



North Essex Parking Partnership

Joint Working Committee On-Street Parking

**Tendring District Council Offices,
Colchester Road, Weeley, CO16 9AJ**

13 December 2018 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, with an initial period of seven years and an extension of four years covering the period up to March 31st 2022.

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 (Conduct and Liability).

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)

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.
- As set out in Paragraph 19 of the Agreement, the Committee will be quorate where four Members are present.

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
- Collection of income and accounting
- Responding to the outcome of internal and external Audits

North Essex Parking Partnership
Joint Committee Meeting – On-Street
 Thursday 13 December 2018 at 1.00 pm
 Tendring District Council Offices, Colchester Road, Weeley, CO16 9AJ

Agenda

Attendees

Executive Members:-

Cllr Nigel Avey (Epping)
 Cllr Richard Van Dulken (Braintree)
 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)
 Richard Block (Colchester)
 Liz Burr (Essex County Council)
 Richard Clifford (Colchester)
 Trevor Degville (Parking Partnership)
 Qasim Durrani (Epping Forest)
 Laura Hardisty (Colchester)
 Simon Jackson (Uttlesford)
 Samir Pandya (Braintree)
 Miroslav Sihelsky (Harlow)
 Shane Taylor (Parking Partnership)
 Ian Taylor (Tendring)
 Richard Walker (Parking Partnership)

	Introduced by	Page
1. Welcome & Introductions		
2. Apologies and Substitutions		
3. Declarations of Interest The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda.		
4. Have Your Say The Chairman to invite members of the public or attending councillors if they wish to speak either on an item on the agenda or a general matter.		
5. Minutes To approve as a correct record the draft minutes of the meeting held on 4 October 2018.		1-7
6. Policy Review To consider proposals for making our Policies clearer and more accessible, without changing their meaning and revising the timescale before revisiting newly introduced schemes by removing the five year limit and to consider requesting a review of the way that new development schemes are handled.	Richard Walker	8-10
7. Parking Reserve To consider proposals for the use of the parking reserve and outline any surpluses.	Richard Walker	11-13

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| 8. On-Street Financial Report
The report sets out the financial position of the Parking Partnership to the end of period 7 (October) 2018/19 and proposed budget for 2019/20. | Lou Belgrove | 14-16 |
| 9. Monitoring Report
This report gives Members an update on elements of NEPP's On-Street operational activity | Lou Belgrove | 17-31 |
| 10. Forward Plan 2018-2019 and 2019-2020 dates
This report concerns the 2018-19 Forward Plan of meetings for the North Essex Parking Partnership. The report also includes draft dates for NEPP meetings during 2019-2020. | Jonathan Baker | 32-36 |
| 11. Urgent Items
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**

**4 October 2018 at 1.00pm
Grand Jury Room, Town Hall, Colchester Borough Council**

Members Present:

Councillor Richard Van Dulken (Braintree District Council)
Councillor Sam Kane (Epping Forest District Council)
Councillor Mike Lilley (Colchester Borough Council)
Councillor Robert Mitchell (Essex County Council)
Councillor Danny Purton (Harlow District Council)

Substitutions:

Councillor Susan Barker for Councillor Howard Ryles (Uttlesford District Council)

Apologies:

Councillor Fred Nicholls (Tendring District Council)

Also Present:

Michael Adamson (Parking Partnership)
Jonathan Baker (Colchester Borough Council)
Lou Belgrove (Parking Partnership)
Richard Block (Colchester Borough Council)
Trevor Degville (Parking Partnership)
Qasim Durrani (Epping Forest District Council)
Zoe Gentry (Colchester Borough Council)
Laura Hardisty (Colchester Borough Council)
Lisa Hinman (Parking Partnership)
Simon Jackson (Uttlesford District Council)
Samir Pandya (Braintree District Council)
Cathy Reeves (Braintree District Council)
Miroslav Sihelsky (Harlow Council)
Ian Taylor (Tendring District Council)
Richard Walker (Parking Partnership)

13. Declaration of Interest

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

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

14. Minutes

RESOLVED that the minutes of the meeting held on 21 June 2018 were confirmed as a correct record.

15. Technical Report & Traffic Order Scheme Prioritisation

Trevor Degville, Parking Partnership, introduced the Technical Report and Traffic Order Scheme Prioritisation. The report requests that the Committee consider and approve, defer or reject traffic regulation applications as listed in the report. The report also requests that the Committee note the Traffic Orders Advertised during the 2018/19 financial year.

The Committee were made aware that as well as the schemes listed in the original agenda report, there were additions and amendments included in the supplementary agenda for schemes in Braintree District Council, Tendring District Council and Uttlesford District Council. Members of the Committee were also reminded that they are allowed to prioritise six Traffic Regulation Orders each year, however those schemes that would be self-funding, such as residents parking schemes would not count towards those six. Uttlesford District Council had already had a scheme progressed at the last NEPP meeting and were therefore limited to five schemes.

Partner Authorities then proposed their schemes for approval, rejection and deferral as contained in the report. The member from Colchester Borough Council, highlighted that Traffic Regulation Order scheme 40157, should be down for approval, rather than the stated defer in the agenda. The member from Uttlesford District Council announced the schemes that were to be approved, rejected and deferred and also highlighted that scheme 10072 for Catons Lane should be on the Traffic Regulation Order list as deferred, as this scheme requires further information from the application to proceed.

In response to a query about the different numbering in the Traffic Regulation Order lists, Richard Walker confirmed that this was due to the introduction of the new database. A member of the Committee also suggested that those schemes that are self-funding are detailed differently to the standard schemes, so that it is easier to view them in the report.

The new approach to yearly TRO approvals was welcomed as it gives Partner Authorities more time to give a clearer list of Traffic Regulation Orders. The system also provides more clarity to members of the public.

The Committee discussed the possibility of Off-Street parking in Epping for commuters due to the likely use of underground stations in the area as it is cheaper than out of London over ground networks. Creating further parking, may assist in reducing the number of TRO's required in the area. In response the member for Epping Forest District Council confirmed that there had been a review of parking charges in the Borough and the increase in revenues would in part go towards funding where off-street parking could be expanded.

It was also noted that there may need to be a view taken as to when Partner

Authorities no longer have TRO's to install. Members were informed that a paper was being submitted to the next meeting to discuss how the NEPP may wish to utilise some of the budget reserves.

A further discussion was had regarding a residents parking scheme in the Uttlesford District Council are which had altered a previously free set of parking spaces and had led to a number of tickets being issued. Members of the Committee explored the options available, including changing the scheme and improving the signage, and also discussed when further assistance may be required. Richard Walker confirmed that the NEPP would be able to provide some temporary additional signage at the location.

RESOLVED that –

- a) Colchester Borough Council TRO Scheme 40157 Layer Road be approved.
- b) Uttlesford District Council TRO scheme in Catons Lane, Saffron Walden be added back onto the list of applications to be considered as deferred.
- c) Partner Authorities Traffic Regulation Order recommendations be approved as included in the agenda and supplementary agenda.
- d) The Traffic Regulation Orders advertised during 2018/19 financial year be noted.

District/ Borough	Ref No	Name of Scheme	Town	Type of Restriction	Brief Reason for Application/Other information	JPC Recommendation (Defer/Reject/ Accept)
Uttlesford	10066	High Street	Great Chesterford	Waiting restriction/s	To improve traffic safety by preventing congestion. TTRO currently in place	In Place
Uttlesford	10073	Everitt Road	Saffron Walden	Waiting restriction/s	Junction protection	Rejected
Uttlesford	10074	Rodings Primary school	Leaden Roding	School zig-zags, double yellow lines	To deter pavement parking at school drop off/collection	Approved
Uttlesford	10075	Priors Wood Court	Takeley	Loading ban	To prevent obstruction to turning circle and access issues to emergency services	Approved
Uttlesford	10076	Sampford Road	Thaxted	Waiting restriction/s	To deter parking on a road subject to 60mph limit	Rejected (refer to LHP)
Uttlesford	10077	Beehive Court-Cricket Road	Hatfield Heath	Resident permit area/s	To deter non-residential parking & parking on a bend	Approve (with amendments)
Uttlesford	10078	Granary Row	Saffron Walden	Waiting restriction/s	Extension to current restriction-TTRO to be made permanent	Deferred

Uttlesford	T2660 1809	Barnard Close	Great Dunmow	Waiting restriction/s	To deter parking opposite a driveway	Rejected
Uttlesford	T2552 7548	Wintershutt Road/Roding Drive	Little Canfield	Waiting Restrictions	The installation of double yellow lines will prevent vehicles parking close to the corners which will considerably improve the line of site and subsequent safety of vehicles exiting out of Wintershutt Road	Approved
Uttlesford	T2863 8935	Elm Close	Takeley	Waiting restrictions	Constant airport parking in Elm Close and Elm Close Extension which is causing problems for the residents	Approved

16. Obstructive Parking Update Report

Councillor Mitchell, introduced the Obstructive Parking Update report. The report requests that the Committee note the progress in acquiring shared powers for tackling obstructive parking.

Councillor Mitchell informed the Committee that a discussion about obstructive parking had recently taken place at Essex County Council. Councillor Mitchell informed the Committee about the history of obstructive parking and the current difference in powers in London and outside of London. Councillor Mitchell informed the Committee that in requesting the powers they would need to be implemented in a slightly different way to the blanket ban in London. It was explained that due to the variety of roads in Essex there would need to be a protocol for a flexible approach, as there would be circumstances where parking on the pavement or verges is necessary and provides the benefit of slowing down speeding cars.

Councillor Mitchell highlighted that a protocol allowing for 1.2m of space on the footway would be sufficient to ensure that non-motorised access on the pavement is possible. Councillor Mitchell stated that this would be a longer-term project than providing accreditation to Civil Enforcement Officers and would take time to implement. He highlighted the benefits of such a system due to the fact that CEO's are likely to be the first on the scene. In addition, Councillor Mitchell highlighted that Fixed Penalty Notices, which would be issued under the accreditation scheme would go to the government, whereas Penalty Charge Notices, which would be issued if powers were devolved from the Department for Transport would be kept by the NEPP.

Councillor Mitchell also mentioned the importance of technology in this as pictures can be used as evidence.

Richard Walker informed the Committee that the Department for Transport are interested in progressing this idea further, and that the NEPP and parking department in York, amongst others, are part of a Department for Transport interest group on this issue.

The Committee discussed the implications of these powers being decriminalised and the need to ensure that it would not be a blanket policy across the County. Councillor Mitchell confirmed the need to address those areas that would be excluded from the ban and highlighted that there are some areas which benefit from footway parking as it slows cars down. In terms of those areas where it was envisaged that this would work, Councillor Mitchell stated that it would need to be trialled in an area with existing mature parking enforcement.

Councillor Mitchell also highlighted the need for the NEPP to continue to lobby on issues like exemption from TRO for junction protection markings, as this is already provided for within the Highways Act, preventing the obstruction of visibility at corners. This would then save the NEPP funding as it would not be required to advertise the junction protection markings individually. Councillor Mitchell stressed that he would still expect the NEPP to consult locally.

RESOLVED that the progress in acquiring shared powers for tackling Obstructive Parking be noted.

17. On-Street Financial Report

Christine Belgrove, Parking Partnership's Business Manager, introduced the On-Street Financial report. The report requests that the Joint Committee note the financial position to the end of period 5 2018/19.

Christine Belgrove informed the Committee that the current position is looking positive, with the prediction of a small surplus, which includes the in-year spend of £108,000 for the mapping project. Christine Belgrove explained that the financial information to date, represents the periods just prior to half of the year.

Richard Walker also provided an update on the mapping that has been procured. The new system will survey every road within the partnership and include mapped Traffic Regulation Orders. This will bring all areas of the partnership up to date and will assist when looking at new restrictions. At the same time the mapping work is being done, the company is also surveying the existing work to assess whether remarking is required.

Richard Walker also confirmed that the mapping would be available to the public, and also be able in future to link to connected cars and autonomous vehicles as it would include digital versions of Traffic Regulation Orders.

The Committee were informed that a report would be brought to the next meeting exploring the options available to the NEPP for utilising the reserves.

In response to a question about why the NEPP budgeted for a deficit, Richard Walker stated that the budget was set prior to the knowing the true cost of the Traffic Regulation Order installation service. A further question about residents parking budget being over recovered was raised, in response Christine Belgrove confirmed that this was due to the installation of two significant schemes being installed in Epping Forest District Council area.

In addition to this the Committee were informed that with regard to Civil Enforcement Officer recruitment this is now a constant process, which had led to a reduced number of vacancies across the partnership.

RESOLVED that the financial position to the end of period 5 of 2018-19 be noted.

18. Annual Report 2017/18

Richard Walker, Parking Partnership, introduced the Annual Report 2017/18 report. The covering report requests that the NEPP Annual Report 2017/18 be noted.

Richard Walker presented the new Annual Report design and content to the Committee members. Richard Walker highlighted that previously the Annual report had always been a retrospective view of the Parking Partnership. Richard Walker stated that there would be a new approach to presenting the information in a more up to date and informative manner. E-mail briefings would be used to circulate different up to date information each quarter which would have been included within operational reports and end of year annual reports. Richard Walker highlighted that this would be used to distribute positive consistent messaging for the Parking Partnership.

Committee members welcomed the new approach and design of the Annual Report. A question was raised regarding who the audience for the Annual Report would be. Richard Walker stated that the information included in the Annual report could be for members of the public, journalists as well as for use on social media. Richard Walker also confirmed that this links with best practice and that the NEPP must produce an Annual Report each year.

RESOLVED that;

- a) The Annual Report 2017-18 be noted.
- b) The move to produce improved and more timely information for future publications be noted.

19. NEPP Terms of Reference Governance Update

Richard Walker, Parking Partnership, introduced the NEPP Terms of Reference Governance update. The report requests that the Committee agree the update to the Terms of Reference for the Joint Committee for the North Essex Parking Partnership.

Richard Walker explained that the Terms of Reference update was brought to the Committee following a request from Councillor Purton. The update ensures that it reflects the extended agreement and the removal of the Off-Street Committee.

Jonathan Baker, Colchester Borough Council, highlighted that conversations had been held with the Essex County Council to confirm that these updates were not significant changes to the Terms of Reference and would therefore not need to go through the Essex County Council decision making process

RESOLVED that the update to the NEPP Joint Committee Terms of Reference be

approved.

20. Forward Plan 2018-19

Jonathan Baker, Democratic Services Officer, introduced the North Essex Parking Partnership Joint Committee Forward Plan for 2018-19. The report requests that the Committee note the forward plan for 2018-19.

Jonathan Baker highlighted that the next meeting of the NEPP was going to be held at Tendring District Council on 13 December 2018. At this meeting the Traffic Regulation Order policy will be reviewed, and a report will be submitted regarding the allocation of the NEPP financial surplus. The ParkSafe car report would not be scheduled for the next meeting. Jonathan Baker also informed Members that in advance of this meeting draft 2019-20 meeting dates would be circulated.

Jonathan Baker also highlighted that the Off-Street service updates would be removed from the forward plan, as they would be provided to the relevant partner as part of the Service Level Agreements. In addition to this, due to the intention to publish the Annual report information quarterly, Operational Reports would be removed from the forward plan. An alternative performance monitoring would be scheduled in its place.

RESOLVED that the North Essex Parking Partnership Forward Plan 2018-19 be noted.



North Essex Parking Partnership

Meeting Date:	December 2018
Title:	Policy Review
Author:	Richard Walker, NEPP Group Manager
Presented by:	Richard Walker, Lou Belgrove

To consider proposals for making our Policies clearer and more accessible, without changing their meaning.

To consider proposals for:– revising the timescale before revisiting newly introduced schemes by removing the five year limit, and to consider requesting a review of the way that new development schemes are handled.

1. Recommended Decisions

- 1.1. To approve proposals for making our Policies clearer more accessible, without changing their meaning and to note that the re-worded policies will be published on the website.
- 1.2. To approve options for revising the timescale before revisiting newly introduced schemes.
- 1.3. To approve making a request to the County Council to review the existing policy for new developments.

2. Reasons for Recommended Decisions

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

3. Alternative Options

- 3.1. Alternatives have been discussed with Client Officers and it is felt that the proposals represent the best way forward.

4. Parking Policy – Update

- 4.1. The table in the Appendix shows recommendations for improving the current Policies by making the text clearer and presenting them in a more accessible way.
- 4.2. To carry out the updates as time permits and present them in new format on the website, where Members can view before final publishing. Note also that the guidance has changed.

5. Policy Amendments – Recommendations

- 5.1. The requirement to leave a full five years before implementing changes or newly implemented restrictions should be removed and allow these to be reconsidered, if required by the Committee, especially where this relates to new development.
- 5.2. To request that the County Council reviews the governance arrangement around the way that new development schemes are implemented.

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.

Appendix

Policy improvement example.

<p>Introduction</p> <p>The Parking Enforcement Policy (PEP) is a policy tool, which helps to manage parking by providing a clear framework for effective parking management activities across the Parking Partnership. The Parking Policy Framework has two elements to it.</p> <p><i>Part One</i> is a County level statement of joint ambition and the strategic outcomes sought for Essex County Council and the North Essex Parking Partnership.</p> <p><i>Part Two</i> is at district and borough level setting out how the joint ambition and county wide strategic outcomes are reflected in the setting of local priorities, enforcement and on street pricing policies.</p> <p>The PEP is required because the County Council’s agreement with the Partnerships requires the Partnership, in association with the County Council, to have a Policy Framework and because Operational Guidance[§] issued by the Department for Transport requires authorities to publicise both the policies and the enforcement regime to ensure that the public is aware of the legislation and how it is to be applied.</p> <p>This document was updated in July 2015 to include the requirements of latest legislation.</p> <hr/> <p>Note [§]</p> <p>“Operational Guidance to Local Authorities: Parking Policy and Enforcement : Traffic Management Act 2004”</p> <p>Available at:</p> <p>https://www.gov.uk/government/publications/operational-guidance-to-local-authorities-parking-policy-and-enforcement</p>	<p>Introduction</p> <p>We have a Parking Policy to provide a framework which sets out how we normally manage parking at the roadside and in car parks.</p> <p>Part 1 of this document explains how the policy framework links the work of the Parking Partnership to the county council’s long-term plans.</p> <p>Part 2 sets out how district and borough councils can set local priorities for patrols and pricing which support the long-term plan.</p> <p>The Policy Framework explains our duties and compliance with Statutory Guidance[§] issued by the Department for Transport.</p> <p>The guidance requires authorities to publicise both the policies and management system to ensure that the public is aware of the legislation and how it is to be applied.</p> <p>This document was updated in November 2018 to include the requirements of latest legislation, and to make it more understandable.</p> <hr/> <p>Note [§]</p> <p>“Traffic Management Act 2004 : The Secretary of State’s Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions”</p> <p>Available at:</p> <p>https://www.gov.uk/government/publications/civil-enforcement-of-parking-contraventions</p>
<p>Policy Framework – Part 1</p> <p>This outlines the principles and objectives of Essex County Council with regard to the management of on-street parking in Essex.</p> <p>These are designed to ensure that a consistent approach is taken to on-street parking across Essex, which will deliver</p>	<p>Policy Framework – Part 1</p> <p>This part sets out the long-term plans and principles and of Essex County Council with regard to the management of roadside parking in Essex.</p> <p>The county council’s plans are designed to ensure that a consistent approach is taken to</p>

benefits to the public, the borough and district councils in the two Parking Partnerships and the County Council.

Through its Local Transport Plan, the County Council has the aims of: tackling congestion; improving accessibility; improving safety; and reducing air pollution.

As Essex County Council remains the Highway Authority and has a responsibility under the Traffic Management Act as Traffic Manager, it is important that the Parking Partnerships share the same aims for the service.

Essex County Council's Local Transport Plan (LTP) currently in its third edition states:

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

roadside parking across Essex, so that it benefits the public, the borough and district councils in the two Parking Partnerships and the County Council.

Through its Local Transport Plan, the County Council has the aims of: tackling congestion; improving accessibility; improving safety; and reducing air pollution.

Essex County Council is the Highway Authority and it has a responsibility under the Traffic Management Act as Traffic Manager, so it is important that the Parking Partnerships share the same plans for the service.

Essex County Council's Local Transport Plan sets out its long-term plan:

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



North Essex Parking Partnership

Meeting Date: December 2018
Title: Parking Reserve
Author: Richard Walker, NEPP Group Manager
Presented by: Richard Walker, Lou Belgrove

To consider proposals for the use of the parking reserve and outline any surpluses.
The report explains the medium term financial plans for the reserve and recommends setting aside amounts for necessary investment, a contingency amount, and options for the remaining amount.

1. Recommended Decisions

- 1.1. To decide the Reserve amounts set aside for investment in the service's medium-term operational plans up to 2021/22, including a reasonable working Contingency.
- 1.2. To decide to establish an investment fund for area-specific matters from Reserve funds.
- 1.3. To decide the longer-term financial plans for the Partnership funds, including its Cashflow Fund and any remaining Surplus funds after the above have been allocated.

2. Reasons for Recommended Decisions

- 2.1. For good governance, to ensure the future running of the service.
- 2.2. To maintain a Contingency Fund to ensure any deficit is avoided, since the Partnership's Business Case is underwritten by its partners, not the County Council or external funding.

3. Alternative Options

- 3.1. The Partnership and Client Officers from across the Partnership, have discussed a range of alternatives (see para 5.2), and the Client Officer Group recommends these actions.

4. Financial Position

- 4.1. The net amount held in the Reserve Fund after 2017/18 is c.£1,100k.
- 4.2. An annual draw of £235k p.a. is illustrated as a worst-case scenario in each of the four years up to the end of the Agreement, (if no other in-year Operating Net Income is added to the Reserve). All years since 2013/14 have realised an in-year Operating Net Income to the Reserve.
- 4.3. A net out-turn of £112k CR is currently forecast on Operations for 2018/19 after operating costs. As a result, it is presently forecast to not require the full £235k contribution to cover other project costs this year, the net being a call of £101k to the Reserve for 2018/19.
- 4.4. A working Contingency Fund of no less than £250k (including the Cashflow amount) is felt to be reasonable at any time. It is forecast to maintain the Contingency Fund by managing

in-year Operating Net Costs in future. The budget paper explains the operational issues further.

- 4.5. The Contingency Fund will provide cover for the likelihood of poor weather effects on patrolling in case costs are not be met by income. Patrol costs are budgeted to net to zero against PCN income at the budget setting process. A small amount of consultancy work produces an income for work carried out for other authorities.
- 4.6. This leaves a worst-case illustration of final Reserve Funds of £245k, adjusted for any in-year Operating Net Costs, which the Partnership could allocate to projects.

5. Medium Term Financial Plan

- 5.1. It is recommended to continue to budget using Reserve Funds each year up to 2021/22 (i.e. the remainder of the NEPP Agreement) to provide a budget to invest in the operational service, with a total of up to £235k p.a. allocated each year for:
 - investment in replacement technology and devices, in order to support the medium term aims of the partnership, a third of devices being replaced annually.
 - delivery of the new parking restrictions and maintenance of existing restrictions, as set out and approved in our previous plans.
- 5.2. It is recommended that an Investment Fund is formed from the remaining reserve and set aside to support area-based initiatives, decided by the Partners, including support for:–
 - town centre parking reviews, such as those proposed in the Tendring District area at Clacton-on-Sea and Dovercourt where parking places are needed to support town centre vitality.
 - reviewing additional schemes in area lists beyond the top six, such as in the Epping Forest area.
 - completion of Variable Message Signage systems such as the unfinished system in Colchester, or other roadside parking directional signage.
 - other uses may include surveys of the public, electric vehicle charging provision, additional ParkSafe mobile/fixed camera sites and marketing of the MiPermit scheme.
- 5.3. Part of the separate Transition Fund has been allocated during 2018/19 to provide for maintenance of accommodation and for a single base for the operational service, bringing together the whole partnership operational team at its headquarters office.
- 5.4. The Cashflow Fund of £100k is not included in these calculations, and there is presently no call on this fund.
- 5.5. 3PR and mapping initiatives have already been agreed and are already budgeted-for. The 3PR fund of £50k is held separately.
- 5.6. The use of Surpluses is governed by the Road Traffic Regulation Act 1984, Section 55.

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.

Appendix: Table of reserves

Link to Road Traffic Regulation Act Section 55.

<https://www.legislation.gov.uk/ukpga/1984/27/section/55>

Appendix £ (000)	Year 1 2011/12			Year 2 2012/13			Year 3 2013/14			Year 4 2014/15			Year 5 2015/16			Year 6 2016/17			
	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance	
Area of NEPP Reserve																			
Start-up/transition fund *	-48	0	-48	-48	0	-48	-48	0	-48	-48	0	-48	-48	0	-48	-48	0	-48	
TRO Backlog Fund	-250		-250	-250		-250	-164		-164	-97		-97	-97		0			0	
Transfer to Capital																	146		
Net annual operating costs								-152			-19			-163			-429		
Allocation of Reserve																			
Civil Parking reserve fund							0		-152	-152		-171	-171		-546	-546		-830	
NEPP Sub-Total							-212	-152	-364	-364	-19	-383	-383	-163	-594	-594	-283	-878	
Cashflow amount (ring-fenced)	-100	0	-100	-100	0	-100	-100	0	-100	-100	0	-100	-100	0	-100	-100	0	-100	
Grand Total	-100	0	-100	-100	0	-100	-312	-152	-464	-464	-19	-483	-483	-163	-694	-694	-283	-978	
Continued £ (000)	Year 7 2017/18			Year 8 2018/19 <i>projected out-turn</i>			Year 9 2019/20 <i>proposed budget</i>			Year 10 2020/21 <i>proposed budget</i>			Year 11 2021/22 <i>proposed budget</i>						
	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance	Opening Balance	Transfers	Closing Balance				
Area of NEPP Reserve																			
Start-up/transition fund *	-48		-48	-48		0	0		0	0		0	0		0	0		0	0
TRO Backlog Fund	0		0	0		0	0		0	0		0	0		0	0		0	0
Transfer to Capital		0			0			0			0			0					
Net annual operating costs		-222			-112			0			0			0					
Allocation of Reserve					213			235			235			235					
Civil Parking reserve fund	-830		-1,052	-1,052		-950	-950		-715	-715		-480	-480		-245	-480		-245	
NEPP Sub-Total	-878	-222	-1,100	-1,100	101	-950	-950	235	-715	-715	235	-480	-480	235	-245	-480	235	-245	
Cashflow amount (ring-fenced)	-100	0	-100	-100	0	-100	-100	0	-100	-100	0	-100	-100	0	-100	-100	0	-100	
Grand Total	-978	-222	-1,200	-1,200	101	-1,050	-1,050	235	-815	-815	235	-580	-580	235	-345	-580	235	-345	
				In-Year projects draw			In-Year projects draw			In-Year projects draw			In-Year projects draw						
				3PR – schools fund	50		Technology update	50		Technology update	50		Technology update	50					
				Technology update	55		Technology update	50		Technology update	50		Technology update	50					
				Mapping Project	108		TRO support	185		TRO support	185		TRO support	185					
				TRO support	0		TRO support	185		TRO support	185		TRO support	185					
				Handheld computers for patrolling	213			235			235			235					
				Lone Worker devices, systems			In-year net operating cost	0		In-year net operating cost	0		In-year net operating cost	0					
				ICT systems and device updates	-112		In-year net operating cost	0		In-year net operating cost	0		In-year net operating cost	0					
				* allocated for NEPP transition			Net reserve draw down	235		Net reserve draw down	235		Net reserve draw down	235					
					101		Net reserve draw down	235		Net reserve draw down	235		Net reserve draw down	235					
					checksum	0	checksum	0		checksum	0		checksum	0					



North Essex Parking Partnership

Meeting Date: 12th December 2018
Title: On-Street Financial Report
Author: Lou Belgrove, NEPP Business Manager
Presented by: Lou Belgrove, Richard Walker

The report sets out the financial position of the Parking Partnership to the end of period 7 (October) 2018/19 and proposed budget for 2019/20.

1. Decision(s) Required

- 1.1. To note the financial position to the end of period 7 of 2018/19.
- 1.2. To agree the Parking Partnership budget for 2019/20.

2. Reasons for Decision(s)

- 2.1. For good governance, to ensure the future running of the service, and that NEPP on-street funds are spent or retained in line with its priorities and goals set out in the Development Plan.

3. Alternative Options

- 3.1. Legislation dictates that on-street funds are ring-fenced in accordance with s.55 of the Road Traffic Regulation Act 1984 (as amended).

4. Supporting Information

- 4.1. 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.
- 4.2. The on-street operation returned a surplus of £222k in the financial year 2017/18 and this has been transferred to the Civil Parking Reserve.

5. Income

- 5.1. The income collected from Penalty Charge Notices (PCNs) and Pay and Display areas remains on track at present.
- 5.2. Officers will monitor PCN budget and income in light of seasonal weather changes and adjust and report accordingly.
- 5.3. Income from resident parking is currently forecasting slightly over budget. It is important that this area continues to cover its costs and with several large schemes being implemented in the latter part of the year, officers are confident it will do so.
- 5.4. Other sources of income (which includes TRO work outside the Agreement) continue to provide additional income to the Service.

6. Expenditure

- 6.1. Agreed projects have been shown separately in the orange panel.

7. Financial Implications

- 7.1. The surplus element of the reserve fund is approximately £250k with a large proportion already being earmarked for 3PR and the mapping project (previously agreed).
- 7.2. Overall financial performance currently suggests an operating net income at out-turn, allowing funding for projects (e.g. the mapping project) to be covered in-year.
- 7.3. In order to show good financial management, officers will give consideration to new projects for investment from the Reserve Fund in addition to the projects in the development plan. If not spent, funds will remain in the Reserve.
- 7.4. Consideration has to be given to ensure that funding is available in the Reserve to support TRO and project work for the forthcoming year. As a worst-case scenario, £235k needs to be available to cover the TRO maintenance, new schemes and projects for the remaining years of the Partnership.
- 7.5. At any time, it is felt prudent to retain a £250k Reserve buffer against any operating deficit.

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.

Appendix A – On-Street account to end P7

overleaf

Period 7 - October 2018	A	B	C	D	E	F	G	H
On-street Account (£ 000)	2017/2018	2018/2019	2018/2019	2018/2019	2018/2019	2018/2019	2018/2019	2019/20
<i>Provisional Outturn</i>	Actual to date	Actual to date	Budget to date	Variance to date	Forecast out-turn	Annual budget	Projected variance	Proposed Budget
Direct costs								
Expenditure								
Employee costs:								
Management	73	40	39	1	68	68	0	69
CEOs & Supervision	1,148	696	752	(57)	1,223	1,290	(66)	1,335
Back Office	341	189	207	(18)	331	355	(24)	347
TRO's	127	74	59	15	131	101	31	130
Premises / TRO Maintenance costs	190	55	24	31	81	38	43	180
Transport costs (running costs)	39	26	18	8	38	31	6	28
Supplies & Services	359	178	240	(62)	420	411 J	9	404
Third Party Payments	45	4	25	(21)	44	44	0	44
	2,322	1,262	1,365	(103)	2,336	2,337	(1)	2,536
Income								
Penalty Charges (PCNs)	(1,900)	(910)	(922)	12	(1,845)	(1,844)	(1)	(1,773)
Parking Permits/Season Tickets	(660)	(422)	(311)	(111)	(697)	(534)	(163)	(655)
Parking Charges (P&D etc)	(310)	(158)	(132)	(25)	(328)	(227)	(101)	(326)
Other income	(97)	(32)	0	(32)	(32)	0	(32)	(51)
Balancing reserve contribution (if required)	0	0	0	0	0	(186) O	0	0
	(2,967)	(1,522)	(1,366)	(156)	(2,902)	(2,791)	(297)	(2,805)
Total Direct Costs	(645)	(260)	(1)	(259)	(566)	(454)	(298)	(270)
Total Non-direct Costs	423	265	454	(189)	454	454	0	454
Sub total - in-year net operating costs	(222)	5	454	(448)	(112)	0 N	(298)	184
Agreed Work Programme projects - Reserve Project expenditure								
3PR – schools fund		10			50 K	50 P	0	
Technology update (see note T)		12			55	55 P	0	50
Mapping Project		70			108	108 P	0	
Sub total - reserve project expenditure		92			213	213	0	50
Net Draw-down from Reserve to Work Programme		97 M			101 L	213 C	(298)	234
Deficit / (Surplus)		0			0	0	0	0
					out turn			
Notes								
J The budget as proposed (inc TRO funding to draw from reserve)								
K The addition of 3PR funding as a call on reserve (one-off to provide on-going revenue)								
L The new call on reserve (projected)								
M Current draw on reserve, provided in-year income does not make more than budget								
N operational budget does not include the cost of TRO maintenance, so is set to out-turn to deficit, this being taken out of reserve								
O if the net operating costs are in surplus (in-year) by more than £186k, no draw from reserve is required.								
P items which have been agreed as projects, but which will be funded in-year if possible								
T Technology update includes body-worn video, lone worker and handheld computer upgrades								



North Essex Parking Partnership

Meeting Date: December 2018
 Title: Monitoring Report
 Author: Lou Belgrove – Business Manager
 Presented by: Lou Belgrove – Business Manager

The report gives Members an update on elements of NEPP’s On-Street operational activity.

1. Decision(s) Required

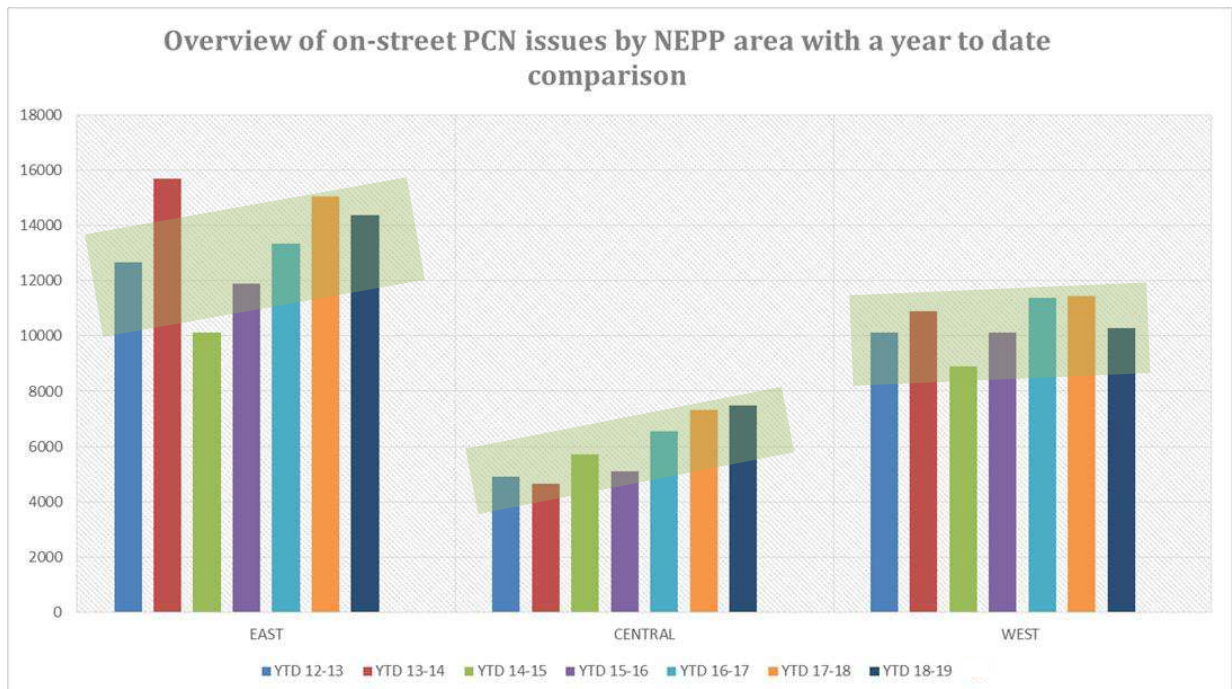
1.1. To note the content of the report.

2. New-style report

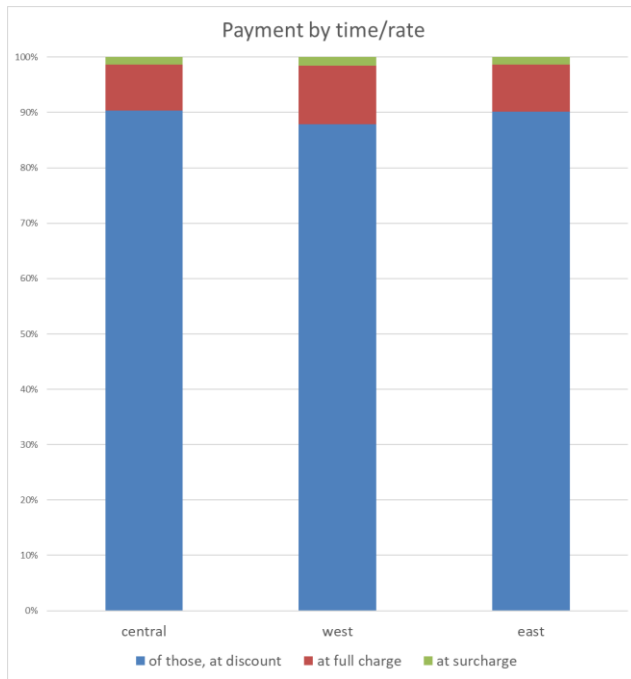
2.1. The NEPP Operational Report is published online, here – where future performance will be reported: <http://www1.parkingpartnership.org/north/annualreports>

3. On - Street PCN activity

- 3.1. The graph below shows the rate of issue of all Penalty Charges Notices (PCNs) for the on-street function, with a year to date comparison, by area – regardless of outcome. It indicates that the rate of issue falls within expected boundaries.
- 3.2. A measure of ‘good PCNs’ and that our policy is reasonable, could be said to be that most PCNs are paid at discount. The second graph (payment by time/rate) shows how many PCNs issued are paid at discount, and other later rates, by area.
- 3.3. The rate of payment has remained consistent alluding to NEPP’s commitment to only issue PCNs which meet our quality standards.



3.4. The following graph gives an indication of the rate of payments for PCNs, issued to date, this financial year. The payment rate continues to remain high month on month.

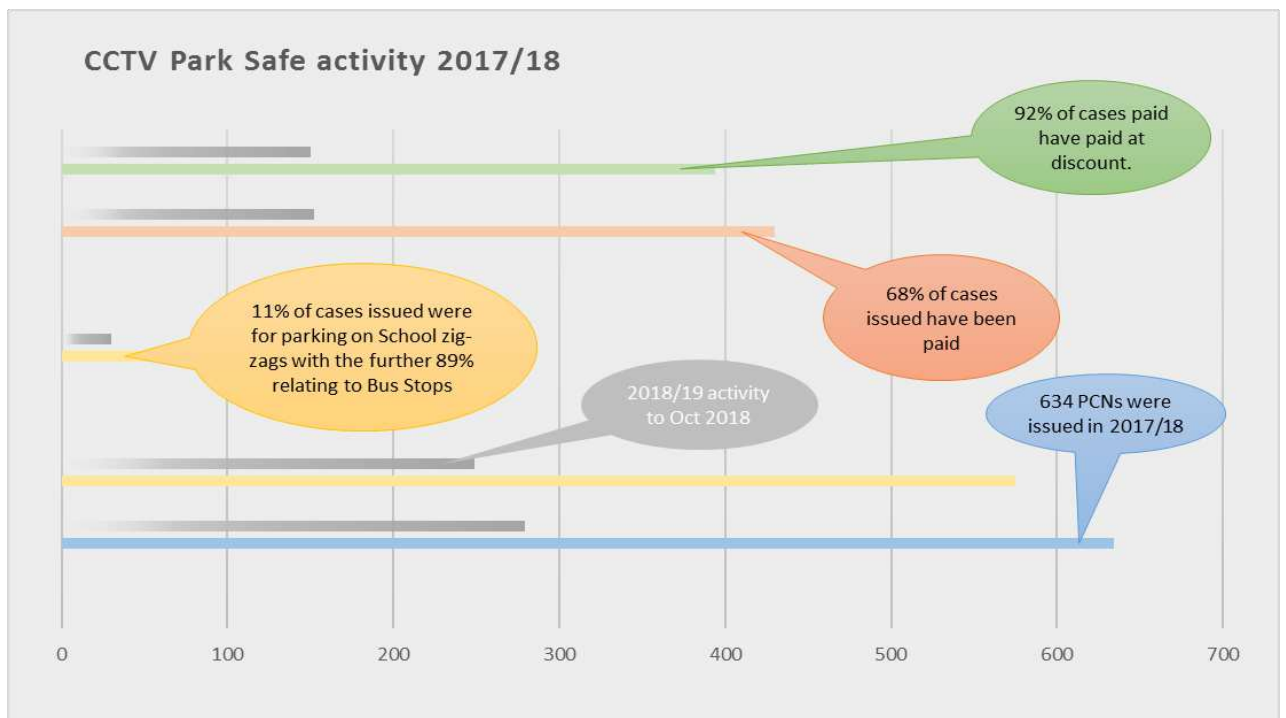


3.5. Due to the nature of the recovery process, being spread over many months, payment levels are always changing, because a case can be paid at any stage of the process.

3.6. With almost 90% of all paid cases being paid at the discounted amount, those that reach the point where the surcharge is added is minimal. If not paid within the early stages, cases can have a “lifespan” of approximately 18 months.

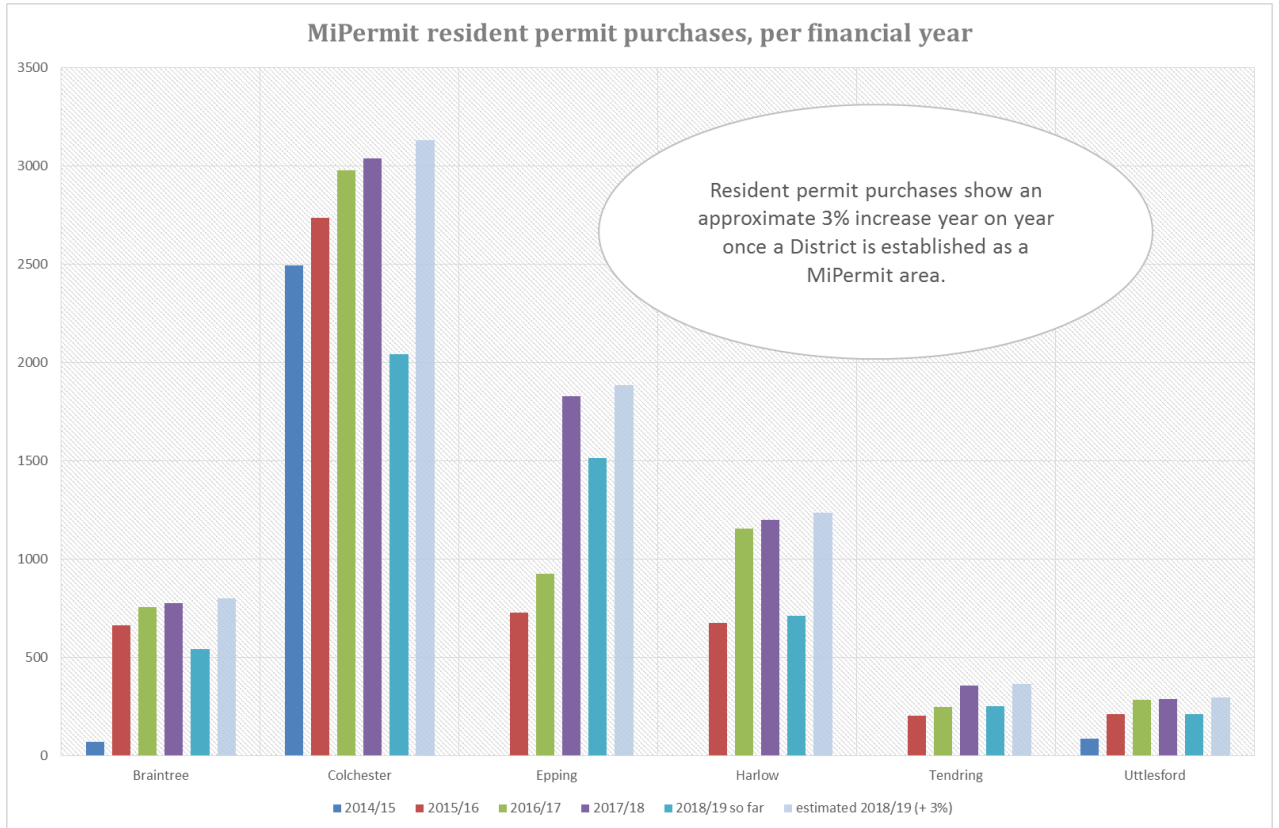
3.7. The Park Safe CCTV car continues to enforce alongside our Civil Enforcement officers, providing a further visual deterrent outside schools across NEPP and the graph below gives a brief indication of the car’s activity in 2017/18 and so far in 2018/19.

3.8. Coloured bars are last year as a full year; grey bars indicate the current year to date.

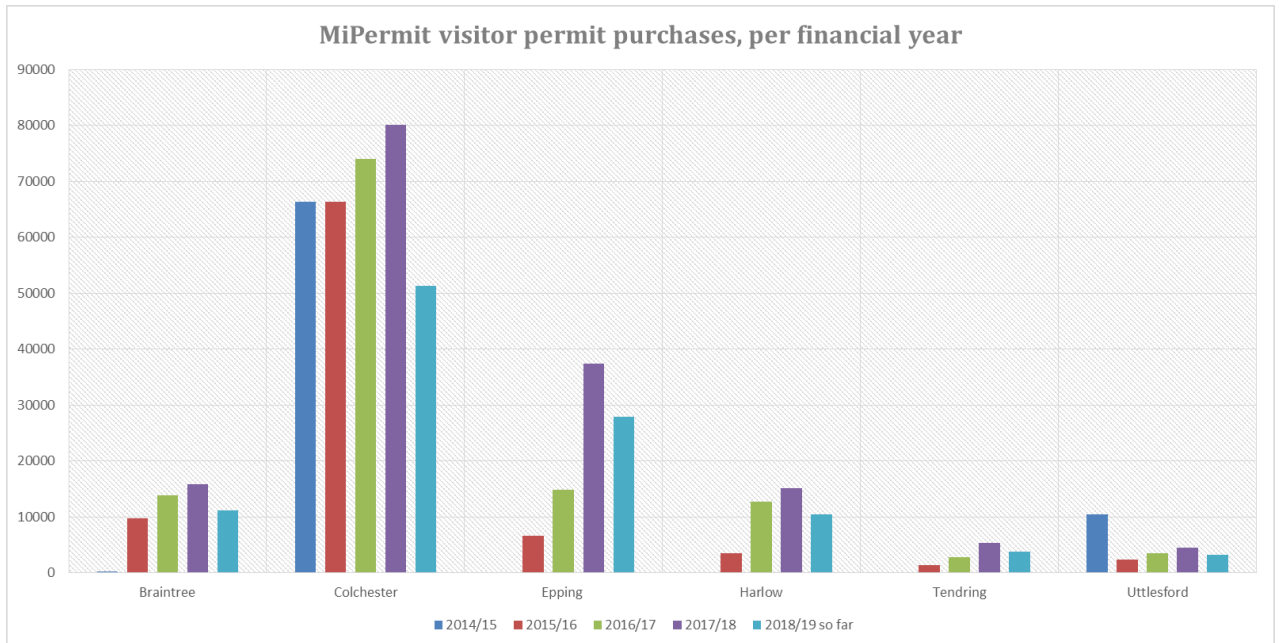


4. On - Street permit activity

- 4.1. The graph below gives an indication of the number of virtual MiPermit resident permits purchased over recent financial years.
- 4.2. For the last year, the figures are year-to-date, and an estimate (the light shaded bar) is included based on a further 3% increase.



- 4.3. The graph below gives an indication of the number of virtual MiPermit visitor permits purchased over recent financial years. No trend is indicated, but 6-hour permits became available during 2017/18.



- 4.4. Future work for the Partnership includes the Business Unit focus on allowing residents to “self-serve”, and the increase in MiPermit purchases shows that the virtual system is already a popular choice with residents.



*North Essex
Parking Partnership*

Operational Report

PART 1: April to August 2018

Contents

- Page 3 – Service overview
- Page 4 – On-street parking
- Page 5 – Off-street parking
- Page 6 – Parking education

- Page 7 – People and performance
- Page 9 – Work programme
- Page 10 – How we invest and develop

Part of the drive for setting up this new style Operational Report is to improve everyone’s understanding of what we deliver on a daily basis and to give you more up-to-date information about our service. This is the first quarterly Operational Report, which will become Part 1 of our Annual Report 2018/19, so you won’t have to wait until mid-2019 to see it!



1 Service overview

The North Essex Parking Partnership (NEPP) is a council-run organisation which brings together all street based parking in north Essex on behalf of Braintree, Colchester, Epping Forest, Harlow, Tendring and Uttlesford Councils.

Becoming more efficient

Until now, the way our parking restrictions were written, in longhand text, made them difficult to understand and hard to follow. We are working with the South Essex Parking Partnership and software provider Buchanan Computing to create a state-of-the-art digital map of all parking restrictions in Essex. This also paves the way for more connected projects in future, such as supplying up-to-date data for in-car information systems, and will save us a huge amount of staff time enabling us to focus on local projects. Read more in section 2.

Partnership working

We work with our Partner Authorities on community events, such as the Night of Action in Colchester and Safer Streets Days in Uttlesford. Read more in section 2.

Positive Parking Agenda

As a founding member, we will continue to champion the Positive Parking Agenda (PPA). We embed the key principles in our everyday work and lead by example. Our Parking Partnership Group Manager has been out and about promoting the PPA with the British Parking Association. Read more in section 6.

3PR: schools parking project

Our Joint Committee has agreed to set aside £50,000 to fund the new 3PR scheme in north Essex to help tackle inconsiderate parking around primary schools. Read more in section 4.



2 On-street parking

Digital mapping for Essex

We're working with the South Essex Parking Partnership and software provider Buchanan Computing to create an accessible, interactive map-based inventory of all our parking restrictions, lines and signage. This £0.25m project includes a full roadside survey by Buchanan Order Management of every on-street line, sign and parking area in the county and production of new map-based parking restrictions for all Districts.

This new software not only means it is easier for our teams to access and read restrictions, but it also enables our parking restriction-making process to be linked to the map to keep records as up-to-date as possible. The first steps have already been taken, a full audit has been completed for all roads in the south of the county with surveys now being underway across the north area. As part of the survey, the restrictions will be graded to show where any maintenance is required.

In the long term, it is planned to add the software to our website as a customer-facing tool so that anyone can check parking restrictions in an unfamiliar area, before even getting in the car. It is hoped that it will also be able to support the development of Parking as a Service in Essex, with benefits for connected and possible self-driving vehicles at some time in the future.

Partnership working

We continue to work with Colchester Borough Council and take part in Nights of Action, and Uttlesford District Council to attend its Safer Streets Days. The aim of these events is to promote a safer, more pleasant environment for the public and they have a multi-agency approach including Police, Border Force, Military Police, SOS bus, working alongside Council Zone Wardens, Licensing team, and our Civil Enforcement Officers.

ParkSafe car

We have updated our ParkSafe car software to add more enforceable parking restrictions for Colchester and Tendring, and all previous parking restrictions have been checked and re-aligned for improved accuracy. We are now working to update our other Partner Authority areas.

The role of the ParkSafe car is to provide a more effective deterrent against motorists taking the chance of parking on school zig-zag markings. Being mobile, it can cover more sites more effectively than an officer on foot. Several schools are patrolled every day, particularly at school start and finish times. Its use also supports existing Police and Essex County Council road safety campaigns.



3 Off-street parking

Beside managing the kerbside of our highway network, we also work with our Partner Authorities in Braintree, Colchester, Harlow, and Uttlesford Councils to operate their car parks; this section describes more about the work we carry out in car parks.

Smarter parking with MiPermit

It has been six years since we introduced the MiPermit app payment system to the car parks we manage in north Essex. Since 2012, the usage of the app has increased by 2153% - this is a great figure, but we'd like to increase it further.

During the summer, we displayed banners and posters in car parks across all our districts, promoting 'Smarter Parking' using the MiPermit app. To encourage a behaviour change we've also reduced coin machines in some car parks to encourage customers to move to payment via the app (we ensured there were still coin machines within a short walking distance if needed). We also issued some MiPermit app 'Top Tips' on our Twitter and LinkedIn pages.

Contactless in Colchester and Braintree

We introduced contactless, Apple Pay and chip card payment into Vineyard Street Car Park in Colchester and George Yard, White Horse Lane and Newlands Drive in the Braintree District. We now have contactless payment options in seven of the car parks we manage. We plan to install a further 15 machines across 5 car parks over the next six months. Using contactless, chip card or Apple Pay for transactions complements traditional coin payment, and cashless MiPermit online, text and phone options already available in all our car parks.

We're planning to install new '3 simple steps' signage in Colchester car parks to support people to use the contactless payment option.

Artist illustrates Colchester's history in mural

We are very pleased to be working with a local Colchester based artist, supporting them to paint two murals in St Mary's Car Park in Colchester. The murals, which will be painted on the walls of two stairwells in the car park, take inspiration from Colchester's 2000 years of amazing history, including the Trinovantes tribe, Boudicca, Roman soldiers and will use elements of Celtic design.

The work began in April and it is planned to be completed by the end of the summer.



4 Parking education

3PR: schools parking project

Our Joint Committee has agreed to set aside £50,000 to fund the new 3PR scheme in north Essex to help tackle inconsiderate parking around primary schools. Engagement with primary schools is going well and the first launch is scheduled to take place at a school in Colchester in early November. On top of this good news, three Enforcement Agents have sponsored the project for £7,500 a year for four years, a total of £30,000! This will enable us to fund 60 extra schools. To find out more about 3PR visit schoolparking.org.uk

Annual Report 2017/18

We've launched our 2017/18 Annual Report. The design keeps the figure reporting clear, interesting graphics are used to highlight facts and we've continued to use concise and jargon free text to tell a story without the need to wade through lots of in-depth copy. We're really pleased with the results, so pleased in fact that we're now using a similar template for this, our Operational Report. We'll link to these new quarterly reports in future newsletters, enabling you to access our information quicker and easier. Visit our website to read it!

E-brief newsletter

We introduced our new E-brief digital newsletter for stakeholders and Councillors across our Partner Authorities in April 2018. Part of the drive for setting up this e-newsletter is to improve everyone's understanding of parking management and encourage innovation in its delivery. We've issued two editions so far, which we hope you've found useful and interesting.

Social media engagement

To support the integration of the Positive Parking Agenda principles into our communications strategy, we refreshed our Twitter page during 2017 to focus on raising awareness of considerate parking and parking restrictions. We used a mix of serious and light-hearted posts in a positive tone, including quizzes, images and topical hashtags, alongside consistent helpful replies to questions. Engagement doubled from 14,400 impressions to 28,800 by the end of March 2018. Our messages will continue to be developed to increase engagement and awareness of the work we do.



5 People and performance

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

Innovation

We launched Yammer, an internal social media network in 2017. It's a great tool for our employees to share ideas, ask questions and gather feedback from colleagues. It was so successful with our Management and Business Unit teams that we decided to encourage our Patrol teams to use area specific Yammer 'groups'. As Yammer is not limited to a desktop computer, our Patrol teams are now able to use a Yammer mobile app to stay in touch with their manager and colleagues, whilst out on site. This enables our Officers to be much more reactive to calls we get from the public when someone is seen parking where they shouldn't.

We have replaced Officers' body worn cameras in Harlow and Epping Forest with the most up to date ones available. Our aim is to replace one of our three area's body worn cameras every year to ensure we have the most current equipment for our Officers to use as the safety of our staff is a priority for us. We have seen a significant

reduction in serious incidents reported by our Officers since they started wearing body worn cameras. The figures have reduced from 85 reported serious incidents in 2015/16, to 50 in 2016/17. Officers have also reported that they feel safer and more secure when conflict arises knowing that everything is being recorded.

Efficiency

We trialled new handheld devices for our Civil Enforcement Officers in Harlow and Epping. The new devices will be considerably smaller and lighter and have a better battery life. Reception signal should be better which will help resolve issues in some rural areas, and they have built-in cameras, which can be used to take the contravention photos in place of separate cameras. If the trial goes well we will look to roll this out to all enforcement areas over the next few months.

Education

We're supporting the new Colchester Borough Council (our lead authority) No Engine Idling policy.

Although our officers do this most of the time already, we've committed to switching off our vehicle engines, when stationary, across the whole north Essex area, helping to protect the health of people in any cars behind and pedestrians on the pavement.

We all know that nobody likes getting a parking ticket, but what people find it hard to believe is that we don't like giving them either; we'd all much rather everyone parks legally. However, our Civil Enforcement Officers have to deal with very challenging people who feel their tickets are unjust. All our Officers have gained conflict management and customer service qualifications, which equip them to resolve these situations as quickly & safely as possible.

OUR MISSION is to “Work in Partnership, providing the best parking service possible” - including to the delivery of “a well-budgeted, effective, efficient and economic service ... leading in innovative parking services; demonstrating continuous service improvement ... high levels of performance and ... clearly and concisely communicating the vision and plans”.

Communication

Colchester Borough Council (our lead authority) runs a Staff Recognition Scheme throughout the year. At the end of the year, the employees who have been nominated are invited to a Celebration Event. We are very pleased that three Officers from the Parking Partnership achieved a staff award this year. Each one went above and beyond their job role whilst interacting with members of the public.

We continue to work in partnership with the Local Community Policing team in Colchester to deliver parking education messages at infant and junior schools; showing parents a united front in keeping children safe. Enforcement and Education to parents were delivered in equal measure during school drop off and pick up times by our parking patrol Officers and Police Community Support Officers.

This year saw a great response from the public to our Officers on patrol during the two days of the Clacton Air Show. Patrols focussed around the areas considered to be most affected by visitors to the event identified by Tendring District Council. The response to our staff was very positive and led to a number of very welcome calls thanking us for our influence on reducing the problems suffered by local people as well as the professionalism shown when dealing with difficult customers.

OUR VISION includes a section setting out our priority to **“Continuously improve by concentrating on four identified themes: Innovation, Communication, Efficiency, Education ... operating as a single enterprise and being a model for others to follow”**



6 Work programme

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

Promoting the Positive Parking Agenda

As a founding member, we will continue to champion the Positive Parking Agenda (PPA). We embed the key principles in our everyday work and lead by example. Our Parking Partnership Group Manager has been out and about promoting the PPA with the British Parking Association (BPA).

Richard has attended three events recently, the BPA Annual General Meeting that included the President's Reception at the House of Commons, the Local Government Association Conference and the Parking Forum. The events were very successful and he had some good conversations with Councillors and MPs about changing the perception of parking and issues that need resolving in legislation to help make parking simpler and easier. You can read more about the development of the Positive Parking Agenda at britishparking.co.uk/Positive-Parking-Agenda

We are working with our main software supplier Chipside and Response Master, a company which specialises in customer self-serve systems, to develop a new online process that will give motorists an indication of the likely outcome of their Penalty Charge Notice challenge against our policy, prior to deciding whether to challenge the Penalty or not. The main benefit is that the system will ask for any evidence required at an early stage, outlining what is required to support a challenge and show how to submit it. The first stage is to be launched later in the year with other improvements to follow.

We will continue work on our New Parking Restrictions page on the website enabling more customers to self-serve whatever time is convenient to them.

We are researching a new lone worker device called 'SkyGuard'. If suitable we will trial with one Enforcement team, if that goes well we will look to roll this out to all enforcement areas over the next few months.



7 How we invest and develop

Our Partner Authorities confirmed which parking restriction applications they would like the Joint Committee to approve for 2018/19. Each authority can prioritise up to six schemes a year (the exception is any self-funding restrictions, such as residents parking schemes, which would not count towards those six). Where the Committee decides to approve these, the next step will be to consult on each new parking restriction proposals, locally.

We're always looking to improve our online service, and part of this is refreshing the layout of our website. The new format homepage will be designed and built with the user in mind, linking smoothly to all our self-serve processes, such as challenging a Penalty Charge Notice and looking at a parking restriction application.

To support our drive to use concise and jargon-free text, to enable the customer to navigate our website with ease, and promote the Positive Parking Agenda, the term 'Enforcement' is being replaced with 'Kerbside Management and Patrols' and 'Policies and Procedures' with 'Lines, Signs & Applications'. The new layout of the website will serve us very well for further developments in years to come.



↑ **P**₉₈ Short stay

P₁₃₆ Long stay

Catholic Church

 The Maltings
Dunmow Museum



10

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 North Essex Parking Partnership



North Essex Parking Partnership

Meeting Date:	December 2018
Title:	Forward Plan 2018-2019 and 2019-2020 dates
Author:	Jonathan Baker – Democratic Services, Colchester Borough Council
Presented by:	Jonathan Baker – Democratic Services, Colchester Borough Council

This report concerns the 2018-19 Forward Plan of meetings for the North Essex Parking Partnership. The report also includes draft dates for NEPP meetings during 2019-2020.

1. Recommended Decision(s)

- 1.1 To note the North Essex Parking Partnership Forward Plan for 2018-19
- 1.2 To approve the dates for North Essex Parking Partnership Joint Committee meetings in 2019-2020

2. Reasons for Recommended 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.
- 2.2 To ensure that dates for the 2019-2020 North Essex Parking Partnership are published in advance so that Partner Authorities and members of the public are aware of when and where the meetings will take place.

3. Supporting Information

- 3.1 The Forward Plan is reviewed regularly to provide an update on those items that need to be included on future agendas and incorporate requests from Joint Committee members on issues that they wish to be discussed.
- 3.2 With the assistance of the Colchester Borough Council Democratic Services Officer, partner authorities with meetings scheduled during 2019-2020 will be required to book suitable rooms for meetings. Rooms will need microphones and seating for members of the public.
- 3.3 Once approved information on the meetings scheduled for 2019-2020 will be loaded on to the North Essex Parking Partnership website - <http://www1.parkingpartnership.org/north/committee>

**NORTH ESSEX PARKING PARTNERSHIP (NEPP)
FORWARD PLAN OF WORKING GROUP AND JOINT COMMITTEE MEETINGS 2018-19**

COMMITTEE / WORKING GROUP	CLIENT OFFICER MEETING	JOINT COMMITTEE MEETING	MAIN AGENDA REPORTS	AUTHOR
Joint Committee for On/Off Street Parking (AGM)	31 May 2018, S17, Rowan House, 33 Sheepen Road, Colchester	21 June 2018, Colchester Borough Council – Grand Jury Room, Town Hall, High Street Colchester.	Annual Review of Risk Management	Hayley McGrath (CBC)
			Annual Governance Review and Internal Audit	Hayley McGrath (CBC)
			3PR Overview and Costs	Richard Walker (PP)
			NEPP Technical Team Update	Trevor Degville (PP)
			NEPP Financial Update	Lou Belgrove (Parking Partnership)/Richard Walker (PP)
			North Essex Parking Partnership Operational Report	Lou Belgrove (PP)
			NEPP Annual Report Data for 2017/18	Richard Walker (PP)
Joint Committee for On/Off Street Parking	13 September 2018, G03, Rowan House, 33, Sheepen Road, Colchester	4 October 2018 1.00pm Braintree District Council	Forward Plan 18/19	Jonathan Baker (CBC)
			Technical Report & Traffic Order Scheme Prioritisation	Trevor Degville/Shane Taylor (PP)
			Obstructive Parking Update	Richard Walker (PP)
			On-Street Financial Report	Richard Walker/ Lou Belgrove (PP)
			Annual Report	Richard Walker (PP)
			NEPP Terms of Reference Governance Update	Richard Walker (PP)
Forward Plan 18/19	Jonathan Baker (CBC)			

COMMITTEE / WORKING GROUP	CLIENT OFFICER MEETING	JOINT COMMITTEE MEETING	MAIN AGENDA REPORTS	AUTHOR
Joint Committee for On/Off Street Parking	22 November 2018, S17, Rowan House, Sheep Road, Colchester.	13 December 2018 1.00pm Tendring District Council	Traffic Regulation Order Policy	Richard Walker (PP)
			Allocation of NEPP Financial Surplus	Richard Walker (PP)
			On-Street Budget Update	Richard Walker/Lou Belgrove (PP)
			Monitoring Report	Lou Belgrove (PP)
			Forward Plan 18/19 & 19/20 Dates	Jonathan Baker (CBC)
Joint Committee for On/Off Street Parking	28 February 2019 G3, Rowan House	21 March 2018 1.00pm Harlow District Council	Technical Team Traffic Regulation Order Update	Trevor Degville/Shane Taylor (PP)
			Residents and Commuter Parking	Trevor Degville (PP)
			Finance Update Period 11 and 2018/19 Budget	Lou Belgrove (PP)
			Forward Plan 18/19	Jonathan Baker (CBC)
Joint Committee for On/Off Street Parking	30 May 2019, Room G03, Rowan House, Sheepen Road.	20 June 2019 1.00pm, Grand Jury Room Colchester Borough Council	Annual Governance Review and Internal Audit	Hayley McGrath (CBC)
			Annual Review of Risk Management	Hayley McGrath (CBC)
			NEPP On Street Financial Update	Lou Belgrove (PP)/Richard Walker (PP)
			NEPP Annual Report Data	Richard Walker (PP)
			Technical Team Traffic Regulation Order Updates	Trevor Degville (PP)/Shane Taylor (PP)
			Monitoring Report	Lou Belgrove (PP)
			Off-Street Update	Richard Walker (PP)
			Forward Plan 19/20	Jonathan Baker (CBC)

CBC / Parking Partnership Contacts

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Draft NEPP Client Officer & Joint Committee Dates 2019-20

Client Officer Meeting Dates*	Joint Committee Meeting Dates**
30 th May 2019	20 th June 2019 (Colchester BC)
12 th September 2019	3 rd October 2019 (Uttlesford DC)
21 st November 2019	12 th December 2019 (Epping Forest DC)
27 th February 2020	19 th March 2020 (Braintree DC)
4 th June 2020	25 th June 2020 (Colchester BC)

*All Client Officer meetings take place at Colchester Borough Council Offices and start at 10am.

**All Joint Committee meetings start at 1pm.