



*North Essex
Parking Partnership*

Operational Report

PART 2: **September to December 2018**

Contents

- Page 3 – Service overview
- Page 4 – On-street parking
- Page 5 – Off-street parking
- Page 7 – Parking education

- Page 8 – People and performance
- Page 9 – Work programme
- Page 10 – How we invest and develop

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



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.

Embracing technology

We're working with Buchanan Order Management on a £0.25m project to create a digital map of parking regulations in Essex. A full audit of all the roads in Essex has been completed. The new map will undergo some testing in January and will be ready to use from April/May 2019. In the long term, we hope this will be a customer-facing tool so the public can check parking before they get in their car. Read more in section 2.

3PR: schools parking project

We launched our first two 3PR schemes in north Essex at Stanway Fiveways Primary School in Colchester and Holland Park Primary School in Clacton-on-Sea. Read more in section 4.

We've made a plastic pledge

We have made a pledge to trial the use of biodegradable PCN bags. They are currently new to the market and need testing before we can commit in full, however we are keen to do so as soon as possible. Read more in section 6.

Positive Parking Agenda

Richard Walker, our Group Manager has been elected, through a vote by its Council of representatives, as a Director on the British Parking Association Board. As the NEPP is a founding member of the Positive Parking Agenda, this gives us a bigger voice and chance to drive the key principles of the initiative forward. Read more in section 6.



2 On-street parking

Updates to the MiPermit app

A new version of the MiPermit smartphone app for Apple iOS and Android devices was released in October 2018. Improvements have been made to the Pay & Stay Parking, including making it easier to find your nearest car park, a new favourites list, new 'Directions' buttons to navigate to the parking location and an improved 'Search' function. In the residents parking permit area you can now change the vehicle registration number in the app and activate 'Visitor Permits'.

CCTV Car has been updated

Our ParkSafe car has had an enforcement schedule update. We've added more enforceable locations for the East area and all previous enforceable regions have been checked and re-aligned for improved accuracy. We are now working to update the Central and West areas.

Digital mapping for Essex

In Part 1 we explained how we are working with South Essex Parking Partnership 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 will undergo some testing in January and will be ready to use from April/May 2019. 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 with Colchester Borough Council's Street Week events. The last one took place in October on the St Michaels estate in Colchester and aims to resolve different problems in the area. We had two staff in the area every day to perform patrols of the local schools with the Police, at both am and pm.

We have been working with the Police in Saffron Walden and Harlow to resolve problems with a number of takeaway outlets and pubs causing some antisocial behaviour. We worked with the Police and the Council's on some joint patrols to help to tackle the problems around parking. This went really well, and the Police are keen for us to work with them again in the future.

We worked with teams in Colchester to ensure the smooth running of its Remembrance Sunday event to ensure the safety of the parades using the High Street and Head Street. We provided two staff dedicated to this event and a removal vehicle to ensure the route was unobstructed. Staff came on duty early to assist with this request and signage regarding the temporary restrictions were supplied and placed by our Technical team. The event was successful, and we were pleased to support with a tailor-made service.



3 Off-street parking

Park Mark awards

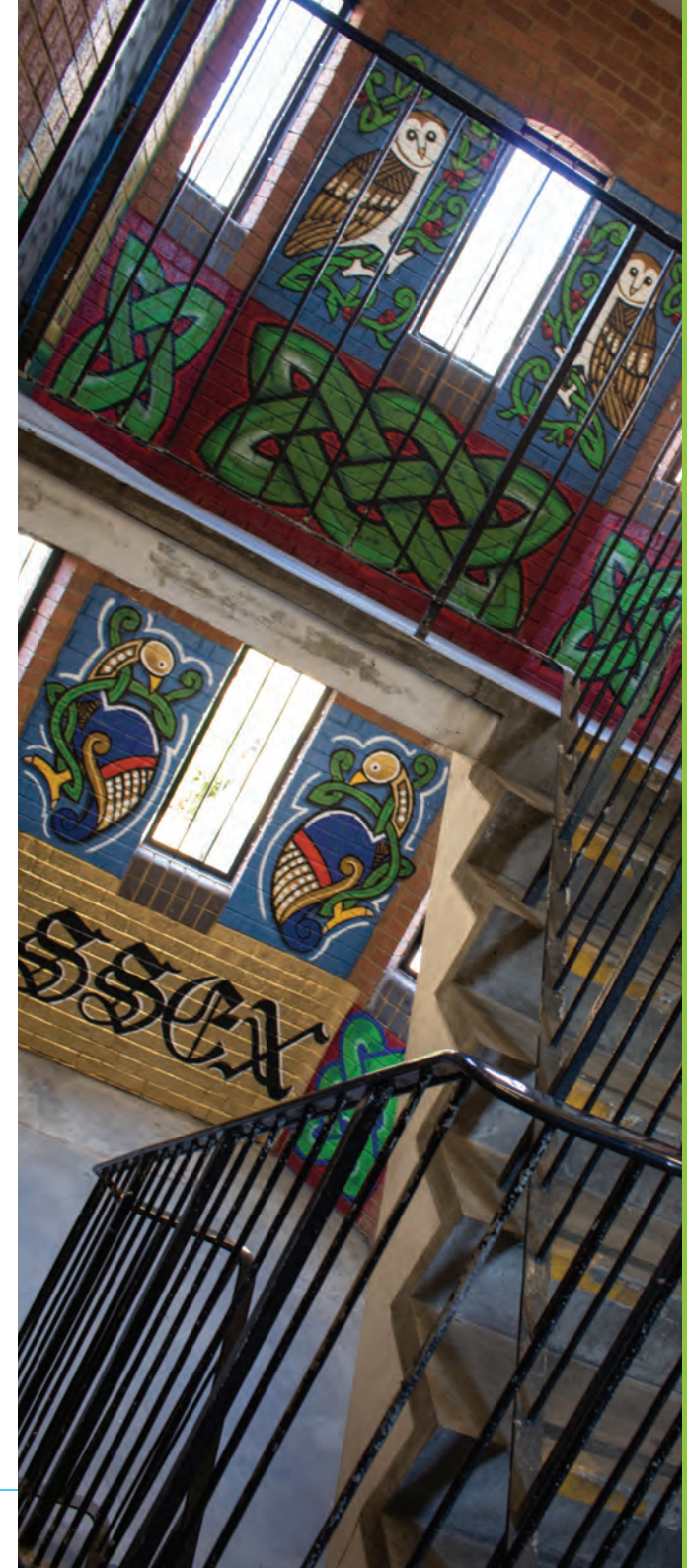
Colchester Borough Council has had its 21 Park Mark awards renewed for another year. The Park Mark award is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. A Park Mark is awarded to each car park that achieves the challenging standards. The distinctive Park Mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer. We are proud that our hard work managing these car parks on behalf of the Council has been recognised.

Roman mural in Colchester

We worked with Colchester Borough Council to unveil a mural in St Mary's Car Park at the beginning of October. The mural, which has been painted for free by a local artist, spans the north stairwell of the car park. The artworks illustrate local Celtic tribe, the Trinovantes, Celtic art and Boadicea. They depict Celtic tribesmen wearing traditional clothes and weapons, a glass art inspired vision of Boadicea, an illuminated 'C' with Colchester Castle and boats sailing up the River Colne.

The staircase took 23-weeks to complete, with the artist working evenings and weekends. The artist spent many hours researching the town's history and drawing sketches before completing the final designs. We worked closely with the artist to ensure they were able to access the staircase when needed in a safe and secure manner.

A second mural has now been started. It will be painted for free by the same local and will span the south stairwell of St Mary's Car Park. The artist will take inspiration from Colchester's Roman history and will include Roman soldiers.




IN

P **73**
Car parks we manage in North Essex



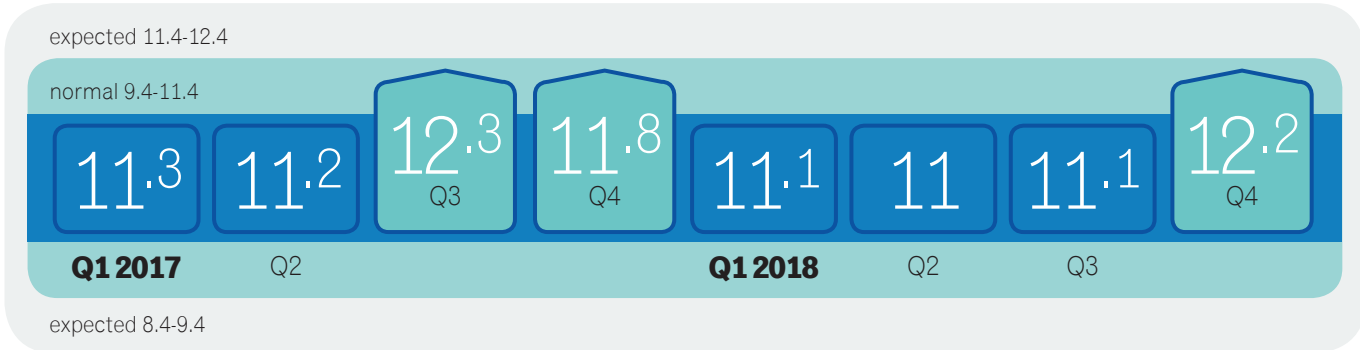
6,447
Off-street spaces we manage

P **71** 
New parking restrictions were advertised



3330.3m
Yellow lines painted by our Technical team

Index of Penalty Charge Notices issued between 2017 to 2018. The relationship between the number of Penalty Charge Notices issued by our Enforcement team and how this deviates from what we estimate an average to be.



PROCESSING

25% **Q1** APRIL - JUNE 2018
19% **Q2** JULY - SEPTEMBER 2018
18% **Q3** OCTOBER - DECEMBER 2018

Percentage of issued PCNs which were challenged at the informal stage



Of the PCNs challenged 90.4%
 were made through our website between April-December 2018

OUT

PCN
87.3% of PCNs paid, were paid at the discounted rate between April-December 2018

61
 New parking orders were implemented

4 Parking education



Customer Service Week 2018

We took part in National Customer Service Week which ran from 1-5 October 2018. We used our social media pages on Twitter and LinkedIn to engage with our followers through quizzes, polls and posts to showcase our great customer service. We also posted messages to our internal social media platform Yammer so staff could take part.

3PR: schools parking project

Engagement for our 3PR project, to tackle inconsiderate parking at primary schools, is going well. We launched the first scheme at Stanway Fiveways Primary School in Colchester on 6 November, with the second scheme shortly following at Holland Park Primary School in Clacton-on-Sea on 20 November 2018.

Lots of primary schools have been in contact with our coordinator and we hope to launch further schemes in the New Year.

5 People and performance

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

Innovation

We were reviewed by the Security Systems and Alarms Inspection Board to ensure we are compliant with the regulations around the body worn camera our officers use. We were very pleased to be awarded the ‘Certificate of compliance of surveillance camera systems’ from the Surveillance Camera Commissioner in October 2018.

The trial of new handheld devices in the West area has gone very well and an order has been raised to get new handhelds across all NEPP areas. The benefits of the new handhelds are: They are considerably smaller and lighter for CEOs to carry, have a better battery life, improved reception signal that will help resolve issues in some rural areas and the on-board camera can be used to take the contravention photos in place of separate cameras.

Efficiency

We are bringing the whole NEPP Team together into Rowan House from the various Colchester outstations at St John’s and St Mary’s car parks.

Phase 1 saw offices refurbished to enable office staff to relocate. A new meeting room and various work areas have been set up with new desks and furniture being provided at Rowan House. A new meeting room has been built and the accommodation will feature a quiet area, laptop connection area and break out areas, including a small room to hold online meetings and online adjudication hearings.

Phase 2 will follow and will include a refurbished meeting room; Phase 3 will begin early in 2019 and include access for staff at the weekend and out of hours to rest facilities and a new equipment charging room.

Education

A member of Colchester Borough Council’s legal team delivered a presentation to frontline staff highlighting the civil options available to them following a violent and aggressive incident. The chain of evidence needed was also explained and the steps that individuals would be required to follow, supported by the NEPP as required.

A meeting between frontline staff and a representative from Essex Police was held to

discuss partnership working police disposal options following allegations of offences such as public order offences. Essex Police gave a presentation of 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 4, we took part in National Customer Service Week which runs from 1-5 October 2018. Alongside external messages on our social media pages we also posted messages to our internal social media platform Yammer so staff could take part. One manager went ‘back to the floor’, shared statistics from our Customer Service Centre and examples of the type of messages we receive on our Twitter page, and how we respond to customers. We ended the week with a special edition of our Staff Newsletter to celebrate these messages and each team submitted an example of how they have provide excellent customers service.

Our annual staff fun day is designed to bring our teams together, who may not see each other for large parts of the year, to take part in some team building activities. This year’s event was held on 5 December at Colchester Town Hall. There were fun games, a quiz and fancy dress competition. As well as all that fun, we looked at the successes over the year and what we’ll be focussing on in the year to come.

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

The annual British Parking Association Conference was well attended, and our own parking manager gave a presentation about the progress with the Positive Parking Agenda (PPA) at one of the morning sessions.

This included a reminder of the PPA key priorities, and the next steps the PPA would take now a third of authorities had signed up.

This includes some pioneering UK wide research, in partnership with the London South Bank University, to gain an accurate and balanced picture of current public perceptions on parking.

Having a voice on the BPA Board

Richard Walker, our Group Manager has been elected, through a vote by its Council of representatives, as a Director on the British Parking Association Board. The Board sits at the centre of the BPA governance structure. It develops strategy, oversees the objectives and management of the Association.

Being part of a national organisation helps give NEPP a better knowledge of national issues, and enables us to help influence the shape and future of parking.

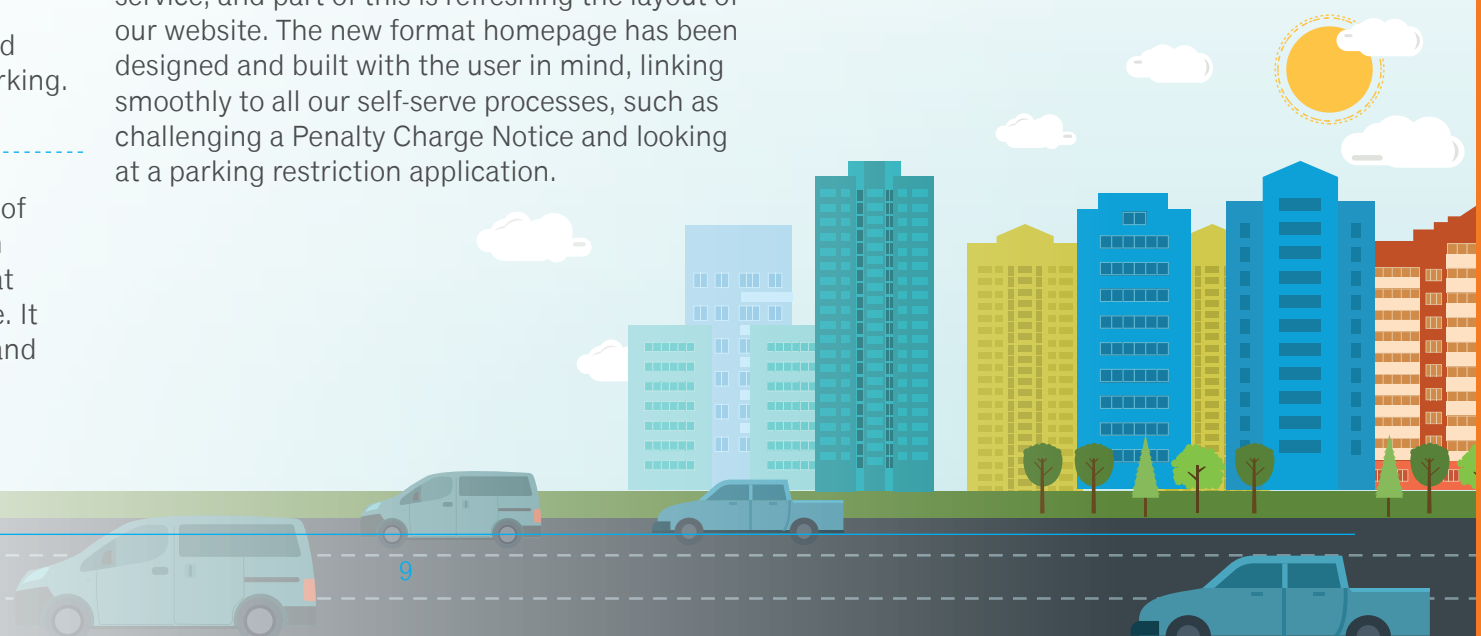
We've made a plastic pledge

Colchester Borough Council are running a campaign to encourage businesses and residents to pledge to stop using single use plastics. We have made a plastic pledge for the NEPP and are looking to trial the use of biodegradable PCN bags. They are currently new to the market and need testing before we can commit in full, however we are keen to do so as soon as possible. We'll keep you updated.

Website development

We're always looking to improve our online service, and part of this is refreshing the layout of our website. The new format homepage has been designed and built with the user in mind, linking smoothly to all our self-serve processes, such as challenging a Penalty Charge Notice and looking at a parking restriction application.

To support our drive to use concise and jargon-free text, to enable the customer to navigate our website with ease, and promote the Positive Parking Agenda, the term 'Enforcement' is being replaced with 'Kerbside Management and Patrols' and 'Policies and procedures' with 'Lines, Signs & Applications'. The new layout of the website will serve us very well for further developments in years to come.



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

We are working with Colchester Borough Council to review its off-street parking provision. It was last reviewed in 2009/10 which 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 are looking to launch a new MiPermit promotional campaign across all the NEPP areas to promote the 'extending your stay' function on the app. The campaign will be wide reaching and may include bus stop or bus advertising, social media promotions, empty shop fronts 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.





Contact us

parking@colchester.gov.uk

01206 282316

North Essex Parking Partnership

PO Box 5575
Town Hall
Colchester
CO1 9LT

Find us on

 @nepp_parking

 North Essex Parking Partnership



NORTH ESSEX