



*North Essex
Parking Partnership*

**Part 2: July to
September 2021**

Operational Report

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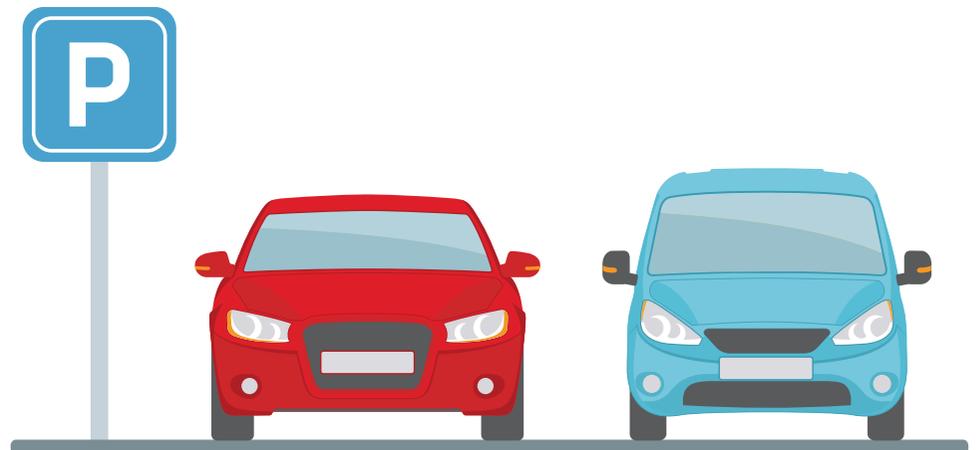
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This is the second quarterly Operational Report and will become part one of our Annual Report 2021/22, so you won't have to wait until mid 2022 to see it!



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.

British Parking Awards success

We are thrilled to have once again had a successful awards season and have won not one, but three prestigious British Parking Awards. The hard work of the Business Unit triumphed in the Positive responses to the pandemic award, we beat stiff opposition to win the Parking as a service award and finally our very own Richard Walker was lauded with the MiPermit Inspiration Award for making a significant contribution to improving parking. Richard joins the ranks of previous Inspiration Award winners as an exemplar of excellent practice who has inspired colleagues, clients and the wider parking community.

Read the full release: [News - North Essex Parking Partnership](#).

New NEPP Chair and Deputy Chair appointed

Cllr Sue Lissimore, Deputy to the Cabinet Member for Highways Maintenance and Sustainable Transport for Essex County Council and Deputy Leader of Colchester Borough Council, has been elected as the new Chair of the NEPP at a meeting of its Joint Parking Committee in August.

Cllr Sam Kane, Customer & Partnerships Services Portfolio Holder for Epping Forest District Council, was welcomed as Deputy Chair of the joint committee. The filling of these positions has enabled work such as Traffic Regulation Order (TRO) approval and various other decisions to me made at the subsequent quarterly joint committee meetings.

NHS parking permit

The NHS parking permit scheme provided free parking for NHS workers using any of our car parks whilst working, this was possible though using the MiPermit app. During the ten months of the NHS parking permit scheme, we have been pleased to provide 933 permits with an average use of 1,700 stays per month. The scheme ended in August, in line with the wider Governmental parking scheme which ended in June.



2 On-street parking

Extra patrols in tourist destinations

We committed extra resource over the summer period to patrolling busier areas. The hot weather and more people holidaying in the UK saw an influx of visitors to popular tourist destinations such as Frinton, Walton and Dedham. To ensure the safety of residents and visitors, we increased civil enforcement officer patrols in these areas to enforce parking restrictions within our remit.

Cycle to Work Day and Bike to School Week

We continue to promote active travel through our social media channels and this quarter we shared messaging on Cycle to Work Day and Bike To School Week. It is important for us to support active travel as, not only does it provide health benefits, it also contributes to improving air quality and reducing congestion. We are currently running a pilot scheme in Colchester called [Park Active](#) which aims to encourage residents to use outer town car parks and complete the rest of their journey with active travel.



8 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.

Payment machine upgrades in Uttlesford

To improve the service we provide to customers, we have invested in payment machine upgrades across Uttlesford. The machines are now able to accept contactless card payments, removing the need for cash and making payment more convenient for customers.

New Service Level Agreement with Coggeshall Parish Council

In conjunction with our off-street partnership with Braintree District Council, we have agreed with Coggeshall Parish Council (CPC) to manage and enforce Stoneham Street car-park.

CPC now has a tariff structure and season tickets which were introduced in September. As part of the agreement, we receive a percentage income based on the operational and enforcement income. The remaining income is passed back to CPC to invest locally.

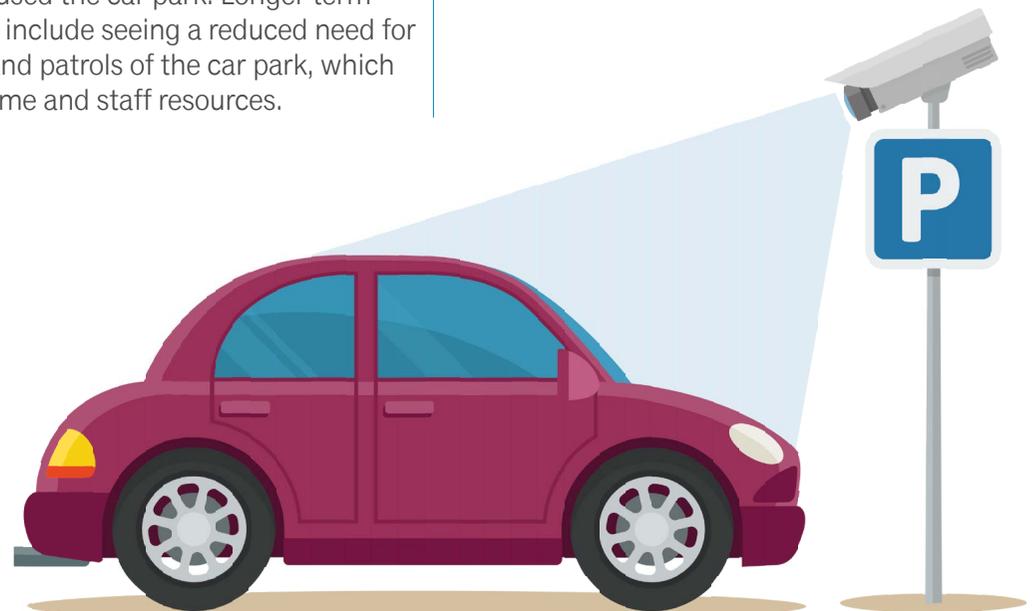
Frictionless parking

In August, cameras were installed at St Mary's car park, Colchester to prepare for the trial of frictionless parking. The cameras are not currently in use, they are for testing purposes only.

Once the cameras are in use, they will register the number plates of cars entering and exiting the car park, and automatically charge the owner's account for the duration of their stay. This will benefit customers as they can automatically pay for their parking after the stay, meaning they can pay just for the time they used the car park. Longer term benefits may also include seeing a reduced need for ticket machines and patrols of the car park, which in turn will save time and staff resources.

Park Mark safety awards

All Colchester Borough Council owned car parks, managed by NEPP, have retained national awards for their safety and accessibility, for the thirteenth consecutive year. They have been awarded the national Safer Parking Scheme's [Park Mark](#) by the British Parking Association (BPA) – with Priory Street car park being awarded the prestigious '[Park Mark Plus](#)' Award. Building on the BPA's well-regarded Safer Parking scheme, Park Mark, the Park Mark Plus is awarded only to the highest-quality car parks.

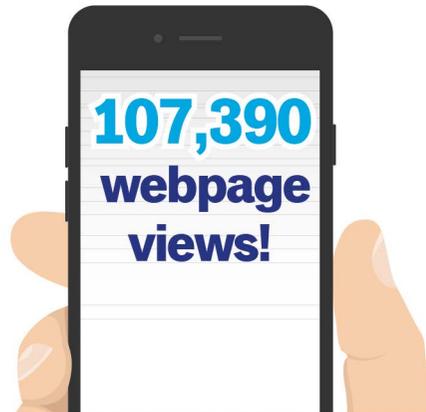


During the period 1 July to 31 September 2021:

During the period 1 July to 30 September 2021



Percentage of issued PCNs which were challenged at the informal stage



Silver 3PR scheme launched



4 Parking education

Silver 3PR package launched

We are pleased to announce that we launched a new 3PR scheme at Prettygate Infant & Junior School in Colchester on 20 September. This school received the silver package which included a park and stride. Schools that are interested in 3PR are encouraged to enquire about the packages on offer, as these can be tailored to meet the individual needs of each school. More information about 3PR can be found at <https://schoolparking.org.uk/>.

Selfish Parker campaign

The Selfish Parker campaign is something we have been supporting throughout the summer when there can be an abundance of obstructive parking, particularly in popular tourist locations. The campaign focuses on tackling driver attitudes towards antisocial and dangerous parking. Selfish parking such as obstructing footpaths and roads can force pedestrians into the road as well as block access for emergency vehicles. We have continued to promote this messaging through social media to try and influence a positive change in driver behaviours. If you would like to find out more, search #SelfishParking.



5 People and performance

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

Innovation

Indeed page launched

To assist in the advertisement of job roles and to improve the recruitment process for applicants, we have set up our own Indeed page to advertise job roles across the NEPP districts.

Wellbeing app

A new wellbeing app was introduced for members of staff. The aim of the app is to provide a convenient resource to access information where and when staff need it, including links from the Employee Assistance Programme to staff activities and challenges as well as Yammer groups.

Efficiency

Data Led Enforcement team recruitment

The Data Led Enforcement Specialist and Data Led Enforcement Officer roles are responsible for operating the innovative technology used to manage the parking restrictions across our Partnership area. This includes our Park Safe

cars and Park Safe Schools cameras and issuing Penalty Charge Notices (PCNs) to vehicles parked in contravention of the restrictions. The roles play a key part in delivering the wider Data Led Services Team vision of developing a modern, streamlined, data led approach to managing parking restrictions, by trialling innovative, digital and intuitive solutions in an operational environment.

Education

Parking enforcement officer training

We are thrilled to announce that two members of staff successfully completed their WAMITAB Level 2 Parking Enforcement Officer training courses in September. The course focused on developing conflict management skills in those individuals employed as civil enforcement officers, parking attendants, parking enforcement officers and CCTV enforcement officers.

Communication

Success in the courts

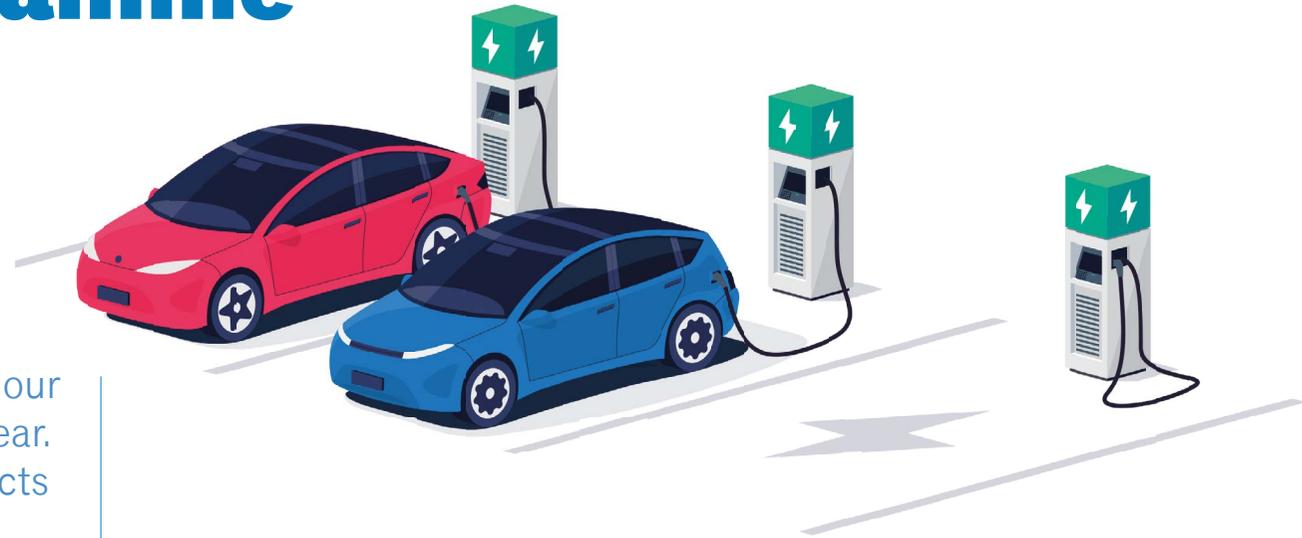
Thanks to evidence submitted from our body worn cameras and Orbis lone working devices, along with evidence given by our CEOs, a conviction was secured following an incident of threatening behaviour against one of our CEOs.



We have also secured a conviction against a member of the public who spat at one of our CEOs. Abuse against a member of our staff will not be tolerated and we will continue to inform the Police of any further incidents.

We promoted this messaging through social media in August which received positive feedback and was shared by the Essex Police social media accounts.

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.

Bay sensors

Twenty-four new parking sensors are being introduced to Crouch Street West, Colchester on the limited time parking bays in November as part of a pilot scheme.

The sensors detect whether a parking bay is occupied by a vehicle. The data will be used to better understand the usage of the parking bays. It will also eventually allow for availability of parking bays to be displayed within the MiPermit app and provide complementary data for considering the suitability of restrictions or used to guide future policy making.

This pilot will assist Essex County Council (ECC) with their Active Travel Plan which has recently been under consultation.

EV charging points

We are working with Colchester Borough Council on a new innovative pilot scheme to install Electric Vehicle (EV) charging points in the town centre.

An application for funding through the Office for Zero Emission Vehicles (OZEV) is being worked on and a number of car parks across the borough are being considered to form a charging network. Site surveys, funding requirements and other investigations will need to be carried out first before any locations can be confirmed.

ECC is currently responsible for on-street charging facilities. An application for additional funds may be made by ECC to OZEV to include on-street locations throughout Essex.

NEPP fleet charging infrastructure

We are working on installing our own charging infrastructure to support the move to a fully electric NEPP fleet. This will be based in Colchester and enable us to house the NEPP fleet and facilitate charging.

7 How we invest and develop

Parking projects

Electric vehicles acquired

As mentioned in our last report, we were working on procuring two EVs as part of our commitment to tackling climate change. We have since received delivery of the vehicles and are now working on a brand-new livery design to refresh the look of the fleet. The vehicles will be in operation once the camera technology and livery have been installed, which we will be announcing in the coming months.

Website update

Creative Coop has been working on the design and development of our brand-new website. We're very impressed with the artwork style they have developed for us and how some of the new features of the website will make the user journey far superior for customers. Features to be added include a search bar function, easier page navigation through menus and more. See one of a suite of new graphics they have produced which will decorate the Tendring landing page.





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