



# North Essex Parking Partnership

## Joint Working Committee On-Street Parking

Council Chamber, Harlow Council, Civic  
Centre, The Water Gardens, Harlow,  
Essex, CM20 1WG

**19 October 2017 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

### Terms of Reference of the Joint Committee

The role of the Joint Committee is to ensure the effective delivery of Parking Services for Colchester Borough Council, Braintree, Epping Forest, Harlow, Tendring and Uttlesford District Councils, in accordance with the Agreement signed by the authorities in April 2011, covering the period 2011 – 2018.

Members are reminded to abide by the terms of the legal agreement: “The North Essex Parking Partnership Joint Committee Agreement 2011 ‘A combined parking service for North Essex’ ” and in particular paragraphs 32-33.

Sub committees may be established. A sub-committee will operate under the same terms of reference.

The Joint Committee **will be responsible for** all the functions entailed in providing a joint parking service including those for:

- Back-Office Operations
- Parking Enforcement
- Strategy and Policy Development
- Signage and Lines, Traffic Regulation Orders (function to be transferred, over time, as agreed with Essex County Council)
- On-street charging policy insofar as this falls within the remit of local authorities (excepting those certain fees and charges being set out in Regulations)
- Considering objections made in response to advertised Traffic Regulation Orders (as part of a sub-committee of participating councils)
- Car-Park Management (as part of a sub-committee of participating councils)

The following are **excluded** from the Joint Service (these functions will be retained by the individual Partner Authorities):

- Disposal/transfer of items on car-park sites
- Decisions to levy fees and charges at off-street parking sites
- Changes to opening times of off-street parking buildings
- Ownership and stewardship of car-park assets
- Responding to customers who contact the authorities directly

The Joint Committee has the following specific responsibilities:

- the responsibility for on street civil parking enforcement and charging, relevant signs and lines maintenance and the power to make relevant traffic regulation orders in accordance with the provisions contained within the Traffic Management Act 2004 and the Road Traffic Regulation Act 1984

### Strategic Planning

- Agreeing a Business Plan and a medium-term Work (or Development) Plan, to form the framework for delivery and development of the service.
- Reviewing proposals and options for strategic issues such as levels of service provision, parking restrictions and general operational policy.

### Committee Operating Arrangements

- Operating and engaging in a manner, style and accordance with the Constitution of the Committee, as laid out in the Agreement, in relation to Membership, Committee Support, Meetings, Decision-Making, Monitoring & Assessment, Scrutiny, Conduct & Expenses, Risk and Liability.

### Service Delivery

- Debating and deciding
- Providing guidance and support to Officers as required to facilitate effective service delivery.

### Monitoring

- Reviewing regular reports on performance, as measured by a range of agreed indicators, and progress in fulfilling the approved plans.
- Publishing an Annual Report of the Service

### Decision-making

- Carrying out the specific responsibilities listed in the Agreement, for :
  - Managing the provision of Baseline Services
  - Agreeing Business Plans
  - Agreeing new or revised strategies and processes
  - Agreeing levels of service provision
  - Recommending levels of fees and charges
  - Recommending budget proposals
  - Deciding on the use of end-year surpluses or deficits
  - Determining membership of the British Parking Association or other bodies
  - Approving the Annual Report
  - Fulfilling obligations under the Traffic Management Act and other legislation
  - Delegating functions.

*(Note: the Committee will not have responsibility for purely operational decisions such as Staffing.)*

### Accountability & Governance

- Reporting to the Partner Authorities, by each Committee Member, according to their respective authorities' separate arrangements.
- Complying with the arrangements for Scrutiny of decisions, as laid out in the Agreement
- Responding to the outcome of internal and external Audits

**North Essex Parking Partnership  
Joint Committee Meeting – On-Street**

Thursday 19 October 2017 at 1.00 pm

Council Chamber, Harlow Council, Civic Centre, The Water Gardens, Harlow,  
Essex, CM20 1WG

**Agenda**

**Attendees**

**Executive Members:-**

Cllr Richard Van Dulken (Braintree)  
Cllr Sam Kane (Epping)  
Cllr Mike Lilley (Colchester)  
Cllr Fred Nicholls (Tendring)  
Cllr Robert Mitchell (Essex)  
Cllr Danny Purton (Harlow)  
Cllr Howard Ryles (Uttlesford)

**Officers:-**

Lou Belgrove (Parking Partnership)  
Jonathan Baker (Colchester)  
Liz Burr (ECC)  
Trevor Degville (Parking Partnership)  
Qasim Durrani (Epping Forest)  
Laura Hardisty (Colchester)  
Linda Howells (Uttlesford)  
Joe McGill (Harlow)  
Samir Pandya (Braintree)  
Hazel Simmonds (Colchester)  
Shane Taylor (Parking Partnership)  
Ian Taylor (Tendring)  
Richard Walker (Parking Partnership)

	<b>Introduced by</b>	<b>Page</b>
<b>1. Welcome &amp; Introductions</b>		
<b>2. Apologies and Substitutions</b>		
<b>3. Declarations of Interest</b> The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda.		
<b>4. Have Your Say</b> 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.		
<b>5. Minutes</b> To approve as a correct record the draft minutes of the meeting held 22 June 2017.		<b>1-8</b>
<b>6. Traffic Regulation Order schemes for approval, deferral and rejection and completed schemes during 2017</b> This report concerns the schemes to be approved for prioritisation from the list of TRO applications received and provides and update on the completion of schemes in 2017	<b>Shane Taylor</b>	<b>9-17</b>
<b>7. Traffic Regulation Order Update</b>	<b>Shane Taylor</b>	<b>18-23</b>

This report concerns: Scheme 10071 Common Hill and possible Service Level Agreement with Saffron Walden Town Council, motorcycle resident permits and consideration of objections to scheme 20023 (Morley and other roads, Halstead)

- |  |                       |              |
|--|-----------------------|--------------|
| <b>8. Commuter Parking Review</b>  | <b>Shane Taylor</b>   | <b>24-43</b> |
| This report concerns: The completion of a commuter parking study in Epping Forest via a third party contractor, as previously endorsed by the Parking Partnership Joint Committee. |                       |              |
| <b>9. On-Street Financial Report</b>   | <b>Lou Belgrove</b>   | <b>44-46</b> |
| The report sets out the mid year (to end of P6) financial position of the Parking Partnership.   |                       |              |
| <b>10. Forward Plan 2017/18</b>  | <b>Jonathan Baker</b> | <b>47-50</b> |
| This report concerns the Forward Plan of meetings for the North Essex Parking Partnership, including provisional dates for 2017-18.  |                       |              |
| <b>11. Urgent Items</b>  |                       |              |
| To announce any items not on the agenda which the Chairman has agreed to consider.   |                       |              |

# **NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE FOR ON-STREET PARKING**

**22 June 2017 at 1.00pm**

**Grand Jury Room, Town Hall, High Street, Colchester,  
Essex, C01 1PJ**

Members Present:-

Councillor Mike Lilley (Colchester Borough Council)  
Councillor Robert Mitchell (Essex County Council)  
Councillor Danny Purton (Harlow District Council)  
Councillor Nick Turner (Tendring District Council)  
Councillor Richard Van Dulken (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)  
Lou Belgrove (Parking Partnership)  
Liz Burr (Essex County Council)  
Phillip Bylo (Uttlesford District Council)  
Trevor Degville (Parking Partnership)  
Qasim Durrani (Epping Forest District Council)  
Joe McGill (Harlow District Council)  
Hayley McGrath (Colchester Borough Council)  
Samir Pandya (Braintree District Council)  
Hazel Simmons (Colchester Borough Council)  
Ian Taylor (Tendring District Council)  
Shane Taylor (Parking Partnership)  
Alexandra Tuthill (Colchester Borough Council)  
Richard Walker (Parking Partnership)  
Matthew Young (Colchester Borough Council)

## **1. Appointment of Chairman**

Committee members were informed of legal advice from Colchester Borough Council regarding how the Joint Committee agreement could be interpreted to take into consideration the Local Government (Arrangements for Discharge of Functions)(England) Regulations 2012, and that Essex County Council had obtained its own legal advice on its North Essex Parking Partnership nominee for the 2017/18 municipal year.

*RESOLVED* that Councillor Mitchell (Essex County Council) be elected Chairman of the North Essex Parking Partnership (NEPP) Joint Committee for On-Street Parking for 2017/18.

## **2. Appointment of Deputy Chairman**

*RESOLVED* that Councillor Purton (Harlow District Council) be elected Deputy Chairman of the North Essex Parking Partnership Joint Committee for On-Street Parking for 2017/18.

### **3. Declarations of Interest**

Councillor Van Dulken, in respect of his employer, Power-Sonic Europe Limited, having supplied G4S branches, declared a pecuniary interest for the annual Governance Review and Internal Audit report.

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

### **4. Have Your Say!**

#### **Councillor Jon Whitehouse, Epping Forest District Councillor**

Councillor Whitehouse attended the meeting to speak in support the Traffic Regulation Order for Allnutts Road, Crossing Road, Brook Road, Warren Road and Charles Street that was being considered as part of the agenda. Councillor Whitehouse stated that the TRO in this area had been in discussions for a long period of time.

Councillor Whitehouse acknowledged the objections that have been made for this scheme, but emphasised the level of support from residents in the area. Whilst this is not a perfect scheme, as there could be more finesse about the proposal, Councillor Whitehouse urged its introduction due to the benefit that would be offered to residents. Further consideration in the future could be made for 10 minute grace periods for the playgroups or business permits.

### **5. Minutes**

Councillor Mitchell took the opportunity to thank Matthew Young, Colchester Borough Council Client Officer, for the work that he had done over the years of the partnership as this would be his last meeting at the NEPP prior to retirement.

Councillor Mitchell also extended his thanks to Councillor Barker, the previous nominee from Uttlesford District Council for the contribution made to the Partnership over the years.

*RESOLVED* that the minutes of the meeting held on 30 March 2017 were confirmed as a correct record.

### **6. Consideration of objections to schemes 20116 and 60072**

Richard Walker, Parking Partnership, introduced the report which requests that the Joint Committee considered the objections received following the advertisement of two Traffic Regulation Order proposals one in the Braintree District Council area and the other in the Epping Forest District Council area.

Richard Walker explained that whilst he has the delegated authority to decide whether a TRO proceeds, it is best practice when objections are received to bring the order back to the Joint Committee for a further decision.

Trevor Degville, Parking Partnership, highlighted that when a Traffic Regulation Order is advertised it only requests feedback from those who object rather than those who are in support of the proposal.

Councillor Van Dulken, Braintree District Council, highlighted that he recently visited

the site of the Braintree District Council Traffic Regulation Order. He stated that the area is within ten minute walk of the train station and consists of narrow roads; whilst there will be some challenges in the area, Braintree District Council are in support of the proposals.

Councillor Mitchell questioned why local residents were being required to move their cars during the middle of the day. Trevor Degville confirmed that this would be required to ensure that residents could continue to park on the street, without the need for a residents parking scheme, for which there is no support in that area, and also to prevent commuters parking in that area all day.

Councillor Gary Waller, Epping Forest District Council, confirmed that there are a number of specific issues in Allnutts Road that need addressing prior to the expected North Essex Parking Partnership Commuter study reports back. Councillor Waller highlighted that there were 18 objections to the TRO but 75 residents who submitted their support for the scheme. In addition all District and County Councillors in the division are supportive. This TRO would also benefit waste collection vehicles in the area that have difficulty accessing properties.

Trevor Degville informed the Committee that a further letter had been received, correcting a previously received objection and clarifying that the residents at No.2 Charles Street were not in objection to the scheme.

Councillor Mitchell highlighted the difficulty in providing parking restrictions around train stations as commuters will park as much as 25 minutes away from a station in order to park for free.

Councillor Purton, requested confirmation that the arrangements around visitors permits and those individuals accessing the nursery. The Parking Partnership confirmed that there are mechanisms through the MiPermit system that can assist with these issues. Councillor Purton requested that members of the public be made aware of these methods.

*RESOLVED* that;

- a) having considered the objections and all relevant matters pertaining to the scheme 20116 Wickham Crescent/Holden Close/Gresley Drive (Braintree District Council) the Order should be made and the objections not acceded to.
- b) having considered the objections and all relevant matters pertaining to the scheme Scheme 60072 Allnutts Road/Crossing Road/Brook Road/Warren Field/Charles Street (Epping Forest District Council) the Order should be made and the objections not acceded to

## **7. Annual Governance Review and Internal Audit**

Hayley McGrath, introduced the Annual Governance Review and Internal Audit Report. The report requests the Joint Committee note the annual Governance review of the North Essex Parking Partnership and review and comment on the Internal Audit report.

Hayley McGrath stated that previously the North Essex Parking Partnership was required to produce a small bodies return. This is no longer necessary as the minimum turn-over rates have been increased. However it is felt appropriate that the Joint Committee is still provided with assurance about internal control arrangements, which the internal audit review forms a part of.

Hayley McGrath confirmed that the governance arrangements are working satisfactorily and that the Colchester Borough Council Governance and Audit Committee will receive confirmation of this at a future committee meeting. With regard to the internal audit review, the NEPP received a substantial audit rating with three recommendations. Two of the recommendations apply to the Off-Street service and one applies to the On-Street service.

*RESOLVED* that;

- a. The Annual Governance Review of the North Essex Parking Partnership be noted
- b. The Joint Committee reviewed and commented on the Internal Audit Report.

## **8. Annual Review of Risk Management**

Hayley McGrath, Corporate Governance Manager, Colchester Borough Council, introduced the Annual Review of Risk Management report for the North Essex Parking Partnership. The report requests the committee endorses the risk management strategy and reviews and comments on the risk register for the NEPP. Hayley McGrath informed the Committee that the risk management strategy for 2017/18 did not require any significant amendments from the previous year.

With regard to the risk register, Hayley McGrath highlighted that the risk register has been reviewed by the Parking Services Manager and the Partnership Client Officers.

Hayley McGrath informed the Committee of the changes to the risks included in the report. Hayley McGrath highlighted a new risk that had been identified which related to the change of senior manager responsible for the service at Colchester Borough Council which could affect service delivery. In addition Hayley McGrath explained that the risk relating to the introduction of the new £1 coin had been removed as the pay and display machines have been installed and are operational.

Councillor Waller questioned the reason behind the recommendation to remove the risk associated with the relationship between senior management and the committee deteriorating as this could occur in the future. Hayley McGrath stated that only those items that are of concern at this particular time will be kept on, this ensures a smaller more manageable risk register. If this issue becomes pertinent once more it can be put back on the risk register.

*RESOLVED* that;

- a. The North Essex Parking Partnership Joint Committee endorse the Risk Management Strategy for 2016/17.
- b. The committee reviewed and commented on the risk register for the Partnership.

## **9. Colchester Car Club**

Emily Harrup, Travel Plan Co-ordinator, Colchester Borough Council, introduced the Colchester Car Club report. The report requests that the Joint Committee support the introduction of a Colchester Car Club and to support in principle for a Colchester Car Club to apply for dedicated on-street car park spaces for car club vehicles.

Emily Harrup informed the Committee that a national car club is interested in setting up a car club in Colchester. A car club provides an alternative way of accessing a

car on a pay as you drive basis. The aim would be to reduce the number of cars on the road and reduce the demand on parking spaces.

With regard to the dedicated bays for the car club, these need to be visible and in areas that are convenient to members; some of these could be off-street as well as on-street. The car club also needs to be available in current areas and new areas. Councillor Lilley, Colchester Borough Council, expressed his support for the scheme, which may assist in reducing the number of cars in the town centre and smaller villages.

Councillor Mitchell also expressed his support and questioned how members of the Car Club would be able to access the vehicle. Emily Harrup confirmed that the car would be accessed using a smart card which would also feature automatic billing.

*RESOLVED* that;

- a) The NEPP support the introduction of a Colchester Car Club by a private operator operating an alternative to residents to owning a first or second car.
- b) The NEPP agree in principle for a Colchester Car Club to apply for dedicated On-Street car park spaces for car club vehicles.

## **10. On-Street Financial Report**

Richard Walker, Parking Partnership, introduced the NEPP On-Street Financial Report. The report requests that the Joint Committee approve the financial position at the end of 2016/17 and to approve contributions towards the financing of the Development Plan.

Richard Walker informed the Committee that for the financial year of 2016/17 the Partnership returned a surplus of £283,261, which has been transferred into the Civil Parking Reserve. Following feedback from attending Scrutiny Committee meetings at Partner authorities the civil parking reserves information is now included in the report.

Richard Walker informed the Committee about the expenditure that has already been committed during 2016/17 for a number of different projects including body worn cameras and the CCTV car. The report contains five recommendations about how the civil parking reserves could be invested in line with the priorities of the development plan over the next few years. Richard Walker clarified that the recommendation to update the TRO system included mapping in Epping Forest District Council as well as parts of Tendring District Council.

The Committee congratulated officers for achieving a surplus of £283,261 and discussed the recommendations presented within the report. With regard to the first recommendation the Committee requested that additional information should be presented to members before a decision can be made. Parking Partnership officers stated that further details regarding the ParkSafe car can be distributed following the meeting although delaying the decision may cause difficulties with purchasing the vehicles.

The Committee agreed with the second recommendation in the report regarding mapping, however there were queries about how this would be achieved. The Committee suggested that the third recommendation regarding further developing commuter reports should be deferred until the first commuter report which has already been agreed is received and presented to the Committee at the next meeting.

The recommendation to improve the Pay and Display machines was supported by the Committee but there were concerns regarding the fifth recommendation. Some Committee members requested further information about what the Reserve Capital Investment Fund would be used for and also how this would be monitored by the Committee. Parking Partnership Officers confirmed that this would come to the Committee on an annual basis, however there were suggestions from the Committee that twice a year would be best.

*RESOLVED* that;

- a) the financial position at end of 2016/17 be approved
- b) The recommendation to replace expiring patrol cars with ParkSafe cars be agreed, pending a further report on the ParkSafe car which will be circulated to members in the coming months.
- c) That the recommendation to update the TRO system, including consolidation of amendments and digital mapping of the remaining unmapped areas be approved
- d) The recommendation to provide further commuter reports for additional areas be deferred until the first commuter report has been brought to the Committee
- e) That the recommendation to provide for updating the remaining On-Street Pay and Display machines for On-Street parking including Wave and Pay where possible be approved.
- f) That the recommendation to provide an amount of surplus to support the creation of a Reserve Capital Investment Fund be deferred until the October meeting where additional information will be provided.

## **11. NEPP Annual Report Data for 2016/17**

**Councillor Turner (Tendring District Council) entered the meeting prior to this item commencing.**

Richard Walker, Parking Partnership, introduced the NEPP Annual Report Data for 2016/17. The report requests that the details set out in the report be noted. Richard Walker informed the Committee that Parking enforcement authorities are required to publish data relating to the performance in the previous year within six months of the start of the new financial year. The data within the report will be published on the DataShare service and a full Annual report will be presented at the October meeting.

Richard Walker informed the Committee that he had been elected onto the British Parking Association and is now the Chair of the Positive Parking Agenda. The aim of which is to improve parking and parking management across the country and bring it to a wider audience. Part of this will assess whether Annual Reports can be improved and to increase the sharing of best practice for the benefit of the Partnership.

*RESOLVED* that the NEPP Annual Report Data for 2016/17 be noted.

## **12. On-Street Operational Report**

Lou Belgrove, Parking Partnership, introduced the On-Street Operational Report. The report requests that the content of the report be noted. Lou Belgrove informed the Committee that the report layout has been improved to make performance data easier to interpret.

Lou Belgrove stated that the Partnership has undertaken a review of its

organisational structure. The aim of the review was to streamline the parking partnership and assist the management in focusing on projects and more specific specialisms.

With regard to the ParkSafe car, Lou Belgrove highlighted that deployment of the car is being investigated further to ensure it is reaching its maximum potential. Lou Belgrove highlighted that whilst the Partnership would like to concentrate on patrols around schools to improve compliance further, the number issued for Bus Stop infringement has been successful. In addition the Committee were informed that PCN's issued were being paid quickly.

Lou Belgrove also informed the Committee that by the end of July the Partnership will have recruited to the posts that have been advertised, and that phase 2 of the website is currently being devised.

*RESOLVED* that the On-Street Operational Report be noted.

### **13. NEPP Joint Committee Governance Review**

Jonathan Baker, Colchester Borough Council, introduced the report. The report requests that the Committee amend the quorum of the Off-Street Joint Committee to half plus one, not the current call-in arrangements and agrees the format for report templates to be used for both the On-Street and Off-Street Joint Committee meetings.

Jonathan Baker informed the Committee that a change in the quorum is required due to a change in membership of the Off-Street Committee. This follows the withdrawal of Epping Forest District Council, reducing the membership to only four members. Information about the Call-in process has also been included for Committee members to note. Jonathan Baker also informed the Committee that Colchester Borough Council are currently reviewing committee report templates. Following this review updated report templates for the North Essex Parking Partnership have been included in the report for approval.

Councillor Mitchell suggested that the report templates could use a table grid for the standard references that are required to be included in a report, which allows for a separation of detail within the report from the operational information.

*RESOLVED* that;

- a) the quorum for the Off-Street Joint Committee be amended to half plus one.
- b) that the current Call-in arrangements be noted
- c) that the format for report templates for both the On-Street and Off-Street Committees be agreed.

### **14. Forward Plan 2017/18**

Jonathan Baker, Colchester Borough Council, introduced the Forward Plan 2017/18 report, which Committee members are requested to note.

Jonathan Baker informed the Committee that during the course of the meeting additional reports have been requested for the October NEPP meeting. This includes the inclusion of a report regarding the results of the Commuter Parking review and detailed information about the Reserve Capital Investment Fund.

*RESOLVED* that

- a) Reports regarding the Commuter Parking Review and the Reserve Capital Investment Fund be included on the Forward Plan for October.
- b) the Forward Plan 2017/18 be noted.



# North Essex Parking Partnership

19 October 2017

**Title:** Traffic Regulation Order Update

**Author:** Trevor Degville/Shane Taylor

**Presented by:** Shane Taylor

**This report concerns the schemes to be approved for prioritisation from the list of TRO applications received and provides and update on the completion of schemes in 2017**

## 1. Decision(s) Required

- 1.1. To prioritise proposed traffic order schemes from the list of applications that have been received by the North Essex Parking Partnership.
- 1.2. Previously each authority has been allowed to prioritise up to three applications plus any additional resident permit scheme applications

## 2.0 List of applications by authority

District/ Borough	Ref No	Name of Scheme	Town	Type of Restriction	Brief Reason for Application	JPC Recommendation
Uttlesford	<b>10065</b>	Chaters Hill	Saffron Walden	Waiting restriction/s	To help prevent erosion of the adjacent bank.	Approve
Uttlesford	<b>10067</b>	Priors Green	Little Canfield	Multiple restrictions	To improve lines of sight and general road safety.	Approve
Uttlesford	<b>10068</b>	East Street	Saffron Walden	Resident permit area/s	To increase resident permit parking spaces.	Approve (resident permit)
Uttlesford	<b>10069</b>	Church Street	Newport	Waiting restriction/s	To prevent parking on narrow road and ultimately improve safety.	Approve

Uttlesford	<b>10070</b>	B1256 Dunmow Road	- Takeley	Clearway/s	To prevent vehicles parking on the side of the road causing obstruction to moving traffic.	Defer
Uttlesford	<b>10071</b>	Common Hill West	Saffron Walden	Resident Permit	To prevent parking on a verge and relocate parking onto the highway.	Approve (resident permit)
Braintree	<b>20131</b>	Swan Street/Alexandra Road	Sible Hedingham	Waiting restriction/s	Requested by Local Parish Council to improve line of sight at the junction.	Defer
Braintree	<b>20133</b>	Kings Road	Halstead	Other restriction	In anticipation of problems once new residential developments have been built.	Withdraw (entrance design has changed)
Braintree	<b>20136</b>	Cutting Drive	Halstead	Resident permit area/s	Permit request	Reject
Braintree	<b>20140</b>	Baker Avenue	Hatfield Peverel	Waiting restriction/s	To improve safety.	Reject
Braintree	<b>20143</b>	Cousins Yard	Sible Hedingham	Waiting restriction/s	To prevent obstructive parking at access road.	Defer
Braintree	<b>20144</b>	Whiteways Court	Witham	Resident permit area/s	To prevent commuter parking and secure parking for residents.	Defer
Braintree	<b>20145</b>	Warley Close	Braintree	Waiting restriction/s	To introduce junction protection.	Accept
Braintree	<b>20146</b>	Notley Green	Great Notley	Multiple restrictions	To improve free flow of traffic.	Accept
Harlow	<b>30045</b>	Ryecroft	Harlow	Waiting restriction/s	Waiting restrictions	Remove
Harlow	<b>30046</b>	The Drive	Harlow	Loading restriction/s	Parking bays	Defer
Harlow	<b>30053</b>	Tunnemeade	Harlow	Waiting restriction/s	Waiting restrictions	Remove
Harlow	<b>30055</b>	Kiln Lane – Roundabout	Harlow	Waiting restriction/s	Waiting	Defer
Harlow	<b>30056</b>	Parndon Mill Lane	Harlow	Waiting restriction/s	Waiting	Accept
Harlow	<b>30061</b>	Potter Street	Harlow	Waiting restriction/s	Waiting	To be paid for by developer
Harlow	<b>30064</b>	Cooks Spinney	Harlow	Resident permit area/s	Permit request	Defer

Harlow	<b>30065</b>	Elmbridge Access Road	Harlow	Waiting restriction/s	To prevent obstructive parking on the access road.	Defer
Harlow	<b>30066</b>	Water Lane	Harlow	Waiting restriction/s	Lay by restriction	Accept
Harlow	<b>30069</b>	Watlington Road	Harlow	Waiting restriction/s	Local infant school parking causing issues for local residents.	Accept
Harlow	<b>30070</b>	St Johns Walk	Harlow	Waiting restriction/s	Waiting restrictions	Defer
Harlow	<b>30071</b>	Third Avenue	Harlow	Other restriction	Weight limit restriction for a section of Third Avenue.	Accept
Harlow	<b>30074</b>	Brays Mead	Harlow	Resident permit area/s	To secure residential parking for residents of Brays Mead.	Remove
Harlow	<b>30075</b>	Feryngs Close/ Watlington Road	Harlow	Waiting restriction/s	To prevent obstructive and dangerous parking during school drop off/ pick up times.	Defer
Harlow	<b>30078</b>	Northbrooks	Harlow	Loading restriction/s	To prevent pavement parking and obstructive parking within the turning point.	Defer
Harlow	<b>30079</b>	Templefields	Harlow	Waiting restriction/s	To change the flow of traffic, remove the double yellow lines on one side and create more parking.	Accept
Colchester	<b>40088</b>	Serpentine Walk	Colchester	Waiting restriction/s	Revocation of waiting restrictions	Reject
Colchester	<b>40104</b>	High Street/Station Road	Wivenhoe	Waiting restriction/s	Waiting restrictions	Reject
Colchester	<b>40109.5</b>	Northern Approach Road estate	Colchester	Waiting restriction/s	Waiting restrictions	Reject
Colchester	<b>40148</b>	West Mersea (various)	West Mersea	Multiple restrictions	To improve traffic flow and prevent obstructive parking.	Accept
Colchester	<b>40152</b>	Winston Avenue	Colchester	Waiting restriction/s	To introduce junction protection.	Reject
Colchester	<b>40155</b>	Bounstead Road	Colchester	Waiting restriction/s	To prevent dog walkers from parking dangerously and preventing free-flow of traffic.	Reject
Colchester	<b>40156</b>	High Street	West Mersea	Waiting restriction/s	To improve access for articulated lorries	Accept

Tendring	<b>50122</b>	Woodberry Way	Walton-On-The-Naze	Waiting restriction/s	To remove the current single yellow line.	<b>TBC</b>
Tendring	<b>50123</b>	Hill Road	Harwich	Waiting restriction/s	To prevent obstructive/dangerous parking.	<b>TBC</b>
Tendring	<b>50125</b>	Connaught Gardens	Clacton-On-Sea	Waiting restriction/s	Junction protection.	<b>TBC</b>
Tendring	<b>50127</b>	Main Road	Harwich	Waiting restriction/s	To prevent vehicles parking in front of driveways.	<b>TBC</b>
Tendring	<b>50128</b>	Preston Road, Salisbury Avenue	Holland-On-Sea	Multiple restrictions	To remove a single yellow line and add limited waiting bay.	<b>TBC</b>
Tendring	<b>50129</b>	Holland Road	Clacton-On-Sea	Waiting restriction/s	To make it safer for pedestrians to cross the road.	<b>TBC</b>
Tendring	<b>50130</b>	Queensway	Lawford	Resident Permit area/s	Commuter parking has led to poor access and road safety.	<b>TBC</b>
Tendring	<b>50131</b>	Holland Road	Holland-On-Sea	Loading restriction/s	Vehicles parking on the single yellow line and causing congestion, but exempt due to loading.	<b>TBC</b>
Tendring	<b>50133</b>	Raven's Academy	Clacton-On-Sea	School zig-zags	To improve safety around the school.	<b>TBC</b>
Tendring	<b>50134</b>	Melbourne Road, Whitehall Academy	Clacton-On-Sea	Loading restriction/s	To prevent disabled badge holders from parking on the double yellow lines and improve safety/line of sight outside of school.	<b>TBC</b>
Tendring	<b>50135</b>	Oxford Crescent	Clacton-On-Sea	Waiting restriction/s	To reduce waiting restriction.	<b>TBC</b>
Tendring	<b>50137</b>	Cann Hall Academy	Clacton-On-Sea	Bus stop/s	To prevent inappropriate parking and free entrance to school.	<b>TBC</b>
Tendring	<b>50138</b>	Mountview Road	Clacton-On-Sea	Waiting restriction/s	Improve lines of sight at the junction.	<b>TBC</b>
Tendring	<b>50139</b>	Waltham Way	Frinton-On-Sea	Waiting restriction/s	To prevent seasonal parkers from blocking driveways and allowing parking for residents.	<b>TBC</b>
Tendring	<b>50140</b>	Waterside	Brightlingsea	Other restrictions	To revert parking restrictions back to previous.	<b>TBC</b>
Epping Forest	<b>60000</b>	Algers Mead/Algers Close	Loughton	Resident permit area/s	Residents Parking	Approve
Epping Forest	<b>60005</b>	Rodings Garden	Loughton	Waiting restriction/s	Waiting Restrictions	Defer

Epping Forest	<b>60007</b>	Fairmeads	Loughton	Waiting restriction/s	Waiting Restrictions	Defer
Epping Forest	<b>60019</b>	Willow Tree Close	Abridge	Waiting restriction/s	Waiting Restrictions	Defer
Epping Forest	<b>60022</b>	Green Walk	Ongar	Waiting restriction/s	Waiting Restrictions	Defer
Epping Forest	<b>60023</b>	Purlieu Way/ Theydon Park	Theydon Bois	Waiting restriction/s	Waiting Restrictions/ Residents Parking	Defer
Epping Forest	<b>60025</b>	Pike Way	North Weald	Waiting restriction/s	Waiting Restrictions	Defer
Epping Forest	<b>60030</b>	The Uplands	Loughton	Waiting restriction/s	Waiting Restrictions	Defer
Epping Forest	<b>60031</b>	Hartland Road	Epping	Waiting restriction/s	Waiting Restrictions	Defer
Epping Forest	<b>60044</b>	Coppice Row	Theydon Bois	Other restrictions	Commuter Parking	Defer
Epping Forest	<b>60047</b>	Hemnal Street	Epping	Resident permit area/s	Resident permit parking/ Limited waiting	Defer
Epping Forest	<b>60049</b>	Lower Swaines	Epping	Resident permit Area(s)	Restrictions to counter school based parking	Approve
Epping Forest	<b>60058</b>	Crownfield	Lower Nazeing	Resident permit area/s	Commuter restrictions/ Resident permit parking	Defer
Epping Forest	<b>60059</b>	Ladywell Prospect	Sheering	Waiting restriction/s	Waiting Restriction	Defer
Epping Forest	<b>60060</b>	Church Mead	Roydon	Waiting restriction/s	Waiting Restriction	Defer
Epping Forest	<b>60062</b>	High Gables	Loughton	Resident permit area/s	Resident permit parking	Defer
Epping Forest	<b>60063</b>	Forest Drive	Theydon Bois	Other restriction	Pavement Parking	Defer
Epping Forest	<b>60064</b>	High Road (School)	Buckhurst Hill	School entrance markings	School based/ Commuter Parking	Approve
Epping Forest	<b>60068</b>	Glebe Road	Ongar	Waiting restriction/s	Waiting restriction	Defer
Epping Forest	<b>60073</b>	The Drive	Loughton	Waiting restriction/s	Conversion of SYL to DYL near Morrisons	Defer
Epping Forest	<b>60073.5</b>	Whitehills Road	Loughton	Waiting restriction/s	Waiting restrictions on bend near to school	Defer
Epping Forest	<b>60074</b>	Bridge Hill	Epping	Waiting restriction/s	Extension of waiting restrictions	Defer
Epping Forest	<b>60082</b>	Eastbrook Road	Waltham Abbey	Resident permit area/s	Resident parking	Defer
Epping Forest	<b>60085</b>	Albion Hill	Loughton	Waiting restriction/s	Extension to waiting restrictions	Approve
Epping Forest	<b>60088</b>	Cleland Path	Loughton	Waiting restriction/s	Waiting restrictions-junction/ pavement parking	Defer
Epping Forest	<b>60089</b>	Blackmore Road	Buckhurst Hill	Waiting restriction/s	Waiting restrictions-junction parking	Defer

Epping Forest	<b>60090</b>	High Street (St Martins Mews)	Ongar	Resident permit area/s	Adjustment of parking bay	Defer
Epping Forest	<b>60091</b>	Theydon Grove	Epping	Resident permit area/s	Extension to residents parking bays	Defer
Epping Forest	<b>60095</b>	Hanbury Park estate	Loughton	Waiting restriction/s	Waiting restrictions	Defer
Epping Forest	<b>60101</b>	Lower Road	Loughton	Resident permit area/s	Res parking-waiting restrictions	Defer
Epping Forest	<b>60103</b>	Station Road	North Weald	Waiting restriction/s	Waiting restrictions	Defer
Epping Forest	<b>60104</b>	Lower Road	Sheering	Resident permit area/s	Residents parking	Defer
Epping Forest	<b>60107</b>	Church Hill	Epping	Waiting restriction/s	Change of restriction	Defer
Epping Forest	<b>60111</b>	Sheering Lower Road	Ash Grove	Waiting restriction/s	Extension of commuter restriction	Defer
Epping Forest	<b>60113</b>	Traps Hill (doctors surgery)	Loughton	Waiting restriction/s	Junction/ entrance protection	Defer
Epping Forest	<b>60114</b>	Gould Close	Moreton	Waiting restriction/s	Restriction lines	Defer
Epping Forest	<b>60115</b>	Hillyfields, The Croft	Loughton	Waiting restriction/s	Junction protection	Defer
Epping Forest	<b>60117</b>	Pyrles Lane	Loughton	Waiting restriction/s	Waiting restrictions	Defer
Epping Forest	<b>60118</b>	Broomstick Hall Lane	Waltham Abbey	School zig-zags	School restrictions	Defer
Epping Forest	<b>60122</b>	Greenfields Close	Loughton	Waiting restriction/s	Waiting restrictions	Defer
Epping Forest	<b>60131</b>	Cloverly Road	Ongar	Waiting restriction/s	Junction protection.	Defer
Epping Forest	<b>60136</b>	Oakwood Hill	Loughton	Multiple restrictions	Multiple restrictions	Defer
Epping Forest	<b>60143</b>	Lavender Mews	Ongar	Waiting restriction/s	To improve access in to Lavender Mews.	Defer
Epping Forest	<b>60146</b>	Church Hill	Loughton	Limited waiting bay/s	To prevent all day parking from local residents which is affecting the trade of local businesses.	Defer
Epping Forest	<b>60147</b>	St Johns Road/ Church Hill	Loughton	Waiting restriction/s	To improve safety by extending the current double yellow lines to cover a blind bend.	Defer
Epping Forest	<b>60148</b>	Lincolns Field	Epping	Other restriction	To prevent obstructive parking by limiting parking to one side of the road.	Approve
Epping Forest	<b>60149</b>	Market Place	Abridge	Resident permit area/s	To secure parking for local residents.	Approve
Epping Forest	<b>60150</b>	Centre Drive	Epping	Waiting restriction/s	To reduce the restrictive hours of the SYL, to enable residential parking	Defer

					and still deter commuter parking.	
Epping Forest	<b>60151</b>	Ivy Chimneys Road	Epping	Resident permit area/s	To prevent commuter parking and secure parking for residents.	Approve
Epping Forest	<b>60152</b>	Hemnall Street	Epping	Waiting restriction/s	To improve line of sight when exiting junction on the Hemnall Street.	Defer
Epping Forest	<b>60155</b>	Cleall Avenue	Waltham Abbey	Other restriction (see notes)	Parking on both sides of the entrance to Cleall Avenue	Approve
Epping Forest	<b>60157</b>	Garnon Mead	Coopersale	Waiting restriction/s	To introduce junction protection.	Defer
Epping Forest	<b>60158</b>	Old Shire Lane	Waltham Abbey	Waiting restriction/s	To prevent vehicles from obstructing access to Old Shire Lane Nature Reserve.	Defer

### 3.0 List of Schemes Completed in 2017

3.1 Below is a list of completed schemes to date in the 2017 calendar year which is included for information.

District/Borough	Ref No	Name of Scheme	Town	Type of Restriction	Current Work Status
Uttlesford	<b>10025</b>	Hawthorn Close	Takeley	Waiting restriction/s	Operational
Uttlesford	<b>10049</b>	Lower Mill Field	Dunmow	Waiting restriction/s	Operational
Uttlesford	<b>10057</b>	Brick Kiln Lane	Stebbing	Waiting restriction/s	Operational
Uttlesford	<b>10066</b>	High Street	Great Chesterford	Waiting restriction/s	Operational (temp restriction)
Braintree	<b>20120</b>	Bridge Meadow	Feering	Resident permit area/s	Operational
Braintree	<b>20121</b>	Guithavon Valley	Witham	Waiting restriction/s	Operational
Braintree	<b>20129</b>	Station Road	Kelvedon	Resident permit areas	Operational
Braintree	<b>20130</b>	High Street	Earls Colne	Limited waiting bays	Operational
Braintree	<b>20132</b>	Church Green	Coggeshall	Waiting restrictions	Operational
Braintree	<b>20135</b>	Nottage Crescent	Braintree	Waiting restrictions	Operational
Harlow	<b>30035</b>	College Square	Harlow	Disabled Badge Holder, limited waiting and no waiting/no loading	Operational
Harlow	<b>30050</b>	Burnt Mill Lane	Harlow	Clearway	Operational
Colchester	<b>40066</b>	Uplands Drive	Colchester	Waiting restrictions	Operational
Colchester	<b>40129</b>	Leys Road	Wivenhoe	Waiting restrictions	Operational

Colchester	<b>40130</b>	Rectory Road (inc. Taylors Road & Colne Rise)	Rowhedge	Waiting restrictions	Operational
Colchester	<b>40132</b>	Rotary Way	Colchester	Waiting restrictions	Operational
Colchester	<b>40147</b>	Cowdray Avenue	Colchester	Waiting restrictions	Operational
Tendring	<b>50015</b>	Main Road	Upper Dovercourt	Limited waiting bays	Operational
Tendring	<b>50029</b>	Chapel Lane	Elmstead	Waiting restrictions	Operational
Tendring	<b>50032</b>	Promenade Way	Brightlingsea	Waiting restrictions	Operational
Tendring	<b>50042</b>	School Road	Great Oakley	School Entrance Markings	Operational
Tendring	<b>50057</b>	Garden Road	Jaywick	Limited waiting bays	Operational
Tendring	<b>50072</b>	Watson Road/ Herbert Road/ Key Road	Clacton	Resident permit areas	Operational
Tendring	<b>50118</b>	Bromley Rd/ Old School Lane	Elmstead	School Entrance markings	Operational
Tendring	<b>50119</b>	Mill Street	St Osyth	Resident permit	Operational
Tendring	<b>50071</b>	Williamsburg Avenue	Harwich	No Stopping (red route)	Operational
Epping Forest	<b>60027</b>	Merlin Way	North Weald	Waiting restrictions	Operational
Epping Forest	<b>60035</b>	Epping New Road (Boleyn Court)	Buckhurst Hill	Waiting restrictions	Operational
Epping Forest	<b>60061</b>	Smarts Lane area (inc. Forest Road/ High Beech Road)	Loughton	Resident permit areas	Operational
Epping Forest	<b>60071</b>	Queens Rd (Sycamore House)	Loughton	Limited waiting bays	Operational
Epping Forest	<b>60072</b>	Allnuts Road area (inc. Crossing Road, Brook Road, Warren Field)	Epping	Resident permit	Operational
Epping Forest	<b>60119</b>	Pakes Way/Green Glade	Theydon Bois	Resident permit	Operational
Epping Forest	<b>60128</b>	Beech Lane & High Road	Buckhurst Hill	Resident permit and waiting restriction/s	Operational
Epping Forest	<b>60129</b>	Bansons Way, A128 & Poplar Road	Ongar	Resident permit and waiting restriction/s	Operational
Epping Forest	<b>60141</b>	Woburn Avenue area (inc. Hornbeam Rd/ Cl, The Green, Station Road and Loughton Lane)	Theydon Bois	Resident permit and waiting restrictions	Operational





# North Essex Parking Partnership

19 October 2017

**Title:** Traffic Regulation Order Update

**Author:** Trevor Degville

**Presented by:** Shane Taylor

**This report concerns: Scheme 10071 Common Hill and possible Service Level Agreement with Saffron Walden Town Council, motorcycle resident permits and consideration of objections to scheme 20023 (Morley and other roads, Halstead)**

## 1. Decision(s) Required

- 1.1. To decide whether to enter discussions with Saffron Walden Town Council concerning an SLA agreement to enforce Saffron Walden Town Council owned land at Common Hill West (scheme 10071).
- 1.2. To decide if motorcycle parking should be free of charge in resident permit areas. If charges are to be introduced, to decide at what level the permit charge should be set.
- 1.3. To consider objections to scheme 20023 Morley Road Halstead (Braintree District). Recommendation being that no further action is taken.

## 2. Reasons for Decision(s)

- 2.1. Common Hill West – to allow officers to enter discussions over an SLA agreement with Saffron Walden Town Council or advise the council that that they will need to arrange their own management of the area.
- 2.2. Motorcycle permit charge - to confirm the NEPP's policy and allow any changes to traffic orders to be made if required.
- 2.3. For the JPC to agree to withdraw scheme 20023 following consideration of objections.

## 3. Alternative Options

- 3.1. None

## 4. Background Information – Common Hill West Saffron Walden

- 4.1. The NEPP has been approached by the Saffron Walden Town Council (SWTC) regarding Common Hill. This area is privately owned by SWTC and is interlinked with TRO application number 10071. SWTC has advised that, after consulting with the residents, that they would look to remove parking from the landscaped area of Common Hill West. To continue to allow parking for displaced residents it is proposed that permit bays are created on nearby Ashdon Road and Common Hill.
- 4.2. This area was previously prioritised by the JPC in 2012 and a Traffic Regulation Order for a similar scheme was advertised but not sealed. This was partly due to coinciding

with the refurbishment of Fairycroft car park which had an effect on parking in Saffron Walden.

- 4.3. The parking that is taking place on Common Hill West is considered to be negative due to the impact it can have on pedestrians and damage to the landscaping in the area.
- 4.4. To enable this to occur designated permit bays for the displaced residents would be installed on the nearby highway at Ashdon Road (3 permit spaces) and Common Hill (5 spaces). The resident permit bays would be in operation between 8am and 9pm Monday to Saturday. The normal resident permit prices would apply.
- 4.5. The on-street permit bays could be patrolled and enforced by the NEPP. To allow enforcement of the land owned by SWTC it has been suggested that an SLA is entered into and the land is included into Uttlesford District Council's off-street parking order. Similar arrangements to this already exist between NEPP, Colchester Borough and the following councils – West Mersea, Dedham and Wivenhoe.
- 4.6. The NEPP has been advised that "The Town Council is keen to note and register that this request for the removal of public parking to residents' parking is not in itself an inference that the Town Council supports the loss of public parking. It is however noted that this is an exceptional situation and a problem in Common Hill West that has existed for many years and is difficult to reconcile. Many options and solutions have been considered over the years and it is noted that the only way to remove the residents' parking on Common Hill West is to offer the displaced residents residents' parking spaces on Common Hill West/Ashdon Road....and this is unfortunately to the detriment of the loss of 8 public parking spaces".
- 4.7. If the Joint Committee does not wish to enter into an SLA with SWTC a traffic order could still be introduced for the on-street permit scheme in Ashton Road and Common Hill but management of the land owned by SWTC would remain the responsibility of SWTC. It would be up to SWTC to arrange how their land is managed as a separate issue. Management of the proposed on-street permit bays could only be undertaken by NEPP officers.
- 4.8. The area of land owned by SWTC is shown below for information.



## 5. Background Information - Motorcycle Permits

- 5.1. In all resident permit schemes in the NEPP area, except in Colchester Borough, parking in resident permit areas for motorcycles is free of charge. In Colchester Borough, the cost of a motorcycle permit is significantly lower than that of a permit for a car.
- 5.2. There is no dispensation from the parking charges to allow free of charge parking for motorcycles in the on-street parking orders. However, historically it was difficult for residents to securely display a permit on their motorcycle without the risk of it being removed. This is also one of the reasons that parking in car parks is often free of charge for motorcycles.
- 5.3. NEPP has now moved from hard copy (paper) permits to virtual permits and so the problem of displaying a permit on a motorcycle for residents is no longer an issue.
- 5.4. There are currently 11 resident permits issued to motorcycles in Colchester Borough. These are charged at £25 per year as the amount of space taken up by a motorcycle is generally less than other vehicles.

## 6. Background Information - Scheme 20123 Morley Road/ Pretoria Road/Colne Road/Saxon Close

- 6.1. The proposal was to install permit holders only at any time with no waiting installed on junctions and other areas where it is not considered appropriate for vehicles to park.
- 6.2. A brief summary of the objections that were received can be found below with redacted copies available in the appendix to the report which can be found online here - <http://www1.parkingpartnership.org/north/committee>
- 6.3. Any resident permit scheme will have the effect of prioritising the available on-street parking spaces for those residents and their visitors with the scheme catchment area. It is hoped that any displaced vehicles will move to more suitable parking areas such as off-street parking spaces but it can be that the problem is displaced into nearby unrestricted roads which may in some cases cause more problems than the initial parking that has been the cause of the original application.
- 6.4. During the formal consultation objections were received for various reasons. These included objections from residents of Halstead properties which were not included in the scheme catchment area. Those residents suggested that they would be negatively affected by the proposal due to there being no other areas nearby which would be able to accommodate their parking (due to waiting restrictions being in place on the carriageway). Objections have also been received that suggest that the proposal would have a negative effect on businesses in Halstead.
- 6.5. It has been suggested there is most pressure on parking spaces is in the evening when many residents return home. In view of this Technical Team officers have visited the site during the day and found parking spaces to be available. Introducing a resident permit scheme would not help the situation if the main issue is that there are too many vehicles from residents and their visitors for the number of on-street parking spaces available

Number	Outline of reason for objection
1	The objector advises that they have been parking in Morley and Pretoria Road for 20 years as it is one of the few spaces available that is unrestricted and the number of spaces available outnumber the number of houses in those streets. The objector argues that if a permit scheme is to be introduced their property should be included as well.

2	The objector has complained about the consultation process which have been noted. Nonetheless, the points that have been raised would not invalidate the consultation process. The resident also objects to the criteria that have been used to select the proposed permit scheme catchment area as the objector argues that they would not be entitled to apply for a permit but other properties further from the roads included in the permit scheme could apply.
3	The objector argues that to stop people parking in the day “will be simply disastrous”. The objector explains that parking in the day is not an issue as there are plenty of spaces and the introduce a permit scheme would be an attempt to fix a problem that does not exist and that the proposal could result in businesses leaving Halstead High Street
4	Is from a local councillor who advises that Halstead Town Council were informed that residents in Head Street would be able to apply for a permit but when the proposal was advertised only a few were selected. The councillor goes on to say “I appreciate that this is a difficult situation, and that there are not enough parking spaces for everyone...”
5	From a resident of Head Street who advises that they have been able to park where the proposed permit scheme is for 14 years and have no parking outside their property due to the waiting restriction that is in place. The objector also adds that “all the properties (in Morley Road) on the right hand side have their own off-street parking. One house has three garages and a drive...”
6	The objection suggests that the proposal will displace the parking issues elsewhere where there are already parking problems such as parking on pavements and junctions
7	From a resident of East Mill. They suggest that parking has not previously been an issue in Morley Road as some properties have off-street parking facilities. The objector adds “It seems to me people at the other end of Morley Road now realise they have brought a house with no garaging and everyone else has to suffer”.
8	The objection does not think that a permit scheme will bring them any benefits such as allowing them to park nearer to their property than they currently do but will bring disbenefits such as additional costs
9	It is suggested that in the evenings it is difficult to find a parking space when they assume that most vehicles belong to residents. The objector suggests that it is unfair to ask residents to pay for permit parking when there will be no guarantee a parking space will be available.
10	The objector makes many points some of which are that the permits scheme will create an unnecessary precedent where parking has previously worked on the basis of give and take. The objector also suggests that it is not fair that some properties are excluded from the permit scheme catchment area and suggests that the proposals would stop some elderly local residents from parking close to their properties due to mobility and health issues
11	From a resident of Pretoria Road, they advise that they have lived in the property for nearly 32 years and have only once not been able to find a parking space so instead on that occasion parked in Morley Road. They argue that the plans are unnecessary and will make it difficult for residents and visitors without guarantying a parking space outside their property
12	A non-resident who advises that they work with the elderly in Morley Road but will not be able to apply for permits.
13	It is argued that many properties in Morley Road have off-street parking available and that the residents of Head Street have no choice but to park in those roads where a permit scheme is proposed. The objector is also concerned at not all properties in Head Street will be able to apply for a permit.
14	They advise that at an initial meeting there was support for the permit scheme as there was no suggestion that other roads would be included. The objector advises

	that they “are failing to see....the logic to grant parking permits to those that are the main cause of the problem...” The objector advises that the main parking problem is at the evenings and weekends when the residents of neighbouring roads park in Morley and Pretoria roads. The objector suggests that only those properties that do not have off-street parking from neighbouring roads should be included in the permit parking scheme.
15	From a resident of Head Street. They advise that the roads where permit parking is proposed are the only places to park in the vicinity. The objector advises that the proposals would make it harder for visitors, have a negative effect on local business and push parking into other residential areas.
16	From a resident of Colchester Road. They advise that they have no off-street parking with their property and park in Pretoria Road to minimise damage to their vehicle and not block the pavement. They suggest that if they cannot park in Pretoria Road they will be forced to park in Colchester Road which will cause traffic flow problems whilst also increasing traffic speed in Pretoria Road.
17	The objector suggests that notices have been deliberately removed from street furniture in an attempt to stifle discussion of the plans. The no waiting restrictions apart from those at either end of Pretoria Road are not required. That most properties have off-street parking but some residents refuse to use it whilst still complaining about on-street parking. The objector suggest that residents have unrealistic expectations about the benefits resident permit parking would bring them. The objector also suggest that restricting parking will have a negative effect on the commercial side of Halstead. The objector also adds that some new residents fail to consider parking availability when they move to the area.
18	From a resident who would be included in the permit scheme catchment area. However, they object to the proposals as “There is simply not enough parking spaces available at night for the number of cars needing them and no alternative parking provision opportunities, so people would be paying for parking permits they cannot use.” The objector argues that permit parking will leave parking spaces available during the day and not solve the problem at night.
19	Objector is concerned that some properties in Head Street are not being included in the permit scheme catchment area. The objector argues that this is unfair and will cause tremendous stress to those residents not included in the scheme
20	Resident of Head Street who advises that they have no off-street parking with their property and suggests that the proposed catchment scheme area would allow properties with off-street parking to apply for permits.
21	Similar reasons as those given in objection 25 and appears to be from a resident in the same property.
22	They explain that they need a vehicle as they do not work in Halstead and suggest that the proposed resident permit scheme would make it more difficult to park “because as many as 15 car parking spaces would be lost”.
23	A number of points are made in the objection including that they should be included as residents as they live in the area but the introduction of a resident permit scheme would treat them as non-residents. The objection also raises concerns about displacement of vehicles into other nearby residential roads where there are no restrictions.
24	A resident of East Mill suggests that parking is much harder in the evening when residents return home from work and that it would not make sense for shoppers and commuters to park in the roads during the evening as there are other areas nearer to the town centre which are not restricted.
25	From a resident of Head Street. They explain that outside their property there are waiting restrictions and that the only place nearby where they can park is in Morley Road.

26	From a resident of Head Street who has no off-street parking. They explain that they have parked in Morley Road for many years without difficulty and argue that if the permit scheme goes ahead those residents of Head Street will be “forced to fight for parking spaces, that don’t exist, a long way from our homes”.
27	The objector explains that they have parked on Morley Road for 35 years and will be forced to park elsewhere causing problems on other residential roads in the town. They also argue that the proposals would have the effect of wasting available parking spaces during the day which can be used by visitors.
28	The objector suggests that there are many residents who have no off-street parking and rely on being able to park on-street as do a lot of customers to the businesses in the town.

- 5.6 Although not required or requested in the Notice of Intention, correspondences in favour of the proposals were also received. Copies of these can be found in the appendix to this report labelled 29-32.
- 5.7 Following the formal consultation results, an additional survey of properties was carried out by Braintree District Council. The results of this confirm that there is not sufficient support from residents to justify the introduction of the traffic order. The District Council therefore no longer supports the introduction of the resident permit scheme.



# North Essex Parking Partnership

Meeting Date: October 19<sup>th</sup> 2017  
Title: Commuter Parking Review  
Author: Shane Taylor- Technical Specialist  
Presented by: Shane Taylor- Technical Specialist

This report concerns: The completion of a commuter parking study in Epping Forest via a third party contractor, as previously endorsed by the Parking Partnership Joint Committee.

## 1. **Decision(s) Required**

- 1.1. To note the report and the recommendations contained within.
- 1.2. To approve the devising and advertising of a permit parking area, as per the report.
- 1.3. To provide officers with a delegated power to instigate the tender process if a sound business case for potential intervention is made by any of our partner authority members.

## 2. **Reasons for Recommended Decision(s)**

- 2.1. Greater flexibility and availability of additional resources to expand the current TRO services to our partner authority members.

## 3. **Alternative Options**

- 3.1 Not to endorse the recommendations and consider future commuter parking issue requests in the current manner.

## 4. **Supporting Information**

- 4.1. The North Essex Parking Partnership Commuter Parking Review (Initial Report) is attached to this report as Appendix A.

## 5. **Background Information**

- 5.1. The commuter parking report was commissioned at the 15 December 2016 Joint Committee meeting. This followed a number of reports and discussions relating to commuter parking issues in various places within the NEPP area. At the Joint Committee meeting it was agreed that the location of a trial site for the report would be delegated to the Chairman in discussion with Officers.

## 6. **Financial implications**

- 6.1 Depending on number of referrals/requests made by partner authority members, consideration will need to be given regarding the funding required in each case



North Essex Parking Partnership  
Commuter Parking Review (Initial Report)



## Contents page

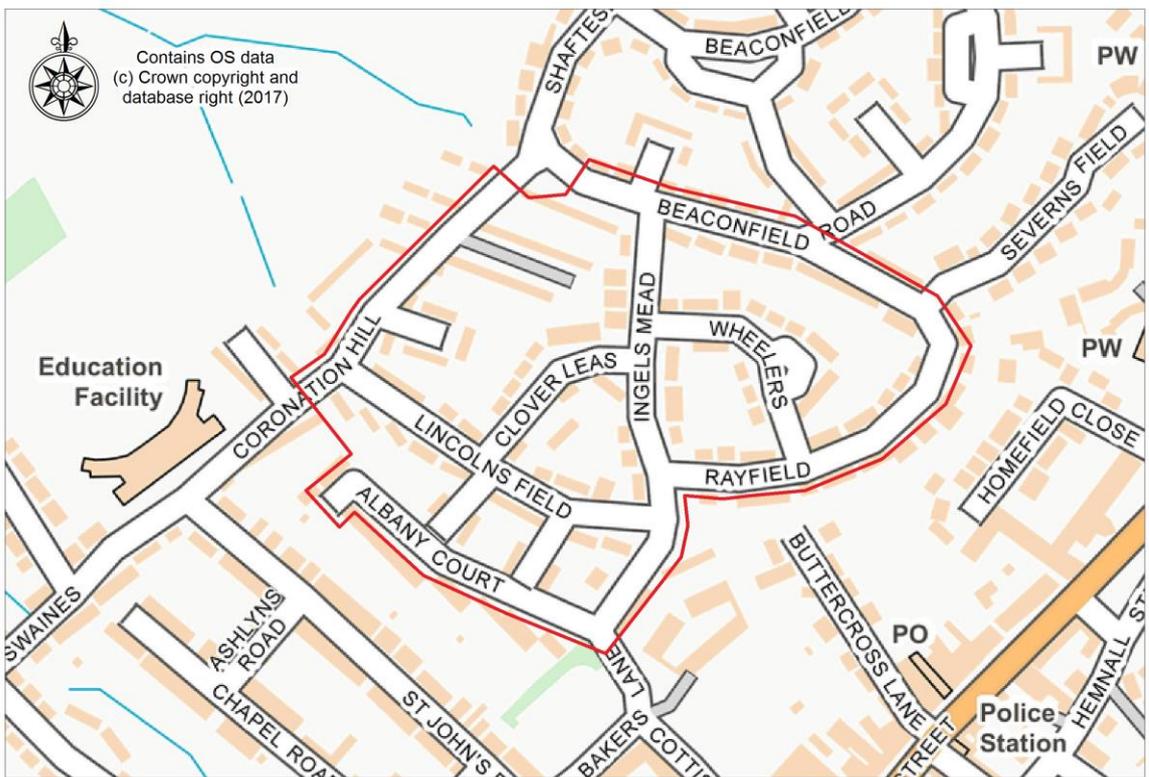
Section	Title	Page No.
1.	Introduction	2
2.	Background and Project Objectives	4
3.	Methodology	5
4.	On-Street Parking Surveys	6
5.	Car Park Surveys	9
6.	Conclusions and Proposals	16

# 1. Introduction.

---

- 1.2 The NEPP receives many applications for new Traffic Regulation Orders; one of the main causes of these requests is perceived problems for residents related to commuter parking. The NEPP joint committee agreed that there should be an investigation and report to ascertain if there is a real problem being caused by commuters in a “problem” area. It was also agreed to investigate if there are any measures NEPP can introduce to improve the situation for residents without being detrimental to the local business economy.
  
- 1.3 The NEPP has engaged Alpha Parking to investigate and report upon such an area, and the location chosen was the part of Epping shown in Figures 1.1 and 1.2. This area was within walking distance of Epping Underground Station and was known to be potentially affected by commuter parking. The roads are relatively narrow (typically about 6 metres wide) and the properties appear to date from the mid 1900s onwards, with little off-street parking originally provided, except in Albany Court. However, hardstandings in front gardens now exist in many cases.
  
- 1.4 The investigation commenced in August 2017 and this report outlines the parking surveys undertaken in the early stages of the project and sets out some preliminary conclusions and recommendations. These are now submitted for review before the project moves on to its public consultation stages.

Figures 1.1 and 1.2: Epping: The Study Area



## 2. Background & Project Objectives

---

2.1 The North Essex Parking Partnership (NEPP) is an organisation which brings together all street-based parking services in North Essex and encompasses Essex County Council together with the following Borough and District Councils:-

- Braintree District Council
- Colchester Borough Council
- Epping Forest District Council
- Harlow Council
- Tendring District Council
- Uttlesford District Council

2.2 The objectives of the project are to:

- Assess commuter parking levels in the specified area
- Recommend introduction of appropriate TROs
- Assist NEPP in developing a Commuter Parking Policy
- Provide data and recommendations which will assist NEPP partners in reviewing their current car park policies.

2.3 This report relates to the early stages of the project and focuses mainly upon the parking surveys carried out and some of the initial conclusions that can be reached.

## 3. Methodology

---

- 3.1 Parking surveys were undertaken on the streets in the study area and in the two nearby public car parks from 7am to 7pm on five weekdays (Monday 21/08/17 to Friday 25/08/17) and a Saturday (09/09/17). The on-street surveys included both occupancy and duration surveys, with observations taken at two-hourly intervals. For the car parks, the surveys were of occupancy levels only but were taken at hourly intervals.
- 3.2 The streets within the survey area were divided up into convenient “beats” for the survey team and the parking capacity for each length was estimated using the method devised by Lambeth Council for parking stress surveys. The beats were measured on site and each 5.5 metre length of kerb space (after discounting any parts where parking would be illegal, obstructive or dangerous) was taken as a parking space. Any lengths of less than 5.5 metres were disregarded.
- 3.2 For analysing the parking duration surveys, vehicles were classified as follows according to the number of times they were seen in the course of the two-hourly “beats”.

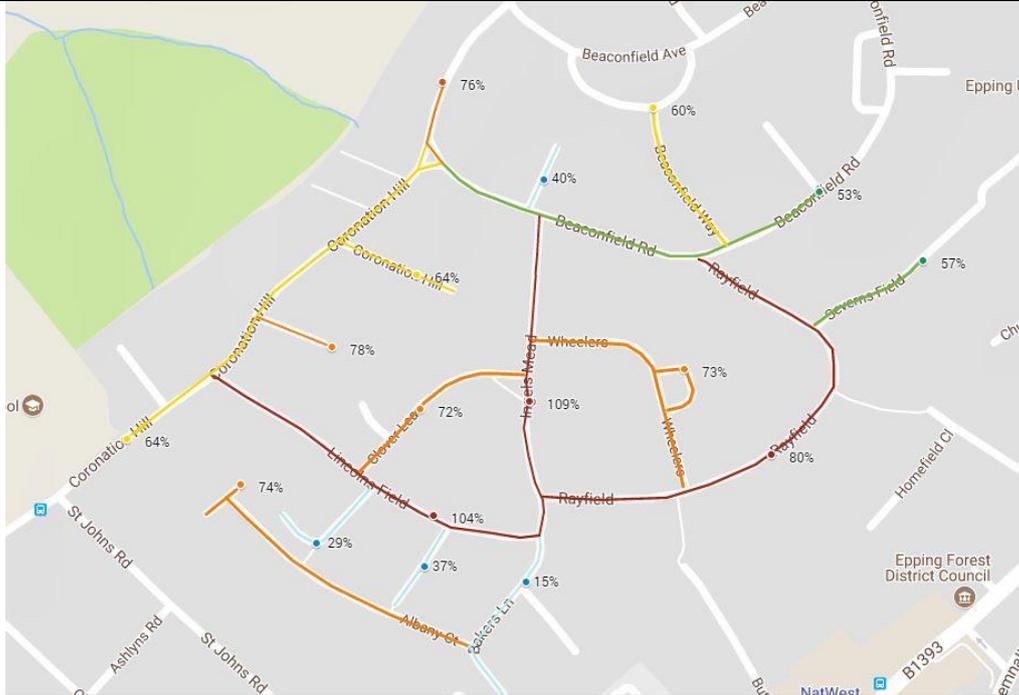
<b>Vehicle Classification</b>	
Residents	Vehicles observed at 7.00AM
Short Stay	Vehicles arriving after 7.00AM & observed 1 - 2 times
Long Stay	Vehicles arriving after 7.00AM & observed 3 times
Commuter	Vehicles arriving after 7.00AM & observed 4 times +

## 4. On-Street Parking Surveys

- 4.1 Table 4.1 summarises some of the key results for the whole area from the on-street surveys. 1.00 pm was found to be the busiest time of every day for most of the roads and the table shows how occupancy levels at that time varied across the days of the week. It also shows the breakdown between residents' and non-residents' vehicles. "Non-residents' vehicles" are those which were present at 1.00 pm but not 7.00am on the survey day. "Residents' vehicles" were present at both times.
- 4.2 Occupation of parking spaces at 1.00 pm was very high, averaging 92.3% on weekdays and exceeding 96% on Mondays, Tuesday and Wednesdays. On an average weekday, non-residents' vehicles (163) outnumbered those of residents (141) at 1.00 pm. In percentage terms, the non-residents' vehicles were occupying 49.5% of the total spaces compared with 42.8% for residents.
- 4.3 A different picture emerges from the Saturday survey, with a much lower total occupancy level of 69.1%. The difference is accounted for by a much reduced level of non-residents' vehicles (25.1% of total spaces).

<b>Table 4.1: On-street parking – peak period occupancy (1.00 pm) by day of week</b>							
<i>Occupancy levels across whole survey area</i>							
<b>Type of user</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Average Weekday</b>	<b>Saturday</b>
% of spaces occupied by residents' vehicles	54.5	40.0	44.2	32.1	43.0	42.8	43.9
% of spaces occupied by non-residents' vehicles	42.7	56.4	52.7	56.4	39.4	49.5	25.1
Total percentage of spaces occupied	97.3	96.4	97.0	88.5	82.4	92.3	69.1
The figures shown are percentages of the estimated 330 parking spaces on the streets in the whole survey area. Individual spaces are not marked but each 5.5 metre length of kerb space is taken to represent a parking space after discounting any spaces where parking would be illegal, obstructive or dangerous.							

**Figure 4.1: Occupancy levels at 7.00 am on an average weekday**



Very High (80% +)	High (70-79%)	Medium (60-69%)	Low (50-59%)	Very Low (0-49%)

**Figure 4.2: Occupancy levels at 1.00 pm on an average weekday**



Very High (80% +)	High (70-79%)	Medium (60-69%)	Low (50-59%)	Very Low (0-49%)

- 4.4 To give a clearer idea of what is happening within the survey area, Figures 4.1 and 4.2 show the occupancy levels for the various roads in pictorial form. Figure 4.1 is for 7.00 am on an average weekday, a time when the vehicles present are assumed to belong to residents. Most of the roads have some spare capacity at 7.00 am, except for Ingels Mead and Lincolns Field. These two roads are filled to more than 100% capacity, meaning that some vehicles are parked so as to cause potential obstruction to pedestrians, emergency vehicles, or other road users.
- 4.5 Figure 4.2 shows the situation at 1.00 pm, with most of the area at or near full capacity and several roads well in excess of 100%.

## 5. Car Park Surveys

---

- 5.1 Cottis Lane Car Park. This is a pay-and-display facility with 196 spaces and a maximum stay of 5 hours. Figure 5.1 shows a view of the car park, while the daily rise and fall in occupancy levels recorded in the surveys (averaged across all the survey days) are shown in the graph in Figure 5.2. These results show a steady increase during the morning up to a peak of 79% at 1.00 pm. After that there is a steady decline during the afternoon.
- 5.2 However, that peak figure of 79%, as an average for all the survey days, does not reveal the full situation. There is actually significant variation from day to day, as may be seen from the more detailed day-by-day results in Table 5.1. These show that the car park is actually full to capacity at 1.00 pm on the Monday and Tuesday but substantially less full on the other days, especially the Saturday.
- 5.3 Bakers Lane Car Park. This is a pay-and-display facility with 133 spaces and no time limit. Figure 5.3 shows a view of the car park, while the daily rise and fall in occupancy levels recorded in the surveys (averaged across all the survey days) are shown in the graph in Figure 5.4. These results show a rapid increase in the early hours of the morning followed by a more gradual increase towards midday, when levels reach 94%. The actual peak is 96% at 1.00 pm, after which there is a steady decline during the afternoon.
- 5.2 There is less variation from day to day than at Cottis Lane car park, although the Friday results for Bakers Lane show lower occupancy levels than on the other weekdays, as may be seen from the more detailed day-by-day results in Table 5.2. The car park becomes particularly full between midday and 2.00 pm on the Saturday.
- 5.3 Other Car Parks. Epping Underground Station is located to the south of the study area, at about three-quarters of a mile's walking distance. It has a 518-space car park, operated by NCP, with an all-day parking charge of £7.00. This car park was not included in the surveys but, as may be seen from the photographs in Figures 5.5 and 5.6, it tends to be well-filled.

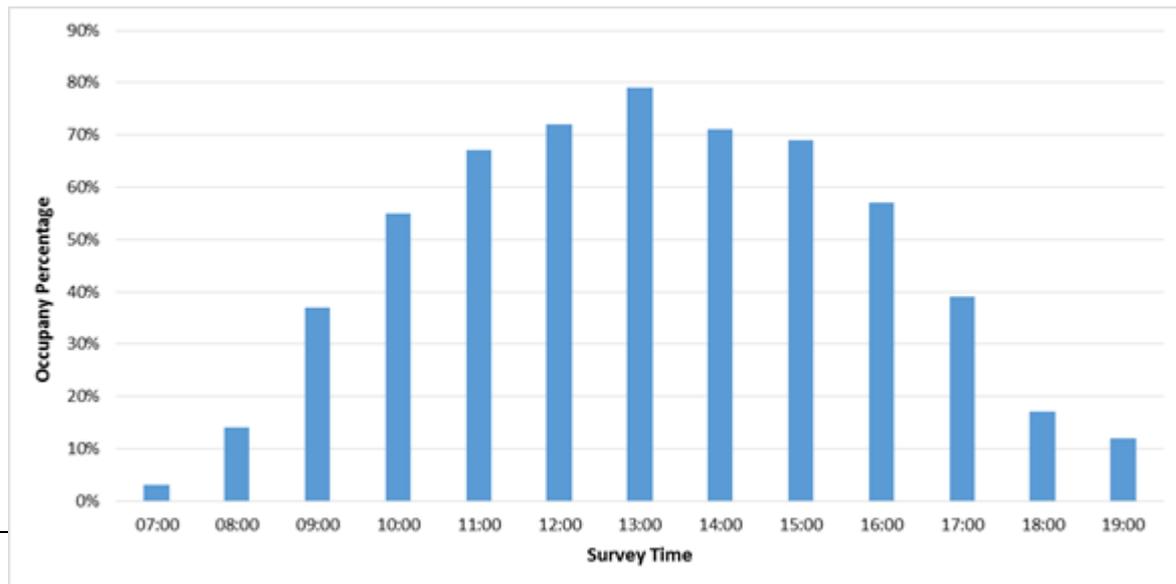
5.4 There is also a 68 space car park at the Civic Centre which is available for short-stay pay-and-display parking on Saturdays, but is reserved for visitors to the Civic Centre on weekdays.

**Figure 5.1: Cottis Lane Car Park at 12.30 pm on Thursday 17<sup>th</sup> August 2017**



**Figure 5.2: Cottis Lane Car Park – Occupancy levels by time of day**

*Average results for all six survey days*



<b>Time</b>	<b>Monday 21st August</b>	<b>Tuesday 22nd August</b>	<b>Wednesday 23rd August</b>	<b>Thursday 24th August</b>	<b>Friday 25th August</b>	<b>Saturday 9th September</b>
<b>07:00</b>	4	7	6	11	5	2
	<b>2%</b>	<b>4%</b>	<b>3%</b>	<b>6%</b>	<b>3%</b>	<b>1%</b>
<b>08:00</b>	27	23	33	49	13	21
	<b>14%</b>	<b>12%</b>	<b>17%</b>	<b>25%</b>	<b>7%</b>	<b>11%</b>
<b>09:00</b>	78	98	77	94	40	48
	<b>40%</b>	<b>50%</b>	<b>39%</b>	<b>48%</b>	<b>20%</b>	<b>24%</b>
<b>10:00</b>	129	133	101	119	102	66
	<b>66%</b>	<b>68%</b>	<b>52%</b>	<b>61%</b>	<b>52%</b>	<b>34%</b>
<b>11:00</b>	156	139	146	133	139	77
	<b>80%</b>	<b>71%</b>	<b>74%</b>	<b>68%</b>	<b>71%</b>	<b>39%</b>
<b>12:00</b>	162	159	159	141	153	72
	<b>83%</b>	<b>81%</b>	<b>81%</b>	<b>72%</b>	<b>78%</b>	<b>37%</b>
<b>13:00</b>	200	196	140	166	154	73
	<b>102%</b>	<b>100%</b>	<b>71%</b>	<b>85%</b>	<b>79%</b>	<b>37%</b>
<b>14:00</b>	not available	190	151	159	129	68
		<b>97%</b>	<b>77%</b>	<b>81%</b>	<b>66%</b>	<b>35%</b>
<b>15:00</b>	173	177	145	159	103	56
	<b>88%</b>	<b>90%</b>	<b>74%</b>	<b>81%</b>	<b>53%</b>	<b>29%</b>
<b>16:00</b>	127	142	127	133	94	49
	<b>65%</b>	<b>72%</b>	<b>65%</b>	<b>68%</b>	<b>48%</b>	<b>25%</b>
<b>17:00</b>	85	96	94	69	78	33
	<b>43%</b>	<b>49%</b>	<b>48%</b>	<b>35%</b>	<b>40%</b>	<b>17%</b>
<b>18:00</b>	24	28	43	26	56	24
	<b>12%</b>	<b>14%</b>	<b>22%</b>	<b>13%</b>	<b>29%</b>	<b>12%</b>
<b>19:00</b>	23	25	24	31	29	11
	<b>12%</b>	<b>13%</b>	<b>12%</b>	<b>16%</b>	<b>15%</b>	<b>6%</b>

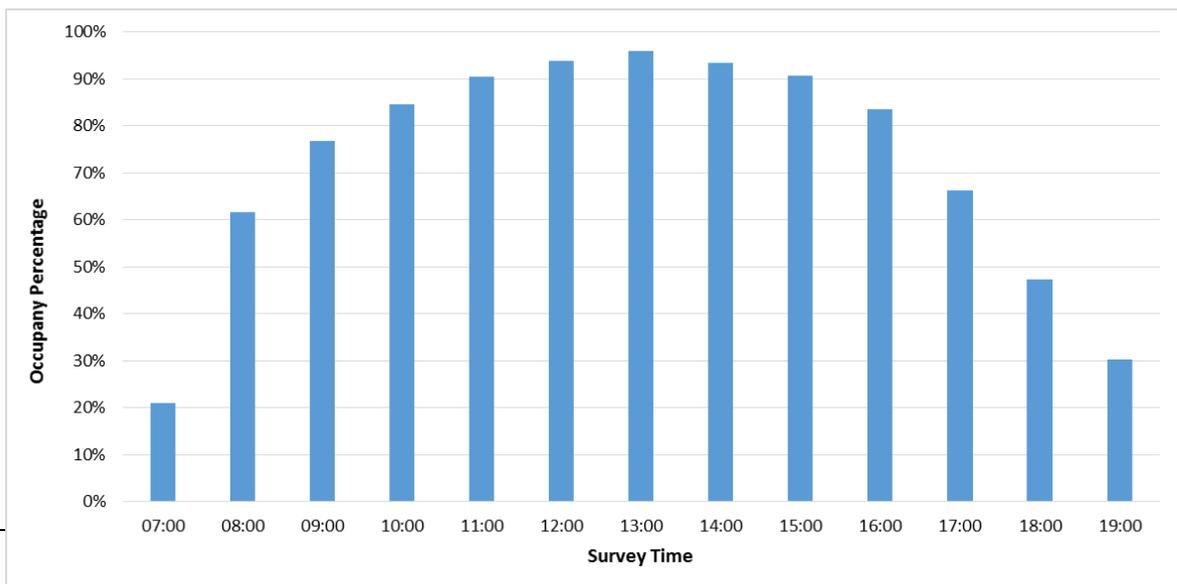
<b>KEY</b>	<b>Very High (80% +)</b>	<b>High (70-79%)</b>	<b>Medium (60-69%)</b>	<b>Low (50-59%)</b>	<b>Very Low (0-49%)</b>
------------	--------------------------	----------------------	------------------------	---------------------	-------------------------

**Figure 5.3: Bakers Lane Car Park at 12.24 pm on Thursday 17<sup>th</sup> August 2017**



**Figure 5.4: Bakers Lane Car Park – Occupancy levels by time of day**

*Average results for all six survey days*



**Table 5.2: Bakers Lane Car Park  
Occupancy numbers and percentages by day of week and time of day**

Time	Monday 21st August	Tuesday 22nd August	Wednesday 23rd August	Thursday 24th August	Friday 25th August	Saturday 9th September
07:00	37	42	24	38	23	4
	<b>28%</b>	<b>32%</b>	<b>18%</b>	<b>29%</b>	<b>17%</b>	<b>3%</b>
08:00	98	126	84	89	59	36
	<b>74%</b>	<b>95%</b>	<b>63%</b>	<b>67%</b>	<b>44%</b>	<b>27%</b>
09:00	119	127	110	103	87	66
	<b>89%</b>	<b>95%</b>	<b>83%</b>	<b>77%</b>	<b>65%</b>	<b>50%</b>
10:00	124	129	126	111	95	89
	<b>93%</b>	<b>97%</b>	<b>95%</b>	<b>83%</b>	<b>71%</b>	<b>67%</b>
11:00	126	129	128	123	102	113
	<b>95%</b>	<b>97%</b>	<b>96%</b>	<b>92%</b>	<b>77%</b>	<b>85%</b>
12:00	130	127	129	126	107	129
	<b>98%</b>	<b>95%</b>	<b>97%</b>	<b>95%</b>	<b>80%</b>	<b>97%</b>
13:00	129	127	127	128	112	142
	<b>97%</b>	<b>95%</b>	<b>95%</b>	<b>96%</b>	<b>84%</b>	<b>107%</b>
14:00	n/a	124	126	128	106	137
		<b>93%</b>	<b>95%</b>	<b>96%</b>	<b>80%</b>	<b>103%</b>
15:00	130	126	123	127	96	122
	<b>98%</b>	<b>95%</b>	<b>92%</b>	<b>95%</b>	<b>72%</b>	<b>92%</b>
16:00	115	119	107	121	88	116
	<b>86%</b>	<b>89%</b>	<b>80%</b>	<b>91%</b>	<b>66%</b>	<b>87%</b>
17:00	90	93	98	94	73	81
	<b>68%</b>	<b>70%</b>	<b>74%</b>	<b>71%</b>	<b>55%</b>	<b>61%</b>
18:00	68	71	72	66	45	55
	<b>51%</b>	<b>53%</b>	<b>54%</b>	<b>50%</b>	<b>34%</b>	<b>41%</b>
19:00	37	50	43	50	38	23
	<b>28%</b>	<b>38%</b>	<b>32%</b>	<b>38%</b>	<b>29%</b>	<b>17%</b>

<b>KEY</b>	Very High (80% +)	High (70-79%)	Medium (60-69%)	Low (50-59%)	Very Low (0-49%)
------------	-------------------	---------------	-----------------	--------------	------------------

**Figures 5.5 and 5.6: Epping Underground Station Car Park  
(Midday, Thursday 17<sup>th</sup> August 2017)**



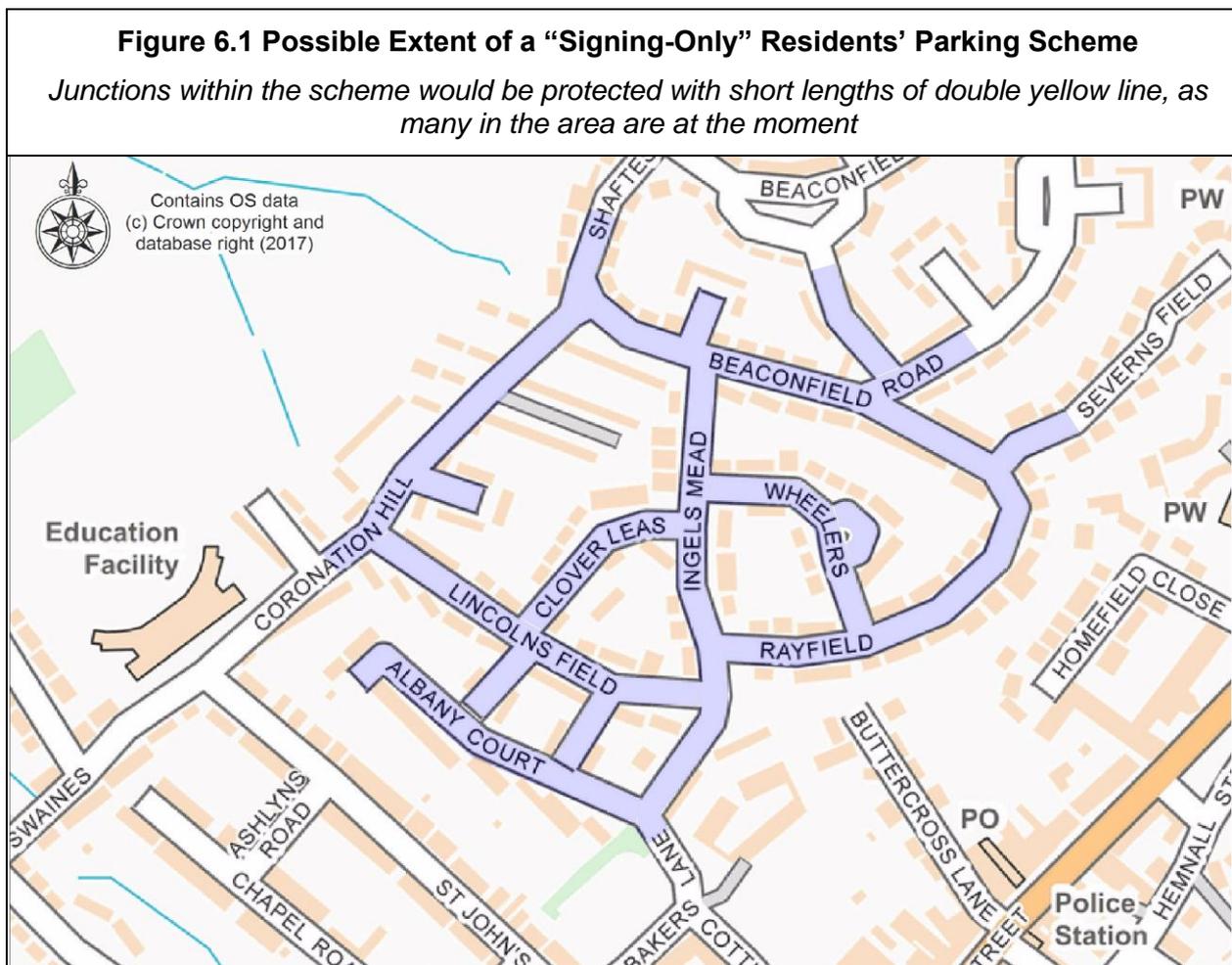
## 6. Conclusions and Proposals

---

- 6.1 The surveys indicate that on-street parking is at or near full capacity across the study area at peak times, and a majority of the vehicles present at those times do not appear to be those of residents. Even at off-peak times, such as 7.00 am, much of the parking is still well-occupied.
- 6.2 These results suggest that residents will probably have significant difficulty in finding on-street parking close to their own homes. Several roads, such as Ingels Mead and Lincolns Field, show parking occupancy levels in excess of 100%, which is likely to indicate dangerous or obstructive parking. This in turn raises potential concerns about pedestrian safety and also access for emergency vehicles and essential vehicles such as dustcarts.
- 6.3 The non-residents' vehicles appear to be predominantly those of commuters, possibly linked to Epping Underground Station. However, they also include an element of short and long stay parking which may include residents' own visitors. Any Underground users will be walking some three-quarters of a mile in each direction, and are likely to be resistant to paying significant charges for using any alternative parking facility.
- 6.4 However, the surveys have established that there is a potential case for restricting parking in the interests of residents. A possible permit-based scheme that could form the basis for public consultations is shown in Figure 6.1. This is a "signing only" residents' parking scheme, which would have several advantages over a more traditional scheme with marked bays. A similar scheme already operates nearby in St John's Road using signs as shown in Figure 6.2.
- 6.5 The particular advantages of this type of scheme include:-
- reduced sign clutter and road markings
  - reduced installation and maintenance costs
  - addresses issue of parking capacity being exceeded

- provides an opportunity to manage and absorb an element of commuter parking, including potential displacement with the provision of limited waiting or pay by phone parking areas, encouraging effective and efficient kerbside parking management
- does not dictate in detail where residents may or may not park, except at junctions and a few other critical situations.

6.6 This scheme would displace up to about 163 parked vehicles. The topography of the area and the existence of other restrictions means that most parts of the surroundings would not be particularly open to problems of displaced parking, but the roads immediately to the north might well be. However, these roads would be about a mile or more from the Underground station and commuters wanting to park might well wish to look for alternatives elsewhere.



**Figure 6.2: Example of entry sign at an existing “signing-only” residents’ parking scheme nearby (St John’s Road)**





# North Essex Parking Partnership

Meeting Date: 19<sup>th</sup> October 2017  
Title: On Street Financial Report  
Author: Lou Belgrove, interim NEPP Group Manager  
Presented by: Lou Belgrove

The report sets out the mid year (to end of P6) financial position of the Parking Partnership.

## **1. Decision(s) Required**

1.1. To note the mid-year financial position.

## **2. Reasons for Decision(s)**

2.1. For good governance and to ensure prudent financial management of the Partnership.

## **3. Alternative Options**

3.1. There is no alternative as this review is part of good financial management.

## **4. Supporting Information**

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

4.2. Budgets have been set at a level which reflects the experience and trends over the past operating years, and these are felt to be broadly achievable, and include for year-end adjustments.

## **5. Income**

5.1. The income collected from Penalty Charge Notices (PCN) and Pay & Display areas is on track. Again, if a relatively mild (and more importantly, snow-free) winter occurs, uninterrupted patrol time will help to ensure PCN income comes in on budget.

5.2. Income from resident parking is currently forecasting as coming in over budget. This is largely due to the number of new resident schemes that have recently been implemented with permit prices following those set out in the development plan.

## **6. Expenditure**

6.1. Overall savings in the staffing budgets have been made due to Civil Enforcement Officer (CEO) vacancies.

6.2. Efficiencies, such as virtual permits and the subsequent reduction in printing will help with ensuring Supplies and Services come in on budget.

## **7. Standard References**

- 7.1. There are no particular publicity or consultation considerations; equality, diversity and human rights; community safety; health and safety or other risk management implications.

## **8. Risk Management Implications**

- 8.1. The risk management matrix has been updated in light of the performance of NEPP.

## Appendix

**Table 1 – Financial position to end of period 6**

<i>Provisional Outturn</i>	2016/2017 Actual	2017/2018 Actual to date	2017/2018 Budget to date	2017/2018 Variance to date	2017/2018 Forecast outturn	2017/2018 Annual budget	2017/2018 Projected variance
<b>On-street Account</b>							
<b><i>Direct costs</i></b>							
<b>Expenditure</b>							
Employee costs:							
Management	57	40	33	7	73	66	7
CEOs & Supervision	1,024	571	601	(30)	1,164	1,201	(38)
Back Office	290	144	151	(7)	317	302	15
TRO's	83	57	39	17	130	79	51
Premises / TRO Maintenance costs	182	132	82	50	171	164	7
Transport costs (running costs)	37	14	16	(2)	34	32	2
Supplies & Services	269	119	173	(54)	310	322	(12)
Third Party Payments	45	38	17	22	66	34	32
	1,988	1,115	1,112	3	2,264	2,199	64
<b>Income</b>							
Penalty Charges (PCNs)	(1,867)	(875)	(862)	(13)	(1,867)	(1,724)	(143)
Parking Permits/Season Tickets	(534)	(322)	(257)	(65)	(639)	(515)	(124)
Parking Charges (P&D etc)	(249)	(107)	(107)	(1)	(231)	(213)	(18)
Other income	(162)	(20)	(25)	5	(61)	0	(61)
	(2,812)	(1,325)	(1,251)	(74)	(2,798)	(2,452)	(346)
<b>Total Direct Costs</b>	<b>(824)</b>	<b>(210)</b>	<b>(139)</b>	<b>(71)</b>	<b>(534)</b>	<b>(253)</b>	<b>(282)</b>
<b>Total Non-direct Costs</b>	<b>395</b>	<b>454</b>	<b>454</b>	<b>0</b>	<b>454</b>	<b>454</b>	<b>0</b>
<b>Sub total</b>	<b>(429)</b>	<b>244</b>	<b>316</b>	<b>(71)</b>	<b>(80)</b>	<b>201</b>	<b>(282)</b>
					out turn		



# North Essex Parking Partnership

19 October 2017

**Title:** Forward Plan 2017/2018

**Author:** Jonathan Baker

**Presented by:** Jonathan Baker

**This report concerns the Forward Plan of meetings for the North Essex Parking Partnership, including provisional dates for 2017-18.**

## **1. Decision(s) Required**

1.1 To note the North Essex Parking Partnership Forward Plan for 2017/18.

## **2. Reasons for Decision(s)**

2.1 The forward plan for the North Essex Parking Partnership Joint Committee is submitted to each Joint Committee meeting to provide its members with an update of the items scheduled to be on the agenda at each meeting.

## **3. Supporting Information**

3.1 The Forward Plan is reviewed regularly to incorporate requests from Joint Committee members on issues that they wish to be discussed.

3.2 Meeting dates for the North Essex Parking Partnership have been uploaded to both the Parking Partnership website and Colchester Borough Council's committee management system.

**NORTH ESSEX PARKING PARTNERSHIP (NEPP)  
FORWARD PLAN OF WORKING GROUP AND JOINT COMMITTEE MEETINGS 2016-17**

COMMITTEE / WORKING GROUP	CLIENT OFFICER MEETING	JOINT COMMITTEE MEETING	MAIN AGENDA REPORTS	AUTHOR
<b>Joint Committee for On/Off Street Parking (AGM)</b>	1 June 2017 S15, Rowan House, 10-12pm	22 June 2017 1.00 pm Grand Jury Room, Town Hall, Colchester	Annual Review of Risk Management  Annual Governance Review and Internal Audit  Colchester Car Club  NEPP On and Off Street Financial Position 2016/15  NEPP Annual Report Data for 2016/17  Traffic Regulation Orders Update  North Essex Parking Partnership On and Off Street Operational Report  Joint Committee Governance Review  Forward Plan 17/18  Future of Off-Street Service	Hayley McGrath (CBC)  Hayley McGrath (CBC)  Emily Harrup (CBC)  Lou Belgrove (PP)/Richard Walker (PP)  Richard Walker (PP)  Trevor Degville (PP)  Lou Belgrove (PP)  Jonathan Baker (CBC)  Jonathan Baker (CBC)  Matthew Young
<b>Joint Committee for On/Off Street Parking</b>	28 September 2017, Grand Jury Room Colchester	19 October 2017 1.00pm Harlow District Council, Civic Centre, The Water Gardens	TRO Schemes for approval  Traffic Regulation Order update  On-Street & Off-Street Financial Position  Off-Street Operations in future	Trevor Degville/Shane Taylor (PP)  Trevor Degville/Shane Taylor (PP)  Richard Walker/ Lou Belgrove (PP)  Richard Walker/Lou Belgrove

<b>COMMITTEE WORKING GROUP</b>	<b>CLIENT OFFICER MEETING</b>	<b>JOINT COMMITTEE MEETING</b>	<b>MAIN AGENDA REPORTS</b>	<b>AUTHOR</b>
			NEPP Off-Street Position end of year 2016/17 Off-Street Operational Report Forward Plan 17/18 Off-Street Service Level Agreement Report	Richard Walker (PP) Lou Belgrove Jonathan Baker Richard Walker
<b>Joint Committee for On/Off Street Parking</b>	23 November 2017, G3, Rowan House, Sheepen Road	14 December 2017 1.00pm Uttlesford District Council	NEPP Budget Update Period 8 Schools Report Progress Update Annual Report Operational Report Forward Plan 17/18	Richard Walker/Lou Belgrove (PP) Nick Binder (SEPP) Richard Walker (PP) Lou Belgrove (PP) Jonathan Baker (CBC)
<b>Joint Committee for On/Off Street Parking</b>	1 March 2018 G3, Rowan House	22 March 2018 1.00pm Epping Forest District Council	TRO Schemes for approval  TRO Scheme updates  Finance Update Period 11 and 2018/19 Budget  Forward Plan 16/17	Trevor Degville/Shane Taylor (PP) Trevor Degville/Shane Taylor (PP) Richard Walker/Lou Belgrove (PP) Jonathan Baker (CBC)
<b>Joint Committee for On/Off Street Parking</b>	31 May 2017, S17	21 June 2018 1.00pm, Grand Jury Room Colchester Borough Council	Annual Governance Review and Internal Audit Annual Review of Risk Management NEPP On and Off Street Financial Position 2017/18  Draft Annual Report  Technical Team Update	Hayley McGrath (CBC) Hayley McGrath (CBC) Lou Belgrove (PP)/Richard Walker (PP) Richard Walker (PP)

COMMITTEE WORKING GROUP /	CLIENT OFFICER MEETING	JOINT COMMITTEE MEETING	MAIN AGENDA REPORTS	AUTHOR
			Operational Report  Forward Plan 18/19	Trevor Degville (PP)/Shane Taylor (PP)  Lou Belgrove (PP)  Jonathan Baker (CBC)

CBC / Parking Partnership Contacts

Parking Partnership Group Manager, Richard Walker  
 Parking Manager, Lou Belgrove  
 Technical Services, Trevor Degville  
 Technical / TROs, Shane Taylor  
 Service Accountant, Louise Richards  
 Governance, Jonathan Baker  
 Media, Laura Hardisty

<a href="mailto:richard.walker@colchester.gov.uk">richard.walker@colchester.gov.uk</a>	01206 282708
<a href="mailto:Christine.Belgrove@colchester.gov.uk">Christine.Belgrove@colchester.gov.uk</a>	01206 282627
<a href="mailto:trevor.degville@colchester.gov.uk">trevor.degville@colchester.gov.uk</a>	01206 507158
<a href="mailto:shane.taylor@colchester.gov.uk">shane.taylor@colchester.gov.uk</a>	01206 507860
<a href="mailto:louise.richards@colchester.gov.uk">louise.richards@colchester.gov.uk</a>	01206 282519
<a href="mailto:jonathan.baker@colchester.gov.uk">jonathan.baker@colchester.gov.uk</a>	01206 282207
<a href="mailto:laura.hardisty@colchester.gov.uk">laura.hardisty@colchester.gov.uk</a>	01206 506167



# North Essex Parking Partnership

## Joint Working Committee Off-Street Parking

Council Chamber, Harlow Council, Civic  
Centre, The Water Gardens, Harlow,  
Essex, CM20 1WG

**19 October 2017 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**  
Thursday 19 October 2017 at 1.00 pm  
Council Chamber, Harlow Council, Civic Centre, The Water Gardens, Harlow,  
Essex, CM20 1WG

**Agenda**

**Attendees**

**Executive Members:-**

Cllr Richard Van Dulken (Braintree)  
Cllr Mike Lilley (Colchester)  
Cllr Danny Purton (Harlow)  
Cllr Howard Ryles (Uttlesford)

**Officers:-**

Lou Belgrove (Parking Partnership)  
Jonathan Baker (Colchester)  
Trevor Degville (Parking Partnership)  
Laura Hardisty (Colchester)  
Linda Howells (Uttlesford)  
Joe McGill (Harlow)  
Samir Pandya (Braintree)  
Hazel Simmonds (Colchester)  
Shane Taylor (Parking Partnership)  
Richard Walker (Parking Partnership)  
Hazel Simmonds (Colchester)

- |   | <b>Introduced by</b> | <b>Page</b> |
|---|----------------------|-------------|
| <b>1. Appointment of Chairman</b><br>To appoint a Chairman for the North Essex Parking Partnership Joint Committee for Off-Street parking   |                      |             |
| <b>2. Appointment of Deputy Chairman</b><br>To appoint a Chairman for the North Essex Parking Partnership Joint Committee for Off-Street parking  |                      |             |
| <b>3. Welcome &amp; Introductions</b>   |                      |             |
| <b>4. Apologies and Substitutions</b>   |                      |             |
| <b>5. Declarations of Interest</b><br>The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda.  |                      |             |
| <b>6. Have Your Say</b><br>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.   |                      |             |
| <b>7. Minutes</b><br>To approve as a correct record the draft minutes of the meeting held 30 March 2017.  |                      | <b>1-2</b>  |
| <b>8. Off-Street Operations in future</b><br>To consider proposals for the future of the off-street parking service.<br><br>The report builds on the background paper and sets out options for alternative arrangements for the Off-Street Account from April 2018 and transitional arrangements including disbursal of any reserves. | <b>Lou Belgrove</b>  | <b>3-50</b> |

- |   |                     |              |
|---|---------------------|--------------|
| <b>9. Off-Street Financial Report end of year 2016/17</b><br>The report sets out the financial position of the Off-Street Account at the end of 2016/17.  | <b>Lou Belgrove</b> | <b>51-53</b> |
| <b>10. Off Street Financial Report end of period 6</b><br>The report sets out the mid-year financial position of the Off-Street Account to the end of period 6.   | <b>Lou Belgrove</b> | <b>54-55</b> |
| <b>11. Off-Street Operational Report</b><br>This report gives Members an overview of operational progress from March 2017 – June 2017.  | <b>Lou Belgrove</b> | <b>56-57</b> |
| <b>12. Urgent Items</b><br>To announce any items not on the agenda which the Chairman has agreed to consider.   |                     |              |
| <b>13. Exclusion of the Public</b><br>In accordance with Section 100A(4) of the Local Government Act 1972 and in accordance with The Local Authorities (Executive Arrangements)(Access to Information)(England) Regulations 2000 (as amended) to exclude the public, including the press, from the meeting so that any items containing exempt information (for example confidential personal, financial or legal advice), in Part B of this agenda (printed on yellow paper) can be decided.(Exempt information is defined in Section 100I and Schedule 12A of the Local Government Act 1972). |                     |              |

## **Part B**

# **NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE FOR OFF-STREET PARKING**

**30 March 2017 at 1.30pm**

**Council Offices, Tendring District Council, Thorpe Road,  
Weeley, Essex, CO16 9AJ**

Executive Members Present:-

Councillor Susan Barker (Uttlesford District Council)  
Councillor Mike Lilley (Colchester Borough Council)  
Councillor Robert Mitchell (Braintree District Council)  
Councillor Danny Purton (Harlow District Council)  
Councillor Gary Waller (Epping Forest District Council)

Also Present: -

Michael Adamson (Parking Partnership)  
Jonathan Baker (Colchester Borough Council)  
Lou Belgrove (Parking Partnership)  
Trevor Degville (Parking Partnership)  
Qasim Durrani (Epping Forest District Council)  
Gordon Glenday (Uttlesford District Council)  
Laura Hardisty (Parking Partnership)  
Joe McGill (Harlow District Council)  
Samir Pandya (Braintree District Council)  
Councillor Howard Ryles (Uttlesford District Council)  
Shane Taylor (Parking Partnership)  
Richard Walker (Parking Partnership)  
Matthew Young (Colchester Borough Council)

## **16. Declaration of Interest**

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

## **17. Minutes**

*RESOLVED* that the minutes of the meeting held 15 December 2016 were confirmed as a correct record.

## **18. NEPP Off-Street financial position at period 11 2016/17 and 2017/18 budget**

Lou Belgrove, Parking Partnership, introduced the report which requests the Joint Committee note the Off-Street financial position at period 11 2016/17 and approve the 2017/18 budget and contributions from Partner Authorities.

Lou Belgrove provided the Committee with a brief overview of the financial position. It is proposed that the contributions from Partner Authorities for 2017/18 remains unchanged from 2016/17 levels. Lou Belgrove also confirmed that there is an Off-Street Rebate reserve where unspent contributions from Partner Authorities can be held and used on any of the projects, such as £1-coin conversion or wave and pay machines. Alternatively, the funding can be handed back to the Partner Authorities if requested.

Matthew Young informed the Committee that this would be the last year of the Off-Street Partnership in its current form as a Sub-Committee of the On-Street Partnership. Officers

will commence work on a new separate agreement shortly, with the aim to have it in place by 30 September to ensure that it can be incorporated into Partner Authorities budget setting processes.

*RESOLVED;*

- a) that the NEPP Off-Street financial position at period 11 2016/17 be noted.
- b) that the Off-Street budget and contributions from Partner Authorities for 2017/18 be approved.

#### **19. Credit/Debit card facilities at Pay and Display machines**

Trevor Degville, Parking Partnership, introduced the report, which requests the Joint Committee note the information provided around credit/debit card facilities and pay and display machines.

Trevor Degville stated that the report was in response to a number of queries that had been raised at previous Joint Committee meetings about card payments on pay and display machines. The report provides the necessary information if Partner authorities wish to introduce the machines in Off-Street car parks. Trevor Degville highlighted that the main advantage is the reduction in coins and therefore coin collection charges. The disadvantages include the possible impact on repair time for each of the machines given the complexity of the technology as well as potentially causing confusion for customers who may not know how to use the machines.

The Committee discussed the advantages and disadvantages of the machines, and the requirement of a mobile data signal in order for the machines to accept cashless payments. Due to these issues Committee members were of the opinion that wave and pay machines should only be installed in larger car parks and that not all machines within these car parks should be converted. Members were made aware that this was the approach that Epping Forest District Council has used in implementing wave and pay machines. It was confirmed that in circumstances where a mobile data signal is poor Partner Authorities would be advised not to install wave and pay machines in this location.

*RESOLVED* that the report on Credit/Debit Card facilities at Pay and Display Machines be noted.



# North Essex Parking Partnership

Meeting Date:	October 2017
Title:	Off Street Operations in future
Author:	Richard Walker, NEPP Group Manager
Presented by:	Richard Walker, Lou Belgrove

To consider proposals for the future of the off-street parking service.

The report builds on the background paper and sets out options for alternative arrangements for the Off-Street Account from April 2018 and transitional arrangements including disbursal of any reserves.

## **1. Recommended Decisions**

- 1.1. To approve the transfer of operations to a revised operating model from April 2018.
- 1.2. To approve the disbursal of reserves accrued, including the £50k reserve amount.
- 1.3. To note projected contributions to support the new function.

## **2. Reasons for Recommended Decisions**

- 2.1. For good governance, to ensure the future running of the service.

## **3. Alternative Options**

- 3.1. Authorities may wish to take this opportunity to review the services provided.
- 3.2. As alternatives authorities could choose to go to the market for supply of their services and each could either run or contract-in their own services. This is a choice for each authority.
- 3.3. There is little risk in this for the lead authority and the remaining services aside from any possible TUPE requirements and any stranded costs which might arise.

## **4. Existing operations**

- 4.1. NEPP operates Parking Management under an Agreement with the County Council, and an Annexe concerns delivery of Off-Street Parking Operations governed by this sub-committee; this Annexe is the part now under consideration.
- 4.2. The Off-Street Parking Operation relies on contributions paid by Braintree, Harlow and Uttlesford as well as Colchester. Epping Forest withdrew in April 2017.
- 4.3. The present cost model is based on the principles of a 2008 inter-district Partnership which, itself brought savings for the three districts then involved. Harlow and Epping Forest contributions were calculated when these joined the Partnership in 2011.
- 4.4. An annual inflation increase allowance is provided for but has not been applied recently.
- 4.5. Within the current arrangements, at the meeting of 12 March 2015 it was resolved that the Off-Street Budget contributions for 2015/16 be based on 50% from CBC and a 1% increase for all other Partner Authorities.

- 4.6. Use of the analysis from March 2015 has showed that the contributions no longer match the level of service actually being delivered in each area, since services have gradually moved away from the original services for which budgets were transferred.
- 4.7. Over the intervening years the costs, and services provided, have evolved and varied considerably. The result is that some authorities are receiving better value form their contribution than others, and a perceived iniquity exists.
- 4.8. The chart below indicates the budgeted contribution (the central column for each authority), and an indicative contribution based on the services which are actually currently being provided (the right hand column).



- 4.9. The chart shows the previous year’s contribution net of rebate and an indication of the value presently being delivered (desktop exercise).
- 4.10. The chart shows that Colchester, even after rebate, receives what is perceived as far less value from its present contribution than Braintree. Harlow and Uttlesford receive the value contributed (before rebate).

## 5. Progress to date and next Steps

- 5.1. A report was to be presented to the NEPP Committee meeting on 22 June 2017 recommending the change to a Service Level Agreement (SLA) model from April 2018. That meeting was not quorate, and so the officers and Members gathered could not formally agree to disband the Off-Street Parking Sub-Committee replace that governance arrangement with a SLA model at that time. The report has therefore come to this meeting.
- 5.2. The new model would be a direct SLA between the lead authority and each of the three partner authorities, individually, with further a report (i.e. this report) containing operational and financial details.
- 5.3. An SLA used by the South Essex Parking Partnership has been obtained and will be used as a basis for the SLA with each partner, allowing each authority to specify the services they require, so they can be fully costed and advised what will be paid annually to the NEPP for the services in future.
- 5.4. A schedule of rates has been calculated to cover the costs of the services and therefore the likely contribution to be made by Members from 2018/19 onwards.

## 6. Towards a new Delivery Model

- 6.1. The Agreement is in place until March 2022 but can be varied with notice, which has been given. The current recommendation to the Joint Committee is one of developing a new Service Level Agreement (SLA) which will better reflect the actual services provided, and resolving any iniquity.
- 6.2. There is no doubt that services have expanded in some places – such as the Staffed Information Point in Braintree concurrent with cash collection – and retrenched in others – for instance conversion of Colchester’s multi-storeys from being staffed to pay & display.
- 6.3. Whilst Colchester’s service requirement is greater than the other three authorities, due to the size and complexity of its parking operation, assessments since 2015 indicate that it is still paying too much. The revised operating model will therefore start by calculating the current actual cost of services, rebalancing the value to service delivered from a zero base.
- 6.4. Each operation may choose from a mix of services including: Cash Collection and Banking, Machine Maintenance, Staffed Information Services, Patrols and Enforcement, Notice Processing, Season Tickets and Permits, Reconciliation, Website, Project Work, Telephone and Online Services. The Asset base and decisions relating to it (such as tariff pricing) all remain with the Client Authority.
- 6.5. A new SLA will provide for services to be paid for on a risk-aware basis for staff cover, and match service and contribution levels equitably. Full details of the SLA is shown in the Appendices.
- 6.6. In addition, the prior model offered no incentive for NEPP to improve operations over the baseline standard; any improvements provided should provide a mutual benefit; any improved SLA model will provide for sharing where standards are exceeded.
- 6.7. The goal is a workable SLA which enables each partner to specify what it wants, with Risk and Opportunity built in. In any event the new SLA will set out more defined ways of working in partnership and be at least cost neutral for Colchester as lead authority and NEPP as a whole.

## 7. Financial Implications

- 7.1. Briefly, the present contributions are as follows (£ thousand):

Colchester	Braintree	Harlow	Uttlesford	
663	147	69	154	1033

- 7.2. During the 2015/16 financial year, operating costs had been reduced and in both 2015/16 and 2016/17 a surplus has been achieved on the off-street account. Rebates were available to Member Authorities based proportion of contribution, most using this for improving car park assets.
- 7.3. The operation returned a surplus of £97,000 in the financial year 2016/17 and this is being held in the Off-Street Parking Reserve. A balance of £50,000 is also retained in the Off-Street Reserve, including any remaining balances for individual authorities.
- 7.4. A small reduction in costs should be afforded from the saving in administration of the Committee. Revised contributions for similar services are as follows, using a 3% uplift and levelling the provision of services:

Colchester	Braintree	Harlow	Uttlesford	
544	217	70	157	988

- 7.5. Each member authority could, at its own discretion, elect to change the level of service provided to retain the current contribution.
- 7.6. Each Client Officer has been provided with an individually costed SLA for their authority.

**Table A – Summary of funds held on account by authority**

	<b>Braintree</b>	<b>Colchester</b>	<b>Epping Forest *</b>	<b>Harlow</b>	<b>Uttlesford</b>	<b>Sub totals</b>
share	11.5%	50.0%	21.2%	5.3%	12.0%	
<b>Add 2015/16 in-year surplus</b>	£ 9,639	£ 41,967	£ 17,836	£ 4,459	£ 10,098	£ 84,000
<b>Less expend</b>	-£ 3,036	-£ 6,204	-£ 17,836	£ -	-£ 3,696	-£ 30,772
<b>Net Surplus at 31/03/2016</b>	£ 6,603	£ 35,763	£ 0	£ 4,459	£ 6,402	
<b>Add 2016/17 in-year surplus</b>	£ 10,935	£ 49,318	£ 20,233	£ 5,058	£ 11,456	£ 97,000
<b>Less expend</b>	£ -	£ -	-£ 20,233	£ -	£ -	-£ 20,233
<b>Net Surplus at 31/03/2017</b>	£ 17,538	£ 85,081	£ 0	£ 9,517	£ 17,858	£ 129,995
<b>Amount of reserve held in balances</b>						£ 50,000
<b>Total Surplus held</b>						£ 179,995
* Epping Forest elected to have its surplus returned.						

Showing expenditure on account for each of Colchester, Braintree & Uttlesford for the updating of machines to new £1 coin. Harlow did not draw on its account.

Epping Forest had its 2015/16 surplus returned during 2016/17 and has a balance of £20k on its account at present, to be returned.

The total amount held in reserves is £179k (after 2015/16 calculations above, the surplus added for 2016/17, and the £50k amount in reserve), is shown in 'Total Surplus' on the last row of the main table.

Showing spend on account for Colchester, Braintree & Uttlesford for the updating of machines to new £1 coin. Harlow did not draw on account. Epping Forest had surplus returned.

The net amount held in reserves after 2015/16 calculations above, and proportion of surplus added for 2016/17, is shown in the last column.

## 8. Standard References

8.1. There are no particular publicity or consultation considerations; equality, diversity and human rights; community safety; health and safety or other risk management implications.

### Appendices attached to this report

Appendix: SLA

Table of Contributions

### Background Papers

Report to 22/06/2017 Off street Joint Committee:  
 "The future of the North Essex Parking Partnership Off-street service".



# North Essex Parking Partnership

Meeting Date:	22 June 2017
Title:	The future of the North Essex Parking Partnership Off-street service
Author:	Matthew Young, Head of Operational Services
Presented by:	Matthew Young, Head of Operational Services

To consider proposals for the future of the off-street parking service following the extension of the on-street service by Essex County Council (ECC) to 2022.

## 1. Recommended Decisions

- 1.1. To agree to disband the North Essex Parking Partnership (NEPP) Joint Parking Committee (JPC) Off-Street Parking Sub-Committee.
- 1.2. To move the off-street service to a contract-based Service Level Agreement Model for delivery of the agreed specification separately between the lead authority and the three partner authorities and
- 1.3. To agree that a further report with the operational and financial details of the new arrangement is brought to the NEPP JPC meeting on 19 October 2017.

## 2. Reasons for Decision(s)

- 2.1. Following ECC's decision to extend the main JPC Agreement for on-street parking services, an Agreement needs to be reached by the four remaining authorities using the off-street portion of the service, on how this operates, until 2022.
- 2.2. To address the funding issues that have caused concerns amongst partner authorities.
- 2.3. This removes any issues regarding fairness of the services being delivered; the allocation of resources and the charges made as this can become an individual conversation between the authority and the NEPP. In addition it will facilitate the development of services that meet the needs of that authority and also allow better budget planning for both the authority and the NEPP.

## 3. Alternative Options

- 3.1 Maintain the existing Joint Committee structure and reporting mechanism running it a shared service across the four authorities with contributions and the risks of contributing to deficits.
- 3.2 To continue the off-street service as an annexe to the JPC Agreement and maintain the existing JPC Off-Street Parking Sub-Committee governance structure.

## 4. Supporting Information – Background & History

- 4.1. The NEPP JPC is governed by an Agreement with ECC to whom its on-street parking function is delegated now extended until March 2022. By local Agreement, the client authorities can also sign up the operations of their off-street car parks service with the NEPP providing different service modules based on local need.
- 4.2. NEPP provides services in the districts/borough of Tendring, Colchester, Braintree, Uttlesford, Harlow and Epping Forest District Council (EFDC) for Essex County Council highway parking enforcement and operations and the districts/borough are members of the NEPP JPC.
- 4.3. Members of the NEPP JPC can also elect to have their off-street car park services provided. The NEPP operational service provides off-street car parking services in the districts/borough of Colchester, Braintree, Uttlesford and Harlow and these authorities are members of the NEPP JPC Off-Street Parking Sub-Committee (OSPSC).
- 4.4. The original parking partnership between Colchester Borough Council (CBC), Braintree District Council and Uttlesford District Council set up in 2009 was based on CBC as lead authority providing the on and off-street parking service for the other two authorities.
- 4.5. When the NEPP was formed in 2011 the off-street service was adopted as an annexe to the main Joint Committee Agreement and was then operated and managed in the same way as the on-street service reporting to a Joint Committee. At this point Harlow chose to join the off-street service and Epping Forest joined in October 2012 when their outsource contract ended.
- 4.6. This allowed the delivery of the service to continue, but as the assets and the income for the service remained with the original authority, an annual payment was agreed to be paid to the NEPP to deliver the service.
- 4.7. The amounts paid by Braintree and Uttlesford Councils were based on the budgets transferred to the original partnership with an annual inflation allowance. However, the Harlow and Epping Forest amounts were calculated on the cost of providing the actual services required and the annual inflation allowance added to that.
- 4.8. The cost model was based on the services requested in the original service level agreement introduced in 2008, which have also varied over time; details are attached as Appendix One to this report.
- 4.9. Over the years the costs of providing the services required by each authority have increased and varied, and a review of this was undertaken in 2014/15 due to a predicted deficit on the off-street account and the results reported to the Joint Committee at its meeting held on 12 March 2015. This report is attached as Appendix Two to this report.
- 4.10. At that meeting it was resolved that the Off-Street Budget contributions for 2015/16 be based on 50% from CBC and a 1% increase for all other Partner Authorities.
- 4.11. Further work was undertaken during the 2015/16 financial year that addressed the deficit situation and in both 2015/16 and 2016/17 a surplus has been achieved on the off-street account and rebates were either paid to authorities or the allocations were used to improve car park assets.
- 4.12. However, there still remains the analysis from March 2015 that showed that the contributions from authorities did not match the level of the off-street service being delivered
- 4.13. Therefore, as the off-street annexe ends in March 2018, it seems sensible to review how this service is managed from April 2018 to March 2022. This review needs to take into account the financial pressures that all authorities will be facing in future financial years.
- 4.14. A copy of the off-street service level agreement used by the South Essex Parking Partnership is attached as Appendix Three for information.

## **5. Development Plan References**

- 5.1. The Development Plan Paragraph 2.1 outlines the context. 6.1 sub item 7 details the works necessary to review the Off-street Service and the exit of EFDC.

## **6. Consultation**

- 6.1. All authorities in the off-street partnership will be fully involved in the development of the final proposals in the report to the October Joint Committee meeting.

## **7. Financial implications**

- 7.1. This will be covered in the report to the October Joint Committee meeting as a result of the work between NEPP officers and the Joint Committee

## **8. Risk Management Implications**

- 8.1. A decision needs to be made at the October meeting to ensure that each authority can build the necessary amounts into its 2018/19 budgets. In addition the annexe to the original Joint Committee needs to be replaced as it finishes on 31 March 2018.
- 8.2. The risk has been noted in the Risk Management Matrix for NEPP at item 1.18.

## **9. Standard References**

- 9.1. There are no particular references to the publicity considerations; equality, diversity and human rights; community safety and health and safety implications.

## **Background Papers**

# Off-Street Parking Operational Service Level Agreement for the North Essex Parking Partnership.

## 1 Service Level

### 1.1 Strategic Vision

- 1.1.1 The vision and aim of the combined parking service will be to provide a parking service that:

***“Results in a merging of services to provide a single, flexible enterprise providing full parking services for a large group of Partner Authorities. It will be run from a central office, with outstations providing bases for local operations. There will be a common operating model, adopting best practices and innovation, yet also allowing variation in local policies and decision-making. Progress will be proportional to the level of investment in the Annual Business Plan.”***

- 1.1.2 Underlying this vision is a set of values that express the Service Values:

### 1.2 Efficiency

- 1.2.1 Flexible & innovative working practices will minimise office overheads
- 1.2.2 The combined pool of staff will provide a critical mass giving resilience between the partners;
- 1.2.3 Expanded purchasing power on shared contracts will generate savings to be reinvested which authorities on their own could not contemplate;
- 1.2.4 Supervision from a central location will reduce the need for managers in every locality, while extra travelling will be minimised through use of mobile communications;
- 1.2.5 Investigation of multiple offenders, across partner boundaries, will lead to the more efficient use of bailiffs;
- 1.2.6 Off-street car park operations will be streamlined by central monitoring of calls, an effective out-of-hours system, and security staffing to replace call-outs;
- 1.2.7 Economies of scale and a just-in-time approach will reduce costs of ticket-machine operations and enable advertising revenues to be realised;

### 1.3 Innovation

- 1.3.1 A single central database, accessible from a wide area network, will provide real-time updates whenever penalties are issued;
- 1.3.2 Routeing & scheduling will optimise enforcement investigations by using the latest software to schedule tasks for operational staff;

- 1.3.3 Back-office functions will be fulfilled by a combined team able to handle correspondence, accessible from any partner area, using software that automatically tailors responses to that authority's own policies.

#### **1.4 Service Quality**

- 1.4.1 Pooled specialist expertise will be available to all authorities, and sharing of in-house skills in maintenance and engineering will reduce reliance on contractors;
- 1.4.2 All partners will use common systems, facilities and processes, rather than replicating them;
- 1.4.3 Public expectations will be surveyed and addressed through adjusting service quality and managing perceptions;
- 1.4.4 Accreditation to the Park Mark (or equivalent) standard, and other quality schemes will be spread across all operations;
- 1.4.5 Paperless parking will be possible by implementing best practice in technology, joining up parking meters, mobile phone technology and officers' handheld computers.

#### **1.5 Outcomes for Customers**

- 1.5.1 Less inconvenience and danger from illegal parking
- 1.5.2 More responsive to customer requirements when issuing permits, dealing with enforcement and appeals
- 1.5.3 Better access to services and self-serve at any time over the Internet using a single service web site.
- 1.5.4 Access to services via credit/debit card and self-serve accounts, cashless and paperless parking systems.
- 1.5.5 Greater value for money for Council Tax-payers

#### **1.6 Strategic Leadership**

- 1.6.1 Strategic performance analysis and pricing strategy can be carried out centrally, to advise decision-makers within each authority. This will save duplication and consultancy costs, and ensure consistent, high-quality outcomes;
- 1.6.2 A single voice speaking for all partners will carry more weight in both political and commercial negotiations;
- 1.6.3 The enforcement function will be reviewed, to inform levels of staffing and patterns of patrols. This will integrate with the contract with Essex County Council, to make best use of resources under the CPE scheme.

## 2 Baseline Services

2.1.1 The baseline services in relation to the Partner Authorities parking functions are as follows:

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
<b>Back Office</b> – staff available at the single central back office	✓	✓	✓	✓	✓	Staff employed by Lead Authority
<b>Back Office</b> – Case management notice processing	✓	✓	✓	✓	✓	Provided from single central office
<b>Back Office</b> – Email monitoring generic inbox for council parking	✓	✓	✓	✓	✓	Provided from single central office
<b>Back Office</b> – Generation of exemption permits (waivers, dispensations, etc.)	✓	✓	✓	*	✓	Some Permits in Harlow handled on site by Client
<b>Back Office</b> – Generation of Season Tickets	✓	✓	✓	*	✓	Some Tickets in Harlow handled on site by Client
<b>Back Office</b> – Incoming Post & Allocation	✓	✓	✓	✓	✓	Post directed to central office
<b>Back Office</b> – incoming telephone – Advice and guidance on Penalty Charge Notices and the enforcement legal system through to Appeal and collection	✓	✓	✓	✓	✓	Transfer to Colchester (and redirect the telephone line/number) routed via McFarlane call system

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
<b>Back Office</b> – Invoice receipt checking, coding, signing off	✓	✓	✓	✓	✓	By Lead Authority where this relates to the service functions. Retain at client authority where this relates to the Asset Base, for joint committee invoicing, income, asset related invoices.
<b>Back Office</b> – Make decisions on challenges within the remit of the TMA2004/RTRA1984 (etc.) as appropriate (according to agreed Enforcement Policy and Operational Protocols)	✓	✓	✓	✓	✓	
<b>Back Office</b> – Manage the progression of all caseload correspondence (from first challenge through to Debt collection)	✓	✓	✓	✓	✓	
<b>Back Office</b> – Monitoring Performance: Pro-active reporting of potential problems noted throughout the service area – trend analysis contraventions/compliance for reporting to Committee	✓	✓	✓	✓	✓	
<b>Back Office</b> – TPT Appeals	✓	✓	✓	✓	✓	
<b>Back Office</b> – location of person able to give first contact advice	✓	✓	✓	✓	✓	Direct customers to Online Web presence. Retain client authority Reception customer service desk and where a form to fill in can be processed which should be sent to Colchester. Transfer other

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
						elements to Lead Authority where this relates to the service functions.
<b>Back Office</b> – Receive and deal with ‘post in’ banking / cost centre queries	✓	✓	✓	✓	✓	Transfer to postal PO Box at Colchester
<b>Back Office</b> – Receive cash and cheque (etc.) payments and reconcile	✓	✓	✓	✓	✓	Cheques to be removed as a means of payment when digital payment is available.
<b>Back Office</b> – Receive telephone payments to cash receipting system/Customer Service Office & reconcile with system	✓	✓	✓	✓	✓	Convert to automated systems as soon as practicable for all Partners.
<b>Back Office</b> – Renewal of exemption permits (waivers, dispensations, etc.)	✓	✓	✓	✓	✓	Convert to automated systems as soon as practicable for all Partners.
<b>Back Office</b> – Renewal of Season Tickets	✓	✓	✓	✓	✓	Convert to automated systems as soon as practicable for all Partners.
<b>Back Office</b> – Resident Permit issuing	✓	✓	✓	✓	✓	Convert to automated systems as soon as practicable for all Partners. Investigate outsourcing printing and posting for remainder of paper copy.
<b>Back Office</b> – Scanning	✓	✓	✓	✓	✓	
<b>Back Office</b> – Smart Card/M-Parking/Multi ticket Sales	✓	✓	✓	✓	✓	Sales and top-ups as “Permits” above
<b>Back Office</b> – IT system and database	✓	✓	✓	✓	✓	Transfer database to new merged (but separately reportable district) system managed by Lead Auth.

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
<b>Back Office</b> – Banking & Cost Centre coding of car park income	✓	✓	✓	✓	✓	Some client function to be retained at authorities where it relates to asset and direct payment.
<b>Front Office (or Customer Service Centre)</b> – solution of customer queries in person, e.g. parking penalties, permits	*	*	*	*	*	Provision of preferred contact via Internet. All correspondence for a PCN has to be in writing. Retain reception enquiry service at client authorities. Preferred channel is via enhanced Internet. No personal contact with back office as all has to be in writing.
<b>H&amp;S</b> – Report aspects and impacts of environmental occurrences and take any immediate actions necessary.	✓	✓	✓	✓	✓	
<b>H&amp;S</b> – Responsible for all equipment issued and security and continuity of all data therein	✓	✓	✓	✗	✓	Except for Harlow which receives only enforcement, transfer to Colchester.
<b>H&amp;S</b> – Toolbox talks	✓	✓	✓	✗	✓	Except for Harlow which receives only enforcement services.
<b>H&amp;S</b> – Written fault/damage reports and knowledge of emergency system	✓	✓	✓	✗	✓	Except for Harlow which receives only enforcement services.
<b>H&amp;S</b> – Written reports and statistics		✓		✗		
<b>Strategy</b> – Formulation and review of Development Plan and Strategic Policies	*	✓	*		*	Partner membership on Strategy Includes an element of assistance – larger projects will be

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
<b>Strategy</b> – Formulation of fees and charges updates and implementation of special offers and promotions	*	✓	*	✗	*	considered under additional consultancy.
<b>Strategy</b> – Formulation of parking, enforcement, operational, and cancellation policies, harmonisation of codes of practice.	✓	✓	✓	✓	✓	
<b>Strategy</b> – developing ideas for the longer term vision for the service	*	✓	*	✗	*	Partner membership on Strategy Includes an element of assistance – larger projects will be considered under additional consultancy.
<b>Strategy</b> – Responsible for all necessary steps to ensure status is maintained under Investors in People and national awards such as Park Mark and consider other appropriate accreditations such as the Institute of Parking Professionals and British Parking Association and continue to be a partner in the East Anglian Parking Forum	*	✓	*	✗	*	
<b>Strategy</b> – Provide all appropriate performance figures in order to allow authorities to report Best Value Performance Indicators to the Audit Commission, Essex County Council, Department for Transport, Transport	*	✓	*	✗	*	Partner membership on Strategy Includes an element of assistance – larger projects will be considered under additional consultancy.

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
Penalty Tribunal						
<b>Strategy</b> – Continue to implement all the service specific actions in the current business plan; working with the business partners and the county council, contribute to the development of the next Business Plan; and report as required by the committee, development plan and legislation	*	✓	*	✗	*	Partner membership on Strategy Includes an element of assistance – larger projects will be considered under additional consultancy.
<b>Strategy</b> – Give advice and support to the wider parking community, in accordance with the requirements of a TMA and RTRA and in recognition of the status and size of the joint service, commensurate with the amount of resources available at any one time	*	✓	*	✗	*	Partner membership on Strategy Includes an element of assistance – larger projects will be considered under additional consultancy.
<b>Manager</b> – Implement and comply with the Business Plans and Development Plans approved by the Partner Authorities' Executives and/or the Joint Committee from time to time.	✓	✓	✓	✗	✓	
<b>Manager:</b> Appraisals – of reporting staff, assessment of training needs (IIP)	✓	✓	✓	✓	✓	

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
<b>Manager</b> – Contribute as appropriate to the broader objectives of client authorities as set out in their Corporate and/or Strategic Plans and Transport Strategy documents and to work with appropriate service areas of client authorities or the county council to achieve this	✓	✓	✓	✗	✓	
<b>Manager</b> – In relation to parking matters, represent client authorities as appropriate at County; Regional; National; and International level and take a lead both regionally and nationally in the field of enforcement issues in parking including TMA/RTRA	✓	✓	✓	✓	✓	
<b>Manager:</b> Communication (written, verbal, face to face) with public, to and from colleagues at all times (mobile, radio and in meetings) advice, guidance, clarification, problem solving.	*	*	*	*	*	Client authorities retain face-to-face contact entirely to front office reception with own management, with recourse to Lead for advice if necessary.
<b>Manager:</b> Image: corporate, clothing, uniform, letterhead	✓	✓	✓	✓	✓	Transfer to Lead with local identifier on corporate image
<b>Manager:</b> Receive and deal with escalated incidents and intervene to diffuse potential	✓	✓	✓	✓	✓	Transfer to Lead. Complaints process as Lead Authority

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
conflict situations						
<b>Manager:</b> Recruitment	✓	✓	✓	*	✓	Transfer to Lead – distance management with appropriate representation from each council (Harlow insofar as relating to Enforcement process)
<b>Manager:</b> Responsible for Staff and work planning for managed staff	✓	✓	✓	*	✓	Transfer to Lead.
<b>Manager:</b> supervision of PAs/CEOs	✓	✓	✓	✓	✓	Transfer to Lead.
<b>Operations</b> – Cones & signage scheduling as appropriate and setting out to order, e.g. suspensions, football, special events, suspensions)	✓	✓	✓	✗	✓	Harlow has not selected this item.
<b>Operations</b> – Enforcement staff, fully equipped, correctly and fully attired for duty (in accordance with guidance, local procedures & regulations)	✓	✓	✓	✓	✓	Transfer to Lead.
<b>Operations</b> – Manage <i>Just in Time</i> service stock of spares and ticket stock	✓	✓	✓	✗	✓	Transfer to Colchester but retain small stocks in locality if possible.
<b>Operations</b> – Provide cover for other senior/supervisor/PAs/CEOs leave and sickness	✓	✓	✓	✓	✓	

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
<b>Operations</b> – Training to NVQ2 standard and local processes and procedures	✓	✓	✓	✓	✓	
<b>Operations</b> – Data transfer & storage (inc. pocket books, unit upload/download, cameras, charging, etc.)	✓	✓	✓	✓	✓	Downloading to be connected to NEPP database.
<b>Operations</b> – Supervisors responsible for ensuring team is fully equipped and correctly and fully attired and prepared for duty (inc. all daily requirements, sector allocation list and identification)	✓	✓	✓	✓	✓	Retain in locality, distance managed by local shared supervision.
<b>Operations</b> – Use of IT system and database	✓	✓	✓	*	✓	For enforcement staff. Direct access to client limited by data privacy and DVLA controls. Harlow insofar as relating to Enforcement process.
<b>Operations</b> – Maintain an operate stock and storage for tickets and parking machine and handheld computer spares including an appropriate storage facility at Colchester and any storage facility provided by Braintree and Uttlesford for the purposes of the Joint Parking Service from time to time	✓	✓	✓	✗	✓	
<b>Operations</b> – Provide a signage, design and coning service both to meet a range of in-house needs (and as a commercial	✓	✓	✓	✗	✓	

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
service)						
<b>Joint Committee</b> – Administer Joint Committee operation	✓	✓	✓	✓	✓	
<b>Car Park</b> – opening hours baseline	0800-1730	0800-1730 0720-1900	Pay & display only	✗	Pay & display only	Operational opening hours to be in consultation with Client. Costs where this involves additional staffing to be agreed separately with NEPP. Any lesser hours only ever to be in consultation with the Client.
<b>Car Park</b> – Care for, manage and make accessible the parking stock held by authorities	✓	✓	✓	✗	✓	
<b>Car Park</b> – operate and staff customer service role in staffed off street car park (e.g. multi-storey)	✓	✓	✗	✗	✗	Staffed car parks only
<b>Car Park</b> – Daily checks of pay and display machines	✓	✓	✓	✗	✓	Checks for operation by enforcement staff
<b>Car Park</b> – pay and display machines weekly on demand ticket restock and operational check	✓	✓	✓	✗	✓	Attendance by technical staff; Checks for operation by enforcement staff
<b>Car Park</b> – Daily maintenance of pay and display machines	✓	✓	✓	✗	✓	Technical solutions support by engineer-trained staff

Task	Partner tasks provided by the Lead Authority for:					Service Operational Arrangements provided by the NEPP operational Lead (and additional Notes).
	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	
<b>Car Park</b> – Repair and improvement of pay and display machines	✓	✓	✓	✗	✓	Decision making and recommendations for machines changes or updates to be made by Lead to the Joint Committee.
<b>Car Park</b> – Maintenance of pay on foot machines	✗	*	✗	✗	✗	Only Colchester manages pay on foot car parks. NEPP provides daily service and Client retains contract in place for maintenance
<b>Car Park</b> – Collection of cash	✓	✓	✓	✗	✓	Investigate new harmonised or contracted process. Recommendations for changes to be made by Lead to the Joint Committee
<b>Car Park</b> – Provision of appropriate technical advice to the building maintenance processes	*	✓	*	✗	*	Other than Colchester, for provision of project services (not to include any responsibility for the assets). Recommendations for changes or updates to be made by Colchester to the Joint Committee
<b>Car Park</b> – Develop and conduct appropriate offers and strategies detailed in the Development Plan and any subsidiary documents to not only increase visits and usage but also to improve the perception of parking	*	✓	*	✗	*	Other than Colchester, for provision of project services (not to include any responsibility for the assets). Recommendations for changes or updates to be made by Colchester to the Joint Committee

In the table above an element selected is costed and an agreed contribution is made for the provision of time, resources and supplies in carrying out those services. Areas not selected are not subject to a contribution and will not be provided. Where an asterisk is shown, an element of assistance is to be provided. Larger projects may also be managed and carried out and will be agreed in advance.

### **3 Specific Limits and Requirements**

#### **3.1 Lead Authority**

- 3.1.1 The lead authority will ensure that a register will be maintained of the assets owned by the Partner Authorities relating to parking services, in order that assets used or stored by it can be disposed appropriately if the Agreement is terminated.
- 3.1.2 Any significant change to the machines, signage, surface or lines in any Partner Authority's area would be subject to prior agreement and form part of the business plan which will be agreed by all Partner Authorities.
- 3.1.3 The Joint Parking Service will be operated in such a way that the car parks or any part of them are open to the public only where all risks to the health and safety of the public or any employee or Councillor of the Partner Authorities are, so far as reasonably practicable, avoided.
- 3.1.4 Each Partner Authority's car parks receive a fair share of the available management, enforcement and operational resources, as in the Agreement for the joint service.
- 3.1.5 Any goods services signage, tickets, spares, stock, computers, other equipment or property purchased as part of the Joint Parking Service and which is wholly or partly funded from the Joint Parking Account will, so far as possible, be procured so that if this agreement ends:
- (a) The body or bodies who funded the purchase of the property (including jointly funded property) can be identified and the ownership dealt with that time.
  - (b) Any title to the item can be transferred to a Partner without any further payment having to be made to any supplier (e.g. a software supplier or the owner of goods under an operating lease).
  - (c) Where goods or services are purchased specifically for use at a Partner's site then they are recorded in that Partner's name and be so attributable at the dissolution.
  - (d) All acquisitions or additions to the Joint Parking Service shall be acquired in the name of Colchester but the ownership by Partner for the intended use shall be clearly recorded in the asset register.

#### **3.2 Inclusions**

- 3.2.1 The Partner Authorities agree that:
- (a) Signage, tickets, spares, stock, computers and other equipment may be stored at the Lead Authority's storage facilities without any charge over and above the Annual Contribution.
  - (b) Signage, tickets, spares, stock, computers and other equipment may be stored at the Partner Authority's storage facilities without any charge over and above the Annual Contribution.

3.2.2 The Partner Authorities will co-operate with each other (or their auditors or contractors) and give full access to documents, premises and records to the extent that the Partner Authorities (or their auditors or contractors) reasonably require such access or co-operation in order to:

- (a) Monitor the operation of this Agreement.
- (b) Audit the performance and systems in the joint parking service.
- (c) Investigate complaints about the operation of the Joint Parking Service.
- (d) Respond to requests for information under the Freedom of Information Act 2000 or the Environmental Information Regulations 2005.

3.2.3 The Lead Authority grants its Partners a permanent irrevocable licence to use and to allow others to use for any purpose and without payment any intellectual property created by or on behalf of The Partnership as a result of the this Agreement (except to the extent that the intellectual property exclusively relates to parking and/or assets owned by Colchester).

3.2.4 Neither this agreement nor the operation of it gives Colchester any legal estate (leasehold or otherwise) or rights or title to over any real or personal property belonging to Braintree and Uttlesford or the right to grant the same on behalf of Braintree and Uttlesford, except for the granting of access licenses under Road Traffic Regulation Act 1984.

3.2.5 Any intellectual property created by or on behalf of the Joint Parking Service shall, to the extent that it relates to a Partner Authority asset base or sites belong to that Partner respectively.

3.2.6 Each Partner Authority will handle and respond to Freedom of Information Act requests concerning their respective Authority aspects of the Joint Parking Service.

3.2.7 Each Partner Authority will notify the Lead Authority of any FOI requests received which relate to the functions of the Joint Committee.

3.2.8 The Client authority shall discharge its responsibilities under health and safety and welfare legislation in relation to staff accommodation in each of its operating bases.

### **3.3 Exclusions**

3.3.1 The Partner Authorities agree that the following areas are excluded from the Joint Parking Service and remain the responsibility of the respective Partner Authorities as they apply to the parking asset base and parking sites and buildings of each respective Partner Authority:

- (a) The disposal or permanent transfer of title of any item in each Partner Authority's car park sites.

- (b) The decision to levy fees and charges to the general public at any of the parking sites.
  - (c) Changes to the opening times of the parking buildings (as set out in paragraphs 3.2 and 3.3) apart from when there is an overriding operational issue, such as a health and safety matter, that necessitates a short-term closure.
- 3.3.2 Decisions in these areas will be agreed through the usual political decision making process of each Partner Authority.
- 3.3.3 Each Partner Authority shall inform the others of any proposals to make any decision under paragraph 3.3.1 above so that the Business Plan might be revised at the Joint Committee.
- 3.3.4 The following functions will not be delegated to the Joint Committee:
  - (a) Ownership or Stewardship of car park assets, including maintenance, repair and upgrading, other than minor work carried out during day to day operations.
  - (b) Responding to customers who contact the Partner Authorities directly. The Authorities' response will be limited to provision of a form to complete for 'appeals', provision of e-forms or via enhanced Internet. Other elements will be transferred to the Lead Authority's office where they relate to the functions of the joint service since Partner Authorities will not have direct access to back office staff (except recourse to the Lead Authority's staff for telephone advice if necessary).
- 3.5.3 Each Partner Authority agrees that they will not dispose of any of their respective car parks without six months prior written notification to the Joint Committee of its intention.

**Report to:** Joint Committee, North Essex Parking Partnership

**Date:** 12 March 2015

**Subject:** Off-Street Budget Review and Budget 2015/6

**Author:** Matthew Young, Head of Operational Services, Colchester B.C.  
Richard Walker, Group Manager, North Essex Parking Partnership

**Presented by:** Matthew Young, Head of Operational Services, Colchester B.C.  
Richard Walker, Group Manager, North Essex Parking Partnership

## **1. Reason for report**

- 1.1. At the December 2014 meeting of the Partnership Joint Parking Committee (JPC), Members agreed that the Off-Street budget for 2015/16 should be comprehensively reviewed and results brought to the next meeting.

## **2. Introduction**

- 2.1 To help understanding this report is set out in the following sections with three supporting appendices:

- History of the NEPP
- Explanation of the On and Off-street accounts
- The Off-street Business Plan
- Explanation of the contents of the Appendices
- Budget for 2015/16
- Analysis of the Off-street Budget
- Options
- Decision

## **3. History**

- 3.1. When it was formed, the JPC had a Business Plan for the On-Street functions, but the Off-Street budgets were not reviewed. Braintree, Uttlesford and Colchester's budgets were transferred from the former Off-Street Partnership, without scientific analysis, due to the timescale for creating the new and more complex North Essex Parking Partnership (NEPP). Therefore, Braintree and Uttlesford's contributions remained on the same basis as the original agreement.
- 3.2. However, at the time it joined, the Epping Forest contribution was accurately calculated for two reasons, firstly to compare against the previous private provider and secondly there was improved knowledge of the costs of different aspects of the service.
- 3.3. Conversely Harlow's contribution was based initially on staff transferring and an arrangement was put in place for services to be provided to the NEPP in relation to the technical requirements of designing and implementing Traffic Regulation Orders (TRO).
- 3.4. Districts could elect to join the Off-street Partnership if they wished, or leave by giving a year's Notice from any end of year (March). The benefit of being a member authority is

principally economies of scale, explained below, both within the district, with neighbouring authorities, and within the wider Partnership.

- 3.5. On this basis the beat rounds were built and the pattern of working has been established over the last four years that meets the Off-street needs of the district partners as well as providing the on-street service.

#### **4. On Street and Off-Street Accounts**

- 4.1. It must be noted from the above that the On-street and Off-street accounts are intrinsically linked, yet funded in different ways. Neither account can benefit from the other.
- 4.2. The On-street account is bound by legislation and must not set out to make a surplus and any in-year surplus must be retained for highway use. If a deficit is made the Agreement states that it must be made up by funds by the Partner authorities. The On-street account therefore sets out to break even although there is a small banked surplus which is held in the lead authority's balances to cover small deficits, and the power to carry over £50k between years.
- 4.3. Work completed by enforcement officers is not limited to car parks (Off-street) or highway line enforcement (on-street) because when in a particular location the officers can efficiently carry out a mixture of both types, and beats are set up in this way. Similarly, the Business Unit takes all parking calls and administers all PCNs whether Off-street or On-street. This means that the work carried out must be measured out and allocated to one account or the other.
- 4.4. In addition, the On-street account can expand or contract according to the resources available to it. The Off-street operation is finite however, and cannot proceed beyond the limit of the contributions from the partner authorities. Any savings made in the On-street account (such as vacancies) will however flow through to the Off-street account in proportional measure, due to the nature of the accounting, explained below.
- 4.5. It is worth recognising both the financial and operational success of the Partnership in both on and off-street service:
- A deficit approaching £600k for the NEPP authorities in the on-street fund has been eradicated
  - A reduction in the costs of providing both the On and Off-street services for all authorities
  - On and off-street operations have been maintained and improved across most areas, particularly in the original partner authorities
  - A consistent and efficient back office service that deals with all enquiries and challenges
  - The introduction of TROs most of which had either been delayed or not prioritised under previous arrangements
  - The availability of expertise on parking matters for all partner authorities

## **5. The Business Plan for Off-street functions**

- 5.1. In order to work towards a balanced Off-street budget the JPC has, over time, received and agreed documents which relate to the Off-street budget and operation.
- 5.2. At the December 2012 JPC, the Service Level Agreement was updated and agreed. This document sets out which services each authority receives, and the level of service, as part of the Off-street Agreement (Annexe B to the main JPC Agreement).

At the June 2014 JPC meeting, the Development Plan was presented and approved. This contained the budget splits for different parts of the service, including re-confirming the 70:30† and 80:20‡ work splits for On-/Off- street, and it was agreed that once the Technical Service Review had been completed (with Cash Collection outsourced) then the document would be completed. This report is a precursor to that completion.

NB: 70:30† split is for enforcement and 80:20‡ is for management costs.

- 5.3. The lead authority has reviewed its internal recharges for all services to ensure that the correct amount of charges are being passed to the correct service areas. The budget has been set with the updated allocations from this review.
- 5.4. The present model does not make any link between actions and income, since all the income from an authority's car parks and all the PCN income goes to the Client Authority.
- 5.5. Therefore, some changes in PCN levels may have occurred due to policy changes, parking charges levels or special offers. For example where a special offer is in place, e.g. 10p after 3pm, it will be far less likely for customers to overstay their tickets, leading to a reduction in PCNs issued.

## **6. Appendices**

- 6.1. Appendix A is the Budget for both 2014/15 and 2015/16 and shows the expenditure required to run the Off-street service as agreed in the Development Plan.
- 6.2. Appendix B is the analysis of the Off-street budget requested by Members showing how the budget is split between authorities using the agreed proportions from the Development Plan. Where applicable, agreed percentage splits have been used, against the services as agreed in the SLA. The percentage splits in the document for Cash Collection relate directly to the collection frequency at each machine and these have been used where there is no directly applicable usage data.
- 6.3. Appendix C is the Development Plan including updated text added since the completion of the Technical Review.

## 7. Budget for 2015/16

7.1 This is shown in detail in Appendix A and the variations from the 2014/15 budget are explained below.

- Salaries – any increases reflects 2% budgeted pay increase and increments for staff. The reduction in Technical Service is due to the outsourcing of the cash collection contract
- The increase in Supplies and Services is due to the inclusion of the cash collection service payment to G4S.
- Support Services: as a result of the review described in the on-street budget report charges are now shown directly on appropriate NEPP codes rather than being apportioned from a general management overhead code resulting in a more accurate cost of the service. However, this has resulted in increases against some of the following recharges:
  - HR recharges will be based on the number of staff within NEPP
  - Accountancy will be based on an apportionment of time
  - Insurances are those directly specific to the NEPP
  - Systems – split three ways with other Operational Services
  - Corporate PSU – Invoices and income administration and payroll functions that are specific to the NEPP
- Cash Office/Postage: change in cash collection process and reduction in usage of postage
- IT charges have been thoroughly reviewed and are based on the number of users, licences and applications specific to NEPP shown on the appropriate NEPP code rather than being apportioned from a general management overhead code.

7.2 Therefore, whilst there have been increases in other budget areas the net cost of outsourcing the cash collection service is a saving of £48k to the Off-street account.

7.3 However, if contributions are maintained at 2014/15 levels there will be a predicted deficit on the Off-street account of £39k.

## 8. Analysis of the Off-street budget

8.1. The work analysis as requested by the Joint Committee has been carried out and is summarised below using rounded figures. The basis for apportioning each task across the partner authorities is set out in Appendix C.

**Table 1**

<b>Authority</b>	<b>Braintree</b>	<b>Colchester</b>	<b>Epping Forest</b>	<b>Harlow</b>	<b>Uttlesford</b>
Contributions from 2014/15	£145,900	£643,500	£269,600	£67,800	£152,100
Contribution based on work analysis	£199,513	£502,570	£258,571	£124,276	£194,069
<b>Difference from 14/15</b>	<b>£53,613</b>	<b>-£140,930</b>	<b>-£11,029</b>	<b>£56,476</b>	<b>£41,969</b>

8.2 The analysis shows that the basis for charging the Partners has not been equitable and it has become evident that Colchester Borough Council's contribution, to a significant extent, and Epping District Council, to a lesser extent, is subsidising the work done for other authorities.

8.3 To correct this, contributions would need to be revised based on the analysis of work, then the contributions would be as shown in the third row of the table above, which would mean a significant increase for some authorities.

8.4. Therefore, to bring in the work analysis changes immediately would cause an imbalance such that most authorities will not have planned for the level of contribution necessary.

8.5. However, Colchester recognises that it does have the more varied and complex off-street parking operation and, in line with present contributions is willing to maintain its contribution at approximately 50% of the Off-Street Budget costs. This decision will be subject to formal Cabinet approval.

8.6. Therefore, a further option is presented where contributions are revised in line with Colchester's offer of additional funding, plus a 1% uplift of 2014/15 contributions for other authorities. This gives the following result:

**Table 2**

<b>Authority</b>	<b>Braintree</b>	<b>Colchester</b>	<b>Epping Forest</b>	<b>Harlow</b>	<b>Uttlesford</b>
Contributions from 2014/15	145,900	643,500	269,600	67,800	152,100
CBC offer to pay 50% + 1% increase for other authorities	147,359	639,500	272,296	68,478	153,621
<b>Difference from 14/15</b>	<b>1,459</b>	<b>-4,000</b>	<b>2,696</b>	<b>678</b>	<b>1,521</b>

8.7. This reduces the predicted deficit to £36.5k which would need to be dealt with in-year through re-charging an appropriate level of cash collection costs to the On-street fund

and by making tactical savings on expenditure like vacancies and, where possible, delaying spend.

8.8. However, if the Joint Committee wants to make further reductions in the costs of the service some or all of the following actions will need to be considered with the resultant reductions in service level and quality:

- Continue to make savings in the operation to make transactions digital and internet-based, passing the benefit proportionately to the Off-street operation, this would mean the service would not be available in some channels
- Make savings (cuts) in the operation, which will pass a proportion to the Off-street fund - this is likely to reduce the service provided if all costs are to be reduced to current contribution levels
- Save all vacancies currently in the establishment for Civil Enforcement Officers which will pass a proportion to the Off-Street fund. This option would result in severely cutting income possibilities reduce income that goes to the Client and probably increase complaints about the availability of and coverage by enforcement staff
- Review/revise the percentage split to on-street. For example a 10% change to the On-Street costs split to bring that to 80:20 (like the Management cost centre) means a reallocation of £250k costs into On-Street, but this would result in a reduced service to the car parks and significantly increase the difficulty of balancing the On-street fund
- Revisit the work of the Technical Service to see if machine maintenance can be provided more cheaply by a contractor – TUPE may apply and in any event this is unlikely to be cheaper
- Remove the Off-street service from the NEPP and return its operation to the districts – TUPE may apply and the economies of scale would be lost
- Phase in the fairer funding changes over time meaning some cross-funding may have to continue to exist – all Partners would have to agree how to manage this, especially if one did not want to continue to support others
- Allocate resources precisely on the basis of the contribution, whether required by an area or not - this would mean the lessening of services to some districts and improvements in others

## 9. Options

9.1 Based on the information set out above the following options are presented for Members' consideration

- Contributions are revised to represent the results of the work analysis shown in Table 1 above
- Contributions are revised in line with Colchester's offer of additional funding, plus a 1% uplift of 2014/15 contributions shown in Table 2 above.

**10. Decision**

- 10.1 Members are asked to debate the Off-Street Budget and contributions split and decide the level of contributions from the two options shown above for 2015/16 so that a budget can be set for the Off-street Operation.
- 10.2 Members are asked to indicate whether any of the further actions shown in paragraph 8.8 are to be pursued.

<b>Appendix A – Budgets for 2014/15 and 2015/16</b>					
<b>Off-street Account</b>	<b>2014/2015</b>	<b>2015/2016</b>			
<b>Expenditure</b>	<b>Annual Budget</b>	<b>Annual budget</b>			
<b>Direct costs</b>					
Employee costs:					
Management	14	14			Parking Services Management Team staff costs
CEOs & Supervision	458	484			CEOs & Supervisor staff costs
Back Office	110	117			Back Office staff costs; salary increase plus increments.
Technical Service	381	182			Off-street car park workers / cash collectors – reduces due to start of cash collection contract
Premises costs	2	3			Premises work to be recharged to partners
Transport costs (running costs)	19	20			Fuel and public transport
Supplies & Services	128	303			General expenditure – increases due to start of Cash Collection contract
Third Party Payments	15	15			Chipside and TEC bureau costs
<i>Sub-total</i>	<i>1,128</i>	<i>1,139</i>			
<b>Non-direct costs</b>					
Accommodation	14	10			Accommodation
Other Support Services	43	59			Accountancy, HR, insurance, management and systems support
Cash Office & Receipting & Postage	30	6			Cash Office & postage – reduces due to start of Cash Collection contract
Communications	5	5			Communications
Fleet contract hire	42	43			Fleet costs
IT	17	56			IT cost based on actual usage
<i>Sub-total</i>	<i>151</i>	<i>179</i>			
<b>Total Expenditure</b>	<b>1,279</b>	<b>1,318</b>			
<b>Funded by Contributions:</b>					
Braintree District Council	(146)	(146)			BDC contribution
Colchester Borough Council	(644)	(644)			CBC contribution
Epping Forest District Council	(270)	(270)			EFDC contribution
Harlow District Council	(68)	(68)			HDC contribution
Uttlesford District Council	(152)	(152)			UDC contribution
Other income	0	-			Work for partners outside of normal duties
<b>Total Income</b>	<b>(1,279)</b>	<b>(1,279)</b>			
<b>Deficit / (Surplus)</b>	<b>0</b>	<b>39</b>			



**Appendix B – Percentage basis for splits**

Percentages			District Split					Other (excluded)
Element	Description of basis	BDC	CBC	EFDC	HDC	UDC	On-Street	
1	<b>G4S cost</b>	Based on number and frequency of collections	13%	41%	19%	0	17%	10%
2	<b>5542 Back Office</b>	No of PCNs processed - staff costs	14.7%	35.3%	22.2%	13.1%	14.7%	
3	<b>5542 Back Office</b>	Mi-Permit transactions - processing cost	13%	41%	19%	0	17%	10%
4	<b>5542 Back Office</b>	Adjudication Service levy per PCN issued	12.7%	29.3%	28.8%	15.3%	13.8%	
5	<b>5542 Back Office</b>	Season Ticket or Permits issued	12.7%	29.3%	28.8%	15.3%	13.8%	
6	<b>Management/Strategy</b>	Management of services & Strategy preparation – collection frequency	13%	41%	19%	10%	17%	
7	<b>5545 Technical Team</b>	Off-street car park staffing – time allocation and type of operation	20%	45%	14%	8%	13%	
8	<b>5541 Enforcement</b>	No of PCNs processed - Enforcement general, CEO costs	14.7%	35.3%	22.2%	13.1%	14.7%	
9	<b>5541 Enforcement</b>	No of PCNs processed - Other Staff costs	14.7%	35.3%	22.2%	13.1%	14.7%	
10	<b>Non-direct costs</b>	Accommodation – collection frequency	13%	41%	19%	10%	17%	
11	<b>Non-direct costs</b>	Support– collection frequency	13%	41%	19%	10%	17%	
12	<b>Non-direct costs</b>	Cash– collection frequency	13%	41%	19%	10%	17%	
13	<b>Non-direct costs</b>	Communications– collection frequency	13%	41%	19%	10%	17%	
14	<b>Non-direct costs</b>	Fleet– collection frequency	13%	41%	19%	10%	17%	
15	<b>Non-direct costs</b>	ICT– collection frequency	13%	41%	19%	10%	17%	

Note: Splits taken from the approved NEPP Development Plan

Dated this .....20

**SERVICE LEVEL AGREEMENT**

**for**

**OFF-STREET PARKING ENFORCEMENT**

**THIS AGREEMENT** is made on the            day of            2015

**Between:**

**1. SCOPE OF THE AGREEMENT AND TERM**

- 1.1 This Service Level Agreement covers the operational aspects of off-street parking enforcement and car park permit administration within the.
- 1.2 The Council has powers under the Traffic Management Act 2004 and the Council Off-Street Parking Places Order 2008, revised in 2012 for the enforcement of off street parking enforcement on Council owned land.
- 1.3 The Council shall delegate the control of local off street parking enforcement within the Borough to the Lead Authority in accordance with the terms of this Agreement.

**2. LEAD AUTHORITY RESPONSIBILITIES**

- 2.1 Under the terms of this Agreement the Lead Authority shall be responsible for:
  - 2.1.1 A minimum of 11 daily parking enforcement patrols, including weekends and Bank Holidays of the Council owned car parks as detailed in Schedule 1;
  - 2.1.2 The Council accepts that the provision of the Services by the Lead Authority will take into account the requirement for different work demands and patterns of work and the amount of daily patrols will vary from week to week but will average at 11 patrols per day as set out in 2.1.1 above
  - 2.1.3 The enforcement of the Borough (Off Street Parking Places 2008) and the issue of Penalty Charge Notices where vehicles contravene the Order;
  - 2.1.4 The replenishment of pay and display tickets in the machines;
  - 2.1.5 Producing a daily pay and display test ticket to ensure machines are in working order prior to undertaking patrols, taking remedial action or reporting the defect to the Council, as appropriate;

- 2.1.6 Completing a daily Health and Safety check list and reporting any issues to the Council. The Lead Authority will not have any obligation other than to report it.
- 2.1.7 The administration and recovery of all Penalty Charge Notices issued from 1 September 2015, the commencement of the Service Level Agreement;
- 2.1.8 The coordination and response to any representations received against any enforcement action including all appeals and representations;
- 2.1.9 The receipt of any monies paid in respect of off-street Penalty Charge Notices issued in respect of the Council's car parks;
- 2.1.10 The collection of all monies due following the issue of off street Penalty Charge Notices;
- 2.1.11 All costs associated with the provision, training and supervision of Civil Enforcement Officers and support staff;
- 2.1.12 The provision and maintenance of all vehicles and equipment used by the Civil Enforcement Officers in connection with this Agreement;
- 2.1.13 The provision of Penalty Charge Notice paper rolls and Penalty Charge Notice envelope wallets
- 2.1.14 Be the first point of contact to receive requests from customers to renew or purchase car park season tickets as per the cost and car park availability as detailed in Schedule 1
- 2.1.15 On receipt of payment, issue a permit to the customer which will be valid for the specified period and can be recognised as valid by the Civil Enforcement Officers. The Lead Authority has the option to issue a paper permit or as an electronic virtual permit.
- 2.1.16 Maintain a record of customers details, when the permit is issued and the date of expiry. Notify customers, in advance of the permit expiring, that renewal is required
- 2.1.17 Where the conditions of use for a issued season ticket has been breached, Liaise with the Council to agree a suitable course of action

- 2.1.18 Refunds for season tickets will be issued in line with the Council's policy.
- 2.1.15 The Collection, receipt and reconciliation of all monies due from the sale of car park permits; and
- 2.1.16 The timely provision of the management information as detailed in clause 6.

### **3. COUNCIL RESPONSIBILITIES**

- 3.1 Under the terms of this Agreement the Council shall be responsible for:
  - 3.1.1 The review and amendment of the Council's off street parking policy. The policy will not be changed to the Lead Authorities disadvantage without a review of the Service Level Agreement and its express agreement;
  - 3.1.2 The making of Off Street Parking Places Orders; The orders will not be changed to the Lead Authorities disadvantage without a review of the Service Level Agreement and its express agreement;
  - 3.1.3 The setting of off street parking fees and charges; The setting of fees and charges will not be changed to the Lead Authorities disadvantage without a review of the Service Level Agreement and its express agreement;
  - 3.1.4 The maintenance of the car parks detailed in Schedule 1 and the maintenance of all the pay and display machines located in each of the car parks;
  - 3.1.5 Receive and log calls from the Lead Authority in respect of pay and display machine faults and car park issues and make the necessary arrangements with the service providers and contractors to attend site and repair the problem;
  - 3.1.6 The car park assets, equipment, CCTV and pay and display machines to include inspections, monitoring and maintenance;
  - 3.1.7 Insurance and liabilities and handling insurance claims against the Council;

- 3.1.8 The first point of contact for all parking enquiries from the public, Councillors and members of the press;
- 3.1.9 Provide car park machine pay and display tickets and parking permits, ensuring sufficient stock is retained and sent to the Lead Authority, on request, and within agreed timescales;
- 3.1.10 The emptying of pay and display machines and the reconciliation of tickets issued and income collected from the machines;
- 3.1.11 Retain the cash collection, PayByMobile and pay & display machine contracts (this could be amended subject to better value for money being achieved) and
- 3.1.12 The administration and recovery of all Penalty Charge Notices issued prior to 1 April 2015, the commencement of the Service Level Agreement;

#### **4 REVIEWS AND AMENDMENTS TO THE SERVICE LEVEL AGREEMENT**

- 4.1 This Agreement shall commence on 1 September 2015 and shall continue for a period of one year with an option on the Council's part to extend the Agreement for a further three years (the "**Term**").
- 4.2 If this Agreement is extended in accordance with clause 4.1 this Agreement shall be reviewed annually and any changes shall be with the agreement of both parties and recorded in writing
- 4.3 The annual review shall incorporate a review of the service level provided by way of this Agreement and its adequacy given any proposed service changes.
- 4.4 The annual review shall incorporate a review of the annual management fee and will reflect any increases/decrease according to staff pay increase/decreases and any increase/decrease to direct expenditure costs in line with the published Consumer Prices Index.

4.5 The Council shall inform the Lead Authority at the earliest opportunity of any changes to its car parking charges so that patrols can be adjusted where necessary. Any increase to the agreed volume of work and patrols will be reflected in an increase to the agreed management fee as specified in clause 13 and shall be with the agreement of both parties.

## **5. PERFORMANCE INDICATORS**

5.1 The performance indicators have been set based on the average performance of the current operation over the past three years.

It is acknowledged that these indicators are not target driven and are based on a reasonable assumption that these figures can be achieved based on the historical level of performance. There will be no penalty clause or reduction in management fee if the following performance indicators are not fully achieved.

5.2 2170 PCN's issued per annum

5.3 At least 73% of PCN fines successfully recovered

5.4 At least £47,500 income received from PCN's

5.5 100% correspondence relating to permits replied to within 10 working days of receipt. For this provision a working day is Monday to Friday excluding Bank Holidays.

5.6 Financial reconciliation reports covering the quarterly periods for the financial year will be provided to the Council in July, October, January and April.

## **6. PERFORMANCE MONITORING**

6.1 The Lead Authority and the Council shall meet at least quarterly to discuss any operational and performance issues.

6.2 The Lead Authority shall develop a patrolling programme in consultation with the Council. The effectiveness of the patrolling programme shall be considered at the quarterly review meetings.

6.3 The Lead Authority shall provide the Council on a quarterly basis with a report containing the following information:

6.3.1 Number of higher level PCNs issued.

6.3.2 Number of lower level PCNs issued.

- 6.3.3 Number of PCNs paid.
- 6.2.4 Total income received from PCNs.
- 6.3.5 Number of PCNs against which an informal or formal representation was made.
- 6.3.6 Number of PCNs cancelled as a result of an informal or a formal representation.
- 6.3.7 Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable).
- 6.3.8 Number of complaints received against the Lead Authority while carrying out the functions as set out in this Agreement
- 6.3.9 Performance against performance indicators

## **7. COMPLAINTS**

- 7.1 Any complaints received by, or referred to, the Lead Authority shall be acknowledged within 7 working days. For this provision a working day is Monday to Friday excluding Bank Holidays.
- 7.2 The Lead Authority shall fully investigate any complaint and notify the complainant in writing (and copy to the Council) of its findings in a timely manner.

## **8. PROTECTION OF CHILDREN AND VULNERABLE ADULTS**

- 8.1 The Lead Authority acknowledges that the Council has legal responsibilities under section 11 of the Children Act 2004 ("CA 2004") in providing the services under this Contract, the Lead Authority warrants that it will cooperate with the Council to enable the Council to comply with CA 2004.
- 8.2 The Lead Authority shall give reasonable assistance to the Council to comply with the CA 2004 and shall not do any act either knowingly or recklessly that would cause the Council to be in breach of the CA 2004.
- 8.3 The Lead Authority shall make arrangements during the provision of the services under this contract to ensure that it complies with CA 2004

and accordingly the Lead Authority shall comply with the Council's policy regarding safeguarding children and the CA 2004.

8.4 Failure by the Lead Authority to comply with the provisions of this clause may lead to the termination of this contract at the absolute discretion of the Council.

8.5 The Lead Authority shall at its own costs obtain for each individual involved in the provision of the service a clear Disclosure and Barring Service check and shall provide a copy of the Certificate to the Council prior to commencement of the Service

## **9. INCLUSION AND DIVERSITY MATTERS**

9.1 In performing the services, the Lead Authority will comply with all applicable equalities, inclusion, and diversity legislation now in force or which may be in force in the future.

9.2 The Lead Authority, while carrying out the functions of this agreement, will not discriminate directly or indirectly against any person on the grounds of race/ethnicity, gender, disability, age, religion/belief or sexual orientation contrary to the Equal Pay Act 1970, the Sex Discrimination Act 1975 (as amended), the Race Relations Acts 1976 and 2000 (as amended), the Equality Act 2010 and Human Rights Act 1998 and any other relevant legal requirement applicable during this agreement.

9.3 The Lead Authority will provide to the Council such information as the Council may reasonably request in respect of the impact of equality issues on the operation of this Agreement.

9.4 Failure by the Lead Authority to comply with the provisions of this clause may lead to the termination of this Agreement at the absolute discretion of the Council

## **10. DATA PROTECTION**

10.1 The Lead Authority shall comply with the provisions of the Data Protection Act 1988 (as amended from time to time) and shall

indemnify the Council against any loss, damage or expenses which may be incurred as a result of any breach.

- 10.2 The Lead Authority will follow all procedures and controls and safeguards as determined by the Council if accessing any data in accordance with the Agreement that is subject to the provisions of the Data Protection Act 1988 (as amended from time to time).

## **11. CONFIDENTIALITY**

### **11.1 The parties:**

11.1.1 Shall treat all confidential information belonging to the other party as confidential and safeguard it accordingly; and

11.1.2 Shall not disclose any confidential information belonging to the other party to any other person without the prior written consent of the other party, except to such persons and to such extent as may be necessary for the performance of this Agreement or except where disclosure is otherwise permitted by the provisions of this Agreement.

11.2 The Lead Authority shall not use any confidential information received other than for the purpose of this Agreement.

11.3 The provisions of the above two clauses 10 and 11 shall not apply to any confidential information received by one party from the other:-

11.3.1 Which is or becomes public knowledge (otherwise than by breach of this condition);

11.3.2 Which was in the possession of the receiving party, without restriction as to its disclosure, before receiving it from the disclosing party;

11.3.3 Which is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;

11.3.4 Which is independently developed without access to the confidential information; or

11.3.5 Which must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the party making the disclosure, including the requirements for disclosure under the Freedom of Information Act 2000 ("FOIA"), the code of Practice on Access to Government Information (2<sup>nd</sup> Edition) or the Environmental Information Regulations.

11.4 The Lead Authority shall promptly inform the Council about the receipt of any request for information, as defined in FOIA, held on behalf of the Council whether or not expressed to be under Section 1 of the FOIA or otherwise and shall not disclose or release any information without notifying the Council.

11.5 In the event that the Lead Authority fails to comply with this condition 11, the Council reserves the right to terminate this Agreement by notice in writing with immediate effect.

## **12. INSURANCE**

12.1 The Lead Authority shall indemnify the Council against any liability, loss, claim demand or proceedings whatsoever arising under any statute or at common law in respect of the provision of services unless due to any act or neglect on the part of the Council.

12.2 Throughout the Term of the Service Level Agreement, the Lead Authority shall maintain insurance in force with an insurer reasonably acceptable to the Council to cover the liabilities referred to in the above clause for an amount not less than 5 million pounds for any one claim and shall produce a completed Certificate of Insurance in the form reasonably required by the Council. The Lead Authority shall produce a copy of the policy and updated Certificates of Insurance when reasonably requested to do so.

## **13. PAYMENT**

13.1 The Lead Authority shall provide the services set out in this Agreement for the annual sum of £. This fee is also subject to VAT. The Lead Authority shall invoice the Council for the sum of £ for the period (dates).

13.3 Thereafter the Lead Authority shall invoice the Council (six months in arrears and six months in advance) annually in April each year. Upon receipt of the invoice the Council shall make payment for the whole amount within 30 days.

13.4 The Lead Authority shall transfer any income received from Penalty Charge Notices and permit sales to the Council in July, October, January and April of each financial year.

13.5 Any additional PCN income achieved above the agreed service level of £, will be shared between the Lead Authority and the Council. The Lead Authority will receive 70% of the additional income (to cover the cost of recovering the charge); the Council will receive 30% of the

income, subject to the audited accounts demonstrating the agreed service level income has been exceeded.

#### **14. TERMINATION**

14.1 Both parties reserve the right to terminate the Agreement at any time by giving six months' written notice.

14.2 The Council reserves the right to terminate this Agreement forthwith if the Lead Authority fails to provide the services required by this Agreement. The Council will issue the Lead Authority with a notice of default.

#### **15. CONSEQUENCES OF TERMINATION**

15.1 In the event that this Agreement, or that the provision of services by the Lead Authority are suspended, postponed or cancelled by the Council, the following provisions shall apply:

(a) the Lead Authority shall take immediate steps to bring an end to the Services concerned or, as the Council may direct, complete the Services concerned in an orderly manner, but with all reasonable speed and economy and shall within such period from the date of such termination, suspension, postponement or cancellation as the Council shall reasonably specify deliver to the Council all of the Council's property in its possession or under its control or any material in respect of which any Intellectual Property Rights are vested in a form usable by the Council together with all correspondence and documentation in the possession or control of the Lead Authority relating to the services. The Lead Authority hereby relinquishes any lien on such material to which it may be entitled;

(b) the Lead Authority shall submit an invoice to the Council within 28 days of such termination, suspension, postponement or cancellation setting out its bona fide assessment of its fees up to and including the date of termination, suspension, postponement

or cancellation together with a narrative. Such fees may include, at the discretion of the Council, all reasonable costs necessarily and properly incurred by the Lead Authority in relation to the orderly cessation of the provision of the services;

- (c) the Council may make all arrangements which are in its view necessary to procure the orderly completion of the services including entering into similar contractual arrangements to those set out in this Agreement with a third party;
- (d) where the total costs reasonably and properly incurred by the Council by reason of such arrangements exceed the amount that would have been payable to the Lead Authority for the completion of the services which the Lead Authority had been instructed to provide the excess shall be recoverable from the Lead Authority and may be set off against any amount withheld by the Council;

15.2 Save as expressly set out in this Agreement, the Lead Authority shall not be entitled to any compensation or loss and/or expense, loss of profit or damages whatsoever for suspension, postponement or cancellation of the services or termination of the Agreement.

15.3 The Council agrees that where the identity of the provider of the services set out in this Agreement changes at any point, this shall constitute (or be treated as) a Relevant Transfer under the Transfer of Undertakings (protection of Employment) Regulations 2006 ("TUPE") which shall apply to the change of provider.

15.4 The provisions of this Agreement shall continue to bind each party insofar as and for as long as may be necessary to give effect to their respective rights and obligations hereunder.

**16. ARBITRATION AND GRIEVANCE PROCEDURES**

Any dispute, difference or question between the parties to this Agreement with respect to any matter or thing arising out of or relating to this Agreement which cannot be resolved by negotiation and except insofar as may be otherwise provided in this Agreement, shall be referred to mediation. If the mediation should fail to resolve the difference, then both parties will seek arbitration under the provisions of the Arbitration Act 1996 or any statutory modification or re-enactment thereof by a single arbitrator to be appointed by agreement between the parties.

Signed for and on behalf of )  
**COUNCIL** )  
by )

Authorised Signatory

.....

Signed for and on behalf of )  
**COUNCIL** )  
in the presence of )

Authorised Signatory

.....

**SCHEDULE 1**

**SCHEDULE OF PARKING PLACES, WAITING RESTRICTIONS AND CHARGES  
FOR USE UNDER THE ORDER**



# North Essex Parking Partnership

Meeting Date: October 2017  
Title: Off Street Financial Report  
Author: Richard Walker, NEPP Group Manager  
Presented by: Richard Walker, Lou Belgrove

The report sets out the financial position of the Off-Street Account at the end of 2016/17.

## **1. Decision(s) Required**

- 1.1. To approve the financial position at the end of 2016/17.
- 1.2. To decide how to use surplus contributed funds.

## **2. Reasons for Decision(s)**

- 2.1. For good governance, to ensure the future running of the service.

## **3. Alternative Options**

- 3.1. Surplus funds contributed towards the general running of the service could be returned to the Partner Authorities if unused.
- 3.2. An operational reserve of £50,000 has been established and is thought to be prudent to cover any fluctuations in the operation of the service.

## **4. Supporting Information**

- 4.1. The operation returned a surplus of £97,000 in the financial year 2016/17 and this is being held in the Off-Street Parking Reserve.

## **5. Financial Implications**

- 5.1. A surplus situation is present; Members are asked how to distribute the funds. A percentage illustration is contained in Table 2 in the Appendix.
- 5.2. A balance of £50,000 is already retained in the Off-Street Reserve, including any remaining balances for individual authorities.

## **6. Standard References**

- 6.1. There are no particular publicity or consultation considerations; equality, diversity and human rights; community safety; health and safety or other risk management implications.

## **Background Papers**

none

## Appendix

**Table 1 – Financial Year 2016/17**

<b>Off-street Account</b>	<b>2015/2016</b>	<b>2016/2017</b>	<b>2016/2017</b>	<b>2016/2017</b>	<b>2017/2018</b>
<i>Direct costs</i>	<b>Actual</b>	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>Budget</b>
<b>Expenditure</b>					
Employee costs:					
Management	16	15	14	1	3
CEOs & Supervision	275	289	359	(70)	267
Back Office	111	124	122	2	129
Off-street Account	206	209	188	21	185
Premises costs	6	12	3	9	9
Transport costs (running costs)	14	15	19	(4)	16
Supplies & Services	392	418	290	128	250
Third Party Payments	13	19	15	4	14
	1,033	1,102	1,010	91	873
<b>Income</b>					
Braintree District Council	(147)	(147)	(147)	0	(147)
Epping Forest District Council	(272)	(272)	(272)	0	0
Harlow District Council	(68)	(68)	(68)	0	(68)
Uttlesford District Council	(154)	(154)	(154)	0	(154)
Other income	(41)	(29)	0	(29)	0
Colchester Borough Council	(676)	(674)	(663)	(10)	(663)
	(1,358)	(1,343)	(1,304)	(39)	(1,032)
<b>Total Direct Costs</b>	<b>(325)</b>	<b>(242)</b>	<b>(294)</b>	<b>52</b>	<b>(159)</b>
<b>Non-direct costs</b>					
Other non-direct costs	191	145	159	(14)	159
<b>Total Non-direct Costs</b>	<b>191</b>	<b>145</b>	<b>159</b>	<b>(14)</b>	<b>159</b>
<b>Deficit / (Surplus)</b>	<b>(134)</b>	<b>(97)</b>	<b>(135)</b>	<b>38</b>	<b>0</b>
		out-turn			out-turn

**Table 2 – Split of contributions surplus illustration 2016/17**

	<b>Braintree</b>	<b>Colchester</b>	<b>Epping Forest *</b>	<b>Harlow</b>	<b>Uttlesford</b>	<b>Sub totals</b>
share	11.5%	50.0%	21.2%	5.3%	12.0%	
<b>Add 2015/16 in-year surplus</b>	£ 9,639	£ 41,967	£ 17,836	£ 4,459	£ 10,098	£ 84,000
<b>Less expend</b>	-£ 3,036	-£ 6,204	-£ 17,836	£ -	-£ 3,696	-£ 30,772
<b>Net Surplus at 31/03/2016</b>	£ 6,603	£ 35,763	£ 0	£ 4,459	£ 6,402	
<b>Add 2016/17 in-year surplus</b>	£ 10,935	£ 49,318	£ 20,233	£ 5,058	£ 11,456	£ 97,000
<b>Less expend</b>	£ -	£ -	-£ 20,233	£ -	£ -	-£ 20,233
<b>Net Surplus at 31/03/2017</b>	£ 17,538	£ 85,081	£ 0	£ 9,517	£ 17,858	£ 129,995
<b>Amount of reserve held in balances</b>						£ 50,000
<b>Total Surplus held</b>						£ 179,995

\* Epping Forest elected to have its surplus returned.

Showing expenditure on account for each of Colchester, Braintree & Uttlesford for the updating of machines to new £1 coin. Harlow did not draw on its account.

Epping Forest had its 2015/16 surplus returned during 2016/17 and has a balance of £20k on its account at present, to be returned, if agreed.

The total amount held in reserves is £179k (after 2015/16 calculations above, the surplus added for 2016/17, and the £50k amount in reserve), is shown in 'Total Surplus' on the last row of the main table.

Showing spend on account for Colchester, Braintree & Uttlesford for the updating of machines to new £1 coin. Harlow did not draw on account. Epping Forest had surplus returned.

The net amount held in reserves after 2015/16 calculations above, and proportion of surplus added for 2016/17, is shown in the last column.



# North Essex Parking Partnership

Meeting Date: 19<sup>th</sup> October 2017  
Title: Off Street Financial Report  
Author: Lou Belgrove, interim NEPP Group Manager  
Presented by: Lou Belgrove

The report sets out the mid-year financial position of the Off-Street Account to the end of period 6.

## **1. Decision(s) Required**

1.1. For the Joint Committee to note the financial position set out in the report.

## **2. Reasons for Decision(s)**

2.1. For good governance and to ensure prudent financial management of the Partnership.

## **3. Alternative Options**

3.1. There is no alternative as this review is part of good financial management.

## **4. Supporting Information**

4.1. The detailed budget figures are set out in the Appendix to this report.

## **5. Financial Implications**

5.1. The small overspend in supplies and services will be offset by the surplus created by “other income” works that have been carried out. Officers are confident that this will ensure a break-even position by the end of the year once invoices for works carried out have been paid.

5.2. The overspend was linked to the coin validators being upgraded for the new £1 coin. Income was received from Partners in 2016/17 but the supplier invoice wasn't paid until 2017/18.

## **6. Standard References**

6.1. There are no particular publicity or consultation considerations; equality, diversity and human rights; community safety; health and safety or other risk management implications.

## **7. Risk Management Implications**

7.1. The risk management matrix has been updated in light of the performance of NEPP.

## Appendix

**Table 1 – Financial position to the end of P6**

<b>Off-street Account</b>	<b>2016/2017</b>	<b>2017/2018</b>	<b>2017/2018</b>	<b>2017/2018</b>	<b>2017/2018</b>	<b>2017/2018</b>	<b>2017/2018</b>
	<b>Actual</b>	<b>Actual to date</b>	<b>Budget to date</b>	<b>Variance to date</b>	<b>Forecast out-turn</b>	<b>Annual budget</b>	<b>Projected variance</b>
<b><i>Direct costs</i></b>							
<b>Expenditure</b>							
Employee costs:							
Management	15	2	2	0	4	3	0
CEOs & Supervision	289	131	134	(3)	261	268	(7)
Back Office	124	62	65	(3)	136	129	7
Off-street Account	209	115	93	22	186	185	2
Premises costs	12	7	5	2	12	9	3
Transport costs (running costs)	15	5	8	(3)	15	16	(1)
Supplies & Services	418	183	128	55	278	250	28
Third Party Payments	19	16	7	9	28	14	14
	1,102	521	441	79	921	875	46
<b>Income</b>							
Braintree District Council	(147)	(74)	(74)	0	(147)	(147)	0
Epping Forest District Council	(272)	0	0	0	0	0	0
Harlow District Council	(68)	(34)	(34)	0	(68)	(68)	0
Uttlesford District Council	(154)	(77)	(77)	0	(154)	(154)	0
Other income	(29)	(31)	(0)	(31)	(51)	0	(51)
Colchester Borough Council	(674)	(332)	(332)	0	(663)	(663)	0
	(1,343)	(547)	(516)	(31)	(1,083)	(1,032)	(51)
<b>Total Direct Costs</b>	<b>(242)</b>	<b>(25)</b>	<b>(76)</b>	<b>48</b>	<b>(162)</b>	<b>(157)</b>	<b>(5)</b>
<b><i>Non-direct costs</i></b>							
Other non-direct costs	145	159	159	0	159	159	0
<b>Total Non-direct Costs</b>	<b>145</b>	<b>159</b>	<b>159</b>	<b>0</b>	<b>159</b>	<b>159</b>	<b>0</b>
<b>Deficit / (Surplus)</b>	<b>(97)</b>	<b>133</b>	<b>83</b>	<b>48</b>	<b>(3)</b>	<b>1</b>	<b>(5)</b>



# North Essex Parking Partnership

Meeting Date: October 19<sup>th</sup> 2017  
 Title: Off-Street Operational Report  
 Author: Lou Belgrove – Business Manager  
 Presented by: Lou Belgrove – Business Manager

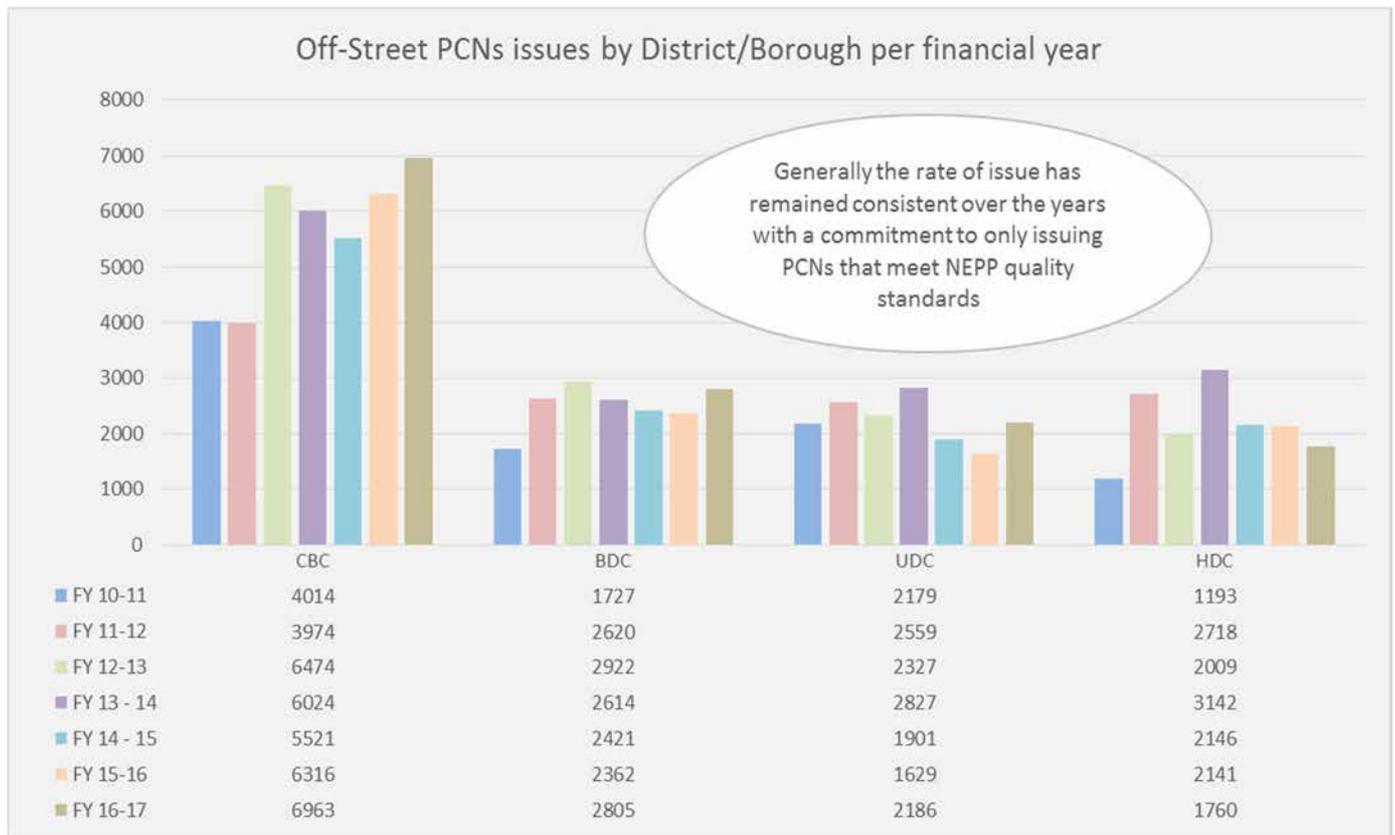
The report gives Members an overview of operational progress between March 2017 and June 2017.

## 1. Decision(s) Required

1.1. To note the content of the report.

## 2. Off - Street Performance measures

2.1. The following graph and supporting data shows the issue rate of all Penalty Charges for the on-street function, with a financial year comparison.



2.2. The number of PCNs issued is mostly dependent upon staff resources. Availability has increased recently and this is shown in the general upturn in issue rates.

2.3. The new lone-worker solution which is now in use together with the body-worn video system have helped to increase the amount of patrols possible.

### 3. Projects – Epping leaving

3.1. Work with Hatfield Peverel Parish and Coggeshall Parish Councils continue in regard to Partnership working in the future. BDC are working with the Business Unit to develop a SLA to cover all aspects of possible future arrangements.

3.2. Epping Forest has now left the off-street Partnership with a smooth hand-over of PCN and season ticket data.

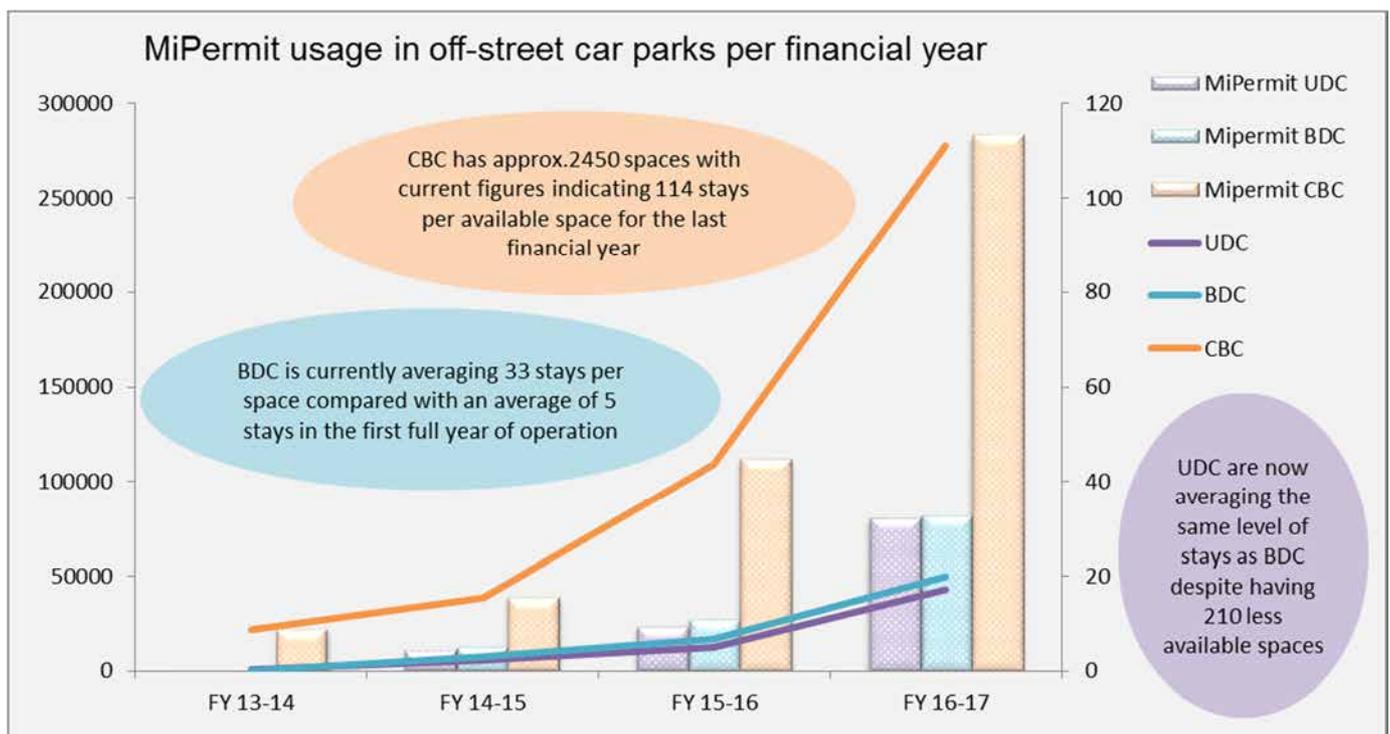
3.3. NEPP management are working on a revised Off-Street Partnership Agreement which will allow for simplified arrangements between the Partners and for us to reflect on and update the contributions payable in light of changes since the Partnership was first established.

3.4. Many of the projects mentioned in the on-street update also apply to the off-street function and will assist in delivering the service in the future.

### 4. MiPermit

4.1. MiPermit continues to be a popular choice of payment in all car parks where it is available.

4.2. The graph below shows both the number of stays purchased via MiPermit and the average amount of stays per available space.



4.3. With the introduction of MiPermit in Harlow car parks, all car parks in NEPP’s 6 districts now offer MiPermit as a payment option (including Tendring and Epping Forest) providing consistency for car park users across the region.

### 5. Future work

5.1. 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, together with a significant number of projects already programmed as part of the service review.