



*North Essex
Parking Partnership*

**Part 3: October 2019
to March 2020**

INCLUDING **Annual Report 2019/20**

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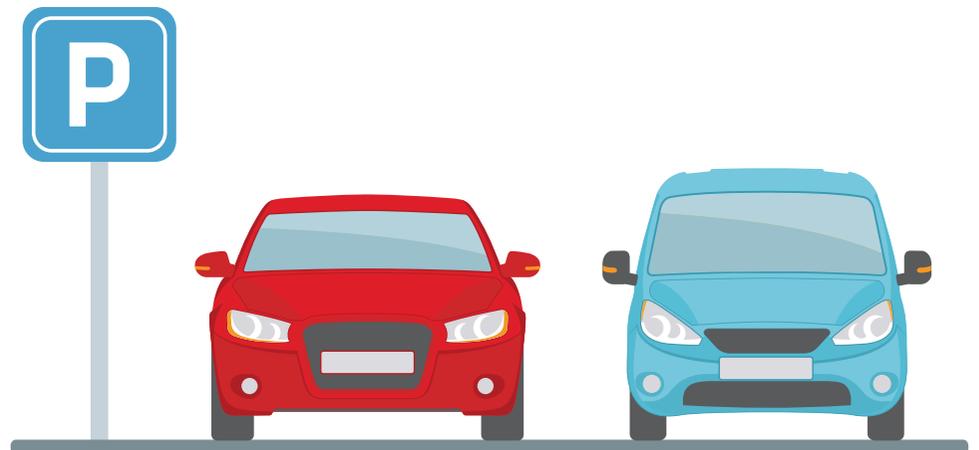
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This is the third Operational Report, which will become Part 3 of our Annual Report 2019/20. You can view Parts 1 and 2 at parkingpartnership.org/north



CLlr Mitchell

NEPP 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*



I'm pleased to report that the North Essex Parking Partnership (NEPP) has had another successful and productive year and I'm delighted that the organisation's achievements have been recognised with awards at both the national PATROL PARC Awards and British Parking Awards.

We continue to support the Positive Parking Agenda and the videos we are producing will be a real asset to the organisation and the public. The first video in the series, called ['About Us'](#), shows the breadth and depth of the parking service that NEPP delivers.

Our 3PR school parking initiative, tackling inconsiderate and dangerous parking outside schools, has grown significantly this year and continues to go from strength to strength, with 20 schemes now launched across all our partner areas. The 3PR scheme has been hugely successful and is having a positive impact on communities and schools in North Essex. The Partnership's decision, in January, to trial school parking cameras shows our commitment to continued improvements in road safety outside schools and I look forward to seeing the trial's progress next year.

The Partnership has come a long way since it was formed in 2011. It's fantastic that we're now in a position to approve and use the organisation's Reserve Fund to deliver eighteen exciting new parking projects, on behalf of our partners and communities in North Essex. These projects will not only provide a better parking experience for our customers, but will enable us to deliver an even more efficient service, and I look forward to seeing these projects and the benefits they will bring for our parking public, and visitors, in the near future.



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.

Becoming more efficient

In the autumn, we launched an online tool on our website which enables motorists who wish to appeal their Penalty Charge Notice (PCN) to see the likely outcome of their appeal before they submit it. When customers visit our website and enter their PCN details and information, they can select the reasons why they are challenging their PCN and believe they weren't parked in contravention. Our system will then let them know the likely outcome of their appeal based on the information they've provided at that stage.

Until now, our parking restrictions have been hard to follow, and very text-based. Having worked closely with the South Essex Parking Partnership (SEPP) and software provider Buchanan Computing, in February we were delighted to launch new mapping software which allows everyone to view all parking and waiting restrictions for every road in the county anytime,

anywhere. This also paves the way for more connected projects in future, such as supplying up-to-date data for in-car information systems and will save us a huge amount of staff time for us to focus on local projects. Read more in section 2.

Success at the British Parking Awards 2020

We were delighted to be finalists in three categories and the winner of the Communications Award at this year's British Parking Awards. Read more in section 4.

3PR: Schools Parking Project

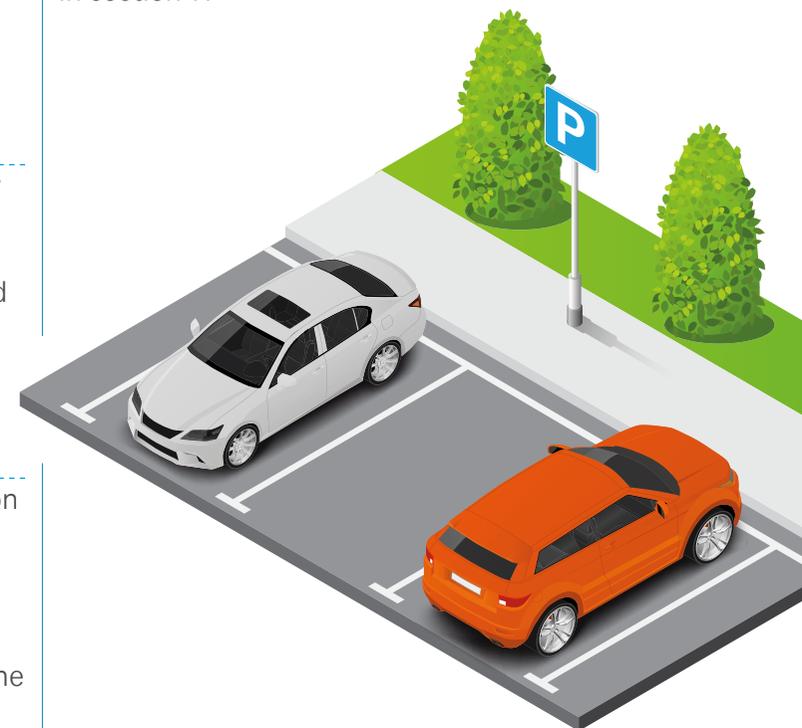
Our 3PR scheme has grown significantly and by January 2020, we had launched 3PR schemes in all our partners' areas. We now have 20 3PR scheme across North Essex and we were thrilled to see one of the 3PR scheme we launched in Harlow featured on BBC Look East in January! Read more in section 4.

Positive Parking Agenda

As a founding member, we continue to champion the Positive Parking Agenda (PPA), embed the key principles in our everyday work and lead by example. In October, we took part in National Customer Service Week 2019, celebrating our great customer service and how this supports the national PPA. Read more in section 6.

18 Parking Projects

At our Joint Parking Committee (JPC) meeting held in January, 18 projects costing just over £1 million were provisionally approved. All of these projects will be funded by our Reserve Fund and there has already been media interest in the year trial of fixed school parking cameras. Read more in section 7.



2 On-street parking

Digital mapping for Essex

Working with the South Essex Parking Partnership (SEPP) and software provider Buchanan Computing, we've created an accessible, interactive map-based inventory of all our parking restrictions, lines and signage. This £0.25m project includes a full roadside survey by Buchanan Order Management of every on-street line, sign and parking area in the county and production of new map-based parking restrictions for all districts.

Following a full audit of all the roads in Essex and extensive testing of the new map, we're delighted to say that the map system went live in February and is available for anyone to use at essexworkstraffweb.org.uk.

This new software not only makes it easier for road users to understand parking and waiting restrictions but will also enable our teams to access and read restrictions linked to a map and ensure our records are as up-to-date as possible. Having worked with SEPP on this project, it means there is a consistent approach to traffic regulation orders across both parking partnerships covering the whole of Essex.

Footway and Obstructive Parking

Following the Transport Select Committee's report on its investigation into pavement parking, a draft Obstructive and Footway Parking Policy for NEPP has been discussed at NEPP's JPC meetings, where the timescales and potential issues and ideas have been discussed.



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.

History shared in Colchester car park

Last year we worked with Colchester Borough Council to unveil a mural in St Mary's Car Park which had been painted for free by a local artist, spanning the north stairwell of the car park. The artworks illustrate local Celtic tribe, the Trinovantes, Celtic art and Boadicea.

Since then, we've continued to work with Colchester Borough Council and support the same local artist to paint a mural spanning the south stairwell of St Mary's Car Park.

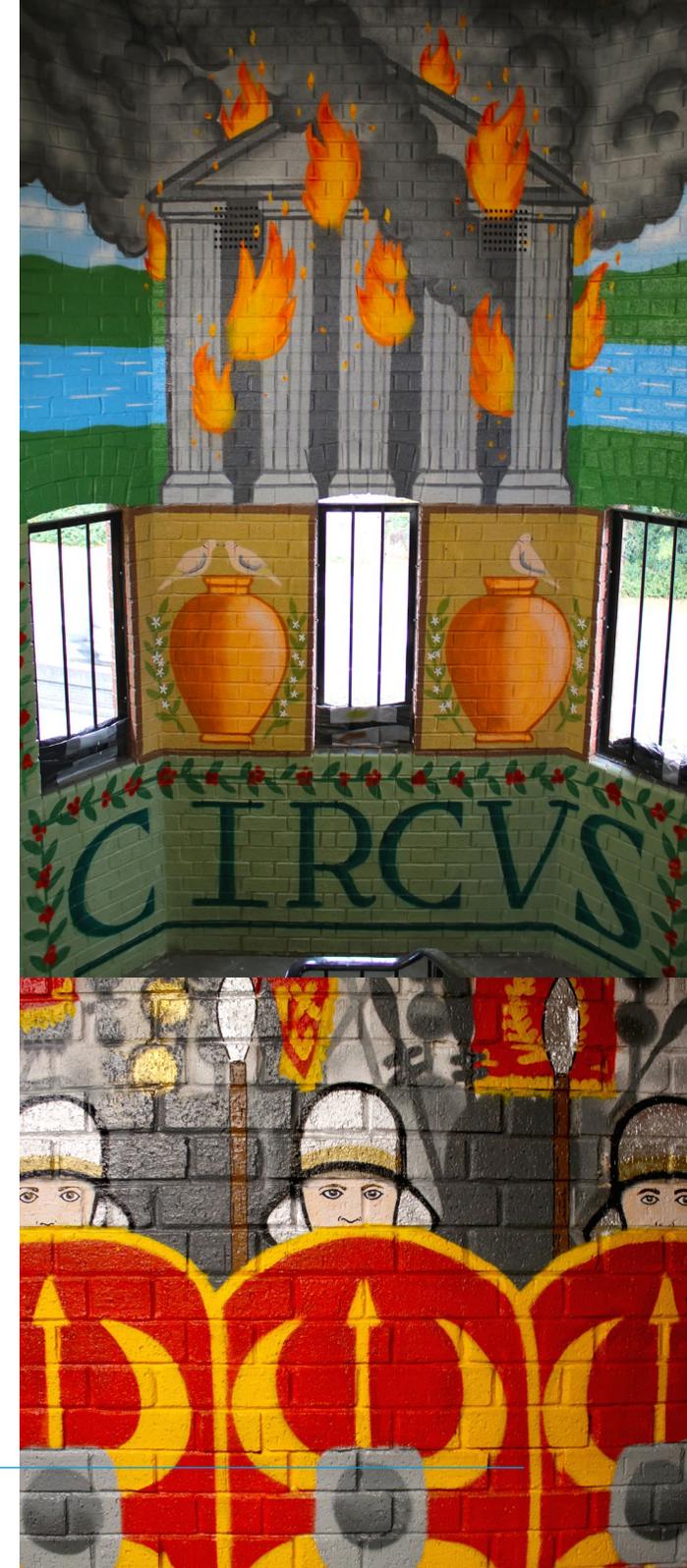
The latest staircase artwork took five months to complete, with the artist working evenings and weekends. The artist took inspiration from Colchester's Roman history and the finished piece includes Roman soldiers, with the artist

having spent many hours researching the town's history and drawing sketches before completing the final design. We worked closely with the artist to ensure they were able to access the staircase when needed in a safe and secure manner.

The local artist has now begun working on a third mural, in St John's Car Park in Colchester.

Colchester Park and Ride

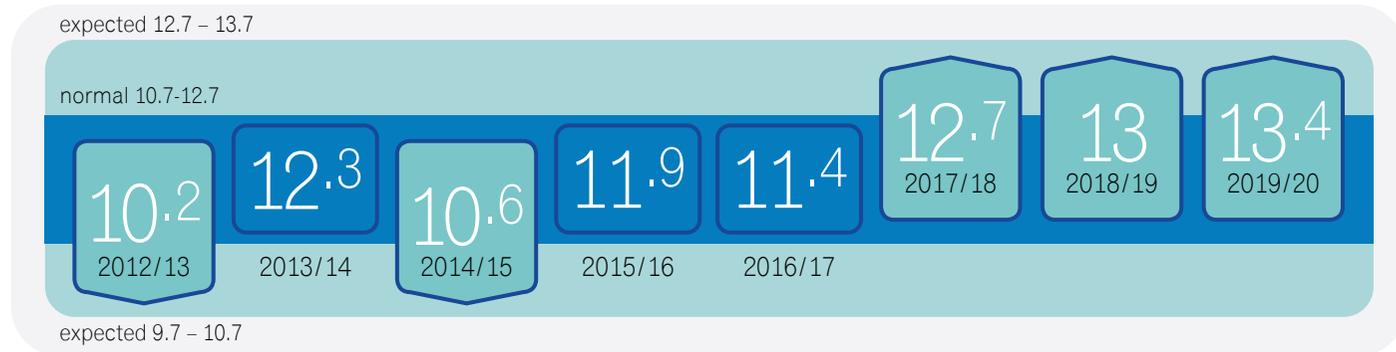
In previous Operational Reports we mentioned we were working with Essex County Council to launch MiPermit at Colchester's Park and Ride and this is now in place. Since then, we've worked with Essex County Council to provide information and promotional items to keep customers updated on the changes and encourage the use of MiPermit, which has included new tariff boards being designed and installed in March.



Index of Penalty Charge Notices issued between 2012/13 and 2019/20

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 2019/20 the number of Penalty Charge Notices issued was within the range of what we expected.



Index of Penalty Charge Notices issued between 2012 to 2019. The relationship between the number of Penalty Charge Notices issued and how these deviate from what we estimate an average to be.



Percentage of issued PCNs which were challenged at the informal stage



20

3PR schemes now launched in primary schools. **233% increase compared to 2018/19**



6

partners now have 3PR schemes in their areas



SHORTLISTED

for 3 categories at the British Parking Awards 2020



WINNER

Communications Award Winner at the British Parking Awards 2020

18



PARKING PROJECTS
costing £1 million+ **APPROVED**

5 Educational videos in progress



4%



increase in on-street pay and display stays via MiPermit

4 Parking education

British Parking Awards 2020

We were thrilled to have been shortlisted as finalists for three categories at the national British Parking Awards; the Parking Partnerships Award, the Communications Award and Parking as a Service Award.

We were delighted to be awarded with the Communication Award, for the second year running. The award recognises imaginative, engaging and informative approaches to communicating with the public and other organisations. The NEPP won this award for its messaging linked to the national **Positive Parking Agenda**, including a new series of videos outlining NEPP's work, improvements to our online services and communication of our MiPermit smarter parking facilities.

3PR: schools parking project

Our Joint Parking Committee previously agreed to set aside £50,000 to fund the new 3PR scheme in North Essex to help tackle inconsiderate parking around primary schools. Engagement with primary schools is going well and in the period October 2019 to March 2020 we've launched an additional ten 3PR schemes in North Essex!

To find out more about 3PR, visit schoolparking.org.uk.

Supporting Road Safety Week

In November, we showed our support for the national Road Safety Week campaign on our Twitter and LinkedIn accounts, and actively encouraged schools to sign up to our 3PR scheme.

Customer Service Week 2019

We took part in national Customer Service Week which ran from 7-11 October 2019. We used our social media pages on Twitter and LinkedIn to engage with our followers to showcase the great customer service we provide and how this supports the PPA, which we're a founding member of. We also posted messages to our internal social media platform Yammer so staff could take part.

Promoting digital on-street permits

Following the success of our summer MiPermit campaign which focused on off-street parking, we have reviewed, rewritten and redesigned our promotional material which promotes digital on-street permits to those who are still receiving paper copies. The new version is clean, simple and jargon-free, supporting the national PPA.

Part 2: Operational Report and Annual Report 2019/20

We've published Part 2 of our 2019/20 Operational 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. Visit our website at parkingpartnership.org to view all our Annual and Operational Reports.



5 People and performance

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

Innovation

At our JPC meeting held in January, 18 exciting new parking projects with an investment of over £1 million from the organisation’s Reserve Fund were given provisional approval. These projects enable the organisation to reinvest revenue into parking services across North Essex and several make use of the latest technology and innovations such as, a trial of school parking cameras, on-street bay sensors and variable message signage.

Efficiency

We have been working with SEPP and software provider Buchanan Computing and created a state-of-the-art digital map of all parking restrictions in Essex. Following its launch in February, this now paves the way for more connected projects in future, such as supplying up-to-date data for in-car information systems and will save us a huge amount of staff time for us to focus on local projects.

In the autumn, we created an online tool on our website which enables motorists who wish to appeal their PCN to see the likely outcome of their appeal before they submit it. When customers visit our website and enter their PCN details and information, they can select the reasons why they are challenging their PCN and believe they weren’t parked in contravention. Our system will then let them know the likely outcome of their appeal based on the information they’ve provided at that stage.

Education

Officers in our Business Unit have all completed their NVQ Level 2 Civil Enforcement Officer training. This will allow them to issue Regulation 10 Penalty Charge Notices via CCTV in preparation for the trial of school parking cameras and our Park Safe camera car.

Communication

As mentioned in section 4, we took part in National Customer Service Week which ran from 7-11 October 2019. Alongside external messages on our social media pages we also posted messages to our internal social media platform Yammer, so staff could take part. We ended the week with a special edition of our Staff Newsletter to celebrate and share the positive customer

feedback we’ve received about all our teams, over the past year.

In February, we began holding monthly surgeries at the council buildings for each of the NEPP partners where NEPP managers were able to meet any county, local or parish councillors who would like to discuss any parking issues. This has been halted since the COVID-19 pandemic started but in the future we hope to restore these and look to open this up to local members of the public who wish to discuss parking matters (excluding PCNs).

We have also been reviewing some of our older communication materials and corporate policies to ensure they are current and align with the national PPA.

6 Work programme

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

Promoting the Positive Parking Agenda

As a founding member, we continue to champion the PPA. We embed the key principles in our everyday work and lead by example.

In the autumn, we recruited a film agency to produce a series of short films. These will not only support the PPA but one of these films will highlight how we as an organisation are supporting this national campaign through the work that we do.

You can find out more about the Positive Parking Agenda at positiveparkingagenda.co.uk.

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.

Having a voice on the BPA Board

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



7 How we invest and develop

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

18 Parking Projects

Eighteen exciting new parking projects with an investment of over £1 million were given provisional approval at our Joint Parking Committee in January. Our partner authorities submitted bids for 23 projects to be funded from the organisation’s Reserve Fund which enables us to reinvest revenue into parking services across North Essex.

Since the decision, we have been carrying out feasibility studies and creating business cases where necessary, and plan to progress these in the coming months. The first projects to be implemented will include a 12-month trial of school parking cameras and on-street bay sensors.

A complete list of all the projects given provisional approval is available to view on our website at: www1.parkingpartnership.org/north/news dated 14 January 2020.



Video Series

We’ve recently appointed a local film production company to produce a series of short videos to promote and support the work we do. Some of the videos will be educational, whereas some will be promotional, but all will demonstrate how innovative we are and will be used for different purposes. Filming for each of these has now begun and we’ve already launched our first video “About Us”, which received national recognition as part of our Communications Award entry at the British Parking Awards 2020.

Our accounts

ON-STREET ACCOUNT YEAR END POSITION 2019/20

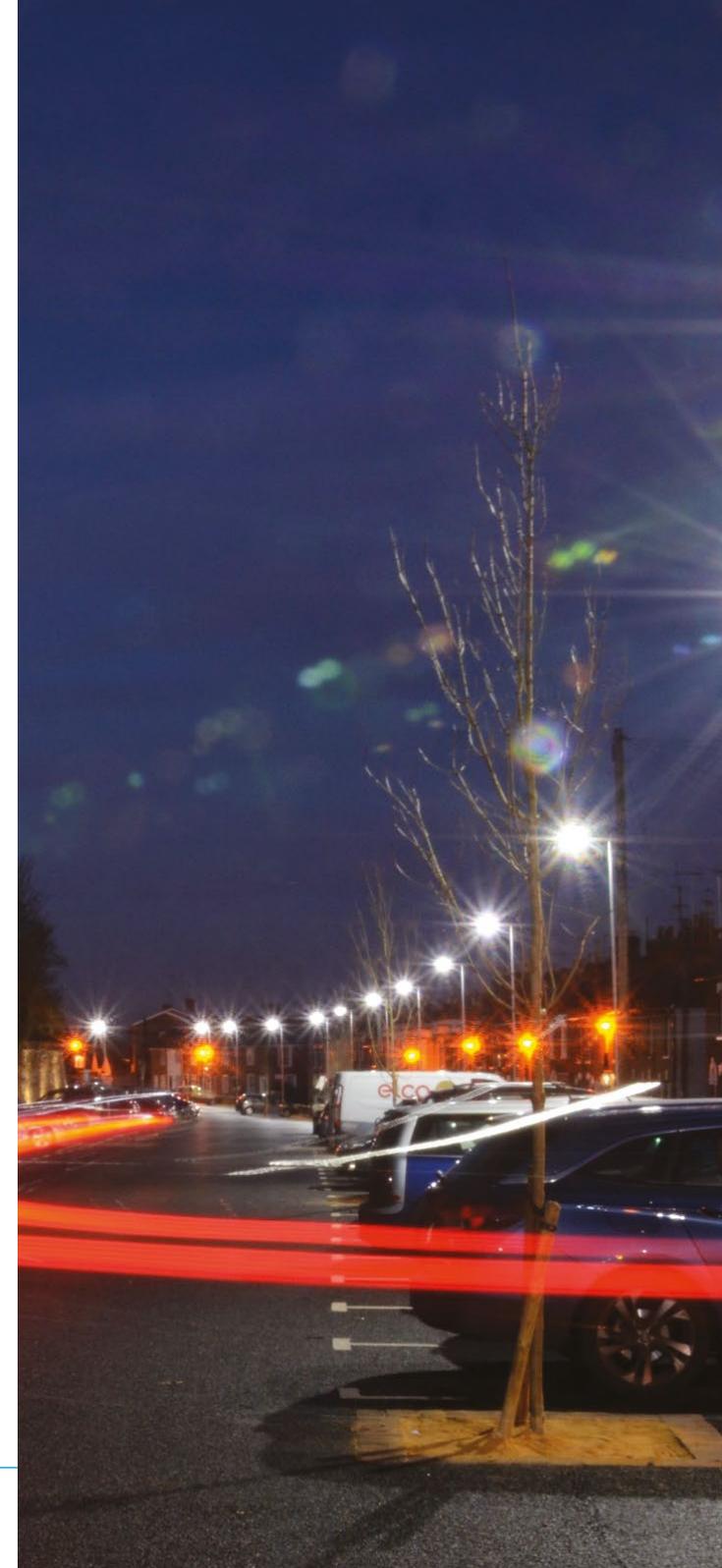
ON-STREET ACCOUNT	2018/2019 Last Year	2019/2020 Current Year	2019/2020 Current Year	2019/2020 Current Year
Direct costs	Actual	Actual	Budget	Variance
EXPENDITURE				
Employee costs				
Management	69	74	69	5
CEOs & Supervision	1,184	1,324	1,336	(12)
Back Office	328	388	349	39
TROs	126	132	127	6
Premises / TRO Maintenance costs	153	219	180	40
Transport costs (running costs)	34	38	28	11
Supplies & Services	542	500	404	96
Third Party Payments	28	35	44	(8)
Sub total	2,463	2,711	2,535	177
INCOME				
Penalty Charges (PCNs)	(1,965)	(1,994)	(1,773)	(221)
Parking Permits/Season Tickets	(807)	(883)	(655)	(228)
Parking Charges (P&D etc)	(348)	(369)	(326)	(43)
Other income	(43)	(24)	(54)	30
Total Income	(3,163)	(3,270)	(2,808)	(462)
Total Direct Costs	(700)	(559)	(273)	(285)
Total Non-direct Costs	441	458	458	0
Sub Total	(259)	(101)	185	(285)

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 2019/20

OFF-STREET ACCOUNT	2018/2019 Last Year	2019/2020 Current Year	2019/2020 Current Year	2019/2020 Current Year
Direct costs	Actual	Actual	Budget	Variance
EXPENDITURE				
Employee costs				
Management	4	4	4	0
CEOs & Supervision	209	200	241	(41)
Back Office	109	122	116	6
Off-street Account	168	178	167	12
Premises costs	23	12	5	6
Transport costs (running costs)	(1)	14	12	2
Supplies & Services	461	316	233	83
Third Party Payments	9	11	15	(3)
Sub total	982	858	792	65
INCOME				
Braintree District Council	(170)	(176)	(176)	0
Epping Forest District Council	0	0	0	0
Harlow District Council	(70)	(73)	(71)	(2)
Uttlesford District Council	(150)	(158)	(158)	0
Other income	(85)	(39)	(14)	(25)
Colchester Borough Council	(557)	(557)	(544)	(13)
Sub total	(1,032)	(1,003)	(963)	(40)
Total Direct Costs	(50)	(145)	(171)	25
Non-direct Costs	140	140	152	(12)
Deficit / (Surplus)	91	(5)	(19)	13



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.

Award Winners

In July 2019, we were delighted that our 2017/18 Annual Report was Highly Commended in the Innovation and New Services category at the national PATROL (Parking and Traffic Regulations Outside London) PARC Awards.

Earlier this year we were also shortlisted as finalists in three categories of the British Parking Awards 2020 and delighted to win the Communication Award category for the second year running.

3PR scheme growth

Our JPC set aside £50,000 to fund the new 3PR scheme in North Essex to help tackle inconsiderate parking around primary schools. Since April 2019, the number of 3PR schemes

launched in North Essex has increased by 233% with a total of 20 schemes now in place across all partner areas. Read more in section 4.

Single-use plastic reduction

Last year we made a Colchester Plastic Pledge to look at replacing our single-use plastic PCNs pockets with biodegradable versions – and we've done it! We're now trialling biodegradable PCN pockets to tackle plastic pollution and believe we're the first parking authority in the country to do so! Read more in our 2019/20 Operational Report Part Two, section 5.

Promoting smarter parking

Over the summer, we carried out a six-week campaign to promote the use of the MiPermit App and its 'Extend your Stay' feature to improve the ease and efficiency of paying for off-street parking across North Essex. Read more in our 2019/20 Operational Report Part Two, section 3.

Positive Parking Agenda

As a founding member, we continue to champion the PPA and embed the key principles in our everyday work and lead by example. In July, we invited a local reporter to go out on patrol with one of our Civil Enforcement Officers (CEOs) to find out more about the role. Read more in our 2019/20 Operational Report Part Two, section 5.



Contact us

parking@colchester.gov.uk

01206 282316

North Essex Parking Partnership

PO Box 5575
Colchester
CO1 9LT

Find us on

 [@nepp_parking](https://twitter.com/nepp_parking)

 [North Essex Parking Partnership](#)

 [Anna Tendant](#)

parkingpartnership.org

