



*North Essex  
Parking Partnership*

**Part 4: January to March 2021**

**Operational Report**

INCLUDING **Annual Report 2020/21**

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This is the fourth quarterly Operational Report and will become the final part of our Annual Report 2020/21. You can view Parts 1, 2 and 3 at <http://www1.parkingpartnership.org/north/annualreports>



# Councillor Mitchell

Outgoing Committee Chairman



A handwritten signature in black ink that reads "Robert Mitchell".

**Councillor Robert Mitchell**

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



The North Essex Parking Partnership (NEPP) has had a successful and honourable year. I've been particularly pleased with the teams' innovative, flexible and accommodating approach to the changing and challenging faces of Covid-19, complementing an impressive set of achievements.

Improving safety and parking around schools, both by expanding the 3PR initiative and introducing the Park Safe Schools Project in two pilot areas, has seen innovative use of technology to help improve road safety and encourage more sustainable school journeys.

NEPP has been proud to continue supporting the British Parking Association's Positive Parking Agenda, as well as introducing the Selfish Parker campaign and Park Active schemes, while producing a number of educational videos throughout the year. These initiatives help showcase NEPP commitment to improving parking attitudes and delivering a high standard of service.

As a founder Member of NEPP, 10 years ago, and Chairman since 2013, I'm proud to have overseen the progression of the Partnership from deficit to surplus, alongside award-winning peer recognition. With more exciting projects on the horizon, like the MiPermit discount scheme and the expected decriminalisation of obstruction parking, the future looks bright.



# 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.

## Park Safe Schools launched

In March, we launched the Park Safe Schools pilot at two locations in North Essex, aiming to improve road safety outside schools and tackle dangerous and illegal parking. Supporting the existing 3PR initiative, the new scheme uses cameras outside schools and only focuses on parking behaviour in these areas. For more information see Section 4.

## Covid response

During the Covid-19 pandemic, we put in place measures to ensure that we could carry out our service in the safest way possible for staff and customers, as well as providing support

to those who need it. This involved ensuring all staff were provided with adequate personal protective equipment, implementing a dedicated coronavirus updates webpage, providing an extension to residents permits, relaxing some restrictions and providing NHS workers with a parking permit. More information is available in Section 2.

## Park Active scheme update

Since its launch in November, as the first UK Park Active pilot scheme to support the environment and encourage active travel, the NEPP has continued to support this campaign and promote messaging across its communication channels. Read more in Section 3.

## Continuing to support the Selfish Parking campaign

We have continued to support the British Parking Association's (BPAs) national Selfish Parking campaign with its relaunch, in April 2021, of updated artwork and messaging – as a part of the Positive Parking Agenda, which we are a founding member of. See more in section 4.



# 2 On-street parking

## Traffic Regulation Orders (TROs)

In March, we made changes to the TRO on Museum Street and Castle Street, Saffron Walden. This was to alter limited waiting bays and replace them with resident permit parking, due to a shortfall of resident spaces in the local area. The decision was also made due to an increase in demand for resident spaces, due to the pandemic and more home working.

## International Parking Systems machines (IPS)

We invited IPS, a new payment machine manufacturer, to test their machines for reliability in comparison to previous manufacturers. The new machines also allowed for credit card payments instead of coin payments and were added at on-street sites in Harwich; Queens Road, Buckhurst Hill; and High Road, Loughton.

## Updates on second lockdown support

As mentioned previously, we continued to provide support for residents during the second national lockdown. Implementing a phased return to patrols allowed us to target safety-critical areas and relaxing of restrictions on single yellow lines to support homeworking. Parking permits for NHS staff were continued in order to support those working on the frontline, by providing free parking stays while on shift.

## Walk to School Week and Walking Month

Through social media we supported the messaging behind Walk to School Week and National Walking Month, two great initiatives that work towards easing congestion and contributing towards greener travel. Both tie in with our 3PR and Park Safe Schools projects to help tackle parking outside schools, and work towards the aims of the parking strategy to reduce congestion and improve air quality.

# 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.

## Park Active

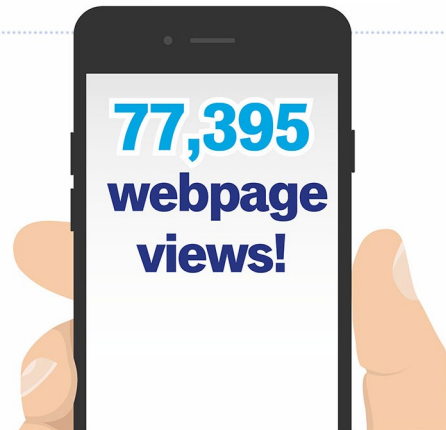
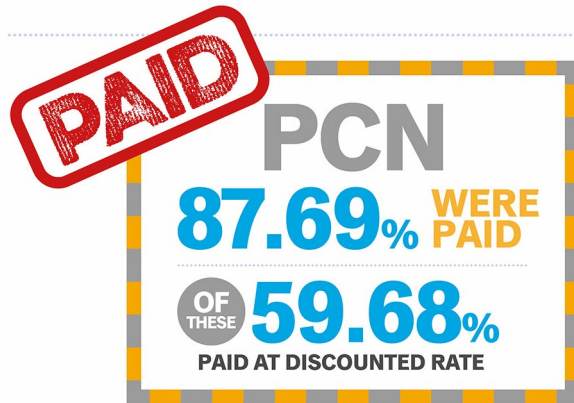
The Park Active scheme has successfully continued to run in Colchester. Encouraging active travel and providing an incentive to reduce congestion and air quality, the scheme has been running since November and has started to make a positive impact on the Borough.



## During the period 1 January to 31 March 2021:



Percentage of issued PCNs which were challenged at the informal stage



## Index of Penalty Charge Notices issued between 2012/13 and 2020/21

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 2020/21 the number of Penalty Charge Notices issued was within the range of what we expected.



**Index of Penalty Charge Notices** issued between 2012 to 2020. The relationship between the number of Penalty Charge Notices issued and how these deviate from what we estimate an average to be.

# 4 Parking education

## Park Safe Schools launches

The scheme is believed to be one of the first of its kind in the country and aims to use technology to improve road safety at the school gates and tackle dangerous and illegal parking outside schools. It's designed to support and enhance the [existing 3PR initiative](#) which aims to tackle inconsiderate school parking through education and engagement. It will also complement existing patrols.

This new scheme uses temporary fixed parking enforcement cameras outside the schools. The camera will only focus on and monitor motorists' behaviour on the waiting and parking restrictions outside a school and, if needed, postal Penalty Charge Notices will be issued to those seen contravening the restrictions.

The two pilots took place at Stanway Fiveways Primary School in Winstree Road, Colchester and Chase Lane Primary School in Dovercourt. As this is an innovative pilot scheme, the NEPP has been working very closely with the local schools, communities and councillors over the last few months. We've also provided the schools with resources to ensure local residents, school children, parents/carers and staff are aware of the scheme too. We continue to work with the schools and local communities throughout the pilot to ensure its effectiveness. Both pilots will run for a minimum period of one school term, after which the situation will be reviewed.

## Supporting the Selfish Parker campaign

We have continued to support the British Parking Association's Selfish Parker campaign through social media, by sharing their messaging and creating our own with their resources. In April, the BPA relaunched the campaign with updated artwork to focus on tackling selfish and antisocial parking. The artwork has three core focuses: respect others, think before you park and don't be selfish. If you'd like to find out more about the campaign, search #SelfishParking online.



# 5 People and performance

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

## Innovation

As mentioned in section 4 Park Safe Schools is believed to be a first-of-its-kind scheme within the UK and utilises technology to monitor and help improve road safety outside schools.

## Efficiency

The annual staff survey took place in January which gave staff the opportunity to feedback on how well they think we’re doing. This allows us to take on their views on how we’re doing and, where possible, use the feedback positively and become more efficient as an organisation.

## Education

The series of videos being produced alongside messaging on social media and the website are used to educate and share key messages from us and the parking sector.

We continue to share the #SelfishParking messaging from the BPA campaign, to raise awareness and educate motorists on the effects of inconsiderate and selfish parking.

**DON'T BE A SELFISH PARKER**  
**#selfishparking**

**BPA**  
MEMBER OF THE  
BRITISH PARKING ASSOCIATION

- ✓ RESPECT OTHERS
- ✓ THINK BEFORE YOU PARK
- ✓ DON'T BE SELFISH

## Communication

We’re looking to launch a new internal communications strategy. This will set out where staff can best find the information they need and look to improve the communication between staff and managers in the NEPP. This will support

the staff charter, develop happy and engaged staff, and give staff the opportunity to have a say about the way we communicate through the annual staff survey.



# 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.

## Park Safe Schools

Park Safe Schools will look to expand to more schools within the next year, to add more cameras to tackle road safety and inconsiderate parking.

## 3PR

The promising 3PR scheme is aiming to enroll more schools in the next quarter, improving congestion and road safety around schools, aligning with our parking strategy.

## Videos – PCN video

We will be looking to complete and publish a PCN video on our Youtube channel. The video will be used to help explain what someone should do once they receive a PCN and instructions on the appeal and payment process. This will provide a valuable tool in improving efficiency as it can be signposted to customers, rather than have them contact us directly to ask questions.

## Positive Parking Agenda

Messaging around the Positive Parking Agenda has continued to be supported. The Agenda addresses a range of key priorities including congestion, safety, air quality, accessibility, technology, working together and fairness.

## MiPermit discounts launch

We are hoping to launch MiPermit discounts towards the end of June. The pilot scheme is believed to be the first of its kind in the country and aims to boost the local economy post lockdown by providing a discount on parking through the MiPermit app, when purchasing from affiliated stores in the town centre.



# 7 How we invest and develop

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

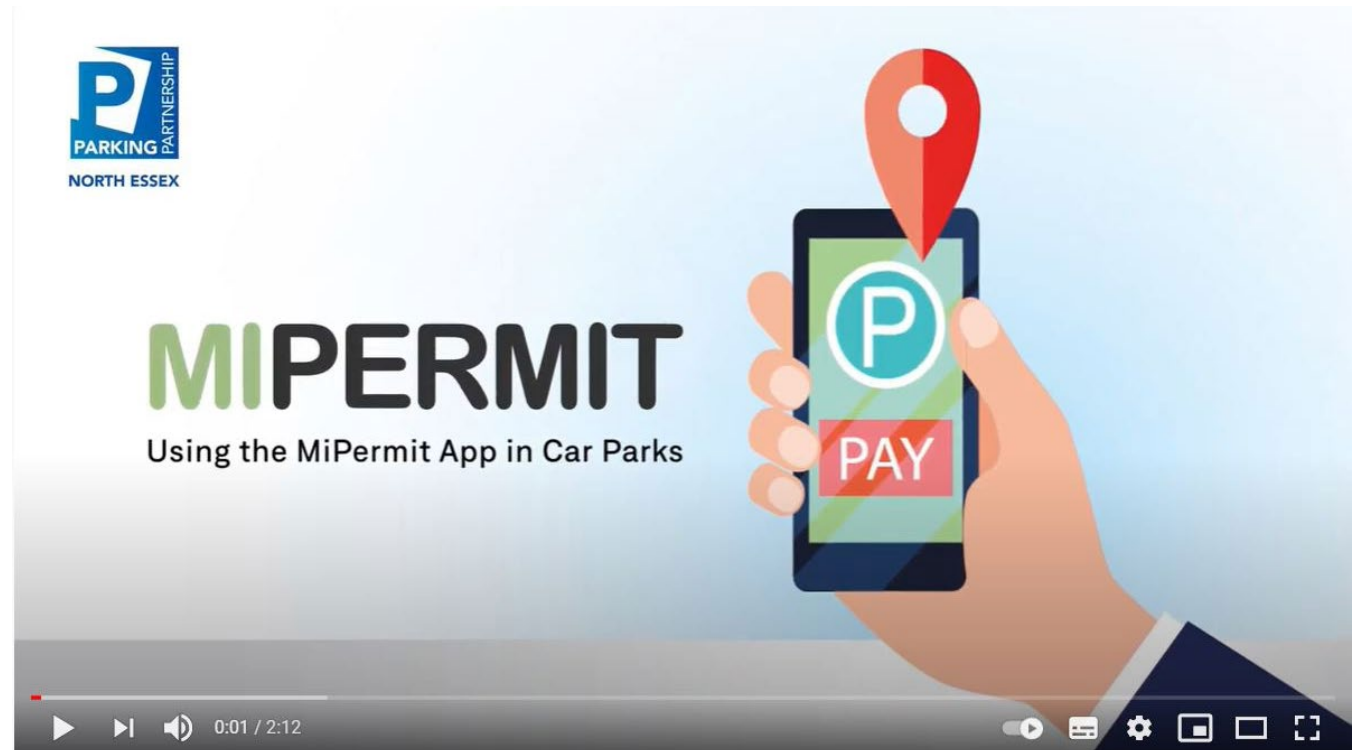
## Parking projects

### Electric vehicle trials

We are intending to trial a Renault Zoe electric vehicle as part of the Positive Parking Agenda to try and improve air quality. This trial will allow us to conduct research into how effective electric vehicles are in terms of delivering our service and look at the possibility of upgrading the entire fleet to electric vehicles in the future.

### Video series continues

Now the parking payments video has been completed, the local film company working on this series has started on our PCN video. The aim of these videos is to create a self-serve guide customers can watch to see the services we provide, which should provide some relief on the inflow of questions we receive over the phone and social media.



# Our accounts

## ON-STREET ACCOUNT YEAR END POSITION 2020/21

ON-STREET ACCOUNT	2019/2020 Last Year	2020/2021 Current Year	2020/2021 Current Year	2020/2021 Current Year
<b>Direct costs</b>	Actual	<b>Actual</b>	Budget	Variance
<b>EXPENDITURE</b>				
<b>Employee costs</b>				
Management	74	<b>123</b>	81	42
CEOs & Supervision	1,324	<b>1,399</b>	1,403	-3
Back Office	388	<b>425</b>	393	32
TROs	132	<b>134</b>	172	-38
Premises / TRO Maintenance costs	219	<b>329</b>	191	138
Transport costs (running costs)	38	<b>54</b>	30	24
Supplies & Services	500	<b>437</b>	611	-174
Third Party Payments	35	<b>13</b>	53	-40
<b>Sub total</b>	<b>2,711</b>	<b>2,914</b>	<b>2,934</b>	<b>-19</b>
<b>INCOME</b>				
Penalty Charges (PCNs)	-1,994	<b>-1,313</b>	-1,561	248
Parking Permits/Season Tickets	-883	<b>-641</b>	-729	87
Parking Charges (P&D etc)	-369	<b>-181</b>	-253	72
Other income	-24	<b>-18</b>	-2	-16
<b>Total Income</b>	<b>-3,270</b>	<b>-2,153</b>	<b>-2,545</b>	<b>391</b>
<b>Total Direct Costs</b>	<b>-559</b>	<b>761</b>	<b>389</b>	<b>372</b>
Total Non-direct Costs	458	<b>458</b>	458	0
<b>Sub total (in year operation)</b>	<b>-101</b>	<b>1219</b>	<b>847</b>	<b>372</b>
<b>Return unused TRO budget</b>	<b>-185</b>			
<b>Total for year to Reserve</b>	<b>-286</b>			

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 2020/21

OFF-STREET ACCOUNT	2019/2020 Last Year	2020/2021 Current Year	2020/2021 Current Year	2020/2021 Current Year
<b>Direct costs</b>	Actual	<b>Actual</b>	Budget	Variance
<b>EXPENDITURE</b>				
<b>Employee costs</b>				
Management	4	<b>8</b>	5	3
CEOs & Supervision	200	<b>212</b>	210	2
Back Office	122	<b>134</b>	124	10
Off-street Account	178	<b>169</b>	171	-2
Premises costs	12	<b>11</b>	9	2
Transport costs (running costs)	14	<b>23</b>	12	11
Supplies & Services	316	<b>325</b>	311	14
Third Party Payments	11	<b>4</b>	17	-13
<b>Sub total</b>	<b>858</b>	<b>885</b>	<b>859</b>	<b>27</b>
<b>INCOME</b>				
Braintree District Council	-176	<b>-181</b>	-181	0
Epping Forest District Council	0	<b>0</b>	0	0
Harlow District Council	-73	<b>-76</b>	-76	0
Uttlesford District Council	-158	<b>-163</b>	-163	0
Other income	-39	<b>-27</b>	-45	18
Colchester Borough Council	-557	<b>-563</b>	-544	-19
<b>Sub total</b>	<b>-1,003</b>	<b>-1,010</b>	<b>-1,010</b>	<b>-1</b>
<b>Total Direct Costs</b>	-145	<b>-126</b>	-151	26
<b>Other non-direct Costs</b>	<b>140</b>	<b>132</b>	<b>156</b>	<b>-24</b>
<b>Total non-direct Costs</b>	<b>140</b>	<b>132</b>	<b>156</b>	<b>-24</b>
<b>Deficit / (Surplus)</b>	<b>-5</b>	<b>6</b>	<b>5</b>	<b>2</b>



# 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.

## Positive Parking Agenda

We will continue to champion the Positive Parking Agenda and embrace the key principles in our work and messaging in order to lead by example as a founding member.

## Park Safe Schools

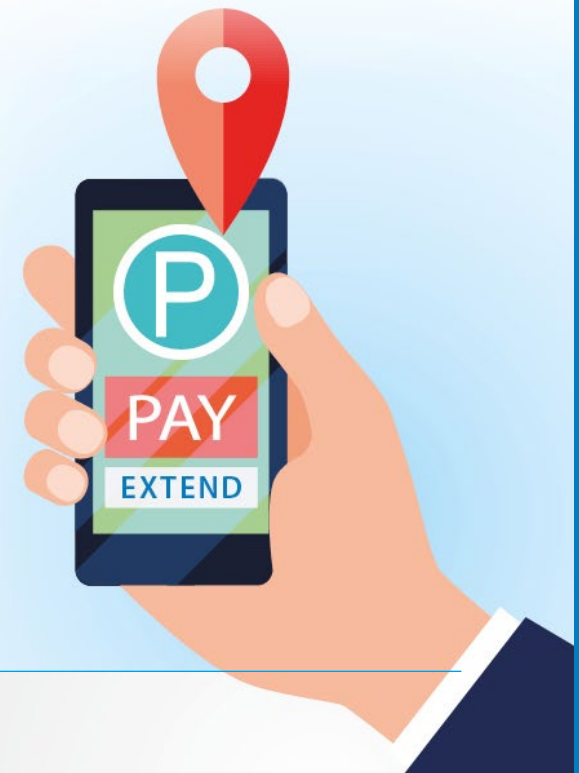
We will continue to monitor the progress of the Park Safe Schools and 3PR projects, to continue to focus our efforts on improving road safety and parking outside schools.

## Video series

The previous success of our MiPermit informative video, the parking payments video and the PCN video, coming soon, have shown the benefits of the project so far in providing customers with an easy to access and understand source of information about what we do and the services we provide.

## Covid response

Our response to the second Covid-19 lockdown and the support we've provided to staff and customers across all partners emphasises our commitment to ensure safe working conditions for staff, and to provide a high standard of service for customers.



# Contact us

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## Find us on

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