



*North Essex
Parking Partnership*

Operational Report

Part 1: April to June 2019

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This is the first quarterly Operational Report and will become Part 1 of our Annual Report 2019/20, so you won't have to wait until mid-2020 to see it!



1 Service overview

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.

Positive Parking Agenda

As a founding member, we continue to champion the Positive Parking Agenda (PPA), embed the key principles in our everyday work and lead by example. In May, our 2017-18 Annual Report was shortlisted as a finalist in the national PATROL PARC Awards, recognising that the way in which we communicate supports the PPA. Read more in section 6.

Footways and Obstructive Parking

The Transport Select Committee held a national consultation looking at the problems surrounding footway parking in England, and possible solutions to this, which we submitted our response to. Read more in section 2.

3PR: Schools Parking Initiative

Our 3PR initiative continues to grow and since April we've launched 3 additional 3PR schemes at primary schools across north Essex, including our first scheme in Harlow. Read more in section 4.



2 On-street parking

Footways and Obstructive Parking

We submitted a response to the Transport Select Committee's recent consultation looking at the problems surrounding footway parking in England, and possible solutions.

We would like pavement parking to be decriminalised and for local authorities to be able to apply for the powers to enforce pavement parking and issue Penalty Charge Notices (PCNs) for this.

There seems to be general agreement amongst the parking sector that there are some occasions when pavement parking might be appropriate such as in narrow roads where parking fully on the road may cause obstruction of the roadway. Our current view is that 4 feet of footway (123cm) should be kept clear and the area near road junctions could be added if the Obstructive Parking issue were confirmed.

This topic was also raised at our Joint Partnership Committee meeting, held in June, and a draft NEPP Policy will be prepared for the October meeting.

Civil Parking Reserve Fund

At our Joint Committee meeting in April, members discussed a scoring matrix for our Civil Parking Reserve Fund future works programme. This matrix will ensure that funding is used fairly and in accordance with the legislation as well as supporting the Partnership's objectives.

Partnership Working

We have carried out several joint patrols with Essex Police at primary schools across north Essex, including Katherine Semar School in Saffron Walden and St Mary's School in Great Dunmow.

Walk to School Week

During Walk to School Week, which took place from 20-24 May, we encouraged motorists to take part, and school children to consider other ways to get to and from school such as walking, cycling and scooting. We also promoted our 3PR schemes, the patrols and restrictions we put in place outside schools, as well as the need to check restrictions before parking.



3 Off-street parking

Besides managing the kerbside of our highway network, we also work with our partner authorities in Braintree, Colchester, Harlow, and Uttlesford Councils to operate their car parks. This section describes more about the work we carry out in car parks.

Deep Clean of Car Parks

During April, we carried out deep cleans of St Mary's and St John's multi-storey car parks in Colchester on behalf of Colchester Borough Council. These works included pressure washing walls and mechanically scrubbing surfaces.



MiPermit launched at Park and Ride

In our previous Operational Report we mentioned we were working with Essex County Council to launch MiPermit at Colchester's Park and Ride and this is now in place. Since 1 April customers have been able to purchase their parking and bus tickets through the MiPermit app or use the iPad Pod Stations within the Park and Ride building.

We also worked with Essex County Council on information and promotional items to keep customers updated on the changes and how to use MiPermit.

Smarter Parking with MiPermit

We introduced the MiPermit app payment system to the car parks we managed in north Essex seven years ago. Since then, the usage of the app for off-street parking has increased by 5146% which is fantastic, but we'd like to increase it even more.

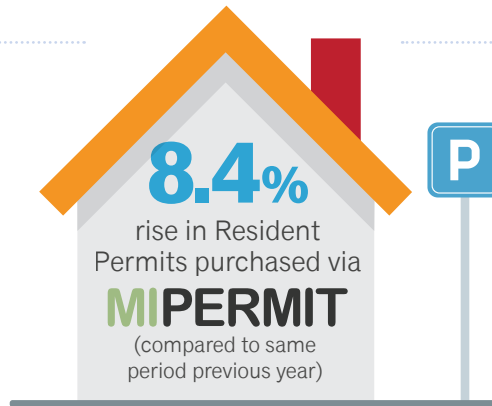
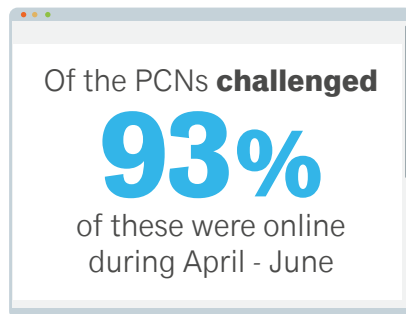
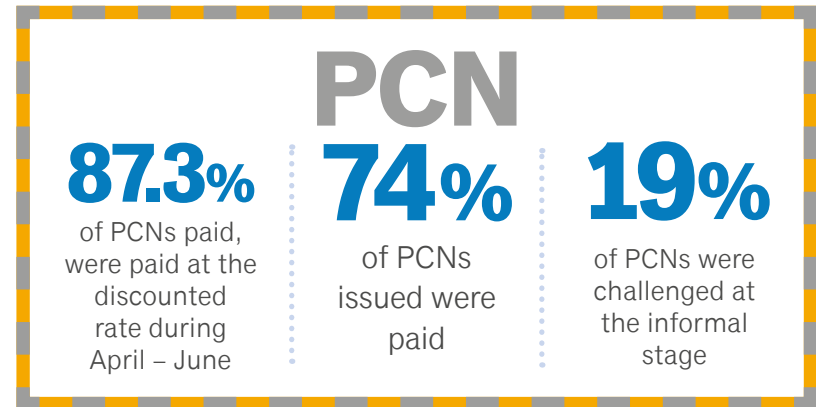
To help achieve this, we're planning a campaign to promote the app and its 'Extend Your Stay' feature. As part of the campaign we'll be advertising across the partnership areas and providing our partners with resources to help them promote MiPermit externally and internally. Read more in Section 7.

Index of Penalty Charge Notices

issued between 2017 to 2019. The relationship between the number of Penalty Charge Notices issued and how these deviate from what we estimate an average to be.



3PR schemes launched
(**2 Bronze** and **1 Silver** scheme)



4 Parking education

3PR: Schools Parking Initiative

Last year our Joint Committee agreed to set aside £50,000 to fund the new 3PR initiative in north Essex, to help tackle inconsiderate parking around primary schools. Engagement with primary schools is going well and since April 2019, we have launched three additional 3PR schemes across north Essex - 1 Silver package in Tendring and 2 Bronze packages in Colchester and Harlow.

To find out more about 3PR, visit schoolparking.org.uk.

PATROL PARC Awards

We were delighted that our 2017/18 Annual Report was shortlisted for the national PATROL (Parking and Traffic Regulations Outside London) PARC Awards.

Being shortlisted for this award is a great acknowledgement of the way we are communicating information in a clear and engaging way and supporting the Positive Parking Agenda.

Part 3: Operational Report and Annual Report 2018/19

We've published Part 3 of our 2018/19 Operational Report which includes our 2018/19 Annual Report. The design mirrors that of our award-winning 2017/18 report which presents clear figures, interesting graphics to highlight facts and uses concise and jargon-free text to share our information. Visit our website to view all our Annual and Operational Reports.

Supporting the 'Dogs Die in Hot Cars' Campaign

This summer, we're supporting the Dogs Trust's Dogs Die in Hot Cars campaign. As well as sharing their important messages and showing our support on social media, we also have a number of car window stickers which we're handing out to dog owners and have added campaign materials in some of the car parks we manage.

To find out more about the campaign, visit dogstrust.org.uk.



5 People and performance

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

Innovation

We’re working with our main software supplier Chipside, and Response Master, to develop a new online process that will give motorists an indication of the likely outcome of their Penalty Charge Notice challenge against our policy, prior to them deciding whether to challenge it or not.

Efficiency

Following the successful trial of new handheld computers for our Civil Enforcement Officers (CEOs) in West at the end of last year, these are now being issued and used in all areas.

The new devices are smaller and lighter than the previous devices and also include a camera. This means CEOs no longer have to carry separate cameras with them. It also removes the need for staff to upload photos and match these to cases which is much more efficient and is freeing up staff time to carry out other duties.

Education

We’re supporting the Dogs Trust’s Dogs Die in Hot Cars campaign to educate dog owners about the dangers of leaving dogs in hot cars.

Our Twitter and LinkedIn accounts continue to be used as a place to educate.

Communication

Colchester Borough Council (our lead authority) runs a Staff Recognition Scheme throughout the year. At the end of the year, all employees who have been nominated are invited to a Celebration Event. We are very pleased that four Partnership officers received a staff award this year. Each one went above and beyond their job role whilst interacting with members of the public.

We also continue to work in partnership with local schools and residents. Dunmow St Mary Primary School recently got in touch with the NEPP following a resident’s complaint to them about parking issues in the local area. Following a conversation between the NEPP and the school, CEO patrols in the area were increased and the resident later got in touch with the school to pass on their thanks:

“(the CEOs) presence seemed to have coaxed the parents into parking sensibly, and as a result we could access the road with no issue.

“One parent in front of me pulled over to park in the bus stop section, saw the officer and then drove on to find an actual, legal, space to park. As I say, access to the road was noticeably improved.”

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.

Promoting the Positive Parking Agenda

As a founding member, we continue to champion the Positive Parking Agenda (PPA). We embed the key principles in our everyday work and lead by example.

At the annual ParkEx event, held in Birmingham earlier this year, one of our members of staff gave a presentation in the 'Community Champions' section in the Hub. He talked about how our organisation's culture and policies can help define the way our officers are viewed in their role.

We've also updated our Parking Management Policy. The revised Policy simplifies the text and makes it consistent with the Positive Parking Agenda.

We also received a compliment from a member of the public about one of our CEOs who did a great job in supporting the Positive Parking Agenda with his helpful and friendly manner:

"The signs to say whether I could park in certain areas were very, very confusing. I parked in a bay, and then spoke with your officer who explained I couldn't park there.

"Rather than be rude and try and give me a ticket he gave me advice on where to park and even checked himself to see if there was space as I didn't know the area.

"I saw him help multiple other people all of which could have been angry at the confusing signage but because he was so nice everyone was happy! It was great to see."

You can find out more about the Positive Parking Agenda on the new dedicated website at www.positiveparkingagenda.co.uk.

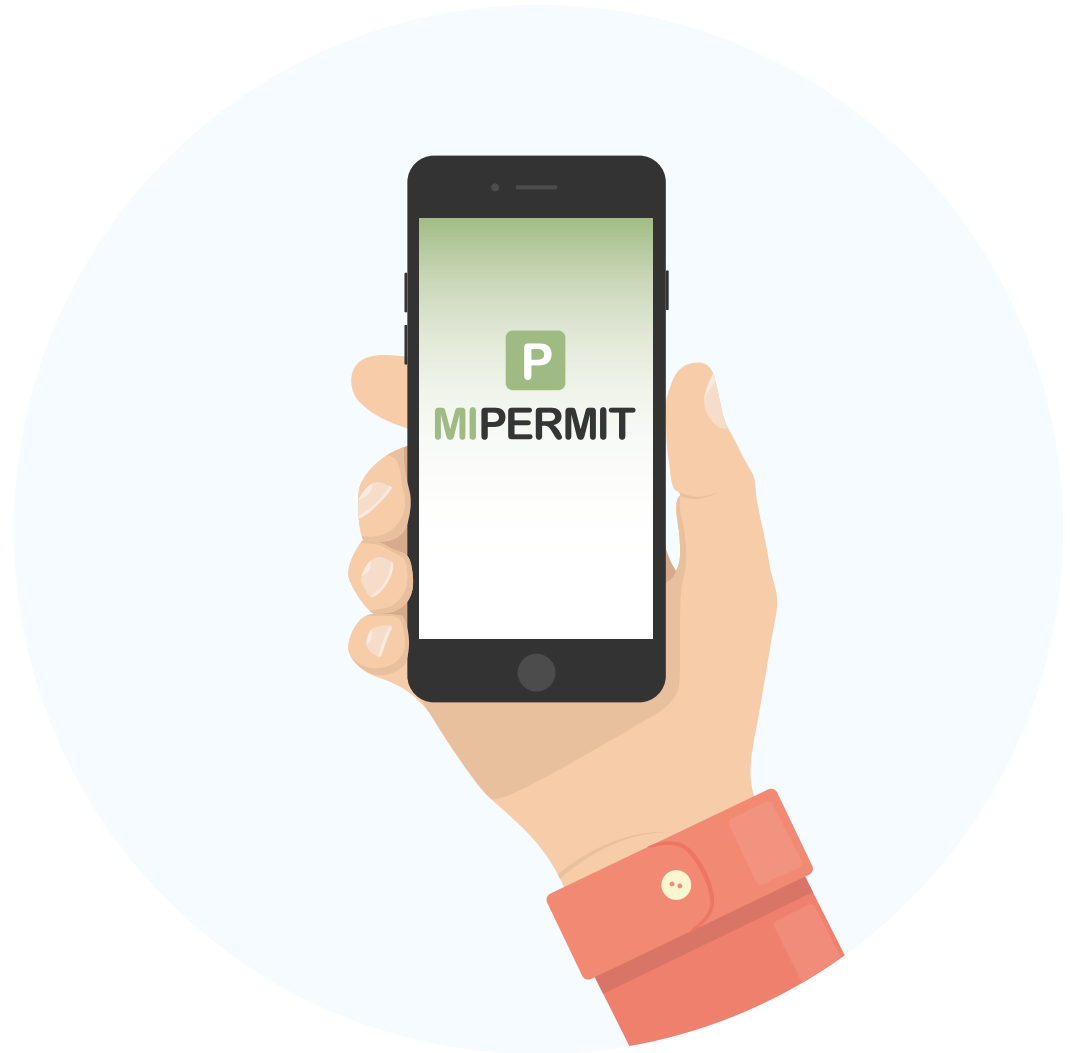


7 How we invest and develop

Following the survey work we spoke about in our 2018/19 Part 3 Operational Report, 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.

As mentioned in Section 3, we're preparing for a six-week campaign across north Essex to encourage motorists to use the MiPermit App to pay for and extend their car parking stays. The campaign will include advertising across the partnership areas including bus rears, social media and NEPP vehicles, to name a few. The campaign will highlight how easy it is to register for and use the MiPermit app as well as the numerous benefits which will improve motorists' parking experiences.

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. The new process will give motorists an indication of the likely outcome of their Penalty Charge Notice challenge against our policy, prior to them deciding whether to challenge the Penalty or not.





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