



# **2022-23 Annual Report**

North Essex Parking Partnership

# Contents

**02**    **1 | Service Overview**

**03**    **2 | On-Street Parking**

**04**    **3 | Off-Street Parking**

**06**    **4 | Parking Enforcement by Numbers**

**09**    **5 | Parking Education**

**11**    **6 | People & Performance**

**13**    **7 | Work Programme**

**14**    **8 | How We Invest & Develop**

**15**    **9 | Accounts**

**16**    **10 | Annual Report Summary**



# Councillor Land

## Joint Parking Committee Chair

This year the North Essex Parking Partnership (NEPP) has remained resilient in the face of many and varied challenges, which are being felt within the sector.

2022 has been a challenging year for our customers, communities, and ourselves, as we have all navigated the cost-of-living crisis and continue to recover from the pandemic. 'Team NEPP' have worked hard to find innovative ways to improve how we work to ensure we continue to deliver parking services as efficiently as possible for north Essex.

Despite this challenging environment, we remain strong. Whilst costs have increased in the year, other areas of the organisation have performed well and have helped to keep costs under control and somewhat mitigate the impact of inflation. We remain focused on improving value for money and developing our services to help meet the parking needs of each of our partner authorities.

In 2022, we launched an incredible eleven 3PR schemes. This combined with our Park Safe School pilot are helping to keep children safe across north Essex. In June, our five new electric vehicles came into full time operation, taking us a step further towards our commitment to run a fully electric fleet by 2030. We also supported Colchester City Council to set up its own Electric Vehicle Car Club.

We have celebrated winning two national awards and being shortlisted for an impressive six more. A particular highlight was congratulating our Group Operating Manager, Jake England, who won the national 'Rising Star Award' at the prestigious British Parking Awards.

I would like to thank all of 'Team NEPP' for their good work over the past year. I continue to be impressed with their hard work and dedication to improving the parking services we offer.

Whilst external pressures will continue to be a challenge, I feel positive about the future and our ability to continue to improve services for our partner authorities and customers. We will continue to make positive steps towards our vision; making parking fair and transparent by bringing together the parking operations for north Essex.

**Councillor Dan Land**  
Chair, North Essex Parking Partnership

# 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.

## **3PR**

We've been successfully launching 3PR schemes at primary schools across the partnership area for five years and have launched an impressive 11 schemes this year. Together with the South Essex Parking Partnership, we have also acquired the rights to the 3PR initiative, which we will be looking to develop in the future. Read more in sections 5 and 8.

## **Partnership Agreement**

This year, the agreement for the North Essex Joint Parking Committee to continue operating was extended until at least 2027. Read more in section 2.

## **Award-Winning Year**

We've celebrated winning two national awards and being shortlisted for an impressive six national awards. Read more in section 5.



# On-Street Parking

On 30 June 2022, all seven NEPP partners signed an Agreement for the Joint Parking Committee to continue operating for a further five years, with possible extensions up to March 2030.

Under the new Agreement, Colchester City Council continues to act as the lead authority with NEPP delivering the services, with the option to add further services written into the Agreement.

We also made alterations to our organisational structure, in order to deliver the new agreement.

## **New 'No Stopping' Cones Policy**

At our March Joint Parking Committee meeting, a new 'No Stopping' Cones Policy was approved which means we now have formal agreements in place with customers to pay for the administration, delivery and collection of temporary cones and any lost/ unreturned cones will also be charged for.



# Off-Street Parking

Beside 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.

## **Tariff Board Updates in Colchester**

This year, we've been working with Colchester City Council to update their car park tariff board and welcome signage so that the boards have a cleaner design, are more customer friendly and highlight and encourage the use of MiPermit for payments. The first phase of these new tariff boards and entry signage were installed in February, with further additions since.

## **Braintree Plaza Car Park**

Our Technical Team have assisted Braintree District Council in delivering the set-up and facilities for their new Plaza Car Park which opened this year.



## Electric Vehicles and Charging Points

In June, our five new electric vehicles (EV) came into full time operation to help us deliver parking operations across north Essex. These new vehicles were purchased as part of our commitment to tackling climate change and we have invested in an electric vehicle fleet charging infrastructure to support the commitment to a fully electric fleet by 2030.

Our Joint Parking Committee also approved further substantial investment in EV patrol cars to transform much of the remainder of our fleet. It was also agreed that the new EV Park Safe cars will be able to monitor resident parking areas with an investment in, and introduction of, some innovative technology.

We have also assisted one of our partners, Colchester City Council, to set up its own EV Car Club.



# Parking Enforcement by Numbers

## On-street Penalty Charge Notices (PCNs) issued



45,924

Higher Level  
PCNs issued



4,999

Lower Level  
PCNs issued



50,923

Total  
PCNs issued

PCNs paid **37,835**

PCNs issued to driver/  
attached to windscreen **45,233**

PCNs issued by post **599**

PCNs issued from Park Safe  
cameras **5,091**



CONTRAVENTION CODE	REASON	TOTAL ISSUED
01	Parked in a restricted street during prescribed hours	12925
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit	9320
02	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	4474
30	Parked for longer than permitted	3654
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	3438
23	Parked in a parking place or area not designated for that class of vehicle	3381
47	Stopped on a restricted bus stop or stand	3180
46	Stopped where prohibited (on a red route or clearway)	1735
25	Parked in a loading place or bay during restricted hours without loading	1219
45	Stopped on a taxi rank	986

# Parking Enforcement by Numbers



14% of overall PCNs were challenged at the informal stage



81% of PCN challenges and representations were done online



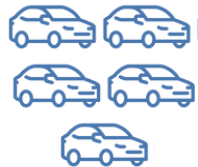
2 x Awards won



5-year partnership agreement extension



11 x 3PR schemes launched



5 x EV vehicles in operation

On-Street Permits issued	70,869
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Digital Resident Permits issued	9,033
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Digital Visitor Permits activated	50,307
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Digital Parking Dispensations issued	449
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# Parking Education

## Road Safety Week

We supported Road Safety Week which took place 14-20 November, by sharing ideas and ways in which everyone can help improve road safety. We also highlighted the ways in which we are actively working to improve road safety, including outside the school gates with our Park Safe Schools and 3PR schemes. During the week, we also launched a gold 3PR scheme at Earls Colne Primary School improving road safety for their 400+ pupils.

## 3PR Schemes Launched

Throughout the course of the year, we have launched an incredible 11 3PR schemes across North Essex! November was one of our most successful months for 3PR schemes, with a total of six schemes launching!

## Success at the British Parking Awards

Our Group Operating Manager, Jake England, won the national 'Rising Star Award' at the prestigious British Parking Awards which were held in London on 19 October. We were also finalists in an impressive four other categories at this year's British Parking Awards, including: the Communications Award; the Back Office Award; Parking Technology and the Parking Partnerships Award.



british  
parking  
awards  
2022  
WINNER



### **PATROL PACER Awards**

We're delighted that we won the 2020/21 PATROL PACER award for Best use of design in our Annual Report! We won the award for our great use of design, layout and graphics to present content in a way that is engaging, while still being appropriate and complementary of Civil Enforcement.

More recently, our 2021/22 Annual Report has also been shortlisted for the 2023 PATROL PACER Awards.

## **PATROL PACER Awards**

Promoting Awareness of  
Civil Enforcement through Reporting

### **Park Safe Schools Update**

Our Park Safe Schools scheme aims to improve dangerous and inconsiderate parking outside schools continues to be successful. We continue to work closely with the local schools, motorists and parents to educate and affect both behavioural and perception changes surrounding safe school parking.

Recently we have begun operating our Park Safe School cameras in two new locations – Unity Primary Academy in Colchester and White Court School in Braintree.

We will continue to monitor the scheme's effectiveness and consider the next steps for this scheme.

### **Best use of Design**

Local parking and traffic management  
...explained through Annual Reports



**2020/21  
Reports**



# People & Performance

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

## INNOVATION

This year, we’ve piloted a new format for our operational reports, by creating short videos of the highlights for each period to help improve the reports’ accessibility and engagement.

We have also successfully implemented a new digital partnership permit scheme which requires vehicles used by local authority employees that have no livery, to register a parking stay in MiPermit. This will help us to monitor usage to help understand our permit zones are being used and improve our ability to deal with any suspected misuse as and when it is reported to us.

## EFFICIENCY

### Online Enforcement Requests

In the autumn, we launched an online Enforcement Request Form on our website which allows the public and our staff, to submit enforcement requests online 24/7, meaning requests are received in a timely manner.

The form provides users with realistic timescales and allows us to easily identify the most problematic locations, time periods and restrictions. The Enforcement Request form can be found on our website here.

To digitalise and streamline our processes as well as create efficiencies, we also created an internal single automated reporting system to replace multiple manual reports.



## National Apprenticeship Week #NAW2023

### EDUCATION

#### National Apprenticeship Week

We're committed to supporting and developing our staff to enable us to deliver a forward-thinking, professional and high-quality service for all our customers. At the moment, we're supporting 15 of our staff to gain qualifications. In February, we celebrated National Apprenticeship Week and shared examples of the type and work our staff were undertaking as part of their training and qualifications on our social media.

### COMMUNICATION

Following the launch of our new website last year, we have continued to develop and improve our online provision through launching new self-serve forms for customers, creating new content, improving accessibility and much more.

We also attended Colchester's Eco Festival in September where we shared our sustainability achievements and goals and engaged with the community about the future of local EV charging provision.



# Work Programme

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

## **New East Base**

We have recently secured a new base for our staff located in East (which includes our Business Unit, Project-Led Development Team, and Data-led Operations Team).

Our new base in Colchester city centre is a great opportunity for us and will enable our staff to all work together in one location - encouraging stronger working relationships and synergy across the three teams, as well as improved welfare facilities.

We will be working hard over the coming months to prepare the space and ensure it meets everyone's needs and are looking forward to the benefits of our new space.

## **Self-Serve for Customers**

We plan to launch more online form on our website so customers can self-serve e.g. report Pay and Display machine faults directly to us themselves.

## **Line Painting In-House**

We have acquired our own line painting equipment to enable our Technical Team to carry out ad hoc/small lining works in a more cost-effective way.

## **MiPermit Convenience Fee**

Due to the current financial situation and rising costs, Colchester City Council are considering options for the MiPermit Convenience Fee linked to off-street parking transactions. Once a decision is made, we will work with our partner to implement any changes needed.



# How We Invest & Develop

## 3PR Acquisition

We have been successfully launching 3PR schemes across the partnership area since 2018 and we're pleased to report that together with the South Essex Parking Partnership, we have recently acquired the rights to the 3PR initiative, which we will be looking to develop in the future.



## Transformation

We undertook transformation to ensure that our structure of the service met the current and emerging needs of what we deliver considering the new agreement with Essex County Council. This included new teams being formed – Data-Led Operations (Enforcement) and Project-led Development (Technical and Projects) – alongside the pre-existing Business Unit.

## Electric Fleet

Several of our existing fleet vehicles have leases due to expire in the coming months. We are making plans to replace some of these with new Electric Vehicles to ensure that we are running a more cost effective, efficient, resilient and environmentally friendly fleet. We have had excellent feedback from the teams on our current EVs and we look forward to maximising the benefits of these across our operational teams in the coming months.





# Accounts

2022 / 2023 Period 13	2021/ 2022 Last Year	2023/ 2023 Current Year	2022 / 2023 Current Year	2022 / 2023 Current Year	2022 / 2023 Current Year	2022 / 2023 Current Year	2022 / 2023 Current Year
	Actual	Actual to date	Budget to date	Variance to date	Forecast Outturn	Annual Budget	Projected Variance
On-Street Account							
<b>Direct Costs</b>							
<b>Expenditure</b>							
Employee costs:							
Management	88	<b>88</b>	<b>87</b>	1	97	87	9
CEOs & Supervision	1,325	<b>1,273</b>	<b>1,327</b>	(54)	1,325	1,327	(2)
Back Office	421	<b>434</b>	<b>442</b>	(8)	435	442	(7)
Data Led Services	226	<b>355</b>	<b>281</b>	74	354	281	73
TRO's	164	<b>175</b>	<b>47</b>	128	169	47	122
Premises / TRO	313	<b>228</b>	<b>208</b>	20	225	208	17
Transport Costs (Running Costs)	50	<b>64</b>	<b>28</b>	36	59	28	30
Supplies & Services	737	<b>372</b>	<b>471</b>	(99)	532	471	60
Third Party Payments	19	<b>35</b>	<b>56</b>	(21)	41	56	(15)
	3,342	3,024	2,948	77	3,236	2,948	287
<b>Income</b>							
Penalty Charges (PCNs)	(1,908)	(1,722)	(2,295)	573	(1,861)	(2,295)	434
Fines (Blue Badge / Permits)	0	0	(30)	30	0	(30)	30
Parking Permits / Season Tickets	(913)	(923)	(861)	(62)	(918)	(861)	(57)
Parking Charges (P&D etc)	(292)	(336)	(280)	(56)	(314)	(280)	(34)
Other income	(27)	(19)	(35)	16	(35)	(35)	0
	(3,140)	(3,000)	(3,500)	501	(3,127)	(3,500)	373
Total Direct Costs	202	24	(552)	578	109	(552)	660
Total Non-Direct Costs	447	415	444	(29)	444	444	0
<b>Sub-Total (In Year Operation)</b>	649	439	(108)	<b>549</b>	553	(108)	660
	577			Outturn	Forecast Outturn	Base Budget	In Year Swing
<b>From Reserve</b>	<b>72</b>		<b>From Reserve</b>	<b>(388)</b>			
			<b>Balance</b>	<b>161</b>	Actual figure is £160,082.72 (difference is roundings)		

# 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.

## **Creating Efficiencies**

As an organisation, we always look for ways to be innovative and improve our services and this has been particularly important this year due to the current financial situation which we are all facing. Not only have we looked for and implemented ways to deliver our services more efficiently e.g. implementing more customer self-serve facilities and operational changes to the way we work, but when making decisions, we have also had to be mindful of the financial pressures our customers face too.

## **EV Fleet**

We remain committed to reducing our environmental impact as much as possible and operating more EV vehicles this year has contributed and helped us move towards our commitment to operating with a fully electric fleet by 2030.

## **Supporting Our Partners**

Supporting our seven partners and delivering high quality parking services for them and their communities is at the heart of what we do. This year we've delivered Colchester City Council's new and improved signage off street signage, carried out community engagement at events like Colchester Eco Festival, delivered new Traffic Regulation Orders across all partnership areas.

## **School Parking**

Improving road safety outside schools is a big priority of ours and this year we have made huge progress by launching 11 new 3PR schemes and jointly acquiring the rights to 3PR with the South Essex Parking Partnership. Our Park Safe Schools continues to be successful with parking and waiting contraventions significantly reducing and we've also introduced the cameras at two other local schools.

## **Video Highlights**

Throughout the year, we've created and shared these short operational report videos to highlight our work and achievements each quarter so that our stakeholders can be kept up to date with our work programme and achievements throughout the year.



[north.parkingpartnership.org](http://north.parkingpartnership.org)