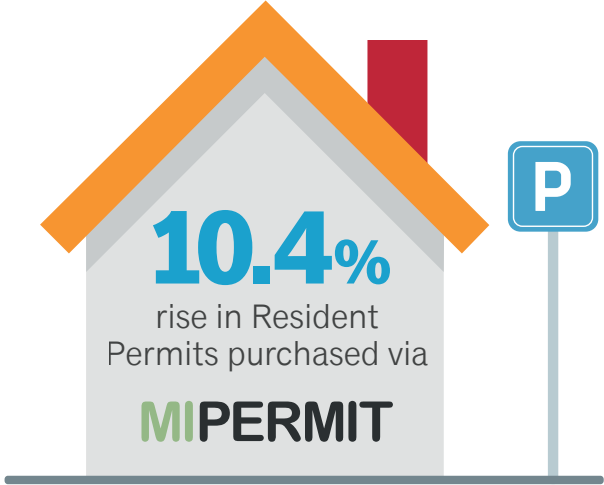


39
schools engaged
with 3PR since June.

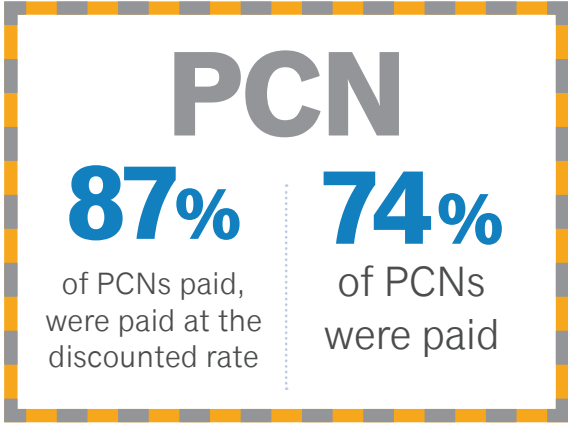
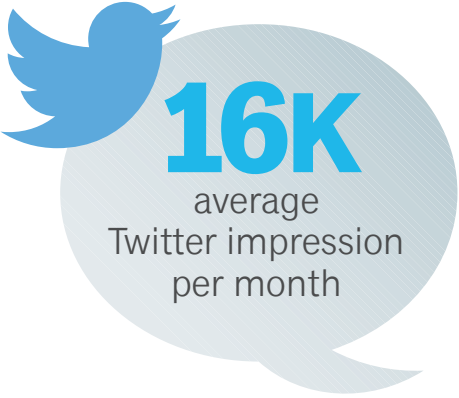
IN



Percentage of issued PCNs which were challenged at the informal stage



OUT



3 Off-street parking

Supporting Colchester's Parking Survey 2019

We supported the delivery of Colchester Borough Council's Parking Survey 2019 during January. Our parking officers were out and about in Colchester's town centre car parks asking drivers to complete the survey in exchange for a free car parking stay. This valuable information will help Colchester Council to develop parking in the town centre and shape its future policies.

Braintree District Council Park Mark Awards

Braintree Council retained its Park Mark Awards, for safer parking, for 16 of its car parks across Braintree and Witham. The Awards recognise ongoing investment and commitment to maintaining high quality facilities and ensuring the safety of customers and their vehicles. We're proud that our support in managing these car parks on Braintree's behalf has been recognised and has resulted in the retention of its Park Mark awards.

Launching MiPermit at Colchester Park and Ride

We're working with Essex County Council to launch MiPermit at Colchester's Park and Ride. Since April 2019, customers can register their parking and purchase bus tickets through the MiPermit app or use the iPad Pod Station within the Park and Ride terminal building. We worked with Essex County Council to produce a range of promotional and information material for the Park and Ride site, which kept customers updated on the change. We already work with the Council to patrol the car park and this will continue.

COLCHESTER PARK & RIDE

The way you pay for your parking and bus ticket is changing

Mobile ticketing starts on 1 April 2019
Look inside for your 'how to' guide.

MiPERMIT
Colchester Park & Ride (737942)

Location Number: 737942

Colchester Park & Ride
Colchester, CO1 2LQ
08:00 to 18:00

Monday to Saturday - 08:00 to 18:00	
1 Adult	£3.00
1 Adult and 1 Child	£4.00
2 Adults and 3 Children	£5.00

Essex County Council

4 Parking education

British Parking Awards 2019

We were thrilled to have been shortlisted for four categories at the national British Parking Awards 2019: Communication Award for our digital channels; Parking Partnerships Award Parking Team of the Year Award; Car Parks Special Projects Award for Priory St Car Park Colchester refurbishment, a joint entry with Colchester Borough Council, Colchester and Ipswich Museum Service and English Heritage; and the 3PR schools parking project in the Communication Award Category, jointly with SEPP.

We were delighted to be awarded the much-coveted glass trophies in three categories. The Communication Award, which recognised the imaginative, engaging and informative approach to communicating with the public for the SEPP and NEPP through the 3PR campaign encouraging better parking around primary schools; the Parking Partnerships award, which recognises the importance of partnership working in the parking sector; and the Car Parks Special Projects Award for the refurbishment of Priory Street Car Park, a joint entry with Colchester Borough Council.

3PR, schools parking project

Engagement for our 3PR project, to tackle inconsiderate parking at primary schools, is still going well. In February, we announce the winner of our 3PR School Poster Competition. Congratulations to Faith B from Holland Park Primary School, Clacton-on-Sea. Her poster design shows what she enjoys most when travelling to and from school. She won a Scooterpod for her school, a certificate and a medal.

We've launched two Bronze packages, at Kirby Primary Academy School in Frinton-on-Sea and Braiswick Primary School in Colchester.

Halt the Hate campaign

Rishi Sunak MP, Minister for Local Government recently highlighted the British Parking Association's Halt the Hate campaign, which aims to tackle hate crime targeted at parking officers. As founding members of the Positive Parking Agenda we fully support this campaign.



5 People and performance

Our focus for the way we work is “Innovation, Efficiency, Education and Communication”

Innovation

We have rolled-out new smartphones for all our parking officers. This enables all our officers to keep updated on our internal communications network ‘Yammer’, check emails and log on to the Colchester Borough Council ‘MySelf’ software to check pay slips and book holiday. It also allows them to take photos that don’t need to go into the enforcement system.

Efficiency

In Part 1 of the Operational Reports, we spoke about ongoing work to bring the whole NEPP Team together into Rowan House from the various Colchester outstations at St John’s and St Mary’s car parks. The NEPP area at Rowan House has been refurbished with new desks and furniture. A new meeting room has been added along with breakout areas, including a small room to hold online meetings and online adjudication hearings. The next phase will include a refurbished meeting room and weekend and out of hours staff access to rest facilities and a new equipment charging room.

We have also introduced changes to staff working patterns and practices which has brought about a number of improvements and efficiencies. These include consistent enforcement coverage, providing Sunday coverage in Epping and Harlow for the first time, and a reduction in travel time for staff travelling from remote locations back to base for breaks which has saved at least 1 hour per officer per day. Opportunities for targeted early morning shifts that support partnership working to tackle issues such as night time economy parking e.g. taxi ranks etc. are still provided.

Education

We held a training session for parking officers giving information on the legal options for staff who suffer verbal or physical abuse. Colchester Borough Council’s lawyer delivered the training, outlining the civil options available following a violent and aggressive incident, the evidential chain necessary and the steps that individuals would be required to follow. A representative from Essex Police also gave a presentation on the circumstances when a Community Resolution would be appropriate, along with other police disposal options when a crime is reported.

Communication

As mentioned in Section 1, we supported the delivery of Colchester Borough Council’s Parking Survey 2019 during January. Many officers were out and about in Colchester’s town centre car parks asking drivers to complete the survey in exchange for a free car parking stay. We collected 218 responses in total. This valuable information will help Colchester Council to develop parking in the town centre and shape its future policies. A further 180 surveys were completed online via the website.



6 Work programme

Our future aims will help shape our work for the coming financial year. Here is just a taster of the projects that we will be focussing on.

Making our policies jargon free

We're reviewing our policies to make the text jargon free. This will make our policies more accessible as they will be simpler to understand. As part of this review, we are also creating more flexibility to new restrictions. Our Joint Committee agreed to remove the 5-year rule, which stopped any changes being made to new restrictions. This means that, if needed and in agreement with the local authority, we will be able to make tweaks to recent parking schemes on new development.

Promoting the Positive Parking Agenda (PPA)

We were pleased to see that the British Parking Association (BPA) received a letter from Rishi Sunak MP, Minister for Local Government giving his support for the Positive Parking Agenda. In his letter, Sunak MP said he was pleased to hear about the PPA and that public understanding and transparency are vitally important to a sector

that promotes vigorous and passionate debate. He said: "I'm pleased to support the Positive Parking Agenda to help raise awareness of the vital role that effective parking services play in our daily lives." He also highlighted the BPA's campaign Halt the Hate (mentioned in section 4 of this report), which aims to tackle hate crime targeted at parking officers fully supporting this initiative as well.

Our plastic pledge

In Part 2, we spoke about our commitment to Colchester Borough Council's campaign to encourage businesses and residents to pledge to stop using single use plastics. We made a plastic pledge for the NEPP to trial the use of biodegradable Penalty Charge Notice (PCN) pockets. These are very new to the market and the trial is currently taking place. We're also taking this opportunity to change the design printed on the pockets. The new design incorporates the NEPP's branding and logo.



7 Our accounts

ON-STREET ACCOUNT YEAR END POSITION 2018/19

ON-STREET ACCOUNT	2017/18	2018/19	2018/19	2018/19
Direct costs	Actual	Actual	Budget	Variance
EXPENDITURE				
Employee costs				
Management	73	69	68	1
CEOs & Supervision	1,148	1,184	1,290	(105)
Back Office	341	328	355	(27)
TROs	127	126	101	25
Premises / TRO Maintenance costs	190	153	38	115
Transport costs (running costs)	39	34	31	2
Supplies & Services	359	542	411	131
Third Party Payments	45	28	44	(15)
Sub total	2,322	2,463	2,337	127
INCOME				
Penalty Charges (PCNs)	(1,900)	(1,965)	(1,844)	(121)
Parking Permits/Season Tickets	(660)	(807)	(534)	(273)
Parking Charges (P&D etc)	(310)	(348)	(227)	(121)
Other income	(97)	(43)	0	(43)
Total Income	(2,967)	(3,163)	(2,605)	(558)
Total Direct Costs	(645)	(700)	(268)	(431)
Non-direct Costs	423	441	454	(13)
Sub Total	(222)	(259)	186	(444)

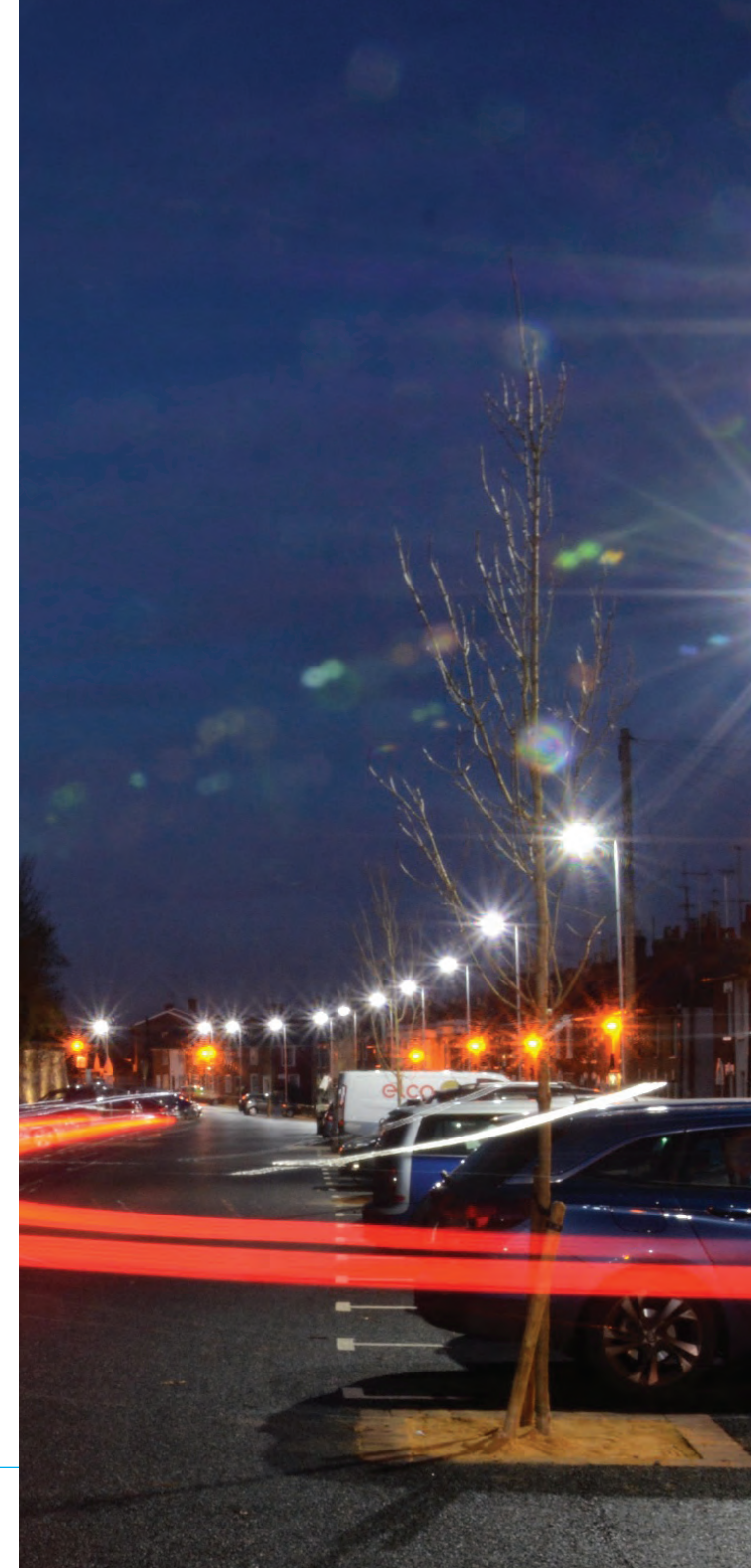
Operational budget does not include the cost of TRO maintenance, so is set to out-turn to deficit, this being taken out of reserve. If the net operating costs are in surplus (in-year) by more than £186k, no draw from reserve is required.



OFF-STREET ACCOUNT YEAR END POSITION 2018/19

OFF-STREET ACCOUNT	2017/2018	2018/2019	2018/2019	2018/2019
Direct costs	Actual	Actual	Budget	Variance
EXPENDITURE				
Employee costs				
Management	4	4	4	0
CEOs & Supervision	206	209	233	(24)
Back Office	85	109	118	(9)
Off-street Account	217	168	168	0
Premises costs	10	23	5	17
Transport costs (running costs)	8	(1)	17	(18)
Supplies & Services	391	461	367	94
Third Party Payments	11	9	15	(5)
Sub total	932	982	927	55
INCOME				
Braintree District Council	(147)	(170)	(217)	47
Epping Forest District Council	0	0	0	0
Harlow District Council	(68)	(70)	(70)	0
Uttlesford District Council	(154)	(150)	(157)	7
Colchester Borough Council	(674)	(557)	(544)	(13)
Other income	(55)	(85)	(2)	(83)
Sub total	(1,098)	(1,032)	(990)	(42)
Total Direct Costs	(166)	(50)	(63)	13
Non-direct Costs	102	140	159	(19)
Total Deficit / (Surplus)	(64)	91	96	(6)

From 2018/19 the Off-Street Service moved out of the Joint Committee to a direct shared service with individual Service Level Agreements. £96k was budgeted for balance of payments to partners closing previous Off-Street Joint Committee account.



8 How we invest and develop

We are continuing work on our New Parking Restrictions page on the website, enabling more customers to self-serve whatever time is convenient to them. We are also working with our main software supplier Chipside, and Response Master a company which specialises in customer self-serve systems, to develop a new online process. This will give motorists an indication of the likely outcome of the Penalty Charge Notice challenge against our policy, prior to them deciding whether to challenge it or not.

Following the survey work we spoke about in Sections 1 and 5, we're continuing to work with Colchester Borough Council to review its off-street parking provision. It was last reviewed in 2009/10 when the strategy was based on a mixture of short and long stay with protection of the historic core, bringing in special offers where possible. Several years have passed since the last review and we are now working to determine the strategy for the coming years. We will be looking at provision, economic prosperity, special parking requirements and communications.

We will be launching a MiPermit promotional campaign, to promote the 'extending your stay' function on the app, in July. The campaign will be wide-reaching and includes bus advertising, social media promotions, signage and digital newsletters. This campaign will support our aim to increase the use of the MiPermit app and encourage people to spend more time in the town centres.

We are also considering investing further into new parking schemes, and other transport-related projects, by dedicating some of our reserve funds to move requests forward. At its March 2019 meeting, the Joint Partnership Committee decided to approve a scoring system to prioritise and provide schemes from the surplus funding, with a focus on information and technological improvements.

The provision of: additional parking; MiPermit ticketing; new parking schemes and revisions to groups of roads to improve town centre vitality; Variable Messaging advanced direction signage on the highway showing real-time spaces; and building or extending parking places, would be prioritised.



9 Annual report summary

The North Essex Parking Partnership is a council-run organisation which brings together all street-based parking in north Essex on behalf of Essex County Council, with Braintree, Colchester, Epping Forest, Harlow, Tendring and Uttlesford Councils.

Becoming more efficient and embracing technology

Our parking restrictions were previously written in longhand text which made them difficult to understand. This year, we've worked with the South Essex Parking Partnership and software provider Buchanan Computing on a £0.25m project to create a digital map of parking regulations in Essex.

This new software, which is now being tested, will not only make the regulations easier to read and more accessible but will also mean parking regulation records are kept up to date. Read more in section 2.

Supporting our partner authorities

Throughout the year, we've worked with our partner authorities on community events, such as the Night of Action in Colchester and Safer Streets Days in Uttlesford.

We've also worked with Colchester Borough Council to review its off-street parking provision which involved looking at provision, economic prosperity, special parking requirements and communications. Read more in sections 1, 3, 5 and 8.

Positive Parking Agenda

As a founding member, we've continued to champion the Positive Parking Agenda (PPA), have embedded the key principles in our everyday work and led by example. Our Parking Partnership Group Manager, Richard Walker, has been elected as a Director on the British Parking Association (BPA) Board and been out and about with the BPA promoting the PPA.

Success at the British Parking Awards 2019

We were delighted to win three categories of the British Parking Awards 2019. The Communication Award, Parking Partnerships award and the Car Parks: Special Projects Award. Read more in section 4.

3PR: schools parking project

Our Joint Committee set aside £50,000 to fund the new 3PR scheme in north Essex to help tackle inconsiderate parking around primary schools. Since its launch in June 2018, we have launched 2 Gold, 1 Silver and 3 Bronze packages and engaged with 39 schools about the scheme. Read more in section 4.

Rolling out MiPermit to Colchester Park and Ride

We worked with Essex County Council to launch MiPermit, a cashless payment app, at its Park and Ride service in Colchester. This has enabled customers to register for their parking and pay for their bus tickets via the app, saving the Council money in the long-term. Read more in section 3.

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 North Essex Parking Partnership



NORTH ESSEX