



North Essex Parking Partnership

Joint Working Committee On-Street Parking

**Council Chamber, Uttlesford District Council,
London Road, Saffron Walden,
Essex, CB11 4ER**

17 March 2016 at 1.00 pm

The vision and aim of the Joint Committee is to provide a merged parking service that provides a single, flexible enterprise of full parking services for the Partner Authorities.

North Essex Parking Partnership
Joint Committee Meeting – On-Street
1pm, Council Chamber, Uttlesford District Council,
London Road, Saffron Walden.

Agenda

Attendees

Executive Members:-

Susan Barker (Uttlesford)
Anthony Durcan (Harlow)
Dominic Graham (Colchester)
Eddie Johnson (ECC)
Robert Mitchell (Braintree)
Nick Turner (Tendring)
Gary Waller (Epping Forest)

Non-Executive Member:-

Ray Howard (ECC)

Officers:-

Jonathan Baker (Colchester)
Lou Belgrove (Parking Partnership)
Liz Burr (ECC)
Trevor Degville (Parking Partnership)
Qasim Durrani (Epping Forest)
Joe McGill (Harlow)
Samir Pandya (Braintree)
Andrew Taylor (Uttlesford)
Shane Taylor (Parking Partnership)
Ian Taylor (Tendring)
Alexandra Tuthill (Colchester)
Richard Walker (Parking Partnership)
Matthew Young (Colchester)

| | Introduced by | Page |
|---|----------------------------|--------------|
| 1. Welcome & Introductions | | |
| 2. Apologies | | |
| 3. Declarations of Interest The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda. | | |
| 4. Have Your Say The Chairman to invite members of the public or attending councillors if they wish to speak either on an item on the agenda or a general matter. | | |
| 5. Minutes To approve as a correct record the draft minutes of the 17 December 2015 meeting. | | 1-5 |
| 6. Traffic Regulation Orders Update, including those to be Agreed The report provides an update on the progress of Traffic Regulation Orders and considers proposed Traffic Regulation Order schemes. | Trevor Degville | 6-11 |
| 7. Northbrook's Residents Permit Zone Petition and Consultation To consider offering all permits at nil cost and or the revocation of the Northbrook's permit zone. | Cllr Anthony Durcan | 12-29 |
| 8. Social Media Protocol To consider and agree the proposed Social Media Protocol for the North Essex Parking Partnership. | Alexandra Tuthill | 30-36 |

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| <p>9. North Essex Parking Partnership (NEPP) On-Street financial position at period 10 2015/2016 To consider the financial position and issues to date which are presented for information and scrutiny by the Joint Committee.</p> | <p>Richard Walker/Lou Belgrove</p> | <p>37-39</p> |
| <p>10. North Essex Parking Partnership (NEPP) On-Street Budget 2016/17 The report invites members to decide the On-Street budget for the North Essex Parking Partnership (NEPP) for 2016/17 for best achievement of its priorities.</p> | <p>Richard Walker</p> | <p>40-41</p> |
| <p>11. North Essex Parking Partnership Operational Report The report gives Members an overview of operational progress since November 2015.</p> | <p>Lou Belgrove</p> | <p>42-47</p> |
| <p>12. North Essex Parking Partnership Commuter Parking Study – Initial verbal proposal To consider a verbal proposal for the NEPP and partner authorities to commission a study across the NEPP that experience high levels of commuter parking.</p> | <p>Matthew Young</p> | |
| <p>12. Forward Plan 2016/17 To confirm the dates for the 2016/17 NEPP Joint Committee meetings and the change of date for the June 2016 meeting.</p> | <p>Jonathan Baker</p> | <p>48-52</p> |
| <p>13. Urgent Items To announce any items not on the agenda which the Chairman has agreed to consider.</p> | | |

NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE FOR ON-STREET PARKING

**17 December 2015 at 1.00pm
Dining Hall, Latton Bush Centre, Harlow, Essex, CM18 7BL**

Executive Members Present:-

Councillor Susan Barker (Uttlesford District Council)
Councillor Anthony Durcan (Harlow District Council)
Councillor Dominic Graham (Colchester Borough Council)
Councillor Eddie Johnson (Essex County Council)
Councillor Robert Mitchell (Braintree District Council)
Councillor Nick Turner (Tendring District Council)
Councillor Gary Waller (Epping Forest District Council)

Also Present: -

Michael Adamson (Parking Partnership)
Jonathan Baker (Colchester Borough Council)
Liz Burr (Essex Highways)
Trevor Degville (Parking Partnership)
Qasim Durrani (Epping Forest District Council)
Joe McGill (Harlow District Council)
Samir Pandya (Braintree District Council)
Andrew Taylor (Uttlesford District Council)
Ian Taylor (Tendring District Council)
Richard Walker (Parking Partnership)
Matthew Young (Colchester Borough Council)

39. Declarations of Interest

Councillor Barker, in respect of being a Member of Essex County Council, declared a non-pecuniary interest.

Councillor Durcan, in respect of being a Member of Essex County Council, declared a non-pecuniary interest.

Councillor Johnson, in respect of being a Member of Harlow District Council, declared a non-pecuniary interest.

40. Have Your Say!

Phyllis Holland

Phyllis Holland attended the North Essex Parking Partnership to have her say, and questioned whether there was any further information or developments regarding the residents parking zone in Northbrooks, Harlow.

In response to the query Councillor Durcan stated that a survey has recently been undertaken in the area with 83 respondents from a total distribution of between 200 and 300 letters. The responses from the survey highlighted concerns about permits, but the majority of residents favoured retaining the current system. Further information will be provided in due course.

Joe McGill, Harlow District Council, stated that a public meeting on this issue has now

been confirmed for 12 January at 7:30pm in the Civic Centre. Members of the Parking Partnership will also be in attendance at this meeting, with the intention that a report will come back to the Parking Partnership Joint Committee meeting in March.

Councillor Janet Whitehouse

Councillor Whitehouse attended the meeting to have her say regarding the Fees and Charges for Residents Parking Visitor Permits. Councillor Whitehouse stated that the proposed 6 hour visitor permit, as recommended in the Fees and Charges report, is too long for many visits, and over the period of a week charges for visitors could accumulate quickly.

In addition Councillor Whitehouse questioned the decision to charge more for residents who use paper permits over the digital equivalent.

Councillor Mitchell thanked Councillor Whitehouse for her contribution to the meeting and invited her to stay for the On-Street Charges item.

41. Minutes

The Committee requested that pending further meetings between the NEPP Officers and Tendring District Council regarding Police Accreditation for Civil Enforcement Officers and the procedure around Travellers and parking enforcement these issues may be included on the March Joint Committee agenda.

RESOLVED that the minutes of the meeting of the Joint Committee for On Street Parking of 29 October 2015 be confirmed as a correct record.

42. On Street Charges

Councillor Dominic Graham, Colchester Borough Council, (in respect of being a user of a Residents Parking Zone) declared a non-pecuniary interest in this item.

Trevor Degville introduced the On Street Charges report which requests the Joint Committee approve the revisions to the on-street parking tariffs in parking bays in areas of Epping Forest District Council and Uttlesford District Council. In addition the report recommends the introduction of a 6 hour Visitor MiPermit for Resident Parking Zones at a fee of 60p.

Trevor Degville stated that the proposed charges bring the On-Street Charges in-line with nearby car parks. Members from the District Councils included in the report stated that the On-Street Charges had been approved in their areas.

The Committee discussed the introduction of the 6 hour visitor permit, and the concerns around visitors who are either registered carers or relatives. Richard Walker highlighted that for carers there are specific permits for £30 which can be purchased by care providers. Partner authorities are also able to identify local issues and NEPP can provide local solutions and apply discretion for particular cases.

Some members of the Committee questioned whether limiting the cheaper short stay pass to just MiPermit users was correct, however the Parking Partnership Officer stated that the additional charge is due to the cost of producing the paper permits. The policy to charge for the cost of production had been previously agreed as Parking Partnership policy, and assistance over the phone can be provided for online purchases.

Councillor Waller stated that he would speak to Councillor Whitehouse regarding the issues raised earlier in the meeting to see whether there is a solution that could work in and around Epping.

RESOLVED that:

- (a) The revisions to on-street parking tariffs in High Road Loughton and Queens Road Buckhurst Hill in the Epping Forest District area be agreed.
- (b) The revisions to on-street parking tariffs in Abbey Lane, Castle Street, East Street, Gold Street and Museum Street in the Uttlesford District area be agreed.
- (c) The implementation of the change to resident parking permit charges be noted.
- (d) The introduction of a 6 hour Resident Parking Visitor Permit at the fee of 60p through the MiPermit system be agreed.

43. Joint Patrolling Report

Richard Walker introduced the Joint Patrolling report, which included information on the reactive enforcement trial with Tendring District Council. The report requested that the Joint Committee decide whether to cease the trial completely or make the trial a permanent arrangement.

The Committee discussed the contents of the report, particularly the information regarding the number of Penalty Charge Notices that were successful and those that were cancelled. The Committee also noted that at the beginning of the trial there were teething problems, including IT issues, which have now been addressed.

Some members of the Committee highlighted that the ParkSafe Car would provide a service with a higher success rate for Penalty Charge Notices; however it was confirmed that Tendring District Council were not willing to accept the ParkSafe car in the district.

Other members of the Committee highlighted that if Tendring District Council are willing to provide the service for free to the North Essex Parking Partnership then they should be able to continue the trial. The Committee agreed that extending the trial by another six months would provide further evidence to determine whether a trial was successful and enable the Committee to make a decision on whether the trial should be made permanent or ceased.

Members of the Committee also highlighted the need for the NEPP to look at Schools Enforcement across Essex, in particular if anything else can be done to tackle the underlying behaviour and causes of anti-social parking near schools.

RESOLVED that;

- a) Tendring District Council reactive enforcement trial be extended by 6 months to allow for further information to be gathered.
- b) A report including the further information be brought back to the Joint Committee in due course.
- c) A report on Schools Enforcement across the North Essex Parking Partnership be brought to the March meeting.

44. High Road Loughton Pay and Display Bays

Trevor Degville introduced a report on introducing pay and display bays into three additional places in High Road Loughton.

Trevor Degville stated that the site had previously had a traffic order in place for the pay and display bays in 2008, however this has expired and therefore a notice of intention would be required.

The Committee heard that the member for Epping Forest District Council was in favour of the proposal for the Pay and Display Bays on the High Road Loughton.

RESOLVED that the proposal to advertise a Notice of Intention to introduce pay and display into three additional places in High Road Loughton be approved.

45. Urgent Item – River Mill School

The Chairman of the Joint Committee accepted a request made by Harlow District Council representatives for an urgent item to be discussed on implementing a Temporary Traffic Order outside Pemberley Academy.

Joe McGill stated that a new school had been created on the site of a former adult education centre in Harlow. As this was not a new build school, this has not gone through the usual planning process where a Traffic Regulation Order would have been implemented outside the school. This has led to a significant problem of parking on the pavements. If agreed by the Committee a temporary traffic order would be required, consisting of double yellow lines outside the school, until a consultation can be conducted with residents of the area. Once this has been completed, a formal TRO will be submitted to the NEPP meeting in March.

The Committee requested that the member from Essex County Council, highlight the issue of new schools and TROs with the relevant Cabinet member.

RESOLVED that a Temporary Traffic Order be approved outside of Pemberley Academy, Harlow.

46. NEPP Financial Reserves Report

Richard Walker introduced the North Essex Parking Partnership Reserves report which requests the committee decide whether to commit expenditure for best achievement of its priorities.

Richard Walker highlighted that the report included proposals to invest in handheld devices and body cameras for Civil Enforcement Officers, as well as transferring additional funds for Traffic Regulation Orders. Richard Walker also commented on the Bay Sensor Trial, which provides information on when certain parking spaces are empty. Richard Walker stated that this may provide future income for the Parking Partnership when systems built into cars are able to direct motorists to empty car parking spaces.

Committee members supported the recommendations provided in the report, and suggested that a reserve just for handheld computers be created. This would ensure that in future the Partnership would have a dedicated reserve to replace old technology and provide Civil Enforcement Officers with the tools for the job.

The Committee also discussed whether at a future meeting the number of Traffic Regulation Order schemes that are permitted to be recommended would have to be reduced from the current six currently allowed. Parking Partnership officers stated that there are no current plans for this to occur as officers are happy with the current scheme, but this may have to be reviewed in due course.

RESOLVED that;

- a) The Start-up fund be used to fund body worn video for Civil Enforcement Officers, and for a Bay Sensor Trial
- b) A commitment for Civil Enforcement Officer Handheld computers and additional funds for Traffic Regulation Orders be transferred from the Civil Parking Reserve Closing Balance

47. North Essex Parking Partnership Financial Update Period 8

Richard Walker introduced the North Essex Parking Partnership financial update for Period 8. The report was distributed to members prior to the meeting and requests that the information presented be noted.

Richard Walker stated that the forecast for the end of the year after the confirmation of Period 8 is for the On-Street budget to be running a small surplus towards the end of the year. Richard Walker also highlighted that the non-direct costs within the On-Street budget are now split out.

Councillor Barker requested that the terminology used within the tables be improved to clarify whether the information provided related to gross profit or net profit.

RESOLVED that the North Essex Parking Partnership Financial Update Period 8 be noted.

48. Forward Plan 2016/17

RESOLVED that the Forward Plan for 2016/17 be approved.

49. Forward Plan

Councillor Mitchell introduced the Forward Plan for 2015/16, and highlighted that the forward plan includes the proposal to change the date of the next meeting to 17 March 2016.

RESOLVED that;

- a) The next meeting of the North Essex Parking Partnership changed to the 17 March 2016.
- b) The forward plan be noted.



North Essex Parking Partnership

March 17th 2016

Title: Traffic Regulation Orders Update, including those to be Agreed
Author: Trevor Degville/Shane Taylor
Presented by: Trevor Degville

- To provide an update of the Technical Team activities
- To consider proposed Traffic Regulation Order schemes in all authority areas

1. Decision(s) Required

1.1. To approve, reject or defer from the listed proposed schemes in Section 4.

2. Reasons for Decision(s)

2.1. To allow officers to start work on prioritised schemes that should be progressed and to allow unsuccessful applicants to be informed of the outcome of their application.

3. Progress with Schemes Already Approved

3.1. Since the last Joint Parking Committee meeting in December the Technical Team have been carrying out general maintenance in all areas when weather conditions have allowed. Background planning on previously approved schemes has taken place which has allowed new proposed schemes to be advertised in the Uttlesford District and Epping Forest District. Further new proposals are planned in the next few weeks.

3.2. The emergency order that was approved at the last Joint Parking Committee for restrictions outside Pemberley Academy in Hodings Road, Harlow is in place.

4. Schemes for Consideration

4.1. The list of new schemes for consideration is shown below by authority area.

| Ref No | District/Borough | Name of Scheme | Type of restriction/Reason for Application | Approved Stage |
|--------|------------------|----------------------------------|--|----------------|
| 10025 | Uttlesford | Hawthorne Close - Takely | Waiting restrictions | Deferred |
| 10054 | Uttlesford | Museum Street-Saffron Walden | Change Limited waiting bays to shared use bays. | |
| 10055 | Uttlesford | The Street-Manuden | Waiting restrictions | |
| 10056 | Uttlesford | Stebbing/Braintree Road Felstead | Waiting and School Restrictions | |
| 20116 | Braintree | Wickham Crescent | Commuter Restriction of 1 hour both sides of the carriageway | Deferred |
| 20118 | Braintree | Bronte Road-Witham | Resident Permit | Deferred |
| 20120 | Braintree | Bridge Meadow-Feering | Resident Permit-Commuter restriction | Deferred |

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| 20121 | Braintree | Guithavon Valley - Witham | Waiting Restrictions | Temp TRO in place |
| 20123 | Braintree | Pretoria Road-Halstead (and to include Morley Road, Saxon Close, Manfield, Head Street and parts of High Street) | Resident Permit | |
| 20124 | Braintree | Powers Hall End | Resident Permit | |
| 20125 | Braintree | Mill Lane Witham | Waiting restrictions | Deferred |
| 20126 | Braintree | Elm Bungalows-Braintree | Resident Permit | |
| 20127 | Braintree | Crofters Walk | Waiting restrictions | |
| 20128 | Braintree | Windmill Road, Halstead | Junction waiting restrictions | |
| 20129 | Braintree | Station Road, Kelvedon | Resident Permit | |
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| 30021 | Harlow | Colt Hatch | Requested parking scheme | Deferred |
| 30027 | Harlow | New Hall | Parking near football field | Deferred |
| 30028 | Harlow | Church Langley | Tesco access road and zebra crossing | Deferred |
| 30034 | Harlow | Harlow Mill Station | Pay and display | Deferred |
| 30035 | Harlow | College Square | Introduce short term P&D parking | Deferred |
| 30048 | Harlow | The Seeleys | RPZ-Waiting restrictions | Deferred |
| 30055 | Harlow | Kiln Lane – Roundabout | Waiting | Deferred |
| 30056 | Harlow | Parndon Mill Lane | Waiting | Deferred |
| 30057 | Harlow | Spencers Croft | Review in view of parking in area | |
| 30058 | Harlow | Market Street | Waiting | |
| 30060 | Harlow | Tunnemead | Waiting | |
| 30062 | Harlow | Pemberely Academy | Restrictions around school | Temporary TRO on school entrance markings in place |
| 30063 | Harlow | Tanys Dell School | Waiting | |
| 30064 | Harlow | Cooks Spinney | Resident Permit | |
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| 40088 | Colchester | Catchpool Road | Waiting restrictions/residents parking | Deferred |
| 40021 | Colchester | Tall Trees | Waiting restrictions | Deferred |
| 40104 | Colchester | High Street-Station Road-Wivenhoe | Waiting restrictions | Deferred |
| 40109.5 | Colchester | Northern Estate Roads | Resident Permit | Deferred |
| 40111 | Colchester | Thomas Wakley Close | Resident Permit | Deferred |
| 40118 | Colchester | Boxted Road | Football based parking | Deferred |
| 40119 | Colchester | Oatfield Close | Junction protection | |
| 40120 | Colchester | Colne Rise-Rowhedge | Junction protection | |
| 40121 | Colchester | London Rd-Copford | Car sharing parking | Resubmitted |
| 40123 | Colchester | Oaklands Avenue | Junction protection | |
| 40124 | Colchester | Baden Powell Drive | Junction protection | |
| 40126 | Colchester | Lexden Road (by Crown Public House) | Waiting restrictions | Resubmitted |
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| 50004 | Tendring | School Road- Elmstead Market | School Restriction | Deferred |
| 50005 | Tendring | Pathfield Road-Clacton | School Restriction | Deferred |
| 50010 | Tendring | Primrose Road-Holland | School Restriction | Deferred |

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| 50015 | Tendring | Main Road-Upper Dovercourt | Limited waiting bays | Deferred |
| 50017 | Tendring | Hordle Street-Harwich | Resident Permit | Deferred |
| 50032 | Tendring | Promenade Way-Brightlingsea | Waiting Restrictions | Deferred |
| 50034 | Tendring | Herbert/Key Road-Clacton | Resident Permit | Deferred |
| 50042 | Tendring | School Road – Great Oakley | School based parking | Deferred |
| 50057 | Tendring | Garden Road – Jaywick | Limited Waiting | Deferred |
| 50072 | Tendring | Watson Road-Herbert Road-Clacton | Resident Permit | Deferred |
| 50073 | Tendring | Highfield Avenue-Dovercourt | Residents parking, timed restriction, junction protection | Deferred |
| 50077 | Tendring | High Street-Manningtree | Waiting restrictions | Deferred |
| 50089 | Tendring | Church Rd-Thorrington | School restriction | Deferred |
| 50091.5 | Tendring | Wellesley Road | Permit Parking | Deferred |
| 50095 | Tendring | Blacksmiths Lane-Dovercourt | Waiting restriction | Deferred |
| 50096 | Tendring | Hughes Stanton Way | Waiting restrictions | Deferred |
| 50115 | Tendring | Windsor Court-Brightlingsea | Waiting restrictions | Deferred |
| 50116 | Tendring | Beckford Road-Mistley | Junction protection | Deferred |
| 50117.5 | Tendring | Bromley Rd-Old School Lane-Elmstead | Junction protection | |
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| 60000 | Epping Forest | Algers Mead- Loughton | Resident Permit | Deferred |
| 60005 | Epping Forest | Rodings Garden-Loughton | Waiting Restrictions | Deferred |
| 60006 | Epping Forest | Loughton Station-main entrance | Waiting Restrictions | Deferred |
| 60007 | Epping Forest | Fairmeads-Loughton | Waiting Restrictions | Deferred |
| 60008 | Epping Forest | Audley Gardens-Loughton | Waiting Restrictions | Deferred |
| 60011 | Epping Forest | Norman Close-WA | Waiting Restrictions | Deferred |
| 60015 | Epping Forest | Beaconsfield Road-Epping | Waiting Restrictions | Deferred |
| 60016 | Epping Forest | Beaconsfield Avenue-Epping | Waiting Restrictions | Deferred |
| 60018 | Epping Forest | Queens Road-Buckhurst Hill | Change to P&D Machines Times | Deferred |
| 60019 | Epping Forest | Willow Tree Close-Abridge | Waiting Restrictions | Deferred |
| 60021 | Epping Forest | Hornbeam Road-Theydon Bois | Waiting Restrictions | Deferred |
| 60022 | Epping Forest | Green Walk - Ongar | Waiting Restrictions | Deferred |
| 60023 | Epping Forest | Purlieu Way/Theydon Park | Waiting Restrictions/Residents Parking | Deferred |
| 60025 | Epping Forest | Pike Way-North Weald | Waiting Restrictions | Deferred |
| 60028 | Epping Forest | Ongar Market | Relocate Market to Highway | Deferred |
| 60029 | Epping Forest | Taxi Bays (throughout district) | Introduce new sites | Deferred |
| 60030 | Epping Forest | The Uplands-Loughton | Waiting Restrictions | Deferred |
| 60031 | Epping Forest | Hartland Road-Epping | Waiting Restrictions | Deferred |
| 60035 | Epping Forest | Epping New Road(Boleyn Court)-Buckhurst Hill | Waiting Restrictions | Deferred |
| 60037 | Epping Forest | Brooklyn Parade-Loughton | Limited Waiting | Deferred |
| 60038 | Epping Forest | Hazelwood-Loughton | Adjust recently implemented restrictions | Deferred |
| 60039 | Epping Forest | Goldings Road-Loughton | Waiting Restrictions | Deferred |
| 60040 | Epping Forest | Tycehurst Hill-Loughton | Waiting Restrictions | Deferred |
| 60041 | Epping Forest | Forest Edge-Buckhurst Hill | Waiting Restrictions | Deferred |

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| 60043.5 | Epping Forest | High Road – Chigwell (Station) | Commuter Parking | Deferred |
| 60044 | Epping Forest | Coppice Row – Theydon Bois | Commuter Parking | Deferred |
| 60045 | Epping Forest | Ivy Chimneys Road-Epping | Resident Permit | Deferred |
| 60046 | Epping Forest | Crossing Road-Epping | Resident Permit | Deferred |
| 60047 | Epping Forest | Hemnal Street-Epping | Resident permit parking/Limited waiting | Deferred |
| 60049 | Epping Forest | Lower Swaines-Epping | Restrictions to counter school based parking | Deferred |
| 60050 | Epping Forest | High Street -Epping | Loading Bay | Deferred |
| 60051 | Epping Forest | Pancroft – Abridge | Waiting restriction | Deferred |
| 60054 | Epping Forest | Monkswood Avenue/The Cobbins – Waltham Abbey | Verge Parking | Deferred |
| 60055 | Epping Forest | Harveyfields – Waltham Abbey | Resident Permit | Deferred |
| 60056 | Epping Forest | Stradbroke Grove – Buckhurst Hill | Change in restrictions to combat commuter parking | Deferred |
| 60057 | Epping Forest | Scotland Road –Buckhurst Hill | Waiting restrictions | Deferred |
| 60058 | Epping Forest | Crownfield – Lower Nazeing | Commuter restrictions/Resident permit parking | Deferred |
| 60059 | Epping Forest | Ladywell Prospect – Sheering | Waiting Restriction | Deferred |
| 60060 | Epping Forest | Church Mead – Roydon | Waiting Restriction | Deferred |
| 60061 | Epping Forest | Smarts Lane/Forest Road/High Beech Road – Loughton | Resident Permit | Deferred |
| 60062 | Epping Forest | High Gables – Loughton | Resident Permit | Deferred |
| 60063 | Epping Forest | Forest Drive - Theydon Bois | Pavement Parking | Deferred |
| 60064 | Epping Forest | High Road – Chigwell (School) | School based/Commuter Parking | Deferred |
| 60066 | Epping Forest | Knighton Lane – Buckhurst Hill | Waiting Restrictions | Deferred |
| 60067 | Epping Forest | Theydon Park Road – Theydon Bois | Revocation of waiting restriction | Deferred |
| 60068 | Epping Forest | Glebe Road – Ongar | Waiting restriction | Deferred |
| 60072 | Epping Forest | Allnuts Road/Charles Street/Crossing Road-Epping | Restrictions to prevent pavement parking | Deferred |
| 60073 | Epping Forest | The Drive -Loughton | Conversion of SYL to DYL near Morrisons | Deferred |
| 60073.5 | Epping Forest | Whitehills Road-Loughton | Waiting restrictions on bend near to school | Deferred |
| 60074 | Epping Forest | Bridge Hill-Epping | Extension of waiting restrictions | Deferred |
| 60075 | Epping Forest | Albany Court-Epping | Restrictions to prevent commuter parking | Deferred |
| 60076 | Epping Forest | Chigwell Park Estate | Restrictions to prevent commuter parking | Deferred |
| 60078 | Epping Forest | Monkswood Avenue | Waiting restrictions | Deferred |
| 60079 | Epping Forest | Pancroft Abridge | Waiting restrictions to assist bus assist | Deferred |
| 60080 | Epping Forest | Ladywell Prospect-Lower Sheering | Waiting restrictions to deter commercial vehicle parking | Deferred |
| 60082 | Epping Forest | Eastbrook Road- Waltham Abbey | Resident Permit | Deferred |
| 60083 | Epping Forest | Borders Lane-St Nicholas Place-Loughton | Waiting restrictions | Deferred |

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| 60085 | Epping Forest | Albion Hill-Loughton | Extension to waiting restrictions | Deferred |
| 60086 | Epping Forest | Queens Road-Buckhurst Hill (145) | Adjustment to parking bay | Deferred |
| 60087 | Epping Forest | Queens Road-Buckhurst Hill (102-104) | Adjustment to parking bay | Deferred |
| 60088 | Epping Forest | Cleland Path-Loughton | Waiting restrictions- junction/pavement parking | Deferred |
| 60089 | Epping Forest | Blackmore Road-Buckhurst Hill | Waiting restrictions-junction parking | Deferred |
| 60090 | Epping Forest | High Street-Ongar (St Martins Mews) | Adjustment of parking bay | Deferred |
| 60091 | Epping Forest | Theydon Grove-Epping | Extension to residents parking bays | Deferred |
| 60092 | Epping Forest | Lower Park Road-Loughton | Waiting restrictions | Deferred |
| 60093 | Epping Forest | Englands Lane-Loughton | Waiting restrictions | Deferred |
| 60094 | Epping Forest | Epping town centre | Inclusion of additional business in permit zone | Deferred |
| 60095 | Epping Forest | Hanbury Park estate | Waiting restrictions | Deferred |
| 60096 | Epping Forest | Wheelers Farm Gardens-North Weald | Waiting restrictions | Deferred |
| 60097 | Epping Forest | Courtland Drive- Chigwell | Waiting restrictions | Deferred |
| 60099 | Epping Forest | Field Close-Abridge | Junction protection | Deferred |
| 60100 | Epping Forest | Lambourne Road-Chigwell | Junction protection | Deferred |
| 60101 | Epping Forest | Lower Road-Loughton | Resident Permit/Waiting Restrictions | Deferred |
| 60102 | Epping Forest | Green Glade/ Pakes Way-Theydon | Waiting restrictions | Deferred |
| 60103 | Epping Forest | Station Road-North Weald | Waiting restrictions | Deferred |
| 60104 | Epping Forest | Sheering Lower Road | Resident Permit | Deferred |
| 60105 | Epping Forest | Algers Mead-Algers Close-Loughton | Junction protection | Deferred |
| 60106 | Epping Forest | Riverside Ave-Broxbourne | Junction protection | Deferred |
| 60107 | Epping Forest | Church Hill-Epping | Change of restriction | Deferred |
| 60108 | Epping Forest | Raymond Gardens- Chigwell | Junction protection | Deferred |
| 60110 | Epping Forest | Sewardstone Road-Waltham Abbey | Waiting restrictions | Deferred |
| 60111 | Epping Forest | Sheering Lower Road-Ash Grove | Extension of commuter restriction | Deferred |
| 60113 | Epping Forest | Traps Hill-Loughton (doctors surgery) | Junction/entrance protection | Deferred |
| 60114 | Epping Forest | Gould Close-Moreton | Restriction lines | Deferred |
| 60115 | Epping Forest | Hillyfields-The Croft | Junction protection | Deferred |
| 60116 | Epping Forest | Amberley Road-Buckhurst Hill | Waiting restrictions | Deferred |
| 60117 | Epping Forest | Pyrls Lane-Loughton | Waiting restrictions | Deferred |
| 60118 | Epping Forest | Broomstick Hall Lane-Waltham Abbey | School restrictions | Deferred |
| 60122 | Epping Forest | Greenfields Close-Loughton | Waiting restrictions | |
| 60124 | Epping Forest | Osprey Road-Waltham Abbey | Waiting restrictions | |
| 60125 | Epping Forest | Fountain Place-Waltham Abbey | Resident parking | |
| 60126 | Epping Forest | High Rd-Chigwell (Shore Point) | Waiting restrictions | |
| 60127 | Epping Forest | Egg Hall-Epping | Commuter parking | |

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|-------|---------------|-----------------------------|----------------------|--|
| 60128 | Epping Forest | Beech Lane-Buckhurst Hill | Commuter parking | |
| 60129 | Epping Forest | Bansons Way-Onger | Resident Permit | |
| 60130 | Epping Forest | Park Hill-Loughton | Waiting restrictions | |
| 60131 | Epping Forest | Cloverly Road-Ongar | Junction protection | |
| 60132 | Epping Forest | Willow Close-Buckhurst Hill | Pavement parking | |
| 60133 | Epping Forest | High Meadows-Chigwell | Waiting restrictions | |
| 60134 | Epping Forest | Duck Lane-Thornwood | Waiting restrictions | |
| 60135 | Epping Forest | Crownfield-Old Nazeing Road | Resident Permit | |



North Essex Parking Partnership

17 March 2015

Title: Northbrook's Residents Permit Zone Petition and Consultation
Author: Joe McGill
Presented by: Councillor Anthony Durcan

This report invites Members to consider the outcomes of the Harlow Northbrook's Resident Parking Zone Consultation

1. Decision(s) Required

1.1. The petitioners are asking North Essex Parking Partnership (NEPP) to consider offering all permits at nil cost and or the revocation of the Northbrook's permit zone.

2. Reasons for Decision(s)

2.1. The findings of the consultation and public meeting held as a result of the petition shows no clear majority in favour of withdrawing the scheme, although residents voiced concerns over the level of charges.

3. Introduction

3.1. The residents of Northbrook's Permit Zone petitioned Harlow Council requesting that all fees permit are cancelled due the year on year permit fee increases for the last 3 – 4 years. The petition was presented to residents by the lead petitioner who wrote to local residents with the details shown in Appendix A.

3.2. A copy of the full petition, and other relevant documents, is available on the parking partnership web site https://www.parkingpartnership.org/north_proposals.asp

3.3. Northbrook's estate is located less than 200 metres to the west of Harlow Town centre, the residents parking zone was introduced in the 80's as a result of residents experiencing a shortage of available parking spaces outside their homes. Visitors to the town centre, shoppers and employees working in the town centre used the adjoining estate to park so as to avoid paying town centre parking fees.

3.4. The number of vehicles owned, and consequent use, in Harlow has increased since the Zone was originally implemented, as shown in Appendix B.

4. Consultation

4.1. It was agreed with the lead petitioner that prior to any report being submitted to the NEPP Joint Committee, all residents within the designated zone would receive a consultation questionnaire. The consultation letter (See Appendix E) was sent to all homes within the zone on 16 September 2015 the details of which can be found at https://www.parkingpartnership.org/north_proposals.asp along with the summary findings of the consultation.

4.2. Around one fifth of all households from Northbrook's responded to the survey sent to out on 4 November 2015 and the closing date for the survey was 4 December 2015. The survey was delivered to 380 households with the option to respond online or by

post. Eight responses were received online and 80 by post, giving a total of 88 responses, this equates to a response rate of 23.16 per cent. The outcome of the key question 4 is shown in Appendix C.

5. Public Meeting

- 5.1. A public meeting was then held to debate the findings on 17th January 2016 at the Civic Centre chaired by the NEPP portfolio holder for Harlow Cllr. Tony Durcan and attended by officers from Harlow and NEPP.
- 5.2. The attendees at the public meeting think the permit cost is disproportionately high to the service received.
- 5.3. The alternative of a yearly permit is one option however; the stumbling block was not being able to ascertain what a fair fee is. In most cases residents think that *all permits* should be issued *free of charge*.
- 5.4. Officers outlined the reasons why a permit fee was necessary and reiterated the view that removal of the zone will cause greater problems regarding parking.
- 5.5. An option could be to introduce a temporary suspension of the zone for 6 months but that would have to be agreed with NEPP and not always a practical solution when the voting is so close.
- 5.6. The attendees were advised that if NEPP board members on 17th March 2016 agreed to revoke the order, no new traffic orders will be made in the area for a minimum of 5 years (i.e. the Zone if removed could not be reinstated should parking problems arise).
- 5.7. Harlow Council local ward members' view will be presented by the cabinet holder at the meeting on 17 March 2016.
- 5.8. A summary of the questions raised at the meeting is given at Appendix D.

6. Proposals

- 6.1. At the Public Meeting, officers outlined the reasons why a permit fee was necessary and reiterated the view that removal of the Zone will cause increased problems regarding parking.
- 6.2. The attendees were advised that if North Essex Parking Partnership Joint Committee Members on 17th March 2016 agreed to revoke the order, no new traffic orders will be made in the area for a minimum of 5 years.
- 6.3. Harlow Council local ward members' view will be presented by Councillor Anthony Durkin at the North Essex Parking Partnership meeting on 17 March 2016.
- 6.4. A summary of the questions raised at the public meeting are set out in appendix D.

7. Alternative Options

- 7.1. Residents suggested that an alternative to the daily visitors permit could be a yearly permit which they previously had access to however; the stumbling block during consultation and at the meeting was not being able to ascertain what a fair fee is. In most cases residents think that *all permits* should be issued free of charge.
- 7.2. An option could be to introduce a temporary suspension of the zone for 6 months, it is the officer's view that a temporary suspension will lead to even further congestion and not address the fundamental issue residents have raised.
- 7.3. The government census data set out in the introduction reinforces the need to continue to support and operate a permit zone for those people who have asked for it to remain.

Supporting Information

Appendix A

Petitioner's Letter

The lead petitioner wrote to local residents seeking their support based on the following statement (details have been redacted):

Dear Householder,

I am (*name of lead petitioner*) of xx Northbrook's, Harlow, Essex CM19 xxxx

I have it on good authority if sufficient people sign a petition that we have a very good chance that parking fees can be cancelled. If I have not seen you sign the petition and you agree with the parking fees being stopped.

Please sign underneath and post through my front door. If there are enough signatures Mr. Robert Halfon will take the case on behalf of County Council, he is already in contact with them about the fees. Thank you for your time and support

In response to the petition Harlow Council wrote to the lead petitioner seeking clarification on what the residents committee are seeking;

- a. That the Northbrook's residents' committee wish to have the fees reduced
- b. Or that if the fees are not reduced you are asking for the Traffic Order to be revoked for the whole of Northbrook's estate

There are 380 homes on the estate of which Northbrook's residents' committee have 52% of homes represented on the petition along with 225 signatures. A further 8 residents from Appleton Close and one from Parsonage Leys have also signed the petition.

Appendix B

The Government Census table below indicates the extent of car ownership growth in Harlow since 1980.

| Census Data | 1981 | 2011 |
|--|---------------|---------------|
| Harlow | | |
| Households : Totals | 27,248 | 34,620 |
| Households : No car | 8,775 | 8,626 |
| Households : 1 car | 13,867 | 15,057 |
| Households : 2 car | 3,898 | 8,644 |
| Households : 3 or more cars | 708 | 1,768 |
| Households with 4 or more cars or vans | | 525 |
| Households : Total cars | 23,793 | 39,958 |
| Circa 68% increase in vehicles | | |

This data will exclude any commercial vehicles taken home by employees.

Appendix C

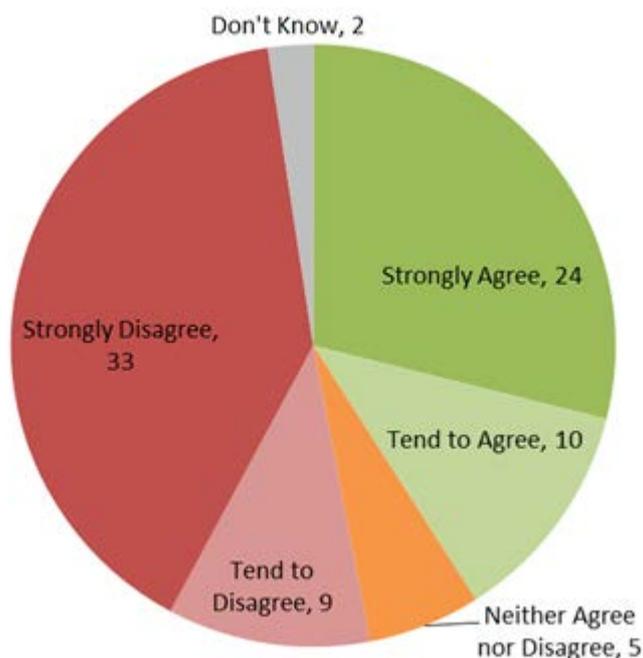
Consultation Outcome

As mentioned in Section 3 of the main report, around one fifth of all households from Northbrook's responded to the survey sent to out on 4 November 2015 and the closing date for the survey was 4 December 2015.

The key question had the following outcome:

Q4 To what extent do you agree or disagree with the proposal to cease operating a permit zone in Northbrook's

The majority of respondents (50.6 per cent) disagreed with proposed amendments to cease operating a permit zone in Northbrook's, 34 (40.9 per cent) agreed to cease operating a permit zone in Northbrook's.



| | Response % | Response Count |
|----------------------------------|------------|----------------|
| Strongly Agree | 28.9% | 24 |
| Tend to Agree | 12% | 10 |
| Neither agree or disagree | 6% | 5 |
| Tend to Disagree | 10.8% | 9 |
| Strongly Disagree | 39.8% | 33 |
| Don't know | 2.4% | 2 |

Appendix D

Public Meeting - Northbrook's Resident Permit Parking Zone

Venue: Civic Centre Water Gardens, Tuesday 29th January 2016

Summary of Public Comments / Questions

1. Traffic order states Monday – Saturday 08:00 – 18:00 why have people been ticketed on a Sunday

Richard Walker - checked to see the reason why tickets have been issued. The check identified only 1 penalty charge notice had been issued and that was for parking across a dropped pedestrian crossing.

2. The percentage of consultation responses v petition numbers.

More people signed the petition than those who responded to the consultation. Letter read out supporting the withdrawal of a zone from 2 residents who could not make the meeting. Their view is that the permit zone is yet another tax on cars.

Joe McGill - the percentage of persons who responded to the consultation did so having duly considered the questions asked. Whereas the petition was either yes or no to the paying of permit fees along with the discontinuation of the zone.

3. Visitors permits should be free including commercial vehicles

Richard Walker - outlined how the digital/online system would make it much easier for the public to get permits for vehicles and that residents could change Vehicle Registrations at any time if required for a variety of reasons. It was noted that residents thought that an annual commercial permit of £250 is too expensive.

4. The daily (Visitor Permit) costs for those who support a disabled person is unsustainable for those Carers – is very expensive and should be free

Joe McGill - Outlined the alternative to daily permit which was a yearly Harlow Carers permit which is not limited to those persons who are supporting disabled persons but, includes those who need social mobility support. Annual Registration costs £30, and applications can be made via contact Harlow Michael.kelly@harlow.gov.uk

5. Take a vote of all those at meeting because it shows those who turned up care about the outcome

Joe McGill - agreed to take a vote at the end which will be included in the report back to NEPP.

6. What is the likely rise in daily permits in future

Richard Walker – there will be no rise in the daily Visitor Permit until at least 2018 (fixed at £1 digital/£1.50 paper until then, when they will be reviewed). Harlow has the lowest Resident Permit fees of all districts in NEPP.

7. Blue Badge issued with PCN

Joe McGill - it is difficult to comment on individual cases but it could be for a variety reasons non display parking contravention – dropped kerb, misuse etc.

8. Taking away the zone is not a good option but resident having free permits should be a way forward

Richard Walker – the cost of patrolling has to be met from somewhere ... charging for permits is just one of the funding streams that pay for staff and all of the income from permits goes to pay for enforcement and administration

costs – there is no surplus on this activity. The costs of enforcing these are the same in all areas.

9. Northbrook's notices state clearly the operating times for permit zone therefore no PCN can be issued outside this time regarding permits.

Richard Walker - The only time a PCN can be issued as a contravention is within the zone operational period. Any PCN issued outside the zone period must therefore be compliant with Traffic Management Act provisions e.g. parking across a dropped kerb for driveway access or which is used by the public to cross a highway, which is deemed one such contravention – in that case, there is no requirement for signage.

10. Public are not clear what days are not operational especially over Christmas when family and friends visits are at their peak. A resident who held a recent baby shower had to purchase 15 daily tickets.

Richard Walker - In all cases, the restrictions on parking are in force at all times as indicated by the signs (which reflect what is in the legal regulations that restrict parking). These may be enforced at any time they are in force.

If Bank Holidays are not excluded, then the restrictions also apply then.

11. Issue over on and off street parking bays within zone P. The key question is given the demographic changes in the area, is zone P still required and appropriate?

Joe McGill - Other matters relating to additional parking garage area and recycling bank will be referred to Housing. The appropriateness of zone P could be tested by a temp suspension of the order say for 6 months

12. Visitors who support elderly family member should not pay

Joe McGill - Outlined the alternative to daily permit which was a yearly Harlow Carers permit for those who need social mobility support. Applications via contact Harlow Michael.kelly@harlow.gov.uk

13. Northbrook's the original zone was monitored by local voluntary wardens, why was this changed.

Joe McGill - not sure why and when change took place or the reasons, it may well have been a decision taken by Essex CC (RTRA 1984 introduced the principle of Local Authority Wardens, known as Parking Attendants at the time, when the different schemes were brought into one set of National Legislation. This was further updated with the Road Traffic Act 1991 and later Traffic Management Act 2004, including the current title for traffic wardens, "Civil Enforcement Officers").

14. Paperless permits availability whilst this may be progress it still requires one to have access to IT and not everyone has this.

Richard Walker - Paperless Visitor Permits will continue to be available in the short to medium term as an exception process. The Parking Partnership would prefer everyone to make full use of the digital/online system (called MiPermit) for all permit transactions as this helps to keep administration and production costs to an absolute minimum, and will help keep permit costs as low as possible.

The NEPP Committee has decided that Visitor Permits will be fixed in price at £1.50 for the card and £1.00 for the digital/online service until 2018.

15. Comment why the resident should have to pay for a permit when they are not guaranteed a parking space.

Richard Walker - Legislation prohibits anyone individual having an allocated parking bay on the highway as this would be reserved parking. Legislation only allows the control of the use of the highway with schemes such as Resident Parking which regulate use and provide preferred parking for any permit holder.

The permit allows for only permit holders to park within the designated zone as and when spaces are available.

16. Would like to see a breakdown of costs associated with permit zone / income v patrol costs

Richard Walker - The costs attributable to a permit zone include making the original Order, signage and sign maintenance plus the costs and administration and enforcement. Generally once installed the maintenance cost is low.

The main cost comes from the patrolling of the area – providing trained and equipped Civil Enforcement Officers and administering the scheme.

This cost has to be paid for from the income from the sale of resident permits. The income from Penalties cannot be included in this calculation.

The other costs are for enforcement - the areas (N & P) received 175 hours of enforcement during 2015, at a cost of approx. £2,822 excluding training and computer costs. NEPP administers 200 permits (196 in zone N and 4 in zone P) at an approximate cost of £3 each.

The income from the permits in these areas amounts to approx. £3,400.

Generally the amount of enforcement received matches the balance of income available. In these terms, the scheme is presently running at a slight loss.

Only 1 PCN has been issued on a Sunday – and that was for blocking a dropped footway.

| | | |
|------------------|------------|--------------------------|
| <i>Monday</i> | <i>271</i> | |
| <i>Tuesday</i> | <i>260</i> | |
| <i>Wednesday</i> | <i>328</i> | |
| <i>Thursday</i> | <i>189</i> | |
| <i>Friday</i> | <i>237</i> | |
| <i>Saturday</i> | <i>590</i> | |
| <i>Sunday</i> | <i>1</i> | <i>(Dropped footway)</i> |

Sample questions to attendees of public meeting

- a. How many people in the room completed consultation paper 44
- b. Disregarding permit fees how many residents are for;
 - Keeping zone 28
 - Removing zone 21
- c. A total of 74 people attended.

17. How many people are willing to pay for a permit

Joe McGill - Unfortunately whilst a small number of people understood the need to pay for permits we could not take the vote due to disruption.

Appendix E

Consultation Letter to residents



The Occupier

xx Northbrooks
Harlow
Essex
CM19 4DA

Properties and Facilities

Harlow Council
Civic Centre
The Water Gardens
Harlow, CM20 1WG
www.harlow.gov.uk

Ref: 7803E9

4 November 2015

Subject: Northbrook's Residents Parking Scheme

Dear occupier,

The purpose of this letter and corresponding survey is to seek your views on the recent petition submitted by a number of residents who live on the estate requesting that the permit zone traffic order be removed. Before you complete the questionnaire I ask that you fully consider the following commentary regarding permit zones.

The original scheme was introduced to restrict parking to resident permit holders only, during the day when shops, public transport hubs and other facilities draw non-residents into the area. This is particularly relevant to Northbrook's given the estates close proximity to the Town Centre.

Harlow is not dissimilar to other towns where parking outside your home is at a premium; regrettably there is no fix-all solution. To address parking issues requires a combined approach to the provision of "off street" parking, controlled bays, one way systems where applicable, garage parking and designated parking zones. This would ensure access to residents only and essential support services personnel who have permits.

Harlow residents whose homes fall within the permit zones have historically benefited from lower than average permit fees for a number of years. The North Essex Parking Partnership (of which Harlow Council is a member) works on behalf of the Highway Authority, Essex County Council to deliver a fair and equitable on street parking service across the districts. To demonstrate the fees across the partnership and how residents of Harlow Council have benefited from the lower costs over many years I have set out the fees for corresponding years in appendix 1.

The petitioners consider that the parking partnership uses the Northbrook's permit zone to generate income by way of increases to the annual and daily permit fees. In reality, parking enforcement across Essex has run at a deficit for many years at its height it was in excess of £1 million pounds across the whole of Essex. Unlike some London Boroughs and Metropolitan districts it is highly unlikely Essex on street parking enforcement will ever run at a surplus.

The benefits that are derived from the Northbrook parking zone are significant in that only permit holders can park within the zone during the operational times. This goes some way to mitigating 'over' parking and increased congestion as well as ensuring visitors can, for the majority of times, access friends and family.

Since the introduction of the permit parking zone, there has been significant changes to the working pattern of people and greater access to a range of services within the town centre. In my view these changes will affect the 'on street' parking provision if you vote to have the permit zone removed. You could as an alternative seek to amend the Northbrook's permit zone and extend the operational hours for permit holders only. I would therefore ask you to consider this as part of your wider considerations when answering the questionnaire.

The impact of removing the permit zone will, in my opinion, greatly reduce the available parking spaces within the estate; in particular those homes closest to the town centre will be the most vulnerable to additional parking from local shoppers. Once removed and with no ability to carry out parking enforcement there is little either Harlow Council or the parking partnership can do to assist when parking problems arise.

Full details of the conditions and charges that are attributed to a Residents Permit Parking Scheme and a map showing the extent of the current scheme are enclosed.

The Council would like your views in the short survey enclosed and please return to the Council using the freepost envelope provided by Friday 4th December 2015. You will be notified of the results of the survey at a meeting to be held during January 2016. Depending upon the results of this survey a formal application may be made to revoke all or part of the traffic order to the North Essex Parking Partnership.

Please be assured that the response you provide will be treated in the strictest confidence, and only used for this purpose and stored in accordance with the Data Protection Act 1998.

You can complete this questionnaire on line at <https://www.surveymonkey.com/r/Northbrooks>

Thank you for taking the time to complete the questionnaire.

Yours

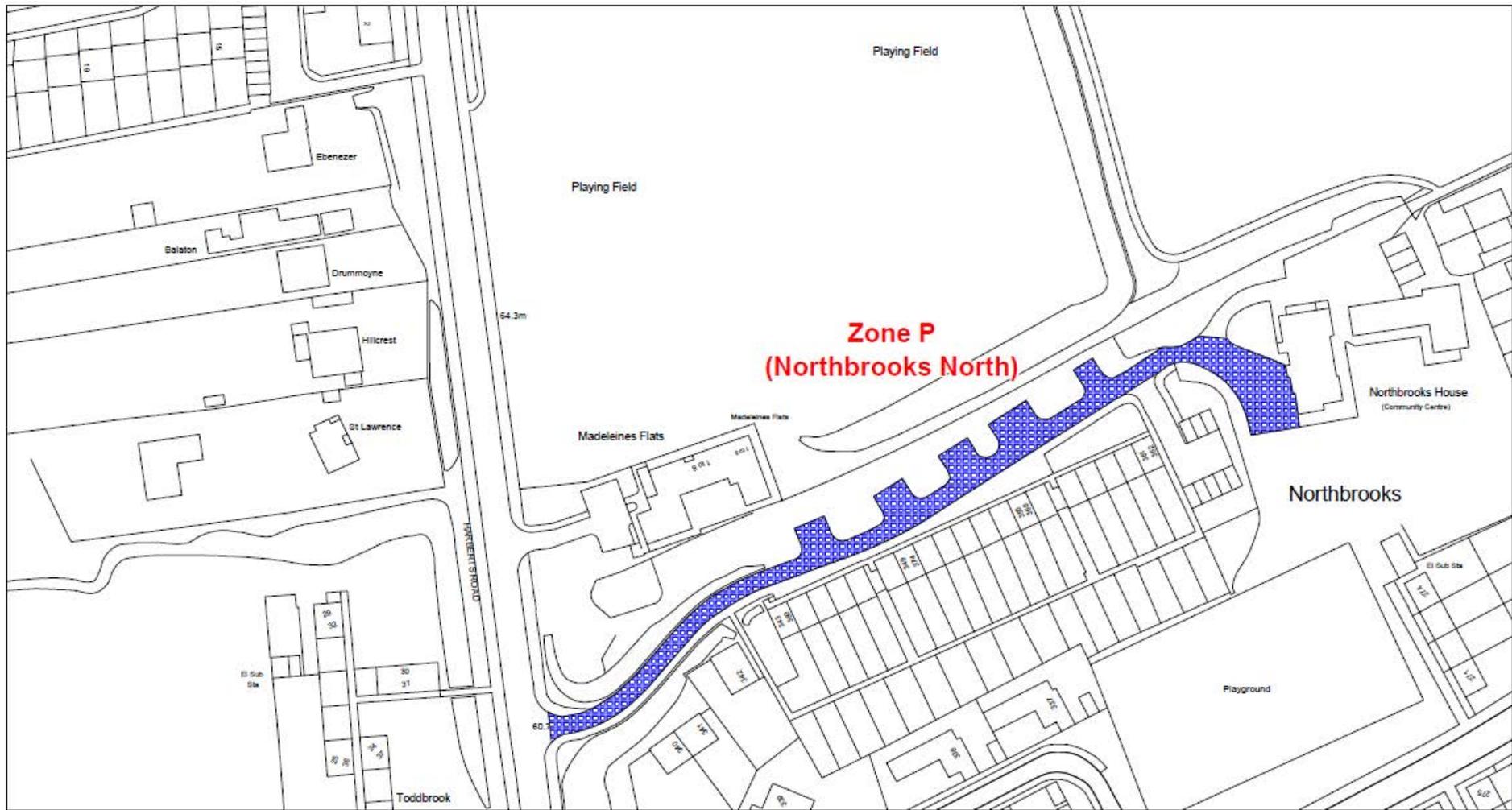
Joe McGill
Property & Facilities Manager

Appendix F

NEPP Resident Permit Fees

| Braintree | | | | | | | | |
|---|-------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|
| Fee Scale in Year | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
| Resident Permit | £30 | £33 | £35 | £40 | £43 | £45 | £48 | £50 |
| Second Permit | £30 | £41.25 | £45 | £50 | £55 | £60 | £65 | £70 |
| Third Permit | £50 | £62.50 | £80 | Discontinued | | | | |
| Visitors Permit Yearly | | Discontinued | | | | | | |
| Visitors Permit Daily Pack 10 | £3 | £5 | £8 | £10 | £15 | £15 | £15 | £15 |
| Colchester | | | | | | | | |
| Fee Scale in Year | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
| Resident Permit | £50 | £52 | £55 | £60 | £62 | £63 | £64 | £65 |
| Second Permit | £50 | £52 | £70 | £75 | £78 | £80 | £80 | £80 |
| Third Permit | £50 | £52 | | Discontinued | | | | |
| Visitors Permit Yearly | | | | | | | | |
| Visitors Permit Daily Pack 10 | £8 | £8 | £10 | £10 | £15 | £15 | £15 | £15 |
| Harlow | | | | | | | | |
| Fee Scale in Year | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
| Resident Permit | £18 | £21 | £25 | £30 | £33 | £35 | £38 | £40 |
| Second Permit | £34 | £42.50 | £55 | £60 | £65 | £70 | £75 | £80 |
| Third Permit | £70 | £87.5 | £110 | Discontinued | | | | |
| Visitors Permit Yearly | £10 | £10 | £10 | Discontinued | | | | |
| Visitors Permit Daily Pack 10 | | | | £10 | £15 | £15 | £15 | £15 |
| Tendring | | | | | | | | |
| Fee Scale in Year | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
| Resident Permit | £35 | £39 | £42 | £47 | £50 | £53 | £55 | £58 |
| Second Permit | | £52 | £55 | £60 | £62 | £65 | £68 | £70 |
| Third Permit | | | | Discontinued | | | | |
| Visitors Permit Yearly | | | | | | | | |
| Visitors Permit Daily Pack 10 | £5 | £6.50 | £9 | £10 | £15 | £15 | £15 | £15 |
| Uttlesford | | | | | | | | |
| Fee Scale in Year | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
| Resident Permit | £70 | £70 | £70 | £70 | £70 | £70 | £70 | £70 |
| Second Permit | | | £100 | £105 | £105 | £105 | £105 | £105 |
| Third Permit | | | | Discontinued | | | | |
| Visitors Permit Yearly | | | | | | | | |
| Visitors Permit Daily | | | £10 | £10 | £15 | £15 | £15 | £15 |
| Epping | | | | | | | | |
| Fee Scale in Year | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
| Resident Permit | £25 | £30 | £35 | £40 | £43 | £45 | £48 | £50 |
| Second Permit | £50 | £55 | £70 | £75 | £78 | £80 | £80 | £80 |
| Third Permit | £100 | £125 | £130 | £150 | £150 | £155 | £155 | £180 |
| Visitors Permit Yearly | | | | | | | | |
| Visitors Permit Daily Pack 10 | £10 | £12 | £13 | £15 | £15 | £15 | £15 | £15 |

Appendix G



Harlow Council
Working together for Harlow

Zone P Northbrooks North

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| | |
|-------------|-------------------|
| SCALE | 1 : 1250 |
| DATE | 20/10/2009 |
| DRAWING No. | |
| DRAWN BY | |

Appendix H

Northbrook's Residents Parking Scheme Consultation

Q1. Please state the number of vehicles that are registered at this address:

| | Yes | No |
|--|--------------------------|--------------------------|
| Q2a. Are any of these vehicles parked 'off street' e.g. on a driveway or in a garage? Please tick one answer only. | <input type="checkbox"/> | <input type="checkbox"/> |

Q2b. If you answered 'yes' please state how many vehicles are parked 'off street' e.g. on a driveway or in a garage.

| | Yes | No |
|--|--------------------------|--------------------------|
| Q3a. Are any of these vehicles parked 'on the street' that abuts Northbrook's / Sharpecroft? | <input type="checkbox"/> | <input type="checkbox"/> |

Q3b. If you answered 'yes' please state how many vehicles are parked 'on street' on the road within the permit zone?

Q4. To what extent do you agree or disagree with the proposal to cease operating a permit zone in Northbrook's? Please tick one answer only.

| Strongly Agree | Tend to Agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't Know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please use the free field below to expand on your answer regarding the proposal to cease operating a permit zone in Northbrook's

Q5. To what extent do you agree or disagree with the fee applied to the first car:

| Strongly Agree | Tend to Agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't Know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please use the free field below to expand on your answer regarding first car permit fee:

Q6. To what extent do you agree or disagree with the fee applied to the second car:

| Strongly Agree | Tend to Agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't Know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please use the free field below to expand on your answer regarding second car permit fee:

Q7. To what extent do you agree or disagree with visitors daily permit fee:

| Strongly Agree | Tend to Agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't Know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please use the free field below to expand on your answer regarding daily permit fee:

Q8. What is your view on the possibility of re-introducing an annual visitors permit:

| Strongly Agree | Tend to Agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't Know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please use the free field below to expand on your answer regarding annual visitors' permit for example what do you think the fee should be:

Q9. What is your view on the possibility of extending permit zone times:

| Strongly Agree | Tend to Agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't Know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please use the free field below to expand on your answer below regarding the possibility of extending the permit zone times for example Monday – Saturday 08:00 – 22:00 or Monday – Sunday 08:00 – 22:00

**Q10. During which periods do you find it difficult to park?
(please tick up to two boxes only)**

| Morning 08:00 – 12:00 | Afternoon 12:00 – 17:00 | Evening 17:00 – 23:00 | All the time | Mostly at weekends | Don't Know |
|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q11. After very careful consideration my preference would be to;
(please tick up to two boxes only)

| Remove the permit zone | Keep zone as is including operating hours | Extend the operational hours Monday - Saturday | Extend the operational hours Monday – Sunday | Re-introduce yearly residents permits | Don't Know |
|--------------------------|---|--|--|---------------------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q12. I would prefer to attend a public meeting in:
(please tick two boxes; one for the time and one for the day)

| Morning Meeting | Afternoon Meeting | Evening Meeting | Tuesday | Wednesday | Thursday |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> |

Q13. If you have any other comments on parking in Northbrook's please outline them below:

Appendix J

1. WHO CAN APPLY FOR A PERMIT?

If you live in a Residential Parking Permit Area you will qualify for the issue of a single permit for the use of the main vehicle for that household. Additional permits may be purchased for the use of any other vehicles belonging to members of the household. The scale of charges for Residential Parking Permits is as follows:

| Type of permit | Cost of permit | Who to contact to apply for permit |
|-----------------------------|--|---|
| First Car | £33.00 per annum | North Essex Parking Partnership Enquiries: 01206 282316 Email: parking@colchester.gov.uk http://www.parkingpartnership.org/ |
| Second Car | £65.00 per annum | |
| | | |
| | | |
| Unregistered Car | £130 per annum | Harlow Council Enquiries: 01279 446 655 Email: michael.kelly@harlow.gov.uk http://www.harlow.gov.uk/parking |
| Commercial Vehicle | £250 per annum | |
| Residents Day Pass | £1.50 per day | |
| Commercial Vehicle Day Pass | £10.00 per day | |
| Disabled Permit | Free of Charge | |
| Special Permits | £30.00 per annum to be paid by carer or employer | |

We will ask you to produce written proof that the address you have given is where you usually live. For each vehicle that requires a permit we will require that the Registration Document shows that the vehicle is registered to the address shown on the application or an Insurance Certificate for the vehicle showing the quoted address.

2. DISABLED DRIVERS

All Blue Badge holders are exempt from the charges for the first car, but will still need to complete an application form for a permit, accompanied by proof of eligibility by production of a valid Blue Disabled Badge (including the photo). You should contact Essex County Council Social Services if you think you are eligible for a disabled permit.

All Permits will be sent to the address quoted on the application form

IT IS A SERIOUS OFFENCE TO MAKE A FALSE STATEMENT TO OBTAIN A PARKING PERMIT FRAUDULENTLY.

3. WHERE CAN I PARK?

You may park your vehicle at the roadside, within the area specified by the Traffic Regulation Order that applies to your residential area. Warning signs define the limits of these areas and copies of these Orders are available for inspection at: Parking Services, Civic Centre, The Water Gardens, Harlow, Essex. CM20 1WG.

During the hours of operation you will need to display a valid Permit in the front windscreen of your vehicle. Any vehicle not displaying such a Permit will be issued with a Penalty Charge Notice and a charge of £70 Higher level penalty Charge, £50 Lower level penalty Charge (discounted to £35/£25 if paid within 14 days) will be payable to North Essex Parking Partnership.

4. WHERE SHOULD THE PERMIT BE DISPLAYED?

The permit should be placed in the front, nearside corner of the windscreen or placed on the vehicles dashboard, where it can be easily seen by the Civil Enforcement Officers.

Please ensure that it is **NOT** hidden by any darkened areas of the vehicles windscreen because if occurred a Penalty Charge Notice will be issued by the Civil Enforcement Officers if they are unable to confirm that the Permit shown is valid for that area.

Please note that digital photographs of the offending vehicle are taken when the Penalty Charge Notice is issued, these photographs are retained as evidence of parking contraventions.

5. HOW CAN I GET MY PERMIT RENEWED?

Renewals are required annually and a reminder will be sent out to you automatically, using the information previously supplied by you and kept on file for this purpose. If you are moving out of the area then the permit must be returned to North Essex Parking Partnership.

6. WHAT IF I CHANGE MY VEHICLE?

We will include the registration number you give us on the permit to assist us in the parking enforcement of the schemes. It is therefore **essential** that, should you change your vehicle, a new application form is immediately completed, together with the vehicle registration documents so that a new Permit can be issued for the new vehicle.

7. THE PERMIT IS ONLY VALID PROVIDED THAT:

The expiry date has not been passed.

The Permit has not been altered or tampered with in any way.

The details on the Permit remain legible and can be easily seen by the Civil Enforcement Officers.

The Permit is displayed as required. The vehicle displaying the permit has the same registration number.

In the event of any of the above no longer applying then a new application form must be obtained from North Essex Parking Partnership and completed for a replacement Permit to be issued to you. In the case of illegible permits the old, faded, permit must be returned so that a replacement can be issued; a replacement free of £10 will be charged.

8. BUSINESS PERMITS

Business permits are no longer allowed in residential parking permit areas. Any vehicles parked in a residential parking permit area during the hours of operation, must have a permit. Business vehicles can purchase a Commercial Vehicle Day Pass at a cost £10.00 per day from North Essex Parking Partnership.

9. SPECIAL PERMITS

Applications for any Council Vehicle, Council Officer on Official Council Business (including Partnership Contractors Vehicles), Doctors Vehicles, Health Visitors and Social Service, these **MUST** be accompanied by a supporting letter from their respective Head of Service. Permits will be issued to individual vehicles and must be clearly displayed on the windscreen whenever visiting residents in any of the Residential Permit Parking Areas.



North Essex Parking Partnership

17 March 2016

Title: Social Media Protocol

Author: Alexandra Tuthill

Presented by: Alexandra Tuthill

This report concerns a Social Media Protocol for the North Essex Parking Partnership.

1. Decision(s) Required

- 1.1 To consider and agree the proposed North Essex Parking Partnership's Social Media Protocol following the Joint Partnership Committee's agreement to increase its use of digital and social media at its meeting on 29 October 2015.

2. Reasons for Decision(s)

- 2.1 The North Essex Parking Partnership's Joint Partnership Committee agreed that a Social Media Protocol should be agreed by the Partners and in place before increasing the organisation's use of social media channels.

3. Alternative Options

- 3.1 To amend the Social Media Protocol could result in delayed, limited or increased activity and engagement on social and digital media platforms.
- 3.2 To reject the Social Media Protocol could result in limited engagement, interaction and reach with NEPP's target audiences via social and digital media.

4. Supporting Information

- 4.1 The proposed North Essex Parking Partnership's Social Media Protocol is attached as an Appendix.

5. Proposals

- 5.1 That the North Essex Parking Partnership's Social Media Protocol be agreed to enable the Partnership to increase its use of digital and social media.

Background Papers

None.



Social Media Protocol

Guidance on the North Essex Parking Partnership's use of social media to ensure it is used effectively, consistently and appropriately.

Document Author: Alexandra Tuthill



Introduction

What is social media?

Social media involves the use of online tools to allow users to interact with each other in a number of ways. It involves sharing information, recommendations, opinions, knowledge and interests to build communities or networks, encouraging participation and engagement.

Why use social media?

- Speed and immediacy
- Flexibility of uses
- Mass market audiences
- Latest and popular form of customer engagement
- Easily evaluated
- Ability to participate in campaigns and trends



Background

In 2014, the NEPP recognised the need to increase its profile and increase its communication and engagement with motorists across North Essex. Due to the geographical area covered by the NEPP, limited resources and trends in social and digital media, it was acknowledged that the NEPP needed to embrace and use social media to reach out to and engage with its customers, partners and the communities and offer an additional method of communication.

In January 2015, a public blog was created using the identity of Anna Tendant, a fictional Civil Enforcement Officer. Content is supplied by NEPP staff and new posts are published weekly. Social media messages promoting the blog's weekly posts are composed and sent to each of the NEPP's partner authorities Communications Teams to publish on their social media. The blog has received excellent feedback verbally and had over 5,000 views in its first year!

In July 2015, a company page for the NEPP was set up on Linked In to increase the organisation's digital communications and presence and as an additional place to help promote and share news and information.

To build on the success of these and enhance existing communications a review of other social media platforms and their suitability for the NEPP was undertaken, resulting in a Digital and Social Media Statement being approved by the NEPP Joint Partnership Committee (JPC) in October 2015. The preferred social media platform for the NEPP to use, is Twitter, which will be trialled for 12 weeks, with content supplied by NEPP's staff.

Social Media Progress

2014

Recognised need to increase use of digital and social media

2015

Blog started.

Better use and engagement of partners' social media accounts.

LinkedIn account started.

Digital and Social Media options for the NEPP explored.

Digital and Social Media Statement approved by JPC.

2016 Proposals

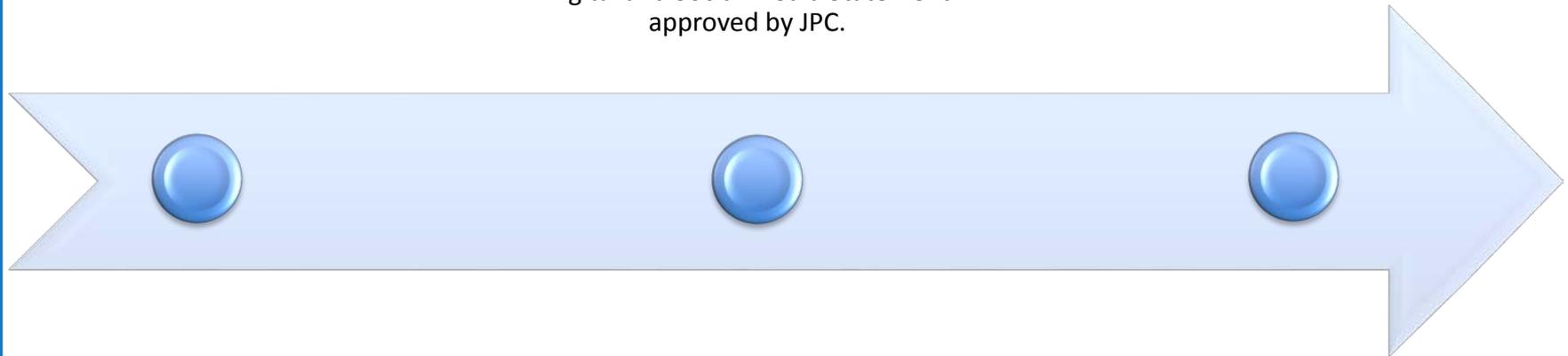
Social Media Protocol created.

Review of NEPP website.

Video Production.

Blog review

12 week trial of NEPP Twitter account



How will it work?

- NEPP's Communications Business Partner to manage the content and use of the account(s)
- NEPP staff to supply content at least 5 working days in advance of being posted.
- NEPP staff to assist with responses to queries from customers on same day.
- NEPP Partners' Communications Teams to notify NEPP's Communications Business Partner of any relevant campaigns, local events, trends/topics or news which may be relevant to the NEPP and vice versa.
- Where applicable, NEPP partners to follow NEPP's account(s) and share/retweet/like relevant content.

- NEPP's Communications Business Partner to own passwords and advise on content and way account is used.
- Passwords will be held by NEPP's Communications Business Partner

Roles & Responsibilities

Ownership

Frequency

How

- There must be at least 3 posts per day.
- Any account to be trialled for a 12 week period to make sure it's the right thing for motorists and residents with a review and evaluation report at the end.

- Hootsuite will be used to manage and monitor NEPP's account(s)
- NEPP's Communications Business Partner will follow, retweet and share content on the NEPP's behalf.
- NEPP will not engage with any abuse over social media and if necessary those responsible will be blocked/reported.

NEPP Partner's Communications Contacts

Braintree District Council

Tel: 01376 55 77 52

Email: marketing@braintree.gov.uk

www.braintree.gov.uk

Colchester Borough Council (Lead)
& NEPP Communications Business
Partner

Tel: 07815 088150

Email:

communications@colchester.gov.uk

www.colchester.gov.uk

Epping Forest District Council

Tel: 01992 564140

Email: skits@eppingforestdc.gov.uk

www.eppingforestdc.gov.uk

Harlow District Council

Tel: 01279 446710/21

Email: niel.churchill@harlow.gov.uk

www.harlow.gov.uk

Tendring District Council

Tel: (01255) 686338

Email: nbrown@tendringdc.gov.uk

www.tendringdc.gov.uk

Uttlesford District Council

Tel: 01799 510510

Email: media@uttlesford.gov.uk

www.uttlesford.gov.uk



North Essex Parking Partnership

17 March 2016

Title: NEPP On-Street financial position at period 10 2015/2016
Author: Richard Walker, Lou Belgrove
Presented by: Richard Walker, NEPP Group Manager and Lou Belgrove, NEPP Business Manager

This report sets out the ten monthly financial position to end of January 2016 on the North Essex Parking Partnership (NEPP) On-Street budget

1 Decision(s) Required

1.1 The report summarises the financial position and issues to date which are presented for information and scrutiny by the Joint Committee.

2 Reasons for Decision(s)

2.1 To ensure prudent financial management of the Partnership.

3 Alternative Options

3.1 As this review is part of good financial management no alternative options or decisions are required.

4 Supporting Information

4.1 The detailed budget figures are set out in Appendix 1, Table 2 to this report and comments on these are in the following paragraphs.

5 Income

5.1 Since we last reported at the end of period 8 the income collected from Penalty Charge Notices (PCN) has changed from an under recovery of £17k to an over recovery of £25k. This is a further improvement of £42k since the last report. This is due to the Debt Collection work being undertaken under a new Agreement and continued good performance by the enforcement team as reported in the Operational Report.

5.2 Based on historic trends it is likely that the issue rate of PCNs could fall during the winter months and so a forecast has been made taking this into account; this indicates that the full budget may not be achieved. It should be noted that performance has increased lately to the point where budget is being achieved however we have not altered the outturn forecast for the reasons stated above but we are confident of achieving the total forecast.. This will be closely monitored during the coming months.

5.3 Income from Resident Parking remains above budget as more resident and visitor permits have been sold than predicted when the budget was set last year. Resident parking income is not linear throughout the year but is received in batches in accordance with renewal dates. In previous years the trend has been to receive a further batch of income towards the end of the financial year. Since the income for the final batch is very close to

the end of the year we can't be certain that this will be received in-year. The forecast therefore reflects the expected level of income which may increase.

5.4 Income from Pay & Display areas has also improved and now is predicted to exceed the budgeted figure by the end of the year.

6 Expenditure

6.1 Overall savings in the on-street staffing budgets to date total just over £228k.

6.2 The out-turn variances will depend upon actual salaries and the variance is currently projected to reduce. As stated in the Operational Report we have just completed a round of recruitment and the forecast reflects a number of officers starting before the end of the year. If there is a delay in start dates then the forecast will need to reflect a greater saving.

6.3 A sustained effort continues to also reduce costs in the other direct expenditure areas. To this end expenditure on supplies and services has reduced year on year and the forecast also includes a sum of £45k to procure the Park Safe vehicle.

7 Recommendations

7.1 It is recommended that the figures and forecast shown in the report and Appendix be noted. It should be noted that the forecast is conservative but despite this, still shows a surplus of £26k. Officers will maintain close monitoring of the Partnership finances and will report back to future meetings with a further update.

Appendix 1

Table 1

| | Budget 2014/15 | Outturn 2014/15 | Budget 2015/16 |
|--------------------------------|-------------------|--------------------|-------------------|
| Analysis of non-direct budgets | On-street | On-street | On-street |
| Fleet Management | 69 | 65 | 55 |
| Head Of Operational Services | 16 | 16 | 16 |
| Systems Team | - | 5 | 7 |
| Unison Representative | 0 | 0 | 0 |
| Health & Safety | - | 6 | 5 |
| Policy & Projects | 1 | - | - |
| Corporate I C T | 13 | 27 | 24 |
| E M T | 4 | - | - |
| Communications | 18 | 14 | 18 |
| Estates Management | - | 6 | 10 |
| Computer Holding Account | - | 86 | 82 |
| Computer Holding Account - Des | 42 | - | - |
| Financial Management | 21 | 19 | 20 |
| Internal Audit | 1 | 7 | 6 |
| Insurance - Employees | 6 | 8 | 9 |
| Insurance - General | 19 | 19 | 21 |
| Income Team | 9 | 6 | 6 |
| Customer Demand & Research | - | - | 19 |
| Scanning Team | 1 | 2 | 2 |
| Corporate PSU | - | 7 | 8 |
| Engineering Services | - | 9 | - |
| Legal Services | 2 | 18 | 18 |
| Committee Services | 12 | 12 | 12 |
| Human Resources | 58 | 24 | 19 |
| Central Stationery | 1 | 0 | 0 |
| Multi-Function Devices | 1 | 6 | 7 |
| Telephones Holding Account | 11 | 2 | 3 |
| Customer Service Centre | 4 | 0 | - |
| Office Accommodation | 58 | 27 | 30 |
| Members & Staff Car Parks | 0 | 0 | 0 |
| Messenger & Post Room | 22 | 23 | 18 |
| Repairs And Maintenance - PPM | - | 0 | 0 |
| | 391 | 413 | 415 |

Table 2 (P10)

| | A | B | C | D | E | F | G | |
|---------------------------------------|--------------------------------|--------------------------------|--------------------------------|----------------------------------|------------------------------------|-------------------------------|------------------------------------|--|
| <i>Period 10</i> | 2014/2015 Actual to date | 2015/2016 Actual to date | 2015/2016 Budget to date | 2015/2016 Variance to date | 2015/2016 Forecast out- turn | 2015/2016 Annual budget | 2015/2016 Projected variance | Notes |
| On-street Account | | | | | | | | |
| <u>Direct costs</u> | | | | | | | | |
| Expenditure | | | | | | | | |
| Employee costs: | | | | | | | | |
| Management | 54 | 51 | 47 | 4 | 59 | 58 | 1 | Parking Services Mgt Team staff costs |
| CEOs & Supervision | 744 | 819 | 1,048 | (228) | 1,016 | 1,129 | (113) | CEOs & Supervisor staff costs; CEO transitional vacancy |
| Back Office | 218 | 213 | 228 | (15) | 263 | 274 | (11) | Back Office staff costs |
| TRO's | 70 | 65 | 65 | - | 77 | 78 | (1) | TRO team staff costs |
| Premises costs | 12 | 12 | 11 | 1 | 13 | 13 | - | R&M budget (small expenditure anticipated) |
| Transport costs (running costs) | 31 | 25 | 31 | (7) | 37 | 37 | - | Fuel, public transport etc |
| Supplies & Services | 137 | 118 | 123 | (6) | 245 | 161 | 84 | General expenditure; includes ParkSafe car IT costs |
| Third Party Payments | 21 | 30 | 27 | 4 | 35 | 35 | - | Chipside and TEC bureau costs |
| | 1,285 | 1,333 | 1,580 | (247) | 1,745 | 1,785 | (40) | |
| Income | | | | | | | | |
| Penalty Charges (PCNs) | (1,058) | (1,276) | (1,251) | (25) | (1,513) | (1,603) | 91 | PCNs - revised due to CEO recruitm't (£1,512 Last Yr) |
| Parking Permits/Season Tickets | (367) | (389) | (348) | (42) | (449) | (417) | (32) | Visitor Permits / Season tickets |
| Parking Charges (P&D etc) | (117) | (157) | (150) | (7) | (210) | (180) | (30) | Pay & Display charges |
| Other income | (0) | (1) | - | (1) | (15) | - | (15) | Misc reimbursements from partners |
| | (1,543) | (1,822) | (1,748) | (75) | (2,187) | (2,200) | 14 | |
| Total Direct Costs | (257) | (489) | (168) | (322) | (442) | (415) | (26) | |
| Total Non-direct Costs | 306 | 351 | 351 | - | 415 | 415 | - | See analysis in table 1 |
| Sub total | 49 | (138) | 183 | (322) | (26) | 0 | (26) | |
| | | | | | out-turn | | | |
| <u>Contribution to Work Programme</u> | | | | | (26) | - | - | Future provision of up to £60k for works already agreed in the TRO Forward Programme |
| Deficit / (Surplus) | | | | | - | | | |
| | | | | | surplus/deficit | | | |



North Essex Parking Partnership

17 March 2015

Title: Parking Partnership On-Street Budget 2016/17
Author: Richard Walker, NEPP Group Manager
Presented by: Richard Walker, NEPP Group Manager

This report invites Members to consider the North Essex Parking Partnership proposed budget for 2016/17 for On-Street

1. Decisions Required

1.1. The report invites members to decide the On-Street budget for the North Essex Parking Partnership (NEPP) for 2016/17 for best achievement of its priorities.

2. Reasons for Decision

2.1. To good financial governance for the future running of the service and that NEPP funds are spent or retained in line with its priorities and goals.

3. Background

3.1. Each year NEPP sets out to build a balanced budget for its on-street activity. The details of the proposed budget for 2016/17 are shown in the Appendix.

3.2. Members will recall that a NEPP Civil Parking Reserve of £100k is kept in a ring-fenced fund in case of future deficits, and there is no intention to change this. Should any surplus on the budget be made, this can only be used in accordance with relevant regulations.

3.3. The on-street budget is funded by income earned through on-street activities such as the payment of issued of penalty charge notices, the sale of residents' and visitors' parking permits and the operation of on-street parking charge schemes. This income has to match the expenditure of the service to enable a break-even position to be achieved at the year-end.

3.4. The expenditure relates to the resources required to administer, monitor and organise these activities along with the services required to support an operation of this size and complexity. Support costs have been challenged by the senior service managers and justifications based on usage data have been provided by the support services.

3.5. The full costs of providing the Traffic Regulation Order (TRO) service and the ECC contribution are also included in the on-street budget, and, for the first time, a budget to support the making of TRO schemes has been established, as proposed at the December 2015 Meeting.

3.6. A budget to cover renewals (for example, of handheld computer hardware, which has a finite life) has been established, again, as proposed at the December 2015 meeting.

3.7. With a number of years' operating experience, there is confidence that the income required to match the costs as long as all teams are working at, or close to, full capacity with few transitional vacancies.

4. Recommendations

4.1. It is recommended that the following amounts are committed, as shown in detail in the Appendix.

5. Alternative Options

5.1. NEPP could agree to commit all or none of its on-street reserves as it has no regulations governing what it needs to retain. It has been agreed at previous meetings that a £100k minimum would be prudent.

6. Supporting Information

6.1. Details of the proposed budget are shown in the Appendix.

Appendix

| | 2015/16 On Street Last Year Budget | 2016/2017 On-Street Budget | Notes |
|---------------------------------------|---|----------------------------------|--|
| Direct costs | | | |
| Expenditure | | | |
| Employee costs: | | | |
| Management | 58 | 47 | Parking Services Management costs (uniform budget moved) |
| CEOs & Supervision | 1,129 | 1,145 | CEOs & Supervisor staff costs |
| Back Office | 274 | 285 | Back Office staff costs |
| TRO's | 78 | 83 | TRO team staff costs |
| Premises costs | 13 | 13 | R&M budget (small expenditure anticipated) |
| Transport costs (running costs) | 38 | 38 | Fuel, public transport etc |
| Supplies & Services | 161 | 223 | General expenditure; (inc. ParkSafe car) |
| Third Party Payments | 35 | 35 | Chipside and TEC bureau costs |
| TROs | - | 210 | TRO Rep & Maint - £120k ECC/£30k reserve/£60k budget |
| Repairs & Renewals tri-annual budget | - | 20 | CEO Computers/BWV/cameras etc. |
| | 1,785 | 2,099 | |
| Income | | | |
| Penalty Charges (PCNs) | (1,603) | (1,660) | PCNs |
| Parking Permits/Season Tickets | (417) | (500) | Visitor Permits; increase covers increased costs |
| Parking Charges (P&D etc) | (180) | (200) | Pay & Display charges; two new areas implemented |
| Other income | - | (150) | ECC funding £120k /allocation of reserve £30k |
| | (2,200) | (2,510) | |
| Total Direct Costs | (415) | (411) | |
| Total Non-direct Costs | 415 | 411 | See analysis in separate table |
| Deficit / (Surplus) | 0 | 0 | |
| | | | |
| Analysis of non-direct budgets | 2015/16 | 2016/17 | |
| Fleet Management | 55 | 55 | |
| Head Of Operational Services | 16 | 16 | |
| Systems Team | 7 | 6 | |
| Repair & Maintenance | - | 2 | |
| Health & Safety | 5 | 4 | |
| Corporate I C T | 24 | 26 | |
| Repairs & Maintenance | 2 | 2 | |
| Communications | 18 | 18 | |
| Estates Management | 10 | 10 | |
| Computer Holding Account | 82 | 61 | |
| Financial Management | 20 | 17 | |
| Internal Audit | 6 | 7 | |
| Insurance - Employees | 9 | 9 | |
| Insurance - General | 21 | 20 | |
| Income Team | 6 | 7 | |
| Customer Demand & Research | 19 | 21 | |
| Corporate Psu | 8 | 4 | |
| Finance & HR PSU | - | 7 | |
| Engineering | - | 8 | |
| Legal Services | 18 | 16 | |
| Committee Services | 12 | 12 | |
| Human Resources | 19 | 22 | |
| Multi-Function Devices | 7 | 7 | |
| Telephones Holding Account | 3 | 3 | |
| Office Accommodation | 30 | 31 | |
| Messenger & Post Room | 18 | 22 | |
| | 415 | 411 | |



North Essex Parking Partnership

17 March 2016

Title: North Essex Parking Partnership Operational Report
Author: Lou Belgrove, NE Parking Partnership
Presented by: Lou Belgrove, Business Manager, NE Parking Partnership

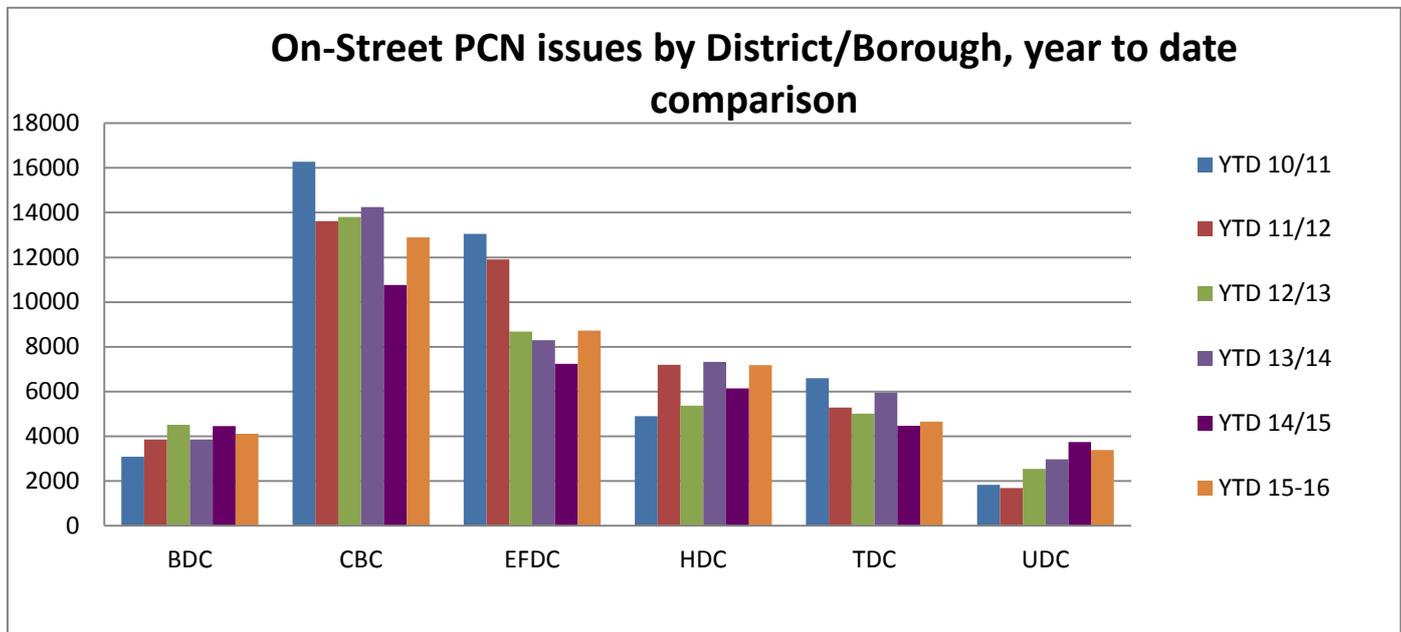
The report gives Members an overview of operational progress since November 2015.

1. Decision(s) Required

1.1. To note the content of the report.

2. On - Street Performance measures

2.1. The following graph (supported by data in Appendix 1) shows the issue rate of all Penalty Charges for the on-street function, with a year to date comparison.



2.2. The number of PCNs being issued continues to be affected by the depleted number of staff available to deploy. Whilst every effort is being made by the Enforcement Management team to ensure the teams are fully recruited to, sickness absence and secondments to cover absences in other districts continues to have had a negative impact across the board.

- 2.3. More recently, PCN levels have been affected by the sporadic failure of the recently deployed lone worker system. CEOs have had cause to distrust the new system after a number of failings over recent months resulting in CEOs being “paired up” to patrol. This resulted in fewer PCNs being issued simply because the area being covered was reduced.
- 2.4. However, a short term solution has now been found which has allowed CEOs to patrol on their own once again and PCN levels have begun to increase.

3. Enforcement

3.1. Recruitment

The recruitment drive for CEOs continues with adverts currently out across the Partnership in all relevant job centres and job websites. Further discussions on how to improve our recruitment rates in both Central and Western Districts, (where it is proving more difficult to recruit to) are due to take place with HR over the coming weeks.

A recruitment assessment day has recently taken place (February) resulting in 9 candidates being selected for interview.

The production of a recruitment video is currently out for tender. A number of approved agencies have been invited to apply to produce the 3 minute video which will be published via a YouTube channel. The 19th February is the deadline for interest to be registered with a production deadline of 3rd May.

3.2. Body Worn Cameras (BWC)

The project to introduce BWC to all CEO's across the NEPP is ongoing.

Following a lengthy project lead-in, the IT supplies along with the BWC themselves have now been ordered with the projected date to “go live” on street as 23rd May 2016.

A training package is being compiled covering the legalities surrounding the use of the equipment as well as the actual physical equipment itself.

A communications plan has been agreed which will include press engagement.

3.3 Park Safe Car

Following the Joint Committee's decision to allocate funding from the reserves at the last meeting to a number of projects, officers have initiated a project to procure a new Park Safe enforcement vehicle.

It is hoped that the new vehicle will be delivered in the Spring of 2016 and will be used to effectively enforce restrictions outside schools, bus-stops, collect vehicle movement and survey data as well as acting as a further addition to the NEPP vehicular fleet.

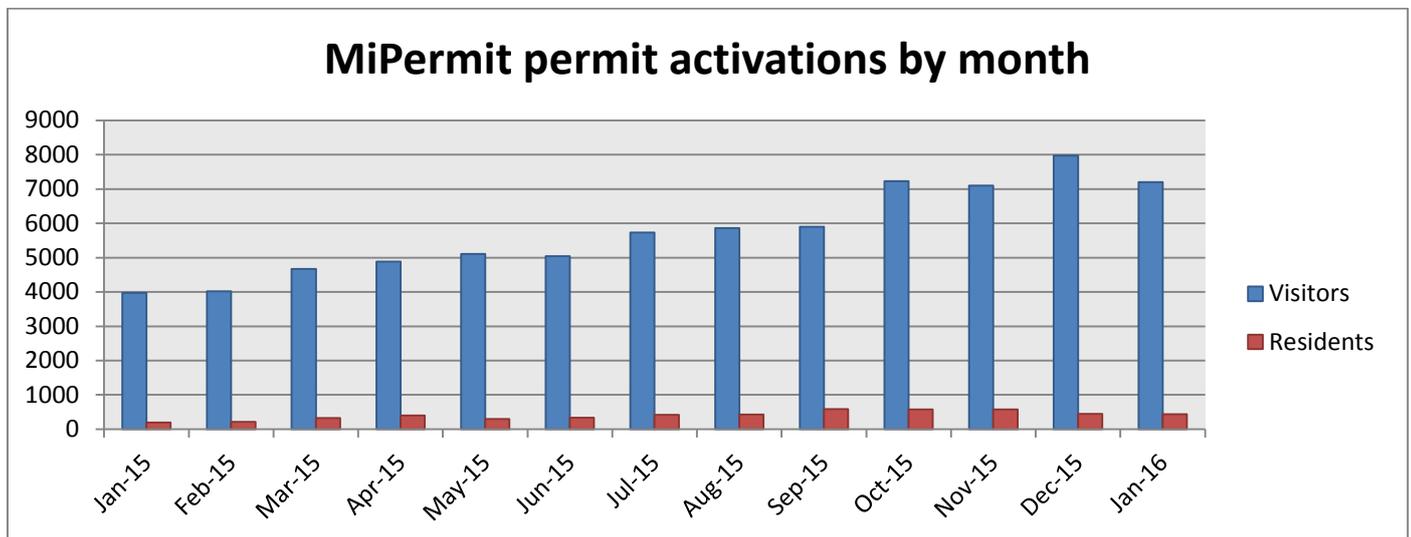
4. Back Office/Business Unit

4.1 MiPermit

The team are further interrogating the system to allow the functionalities to be further utilised to allow a number of other permit types to be issued virtually, converting them from the original paper versions.

Dispensations of parking and waiting restrictions are now issued to motorists through MiPermit – allowing for a more efficient enforcement service. This means that enforcement officers will be immediately aware that a dispensation has been granted via their handheld computers.

Efforts continue to convert residents to the virtual system with the below graph showing the number of permits that are activated each month. As can be seen – numbers continue to grow month on month as residents are moved over to the virtual systems.



Work is continuing to allow residents to apply for a resident permit online. Currently residents are required to apply via a paper application form and supply supporting evidence. The new system will allow residents to complete an online form and verification of residency will be confirmed via a council tax “look up” by an officer.

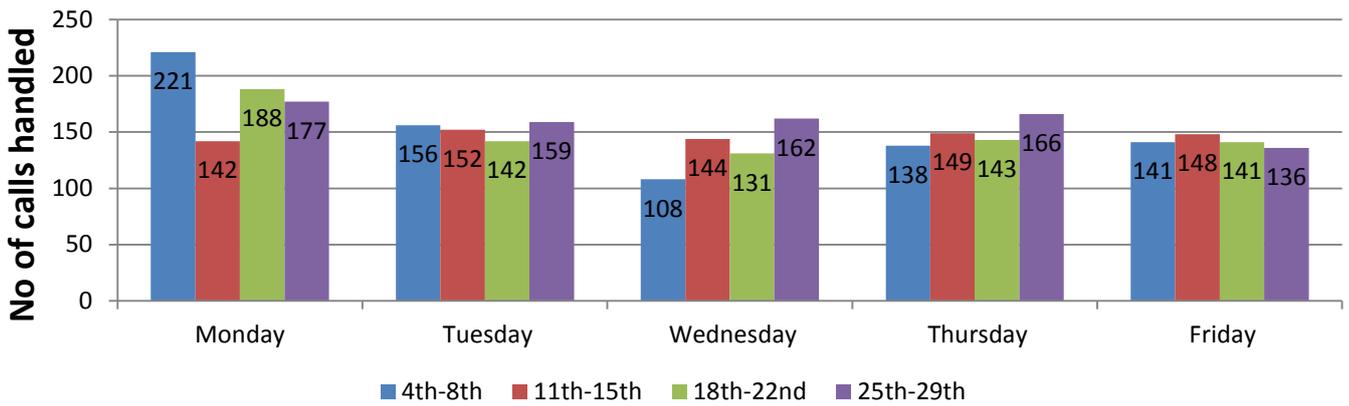
4.2 Telephone calls

The NEPP telephone enquiry line is in operation between 9am and 5pm Monday to Friday. An average of 3300 calls are taken each month regarding all matters of parking from enforcement to TRO introduction to permit renewals.

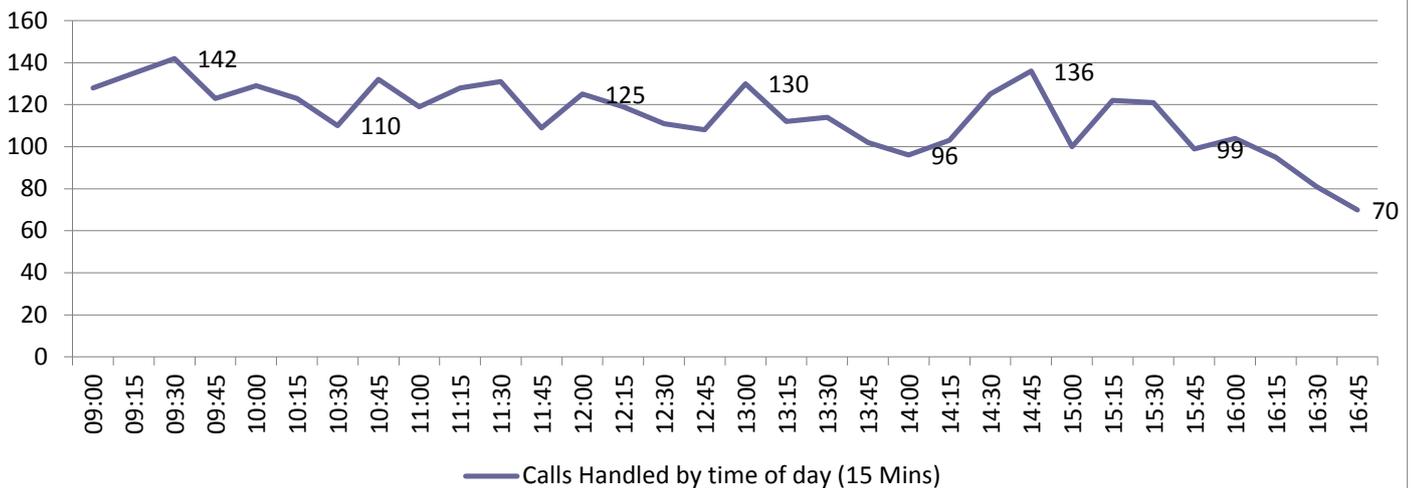
Whilst every effort is made to answer the calls received as soon as is possible, customers occasionally do have to wait in a queue, with an average wait time of 2:40 minutes.

Mondays are generally the busiest day of the week for calls, however levels are fairly consistent over the remainder of the week.

Number of calls handled per week day (January 2016)



Calls handled by time of day (January 2016)



Mornings tend to be the busiest time with another peak later in the day, however, call numbers do tend to be consistent throughout the main part of the day. Once the call has been answered the customer’s enquiry is dealt with in an average of 4 minutes.

4.3 NEPP Website

Officers are currently working with colleagues from Colchester Borough Council and Chipside Ltd to redesign the NEPP website.

A new educational, customer friendly feel is being developed to take away the current transitional feel of the existing site.

New features covering all aspects of NEPP will be included as well as creating a home for the Blog and up-to-date information on the whereabouts of the Park Safe car.

It is envisaged the new look will be unveiled before the summer.

4.4 Recruitment

Following the resignation of a longstanding member of the back office we recruited a new case officer at the end of December 2015. The newly appointed officer has 10 years' experience of Parking Administration and will bring further knowledge to the existing team.

5.0 Future work

The issues outlined at the last meeting, and discussed with Client Officers recently, make up the future work of the NEPP. The focus will remain on generating further efficiency in office systems and patrol deployment through "smarter enforcement" in order to reduce costs.

Appendix 1 – On-Street Operational Report

| On Street PCNs by month, per District/Borough | | | | | | | | | | | | | | |
|---|-------------|--------------|--------------|-------------|-------------|-------------|--|------------------|-------------|--------------|-------------|-------------|-------------|-------------|
| | BDC | CBC | EFDC | HDC | TDC | UDC | | | BDC | CBC | EFDC | HDC | TDC | UDC |
| Apr-10 | 369 | 1605 | 1142 | 446 | 424 | 159 | | Apr-13 | 444 | 1790 | 857 | 685 | 921 | 265 |
| May-10 | 359 | 1555 | 1437 | 391 | 767 | 177 | | May-13 | 373 | 2132 | 947 | 781 | 1002 | 263 |
| Jun-10 | 301 | 1471 | 1271 | 347 | 789 | 142 | | Jun-13 | 385 | 1519 | 802 | 858 | 736 | 324 |
| Jul-10 | 289 | 1293 | 1380 | 397 | 1108 | 172 | | Jul-13 | 446 | 1782 | 748 | 880 | 727 | 322 |
| Aug-10 | 262 | 1758 | 1143 | 380 | 734 | 199 | | Aug-13 | 337 | 1331 | 741 | 892 | 461 | 278 |
| Sep-10 | 321 | 1596 | 1283 | 386 | 607 | 207 | | Sep-13 | 382 | 1154 | 661 | 610 | 372 | 274 |
| Oct-10 | 323 | 1981 | 1284 | 473 | 738 | 249 | | Oct-13 | 351 | 1234 | 858 | 566 | 523 | 212 |
| Nov-10 | 339 | 2057 | 1554 | 897 | 617 | 293 | | Nov-13 | 359 | 1250 | 940 | 783 | 549 | 333 |
| Dec-10 | 235 | 1151 | 1105 | 490 | 314 | 94 | | Dec-13 | 360 | 1077 | 883 | 682 | 326 | 273 |
| Jan-11 | 286 | 1803 | 1448 | 692 | 506 | 132 | | Jan-14 | 423 | 984 | 854 | 583 | 338 | 423 |
| YTD 10/11 | 3084 | 16270 | 13047 | 4899 | 6604 | 1824 | | YTD 13/14 | 3860 | 14253 | 8291 | 7320 | 5955 | 2967 |
| Feb-11 | 263 | 1464 | 1151 | 795 | 453 | 149 | | Feb-14 | 345 | 1191 | 659 | 522 | 301 | 250 |
| Mar-11 | 290 | 1360 | 1222 | 543 | 216 | 118 | | Mar-14 | 310 | 1224 | 768 | 630 | 484 | 283 |
| FY 10-11 | 3637 | 19094 | 15420 | 6237 | 7273 | 2091 | | FY 13-14 | 4515 | 16668 | 9718 | 8472 | 6740 | 3500 |
| Apr-11 | 298 | 1441 | 1081 | 700 | 593 | 139 | | Apr-14 | 368 | 910 | 729 | 453 | 367 | 307 |
| May-11 | 383 | 1483 | 1079 | 837 | 464 | 146 | | May-14 | 486 | 1021 | 746 | 633 | 500 | 362 |
| Jun-11 | 321 | 1449 | 1058 | 900 | 497 | 139 | | Jun-14 | 479 | 926 | 538 | 461 | 357 | 369 |
| Jul-11 | 344 | 1556 | 1154 | 853 | 747 | 149 | | Jul-14 | 339 | 927 | 747 | 671 | 434 | 345 |
| Aug-11 | 484 | 1340 | 1059 | 543 | 667 | 196 | | Aug-14 | 472 | 1285 | 624 | 565 | 612 | 402 |
| Sep-11 | 483 | 1257 | 1223 | 567 | 489 | 195 | | Sep-14 | 472 | 950 | 691 | 630 | 443 | 395 |
| Oct-11 | 467 | 1620 | 1250 | 670 | 588 | 214 | | Oct-14 | 491 | 1052 | 740 | 662 | 352 | 436 |
| Nov-11 | 364 | 1214 | 1319 | 751 | 437 | 186 | | Nov-14 | 479 | 1262 | 837 | 741 | 465 | 318 |
| Dec-11 | 314 | 1123 | 1404 | 703 | 364 | 163 | | Dec-14 | 426 | 1241 | 820 | 683 | 408 | 327 |
| Jan-12 | 403 | 1141 | 1287 | 679 | 445 | 164 | | Jan-15 | 447 | 1190 | 773 | 649 | 535 | 478 |
| YTD 11/12 | 3861 | 13624 | 11914 | 7203 | 5291 | 1691 | | YTD 14/15 | 4459 | 10764 | 7245 | 6148 | 4473 | 3739 |
| Feb-12 | 246 | 843 | 1099 | 451 | 302 | 126 | | Feb-15 | 556 | 1171 | 740 | 618 | 442 | 449 |
| Mar-12 | 321 | 1157 | 1260 | 295 | 487 | 147 | | Mar-15 | 545 | 1208 | 745 | 540 | 451 | 559 |
| FY 11-12 | 4428 | 15624 | 14273 | 7949 | 6080 | 1964 | | FY 14-15 | 5560 | 13143 | 8730 | 7306 | 5366 | 4747 |
| Apr-12 | 434 | 1195 | 1074 | 362 | 566 | 194 | | Apr-15 | 360 | 1258 | 781 | 694 | 279 | 391 |
| May-12 | 379 | 1388 | 1200 | 422 | 484 | 202 | | May-15 | 520 | 1372 | 1072 | 785 | 452 | 482 |
| Jun-12 | 389 | 1171 | 940 | 540 | 525 | 236 | | Jun-15 | 236 | 1161 | 798 | 679 | 441 | 295 |
| Jul-12 | 474 | 1225 | 1091 | 509 | 596 | 275 | | Jul-15 | 244 | 1259 | 717 | 648 | 561 | 320 |
| Aug-12 | 525 | 1249 | 1076 | 449 | 667 | 308 | | Aug-15 | 281 | 1102 | 963 | 725 | 701 | 246 |
| Sep-12 | 504 | 1375 | 723 | 369 | 361 | 261 | | Sep-15 | 381 | 1219 | 846 | 763 | 394 | 323 |
| Oct-12 | 448 | 1491 | 749 | 603 | 376 | 294 | | Oct-15 | 619 | 1314 | 937 | 775 | 368 | 393 |
| Nov-12 | 431 | 1631 | 656 | 818 | 432 | 312 | | Nov-15 | 640 | 1467 | 1027 | 888 | 611 | 465 |
| Dec-12 | 459 | 1515 | 603 | 760 | 539 | 209 | | Dec-15 | 440 | 1305 | 802 | 622 | 416 | 188 |
| Jan-13 | 467 | 1565 | 576 | 535 | 470 | 258 | | Jan-16 | 399 | 1441 | 777 | 602 | 437 | 277 |
| YTD 12/13 | 4510 | 13805 | 8688 | 5367 | 5016 | 2549 | | YTD 15-16 | 4120 | 12898 | 8720 | 7181 | 4660 | 3380 |
| Feb-13 | 570 | 1799 | 723 | 545 | 575 | 262 | | | | | | | | |
| Mar-13 | 437 | 1804 | 905 | 744 | 865 | 256 | | | | | | | | |
| FY 12-13 | 5517 | 17408 | 10316 | 6656 | 6456 | 3067 | | | | | | | | |



North Essex Parking Partnership

17 March 2016

Title: Forward Plan
Author: Jonathan Baker
Presented by: Jonathan Baker

This report concerns the Forward Plan of meetings for the North Essex Parking Partnership

1. Decision(s) Required

- 1.1 To note the Forward Plan 2015/16.
- 1.2 To approve the change of the June 2016 NEPP Meeting to 30 June 2016 due to the EU Referendum.
- 1.3 For the Joint Committee to confirm the dates of the 2016/17 North Essex Parking Partnership Meetings.

2. Reasons for Decision(s)

- 2.1 The Joint Committee initially confirmed the dates for the Forward Plan 2016/17 at the December 2015 NEPP Meeting. Following the confirmation some of the dates require rearranging.
- 2.2 The next NEPP Joint Committee meeting is currently scheduled for 23 June 2016. Following the confirmation of the EU referendum on that date it is proposed that the next NEPP meeting moves to 30 June 2016. Due to room availability the Joint Committee meeting will start at 1.30pm on 30 June 2016.

3. Supporting Information

- 3.1 The Committee may also wish to suggest items for inclusion on to the Forward Plan for the future committee meetings.
- 3.2 Once confirmed the dates of the meetings will be published on the Parking Partnership website, Colchester Borough Councils CMIS system and e-mailed to all Democratic Services departments of partner authorities.

NORTH ESSEX PARKING PARTNERSHIP (NEPP)

FORWARD PLAN OF WORKING GROUP AND JOINT COMMITTEE MEETINGS AND REPORTS 2015-16

| COMMITTEE / WORKING GROUP | DRAFT REPORT DUE DATE | CLIENT OFFICER MEETING | JOINT COMMITTEE MEETING | MAIN AGENDA REPORTS | AUTHOR |
|--|------------------------------|--|--|---|---|
| Joint Committee for On/Off Street Parking (AGM) | 14 May 2015 | 21 May 2015 10-12pm Grand Jury Room, Town Hall Colchester | 18 June 2015 1.00 pm Grand Jury Room, Town Hall, COLCHESTER | Scheme Updates TRO Schemes for approval Draft Accounts 2014/15 Annual Governance Statement/ Risk Register NEPP On and Off Street Financial Position 2014/15 Braintree DC Task and Finish Recommendations Parking Policy Review Annual Report Operational Report CCTV Vehicle - Options | Trevor Degville/Shane Taylor (PP) Trevor Degville/Shane Taylor (PP) Steve Heath (CBC) 01206 282389 Hayley McGrath (CBC) 01206 508902 Matthew Young (CBC) /Richard Walker (PP) Richard Walker (PP) Richard Walker (PP) Richard Walker (PP) Richard Walker / Lou Belgrove (PP) Richard Walker (PP) |
| Joint Committee for On/Off Street Parking | 01 October 2015 | 08 October 2015 10-12pm G3, Rowan House Colchester | 29 October 2015 1.00pm Weeley Council Chamber, Tendring District Council | Budget Update: 6 month position Price Review Operational Report | Richard Walker/ Richard Walker (PP) Richard Walker / Lou Belgrove (PP) |

| COMMITTEE / WORKING GROUP | DRAFT REPORT DUE DATE | CLIENT OFFICER MEETING | JOINT COMMITTEE MEETING | MAIN AGENDA REPORTS | AUTHOR |
|--|------------------------------|---|---|--|---|
| | | | | Annual Report Scheme Updates TRO Schemes for approval | Richard Walker (PP) Trevor Degville/Shane Taylor (PP) Trevor Degville/Shane Taylor (PP) |
| Joint Committee for On/Off Street Parking | 19 November 2015 | 26 November 2015 10-12pm Grand Jury Room, Town Hall, Colchester | 17 December 2015 1.00pm Latton Bush Centre, Harlow District Council | On-Street Charges Joint Patrolling Report High Road Loughton Pay and Display Bays NEPP Financial Reserves NEPP Budget Update Period 8 Forward Plan 16/17 | Trevor Degville (PP) Richard Walker (PP) Trevor Degville (PP) Richard Walker (PP) Matthew Young (CBC) Jonathan Baker (CBC) |
| Joint Committee for On/Off Street Parking | 11 February 2016 | 18 February 2016 10-12pm G3, Rowan House Colchester | 17 March 2016 1.00pm Council Chamber, Uttlesford District Council | Social Media Protocol Finance Update Period 10 Budget 2016-17 Operational Report TRO Schemes for approval Northbrooks Residential Parking Forward Plan 16/17 | Alexandra Tuthill (CBC) Richard Walker (PP) Richard Walker (PP) Lou Belgrove (PP) Trevor Degville/Shane Taylor (PP) Joe McGill (HDC) Jonathan Baker (CBC) |
| Joint Committee for On/Off Street | 19 May 2016 | 26 May 2016 10-12pm G3, | 30 June 2016 1.30pm | Annual Governance Statement/ Risk Register | Hayley McGrath (CBC) 01206 508902 |

| COMMITTEE / WORKING GROUP | DRAFT REPORT DUE DATE | CLIENT OFFICER MEETING | JOINT COMMITTEE MEETING | MAIN AGENDA REPORTS | AUTHOR |
|---------------------------|-----------------------|------------------------|---|--|---|
| Parking | | Rowan House | Grand Jury Room, Town Hall Colchester | (schedule high up the agenda) Operational Report Scheme Updates Annual Report Parking Write-Offs Forward Plan 16-17 | Richard Walker / Lou Belgrove (PP) Trevor Degville/Shane Taylor (PP) Richard Walker Richard Walker Jonathan Baker |

CBC / Parking Partnership Contacts

Parking Partnership Group Manager, Richard Walker
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 Technical / TROs, Shane Taylor
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**NORTH ESSEX PARKING PARTNERSHIP (NEPP)
FORWARD PLAN OF WORKING GROUP AND JOINT COMMITTEE MEETINGS 2016-17**

| COMMITTEE / WORKING GROUP | DRAFT REPORT DUE DATE | CLIENT OFFICER MEETING | JOINT COMMITTEE MEETING |
|--|------------------------------|---|---|
| Joint Committee for On/Off Street Parking (AGM) | 20 May 2016 | 26 May 2016 10-12pm Grand Jury Room, Town Hall Colchester | 30 June 2016 1.30 pm Grand Jury Room, Town Hall, COLCHESTER |
| Joint Committee for On/Off Street Parking | 23 September 2016 | 29 September 2016 S17, Rowan House 10-12pm Colchester | 20 October 2016 1.00pm Epping District Council |
| Joint Committee for On/Off Street Parking | 18 November 2016 | 24 November 2016 G3, Rowan House 10-12pm Colchester | 15 December 2016 1.00pm Braintree District Council |
| Joint Committee for On/Off Street Parking | 24 February 2017 | 2 March 2017 G3, Rowan House 10-12pm Colchester | 30 March 2017 1.00pm Tendring District Council |
| Joint Committee for On/Off Street Parking | 26 May 2017 | 1 June 2017, S17, Rowan House, 10-12pm Colchester | 22 June 2017 1.00pm Rowan House Colchester Borough Council |



North Essex Parking Partnership

Joint Working Committee Off-Street Parking

**Council Chamber, Uttlesford District Council,
London Road, Saffron Walden,
Essex, CB11 4ER**

17 March 2016 at 1.00 pm

The vision and aim of the Joint Committee is to provide a merged parking service that provides a single, flexible enterprise of full parking services for the Partner Authorities.

North Essex Parking Partnership

Joint Committee Meeting – Off-Street

17 March 1pm, Council Chamber, Uttlesford District Council,
London Road, Saffron Walden.

Agenda

Attendees

Executive Members:-

Susan Barker (Uttlesford)
Anthony Durcan (Harlow)
Dominic Graham (Colchester)
Robert Mitchell (Braintree)
Gary Waller (Epping Forest)

Officers:-

Jonathan Baker (Colchester)
Lou Belgrove (Parking Partnership)
Trevor Degville (Parking Partnership)
Qasim Durrani (Epping Forest)
Joe McGill (Harlow)
Samir Pandya (Braintree)
Andrew Taylor (Uttlesford)
Shane Taylor (Parking Partnership)
Alexandra Tuthill (Colchester)
Richard Walker (Parking Partnership)
Matthew Young (Colchester)

| | Introduced by | Page |
|--|------------------------------------|-------|
| 1. Welcome & Introductions | | |
| 2. Apologies | | |
| 3. Declarations of Interest The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda. | | |
| 4. Have Your Say The Chairman to invite members of the public or attending councillors if they wish to speak either on an item on the agenda or a general matter. | | |
| 5. Minutes To approve as a correct record the Minutes of the 17 December 2015 meeting. | | 1-2 |
| 6. NEPP Off-Street financial position at period 10 2015/2016 This report sets out the month ten financial position of the North Essex Parking Partnership (NEPP) Off-Street budget | Richard Walker/Lou Belgrove | 3-5 |
| 7. Parking Partnership Off-Street Budget 2016/17 This report invites Members to consider the North Essex Parking Partnership proposed budget for 2016/17 for Off-Street | Richard Walker | 6-8 |
| 8. Off Street Operational Report Updates Members of operational progress since the last meeting in November 2015. | Lou Belgrove | 10-11 |

NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE FOR OFF-STREET PARKING

**17 December 2015 at 1.00pm
Dining Hall, Latton Bush Centre, Harlow, Essex, CM18 7BL**

Executive Members Present:-

Councillor Susan Barker (Uttlesford District Council)
Councillor Anthony Durcan (Harlow District Council)
Councillor Dominic Graham (Colchester Borough Council)
Councillor Robert Mitchell (Braintree District Council)
Councillor Gary Waller (Epping Forest District Council)

Also Present: -

Michael Adamson (Parking Partnership)
Jonathan Baker (Colchester Borough Council)
Stephanie Barnes (Parking Partnership)
Trevor Degville (Parking Partnership)
Qasim Durrani (Epping Forest District Council)
Lisa Hinman (Parking Partnership)
Samir Pandya (Braintree District Council)
Andrew Taylor (Uttlesford District Council)
Richard Walker (Parking Partnership)
Matthew Young (Colchester Borough Council)

14. Declaration of Interests

Councillor Barker, in respect of being a Member of Essex County Council, declared a non-pecuniary interest.

Councillor Durcan, in respect of being a Member of Essex County Council, declared a non-pecuniary interest.

15. Minutes

RESOLVED that the minutes of the meeting of the Joint Committee for Off-Street Parking of 29 October 2015 be confirmed as a correct record.

16. NEPP Off Street Financial Position Period 8 2015/16

Richard Walker, Parking Partnership, introduced the report updating the Joint Committee on the Off Street Financial Position for Period 8 2015/16. The report requested the Committee scrutinise and note the financial position after six months.

Richard Walker stated that the North Essex Parking Partnership had started to use new accounting software which is providing more accurate forecasts for the end of year. The year end position, which was previously looking to break even, is now being predicted as a surplus. Richard Walker highlighted that this financial year had been one in which a significant amount of restructuring is reflected in the accounts. In addition the budget for the next financial year, including the level of contributions from Partner Authorities, will be discussed at the next NEPP Meeting in March.

RESOLVED that the NEPP Off-Street Financial Position 8 2015/16 be noted.



North Essex Parking Partnership

17 March 2016

Title: NEPP Off-Street financial position at period 10 2015/2016
Authors: Richard Walker, Lou Belgrove
Presented by: Richard Walker, NEPP Group Manager, Lou Belgrove, NEPP Business Manager

This report sets out the month ten financial position of the North Essex Parking Partnership (NEPP) Off-Street budget

1 Decision(s) Required

- 1.1 To note the current financial position.
- 1.2 To decide on a level of surplus provision in balances to be maintained.
- 1.3 To decide the basis of distribution of any surpluses between Partner Authorities.

2 Reasons for Decision(s)

- 2.1 To ensure prudent financial management of the Partnership.

3 Alternative Options

- 3.1 As this review is part of good financial management no alternative option or decisions are required.

4 Supporting Information

- 4.1 The detailed budget figures are set out in the Appendix 1, Table 2 to this report and comments on these are in the following paragraphs.

5 Income

- 5.1 A small amount of additional income will be generated from work carried out outside the Agreement. This includes income received for repairs undertaken to machines.

6 Expenditure

- 6.1 Overall savings in the staffing budgets to date total £171k and the forecast out-turn has been estimated at £288k against a full year budget of £484k a saving of £196k in the full year. Members will recall that the on to off-street split was altered during the year to better reflect the work carried out to date. This has resulted in a significant saving being attributed to the off-street fund which represents the vacancies which we have discussed previously.
- 6.2 The effect of vacancies is different for the On-Street and Off-Street accounts. Any transitional vacancy savings in the On-Street account are offset against income; the Off-Street account however relies on a fixed contribution and income goes directly to the client authority – the income may reduce but without the consequent savings made to the contribution.

6.3 Expenditure carried out for Partners outside the Agreement is shown as a balancing “other income” figure – such as machine repair costs for example.

6.4 A sustained effort continues to also reduce costs in the other direct expenditure areas.

7 Non-Direct costs

7.1 These have been listed fully in Appendix 1 in Table 1. The budgeted non-direct recharges that are summarised in Table 1 will be updated to reflect actual costs as part of the 15/16 closure of accounts process, and a comparison between the budgeted and actual position will be reported to the Committee as part of the outturn report, detailing the reasons for any significant movements.

8 Recommendations

8.1 It is recommended that the figures and forecast shown in the report and Appendix be noted. Officers will maintain a close watch on the finances and will report back to future meetings with a further update.

8.2 It is recommended that an agreed surplus position is established, and any in-year surpluses above that level are distributed amongst the Off-Street Partners, based on a percentage of their contribution.

Appendix

Table 1

| | Budget 2014/15 | Outturn 2014/15 | Budget 2015/16 |
|--------------------------------|-------------------|--------------------|-------------------|
| Analysis of non-direct budgets | Off-Street | Off-Street | Off-Street |
| Fleet Management | 42 | 51 | 43 |
| Head Of Operational Services | 4 | 4 | 4 |
| Systems Team | - | 1 | 2 |
| Unison Representative | 0 | 0 | 0 |
| Health & Safety | - | 3 | 3 |
| Policy & Projects | 0 | - | - |
| Corporate I C T | 3 | 14 | 12 |
| E M T | 1 | - | - |
| Communications | 5 | 4 | 5 |
| Estates Management | - | 1 | 2 |
| Computer Holding Account | - | 44 | 42 |
| Computer Holding Account - Des | 11 | - | - |
| Financial Management | 5 | 10 | 11 |
| Internal Audit | 0 | 2 | 2 |
| Insurance - Employees | 4 | 5 | 5 |
| Insurance - General | 9 | 8 | 8 |
| Income Team | 24 | 1 | 2 |
| Customer Demand & Research | - | - | 5 |
| Scanning Team | 0 | 0 | 1 |
| Corporate PSU | - | 2 | 2 |
| Engineering Services | - | 2 | - |
| Legal Services | 0 | 4 | 5 |
| Committee Services | 3 | 3 | 3 |
| Human Resources | 14 | 12 | 10 |
| Central Stationery | 0 | 0 | 0 |
| Multi-Function Devices | 0 | 1 | 2 |
| Telephones Holding Account | 3 | 1 | 2 |
| Customer Service Centre | 1 | 0 | - |
| Office Accommodation | 14 | 7 | 7 |
| Members & Staff Car Parks | 0 | 0 | 0 |
| Messenger & Post Room | 6 | 6 | 4 |
| Repairs And Maintenance - PPM | - | 0 | 0 |
| | | | |
| | 151 | 187 | 182 |

Table 2 (P10)

| | A | B | C | D | E | F | G | |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-------------------------|--------------------------|----------------------|---------------------------|---|
| Off-street Account | 2014/2015 | 2015/2016 | 2015/2016 | 2015/2016 | 2015/2016 | 2015/2016 | 2015/2016 | |
| | Actual to date | Actual to date | Budget to date | Variance to date | Forecast out-turn | Annual budget | Projected variance | |
| <u>Direct costs</u> | | | | | | | | |
| Expenditure | | | | | | | | |
| Employee costs: | | | | | | | | |
| Management | 13 | 14 | 13 | 1 | 16 | 14 | 2 | Parking Services Mgt Team staff costs |
| CEOs & Supervision | 319 | 232 | 403 | (171) | 288 | 484 | (196) | CEOs & Supervisor staff costs |
| Back Office | 94 | 91 | 98 | (6) | 113 | 117 | (4) | Back Office staff costs |
| Off-street Account | 350 | 171 | 151 | 20 | 197 | 182 | 15 | Off-street car park workers / cash collectors |
| Premises costs | 5 | 6 | 3 | 3 | 6 | 4 | 2 | Premises work to be recharged to partners |
| Transport costs (running costs) | 5 | 10 | 17 | (7) | 20 | 20 | - | Fuel, public transport etc |
| Supplies & Services | 244 | 300 | 248 | 51 | 308 | 303 | 5 | General expenditure |
| Third Party Payments | 9 | 13 | 11 | 2 | 15 | 15 | - | Chipside and TEC bureau costs |
| | 1,039 | 836 | 944 | (107) | 962 | 1,139 | (176) | |
| Income | | | | | | | | |
| Braintree District Council | (146) | (147) | (150) | 3 | (147) | (147) | - | BDC contribution |
| Epping Forest District Council | (210) | (272) | (278) | 5 | (272) | (272) | - | EFDC contribution |
| Harlow District Council | (68) | (68) | (70) | 1 | (68) | (68) | - | HDC contribution |
| Uttlesford District Council | (152) | (154) | (157) | 3 | (154) | (154) | - | UDC contribution |
| Other income | (10) | (9) | - | (9) | (18) | - | (18) | Work for partners outside of normal duties |
| Colchester Borough Council | (644) | (654) | (640) | (14) | (654) | (640) | (14) | CBC contribution (contribution adjusted in full at yr end) |
| | (1,229) | (1,305) | (1,295) | (11) | (1,314) | (1,281) | (32) | |
| <u>Total Direct Costs</u> | (191) | (469) | (350) | (118) | (352) | (142) | (208) | |
| <u>Non-direct costs</u> | | | | | | | | |
| Other non-direct costs | 143 | 179 | 179 | - | 179 | 179 | - | See analysis below |
| <u>Total Non-direct Costs</u> | 143 | 179 | 179 | - | 179 | 179 | - | |
| Deficit / (Surplus) | (48) | (290) | (171) | (118) | (173) | 37 | (208) | Contribution to balances required to offset last year deficit |
| | | | | | out-turn | | | |



North Essex Parking Partnership

17 March 2015

Title: Parking Partnership **Off-Street Budget 2016/17**
Author: Richard Walker, NEPP Group Manager
Presented by: Richard Walker, NEPP Group Manager

This report invites Members to consider the North Essex Parking Partnership proposed budget for 2016/17 for Off-Street

1. Decisions Required

1.1. The report invites members to decide the 2016/17 budget for the North Essex Parking Partnership (NEPP) for best achievement of its priorities.

2. Reasons for Decision

2.1. To ensure good financial governance for the future running of the service and that NEPP funds are spent or retained in line with its priorities and goals.

3. Background

3.1. Each year NEPP sets out to build a balanced budget for its off-street activity. The details of the proposed budget for 2016/17 are shown in the Appendix.

3.2. For this year, Colchester has made reductions in the staffing levels in car parks, whilst Braintree maintains a customer-window requiring staff to be present. In addition, Colchester's car parks are not required to be locked overnight. Braintree has recently changed its practice by returning to overnight locking, requiring additional staff hours before the car park becomes busy. A change to a security firm has been arranged instead to keep costs to a minimum.

3.3. The full effect of the savings made by outsourcing cash collection are now clear. In addition the Committee voted to adjust the percentage of time allocated between on and off-street duties of the enforcement staff during last year, and these are reflected in the new budget.

3.4. Partnership officers still look to make efficiencies in the operation to arrive at reasonable contribution levels.

3.5. The budget position, including the split of costs, will remain under review during the year.

3.6. Members are asked to approve the estimated budget contributions for 2016/17 are shown in the table below:

| Area | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|---------------|----------------|----------------|----------------|----------------|----------------|
| Braintree | £ 139,000 | 142,000 | 146,000 | 147,000 | 147,000 |
| Colchester | £ 614,000 | 626,000 | 644,000 | 640,000 | 640,000 |
| Epping Forest | £ 258,600 | 262,000 | 270,000 | 272,000 | 272,000 |
| Harlow | £ 65,000 | 66,000 | 68,000 | 68,000 | 68,000 |
| Uttlesford | £ 145,000 | 148,000 | 152,000 | 154,000 | 154,000 |

4. Recommendations

4.1. For the purposes of the NEPP Off-Street budget, it is recommended that the contributions in in paragraph 3.8 are decided for the year 2016/17.

5. Alternative Options

5.1. None.

6. Supporting Information

6.1. Details of the proposed budget are shown in the Appendix, below.

Appendix.

| | 2015/16 Off-Street Last Year Budget | 2016/2017 Off-Street Budget | Notes |
|---------------------------------------|--|-----------------------------------|--|
| Direct costs | | | |
| Expenditure | | | |
| Employee costs: | | | |
| Management | 14 | 20 | Parking Services Management costs (uniform budget moved) |
| CEOs & Supervision | 484 | 487 | CEOs & Supervisor staff costs |
| Back Office | 117 | 122 | Back Office staff costs |
| Off-street Account | 182 | 188 | Off-street car park workers / cash collectors |
| Premises costs | 3 | 4 | R&M budget (small expenditure anticipated) |
| Transport costs (running costs) | 20 | 17 | Fuel, public transport etc |
| Supplies & Services | 303 | 292 | General expenditure |
| Third Party Payments | 15 | 15 | Chipside and TEC bureau costs |
| | 1,139 | 1,145 | |
| Income | | | |
| Braintree District Council | (147) | (147) | BDC contribution |
| Colchester Borough Council | (663) | (663) | CBC Contribution |
| Epping Forest District Council | (272) | (272) | EFDC contribution |
| Harlow District Council | (68) | (68) | HDC contribution |
| Uttlesford District Council | (154) | (154) | UDC contribution |
| | (1,304) | (1,304) | |
| Total Direct Costs | (165) | (159) | |
| Total Non-direct Costs | 179 | 159 | See analysis in separate table |
| Deficit / (Surplus) | 14 | (0) | |
| Analysis of non-direct budgets | 2015/16 | 2016/2017 | |
| Fleet Management | 43 | 43 | |
| Head Of Operational Services | 4 | 4 | |
| Systems Team | 2 | 2 | |
| Repair & Maintenance | - | - | |
| Health & Safety | 3 | 2 | |
| Corporate I C T | 12 | 9 | |
| Repairs & Maintenance | - | - | |
| Communications | 5 | 4 | |
| Estates Management | 2 | 2 | |
| Computer Holding Account | 42 | 22 | |
| Financial Management | 11 | 9 | |
| Internal Audit | 2 | 2 | |
| Insurance - Employees | 5 | 6 | |
| Insurance - General | 8 | 8 | |
| Income Team | 2 | 2 | |
| Customer Demand & Research | 5 | 5 | |
| Corporate Psu | 1 | 1 | |
| Finance & HR PSU | 2 | 2 | |
| Engineering | - | 2 | |
| Legal Services | 5 | 4 | |
| Committee Services | 3 | 3 | |
| Human Resources | 10 | 11 | |
| Multi-Function Devices | 2 | 2 | |
| Telephones Holding Account | 2 | 1 | |
| Office Accommodation | 7 | 8 | |
| Messenger & Post Room | 4 | 5 | |
| | 182 | 159 | |



North Essex Parking Partnership

17 March 2016

Title: Off-Street Operational Report
Author: Lou Belgrove, NE Parking Partnership
Presented by: Lou Belgrove, Business Manager, NE Parking Partnership

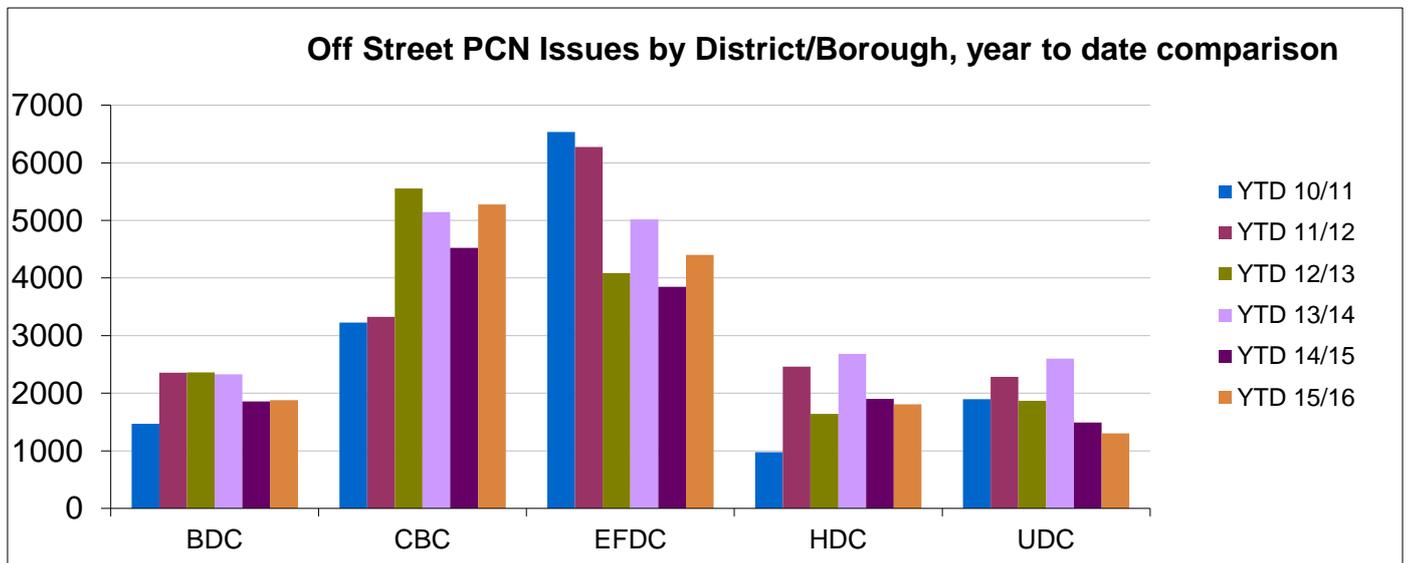
Updates Members of operational progress since the last meeting in November 2015.

1. Decision(s) Required

1.1. To note the content of the report.

2. Off-Street performance measure

2.1. The following graph (supported by data in Appendix 1) shows the issue rate of all Penalty Charges for the off-street function, with a year to date comparison.



2.2. Across most districts there has been an improvement in the number of PCNs issued off-street compared with previous years. Whilst a specific reason cannot be attributed to the increase, enforcement officers' productivity has improved and sickness absence has reduced which is a result of better management and increased morale alongside outside influences such as better weather for example.

2.3. Following a costing exercise carried out by an external consultant at the request of Epping Forest, NEPP has recently been served notice by the District of their withdrawal from the off-street partnership.

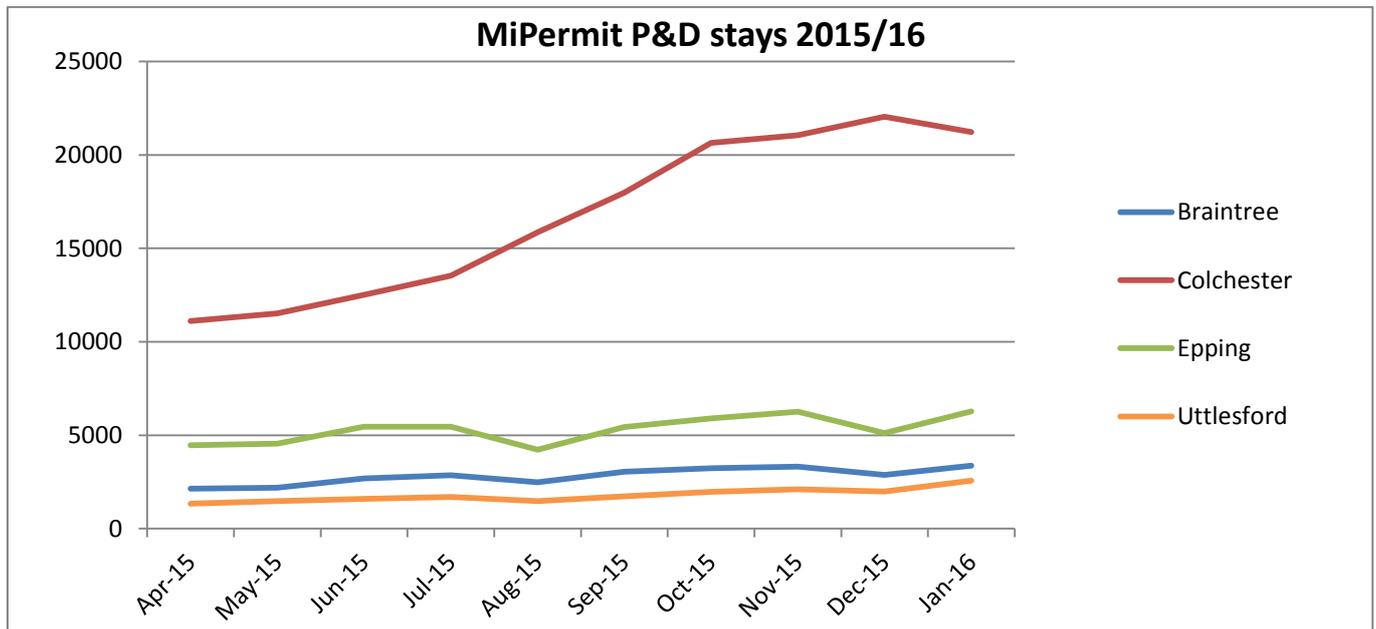
Epping Forest will cease to be a Partner from 1st April 2017.

2.4 In co-ordination with Tendring District Council, NEPP tariffs at the Harwich Quay sites will be adapted to bring them in-line with TDC charges from 1st April 2016.

3. MiPermit

3.1. Cashless parking continues to operate in all NEPP operated car parks (with the exception of Harlow).

3.2. MiPermit continues to prove to be a popular way to pay in all car parks. Colchester had seen a significant spike in usage due to both MSCPs being converted from Pay on foot to Pay and Display but is now levelling out as in other Districts.



3.3. Following Colchester's decision to make the two main multi-storey car parks pay and display, the decision was taken to introduce Contactless and Apple Pay as alternative methods of payment on 4 machines as a trial in St Marys MSCP. This proved to be such a popular method of payment (with 12% of St Marys MSCP customers using this option in January 2016 which increased from 10% of customers in December), that Colchester now have plans to expand it further to all machines in St Marys and all machines in St Johns.

4. Future Work

4.1. The issues outlined at the last meeting, and discussed with Client Officers recently, make up the future work of the NEPP. The focus will remain on generating further efficiency in office systems and patrol deployment through "smarter enforcement" in order to reduce costs.

Appendix 1 – Off-street Operational Report

| Off Street PCNs by month, per District/Borough | | | | | | | | | | | | | | |
|--|-------------|-------------|-------------|-------------|----------|-------------|--|-------------------|-------------|-------------|-------------|-------------|----------|-------------|
| | BDC | CBC | EFDC | HDC | TDC | UDC | | | BDC | CBC | EFDC | HDC | TDC | UDC |
| Apr-10 | 178 | 382 | 757 | 131 | 0 | 182 | | Apr-13 | 246 | 596 | 507 | 280 | 0 | 233 |
| May-10 | 152 | 477 | 690 | 103 | 0 | 155 | | May-13 | 206 | 770 | 466 | 360 | 0 | 331 |
| Jun-10 | 146 | 338 | 650 | 78 | 0 | 204 | | Jun-13 | 239 | 626 | 592 | 299 | 0 | 268 |
| Jul-10 | 157 | 306 | 782 | 89 | 0 | 231 | | Jul-13 | 281 | 696 | 427 | 367 | 0 | 315 |
| Aug-10 | 156 | 321 | 685 | 81 | 0 | 189 | | Aug-13 | 250 | 528 | 493 | 361 | 0 | 220 |
| Sep-10 | 158 | 232 | 653 | 81 | 0 | 229 | | Sep-13 | 240 | 439 | 456 | 196 | 0 | 294 |
| Oct-10 | 150 | 287 | 700 | 67 | 0 | 213 | | Oct-13 | 242 | 400 | 599 | 231 | 0 | 322 |
| Nov-10 | 147 | 339 | 631 | 139 | 0 | 209 | | Nov-13 | 266 | 423 | 588 | 222 | 0 | 294 |
| Dec-10 | 110 | 227 | 400 | 95 | 0 | 155 | | Dec-13 | 193 | 317 | 378 | 173 | 0 | 136 |
| Jan-11 | 118 | 319 | 587 | 110 | 0 | 131 | | Jan-14 | 163 | 348 | 511 | 192 | 0 | 186 |
| YTD 10/11 | 1472 | 3228 | 6535 | 974 | 0 | 1898 | | YTD 13/14 | 2326 | 5143 | 5017 | 2681 | 0 | 2599 |
| Feb-11 | 131 | 376 | 632 | 116 | 0 | 136 | | Feb-14 | 145 | 413 | 444 | 203 | 0 | 104 |
| Mar-11 | 124 | 410 | 662 | 103 | 0 | 145 | | Mar-14 | 143 | 468 | 459 | 258 | 0 | 124 |
| FY 10-11 | 1727 | 4014 | 7829 | 1193 | 0 | 2179 | | FY 13 - 14 | 2614 | 6024 | 5920 | 3142 | 0 | 2827 |
| Apr-11 | 144 | 355 | 599 | 202 | 0 | 135 | | Apr-14 | 164 | 520 | 319 | 220 | 0 | 109 |
| May-11 | 228 | 406 | 581 | 275 | 0 | 203 | | May-14 | 227 | 499 | 495 | 219 | 0 | 145 |
| Jun-11 | 265 | 332 | 586 | 302 | 0 | 195 | | Jun-14 | 229 | 385 | 387 | 210 | 0 | 179 |
| Jul-11 | 279 | 363 | 629 | 342 | 0 | 250 | | Jul-14 | 178 | 476 | 416 | 225 | 0 | 180 |
| Aug-11 | 345 | 367 | 607 | 259 | 0 | 301 | | Aug-14 | 149 | 518 | 361 | 253 | 0 | 153 |
| Sep-11 | 276 | 281 | 623 | 223 | 0 | 285 | | Sep-14 | 131 | 444 | 324 | 171 | 0 | 158 |
| Oct-11 | 262 | 332 | 667 | 294 | 0 | 285 | | Oct-14 | 183 | 463 | 396 | 159 | 0 | 162 |
| Nov-11 | 218 | 239 | 771 | 217 | 0 | 266 | | Nov-14 | 181 | 493 | 376 | 156 | 0 | 127 |
| Dec-11 | 156 | 194 | 561 | 181 | 0 | 153 | | Dec-14 | 187 | 309 | 413 | 148 | 0 | 114 |
| Jan-12 | 185 | 456 | 653 | 164 | 0 | 210 | | Jan-15 | 230 | 417 | 362 | 143 | 0 | 167 |
| YTD 11/12 | 2358 | 3325 | 6277 | 2459 | 0 | 2283 | | YTD 14/15 | 1859 | 4524 | 3849 | 1904 | 0 | 1494 |
| Feb-12 | 129 | 172 | 436 | 108 | 0 | 122 | | Feb-15 | 265 | 513 | 349 | 137 | 0 | 184 |
| Mar-12 | 133 | 477 | 546 | 151 | 0 | 154 | | Mar-15 | 297 | 484 | 332 | 105 | 0 | 223 |
| FY 11-12 | 2620 | 3974 | 7259 | 2718 | 0 | 2559 | | FY 14 - 15 | 2421 | 5521 | 4530 | 2146 | 0 | 1901 |
| Apr-12 | 167 | 535 | 414 | 100 | 0 | 134 | | Apr-15 | 212 | 477 | 317 | 180 | 0 | 162 |
| May-12 | 191 | 767 | 563 | 174 | 0 | 123 | | May-15 | 241 | 476 | 334 | 206 | 0 | 180 |
| Jun-12 | 195 | 578 | 532 | 188 | 0 | 194 | | Jun-15 | 159 | 501 | 318 | 206 | 0 | 120 |
| Jul-12 | 266 | 557 | 489 | 172 | 0 | 201 | | Jul-15 | 137 | 506 | 295 | 176 | 0 | 116 |
| Aug-12 | 281 | 627 | 506 | 187 | 0 | 199 | | Aug-15 | 127 | 481 | 589 | 194 | 0 | 107 |
| Sep-12 | 233 | 535 | 342 | 170 | 0 | 198 | | Sep-15 | 144 | 595 | 522 | 118 | 0 | 113 |
| Oct-12 | 255 | 541 | 293 | 161 | 0 | 210 | | Oct-15 | 230 | 656 | 565 | 171 | 0 | 151 |
| Nov-12 | 263 | 516 | 297 | 176 | 0 | 191 | | Nov-15 | 232 | 607 | 684 | 212 | 0 | 144 |
| Dec-12 | 260 | 527 | 269 | 180 | 0 | 187 | | Dec-15 | 189 | 393 | 310 | 176 | 0 | 78 |
| Jan-13 | 250 | 372 | 383 | 131 | 0 | 231 | | Jan-16 | 210 | 586 | 469 | 169 | 0 | 130 |
| YTD 12/13 | 2361 | 5555 | 4088 | 1639 | 0 | 1868 | | YTD 15/16 | 1881 | 5278 | 4403 | 1808 | 0 | 1301 |
| Feb-13 | 266 | 403 | 485 | 148 | 0 | 264 | | | | | | | | |
| Mar-13 | 295 | 516 | 505 | 222 | 0 | 196 | | | | | | | | |
| FY 12-13 | 2922 | 6474 | 5078 | 2009 | 0 | 2328 | | | | | | | | |