

Parking Partnership Annual Report 2013/14

*A report detailing the enforcement
year in retrospect*



www.parkingpartnership.org/north

bringing together the parking operations for Essex

North Essex Parking Partnership
Annual Report 2014: **Issue 0.1** (draft version)

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This report follows guidance issued by the Department for Transport, British Parking Association and The Traffic Penalty Tribunal.

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The North Essex Parking Partnership Area



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Executive Summary

This third Annual Report of the North Essex Parking Partnership considers the financial year ending 31 March 2014, providing an overview of operational performance. This report includes all financial and statistical data which is recommended in the operational guidance issued under TMA2004.

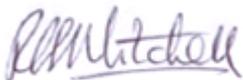
Parking Management is likely to impact most motorists at some time. Each journey starts or ends with a parking event, and where this occurs in a busy place, it is likely that some form of parking control will need to be administered. It is of course the way in which all cases are dealt with by the council which is of most interest to errant motorists.

The Partnership implements operations based on the core principles of fairness, transparency and consistency and is concerned with operating in a fair, reasonable and responsible manner with each case being treated individually on its own merits. In particular, enforcement action is focussed on *dangerous, careless and negligent* parking.

The largest change in the year was the review of the enforcement operation. The number of CEOs has been reduced and the changes were implemented by Summer 2013, a review of Technical roles started during Autumn 2013.

This was the first year without any financial support for the enforcement operation at the end of the initial Business Plan; a new Plan will now be developed and implemented to guide the operation into its fourth and fifth years. The combined enforcement operation and processing function operates, reports to the Joint Committee.

The overall Partnership performance during the year was successful with a small surplus being saved for future years and the operation is now set to continue to deliver efficient services in the North Essex area.



Cllr Robert Mitchell

**Chair,
North Essex Parking Partnership**

Deputy Cabinet Member for Place, Braintree District Council

November 2014

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A Year in Retrospect

Introduction

About the Parking Partnership

The North Essex Parking Partnership (NEPP) is a local government service, which reports to a Joint Committee of Essex County Council.

The Joint Committee governs the operations and is known as the North Essex Parking Partnership Joint Committee, or Joint Parking Committee (NEPP JPC).

The County Council and six District and Borough councils of North Essex are Members of the NEPP JPC and are represented by Executive Councillors at the Committee, which meets six times a year, with an AGM in June. The NEPP JPC receives operational, financial and other topical reports of interest from lead officers.

Each “client authority” (District and Borough Councils of NEPP) has an officer with whom the NEPP officers maintain regular contact. The officers of the NEPP are employed by Colchester Borough Council.

The Partnership comprises the Parking Enforcement Agency including Civil Enforcement Officers, Car Park Operations, Traffic Order Making responsibilities, Sign and Line Maintenance, and the Business Unit processes relating to permit applications, the enforcement of issued Penalty Charge Notices and other legal documentation.

Foreword from the Group Manager, Richard Walker

This report relates to the year up to the end of March 2014 with a brief commentary on more recent changes.

2013/14 was the year when the Partnership’s Business Plan indicated it would start to operate without financial support.

The Partnership’s Plan showed it had to make savings of over £520k against the previous operation, with a trend of falling incomes. 2013/14 was the most challenging year in terms of finance, although the Partnership finished with a small surplus, which reflects the hard work put in by the service’s team and Committee.

In the lead up to this financial year, much preparatory work had been completed to assess the staffing and operating budgets, leading to the conclusion that a restructure was required in both enforcement and car park operations.

The enforcement restructure was completed by summer 2013. This resulted in two voluntary and four compulsory redundancies. In cost terms the restructure will see a substantial reduction in staff salary costs.

The Operational restructure commenced in autumn 2013, and is linked to a project to out-source the cash collecting and processing service, which was due to take around a year.

The Technical TRO and Operational teams are to be merged to create a single Technical Team capable of handling the TRO and machine maintenance work of the Partnership when cash collection, counting and transit had been outsourced.

Beside these teams, the Partnership has a Business unit which follows up the work of the Enforcement Team, and also administers a number of other partnerships including Dedham, West Mersea and Wivenhoe, plus the administration of permits, dispensations and digital systems.

Environmental

In the interest of the environment, paper maps are no longer produced, and the Partnership is reducing the amount of paper permits, tickets and scratch-cards through the use of online systems.

Communication and Consultation

During the year, consultation has taken place about the Colchester Resident Parking Review and Clacton Town Centre Review.

A special web page has been used for consultation information.

Traffic Regulation Orders

We have better publicised details of where changes to Traffic Regulation Orders have been made, in order to conform with the *transparency* requirements of the latest Guidance.

The most obvious changes centre around parking and waiting restrictions and there is now a consistent workflow and standard template for gathering information about new Traffic Regulation Orders which all receive local consultation.

Managing local partnerships

The Partnership has acted as the consultant in a number of other local partnerships in Dedham, Hatfield Peverel, West Mersea and Wivenhoe.

Enforcement Changes

It is good practice to review enforcement operations regularly, and make changes to patterns on a random but regular basis. Shift patterns and deployment have been changed over the year.

Tackling Schools Enforcement

The main issue is that with the resources available it is impossible to keep a reasonable enforcement presence outside all schools, and residents nearby have been asking for additional patrols that cannot be supplied.

A Park Safe car has therefore been deployed, within a set of tightly-controlled policy

guidelines. Foot patrols will supplement the work of the camera enforcement car.

Primarily be used in the 'KEEP CLEAR' areas outside schools, the Park Safe car will also be used in areas where there is Loading Restrictions, Clearways (rural), Bus Stops and Taxi Ranks.

Park Safe vehicle

New technology became available by way of an enforcement car which can assist, and this has been investigated and debated. Approval to procure a vehicle for a one-year trial to gather data to see if this could be a future option has been given.

This is the first instance of the technology being used across district boundaries in a rural area. Data is being collected to show performance and compliance in a number of locations before implementation.

There has been much coverage in the local press about the car, especially during its launch, although the real benefit of a vehicle is to increase the level of compliance through driver education whereby drivers consider it is not worth the chance of parking dangerously on the school markings for fear of being caught.

The acquisition and use of a "Park Safe" enforcement car was approved, and the procurement process was completed during autumn 2013. The Park Safe vehicle had a proposed start in September 2013, which was delayed due to a software issue concerning separate Parking Orders, and the need to operate the software on a separate server to comply with its operating type-approvals. The car began patrols during February 2014.

Business Unit Work

The trend in the number of PCNs challenged is still increasing and with the Epping Forest operation now completely merged this

represents a growth in the work for the back office.

It was also confirmed that the trend in incoming telephone calls is increasing as a consequence of increased challenges, averaging 150-200 calls per day, with more incoming calls just after the weekend

If the challenger elects to receive information by email, this can be the preferred method of communication through the process, for example attaching letters to emails. This method is suitable up to the point of the commencement of legal proceedings.

Approximately 68% of Penalty Challenges are now done online through the website; this is great news as it saves costs in processing and means the respondent can receive an electronic response too.

In the early part of the year, the letter backlog had increased, partially due to system downtime at Christmas, and stood at 2,500 by summer 2013. An agreed solution to reduce the backlog commenced on 20 August 2013 for one month, meaning ten CEOs working in the back office specifically on the backlog of letters. This was very successful indeed and the backlog was reduced to manageable levels within a fortnight.

Online Permits

The service had introduced an online permit system to be trialled in Colchester. MiPermit allows online and mobile administration of the service by residents. Residents without online access can be assisted by phone, although the trial highlighted that the phone line is not available at certain times on Saturday and not at all on Sundays, for which alternatives are being sought.

The benefits of MiPermit, already used in cashless parking in car parks, are great for the resident: Residents don't need a paper permit, and visitors can be accommodated

using the online system or by text, without the need for scratch-card vouchers.

As well as cutting stationary and postage costs, it would allow better monitoring and audit of the issuing of permits. The Partnership could seek to extend the hours of operation of the phone line, if there was demand.

Enforcement and parking restrictions

There are two types of enforcement carried out in the Partnership area: mobile and foot patrol. The mobile teams cover the more rural areas and schools, and the foot patrols cover a selection of predefined urban beats, and in doing so cover all areas on a fair basis.

On normal enforcement days, there are two out of three enforcement teams present. This equates to up to forty officers each day plus Leading Officers in charge of each team who carry out the management and administration functions and overlay that provision.

The number of PCNs issued is split approximately 60:40% for On and Off Street parking; this is an area to review as the operational service's costs are split roughly 70:30% in the budget and encompass random or specific enforcement operations, including provision to cover special events, covering a wide range of times.

There have been several consultations by Central Government during the year. Despite an earlier threat to the use of CCTV vehicles, it was clarified that there was conflict between the proposed use of the CCTV vehicles for enforcing at school sites and the recent announcements by the Department of Communities and Local Government. The Park Safe vehicle would be used mainly to tackle indiscriminate and dangerous parking outside schools, where it was impractical and inefficient to use CEOs.

A recruitment process was under way to fill vacancies in CEO posts which are also advertised across all the partner authorities.

Operational Service

91 Car Parks managed by the Parking Partnership have gained or retained a Park Mark Award. The Park Mark is an external audit of the standards provided, primarily around security and safety measures. The cost of continuing with the scheme is presently under review.

Permit prices have been kept under review since the start of the Partnership, working towards the County Council's stated aim of £70 per permit for the first permit in order to properly cover the costs of the operation. There has been some concern about the high percentage increase in the cost of a permit, for instance in Harlow, where the permits have to date been very cheap, not covering the costs of the system or service provided.

The issue of free permits would be reviewed during the year by each authority.

Traffic Regulation Orders

The Partnership also reviews and implements changes to Parking Restrictions, through the Joint Committee and a set of local panels. A lot of work had gone into the implementation of the scheme for the Clacton-on Sea town centre during the year, reviewing most of the town's limited waiting areas.

During the year, the Committee had approved the revised scoring matrix, used as part of the system for assessing new scheme requests.

For new parking schemes, the progress of the number of schemes implemented was determined by the budget for this work.

In addition to the major work in Clacton for Tendring District, and the work on Colchester's Resident Parking scheme, many smaller parking schemes have also been implemented during the year.

This Document

This report, which covers the last financial year 2013/14 in retrospect, summarises the whole Parking Partnership operation in North Essex.

Guidance issued under the Traffic Management Act 2004 (TMA) means that enforcement authorities are encouraged to produce an Annual Report about their enforcement activities within six months of the end of each financial year.

The requirements are given in:

- *the TMA itself and the related Statutory Guidance (SG), issued in February 2008i.*
- *the Operational Guidance (OG), issued in March 2008, with minor revisions in May 2008.ii*

Other published documents

Other documents of interest include:

- Protocols, policies and plans
- Strategy Document

The Partnership publishes its enforcement protocols and plans on the website, accessible at : www.parkingpartnership.org and other details of parking and enforcement are covered in our Parking Strategy Document.

Links with the Local Transport Plan

Essex County Council's Local Transport Plan (LTP) currently in its third edition introduced the concept of Parking Partnerships, and states:

- *The County Council, working jointly with these partnerships, will develop an Essex Parking Strategy in order to ensure the management of parking across Essex is consistent with the aims of the Essex Transport Strategy.*

LTP Management Strategy

The LTP Traffic Management Strategy also includes for:

- *Working in partnership with the Essex district councils to improve the management of parking within urban areas, including the possible development of Park & Ride facilities to remove traffic from congested corridors;*
- *Stronger parking enforcement, particularly where illegally parked vehicles impede traffic flows or block access by public transport; and*
- *Working with partners to improve the management of goods deliveries, ensuring that appropriate vehicles are used and that delivery and loading does not inhibit traffic flows.*

Parking Enforcement Policy

NEPP has a Parking Enforcement Policy (PEP) which is published on the Web Site www.parkingpartnership.org.

Alongside the Development of an *Essex Parking Strategy*, the PEP aims to support the LTP Traffic Management Objective of *Congestion and Network Resilience*:

Policy: County Council LTP:

- *The County Council will facilitate the improved reliability of journeys*

Aims and Objectives

The aim of enforcement is to maximise compliance with regulations to make our streets safer for all road users, particularly vulnerable road users; to prevent obstruction and delays (especially for buses and emergency vehicles); to ensure that parking bays are available for their intended use and to improve the general street scene.

The Partnership Vision

Our strategic vision and aim of the Joint Committee is:

To provide a parking service that results in a merging of services to provide a single, flexible enterprise providing full parking services for a large group of Partner Authorities.

It will be run from a central office, with outstations providing bases for local operations.

There will be a common operating model, adopting best practices and innovation, yet also allowing variation in local policies and decision-making.

Progress will be proportional to the level of investment in the Annual Business Plan.

Contact overview

North Essex Parking Partnership has enabled telephone payment systems, and accepts credit/debit card transactions over the telephone on the general administration line. The service accepts cheques for some payments.

Challenges and representations can be made in writing, by email or directly using the Internet.

Details of what the process entails are included on the website

www.parkingpartnership.org and
www.patrol-uk.info

Contacting the Parking Partnership

Contact can be made:

- Through **www.parkingpartnership.org**;
- By telephone on 01206 282316;
- In writing to PO Box 5575 Colchester CO1 9LT;

Parking information is provided to the public in a number of ways.

The website **www.parkingpartnership.org** contains lots of data about the *pay or challenge* process, about permits and the new online system, and also the locations of car parks.

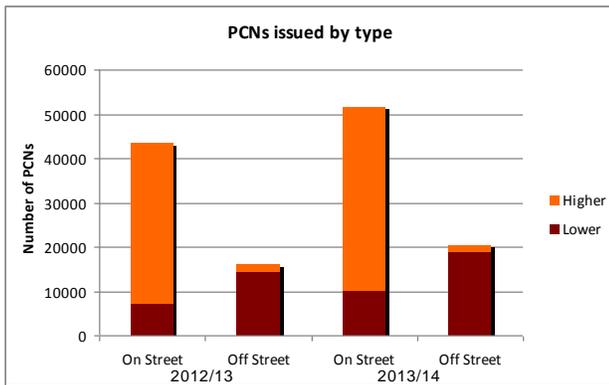
Statistics

The OG recommends many areas which should be included in this report and this section outlines areas measured. We use best practice in presenting the data.

Statistics for Parking PCNs

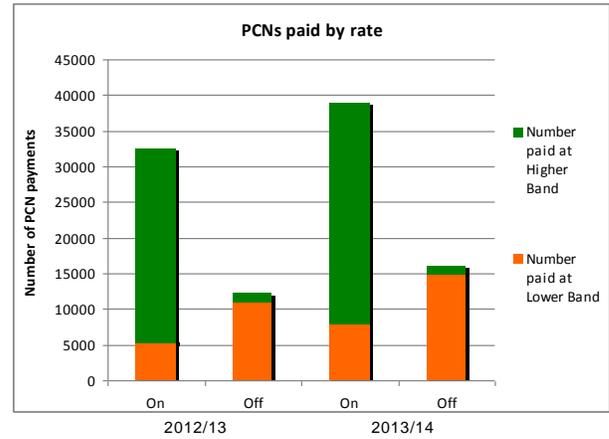
The following pages give more detailed statistical information in the form of tables, graphs and charts. There is some amplification and description of the more notable statistics.

The following charts show data from the last financial year from 1 April 2013 to 31 March 2014 (i.e. the Financial Year 2013/14).

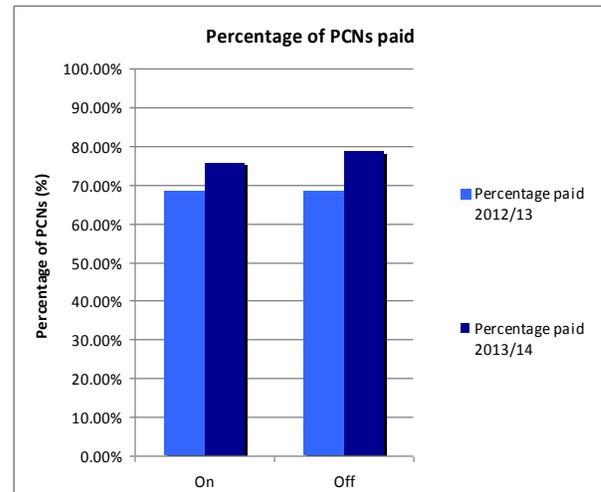


PCNs when issued have a penalty relating to how serious the alleged contravention is. Examples of the higher (£70) penalty include contravening yellow lines. The lesser (£50) contraventions include overstaying time on a parking ticket. The penalty charge for promptly paid PCNs is reduced by 50%.

It is **not** correct to assume that the number of PCNs issued multiplied by the rate is equivalent to the Partnership's income, since many cases are paid at discount, some have surcharges applied, including collection at bailiffs, and some cases are cancelled. The financial position is shown in the table on page 21.

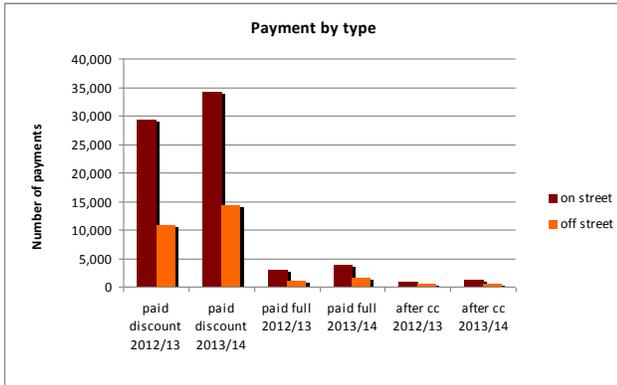


This chart shows the amount of penalties which are paid at each of the two rates explained above.



Not all penalties ever get paid. Collection rates above 70% are considered to be acceptable. Some penalties from the previous year were held up in a backlog and had an extended life before being collected.

In addition, the collection process has been improved by better enforcement at the end of the process with bailiffs. The timescale for collection may be up to a year – so some of those issued in 2013/14 would still be being pursued.



Statistical Tables

The tables on the following pages give required and additional information.

The rows shown in **blue and bold** in the attached tables are statutorily required. The rest of the information is given voluntarily against guidelines on best practice.

More penalties were paid at each stage during 2013/14 than during 2012/13, particularly at discount.

Changed Measures

Two new measures have been introduced to replace data which are no longer available.

We are now showing *Number of formal representations* received where previously this was *Number of informal rep dismissals that proceed to Notice to Owner (NtO) stage*. It is not possible to identify which cases arrive at the NtO stage.

We have also corrected and included the data for Percentage of cases to appeal which was previously Percentage of formal representations that go to appeal. The numbers concerned are still very low, but these descriptions better explain the data shown.

Table 1

ISSUED PCNs

Description	Without EFDC like-for-like			With EFDC like for like	
	Total 2010/11	Total 2011/12	Total 2012/13	Total 2012/13	2013/14
Number of PCNs Issued	47,466	48,108	52,860	59,517	72,055
Number of higher level PCNs issued	34,691	32,533	34,643	38,056	43,060
Number of lower level PCNs issued	12,775	15,575	18,217	21,351	28,995
Percentage of higher level PCNs issued	73.09%	67.62%	65.33%	52.80%	59.76%
Percentage of lower level PCNs issued	26.91%	32.37%	34.56%	48.53%	40.24%
Number of Reg 9 PCNs issued		47,370	51,715	58,172	70,161
Number of Reg 10 PCNs issued		738	1145	1145	1752

- Approximately 12,500 more Penalty Charge Notices were issued in the comparable area compared with year before, mostly due to full staffing and better deployment during early summer.
- With the addition of Epping Forest District Council to the Partnership during 2012, the total number of PCNs issued for the full year rose to 72,000, (estimated at 65,000 last year) and the estimate for 2014/15 is 62,500 for the following year.
- Both on- and off-street operations had more PCNs issued than the previous year. The off-street increased by a greater proportion, reflecting slightly more activity in car parks.
- An extra 600 postal PCNs were issued; this type may be sent where the CEO is prevented from serving (e.g. by the motorist driving away or where there is a likelihood of abuse).

Comparison with 2012/13		2013/14 figures		
On Street 2012/13	Off Street 2012/13	On Street 2013/14	Off Street 2013/14	CCTV (included in columns to the left)
43,548	15,969	51,534	20,379	142
36,324	1,732	41,412	1506	142
7,114	14237	10,122	18,873	0
83.41%	10.85%	80.36%	7.39%	100%
16.34%	89.15%	19.64%	92.61%	0
42,251	15,921	49,858	20,303	0
1097	48	1676	76	0

- The amount of higher-level PCNs has fallen again as a proportion of the total.
- Higher level PCNs are for contraventions such as parking on yellow lines; lower level PCNs are for lesser “offences” such as overstaying a purchased ticket.

Table 2

PCNs PAID

Description	Without EFDC like-for-like			With EFDC like for like	
	Total 2010/11	Total 2011/12	Total 2012/13	Total 2012/13	2013/14
Number of PCNs paid	38,112	36,793	40,625	45,081	54,996
Number of PCNs paid which were issued at the lower band		11,675	14,040	16,227	22,852
Number of PCNs paid which were issued at the higher band		24,606	26,573	28,842	32,144
Percentage of PCNs paid which were issued at the lower band		10.13%	26.56%	76.00%	41.55%
Percentage of PCNs paid which were issued at the higher band		37.81%	50.27%	75.79%	58.45%
Number of PCNs paid at discount rate (i.e. within 14 days)		32,670	35,857	40,029	48,319
Number of PCNs paid at full rate		n/a	3,651	3933	5141
Number of PCNs paid after Charge Certificate served (i.e. at increased rate)		789	1096	1097	1501
Percentage of PCNs paid at Charge Certificate		1.05%	2.02%	1.84%	2.73%
Number of PCNs paid at another rate (e.g. negotiated with bailiff, etc).		15	16	16	31
Percentage of PCNs paid		76.47%	76.83%	75.74%	76.33%
Percentage of PCNs paid at discount rate		55.63%	67.83%	67.26%	87.86%

- The two payment bands represent the more serious and less serious contraventions.
- The number of PCNs paid has increased in line with the number issued, again with more paid at the lower band.

- The proportion of PCNs paid at discount rate has increased slightly, most notably in the lower band.
- This can indicate that the quality of the PCN is good, and also that the discount is attractive.

Camparison with 2012/13		2013/14 figures		
On Street 2012/13	Off Street 2012/13	On Street 2013/14	Off Street 2013/14	CCTV (included in columns to the left)
32,917	12,164	38,952	16,008	36
5,328	10899	7,970	14,882	0
27,579	1,263	30,982	1126	36
74.89%	76.55%	78.74%	75.85%	0.00%
75.93%	72.92%	74.81%	74.77%	100.00%
29,203	10,826	34,129	14,160	30
2,904	1029	3708	1433	0
794	303	1093	405	3
1.82%	1.90%	2.81%	2.53%	8.33%
10	6	22	9	0
75.59%	76.17%	75.56%	78.55%	25.35%
67.06%	67.79%	87.61%	88.45%	83.33%

- The proportion of PCNs paid by the end of the year has increased due to better enforcement in the later stages of the process.

Table 3

PCNs CHALLENGED

Description	Without EFDC like-for-like			With EFDC like for like	
	Total 2010/11	Total 2011/12	Total 2012/13	Total 2012/13	2013/14
Number of PCNs cancelled as a result of an informal or a formal representation		2,833	3,071	3,071	5174
Number of PCNs against which an informal or formal representation was made		12,220	10,359	11,336	17084
Number of PCNs where informal representations are made		10,621	8,266	9,243	14217
Number of formal representations received					2532
No of NTOs issued		9,286	11,842	11,842	13329
Percentage of PCNs cancelled at any stage.		5.89%	12.39%	12.39%	7.18%
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)		2,189	2,741	2,741	5318
Number of vehicles immobilised		0	0	0	0
Number of vehicles removed.		0	0	0	0
Percentage of PCNs written off for other reasons (e.g. CEO error or driver untraceable)		4.67%	5.19%	9.50%	7.38%

Comparison with 2012/13		2013/14 figures		
On Street 2012/13	Off Street 2012/13	On Street 2013/14	Off Street 2013/14	CCTV (included in columns to the left)
		3038	2136	
11,336		10886	6198	
9,243		8982	5235	
		1904	628	
11,842		10101	3228	
12.39%				
2,212	529			
0	0			
0	0			
5.65%	3.85%			

- Roughly the same proportion of cases were cancelled as previous years.

- Fewer formal representations were made, and proportionately this is significant.

- More Notices to Owners (NTO) were issued representing a slight proportional increase year-on-year.

Table 4

APPEALS TO THE TRAFFIC PENALTY TRIBUNAL

Description	Without EFDC like-for-like			With EFDC like for like	
	Total 2010/11	Total 2011/12	Total 2012/13	Total 2012/13	2013/14
Number of appeals to adjudicators		27	23	25	58
Number of appeals refused		12	6	6	16
Number of appeals non-contested by NEPP		8	10	12	24
Percentage of cases to appeal		0.01%	0.01%	0.01%	0.08%
Percentage of formal representations that go to appeal					2.29%
Percentage of appeals allowed in favour of the appellant		33.33%	24.00%	52.00%	31.03%
Percentage of appeals dismissed		48.15%	28.00%	24.00%	27.59%
Percentage of appeals to Traffic Penalty Tribunal that are not contested		29.63%	48.00%	48.00%	41.38%

- The number of formal Appeals made increased over previous years, but still remains very low indeed.

- The number of formal Appeals where the Appellant was successful decreased slightly but because there are very few in total this statistic has never been very reliable. The total number of formal Appeals is still less than 0.1% of all cases.

Comparison with 2012/13		2013/14 figures		
On Street 2012/13	Off Street 2012/13	On Street 2013/14	Off Street 2013/14	CCTV (included in columns to the left)
		50	8	0
		13	3	0
		21	3	0
		0.10%	0.04%	0
		2.63%	1.27%	0
		24%	25%	0
		26%	37.50%	0
		42%	37.50%	0

- The number of cases which were not contested is not significant in comparison with the total number of PCNs issued. A non-contest usually occurs where further evidence comes to light before the time of the Appeal.

Table 5

OTHER

Description	Without EFDC like-for-like			With EFDC like for like	
	Total 2010/11	Total 2011/12	Total 2012/13	Total 2012/13	2013/14
Percentage of PCNs taken to Court Order	9.98%	3.54%	11.90%	11.90%	8.0%
Number of CEOs employed	63	63	72	72	59
Average number of appeals per officer		0.4	0.3	0.3	1.0

Comparison with 2012/13		2013/14 figures		
On Street 2012/13	Off Street 2012/13	On Street 2013/14	Off Street 2013/14	CCTV (included in columns to the left)
		9.42%	7.16%	0%

- The number of cases taken to Court Order decreased slightly over previous years. A backlog of cases was held at earlier stages during the year which has affected this year's percentages. More cases were still at the earlier stages.
- The number of CEOs employed decreased slightly with the reorganisation of the service.
- Average appeals per officer increased – the calculation reflecting due to the number employed and the delay in cases progressing to Appeal.

Braintree Parking Returns

Table 1.	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	Not given		
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)	Not given		

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	1,456		
The number of free parking spaces provided directly by the local authority.	0		

These numbers can be an estimate if parking spaces are not marked out in individual bays.

Colchester Parking Returns

Table 1.	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	Not given		
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)	Not given		

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	3,549		
The number of free parking spaces provided directly by the local authority.	0		

These numbers can be an estimate if parking spaces are not marked out in individual bays.

Epping Forest Parking Returns

Table 1.	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	Not given		
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)	Not given		

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	1,754		
The number of free parking spaces provided directly by the local authority.	0		

These numbers can be an estimate if parking spaces are not marked out in individual bays.

Harlow Parking Returns

Table 1.	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	Not given		
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)	Not given		

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	698		
The number of free parking spaces provided directly by the local authority.	0		

These numbers can be an estimate if parking spaces are not marked out in individual bays.

Uttlesford Parking Returns

Table 1.	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	£943,860.75	£928,569.97	£797,369.65
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)	£77,208.07	£55,310.00	£61,440.07

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	1,112		
The number of free parking spaces provided directly by the local authority.	0		

These numbers can be an estimate if parking spaces are not marked out in individual bays.

Highway Parking Returns

Table 1.	2013/14	2012/13	2011/12
Revenue collected from on-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	595,000	540,000*	364,000*
Revenue collected from on-street parking enforcement notices (i.e. Penalty Charge Notices)	1,649,000	1,482,000*	1,215,000*

* - Epping Forest operations merged in mid-2012/13, bringing more streets into NEPP operations, previously shown separately (i.e. the NEPP PCN issues and income reflects a larger area in 2014/15).

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Parking Operational Services, Maintenance of machines, and the Resident Parking Service with any additional funds passing to a ring-fenced fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to a ring-fenced fund.</i>

Table 2.	2013/14	2012/13	2011/12
The number of marked out controlled on street parking spaces.	Est.425		
The number of free parking spaces provided on the highway directly by the local authority.	Est.		

These numbers can be an estimate if parking spaces are not marked out in individual bays.

Financial

Parking Income and Expenditure Account for The North Essex Parking Partnership.

On Street

On-street Account	2013/2014 Actual Full Year	2013/2014 Budget Full Year	2013/2014 Variance Full Year	Note	
Expenditure					
Direct costs					
Employee costs:					
Management	58	55	3		Parking Services Mgt Team staff costs
CEOs & Supervision	1,031	1,162	(131)	A	CEOs & Supervisor staff costs
Back Office	266	270	(4)		Back Office staff costs
TRO's	80	80	-		TRO team staff costs
Premises costs	10	9	1		R&M budget (small expenditure anticipated)
Transport costs (running costs)	29	24	5		Fuel, public transport etc
Supplies & Services	195	228	(33)	B	General expenditure
Third Party Payments	41	28	13	C	Chipside and TEC bureau costs
	1,710	1,856	(146)		
Non-direct costs					
Accommodation	62	64	(2)		Accommodation
Other Support Services	134	149	(15)		Accountancy, HR, insurance, HoS, etc
Cash Office & Receipting & Postage	45	33	12	D	Cash Office & postage
Communications	14	20	(6)		Communications
Fleet contract hire	54	54	-		Fleet costs
IT	73	76	(3)		IT costs
	382	396	(14)		
Total Expenditure	2,092	2,252	(160)		
Income					
Penalty Charges (PCNs)	(1,649)	(1,713)	64	E	PCNs
Parking Permits/Season Tickets	(431)	(386)	(45)	F	Visitor Permits / Season tickets
Parking Charges (P&D etc)	(158)	(158)	-	G	Pay & Display charges
Other income	(6)	-	(6)	H	Misc reimbursements from partners
Total Income	(2,244)	(2,257)	13		
Deficit / (Surplus)	(152)	(5)	(147)		
transfer to reserve					
	Notes				
	A Savings in enforcement staff costs, net of severance pay (70% attributable to on-street account).				
	B Cost pressure on debt registration fees.				
	C Chipside and Patrol costs				
	D Cost pressure on postage.				
	E Income from penalty charge notices - projection based on recent trends.				
	F Income from season tickets / permits expected to be slightly above budget for the year.				
	G Income from P&D expected to be slightly down due to proposed changes at Harwich Quay.				
	H Income in respect of consultancy works carried out by Parking Manager.				

More information

Correspondence and the Business Unit

The Partnership processed 15,962 items of correspondence including 5,365 web challenges, 2,268 paper challenges, 168 web reps, 1,359 scanned representations (this includes those for where the registered keeper was not the owner of the vehicle at the time of the contravention, lease companies replying, etc).

There were 27,535 items of correspondence sent out relating to PCNs including 4,937 Charge Certificates, 7,834 Notices to Owners, 4,350 Orders for Recovery and 871 Postal PCNs.

Traffic Penalty Tribunal “Appeal” statistics

The table below describes the 25 cases which were taken to Appeal (in front of an Independent Parking Adjudicator) and the outcomes of the cases. Just 0.02% of all PCNs issued (25 out of 59,517) ended up at formal Appeal.

Authority	Total to Appeal	Allowed	No Contest	Dismissed	Order by Consent	Pending
Braintree	5	3	2	0	0	0
Colchester	7	0	2	4	1	0
Harlow	4	1	2	1	0	0
Tendring	4	1	2	1	0	0
Uttlesford	3	1	2	0	0	0
Epping	2	0	2	0	0	0
Totals	25	6	12	6	1	0

Totals	for motorist	18	for council	7
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Statistical information for Bus Lane and Moving Traffic PCNs

It is not required to report on these since this organisation does not undertake any of the enforcement described.

Other Relevant References

Documents

Department for Transport: Guidance on the inspection and enforcement of blue badges for police, traffic wardens, local authority parking attendants, civil enforcement officers and issuing local authorities.

Code of Practice for Traffic Enforcement Centre, Northampton; CCTV user group; and so on.

Special Report: Parking Enforcement by Local Authorities.

Advice and Guidance from the Local Government Ombudsmen. December 2004.

A Review of Decriminalised Parking Enforcement for the British Parking Association by Richard Childs, June 2005.

RTA1991	Road Traffic Act 1991 – superseded by TMA2004 on 31/03/2008
RTRA1984	Road Traffic Regulation Act 1984
TMA2004	Traffic Management Act 2004

Web Site

www.parkingpartnership.org

The North Essex Parking Partnership's host authority and its client authorities are members of the British Parking Association

Glossary

BPA	British Parking Association
CPE	Civil Parking Enforcement
CEO	Civil Enforcement Officer
NEPP	North Essex Parking Partnership
NtO	Notice to Owner
Off Street	Car Parks (District Council)
OG	Operational Guidance
On Street	County Highway (roadside parking)
PEP	Parking Enforcement Policy
POP	Parking Service Operational Protocols
PCN	Penalty Charge Notice
SG	Statutory Guidance



End Notes and Sources

ⁱ 'The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions', DfT, February 2008.

This guidance is issued under section 87 of the TMA. Under section 87, local authorities must have regard to the information contained in the guidance.

ⁱⁱ 'Operational Guidance to Local Authorities: Parking Policy and Enforcement', DfT, March 2008 (Second impression with minor amendments - May 2008).