



*North Essex  
Parking Partnership*

**Part 2: July to September 2020**  
**Operational Report**

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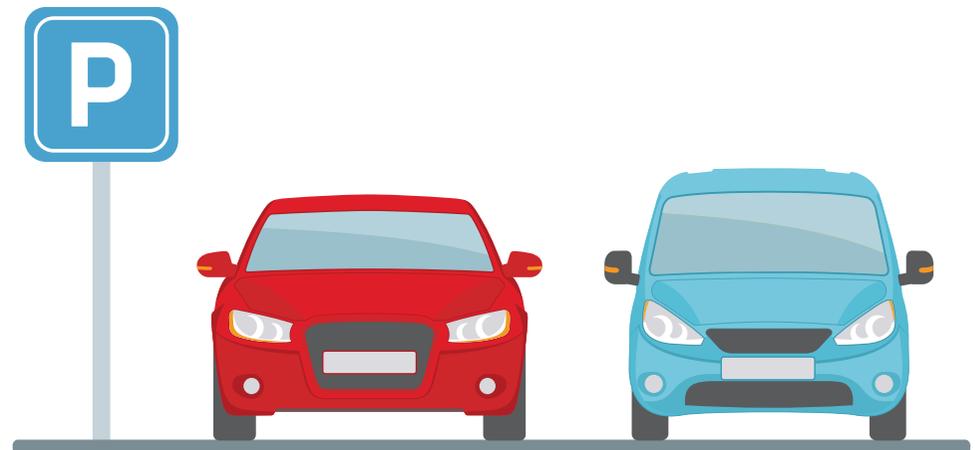
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This is the second quarterly Operational Report and will become Part 2 of our Annual Report 2020/21, so you won't have to wait until mid-2021 to see it!



# 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.

## Responding to the coronavirus pandemic

During the second quarter of the 2020/21 period, the restrictions put in place to reduce the spread of coronavirus (Covid-19) began to ease over the summer months. This Operational Report will feature how we continued to respond to the pandemic as well as the measures and tools we put in place to deliver our services and help protect our communities and staff during these difficult times.

## Support for NHS Workers

Once the lockdown ended, we continued to provide parking exemptions for NHS staff to create free parking stays whilst they're on duty, in the council-owned car parks we manage. Read more in section 3.

## Contactless parking payments

With lockdown restrictions easing and non-essential retail able to reopen, we actively encouraged motorists to make contactless car parking payments using MiPermit, which included launching our first MiPermit App video. Read more in section 3.

## Data Led Services

This summer, we established a new Data Led Services Team, who will be using technology and data to allow us to work even more efficiently by focusing and tailoring our patrols to where they are needed. Read more in section 2.



# 2 On-street parking



## **New Data Led Services Team**

We established a new and dedicated Data Led Services Team whose aim is to use innovative technology and gather data to enable us to deliver more efficient and focused enforcement across North Essex. As part of their work, this new team will manage on-street parking patrols using our Park Safe Camera car, develop our existing 3PR initiative for schools, and investigate blue badge, season ticket and permit misuse.

## **Partnership Working**

Following the installation of temporary red routes in the spring to address problematic parking, many of these, including the new route in Epping Forest, continued to be busy and we worked closely with Epping Forest Constabulary to carry out joint patrols of the area.

## **Camera installation**

As part of our £1 million programme of projects, we worked with Essex County Council to install four school parking cameras to monitor parking and waiting restrictions outside schools taking part in our upcoming school parking camera pilot project.

## **Patrols**

We continued our patrols and increased these in areas such as Epping Forest and Hatfield Forest, where there was an increase in traffic and problematic parking. In September, as schools fully re-opened since the outbreak of coronavirus, we resumed our patrols at more than 300 schools in North Essex.

We also recruited four Civil Enforcement Officers to maintain patrol levels across partner areas.

## **Traffic Regulation Orders**

Our Engineering Team introduced seven Traffic Regulation Orders across all partner areas, which became operational in this quarter. This included a temporary red route on Coast Road and Victoria Esplanade in West Mersea to address access issues. Further information about red routes can be found online at [www1.parkingpartnership.org/north/redroutes](http://www1.parkingpartnership.org/north/redroutes).

# 8 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.

## Support for NHS Workers

To help NHS staff and critical key workers during the national lockdown in the spring, we provided parking exemptions in the form of a free digital parking permit with no time restrictions to use in on-street parking places and council-owned car parks. As the restrictions and situation changed over the summer, we continued to provide exemptions for NHS staff whilst they were on duty in the form of free parking stays, in car parks managed by us in Braintree, Colchester, Harlow and Uttlesford.

## Safety measures

During the summer, we displayed posters in car parks promoting contactless payments as well as advising people how to use payment machines to reduce the spread of coronavirus.

We also worked with Colchester Borough Council to produce and install floor vinyls near to the cash

When possible  
make **contactless**  
payments with  
**MIPERMIT**



Stay alert | Control the virus | Save lives

and card payment machines in their car parks, promoting contactless payments with MiPermit.

## MiPermit promotion and video

The cashless nature of MiPermit means customers only need to handle their own devices and can avoid using cash and card payment machines in car parks we manage. This has proved a real benefit during the pandemic and is something we've actively promoted in car parks and through posters and social media. In Colchester, we also continued to offer an attractive parking offer

which was only available to customers paying for their parking stay using the MiPermit app, which also supported the town centre recovery and encouraged contactless payments.

In addition to this, and to help encourage contactless payments and reduce the spread of coronavirus, we also launched our latest video which provides motorists with a short, step-by-step visual and audio guide to using the free MiPermit app to make contactless payments in car parks, which so far is proving to be our most popular video ever!

During the period  
1 July to 30 September 2020

14.8%

Q1

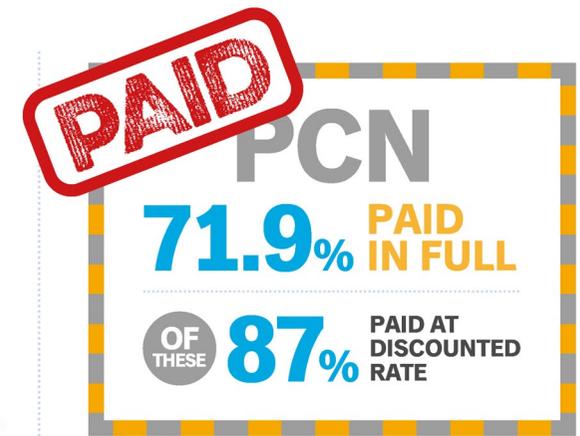
APRIL - JUNE  
2020

19.13%

Q2

JULY - SEPTEMBER  
2020

Percentage of issued PCNs which were challenged at the informal stage



**MIPERMIT**  
Using the MiPermit App in Car Parks

**1 x video launched**

1 x Team created!  
DATA LED SERVICES

**Penalty Charge Notice**  
70,000  
biodegradable PCN pockets used instead of single-use plastic versions over past year

50  
**MIPERMIT**  
floor vinyls installed

54%  
car park payments in Colchester via  
**MIPERMIT**  
An increase of 100% over the past year!

2,192k  
more  
**MIPERMIT**  
accounts set up compared to same period previous year

# 4 Parking education

## Part 3: Operational Report and Annual Report 2019/20

We published Part 3 of our 2019/20 Operational Report and 2019/20 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. To view all our operational and annual reports, please visit [www.parkingpartnership.org](http://www.parkingpartnership.org).

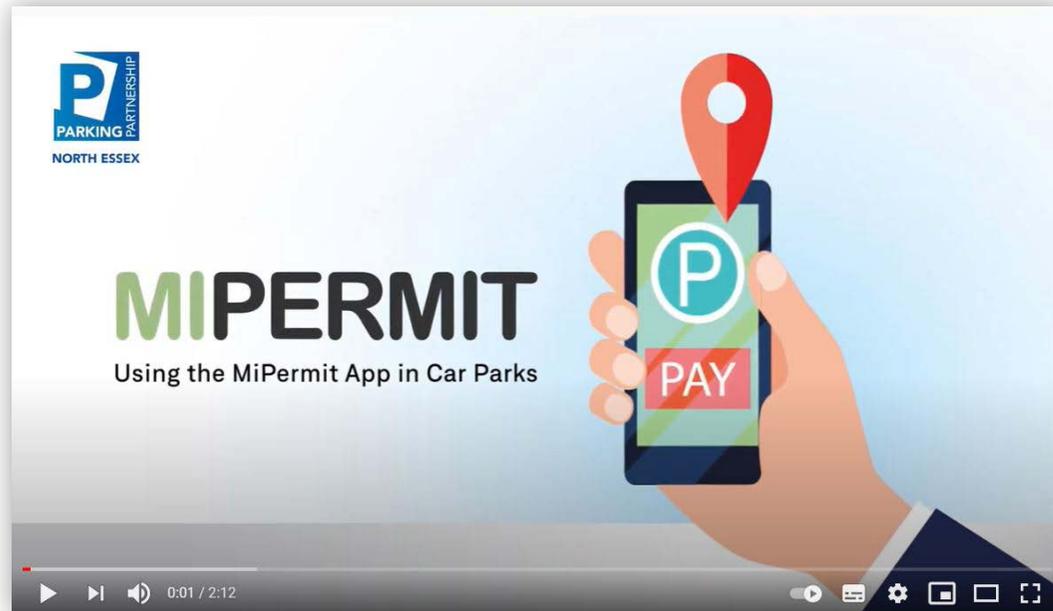
### Educational video launched

As mentioned in section 3, we launched our latest video, providing a visual and audio step-by-step guide to using the MiPermit app to make contactless payments in car parks.

### Communicating changes

Due to school closures for all except key workers' children and the summer holidays, our 3PR school parking initiative could not take place.

We did, however, continue to keep our staff, customers and partners informed about changes to our services and the support available.



Changes to our service delivery and support was communicated to the public via our website, which had over 106,000 page views from July to September – an increase of 19% from the same period in 2019. Social media was also a useful and popular tool during this period with our Twitter impressions totalling 49,000 and our most popular tweet about returning back to school safely, having 2,400 impressions.

We also kept partners and key stakeholders up to date through email, online meetings and e-newsletters, and used a range of communication tools to keep our staff informed too.

# 5 People and performance

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

## Innovation

July marked one year since we began using biodegradable Penalty Charge Notice (PCN) pockets instead of single-use plastic versions, which we believe we were the first parking authority in the country to do. Over the past year, the switch has meant we've avoided using 70,000 single-use plastic envelopes!

In September, we worked with Essex County Council to install four temporary parking enforcement cameras outside two primary schools, ahead of our plans to launch our school parking camera pilot scheme in the autumn. Once launched, we believe this new and innovative scheme will be one of the first of its kind in the country.

## Efficiency

As we returned to our usual level of patrols in early July, additional vehicles were also sourced to avoid the need to car share and to help officers to patrol effectively without impacting our services.

In Colchester, we oversaw and managed the work to install new energy efficient LED lighting within two multi-storey car parks in Colchester. The new lighting is more energy efficient, better quality and less maintenance. It's estimated the total CO2 emission saving will be close to 100 tonnes per year and the project will pay for itself in just over five years.

## Education

As mentioned in Sections 1 and 3, we heavily promoted the cashless and contactless nature of MiPermit through posters, social media, car park floor vinyls and our new video, which provides a step-by-step audio and visual guide to using the MiPermit app in car parks.

Our website and social media accounts continue to be used as a place to educate and share key messages from ourselves and the parking sector.

## Communication

As our patrols resumed to our usual levels in July, our Civil Enforcement Officers experienced an increase in abuse towards them whilst carrying out their roles. To address this, protect our staff and as part of the national #HaltTheHate campaign, we continued an appeal to the public to behave responsibly, and reminded them of

the important role our staff undertake in keeping traffic moving and our local roads safe and accessible for all road users.

In September, we published our final Operational Report for 2019/20 which also formed part of our Annual Report 2019/20. The purpose of reports in this way was to improve everyone's understanding of what we deliver on a daily basis and to give the public more up-to-date information about our service. The new format of these reports was highly commended at the PATROL PARC awards and supports the Positive Parking Agenda. Read more in Section 4.



# 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.

## Video series

As mentioned in previous operational reports, we've appointed a local film production company to produce a series of short videos to promote and support the work which we do. Our recent video, about using the MiPermit app to make contactless payments in car parks, was part of this series. We will now begin work on our next video, which will be an informative video about using MiPermit to manage parking permits in North Essex.

## Working with Babergh & Mid Suffolk Council

Richard Walker, our Parking Partnership Manager, is continuing to work with Babergh and Mid Suffolk District Councils (B&MSDC) to help support the creation of their new parking strategy.

NEPP and B&MSDC share a long boundary so the conversation is a logical step, and our guidance encourages working together with neighbouring authorities.

## Parking Strategy for Colchester

NEPP is continuing to support Colchester Borough Council with a new five-year parking strategy and is currently reviewing the results of the public consultation which took place in early summer.

## 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. Our latest video, which provides a step-by-step guide to using the MiPermit app to make contactless payments in car parks, also supports the aims of the PPA.

You can find out more about the PPA at [www.positiveparkingagenda.co.uk](http://www.positiveparkingagenda.co.uk).

## COLCHESTER POSITIVE PARKING STRATEGY



# 7 How we invest and develop

The ongoing coronavirus pandemic has meant that we have had to continue to react to changes in restrictions and guidance, and adapt our services quickly and efficiently to be able to operate safely. This meant changes had to be made to the equipment we use and the way we operate our services to ensure they are Covid-secure, e.g. purchasing additional patrol vehicles and producing additional communication materials, as mentioned in Section 5.

Where possible, we've continued to progress with our £1 million programme of projects, which allow us to reinvest revenue into parking services across North Essex. Over the summer period this has included purchasing and installing four school parking cameras, ahead of our planned launch in the autumn.





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