



North Essex Parking Partnership

Joint Working Committee On-Street Parking

**Council Chamber, Council Offices,
Thorpe Road, Weeley, CO16 9AJ**

29 October 2015 at 1.00 pm

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

North Essex Parking Partnership

Joint Committee Meeting – On-Street

Thursday 29 October 2015 at 1.00 pm

Council Chamber, Council Offices, Thorpe Road, Weeley, CO16 9AJ

Agenda

Attendees

Executive Members:-

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

Non-Executive Member:-

Ray Howard (ECC)

Officers:-

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

	Introduced by	Page
1. Welcome & Introductions		
2. Apologies		
3. Declarations of Interest The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda.		
4. Have Your Say The Chairman to invite members of the public or attending councillors if they wish to speak either on an item on the agenda or a general matter.		
5. Minutes To approve as a correct record the draft minutes of the 18 June 2015 meeting.		1-9
6. Traffic Regulation Orders Update, including those to be agreed To note the update on the activities of the Technical Team and to consider the proposed Traffic Regulation Order schemes in all areas	Trevor Degville	10-20
7. Technical Team Work Since NEPP Formation To note the information on the Traffic Orders and Maintenance Work that the Technical Team has completed since the NEPP was formed.	Trevor Degville	21-34
8. Annual Report 2015 To note the Annual Report on the activities of the North Essex Parking Partnership in 2014/15	Richard Walker	35-56

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| 9. Operational Report
To consider and note the Operational Report for On-Street Parking | Lou Belgrove | 57-60 |
| 10. Digital and Social Media Statement
To consider and approve the Digital and Media Statement 2015/16 and explore the possible methods for digital and social media content | Alexandra Tuthill | 61-64 |
| 11. Comparison between the North Essex Parking Partnership and South Essex Parking Partnership
To compare the two Essex Parking Partnerships and identify areas of commonality and difference | Matthew Young | 65-71 |
| 12. NEPP On-Street Financial Position Period 6 2015-16
To note the six monthly financial position on the NEPP on street budget | Matthew Young | 72-74 |
| 13. NEPP Financial Reserves
To note the financial reserves held by the NEPP on street budget and to consider options for spending or retaining these funds | Matthew Young | 75-76 |
| 13. Annual Return 2014/15
To note the publication of the audited Annual Return for 2014/15 | Steve Heath | 77-97 |
| 14. Forward Plan
To note the 2015-16 Forward Plan. | Jonathan Baker | 98-100 |
| 15. Urgent Items
To announce any items not on the agenda which the Chairman has agreed to consider. | | |

Exclusion of the Public

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

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| 16. Minute
To approve the not for publication extract from the minutes of the meeting on 18 June 2015. | 101 |
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**NORTH ESSEX PARKING PARTNERSHIP
JOINT COMMITTEE FOR ON-STREET PARKING**

**18 June 2015 at 1.00pm
Grand Jury Room, Colchester Borough Council, Colchester**

Executive Members Present:-

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

Non-Executive Members Present:-

Councillor Ray Howard (Essex County Council)

Apologies: -

Councillor Eddie Johnson (Essex County Council)

Also Present: -

Jonathan Baker (Colchester Borough Council)
Lou Belgrove (Parking Partnership)
Liz Burr (Essex Highways)
Trevor Degville (Parking Partnership)
Steve Heath (Colchester Borough Council)
Hayley McGrath (Colchester Borough Council)
Samir Pandya (Braintree District Council)
Ian Taylor (Tendring District Council)
Shane Taylor (Parking Partnership)
Alexandra Tuthill (Colchester Borough Council)
Richard Walker (Parking Partnership)
Matthew Young (Colchester Borough Council)

Apologies:-

Qasim Durrani (Epping Forest District Council)
Joe McGill (Harlow District Council)
Paul Partridge (Braintree District Council)
Andrew Taylor (Uttlesford District Council)

1. Election of Chairman

RESOLVED that Councillor Mitchell (Braintree District Council) be elected as Chairman for the Joint Working Committee for On-Street Parking 2015/16.

2. Election of Deputy Chairman

RESOLVED that Councillor Durcan (Harlow District Council) be elected as Deputy Chairman for the Joint Working Committee for On-Street Parking 2015/16.

3. Declarations of Interest

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

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

4. Have Your Say!

Alan Finch, Resident – Braintree District Council – Tey Road

Mr Finch stated that he had already objected to the proposal by Braintree District Council for Tey Road, as he felt that the proposal was unreasonable and unfair. Mr Finch stated that he and Mrs Finch attended the meeting to gain a greater understanding of how traffic regulation orders are processed and what the next stages are for the approved schemes.

Councillor Mitchell thanked Mr and Mrs Finch for attending the meeting and stated that their objections had been noted. Councillor Mitchell stated that in its current design the plan for Tey Road is unlikely to go forward as it stands as further work is required to make the scheme fit for purpose.

Julie Langstone, Lawford, Tendring District Council

Julie Langstone, from Lawford, Manningtree, spoke about the Lawford Dale Estate scheme, to remove the waiting restriction from Bank holidays as residents are being unfairly penalised. Ms Langstone stated that the current scheme works well, as previously it was extremely difficult for emergency services and bin lorries to access the road.

Ian Taylor, Tendring District Council Officer stated that this particular Traffic Regulation Order is being reviewed in a subsequent item with a likely implementation time, if agreed by the Committee, of the end of Summer.

Sir Bob Russell

Sir Bob Russell attended the meeting to highlight a number of parking issues that had been raised previously, but as yet had not been acted on. The first was the parking situation on John Harper Street, and requesting that the three parking spaces be restored with a 30 minute waiting.

The second is along Moorside near the Royal Mail collection office, which currently has a parking ban between the hours of 8am and 6pm. Sir Bob Russell stated that due to the popularity of the site it would be wiser to introduce a 30 min waiting period so that individuals are able to collect the mail without difficulty.

The final area was outside the Hamiltons Fitness Centre on Telford Way, where changes had previously been proposed but nothing has happened as yet.

In response to the statements by Sir Bob Russell, Councillor Graham stated that the

Moorside scheme was dealt with by a previous portfolio holder, but it may be possible for this to be looked at again. With regard to the other schemes these will be looked into. The Joint Committee then discussed the possibilities of dual use parking spaces in areas where both residents and business could use the spaces at different times of the day.

Councillor Mitchell thanked the members of the public for attending the meeting and having their say.

5. Minutes

RESOLVED that the minutes of the meeting of the Joint Committee for On Street Parking of 12 March 2015 be confirmed as a correct record.

Councillor Mitchell requested an update on the benchmarking of the NEPP in comparison to the SEPP. Matthew Young stated that conversations had taken place between the NEPP and the SEPP, but due to the different set up direct comparisons would prove difficult. A report on the comparisons between the NEPP and the SEPP will be brought to the October NEPP Meeting.

6. Traffic Regulation Order Update and Schemes for Approval

Trevor Degville introduced the Traffic Regulation Order Update and Schemes for Approval to the Committee. The report outlined the listed schemes from Braintree District Council, the technical team activities across the Partnership and to consider the number of TRO schemes approved per district per year.

The Joint Committee agreed the schemes as put forward by Braintree District Council, which are outlined in Appendix 1. In addition, with the permission of the Chairman, Tendring District Council requested that a previously agreed scheme Seafeld Road/The Drive (50085), Harwich which has now been withdrawn be replaced as an approved scheme by Lawford Dale (50082).

The Committee discussed the funding available for the completion of Traffic Regulation Orders in relation to the number that each District could put forward for approval. The Committee highlighted that this would prove difficult due to the discrepancy in funding from Essex County Council as more schemes would be possible if the funding between SEPP and NEPP were balanced. The Committee requested that a further report come back to the Committee outlining the number of roads completed by the Technical Team, and the split between the amount of work completed by the North Essex Parking Partnership and previously Essex County Council. The Committee highlighted the benefit of localism that the North Essex Parking Partnership had provided in implementing Traffic Regulation Orders.

RESOLVED that:-

- a) The recommended action for the Traffic Regulation Orders as outlined in Appendix 1 be approved.
- b) A report be submitted to the October Joint Committee meeting outlining the funding for Traffic Regulation Orders and a comparison between the work undertaken by Essex County Council and the NEPP.

7. Annual Governance Statement

Hayley McGrath introduced the Annual Governance Statement for the North Essex Parking Partnership. The report requests that the Annual Governance statement for 2014/15 is approved, to agree the Governance Declaration and to agree the actions included within the report.

Hayley McGrath stated that whilst the Partnership does not have to complete an Annual Governance Statement it is best practice to do so. There have been no significant governance issues during the year, with the internal audit report for 2014/15 achieving a substantial assurance rating. There are two internal controls that could be strengthened; the first is the process of approving the Traffic Regulation Orders, as there is no challenge built into the process. The second internal control is the health and safety of staff which is recommended to be reported annually to the Committee, as there are a high number of incidents against Civil Enforcement Officers. Out of the 223 incidents at the NEPP, 182 were violence and aggression, and whilst the issues are being taken care of, the Committee need to be kept informed.

The Committee discussed the impacts on members of staff and the importance of health and safety across the partnership, and noted that the use of body cameras will help the Civil Enforcement Officers. In addition the Councillor Durcan suggested that there could be a health and safety councillor champion, which was supported by the Committee. The Committee also agreed to continue the Annual Governance Statement.

RESOLVED that;

- a) the Annual Governance Statement 2014/15 be approved.
- b) the positive completion of section 2 of the Annual Return for 2014/15
- c) the actions highlighted in the statement be agreed.

8. Annual Review of Risk Management

Hayley McGrath introduced the Annual Review of Risk Management, which requested the committee endorse the Risk Management Strategy for 2015/16 and review and comment on the risk register for the partnership.

Hayley McGrath stated that the report was reviewed at the client officer meeting, and by the Parking Services Manager. As a result of this review two new risks were identified; Central Government changes to policy affecting service delivery and media reporting of Government policy changes.

The Committee discussed the risks included within the report. Councillor Mitchell stated that the new risks would need to be looked at again due to the changes at Central Government; in addition Councillor Mitchell requested that the Risk Management Matrix included the movements of risks to show the increases or decreases. Hayley McGrath stated that the risks will be reviewed again in six months' time.

RESOLVED that the Risk Management strategy for 2015/16 be endorsed.

9. Draft Accounts 2014/15

Steve Heath introduced the Draft Accounts 2014/15, the report requests the committee

to approve the pre-audit accounts for 2014/15, and to note the changes in the audit requirements from 2015/16 and confirm the preferred course of action.

Steve Heath stated that as the audit requirements have now changed the Joint Committee no longer has an obligation to prepare accounts through this process. This may be completed voluntarily which would require procurement for an auditor to carry out the audit. The Committee discussed the merits of continuing to prepare accounts and arrange for audits. The Committee heard that the accounts are audited by the lead authority, and a new auditing arrangement would likely lead to extra costs for the committee. As there would be an element of duplication with the work required on the accounts the Committee agreed that this be discontinued.

RESOLVED that:

- a) That the Pre-Audit accounts for 2014/15 be approved.
- b) The Joint Committee discontinues the submission of separate accounts for external audit from 2015/16

10. NEPP – On-Street Account – End of Year 2014/15

Matthew Young introduced the NEPP On-Street Account end of year report. The report requests that the committee considers the position on the NEPP on-street account, and note the £71,000 surplus.

Matthew Young stated that as the committee had previously agreed that £50,000 of surplus be retained to offset any deficits in following years, the remaining £21,000 be used for essential items required by the partnership to maintain the on-street operation. This would include improved handhelds for the Civil Enforcement Officers.

The Committee discussed the level of reserves and the appropriate amount that should be held and requested that a report go to the October meeting. In addition the Committee requested that information on the Traffic Regulation Orders are included within the budget reports.

RESOLVED that;

- a) the On-Street financial position at year end 2014/15 be noted
- b) that the £21,000 surplus be used to improve the operation of the partnership.
- c) That a report come to the October NEPP Joint Committee meeting regarding the level of reserves.

11. Braintree District Council Task and Finish Report

Richard Walker introduced the Task and Finish Report from Braintree District Council. The report requested that the findings of the report be noted by the partnership.

The Committee thanked Braintree District Council for providing the review, and noted recommendations made. Councillor Barker questioned the actions in relation to the Traffic Regulation Order policy with regard to the process around appeals and the difficulty of electoral wards with multiple Councillors and the voting process. Councillor Mitchell emphasised the importance of publicity for the NEPP in each of the partnerships areas.

RESOLVED that:

- a) The North Essex Parking Partnership Joint Committee thank Braintree District Council for the work undertaken.
- b) the Braintree District Council Task and Finish Group report be noted.

12. Parking Policy Review – 1. Parking Enforcement Policy

Richard Walker introduced the reviewed Parking Enforcement Policy, which has been updated to include the recent legislative changes. The report requested the policy to be considered and approved by the Joint Committee.

The updates to the policies bring the North Essex Parking Partnership in-line with Essex County Council and the South Essex Parking Partnership.

Councillor Graham requested the inclusion of a category within Highway Safety referring to areas outside of schools.

RESOLVED that the Parking Enforcement Policy be approved.

13. Parking Policy Review- 2. Parking Operational Protocol

Richard Walker introduced the Parking Operational Protocol for the Joint Committee to consider and approve.

Councillor Barker requested the inclusion of carer's permits, reference to doctors and the voluntary meals services within the Parking Operational Protocol Specific Operational Procedures.

RESOLVED that the Parking Operational Protocol be approved.

14. Parking Policy Review – 3. Parking Permit and Cancellation Policy

Richard Walker introduced the Parking Permit and Cancellation Policy for the Joint Committee to consider and approve.

Councillor Barker highlighted the need to include the ability for applications to be made by e-mail, writing and by telephone for Temporary Dispensations.

RESOLVED that the Parking Permit and Cancellation Policy be approved.

15. Parking Policy Review – 4. Dispensation and Suspension Policy

Richard Walker introduced the Dispensation and Suspension Policy for the Joint Committees to consider and approve.

RESOLVED that the Dispensation and Suspension Policy be approved.

16. Parking Policy Review – 5. Parking Enforcement and Discretion Policy

Richard Walker introduced the Parking Enforcement and Discretion Policy for the Joint

Committee to consider and approve.

Richard Walker introduced the Parking Enforcement and Discretion Policy. The report requested the policy to be considered and approved by the Joint Committee.

RESOLVED that the Parking Enforcement and Discretion Policy be approved.

17. Parking Policy Review – 6. Parking Cancellation Policy

Richard Walker introduced the Parking Cancellation Policy. The report requested the policy to be considered and approved by the Joint Committee.

RESOLVED that the Parking Cancellation Policy be approved.

18. Parking Policy Review – 7. Dropped Kerb Enforcement Policy

Richard Walker introduced the Dropped Kerb Enforcement Policy. The report requested the policy to be considered and approved by the Joint Committee.

RESOLVED that the Dropped Kerb Enforcement Policy be approved.

19. Parking Policy Review – 8. Temporary Traffic Cones Policy

Richard Walker introduced the Temporary Traffic Cones Policy. The report requested the policy to be considered and approved by the Joint Committee.

RESOLVED that the Temporary Traffic Cones Policy be approved.

20. Parking Policy Review – 9. Traffic Regulation Orders Policy and Right to Review Parking Policies

Richard Walker introduced the Traffic Regulations Orders Policy and Right to Review Parking Policies. The report requested the policy to be considered and approved by the Joint Committee.

Richard Walker stated that this policy introduces a new Traffic Regulation Order process and follows the Department of Communities and Local Government network management duty guidance.

The Committee discussed the implications of the new policy and how it would be implemented. Councillor Mitchell suggested that the parts of the TRO process should be referred to as stages. In addition the Committee recommended that the threshold for stage one applications be increased, and that a box for Councillor support be included within the application form. The Committee also requested that references to 'a local panel' be changed to a local decision making process.

RESOLVED that;

- a) The changes recommended by the Committee be incorporated in to the Policy
- b) The updated Traffic Regulation Orders Policy and Right to Review Parking Policy be circulated to members for approval.

21. Operational Report

Lou Belgrove introduced the Operational Report for the On-Street service for the Joint Committee to note.

Lou Belgrove stated that the areas where the Penalty Charge Notices figures are reducing, this is a result of staffing shortages. This is being addressed, and the Partnership is conducting a recruitment day to fill the vacancies; a total of 15 people have been invited to the recruitment day. The Committee questioned whether an outer London weighting would attract more applicants for those areas of the partnership closer to London. Lou Belgrove also highlighted that after positive feedback from officers, a further trial of the body cameras will take place.

RESOLVED that the Operational Report be noted.

22. Forward Plan

RESOLVED that the Forward Plan 2015-2016 be approved.

23. CCTV Vehicle – Options

The North Essex Parking Partnership Joint Committee resolved under Section 100A(4) of the Local Government Act 1972 and the Local Authorities (Executive Arrangements)(Meetings and Access to Information)(England) Regulations 2012 to exclude the public from the meeting for the following item as it involved the likely disclosure of exempt information as defined in paragraph 2 of Part 1 of Schedule 12A to the Local Government Act 1972.

This minute is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (information relating to the financial or business affairs of any particular person (including the authority holding that information)).

Appendix 1

Braintree District Council

Ref Number	Name of Scheme	Type of Restriction and brief summary	Decision
20087/88	Sarcel/Sisted	Waiting restrictions	Deferred 16/10/2014 – 18/06/15
20087/88	Forest Road/Yew Close	Waiting restrictions	Accept
20089	Avenue Road	Waiting restrictions	Reject
20096	Oak Road	Limited waiting	Withdrawn - 18/06/15
20105	St Peters Road/Close	Limited waiting	Accept
20106	Toulmin Road	Resident Permit scheme	Accept

Ref Number	Name of Scheme	Type of Restriction and brief summary	Decision
20108	The Street, Hatfield Peverel	Waiting restrictions	Reject
20110	Grenville Road	Alteration to Resident Permit scheme	Defer – 12/03/2015 – 18/06/2015
20112	Chipping Hill-Witham	Waiting restrictions	Defer 18/06/2015
20113	High Street-Kelvedon	Waiting restrictions	Reject
20114	The Street-Feering	Waiting restrictions	Reject

Tendring District Council

Ref Number	Name of Scheme	Type of Restriction and brief summary	Decision
50085	Seafeld Road/The Drive, Harwich	Removal of seasonal restrictions	Withdrawn
50082	Lawford Dale	Remove bank holidays from waiting restriction	Accept



North Essex Parking Partnership

29th October 2015

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

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

1. Decision(s) Required

- 1.1. To note the progress with schemes which have already been approved, and are undergoing consultation or installation in Section 3.
- 1.2. To approve, accept or defer from the listed proposed schemes in Section 4.

2. Reasons for Decision(s)

- 2.1. To allow prioritised schemes to be progressed, deferred or rejected

3. Progress with Schemes Already Approved

- 3.1. The Technical Team have been facilitating general maintenance in all areas, with particular focus on lining works during the spring and summer months where there is usually the best weather.
- 3.2. Previously approved proposed schemes have been progressed and updates are given below, by authority area, where the delegated authority has been used to make the final Traffic Regulation Order.

Uttlesford District

- 3.3. Following advertising of the Uttlesford District Amendment 60 the following decisions have been made under delegated authority
- 3.4. This Order became operational on **28th August 2015:**

Road	Type of Restriction	Decision after advertising
Museum Street, Saffron Walden	Permit Parking	Introduce
New Street, Great Dunmow	Limited Waiting	Introduce
South Road, Saffron Walden	School Entrance Restrictions	Introduce
High Street, Stebbing	School Entrance Restrictions	Introduce

- 3.5. The dual use restrictions in Lower Street Stansted that were discussed at the Joint Committee meeting in March are now operational.

Tendring District

3.6. These Orders will be operational on **19th October 2015**:

Road	Type of Restriction	Decision after advertising
Mill Street, St Osyth	Limited Waiting	Introduce
Waldegrave Way Lawford	No Waiting restrictions	Introduce
Colchester Road Lawford	No Waiting restrictions	Introduce
Waldegrave Road Lawford	No Waiting restrictions	Introduce
Colchester Road Manningtree	No Waiting restrictions	Introduce
Reckitts Close Clacton on Sea	No Waiting restrictions	Introduce
Holland Road Clacton on Sea	No Waiting restrictions	Introduce
West Street Walton on the Naze	No Waiting restrictions	Introduce
Pathfields Close Clacton on Sea	School Entrance restrictions	Introduce
Nayland Drive Clacton on Sea	School Entrance restrictions	Introduce
West Street Walton on the Naze	Permit Holder Parking	Introduce
Martello Road Clacton on Sea	Permit Holder Parking	Introduce

3.7. In 2012 NEPP was contracted by ECC to introduce traffic regulation orders around the Harwich Quay area. To achieve this a temporary Order was introduced. A permanent order became operational on **31 August 2015**.

3.8. Proposals to remove bank and public holiday restrictions on the Dale Hall estate in Lawford have been advertised and became operational on **26th October 2015**..

3.9. The below have been made under delegated authority:

3.10. These Orders became operational on **19th October 2015**:

Road	Type of Restriction	Decision after advertising
Mill Street, St Osyth	Limited Waiting	Introduce
Waldegrave Way Lawford	No Waiting restrictions	Introduce
Colchester Road Lawford	No Waiting restrictions	Introduce
Waldegrave Road Lawford	No Waiting restrictions	Introduce
Colchester Road Manningtree	No Waiting restrictions	Introduce
Reckitts Close Clacton on Sea	No Waiting restrictions	Introduce
Holland Road Clacton on Sea	No Waiting restrictions	Introduce
West Street Walton on the Naze	No Waiting restrictions	Introduce
Pathfields Close Clacton on Sea	School Entrance restrictions	Introduce
Nayland Drive Clacton on Sea	School Entrance restrictions	Introduce
West Street Walton on the Naze	Permit Holder Parking	Introduce
Martello Road Clacton on Sea	Permit Holder Parking	Introduce

3.11. In 2012 NEPP was contracted by ECC to introduce traffic regulation orders around the Harwich Quay area. To achieve this temporary Order was introduced. A permanent order became operational on **31 August 2015**.

Harlow District

3.12. The following decisions have been made under delegated authority:

3.13. The order became operational on **28th August 2015**.

Road	Type of Restriction	Decision after advertising
Bishopsfield	No Waiting & No Loading	Withheld
Clifton Hatch	Permit Holders	Introduce
Conyers	No Waiting & No Loading	Introduce
Pynest Road	No Waiting	Introduce
The Hill	No Waiting	To be completed when building works complete
Waterhouse Moor/Tripton Road	No Waiting	Introduce

Epping Forest District

3.14. The following traffic orders were advertised in March. These have now been considered and it is again anticipated that these restrictions that have been approved will be introduced to become operational on **16th November 2015**:

Road	Type of Restriction	Decision after advertising
High Road, Chigwell	No Waiting Restrictions	Introduce
Loughton Way Buckhurst Hill	No Waiting Restrictions	Introduce
River Road Buckhurst Hill	No Waiting Restrictions	Introduce
Castle Street Ongar	No Waiting Restrictions	TBC (more information requested)
Park Avenue	No Waiting Restrictions	Introduce
London Road	No Waiting Restrictions	Introduce
Sewardstone Road	No Waiting Restrictions	Introduce
Carrisbrooke Close Epping	No Waiting & Permit Holders	Introduce

3.15. The resident permit scheme that was discussed at the Joint Parking Committee in March for St Johns/Chapel/Ashlyn Roads became operational on **28th September 2015**. As agreed at the Joint Committee, this scheme is to be reviewed after 18 months of operation.

Colchester Borough

3.16. The following traffic orders were advertised in February. These have now been considered. Those schemes that are being progressed will be operational on **16th November 2015**:

Road	Type of Restriction	Decision after advertising
Constantine Road	Loading Bay	Introduce
Carlisle Close	Waiting Restrictions	Withdraw
Bristol Road	Waiting Restrictions	Withdraw
Wells Road	Waiting Restrictions	Withdrawn
Link Close	Waiting Restrictions	Introduce
Nayland Road	Limited Waiting and Waiting restrictions	Introduce
Mile End Road	Limited Waiting and Waiting	Introduce

	restrictions	
Hollymead Close/Luftkin Road	Waiting Restrictions/Permit Parking	Introduce
Wryneck Close/Beaumont Close	Waiting Restrictions/Permit Parking	Introduce
Kingwood Road/Fieldview Close	Waiting Restrictions/Permit Parking	Introduce
Turner Road	Waiting Restrictions	Introduce

- 3.17. The resident permit scheme in Wivenhoe that was discussed in the March Joint Parking Committee meeting has been introduced. This was funded by ECC as the area did not pass NEPP's five year rule for newly adopted highway.

Braintree District

- 3.18. Following advertising on Braintree Amendment 60, the following decisions have been made under the Group Managers delegated authority:

- 3.19. The traffic orders will be introduced on 9th November 2015:

Road	Type of Restriction	Decision after advertising
Maltings Court, Witham	Waiting Restrictions	Introduce
Maltings Lane, Witham	Waiting Restrictions	Introduce
Morley Road, Halstead	No Waiting & Permit Holders	Do not progress at the current time
Pretoria Road, Halstead	Waiting Restrictions	Do not progress at the current time
Bridge End Lane, Great Notley	Waiting Restrictions	Introduce lesser restriction
Cuckoo Way Great Notley	Waiting Restrictions	Introduce lesser restriction
Butler Road Halstead	Permit Holders	Introduce
Tey Road Earls Colne	Permit Holders	Withdraw
Brise Close Braintree	Waiting Restrictions	Introduce

- 3.20. In Guithavon Valley the NEPP has worked with Braintree District Council officers to introduce two temporary waiting restrictions in an area that had recently started to suffer from commuter parking

- 3.21. NEPP officers are currently completing a temporary Order to remark the entrance markings outside the new TCES School (formerly the Chipping Hill Primary School) in Witham. This work has been funded by additional income from Essex County Council.

4. Schemes for Consideration

- 4.1. The list of new schemes for consideration is shown below by authority area.
- 4.2. When prioritising resident permit schemes it is unlikely that the introduction of resident permits will completely remove a commuter parking problem. It is often the case that commuter vehicles are displaced to other areas. Whilst this can solve the problem for some residents it may also create new problems for others.
- 4.3. Resident permit parking schemes are generally designed to provide priority parking for residents and their visitors by preventing parking by shoppers and commuters and they are largely successful in this. However, a resident permit scheme is unlikely to be the solution in situations where the main issue is excessive demand by residents and their visitors for the limited number of spaces available.
- 4.4. It has previously been agreed that six priority unfunded schemes will be prioritised per authority per year. The number of non-funded schemes chosen by authority in 2015 is

as follows: Uttlesford District – 4, Braintree District – 4, Colchester Borough – 2, Epping Forest District – 4, Harlow District – 3, Tendring District - 4

Uttlesford District

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
10024	Hawthorne Close - Takely	Waiting restrictions	D
10032	Rowntree Way/Pleasant Valley- Saffron Walden	Waiting restrictions near Tesco entrance	D
10033	Bridge Street-Saffron Walden	Extension of current restrictions	
10034	Audley Road-Saffron Walden	Removal of bays/intro of waiting restrictions	

Tendring District

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
24	Clarkes Road- Dovercourt	Waiting restriction and junction protection as parked vehicles causing line of site issues	D
26	Milton Road- Lawford	Junction protection due to parked vehicles obstructing junction exit	D
28	Trinity Street- Mistley	Waiting Restriction-free flow of traffic and motorist site line (obo Manningtree Town Council)	D
50004	School Road- Elmstead Market	School Restriction	D
50005	Pathfield Road-Clacton	School Restriction	D
50010	Primrose Road-Holland	School Restriction	D
50013	High Street- Mistley	Waiting Restrictions	D
50015	Main Road-Upper Dovercourt	Intro of limited waiting bays	D
50017	Hordle Street-Harwich	Residents Parking	D
50028	Harwich & Dovercourt	Taxi Parking	D
50032	Promenade Way- Brightlingsea	Waiting Restrictions	D
50034	Herbert/Key Road- Clacton	Residents Parking	D
50042	School Road – Great Oakley	School based parking	D
50049	Chingford Avenue – Clacton	Waiting restrictions to prevent school based parking	D
50057	Garden Road – Jaywick	Limited Waiting	D
50069	Main Road-Harwich	Extension of waiting	D

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
		restrictions following previous ECC scheme change	
50070	Lawford Dale	Change current TRO to allow bank holiday parking	D
50071	Williamsburg Ave-Harwich	Waiting restrictions close to Lidl	D
50072	Watson Road-Herbert Rd-Clacton	Resident Permit	D
50073	Highfield Avenue-Dovercourt	Residents parking, timed restriction, junction protection	
50074	Holland Park school	Extension of school restriction times	
50075	Key Road-Clacton	Residents parking	
50077	High Street-Manningtree	Waiting restrictions	
50078	Stephenson Road	Waiting restrictions	
50079	Victoria Street-Walton	Revocation of seasonal restriction	
50089	Church Rd-Thorrington	School restriction	
50091	Wellesley Rd-Clacton	Residents parking	
50093	Luff Way-Walton	Waiting restrictions	
50094	Connaught Avenue-Frinton	Loading bay	
50095	Blacksmiths Lane-Dovercourt	Waiting restriction	
50096	Hughes Stanton Way	Waiting restrictions	
50115	Windsor Court-Brightlingsea	Waiting restrictions	
50116	Beckford Road-Mistley	Junction protection	
50118	Old Ipswich Road Ardleigh	Waiting/Loading	

Harlow District

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
30021	Colt Hatch	Requested parking scheme	D
30027	New Hall	Parking near football field	D
30028	Church Langley	Tesco access road and zebra crossing	D
30032	Abercrombie Way	Waiting	D
30034	Harlow Mill Station	Viability of on street pay and display	D
30035	College Square	Introduce short term P&D parking	D
30048	The Seeleys	RPZ-Waiting restrictions	D
30054	Kingsmoor	Waiting	D

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
30055	Kiln Lane	Waiting Restrictions	D
30056	Parndon Mill lane	Waiting	D
30057	Spencers Croft	Review of parking in area	
30058	Market Street	Waiting	
30059	Spring Hills	Waiting	
30060	Tunnemead	Waiting	
30061	Potter Street	Waiting	

Epping Forest District

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
60000	Algers Mead- Loughton	Residents Parking	D
60005	Rodings Garden-Loughton	Waiting Restrictions	D
60006	Loughton Station-main entrance	Waiting Restrictions	D
60007	Fairmeads-Loughton	Waiting Restrictions	D
60008	Audley Gardens-Loughton	Waiting Restrictions	D
60011	Norman Close-Waltham Abbey	Waiting Restrictions	D
60014	Marjorams Avenue/Hill Top- Loughton	Waiting Restrictions	D
60015	Beaconfield Road-Epping	Waiting Restrictions	D
60016	Beaconsfield Avenue-Epping	Waiting Restrictions	D
60018	Queens Road-Buckhurst Hill	Change to P&D Machines Times	D
60019	Willow Tree Close-Abridge	Waiting Restrictions	D
60021	Hornbeam Road-Theydon Bois	Waiting Restrictions	D
60022	Green Walk - Ongar	Waiting Restrictions	D
60023	Purlieu Way/Theydon Park	Waiting Restrictions/Residents Parking	D
60025	Pike Way-North Weald	Waiting Restrictions	D
60027	Merlin Way-North Weald	Waiting Restrictions	D
60028	Ongar Market	Relocate Market to Highway	D
60029	Taxi Bays (throughout district)	Introduce new sites	D
60030	The Uplands-Loughton	Waiting Restrictions	D
60031	Hartland Road-Epping	Waiting Restrictions	D
60035	Epping New Road(Boleyn Court)-	Waiting Restrictions	D

	Buckhurst Hill		
60037	Brooklyn Parade-Loughton	Limited Waiting	D
60038	Hazelwood-Loughton	Adjust recently implemented restrictions	D
60039	Goldings Road-Loughton	Waiting Restrictions	D
60040	Tycehurst Hill-Loughton	Waiting Restrictions	D
60041	Forest Edge-Buckhurst Hill	Waiting Restrictions	D
60043	High Road – Chigwell (Station)	Commuter Parking	D
60044	Coppice Row – Theydon Bois	Commuter Parking	D
60045	Ivy Chimneys Road-Epping	Resident permit parking	D
60046	Crossing Road-Epping	Resident permit parking	D
60047	Hemnal Street-Epping	Resident permit parking/Limited waiting	D
60049	Lower Swaines-Epping	Restrictions to counter school based parking	D
60050	High Street -Epping	Loading Bay	D
60051	Pancroft – Abridge	Waiting restriction	D
60054	Monkswood Avenue/The Cobbins – Waltham Abbey	Verge Parking	D
60055	Harveyfields – Waltham Abbey	Resident permit parking	D
60056	Stradbroke Grove – Buckhurst Hill	Change in restrictions to combat commuter parking	D
60057	Scotland Road – Buckhurst Hill	Waiting restrictions	D
60058	Crownfield – Lower Nazeing	Commuter restrictions/Resident permit parking	D
60059	Ladywell Prospect – Sheering	Waiting Restriction	D
60060	Church Mead – Roydon	Waiting Restriction	D
60061	Smarts Lane/Forest Road/High Beech Road – Loughton	Resident Parking	D
60062	High Gables – Loughton	Resident permit parking	D
60063	Forest Drive - Theydon Bois	Pavement Parking	D
60064	High Road – Chigwell (School)	School based/Commuter Parking	D
60066	Knighton Lane – Buckhurst Hill	Waiting Restrictions	D
60067	Theydon Park Road – Theydon Bois	Revocation of waiting restriction	D
60068	Glebe Road – Ongar	Waiting restriction	D
60072	Allnuts Road-Epping	Restrictions to prevent pavement parking	D
60073	The Drive -Loughton	Conversion of SYL to DYL	D

		near Morrisons	
60073	Whitehills Road-Loughton	Waiting restrictions on bend near to school	D
60074	Bridge Hill-Epping	Extension of waiting restrictions	D
60075	Albany Court-Epping	Restrictions to prevent commuter parking	D
60076	Tudor Close -Chigwell	Restrictions to prevent commuter parking	D
60078	Monkswood Avenue	Waiting restrictions	D
60079	Pancroft Abridge	Waiting restrictions to assist bus assist	D
60080	Ladywell Prospect-Lower Sheering	Waiting restrictions to deter commercial vehicle parking	D
60082	Eastbrook Road-Waltham Abbey	Resident parking	D
60083	Borders Lane-St Nicholas Place-Loughton	Waiting restrictions	D
60085	Albion Hill-Loughton	Extension to waiting restrictions	D
60086	Queens Road-Buckhurst Hill (145)	Adjustment to parking bay	D
60087	Queens Road-Buckhurst Hill (102-104)	Adjustment to parking bay	D
60088	Cleland Path-Loughton	Waiting restrictions-junction/pavement parking	D
60089	Blackmore Road-Buckhurst Hill	Waiting restrictions-junction parking	D
60090	High Street-Ongar (St Martins Mews)	Adjustment of parking bay	D
60091	Theydon Grove-Epping	Extension to residents parking bays	D
60092	Lower Park Road-Loughton	Waiting restrictions on bend	D
60093	Englands Lane-Loughton	Waiting restrictions	D
60094	Epping town centre	Inclusion of additional business in permit zone	D
60095	Hanbury Park estate	Waiting restrictions	D
60096	Whealers Farm Gardens-North Weald	Waiting restrictions	D
60097	Courtland Drive-Chigwell	Waiting restrictions	D
60099	Field Close-Abridge	Junction protection	D
60100	Lambourne Road-Chigwell	Junction protection	D
60101	Lower Park Road-Loughton	Res parking-waiting restrictions	D
60102	Green Glade-Theydon	Waiting restrictions	D
60103	Station Road-North Weald	Waiting restrictions	D
60104	Sheering Lower Road	Residents parking	D
60105	Algers Mead-Algers Close-Loughton	Junction protection	D
60106	Riverside Ave-	Junction protection	D

	Broxbourne		
60107	Church Hill-Epping	Change of restriction	D
60108	Raymond Gardens-Chigwell	Junction protection	D
60109	Taxi Ranks-Loughton-Epping	Epping High Street-Loughton High Road	D
60110	Sewardstone Road-Waltham Abbey	Waiting restrictions	D
60111	Sheering Lower Road-Ash Grove	Extension of commuter restriction	D
60113	Traps Hill-Loughton (doctors surgery)	Junction/entrance protection	D
60114	Gould Close-Moreton	Restriction lines	D
60115	Hillyfields-The Croft	Junction protection	D
60116	Amberley Road-Buckhurst Hill	Waiting restrictions	D
60117	Pyrles Lane-Loughton	Waiting restrictions	D
60118	Broomstick Hall Lane-Waltham Abbey	School restrictions	D
60120	Hillcrest Way-Epping	Waiting restrictions	D
60121	Trent Road-Buckhurst Hill	Residents parking	
60122	Greenfields Close-Loughton	Waiting restrictions	
60123	London Road-Potter Street	Commuter restriction	
60124	Osprey Road-Waltham Abbey	Waiting restrictions	
60125	Fountain Place-Waltham Abbey	Residents parking	

A paperwork amendment is also required for the Epping Forest District to change the zone number that some residential permits in Hemnal Mews are currently allocated to.

Colchester Borough

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
40079	St Christopher Road	Additional restrictions close to shops	D
40088	Catchpool Road	Waiting restrictions/residents parking	D
40098	Lexden Rd-The Grange	Waiting restrictions	D
40104	High Street-Station Road-Wivenhoe	Waiting restrictions	D
40111	Adelaide Drive	Waiting restrictions	
40112	Friday Wood Green	Waiting restrictions	
40108	Jarmin Road	Waiting restrictions	
40109	Northern Approach Road estate	Waiting restrictions	
40110	Essex Hall Road	Extension to current restriction times	

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
40111	Thomas Wakley Close	Residents parking	
40112	Ambrose Avenue	Junction protection	
40113	Vernons Road	Waiting restrictions	
40114	Rosebery/Smythies Ave	RPZ	
40115	Egret Crescent	Junction protection	
40116	Wood Lane Eight Ash Green	Waiting restrictions	
40117	Vine Drive/Mead Way	Junction protection	
40118	Boxted Road	Football based parking	

Braintree District

Ref Number	Name of Scheme	Type of Restriction and brief summary	Current Status
20054	Sarcel-Stisted	Waiting restrictions	D
20110	Grenville Road-Braintree	Change to RP scheme	D
20112	Chipping Hill-Witham	Waiting Restrictions	D
20116	Wickham Crescent	RPZ-Commuter Restriction	
20117	Church Lane-Castle Hedingham	Waiting restrictions	
20118	Bronte Road-Witham	RPZ	
20119	New Street-Braintree	Revocation of single yellow for bay	
20120	Bridge Meadow-Feering	RPZ	
20121	Guithavon Valley	Restrictions to dissuade commuter parking for rail station – Current Temporary TRO in place	
20122	Barleyfields-Witham	RPZ	
20123	Pretoria Road-Halstead	RPZ	
20124	Powers Hall End	RP Bays	



North Essex Parking Partnership

29th October 2015

Title: Technical Team Work since NEPP Formation

Author: Trevor Degville

Presented by: Trevor Degville

This report provides information for members on the Traffic Orders and Maintenance works that the Technical Team has completed since the NEPP was formed.

1 Decision(s) Required

1.1 None

2 Reasons for Decision(s)

- 2.1 The report was requested by the Joint Committee at the June meeting to give an update on the work that has been carried out by NEPP since formation and compare to works carried out by ECC in this time.
- 2.2 ECC and NEPP introduce Traffic Regulation Orders for different situations so any analysis will not give a like for like comparison. For example, ECC continues to introduce Disabled Badge Holder bays, this is a function that NEPP could not carry out. However, there are areas where the two authorities works overlap and it may be beneficial if the roles of the respective authorities was defined more clearly.
- 2.3 When considering the traffic orders that have been introduced by both ECC and NEPP since NEPP's formation, it should be remembered that a lot of the work to introduce ECC traffic orders will have taken place prior to the formation of NEPP, although the traffic order has been introduced since 2012.

3 Technical Team Work

- 3.1 In addition to the work that the Technical Team undertakes as part of the off-street partnership in Braintree, Colchester, Epping Forest and Uttlesford, the technical team is responsible for the maintenance of traffic orders in all NEPP areas, with the exception of disabled badge holder bays. The Technical Team has also introduced new traffic orders into all areas.
- 3.2 Parking and waiting restrictions require either road markings, road signage or both to be enforceable. There is a surprising amount of legislation that determines what signs and lines must be used to advise motorists of the restrictions. If these are not correct the restrictions should not be enforced. This can cause traffic flow issues and complaints about motorists who choose to park in the areas, despite the intentions of the restriction still being obvious.

- 3.3 Road markings are applied to the carriageway using thermoplastic or MMA, a cold plastic based on Methyl Methacrylate resin. Where there is a large distance of lines to be remarked we have used thermoplastic as this is quicker and more cost effective. Where small patches or difficult surfaces need to be marked we have used MMA (such as on cobbles or block paving). Thermoplastic is heated to high temperatures to become a liquid and then applied to the carriageway. MMA can be applied cold but takes longer to set. Both types of marking need a relatively dry carriageway to be able to bind to the surface.
- 3.4 Prior to the NEPP commencing, there were suggestions that the condition of the road markings was not as good as it could have been and some restrictions were being parked on by motorists who either did not appreciate that the restriction was in place or chose to ignore it because it was unenforceable. Initially the Technical Team spent significant officer time trying to carry out remarking on the known problem areas. This included asking each authority for its top five problem areas which needed to be corrected.
- 3.5 As lines wear at differing rates due to traffic flow the Technical Team has not put in place a set maintenance schedule but has instead relied on feedback from members of the public and Enforcement Officers to specifically target which areas need to be maintained.
- 3.6 The roads that have received reinstatement works are shown in this report. The amount of works that have been carried out will depend upon the type of restrictions that are in place in the area, the number of restrictions and the condition of the yellow lines that were in place when the NEPP inherited responsibility for line maintenance from ECC. Please note that the list shows only the roads where line maintenance has taken place and not lines introduced by new traffic orders approved at the various Joint Committees.

4 New Traffic Orders

- 4.1 The agreement forming the NEPP gave the Joint Committee delegated powers to introduce traffic orders. The way that officers score potential schemes is based largely on information provided by ECC, although there have been some changes made by NEPP Joint Parking Committees and the priority choosing process has developed over time. We have tried to bring more localism into the decision making process for NEPP authorities which we consider has led to some restrictions being introduced which may not have been a priority for Essex County Council. However, we are aware that there has been a desire for more traffic orders to be approved than NEPP has been able to cope with and for the speed that traffic orders are introduced to be increased
- 4.2 NEPP officers have tried to increase the speed of the process in various ways such as delegated powers to decide objections being given to the Group Manager by the Joint Committee. Nonetheless, there is a limited officer resource and we do not receive any central funding for priority schemes chosen by NEPP authorities.
- 4.3 There are both written and mapped based traffic orders in the NEPP area. We are attempting to convert all written orders to map based orders but this is ongoing. NEPP have managed to introduce map based orders into parts of Colchester as part of the Colchester Permit Review and is looking to roll this out to the rest of that Borough as well as altering traffic orders in the Epping Forest District from written to map based.
- 4.4 New Priority Schemes
- 4.5 The new traffic orders that NEPP have introduced following prioritisation at Joint Parking Committees can be seen below by authority area. To allow comparison with

ECC, all orders in Braintree District since 2012 are shown below. For clarity, the highlighted amendments have been carried out by ECC:

Braintree

Order Name	Roads Affected	Type of Restriction	
Amendment 44	Parking Partnership wording amendments to 2008 Order		
Amendment 45	Manor Street	ECC	
Amendment 46	Brise Close	Waiting	
	Church Street	Permit/Waiting	
	Chalks Hill	Waiting	
Amendment 47	Chelmer Road, Cromwell Way, Gimson Close, Barniston Way, Stourton Close	ECC	
Amendment 48	Grooms Lane, Homefield Road, Manor Road, St Andrews Road, Grenville Road, Church Green, Sandwich Close, Witham Road	ECC	
Amendment 49	Church Road Hatfield Peverel	ECC	
Amendment 50	Guithavon Street	ECC	
Amendment 51	High Street, Lower Holt Street & Tey Road	ECC	
Amendment 52	Church Road Rivenhall	Waiting/School Keep Clear	
Amendment 53	Stonepath Drive	Waiting	
	Remembrance Avenue	Waiting	
	Church Road	Waiting	
	Baker Avenue	Waiting	
	Willow Crescent	Waiting	
	Arthy Close	Waiting	
	Woodham Drive	Waiting	
	Maldon Road	Waiting	
	New Road	Waiting	
	Glebefield Road	Waiting	
Amendment 54	Newland Street Witham	Blue Badge Bay	
Amendment 55	Fairfield Road, Braintree	ECC	
	Barwell Way	Permit	
	Abercorn Way	Permit	
	Arminger Way	Permit	
	Charlotte Way	Permit	
Amendment 56	Wakelin Way	Permit	
	Humber Road & Panfield Lane	ECC	
	Amendment 57	Coach House Way Witham	Loading GV Bay
		Masefield Road	Waiting
		Milton Avenue	Waiting
Century Drive		Waiting	
Spa Road		School Entrance	

Amendment 58	Manor Street	ECC
Amendment 59	Notley Road	ECC
Amendment 60	Maltings Court	Waiting
	Maltings Lane	Waiting
	Bridge End Lane	Waiting
	Cuckoo Way	Waiting
	Butler Road	Permit
Amendment 61	Drury Road, Reid Road and various access roads	ECC

4.6 Braintree: Roads where line maintenance has taken place:

Albert Road, Alexandra Road, B1137 The Street Hatfield Peverel, Bank Street, Beckers Green Road, Bedford Close, Birkin Close Bocking End, Braintree Road Felstead, Bronte Road, Church End, Church Street, Bocking, Church Street Coggeshall, Collingwood Road, Conrad Road, Cooper Drive, Crittal Drive, De Vere Road, Deerleap Way, Easton Road, Elm Close, Ennerdale Road, Fairfield Road, Feering Hill, Gardners Row, Gilpin Way, High Street Kelvedon, Kenworthy Road, Lancaster Road, Lockram Lane, Maldon Road, Maple Avenue, Market Hill, Marlborough Road, Mortimer Road, Mount Road, New Park Castle, Newland Drive, Notley Road, Panfield Lane, Queen Street Coggeshall, Queen Street Earls Colne, School Road Silver End, Spa Road, St Michael's Lane, Station Road Kelvedon, Stubbs Lane, Summerfields, Swinbourne Drive, The Centre Halstead, The Chase Kelvedon, The Pines, Vicarage Avenue West Notley, Warner Drive, West Street, Yew Close.

Colchester

Order Name	Roads Affected	Type of Restriction
Amendment 10	Hamilton Road, Wickham Road, James Street & Butt Road	ECC
Amendment 11	Cavalry Road, Garland Road & Stable Road	ECC
Amendment 12 Permit Order	Maldon Road/Drury Road	Addition to Permit scheme
Amendment 32	Hythe Hill, Standard Road, St Leonard's Road, Port Lane, Lenz Close	ECC
Amendment 33	London Road	ECC
Amendment 34	Culver Streets East and West	ECC
Amendment 35	Castle Bailey, Museum Street, High Street, East Stockwell Street, Williams Walk, George Street, Maidenburgh Street, West Stockwell Street, St Runwald Street, North Hill & Head Street	ECC
Amendment 36	Cavalry Road, Garland Road & Stable Road	ECC
Amendment 37	Radvald Chase, Weyland Drive, Winstree Road and Wode Road	ECC

Amendment 38	Elmstead Road	ECC
Amendment 39	Osbourne Street & Stanwell Street	ECC
Amendment 40	Mill Road	ECC
Amendment 41	Villa Road	School Entrance/Waiting
	Coventry Close	Waiting
	Eudo Road	Waiting
	Victoria Esplanade	Waiting
	High Street Dedham	Waiting
Amendment 42	Lion Walk Underground Service Road	ECC
Amendment 43	Not Used	
Amendment 44	Hamilton Road, Butt Road, Wickham Road, James Street, Britannia Crescent, Chaplin Drive & Lisle Road	ECC
Amendment 45	Circular Road East Lower	ECC
Amendment 46	Aerofoil Grove, Apprentice Drive, Axial Drive, Access Road, Blade Road, Engineers Square & Fan Avenue	ECC
Amendment 47	William Harris Way	ECC
Amendment 48	Oyster Place & Layer Road	ECC
Amendment 49	Hawkins Road	ECC
Amendment 50	Brook Street, St Johns Road, Cooks Crescent & Walter Radcliffe Road	ECC
Amendment 51	Winstree Road	Waiting
	School Road	School Entrance/Waiting
	Rawlings Crescent	School Entrance/Waiting
Amendment 52	Osborne Street	ECC
Amendment 53	Western Bypass	ECC
Amendment 54	Not Used	ECC
Amendment 55	Various Roads	ECC
Amendment 56	Ypres Road	ECC
Amendment 57	Station Way & Mile End Road	ECC
Amendment 58	Brinkley Grove Road	ECC
Amendment 59	Park & Ride TROs	ECC
Amendment 60	Hawthorne Avenue	ECC
Amendment 1	Abbotts Lane	Permit
	Halstead Road	Permit
Amendment 2	New Farm Road	Waiting
	Boxted Road	Waiting
	The Avenue	Waiting
	Ambrose Avenue	Waiting
	Rudsdale Road	Waiting
	Millers Lane	Waiting
	Osier Close	Waiting
2014 Order	Permit Parking Review – Various Roads Colchester Borough	

Amendment 1	Abbotts Lane and Halstead Road Eight Ash Green	
Amendment 2	New Farm Road, Boxted Road, The Avenue, Ambrose Avenue, Rudsdale Road, Millers Lane, Osier Close	Waiting
Amendment 3	De Grey Road and Various Road Wivenhoe Permit Scheme	Waiting/Permit
Amendment 4	Le Cateau/Roman Circus Walk	ECC
Amendment 6	Station Road Marks Tey	Pay and Display
Amendment 7	Coast Road	Waiting

4.7 Colchester: Roads where line maintenance has taken place:

Abbotts Road, Albert Street, Alport Avenue, Ash Green, Balkerne Passage, Barfield Road, Belle Vue Road, Bergholt Road, Bourne Road, Bowes Road, Bracken Road, Bromans Lane, Brook Street Aldham, Brook Street Wivenhoe, Broom Grove, Cambie Crescent, Camuludunm Way, Castle Bailey, Catchpool Road, Cavendish Avenue, Church Road West Mersea, Church Street, Church Walk, Clairmont Road, Clarendon Way, Coach Road, Coast Road, Collingwood Road, Constantine Road, Creffield Road, Crouch Street, Culver Street East, Culver Street West, De burgh Road, De Grey Road, Devereaux Road, East Hill, East Road West Mersea, East Road East Mersea, Eggerton Road, Empress Avenue, Endsleigh Court, Exeter Drive, Fairhaven Avenue, Fingringhoe Road, Gloucester Avenue, Gosbecks Road, Gray Road, Groves Close, Guildford Road, Hawthorne Avenue, Hazelmere School, Hazelton Road, Head Street, High Road Layer-de-la-Haye, High Street West Mersea, High Street Dedham, Home Farm School, Hospital Road, Hythe Hill, Ipswich Road, Ireton Road, John Harper Street, Kingsland Road, Langenhoe School, Lexden Road, London Road, Magdalen Street, Maldon Road, Manor Road, Mason Road, Mercury Theatre Access Road, Mersea Road, Middleborough, Mile End Road, Military Road, Mill Road Myland, Mill Road West Mersea, Mill Road Fordham, Mill Road Colchester, Millfields School, Myrtle Grove, New Church Road, New Town Road, Norman Way, North Hill, North Station Road, Northgate Street, Old Heath Road, Oxford Road, Park Road, Parsons Field, Parsons Heath Primary, Petrolea Close, Philip Morant School, Plume Avenue, Port Lane, Portland Road, Prettygate, Priors Street, Queen Elizabeth Way, Queen Street, Rawlings Crescent, Raven Way, Recreation Road, Rectory Road Rowhedge, Rectory Road Tiptree, Reynolds Avenue, Roach Vale, Roddam Close, Roman Roman, Ryegate Road, Seaview Avenue, Sheepen Place, Sheepen Road, Shrub End Road, St Christopher Road, St Johns Avenue, St Johns Green, St Julien Grove, St Nicholas Street, St Pauls Road, St Peters Street, St Runwalds Street, Station Road Marks Tey, Stephen Cranfield Close, Sussex Road, The Avenue, The Avenue Wivenhoe, The Rookeries, Three Crowns Road, Trafalgar Square, Tynedale Square, Upland Road, Victoria Chase, Vineyard Street, Wallace Road, Walnut Tree Way, West Lodge Road, West Street, Weston Road, Westwood Drive, Wimpole Road, Winstree Road, Yorick Road.

Epping Forest

Order Name	Roads Affected	Type of Restriction
Amendment 19	Buxton Road, Princesfield Road, Maple Springs, Homefiels, Amesbury	ECC
Amendment 20	Paley Gardens	ECC

Amendment 21	Dowding Way, Meridan Way, Station Road, Highbridge Street/Abbey View, Sewardstone Road, Northern Access to Highbridge Retail Park, Winchester Close. Meridan Point	ECC
Amendment 22	Ollard's Grove, Forest View Road, Church Mead and High Street	ECC
Amendment 23	Bow Mews, Felsted Road, Greensted Road, High Road Chigwell, Highbridge Street, Hillhouse, Neville Way, Poplar Row, Shaftesbury, Station Road, Upper Park, Valley Hill, Hazelwood, Station Road, Crooked Mile, Darby Drive, Sewardstone Road, Sun Street, Hemnall Street, Greenhill, Malvern Gardens, Scotland Road, Torrington Drive, Town Mead Road, Debden Lane, Hillhouse, Whitehills Road, Clifton Road, Brook Parade Service Road, Staples's Road, Upper Park, Collard Avenue, Queens Drive, Walnut Way	ECC
Amendment 24	Lower Queen's Road and The Windsors	ECC
Amendment 25	Meadow Road	ECC
Amendment 26	The Gables	ECC
Amendment 27	Cartersfield Road & Honey Lane	ECC
Amendment 28	Madells, Cleland Path, Collard Avenue, Melvern Gardens, Patmore Road, Pyrles Lane, Rochford Avenue, Sunnyside Road, Valley Hill, Walnut Way	ECC
Amendment 29	High Street, Chipping Ongar	ECC
Amendment 30	London Road North Weald	Permit/Limited Waiting
	Western Avenue	Permit
Amendment 31	Kendal Avenue	Waiting
	Torrington Drive	Waiting
	The Broadway	Waiting
Amendment 32	Ladyfields	Waiting
	Lushes Road	Waiting

	Borders Lane	Waiting
	High Beech Road	Waiting
	Connaught Hill	Waiting
	Connaught Avenue	Waiting
	Forest View Road	Waiting
	Oakwood Hill	Waiting
Amendment 33	Sunnyside Road	ECC
Amendment 34	Ambelside Road, Kendal Avenue, Green Trees, Stonards Hill	ECC
Amendment 35	The Broadway & Willingale Road	ECC
Amendment 36	Colebrook Lane & Hereward Green	ECC
Amendment 37	Epping Road, High Street & Temple Mead	ECC
Amendment 38	Tower Road	ECC
Amendment 39 Pt 1	Centre Green	Permit/Waiting
	Centre Avenue	Permit/Waiting
	Bower Vale	Permit/Waiting
Amendment 39 Pt2	Ashlyns Road	Permit/Waiting
	St Johns Road	Permit/Waiting
	Chapel Road	Permit/Waiting
Amendment 40	York Hill	Waiting
	York Crescent	Waiting
	Kings Green	Waiting
	Roundhills	Waiting
	Harwater Way	Waiting
	Sedley Drive	Waiting
	Millsmead Way	Waiting
	Honey Lane	Waiting
	Shernbroke Road	Waiting
	Forest Way	Waiting
	Pump Hill	Waiting
	Queens Road	Waiting
Staples Road	Waiting/GV Bay	
Amendment 41	Various Roads – Buckhurst Hill Review	ECC
Amendment 42	Centre Drive	ECC
Amendment 43	Lower Swaines/Coronation Hill	ECC

4.8 Epping Forest: Roads where line Maintenance has taken place

Albion Hill, Allnutts Road, Amberly Road, Ambleside, Amesbury Road, B1393 London Road, Back lane, Blackacre Road, Brook Parade, Brooker Road, Brooklyn Avenue, Buckhurst Way, Buxton Road, Charles Street, Church Street Waltham Abbey, Clifton Road, Copperfield, Colson Road, Connaught Avenue, Elizabeth Drive, Englands Lane. Epping Road Roydon, Forest Road, Goldingham Avenue, Grange Crescent,

Green Glade, Hainault Grove, Hazelwood Road, Heath Road, Hemnall Street, High Beech Road, High Road Chigwell, High Road Loughton, High Street Slip Road Epping, High Bridge Street, Ivy Chimneys Road, Kendal Avenue, King Harold School, Knighton Lane, Ladyfield, Limes Avenue, Longfields, Lower Park Road, Lower Queens Road, Lower Road, Lushes Road, Malverne Gardens, Manor Road, Maple Springs, Nazeingbury, Nevil Way, Nichol Road, Oak Park Avenue, Palmerston Road, Quaker Lane, Queens Road, Queens Road North Weald, Roydon Close, School Green Lane, Shaftsbury Road, Sheering Road, Smarts Lane, Stanley Place, Staples Road, Station Road Chigwell, Station Road Loughton, Sun Street, Sunnymede, The Broadway, The Drive, The Uplands, The Weind, Theydon Park, Thrifts Mead, Torrington Drive, Valley Hill, Valley Close, Vere Road, Vicarage Lane. Warren Court, Warren Fields, Westbury Lane, Willingale Road

Harlow District

Order Name	Roads Affected	Type of Restriction
2013	Park Lane	Permit
2013	Wych Elm	Permit Limited Wait
2013	Moorfield/Paringdon Road	Waiting/Loading
2013	Morley Grove	Permit
2013	Netteswell Road	Waiting
2013	Burnt Mill Close	Permit
2014	Hart Road/Wheatfields/Old Road	Permit/Waiting
2014	Brays Mead	Waiting
2014	Hobtoe Road	Waiting
2014	Hoding/Park Mead/Upper Park/Hornbeams	Permit Waiting
2014	Hookfield/Tawneys Road	Waiting
2014	Oldhouse Croft	Waiting
2015	The Hill	Waiting
2015	Waterhouse Moor/Tripton Road	Waiting
2015	Conyers/Rivermill	Waiting Loading
2015	Pyenest Road/Copse Hill/Hollyfield/Kingsmoor Road	Waiting

ECC have introduced three Orders in Harlow since 2012. Please note that prior to NEPP, traffic orders were introduced by Harlow District Council via delegated powers and most ECC orders in the Harlow District concern disabled badge holder bays only.

4.9 Harlow: Roads where line maintenance has taken place

Approach to Harlow Town Station, Blackbush Springs, Burnt Mill Industrial Estate, Burnt Mill Lane, Cannons Gate, Carters Mead, Chapel Fields, Coldharbour Road, Dellfield Court, East Gate, Feasants Croft, Fifth Avenue, Fold Croft, Hammerskjold Road, Harbert Road, Hare Street, Hobbs Cross Road, Hobtoe Road, Manor Road, Mowbray Road, North Gate, Northbrooks, Orchard Croft, Pinceybrook Road, Playhouse Square, Post Office Road, Potters Field, Red Willow, River Way, School Lane, South Gate, Southern Way, Spencers Croft, Spring Hills, St Johns Avenue, Stile Croft, Tawneys Road, Templefields Industrial Estate, The Fairway, The Hides, The Readings, The Stow, Traceys Road, Tripton Road, Tye Green Village, Unnamed Road, West Gate, Winsor Avenue, Vicarage Wood, Wych Elm

Tendring District

Order Name	Roads Affected	Type of Restriction
Amendment 30	Old Road	ECC
Amendment 31	Elm Tree Avenue	ECC
Amendment 32	Wellington Road	Waiting
	Queensway	Waiting
	Colchester Road Wix	Waiting
	Bradfield Road	Waiting
	Harwich Road Wix	Waiting
	Somerset Way	Waiting
	Clacton Road Wix	Waiting
	Frobisher Driver	School Entrance Markings
Amendment 33	Colne Road, Croft Road, Mason Road, Lime Avenue, Fernlea Road, West Street, Colne Road	ECC
Amendment 34	NEPP Clacton Review Part 1	
Amendment 35	Quay Street Manningtree	Limited Waiting
	Stephenson Road	Waiting
	Colchester Road Ardleigh	School Entrance Markings
Amendment 36	Alfred Terrace, Grafton Road, Lee Road, Ramsey Road, Regent Street	ECC
Amendment 37	NEPP Clacton Review Part 2	
Amendment 38	NEPP Anchor Road & Crossfield Road	
Amendment 39		Not Used
Amendment 40	Ravensdale	Waiting
	Rochford Way	Waiting
	Garden Road	Waiting/Loading
	Main Road Dovercourt	Waiting
	Colchester Road Wix	School Entrance Markings
	Walton Road Clacton	School Entrance Markings
	Hadleigh Road Frinton	School Entrance Markings
Amendment 43	Mill Street St Osyth	Limited Waiting
	Waldegrave Way	Waiting
	Holland Road Clacton on Sea	Waiting
	Reckitts Close	Waiting
	Pathfields Road	School Entrance Markings
	Nayland Drive	School Entrance Markings
	West Road	Permit
	Martello Drive	Permit
Amendment 44	NEPP Various Roads – Harwich Quay	Restricted Zone, Loading and Pay and Display bays
Amendment 45	Fowler Road	ECC
Amendment 46	Churchfield Road, St Andrews Road, Castle Road, Agate Road, Well Street	ECC
Amendment 47	Cotman Avenue	Removal of bank holiday restriction

Nash Close	Removal of bank holiday restriction
Constable Close	Removal of bank holiday restriction
Gainsborough Drive	Removal of bank holiday restriction
Munnings Way	Removal of bank holiday restriction
Turner Avenue	Removal of bank holiday restriction
Keating Close	Removal of bank holiday restriction
Burrows Close	Removal of bank holiday restriction
Fitzgerald Close	Removal of bank holiday restriction
Harvey Close	Removal of bank holiday restriction
Taylor Drive	Removal of bank holiday restriction
Skelton Close	Removal of bank holiday restriction
Lydgate Close	Removal of bank holiday restriction
Barker Close	Removal of bank holiday restriction
Cornford Way	Removal of bank holiday restriction
Sitwell Close	Removal of bank holiday restriction
Blake Close	Removal of bank holiday restriction
Dixon Close	Removal of bank holiday restriction
Stubbs Close	Removal of bank holiday restriction
Hughes Stanton Way	Removal of bank holiday restriction

4.10 Tendring: Roads where line Maintenance has taken place

Agate Road, B1033 Frinton Road, Barker Close, Bendalls Court, Blake Close, Brook Street, Burrows Close, Cavendish Drive, Chapman Road, Chase Lane, Clacton Road St Osyth, Clarkes Road, Colchester Road, Colne Road, Constable Avenue, Constable Close, Cornford Way, Cotman Avenue, Dixon Close, East Terrace, Ellis Road, Elm Tree Avenue, Fifth Avenue, Fitzgerald Close, Frinton Road Holland, Gainsborough Drive, Halstead Road, Harwich Road Ardleigh, Harvey Close, Hastings Avenue, Heath Road, High Street Clacton,, High Street Manningtree, Hughes Stanton Way, Holland Road, Hordle Street, Jackson Road, Juniper Court, King Quay Street, Keating Close, Kings Avenue, Kings Head Street, Landermere Road, Long Road Lawford, Lushington Road, Lydgate Close, Main Road Harwich, Marine Parade East, Marine Parade West, Market Street Dovercourt, Mount Pleasant, Munnings Way, Nash Close, Nayland Drive, Nelson Road, Norman Close, North Road, Orwell Road, Page Road, Pallister Road, Parkeston Road, Pier Gap, Plough Road, Princes Esplanade, Quay

Street Manningtree, Ravensdale, Remercie Road, Riverside Avenue, Seaview Avenue, Selsey Road, Sitwell Close, Skelton Close, South View Drive, Stubbs Close, Tanner Close, Taylor Drive, The Grove, The Street Weeley, Turner Avenue, Wellington Street, West Avenue, Western Road, Windsor Avenue.

Uttlesford District

Order Name	Roads Affected	Type of Restriction
Amendment 22	Stortford Road and Barley Close	ECC
Amendment 23	High Street and Broomfields	ECC
Amendment 24	Abbey Lane, Beck Field, Copperfields, Debden Road, Friends Walk, Gibson Gardens, Hanover Place, Little Larchmount	ECC
Amendment 25	Stoney Lane	ECC
Amendment 26	Chelmsford Road & Unnamed Road leading to Ambulance Station	ECC
Amendment 27	Tanton Road	ECC
Amendment 28	Bennett Canfield & Priors Green	ECC
Amendment 29	Greys Close, Hampton Road, Livings Way, Reeve Road and Watson Way	ECC
Amendment 30	Cambridge Road Stansted Mountfitch	Waiting/limited Waiting/GV bay
	Clarence Road Stansted Mountfitchet	Waiting
Amendment 31	Birchanger Lane	ECC
Amendment 32	Audley End Road	Clearway
Amendment 33	High Street	ECC
Amendment 34	Bennett Canfield & Parker Way	ECC
Amendment 35	Orchard Crescent & Station Road	ECC
Amendment 36	Tanton Road	ECC
Amendment 37	Little Larchmount	ECC
Amendment 38	Normansfield	Waiting/Loading
	High Street Saffron Walden	Waiting
	Station Road	Waiting
	Bullfields Newport	Waiting
	Braintree Road Watchhouse Green	School Entrance Markings
	School Road Henham	School Entrance Markings
	Sages Henham	School Entrance Markings
	High Street Elsenham	School Entrance Markings
	South Road Saffron Walden	School Entrance Markings
	High Street Hatfield Broad Oak	School Entrance Markings
	School Street Great Chesterford	School Entrance Markings

Amendment 39 Pt 1	Star Lane	Permit
	B1053 Great Sampford	School Entrance Markings
Amendment 39 Pt 2	Lower Street Stansted Mountfitchet	Dual Use Permit/Limited Wait
Amendment 40	Peasland Road, Ashdon Road, Mount Pleasant Road & Borough Lane	To be completed
Amendment 41	Broomfields	ECC
Amendment 42	South Road, Museum Street, New Street, High Street Stebbing	Limited Waiting
	Museum Street	Permit
	New Street Great Dunmow	School Entrance Markings
	High Street Stebbing	School Entrance Markings

4.11 Uttlesford Roads where line Maintenance has taken place:

Abbey Lane, Ashdon Road, Cambridge Road, Castle Street, Chapel Hill, Chequers Lane, Church Path, Church Street, Cross Street, East Street, Elm Croft, Faircroft Road, Gibson Way, Gold Street, Green Lanes, Hasslers Lane, High Street Great Dunmow, High Street Newport, High Street Saffron Walden, High Street Newport, High Street Saffron Walden, High Stile, Kings Street, Lower Street, Magdalen Green, Market Row, Mount Pleasant Road, Museum Street, Newcroft, Pulford Place, Station Road, Station Road Stansted Mountfitchet, The Street High Roding, Town Street Thaxted, Waldgrooms, Great Watling Street, White Street, Woodlands Park Drive

5 Town Centre Reviews

5.1 Since formation the NEPP Team, with Harlow Officers and NEPP partner authority officers, have overseen and implemented two reviews of wide areas. The first of these was the Clacton Town Centre Review in 2013 which was followed by the Colchester Resident Permit Review in 2014. Due to the size of these reviews the details of the changes are not given in this report. Both reviews were started prior to NEPP but it is considered unlikely that these would have been completed if NEPP was not in place. During this time ECC have completed the Buckhurst Hill Review, which again was a large review involving a wide area

6 ECC Schemes

6.1 In addition to schemes that have been approved by the Joint Committee, the Technical Team has introduced traffic orders for other organizations. Although this work does mean that officer time is diverted from prioritised schemes, additional income has been generated to help fund the ongoing Technical Team costs. Most of these schemes will be carried out on behalf of Essex County Council but income for permits or any Penalty Charge Notices goes into NEPP funds.

6.2 The traffic orders that have been completed for other authorities are shown below:

Area	Commissioned by	Order	Type of Restriction
Kingsway Dovercourt	ECC	Amendment 39	Various
Harwich Quay	ECC	Amendment 44	Various
Manor Street Braintree	ECC	Amendment 58	Various
Colchester High Street (Market)	Colchester BC	Temporary Order	Parking Bays

De Grey Road Colchester	ECC	Amendment 3 Pt 1	Waiting
Broadfields Harlow	ECC	Temporary Order	Waiting/Loading
Guithavon Street	ECC	Amendment 50	Remove Clearway introduce no waiting
Wivenhoe Station Estate	ECC	Amendment 3 Pt 2	Permit

- 6.3 Temporary orders can be used in some circumstances where necessary to install restrictions for a limited period without having to follow the full consultation process. We have used temporary orders to solve parking issues in Audley End Road (Saffron Walden) Palmerston Road (Buckhurst Hill) Market Street (Harlow) Mill Street (St Oysth), Brise Close (Braintree), Guithavon Valley (Witham), Weavers Close (Great Dunmow) Church Street (Witham).
- 6.4 An on street pay area has been added to Station Road Marks Tey (Colchester Borough). This is designed to provide better use of the limited waiting bay that was previously in place. Any income that is received from this bay goes into the NEPP funds to help meet operational costs.



North Essex Parking Partnership

NORTH ESSEX

29th October 2015

Title: Annual Report 2014/15
Author: Richard Walker, Christine Belgrove
Presented by: Richard Walker, Group Manager

This report provides information for members on the work of the Parking Partnership during the Financial Year 2014/15.

1. Decision(s) Required

1.1 To note the Annual Report 2014/15, attached.

2. Reasons for Decision(s)

2.1 The Annual Report has to be produced within six months of the end of the financial year and published as soon as practicable.

3. Annual Report

3.1 The Annual Report is attached as an Appendix. It will be published the NEPP website.



North Essex Parking Partnership Annual Report 2014/15

DRAFT

North Essex Parking Partnership
Annual Report 2014/15: **Issue 0.1**
(draft version)

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This report follows guidance issued by the Department for Transport, British Parking Association and The Traffic Penalty Tribunal.

Version date:
Friday, 16 October 2015

Annual Report 2014/15

Executive Summary

This fourth Annual Report of the North Essex Parking Partnership considers the financial year ending 31 March 2015, providing an overview of operational performance. This report includes all financial and statistical data, which is recommended in the operational guidance issued under TMA2004.

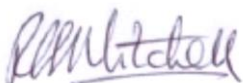
As I have reported in previous years, the Parking Partnership has taken great care always to base its service on the core principles of fairness, transparency and consistency operating in a fair, reasonable and responsible manner with each case being treated individually on its own merits. In particular, enforcement action is focussed on *dangerous, careless and negligent* parking.

These principles were the basis of the legislative changes which took effect early in 2015 and we have contributed to consultative approach led by Department for Transport in those changes and the Partnership has planned carefully and continuously its service so that few changes were necessary to update our policy in line with latest guidance.

A review of the off-street operational service has been conducted and concluded during the year, delivering efficiencies and streamlining the service to be able to support the Traffic Regulation service effectively.

The Partnership has continued to operate its enforcement service without any financial support and we have been able to invest in technology and hardware to ensure the future performance of the operations. The combined enforcement operation and processing function operates and reports to the Joint Committee.

The overall Partnership performance during the year was successful with a small surplus being saved for future years and the operation is again set to continue to deliver efficient services in the North Essex area.



Cllr Robert Mitchell

Chair,

North Essex Parking Partnership

Deputy Cabinet Member for Environment & Place, Braintree District

Council

October 2015

Introduction

This report includes the main details of changes to the service, projects being undertaken and plans for the future.

The service's Development Plan follows contains much of the information previously carried in the Annual Report preface, and can be found online, at www.parkingpartnership.org

Main Issues from 2014/15 and Projects undertaken

Development Plan

The NEPP was formed in 2011 and when it started it adopted a three-year Business Plan; this set out how the service would operate and become financially independent by the end of the third financial year.

With the Business Plan successfully implemented by the end of 2013/14, a new Development Plan was written, and this was presented to the Joint Committee and agreed in outline at its AGM on 26 July 2014. The Plan was updated following the conclusion of the Technical Team Review, and adopted in full at the Joint Committee Meeting on 12 March 2015.



Park Safe Car

Introduced towards the end of 2013/14, the ParkSafe car was scheduled to operate for a year on trial in order to gather data and information for a future decision on how to proceed.

The car is primarily provided as a school clearway safety vehicle, and a wide-ranging communication programme was run alongside in order to promote the ParkSafe car.

The communication strategy which partners the vehicle is of equivalent importance, and the vehicle supports this with enforcement activity.

The ParkSafe car's job 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, and has been marketed effectively – if a motorist contravenes safety restrictions outside schools, the car raises the chance of being caught.

The ParkSafe car provided sufficient data to enable a further report to be prepared to be considered in 2015 for a permanent vehicle to be purchased and operated by the Partnership.

The statistics are given in the appendix.



Cash Outsourcing

Due to safety and transport concerns, plus the requirement to vacate the building previously used for cash counting in Colchester, the decision was made to go to market by tender.

The process to outsource the cash collection to successful bidder, G4S completed in October 2014 which resulted in a parallel reorganisation of the Technical service.

Technical Team reorganisation

As a result of the outsourcing of cash collection, the Technical and Operations team was reorganised into a new single Technical Team, with officers trained in both TRO and machine maintenance work; the cash collection process was outsourced.

MiPermit – Online Parking Account



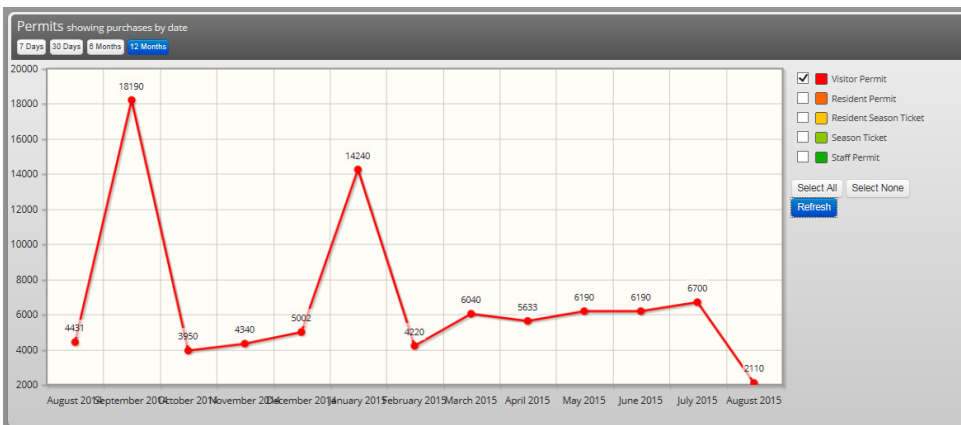
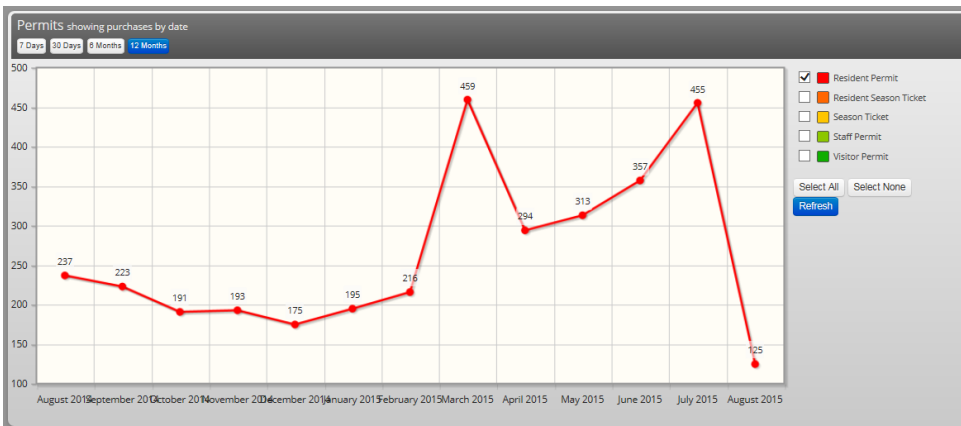
MiPermit is an online parking account which is accessible using telephone landline, mobile phone, smart phone and Internet through a computer or tablet.

The MiPermit Project

The range of car parks and parking places where the system was available was extended during 2013/14, and now includes all resident permit annual permits, the option to purchase resident visitor permits online and season tickets for car parks beside cashless parking in car parks.

Users can have a single online account for both resident permits and car park stays. There are now 68 sites where users can purchase a parking stay, or include parking when visiting another site and all resident parking schemes will be included in the system by September 2015.

Braintree and Uttlesford Resident Permits were transferred to the MiPermit service with renewals being sent from February 2015 for a March start. The peak is represented in the graph below with a large number of visitor permits sold to accounts from February 2015, with permits becoming valid from March, the main renewal month.



At first, all annual resident permit renewals were included on the system as this is a purchase which can be made on the assisted service or by the resident over the Internet. All annual visitor permits are now administered this way.

The choice was given to residents whether to keep purchasing scratch-cards or to sign up to online resident visitor vouchers, with the idea that the scratch cards would eventually be phased out. Initially around 60% of resident visitor purchases transferred to the MiPermit system at the same time and this has since increased to almost three quarters of all visitor permit transactions out of the expected 90,000 transactions each year – a very large saving in terms of permit production, sales and distribution costs (amounting to £45k which has already been taken out of the budget).

It has now been agreed that the scratch-cards will continue to be available and, in 2014/15, the Joint Committee decided to make the price reflect better the costs when a price differential was introduced, with scratch cards being 50% (50p) more expensive than the digital equivalent to cover the costs of production and postage. The price of visitor permits covers both the true costs of provision and represents the value of parking in residential areas.

The Table below shows the success of the digital system but also that there is a continuing demand for scratch-cards.

Month		Number of books (of ten tickets) sold	
		MiPermit Digital	Paper Scratch cards
2014/15	April 14	392	33
	May 14	416	203
	June 14	393	174
	July 14	482	205
	August 14	443	238
	September 14	419	188
	October 14	395	205
	November 14	434	180
	December 14	500	179
	January 15	423	175
	February 15	413	175
	March 15	553	182

Financial – Budget Review

As part of the review of off-street services carried out under Agreement with other authorities, a zero-based budget review was requested by the Joint Committee. The work involved investigating the scale of the actual work in each district compared to the level of contribution each area has been making.

The committee decided to make no changes in the forthcoming financial year, however the results of the exercise showed that the balance between what some of the partners were paying had diverged from base budgets supplied to the partnership.

On Street operations were budgeted to break even, and the out-turn showed that the service continued to provide a small in-year surplus.

Staffing

The service focussed on four areas during the first four years of operation: People, Performance, Policy and Process. It has been important to focus on all four of these areas in order to maintain a balanced and achieving service.

The *People* strand has been acknowledged as the most important area and has been given a high priority in 2014/15, informally dubbed the “Year of People” by the Group Manager. The drive towards greater inclusion has spawned a number of topic-specific Focus Groups in addition to the usual management meetings, team meetings, staff 1 to 1s and appraisals.

Staff from all areas and at all levels have been included in the various groups, each tasked with improving the service in a particular area. Some groups have resolved a particular issue, others have provided a consistent input into other areas; for example, the Communications Focus Group which has produced material for internal and external newsletters and the blog.

Focus Group topics include:

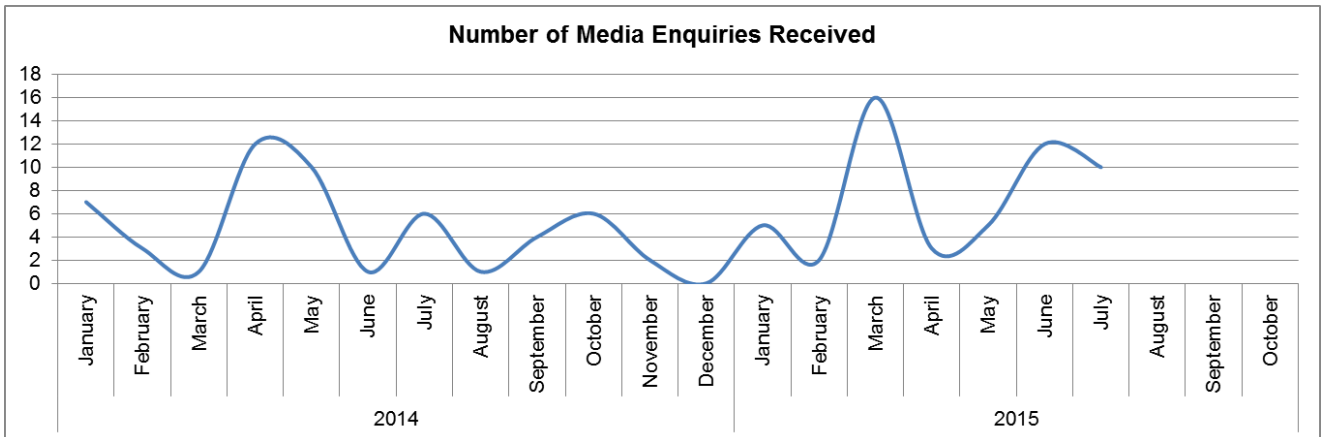
- Communications
- Vehicles/fleet
- Training/induction
- Policy update
- Blue Badges
- Lone Worker system

Communications

The NEPP is supported by a part time Communications officer who has developed a project plan to cover regular communication activities and projects – alongside the usual reactive media responses. Part of the project work is handled through a Communications Focus Group which has representatives from all areas of the service. The Focus Group provides material for the Newsletter and the successful Parking Blog which was started this year. A Staff Charter was developed and communicated.

NEPP responded to an increasing number of media enquiries during the year. A summary of the number of enquiries received is shown, and graphed seasonally by month, below:

Number of NEPP Media Enquiries		
Month	2014	2015
TOTAL	53	53 to date



Beside the Press Releases issued, and Reactive Media Enquiries, the Communications Officer also assists with the service's other Social Media presence including posting items on *Twitter*: (@YourColchester), *Facebook*: (Enjoy Colchester), the NEPP's *Linked In* account.

Blog

An innovation this year has been the introduction of the Blog.



The Blog (short for 'web-log') is an Internet-based series of topical explanations written in an informal style, in the pen-name Anna Tendant. The blog aims to shed light on Anna's day-to-day experiences as a CEO and offers advice as well as answering and clarifying common parking questions.

The blog is presented instead of less accessible "Frequently Asked Questions" or FAQ and has proved to be very popular and well-received by motorists. The posts on Blog are roughly weekly and have now received in excess of a total of 2000 views.

Topics covered have included issues such as the dangers of leaving dogs in hot cars, parking action alerts for enforcement outside schools and on bank holidays, changes to the DVLA rules on selling cars, road closures for cycling events and the new Park & Ride service in Colchester.

Anna's Blog can be read at <https://northessexparkingpartnership.wordpress.com/>

Recruitment

The North Essex Parking Partnership has filled a number of vacancies in the year, although the overall enforcement team still needs to fill further vacant posts. There has been some turnover of staff in-year and as a result a new "Assessment Day" has been developed both to help select suitable staff, but also let applicants know the full range and of the job roles on offer.

Traffic Regulation Orders (TROs)

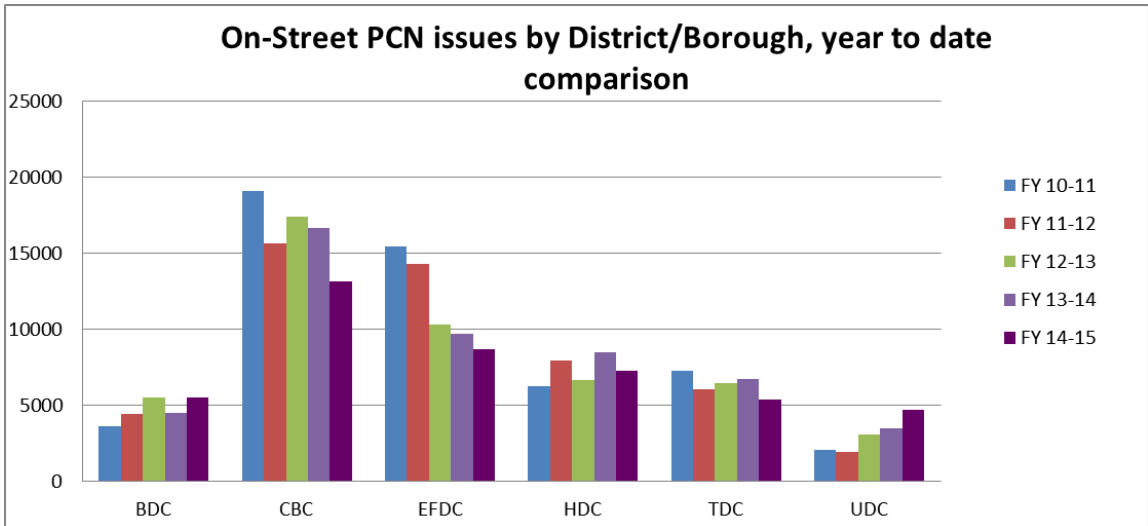
The TRO service has processed a large number of schemes in the time since formation. The full details are listed in one of the Joint Committee Reports for 29th October 2015.

With the presence of NEPP, there is now a simpler and more consistent way to apply for a new TRO scheme, with the central point of contact being the Technical Team. The introduction of additional Guidance by the Department for Communities and Local Government has also been included in the new NEPP Policy, enabling petitions to the council where changes are requested to the overall policy for parking and pattern of restrictions already in an area.

Extensive information is given in the new policy document:
http://www.parkingpartnership.org/policies/2015_09_TRO.pdf

Penalty Charge Notices

The following Table shows the number of PCNs issued by area over the last five years. There are lots of factors which affect the number of PCNs issued.



Parking Returns – Off Street

Local Authority parking providers are now required to publish statistics relating to the number of bays, charges and income. Where these are available, a summary is shown for the Partnership and its client authorities, below. Some authorities publish their own off-street information separately.

Braintree Off-Street Parking Returns

Table 1.	2014/15	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)		Not given		
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)		Not given		

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2014/15	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	1,456	1,456		

The number of free parking spaces provided directly by the local authority.	0	0		
<i>These numbers can be an estimate if parking spaces are not marked out in individual bays.</i>				

Colchester Off-Street Parking Returns

Table 1.	2014/15	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)		Not given		
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)		Not given		

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2014/15	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	3,948	3,948		
The number of free parking spaces provided directly by the local authority.	125	125		
<i>These numbers can be an estimate if parking spaces are not marked out in individual bays.</i>				

Epping Forest Off-Street Parking Returns

Table 1.	2014/15	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	£940,790	Not given		

Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)	£103,784	Not given		
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Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2014/15	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	1,513	1,754		
The number of free parking spaces provided directly by the local authority.	149	0		
<i>These numbers can be an estimate if parking spaces are not marked out in individual bays.</i>				

Harlow Off-Street Parking Returns

Table 1.	2014/15	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	£957,646	Not given		
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)	£60,149	Not given		

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.		2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	698	698		
The number of free parking spaces provided directly by the local authority.	0	0		
<i>These numbers can be an estimate if parking spaces are not marked out in individual bays.</i>				

Uttlesford Off-Street Parking Returns

Table 1.	2014/15	2013/14	2012/13	2011/12
Revenue collected from off-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)		£943,860.75	£928,569.97	£797,369.65
Revenue collected from off-street parking enforcement notices (i.e. Penalty Charge Notices)		£77,208.07	£55,310.00	£61,440.07

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Energy costs, Business Rates, Supply of Parking Operational Services, Maintenance of car parks, with any additional funds passing to the General Fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to the General Fund.</i>

Table 2.	2014/15	2013/14	2012/13	2011/12
The number of marked out controlled off street parking spaces.	1,112	1,112		
The number of free parking spaces provided directly by the local authority.	0	0		
<i>These numbers can be an estimate if parking spaces are not marked out in individual bays.</i>				

On-Street (Highway) Parking Returns

Table 1.	2014/15	2013/14	2012/13	2011/12
Revenue collected from on-street parking (i.e. fees and charges from tickets at the machine, permits or season tickets)	£619,000	£595,000	£540,000*	£364,000*
Revenue collected from on-street parking enforcement notices (i.e. Penalty Charge Notices)	£1,512,000	£1,649,000	£1,482,000*	£1,215,000*

* - Epping Forest operations merged with NEPP mid-2012/13, bringing more streets into NEPP operations, which had previously been shown separately (i.e. the NEPP PCN issues and income reflects a larger area in 2013/14 onwards).

Breakdown of how revenue from parking charges is spent or used	<i>Parking Income is used for the funding of Parking Operational Services, Maintenance of machines, and the Resident Parking Service with any additional funds passing to a ring-fenced fund.</i>
Breakdown of how revenue from enforcement activities is spent or used	<i>Enforcement Income is used for the funding of Operational Enforcement Services, with any additional funds passing to a ring-fenced fund.</i>

Table 2.	2014/15	2013/14	2012/13	2011/12
The number of marked out controlled on street parking spaces.	2,968* 8,334†	2,968* 8,334†		
The number of free parking spaces provided on the highway directly by the local authority.	660* 4,365†	660* 4,365†		
<i>These numbers can be an estimate if parking spaces are not marked out in individual bays.</i>				
*- the bays within Colchester Borough Council area provided on-street by Essex CC.				
† - the total bays within the NEPP area, for Essex CC, lead authority Colchester.				

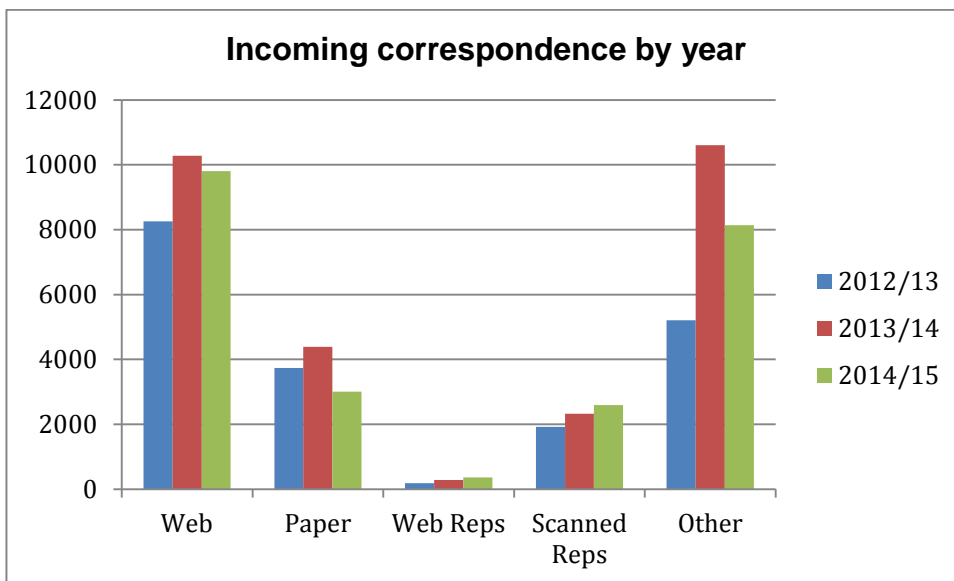
Type of bay / Number of bays	Braintree District	Colchester Borough	Epping Forest District	Harlow District	Tendring District	Uttlesford District	Total
Free of charge (includes limited wait and Blue Badge)	432	660	603	394	1972	304	4,365
Controlled bays (paid-for bays, including permit places)	901	2,968	787	2,872	561	245	8,334

More information

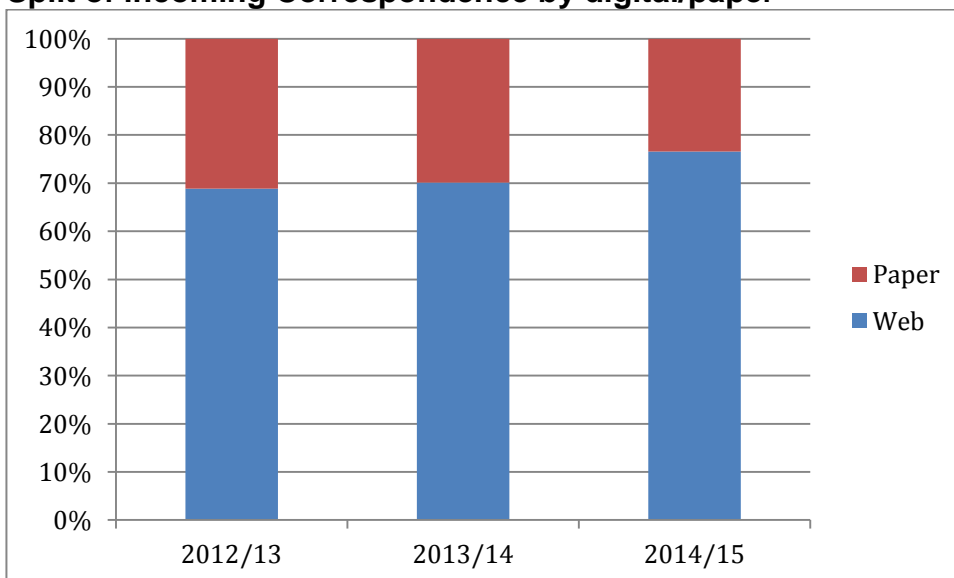
Correspondence and the Business Unit

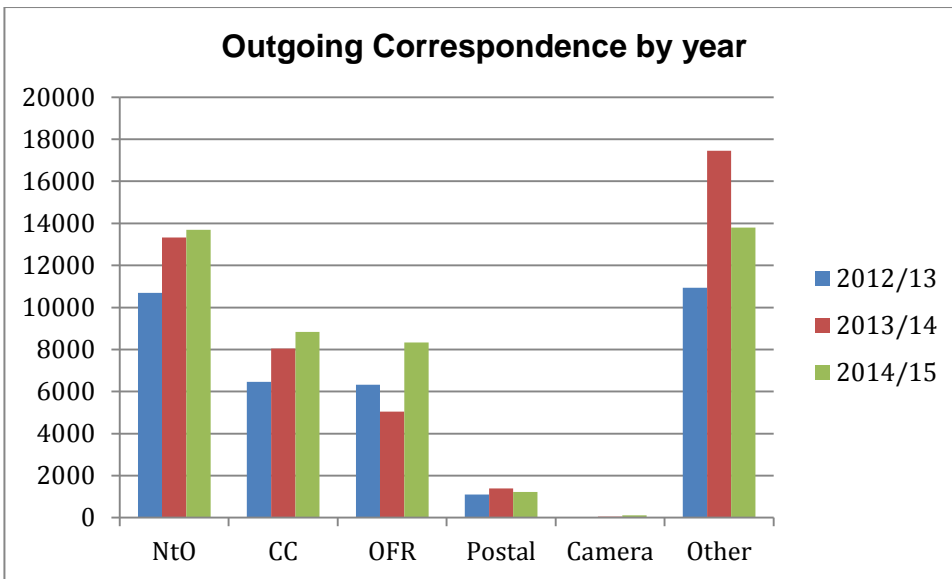
The Partnership processed 15,962 items of correspondence including 5,365 web challenges, 2,268 paper challenges, 168 web reps, 1,359 scanned representations (this includes those for where the registered keeper was not the owner of the vehicle at the time of the contravention, lease companies replying, etc).

There were 27,535 items of correspondence sent out relating to PCNs including 4,937 Charge Certificates, 7,834 Notices to Owners, 4,350 Orders for Recovery and 871 Postal PCNs.



Split of incoming Correspondence by digital/paper





Traffic Penalty Tribunal “Appeal” statistics

The table below describes the 25 cases which were taken to Appeal (in front of an Independent Parking Adjudicator) and the outcomes of the cases. Just 0.02% of all PCNs issued (25 out of 59,517) ended up at formal Appeal.

Authority	Total to Appeal	Allowed	No Contest	Dismissed	Order by Consent	Pending
Braintree	5	3	2	0	0	0
Colchester	7	0	2	4	1	0
Harlow	4	1	2	1	0	0
Tendring	4	1	2	1	0	0
Uttlesford	3	1	2	0	0	0
Epping	2	0	2	0	0	0
Totals	25	6	12	6	1	0

Totals	for motorist	18	for council	7
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Statistical information for Bus Lane and Moving Traffic PCNs

It is not required to report on these since this organisation does not undertake any of the enforcement described.

Statistical Returns for Enforcement Activity

Local Authority parking providers are required to publish statistics relating to their enforcement activity. The rows shown in bold blue text are statutory indicators, and the rows in black text are additional indicators recommended to be given.

These details are given in the tables on the pages below.

The statistics, when balanced out by the number of employees, have remained quite static for a third year.

Table 1

ISSUED PCNs

Description			report year
	Total 2012/13	Total 2013/14	2014-15
Number of PCNs Issued	59,517	72,055	61,674
Number of higher level PCNs issued	38,056	43,060	37,789
Number of lower level PCNs issued	21,351	28,995	23,885
Percentage of higher level PCNs issued	52.80%	59.76%	61.27%
Percentage of lower level PCNs issued	48.53%	40.24%	38.73%
Number of Reg 9 PCNs issued	58,172	70,161	61,348
Number of Reg 10 PCNs issued	1145	1752	1609

Comparison with 2013/14					
On Street 2013/14	Off Street 2013/14	Park Safe CCTV car (included in columns to the left)	2014/15 figures		Park Safe CCTV car * (included in columns to the left)
			On Street 2014/15	Off Street 2014/15	
51,534	20,379	142	45,159	16,515	326
41,412	1,506	142	36,226	1563	326
10,122	18,873	0	8,933	14,952	0
80.36%	7.39%	100.00%	80.22%	9.47%	100%
19.64%	92.61%	0.00%	19.78%	90.53%	0
49,858	20,303	0	44,833	16,515	0
1,676	76	0	1,522	87	326

* - CCTV Figures have to be shown for the Annual Parking Return. These are included in the main On-Street column and shown separately as Guidance requires.

Table 2

PCNs PAID

Description	report year		
	Total 2012/13	Total 2013/14	2014-15
Number of PCNs paid	38,988	54,996	46,561
Number of PCNs paid which were issued at the lower band	7,970	22,852	18,549
Number of PCNs paid which were issued at the higher band	31,018	32,144	28,012
Percentage of PCNs paid which were issued at the lower band	37%	42%	40%
Percentage of PCNs paid which were issued at the higher band	82%	59%	60%
Number of PCNs paid at discount rate (i.e. within 14 days)	34,159	48,319	40,627
Percentage of PCNs paid at discount rate	57%	88%	87%
Number of PCNs paid at full rate	3708	5141	4571
Number of PCNs paid after Charge Certificate served (i.e. at increased rate)	1096	1501	1342
Percentage of PCNs paid at Charge Certificate	1.8%	2.7%	2.9%
Number of PCNs paid at another rate (e.g. negotiated with bailiff, etc).	22	31	21
Percentage of all PCNs paid	66%	76%	76%

Comparison with 2013/14					
On Street 2013/14	Off Street 2013/14	Park Safe CCTV car (included in columns to the left)	2014/15 figures		Park Safe CCTV car (included in columns to the left)
			On Street 2014/15	Off Street 2014/15	
38,952	16,008	36	34,000	12,497	64
7,970	14,882	0	7,138	11,411	0
30,982	1,126	36	26,862	1086	64
79%	76%	0%	21%	91%	0%
75%	75%	100%	79%	9%	100%
34,129	14,160	30	29,664	10,902	61
88%	89%	83%	87%	87%	95%
3,708	1,433	0	3,344	1,227	0
1093	405	3	974	365	3
2.8%	2.5%	8.3%	2.9%	2.9%	4.7%
22	9	0	18	3	0
76%	79%	25%	75%	76%	20%

Table 3

PCNs CHALLENGED

Description	report year		
	Total 2012/13	Total 2013/14	2014-15
Number of PCNs cancelled as a result of an informal or a formal representation	3,071	5,174	4,129
Number of PCNs against which an informal or formal representation was made	11,336	17,084	15,209
Number of PCNs where informal representations are made	9,243	14,217	12,741
Number of formal representations received	N/A	2,532	2,468
No of NTOs issued	11,842	13,329	13,694
Percentage of PCNs cancelled at any stage.	12%	7%	7%
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	2,741	5,318	4,803
Number of vehicles immobilised	0	0	0
Number of vehicles removed.	0	0	0
Percentage of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	10%	7%	8%

Comparison with 2013/14					
On Street 2013/14	Off Street 2013/14	Park Safe CCTV car (included in columns to the left)	2014/15 figures		
			On Street 2014/15	Off Street 2014/15	Park Safe CCTV car (included in columns to the left)
3038	2136		2,215	1,914	15
10,886	6,198		9,832	5,377	24
8,982	5,235		7,984	4,757	4
1,904	628		1,848	620	20
10,101	3,228		10,366	3,328	0
			5%	12%	5%
			3,385	1,418	244
0	0	0	0	0	0
0	0	0	0	0	0
			8%	9%	14%

Table 4
APPEALS TO THE TRAFFIC PENALTY TRIBUNAL

Description	Total		report year
	2012/13	2013/14	2014-15
Number of appeals to adjudicators	25	58	103
Number of appeals refused	6	16	29
Number of appeals non-contested (i.e. NEPP does not contest)	12	24	50
Percentage of cases to appeal	0.01%	0.08%	0.17%
Percentage of formal representations that go to appeal	N/A	2.3%	4%
Percentage of appeals allowed in favour of the appellant	52%	31%	23%
Percentage of appeals dismissed	24%	28%	28%
Percentage of appeals to Traffic Penalty Tribunal that are not contested and reasons	48%	41%	49%

Comparison with 2013/14					
On Street 2013/14	Off Street 2013/14	Park Safe CCTV car (included in columns to the left)	2014/15 figures		Park Safe CCTV car (included in columns to the left)
			On Street 2014/15	Off Street 2014/15	
50	8	0	71	32	0
13	3	0	20	9	0
21	3	0	31	19	0
0.1%	0.04%	0	0.16%	0.19%	0
2.6%	1.3%	0	4%	5%	0
24%	25%	0	28%	13%	0
26%	38%	0	28%	28%	0
42%	38%	0	44%	59%	0

Table 5
OTHER

Description	Total		report year
	2012/13	2013/14	2014-15
Percentage of PCNs taken to Court Order	4.0%	4.0%	4.3%
Number of CEOs employed	72	59	53
Average number of appeals per officer p/a.	0.3	1.0	1.9

Comparison with 2013/14					
On Street 2013/14	Off Street 2013/14	Park Safe CCTV car (included in columns to the left)	2014/15 figures		Park Safe CCTV car (included in columns to the left)
			On Street 2014/15	Off Street 2014/15	
N/A	N/A	N/A	N/A	N/A	0%
37	16	0	37	16	0.1
N/A	N/A	0	1.9	2.0	0.0

NEPP: Outturn 2014/2015 & Budget 2015/16					Appendix A	
On-street Account	2013/14 Actual	2014/2015 Actual out-turn	2014/2015 Budget to out-turn	2014/2015 Variance	2015/16 Budget	Note
Expenditure						
Direct costs						
Employee costs:						
Management	58	63	73	(10)	58	Parking Services Mgt Team staff costs
CEOs & Supervision	1,031	992	1,069	(78)	1,129	CEOs & Supervisor staff costs
Back Office	266	265	257	8	274	Back Office staff costs
TRO's	80	83	84	(1)	78	TRO team staff costs
Premises costs	10	19	8	11	13	R&M budget (small expenditure anticipated)
Transport costs (running costs)	29	36	36	-	38	Fuel, public transport etc
Supplies & Services	195	178	195	(17)	161	General expenditure
Third Party Payments	41	39	35	4	35	Chipside and TEC bureau costs
	1,711	1,674	1,758	(83)	1,785	
Non-direct costs						
Accommodation	62	33	58	(25)	39	Accommodation
Other Support Services	133	156	148	8	171	Accountancy, HR, insurance, HoS, etc
Cash Office & Receipting & Postage	45	29	32	(3)	24	Cash Office & postage
Communications	14	14	18	(5)	18	Communications
Fleet contract hire	54	41	45	(3)	55	Fleet costs
IT	73	115	66	49	109	IT costs
	382	387	367	21	415	
Total Expenditure	2,093	2,062	2,124	(62)	2,200	
Income						
Penalty Charges (PCNs)	(1,649)	(1,512)	(1,531)	19	(1,603)	PCNs
Parking Permits/Season Tickets	(431)	(462)	(401)	(61)	(417)	Visitor Permits / Season tickets
Parking Charges (P&D etc)	(158)	(157)	(168)	11	(180)	Pay & Display charges
Other income	(6)	(1)	-	(1)	-	Misc reimbursements from partners
Total Income	(2,245)	(2,133)	(2,100)	(32)	(2,200)	
Deficit / (Surplus) transfer to reserve	(152)	(71)	24	(94)	-	

NEPP: Outturn 2014/2015 & Budget 2015/16					Appendix A	
Off-street Account	2013/14 Actual	2014/2015 Actual out-turn	2014/2015 Budget to out-turn	2014/2015 Variance	2015/16 Budget	
Expenditure						
Direct costs						
Employee costs:						
Management	15	17	18	(1)	14	Parking Services Mgt Team staff costs
CEOs & Supervision	442	280	458	(178)	484	(15) CEOs & Supervisor staff costs (In-Year savings)
Back Office	114	113	110	3	117	Back Office staff costs
Off-street Account	381	435	432	3	182	(22) Off-street car park workers / cash collectors (In-Year savings)
Premises costs	2	8	2	6	3	Premises work to be recharged to partners
Transport costs (running costs)	7	7	9	(2)	20	Fuel, public transport etc
Supplies & Services	132	296	136	160	303	General expenditure
Third Party Payments	18	17	15	2	15	Chipside and TEC bureau costs
	1,111	1,174	1,181	(7)	1,139	
Non-direct costs						
Accommodation	12	9	14	(6)	10	Accommodation
Other Support Services	39	59	43	16	59	Accountancy, HR, insurance, HoS, etc
Cash Office & Receipting & Postage	30	8	30	(22)	6	Cash Office & postage
Communications	3	4	5	(1)	5	Communications
Fleet contract hire	47	41	32	9	43	Fleet costs
IT	10	59	17	43	56	IT costs
	143	179	141	39	179	
Total Expenditure	1,253	1,353	1,322	32	1,318	
Funded by:						
Braintree District Council	(142)	(146)	(146)	-	(147)	BDC contribution
Colchester Borough Council	(626)	(649)	(644)	(5)	(640)	CBC contribution
Epping Forest District Council	(262)	(280)	(270)	(10)	(272)	EFDC contribution; TRO contribution
Harlow District Council	(66)	(68)	(68)	-	(68)	HDC contribution
Uttlesford District Council	(148)	(152)	(152)	-	(154)	UDC contribution
Other income	(17)	(54)	(2)	(52)		Work for partners outside of normal duties (TROs)
Total Income	(1,262)	(1,349)	(1,281)	(67)	(1,281)	
Deficit / (Surplus)	(9)	4	41	(35)	37	



North Essex Parking Partnership

29 October 2015

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

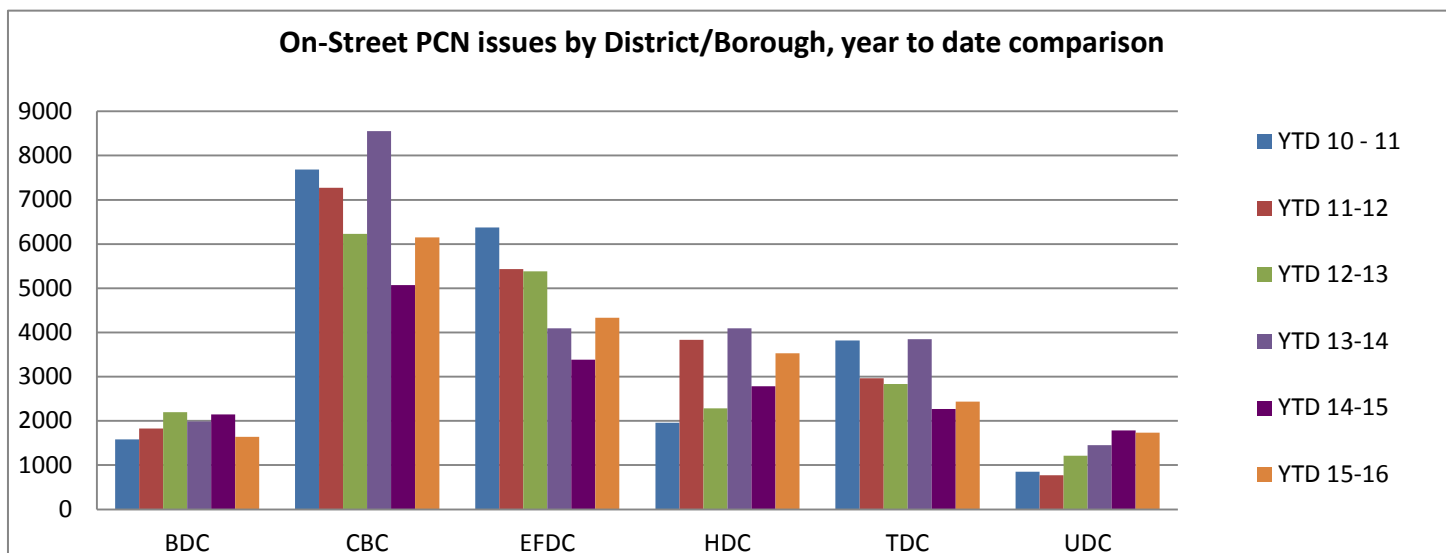
The report gives Members an overview of operational progress since June 2015.

1. Decision(s) Required:

1.1. To note the content of the report.

2. On - Street Performance measures

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



2.2. Eastern Districts - the level of PCNs issued has improved slightly compared with the previous year, however, levels still remain lower than earlier years.

2.3. Central Districts have shown a slight drop compared to the same period in the previous year although levels do remain consistent with earlier years.

2.4. Western Districts levels have increased compared with the previous year, however, levels do remain consistent with the numbers issued in earlier periods.

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

3. Enforcement News

3.1 Recruitment

- 3.1.1 A recruitment assessment day has recently taken place resulting in 6 candidates being selected for interview.
- 3.1.2 Of the 6 selected only one has been interviewed to date, however, they were successful and have been recruited to the West team. The other 5 interviews are pending.
- 3.1.3 On the assumption that all candidates are successful in interview, this then leaves 4 vacancies in each of the 3 teams.
- 3.1.4 Recruitment is on-going for all vacancies and adverts are currently out across the Partnership in all relevant job centres and job websites.

3.2 Projects

3.2.1 Body Worn Cameras

A start date for implementation awaits feedback on the feasibility of the IT and the associated timescales from the CBC ICT Business Partner. Work to add the suppliers to the procurement system has been completed.

3.2.2 Lone Worker Devices

New Lone Worker devices have been trialled successfully and West and Central teams are now live. East team will also be on-line by October.

Lone Worker support will now be provided by the CBC Monitoring Centre and regular meetings with the management team have been arranged to discuss the on-going project implementation and operational challenges.

3.3 Training

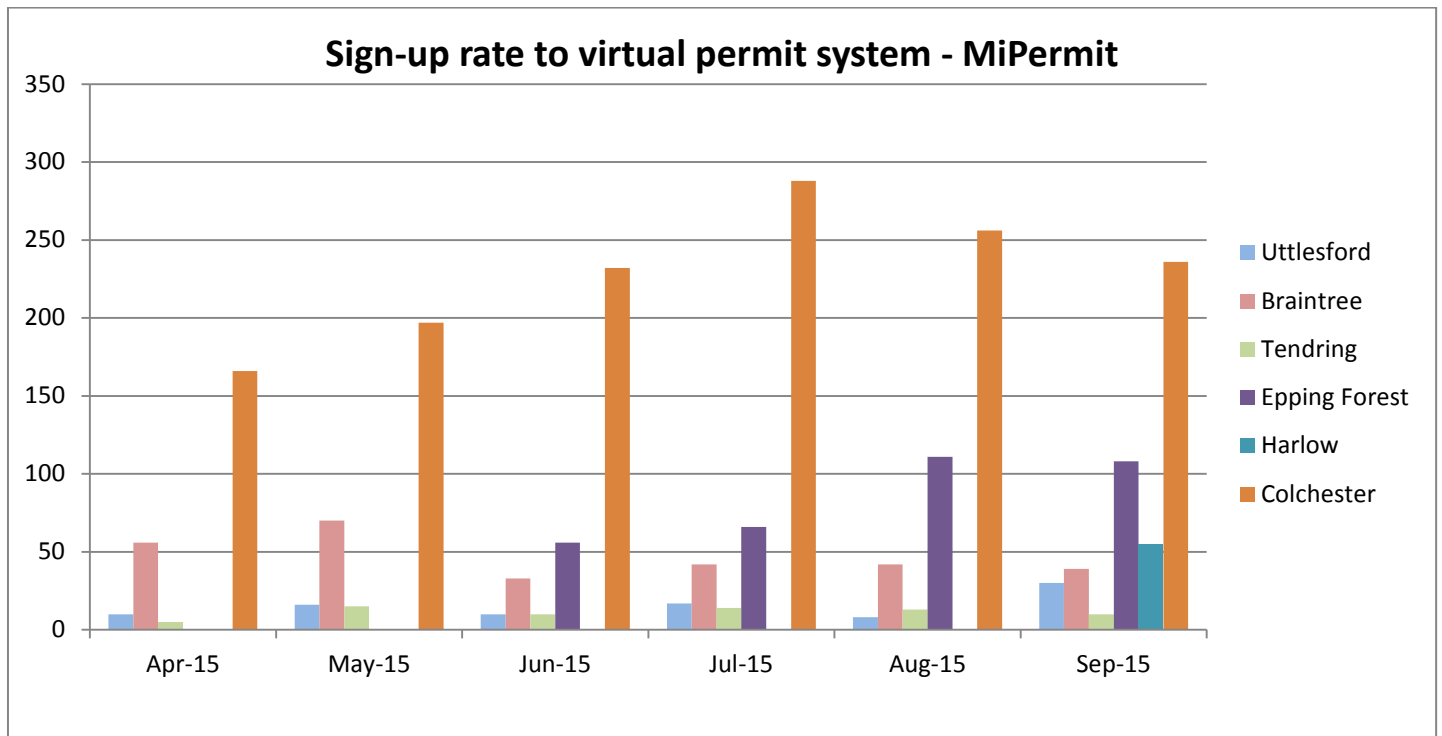
- 3.3.1 Recently, training in "Customer Service for Parking" has been delivered to all CEOs and their Team Leaders. A City and Guilds Level 2 Parking Enforcement course was held for new recruits and Police Accreditation training has been completed for first group of enforcement staff.

4. Back Office/Business Unit

4.1 MiPermit

- 4.1.1 MiPermit has now been successfully rolled out across all 6 districts, allowing residents more flexibility when purchasing and renewing both their own and their visitors' permits.
- 4.1.2 Work will now continue to streamline other permit types to bring consistency across the Partnership.

4.1.3 Due to the gradual introduction of the virtual system and the varying nature of renewal timings, data relating to most districts is currently limited, however, the table below does give a pictorial indication of the initial sign up to the virtual system in all the “live” districts.



4.2 Recruitment

4.2.1 We recently recruited to a new position within the Business Unit. The Business Support Officer will provide administrative support to the Management Team concentrating on data analysis and reconciliation of income.

4.2.2 The successful applicant was appointed from within the existing Business Unit case officer team.

4.2.3 Along with a recent resignation – this created two vacancies within the business unit, one of which was recruited to immediately from the unsuccessful candidates which applied to the Support Officer role. The other is currently being advertised and will be recruited to in late October.

5. Future work

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

Appendix 1 – On –Street Operational Report

On Street PCNs by month, per District/Borough															
	BDC	CBC	EFDC	HDC	TDC	UDC			BDC	CBC	EFDC	HDC	TDC	UDC	
Apr-10	369	1605	1142	446	424	159		Apr-13	444	1790	857	685	921	265	
May-10	359	1555	1437	391	767	177		May-13	373	2132	947	781	1002	263	
Jun-10	301	1471	1271	347	789	142		Jun-13	385	1519	802	858	736	324	
Jul-10	289	1293	1380	397	1108	172		Jul-13	446	1782	748	880	727	322	
Aug-10	262	1758	1143	380	734	199		Aug-13	337	1331	741	892	461	278	
YTD 10 - 11	1580	7682	6373	1961	3822	849	22267	YTD 13-14	1985	8554	4095	4096	3847	1452	24029
Sep-10	321	1596	1283	386	607	207		Sep-13	382	1154	661	610	372	274	
Oct-10	323	1981	1284	473	738	249		Oct-13	351	1234	858	566	523	212	
Nov-10	339	2057	1554	897	617	293		Nov-13	359	1250	940	783	549	333	
Dec-10	235	1151	1105	490	314	94		Dec-13	360	1078	884	682	326	273	
Jan-11	286	1803	1448	692	506	132		Jan-14	423	984	854	583	338	423	
Feb-11	263	1464	1151	795	453	149		Feb-14	345	1191	659	522	301	250	
Mar-11	290	1360	1222	543	216	118		Mar-14	310	1224	768	630	484	283	
FY 10-11	3637	19094	15420	6237	7273	2091		FY 13-14	4515	16669	9719	8472	6740	3500	
Apr-11	298	1441	1081	700	593	139		Apr-14	368	910	729	453	367	307	
May-11	383	1483	1079	837	464	146		May-14	486	1021	746	633	500	362	
Jun-11	321	1449	1058	900	497	139		Jun-14	479	926	538	461	357	369	
Jul-11	344	1556	1154	853	747	149		Jul-14	339	927	747	671	434	345	
Aug-11	484	1340	1059	543	667	196		Aug-14	472	1285	624	565	612	402	
YTD 11-12	1830	7269	5431	3833	2968	769	22100	YTD 14-15	2144	5069	3384	2783	2270	1785	17435
Sep-11	483	1257	1223	567	489	195		Sep-14	472	950	691	630	443	395	
Oct-11	467	1620	1250	670	588	214		Oct-14	491	1052	740	662	352	436	
Nov-11	364	1214	1319	751	437	186		Nov-14	479	1262	837	741	465	318	
Dec-11	314	1123	1404	703	364	163		Dec-14	426	1241	820	683	408	327	
Jan-12	403	1141	1287	679	445	164		Jan-15	447	1190	773	649	535	478	
Feb-12	246	843	1099	451	302	126		Feb-15	556	1171	740	618	442	449	
Mar-12	321	1157	1260	295	487	147		Mar-15	545	1208	745	540	451	559	
FY 11-12	4428	15624	14273	7949	6080	1964		FY 14-15	7704	18212	12114	10089	7636	6532	
Apr-12	434	1195	1074	362	566	194		Apr-15	360	1258	781	694	279	391	
May-12	379	1388	1200	422	484	202		May-15	520	1372	1072	785	452	482	
Jun-12	389	1171	940	540	525	236		Jun-15	236	1161	798	679	441	295	
Jul-12	474	1225	1091	509	596	275		Jul-15	244	1259	717	648	561	320	
Aug-12	525	1249	1076	449	667	308		Aug-15	281	1102	963	725	701	246	
YTD 12-13	2201	6228	5381	2282	2838	1215	20145	YTD 15-16	1641	6152	4331	3531	2434	1734	19823
Sep-12	504	1375	723	369	361	261									
Oct-12	448	1491	749	603	376	294									
Nov-12	431	1631	656	818	432	312									
Dec-12	459	1515	603	760	539	209									
Jan-13	467	1565	576	535	470	258									
Feb-13	570	1799	723	545	575	262									
Mar-13	437	1804	905	744	865	256									
FY 12-13	5517	17408	10316	6656	6456	3067									



North Essex Parking Partnership

29 October 2015

Title: Digital and Social Media Statement 2015
Author: Alexandra Tuthill/Richard Walker
Presented by: Alexandra Tuthill

This report concerns a Digital and Social Media Statement for the North Essex Parking Partnership.

1. Decision(s) Required

- 1.1 To decide the North Essex Parking Partnership's Digital and Social Media Statement for 2015/16 and explore the possible methods for delivering agreed Social and Digital Media (DSM) activity.

2. Reasons for Decision(s)

- 2.1 To provide the North Essex Parking Partnership's (NEPP) Joint Partnership Committee with an overview and update on the organisation's current use of DSM (for external communications) and to highlight potential ideas for the future.

3. Alternative Options

- 3.1 To consider an alternative mix of channels for the strategy – this could result in delayed, limited or increased activity or engagement on DSM platforms with different resource requirements needed to support.
- 3.2 To reject the Statement – this could result in limited engagement, interaction and reach with NEPP's target audiences via social and digital media.

4. Supporting Information

- 4.1 The proposed North Essex Parking Partnership's DSM Statement 2015/16 is attached as an Appendix.

5. Recommendation

- 5.1 That the North Essex Parking Partnership's DSM Statement 2015/16 be agreed and the Communications Business Partner be given clear guidance on how the Parking Partnership wishes to utilise DSM channels and activity to promote NEPP.

Background Papers

None.

North Essex Parking Partnership's Digital and Social Media Statement 2015/16

Purpose:

To provide the North Essex Parking Partnership's (NEPP) Management Team with an overview and update on the organisation's current use of digital and social media (DSM), for external communications and to highlight and discuss potential ideas for the future.

Social media is the term commonly given to online tools which allow users to interact with each other in a number of ways – by sharing information, recommendations, opinions, knowledge and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement.

The growing popularity of social media has opened up new opportunities for communication and consultation. These opportunities also bring with them risks. This document aims to provide NEPP's Management with the necessary information to make decisions about the organisations use of social media and how to get the best out of the options available.

Context:

When the NEPP was formed in 2011, the organisation set up a joint website with the South Essex Parking Partnership, including details for all 13 Partnership Authorities, and chose to adopt more traditional methods of external communication whilst the organisation established itself.

After three years of successfully operating, the organisation has recognised the need to increase its profile, communication and engagement with motorists across north Essex. Due to the geographical area covered by the NEPP, limited resources and trends in DSM, it was acknowledged that the NEPP needed to embrace and use social media to reach out to, and engage with, its customers, partners and the communities and offer an additional method of interacting with customers.

Social media activity should enhance information which already exists, support traditional communications methods and not duplicate or replace information which already exists elsewhere e.g. on the NEPP website. If well executed, DSM output should develop online communities and enable consistent communication, thereby building stronger, more successful relationships with customers and partners. By making astute use of free tools and bespoke social networking software the NEPP can achieve a scalable and time-efficient way to communicate with and engage with its customers online.

Outputs:

The main outputs and outcomes of the NEPP Digital and Social Media activity are:

- To clarify, educate and raise awareness amongst motorists – reducing challenges;
- To resolve common issues, amplify press enquiry answers – balancing coverage;
- Promote NEPP messages on alternative social media feeds where there is no direct NEPP feed – making use of alternatives without resourcing own accounts;
- Provides an easily-accessible, plain-English web-log, written by a real person – provides an accessible alternative to Frequently Asked Questions;
- Help keep media issues grounded and focussed – providing a balanced view and promoting the benefits of traffic management; and
- To take part in National Events, such as Digital Media Week – gaining increased exposure through joining in with wider campaigns.

Progress to date:

Since January 2015, the NEPP's Communications Business Partner has created and developed the following social and digital media to improve the NEPP's external communications and reach new audiences:

- **Blog** – a public blog for the NEPP was created in January 2015. Content for the blog is supplied from staff across the NEPP and new posts are published weekly using the fictional persona of *Anna Tendant*. Ideas and topics are discussed at the NEPP's Communications Focus Groups too.

Each week, social media messages which promote the blog's weekly posts are composed and sent to each of the NEPP's partner authorities Communications Teams to promote on their social media.

The NEPP and each of the partner authorities' websites links to the blog and it's received excellent feedback verbally and in the press and has been promoted in Colchester Borough Council's and Uttlesford District Council's newsletters. The blog's readership continues to grow monthly and by October 2015 has already had 3,500 views!

- **Video** – Future plans for the blog include the integration of educational videos, which can be linked to from within the posts so that users can click through to additional content in different formats, supporting different learning and communication styles.
- **E-newsletters** – Where partner authorities are promoting them, the NEPP has been using e-newsletters to promote its blog and raise awareness of the NEPP as an organisation and the work it does through different articles.
- **Linked In** – In July 2015, a company page for the NEPP was set up on *LinkedIn* to increase the organisation's digital communications and presence and as an additional place to help promote and share the blog posts and advertise staff vacancies etc.

Future Challenges:

The NEPP has made excellent progress with the DSM it has begun using, and this is evident from the quantitative and qualitative evaluation that has taken place. The use of DSM has also helped to break down geographical barriers amongst the NEPP and has proved a much easier and effective way for the partner authorities to promote and share the NEPPs messages in their localities.

The Strategy for starting up a new channel (such as Facebook or Twitter accounts) would require first closing another channel in order to provide sufficient resources to manage the new accounts. NEPP messages are presently promoted through other managed feeds on other channels where appropriate.

To build on this success, enhance existing communications and support the latest form of customer engagement in DSM, below is a review of other DSM platforms and their suitability for the NEPP, including:

- **Facebook:** At present the NEPP is making use of each of its partner authorities Facebook accounts with the NEPP's Communications Business Partner supplying the content for these. If the NEPP were to have its own presence on Facebook and be effective, this would require considerable resource (e.g. to source and compose relevant content frequently and to manage customers' comments and questions etc.).

Given the contentious subject of parking and the type of engagement and interaction that takes place on Facebook, if the NEPP were to have its own account, it is highly likely that the NEPP would experience negative comments and trolls which could detract from the excellent work the organisation is doing elsewhere online.

Facebook is however, one of the more visual forms of social media and is not restricted by character limitations. The NEPP could set up a Facebook account which redirects through to its website and blog and may choose to utilise this account at a later date.

- **Twitter:** Like Facebook, the NEPP is making use of each of its partner authorities Twitter accounts (where they exist) with the NEPP's Communications Business Partner supplying the content for these. Twitter still requires considerable resource and would be subject to some of the same issues which would be likely to occur on Facebook.

Characters are limited on Twitter which would restrict how the NEPP could use it in terms of content. A NEPP Twitter account may also struggle to attract credible followers, however it would enable the organisation to engage with and share in national news and campaigns increasing its presence. Once the blog has concluded, the NEPP may choose to review whether to adopt Twitter as a new method of communication targeting a different audience.

- **You Tube:** You Tube is the most popular platform for hosting videos online and is also Colchester Borough Council's approved method of publishing video content. Four of the six authorities within the NEPP have You Tube channels which demonstrates its popularity and use amongst local residents. Short videos have offer a more fun and engaging way to bring topics to life and initial ideas for NEPP videos include:

Educational video about using the MiPermit app (which customer feedback suggests some find difficult/confusing to use particularly in partner areas with older populations such as Tendring and Uttlesford).

A recruitment video similar to that which Bath and North East Somerset have produced (https://youtu.be/oru7_T8mrJI) to assist with recruitment could also be produced to focus on the roles of CEOs and what it involves. This video could be used on Linked In, the blog and You Tube.

- **Pinterest/Instagram/Flickr:** These platforms are very similar to each other and in essence are a way to share images. Other local enforcement organisations such as Essex Police are already using Instagram to highlight different aspects of their employees' roles, events, staff achievements, as well as educational and promotional imagery etc. (<https://instagram.com/essexpoliceuk/>).

Essex County Council have also begun using Instagram and two of the NEPP authorities are using Flickr (Braintree and Epping Forest Districts) and Colchester's Museums Service is using Pinterest again demonstrating local interest, familiarity and popularity in this form of social media.

The NEPP could categorise its imagery and have themes/albums such as 20 greatest parking blunders, staff training, staff doing their roles, the Park Safe Car outside schools and could run competitions such as 'spot the NEPP car' where people upload their images of us out and about, highlighting where the NEPP's been and the vast area it covers.

However, it is worth noting that with these types of social media account, the NEPP would not need to generate all the imagery itself and they do not require much resource or updating regularly. Alternatively, the NEPP may wish to use and share more imagery through existing channels such as its blog.

- **Website:** The NEPPs' joint website www.parkingpartnership.org with the SEPP has now been in existence for three years. It is good practice to change/overhaul websites every two years, and Website design and customer's needs and expectations may have changed greatly during this period.

The website is very transactional based and the navigation and content could be made much clearer to improve customers' experiences and hopefully reduce contact with the staff. At present the NEPP's website and usability is limiting its opportunities on social media and any improvements would be welcome.

Next Steps – NEPP will explore the issues in this paper further and create a project plan for the agreed social and digital media activity, including any resource implications.



North Essex Parking Partnership

29 October 2015

Title: Comparison between the North Essex Parking Partnership (NEPP) and the South Essex Parking Partnership (SEPP)

Author: Matthew Young, Head of Operational Services

Presented by: Matthew Young, Head of Operational Services

This report compares the two Essex Parking Partnerships and identifies areas of commonality and difference

1. Decision(s) Required

- 1.1 The report compares the set up and operation of the North Essex Parking Partnership (NEPP) and the South Essex Parking Partnership (SEPP) and invites Members to confirm or identify any areas from the comparison where further investigation is required.

2. Reasons for Decision(s)

- 2.1 To ensure that the NEPP is using the comparison made to identify improvements in its own operation.

3. Alternative Options

- 3.1 To note the exercise, but not to identify improvements.

4. Supporting Information

- 4.1 The NEPP and SEPP were set up by the County Council under Joint Agreements put in place in March 2011. Their brief was to provide on-street Civil Enforcement Officers ("traffic wardens"); and the enforcement process together with challenges to, and payments of, parking penalties ("parking fines") plus administration of the parking restrictions ("yellow lines") and the management and maintenance of the scheme.
- 4.2 Both partnerships have been successful in establishing their services over the last four financial years and both have moved their partnership areas into financial surplus which was the main objective for the County Council.
- 4.3 However, the partnerships have also brought consistency across the areas of Essex that they operate in regard to enforcement and maintenance of the signs and lines as well as delivering a good quality service to all who have contact with them.
- 4.4 The two Partnership areas have their own particular features as SEPP is just over half the size of NEPP geographically and the NEPP area is significantly more rural with greater distances to travel. As the tables below show the NEPP is more populated, although the population spread is over one and a half times the area, leading to a much lower density.

NEPP			
District Population <i>(ONS data)</i>	2011	2012	% Change
Colchester	173,614	176,008	1.40%
Tendring	138,062	138,285	0.20%
Braintree	147,514	148,384	0.60%
Uttlesford	80,032	81,250	1.50%
Harlow	82,177	82,676	0.60%
Epping Forest	124,880	126,080	1.00%
North total	746,279	752,683	0.90%

SEPP			
District Population <i>(ONS data)</i>	2011	2012	% Change
Brentwood	73,841	74,020	0.20%
Basildon	174,971	176,474	0.90%
Chelmsford	168,491	169,335	0.50%
Castle Point	87,964	88,218	0.30%
Maldon	61,720	61,918	0.30%
Rochford	83,333	83,869	0.60%
South total	650,320	653,834	0.50%

2012 <i>(ONS data)</i>	Area	Population	Density <i>(per sq mile)</i>
NEPP	885	752,683	851
SEPP	483	653,834	1,354
SEPP as a proportion:	55%	87%	159%

4.5 There are some other significant differences between the two partnerships which are summarised below:

- The SEPP maintains separate on-street accounts for each district authority area as well as a summary account for the whole partnership
- The SEPP does not provide off-street services to any district other than a long standing relationship between Chelmsford & Castle Point that existed before the establishment of the SEPP
- The SEPP does not make much use of vehicles. Due to the rural nature of its operating area, NEPP operates 13 enforcement patrol cars, averaging approx. 11,000 – 12,000 miles per annum each
- The SEPP has received additional funding for its TRO service

4.6 For comparison purposes the two end-of-year 2014/15 on-street accounts for each partnership are provided as appendices to this report. The column on the NEPP report for comparison is the one headed '2014/15 Actual Outturn' The conclusions drawn by officers from the accounts are:

- An overall surplus achieved of £302,930 for the SEPP whereas this is £71,000 surplus for the NEPP
- The SEPP spends £1.1m on employees whilst the NEPP spends £1.4m. This is analysed further in the following paragraphs.
- The SEPP pays just under £10k for its accommodation where NEPP has an outlay of £52k. This could be partly due to the system used to allocate recharges in the two lead Councils, but SEPP's direct premises cost of £820 does seem unrealistic and it can only be assumed that accommodation is provided for free.
- There are appreciable differences between the 'Supplies & Services' and 'Third Party Payments' budgets and again this is probably due to different approaches to costing of certain expenditure items. If both lines are added together a similar overall expenditure figure results; £217k in NEPP and £221k in SEPP.
- There is also a substantial difference in IT costs with SEPP only paying just over £1,000 whilst NEPP's bill is £115k. This definitely requires further investigation as

SEPP figures cannot include the mainframe, handheld and PC costs. This may account for the large 'Third Party Payment' costs in SEPP.

- In regard to income the NEPP brings in more through PCNs which is where the difference lies between the two partnerships as the residents' permits and pay & display figures are similar.

4.7 Looking at the structure charts there are noticeable differences in the on-street service which are highlighted below. The figures in brackets show how many staff there are in total when the NEPP off-street service is taken into account:

Service area	SEPP employees	NEPP employees
Civil Enforcement Officers	26.5	35.7 (51)
Enforcement Management	4	5 (7)
Back Office	10	7 (10)
Traffic Regulation Orders	3	2.5 (9)

4.8 The staffing arrangements and distribution in the two areas are different and the SEPP structure is based on the individual district areas allocating a small number of CEOs to each area. NEPP organises in the three East, Central and West areas so it can provide better coverage across the partnership throughout all shifts. It would appear to be difficult for the SEPP to cover shifts, leave and sickness particularly in smaller districts that only have two or three CEOs allocated. The SEPP staff chart is attached as an Appendix to this report.

4.9 From speaking to SEPP officers and reading the SEPP annual report the process for dealing with TRO requests is similar to that operated in the NEPP.

4.10 Key performance indicator (KPI) comparison

KPI	SEPP	NEPP
Penalty Charge Notices (PCNs) issued 2014/15	34,186 total (on street only) No off-street	45,159 (on street) Out of a total of 61,574
Percentage PCNs paid 2014/15 (by end of April 2015)	76%	76%
Sign and line maintenance schemes completed since start	154	432
New TRO schemes implemented since start	28	163

4.11 It appears that SEPP do not include any off-street PCNs in their figures although, as explained before, this service is only provided in Chelmsford and Castle Point. As the figures show NEPP issues more PCNs on-street and also has to deal with a much larger number through its back office, either for payment or appeal because of the breadth of its off-street service.

4.12 It also shows that SEPP have been less active in relation to signs and lines maintenance and introducing or amending TRO schemes. This will be partly due to the delay in introducing this service due to funding discussions and also the historical issues in the NEPP area that required attention.

5. Summary

5.1 This desktop analysis has confirmed that the operation of the two partnerships is similar and based on the same principles of clear policies and fair application of these on the street.

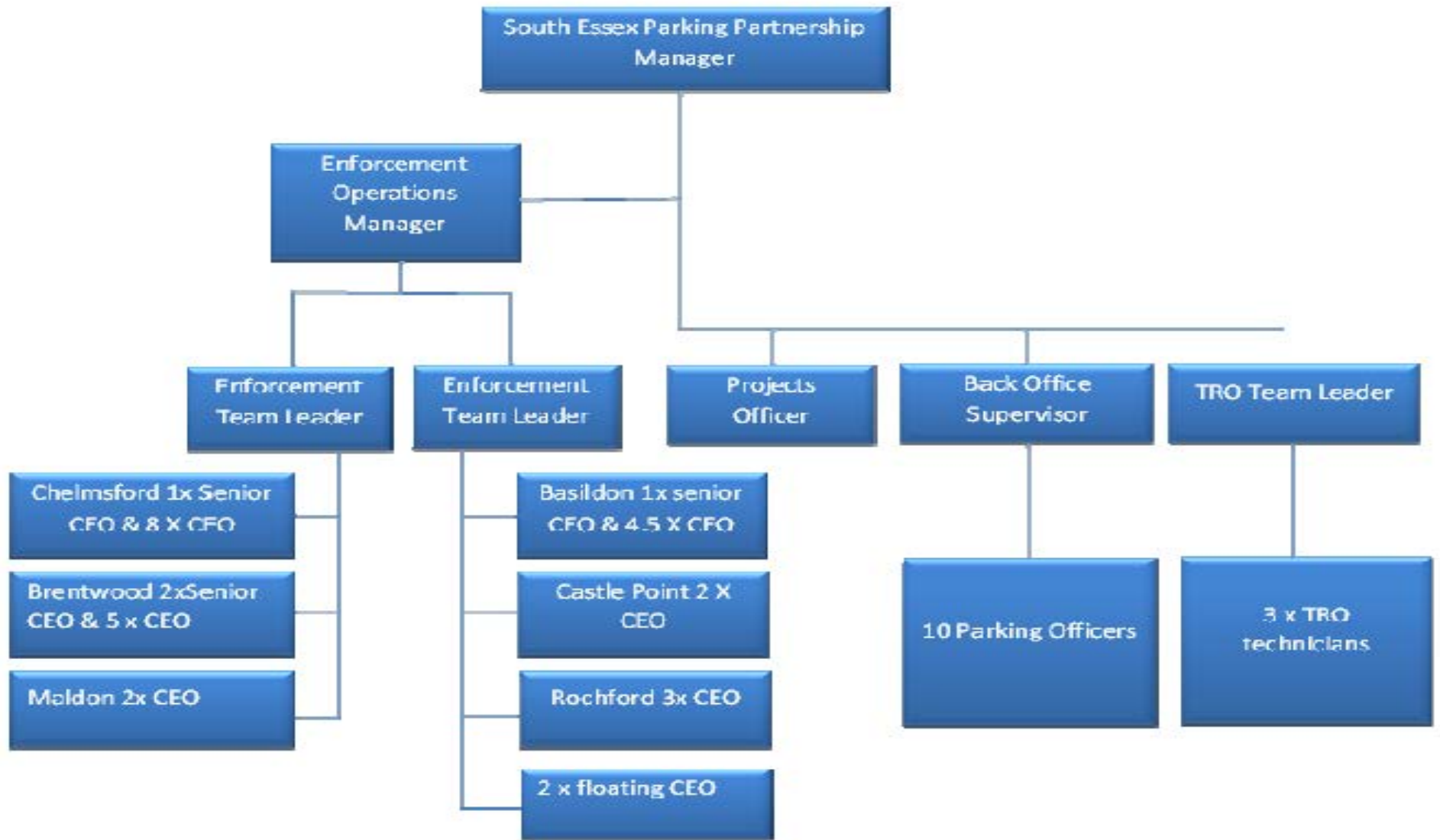
- 5.2 There is also no doubt that the partnerships have improved the service provided in regard to quality and consistency and have successfully dealt with the deficit issue faced by Essex County Council under the previous arrangements.
- 5.3 There are appreciable differences in the manner in which the two partnerships organise their resources which is based on the geographical requirements of the areas and the services provided.
- 5.3 However, this exercise has highlighted some areas that warrant further investigation in regard to:
- ICT costs/Third Party Payments
 - Accommodation costs
- 5.4 Members may wish to add to this list and request a report to a future Joint Committee meeting following the additional investigatory work.

NEPP: Outturn 2014/2015 & Budget 2015/16					Appendix A	
On-street Account	2013/14 Actual	2014/2015 Actual out-turn	2014/2015 Budget to out-turn	2014/2015 Variance	2015/16 Budget	Note
Expenditure						
Direct costs						
Employee costs:						
Management	58	63	73	(10)	58	Parking Services Mgt. Team staff costs
CEOs & Supervision	1,031	992	1,069	(78)	1,129	CEOs & Supervisor staff costs
Back Office	266	265	257	8	274	Back Office staff costs
TROs	80	83	84	(1)	78	TRO team staff costs
Premises costs	10	19	8	11	13	R&M budget (small expenditure anticipated)
Transport costs (running costs)	29	36	36	-	38	Fuel, public transport etc
Supplies & Services	195	178	195	(17)	161	General expenditure
Third Party Payments	41	39	35	4	35	Chipside and TEC bureau costs
	1,711	1,674	1,758	(83)	1,785	
Non-direct costs						
Accommodation	62	33	58	(25)	39	Accommodation
Other Support Services	133	156	148	8	171	Accountancy, HR, insurance, H&S, etc
Cash Office & Receipting & Postage	45	29	32	(3)	24	Cash Office & postage
Communications	14	14	18	(5)	18	Communications
Fleet contract hire	54	41	45	(3)	55	Fleet costs
IT	73	115	66	49	109	IT costs
	382	387	367	21	415	
Total Expenditure	2,093	2,062	2,124	(62)	2,200	
Income						
Penalty Charges (PCNs)	(1,649)	(1,512)	(1,531)	19	(1,603)	PCNs
Parking Permits/Season Tickets	(431)	(462)	(401)	(61)	(417)	Visitor Permits / Season tickets
Parking Charges (P&D etc)	(158)	(157)	(168)	11	(180)	Pay & Display charges
Other income	(6)	(1)	-	(1)	-	Misc reimbursements from partners
Total Income	(2,245)	(2,133)	(2,100)	(32)	(2,200)	
Deficit / (Surplus) transfer to reserve	(152)	(71)	24	(94)	-	

South Essex Parking Partnership - 2015 Outturn

	Chelmsford £	Brentwood £	Maldon £	Basildon £	Rochford £	Castle Point £	Total £
Direct Expenditure							
- Employees	322880	269370	61580	214100	87140	46760	1,001,830
- Premises	250	200	60	170	90	50	820
- Supplies and Services	37,490	28,380	7,570	24,110	11,420	5,590	114,560
- Third Party Payments	29,150	24,650	6,660	27,560	13,120	5,330	106,470
- Transport costs	10,100	15,190	2,490	34,050	8,340	6,770	76,940
Total Direct Expenditure	399,870	337,790	78,360	299,990	120,110	64,500	1,300,620
Indirect Expenditure							
Central Support	113200	22580	5040	17840	7160	3680	169,500
Accommodation	5880	1180	270	980	450	230	8,990
IT	720	140	30	120	60	30	1,100
Total Indirect Expenditure	119,800	23,900	5,340	18,940	7,670	3,940	179,590
Total Expenditure	519,670	361,690	83,700	318,930	127,780	68,440	1,480,210
Income							
PCN's	329580	333090	72580	226200	94230	53860	1,109,540
Residents' Parking Permits	199040	160590	20300	95000	5140	2300	482,370
Pay & Display	140190	45480	0	1840	0	0	187,510
Other	4380	0	100	0	0	0	3,720
Total Income	673,190	538,400	92,980	323,040	99,370	56,160	1,783,140
Net (Surplus) / Deficit - Cash Basis	(153,520)	(176,710)	(9,280)	(4,110)	28,410	12,280	(302,930)

The current staff structure



South Essex Parking Partnership – staffing structure 2014/15



North Essex Parking Partnership

29 October 2015

Title: NEPP On-Street financial position at period 6 2015/2016
Author: Matthew Young, Head of Operational Services
Presented by: Matthew Young, Head of Operational Services

This report sets out the six monthly financial position on the North Essex Parking Partnership (NEPP) On-street budget

1. Decision(s) Required

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

2. Reasons for Decision(s)

2.1. To ensure prudent financial management of the Partnership

3. Alternative Options

3.1. 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 comment on these are in the following paragraphs.

5 Income

5.1 The income collected from Penalty Charge Notices (PCN) is presently £65,000 below budget at the end of period 6. The Debt Collection element of the enforcement process is skewed in-year at this point, following a lull at the year-end, and this is now underway again. Year-end processes will make adjustments for this.

5.2 There are vacancies in CEO staffing – and the service is recruiting to fill these posts – the shortfall is partially offset by salary savings shown elsewhere in the accounts. Salary savings do not completely offset the income earned and it is therefore important to maintain the recruitment process to maintain the establishment of posts.

5.3 Members should note that it is very difficult to predict levels of income that can be earned through on-street enforcement activities as it is entirely dependent on driver behaviour. 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.

5.4 Income from Resident Parking is above budget, with permit prices are following those set out in the Development Plan. It is important that the income from permits and visitor permits covers the costs of the Resident Parking expenditure.

5.5 Income from Pay & Display areas has remained constant – this is linked directly to usage and capacity. These prices have remained unchanged for a number of years and a small increase in Pay & Display charging is now recommended; with a report being drawn up to bring to the next Joint Committee. A new MiPermit area is starting at Marks Tey Rail Station which will provide its income into the on-street account.

6 Expenditure

6.1 Overall savings in the staffing budgets to date total just over £77k and are mainly down to the current vacancies in Civil Enforcement Officer (CEO) posts and a restructure in the Business Unit. A sustained effort continues to also reduce costs in both direct and indirect expenditure areas.

7 Recommendations

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

NEPP: Outturn Forecast 2015/2016		Period 6							
	2014/2015 Actual to date	2015/2016 Actual to date	2015/2016 Budget to date	2015/2016 Variance to date	2015/2016 Forecast	2015/2016 Annual budget	2015/2016 Projected variance	Note	
On-street Account									
Expenditure									
Direct costs									
Employee costs:									
Management	36	32	29	3	66	58	9	Parking Services Mgt Team staff costs	
CEOs & Supervision	449	497	564	(67)	896	1,129	(233)	CEOs & Supervisor staff costs	
Back Office	125	127	137	(10)	253	274	(20)	Back Office staff costs	
TRO's	41	39	39	-	78	78	-	TRO team staff costs	
Premises costs	8	9	8	2	19	13	5	R&M budget (small expenditure anticipated)	
Transport costs (running costs)	16	16	19	(2)	40	38	2	Fuel, public transport etc	
Supplies & Services	46	63	74	(11)	160	163	(3)	General expenditure; includes CCTV car IT costs	
Third Party Payments	15	2	15	(12)	5	35	(30)	Chipside and TEC bureau costs	
	737	786	884	(97)	1,517	1,787	(270)		
Non-direct costs									
Accommodation	29	20	20	-	39	39	-	Accommodation	
Other Support Services	87	100	100	-	171	171	-	Accountancy, HR, insurance, HoS, etc	
Cash Office & Receipting & Postage	18	12	12	-	24	24	-	Cash Office & postage	
Communications	9	9	9	-	18	18	-	Communications	
Fleet contract hire	28	27	27	-	55	55	-	Fleet costs	
IT	33	54	54	-	109	109	-	IT costs	
	203	222	222	-	415	415	-		
Total Expenditure	940	1,009	1,106	(97)	1,932	2,202	(270)		
Income									
Penalty Charges (PCNs)	(549)	(680)	(746)	65	(1,300)	(1,603)	303	PCNs - forecast revised due to CEO vacancies	
Parking Permits/Season Tickets	(219)	(236)	(209)	(28)	(472)	(417)	(55)	Visitor Permits / Season tickets	
Parking Charges (P&D etc)	(80)	(76)	(90)	14	(151)	(180)	29	Pay & Display charges	
Other income	-	(0)	-	-	(15)	-	(15)	Misc reimbursements from partners	
Total Income	(847)	(992)	(1,044)	51	(1,938)	(2,200)	262		
Deficit / (Surplus)	92	17	62	(46)	(6)	2	(8)		
transfer to reserve									



North Essex Parking Partnership

29 October 2015

Title: North Essex Parking Partnership (NEPP) Financial Reserves
Author: Matthew Young, Head of Operational Services
Presented by: Matthew Young, Head of Operational Services

This report sets out the financial reserves held by the North Essex Parking Partnership (NEPP) On-street budget and invites Members to consider options for spending or retaining these funds

1. Decision(s) Required

1.1 The report invites members to note the funds held in reserves by the NEPP and consider whether the NEPP should commit expenditure in the achievement of its priorities.

2. Reasons for Decision(s)

2.1 To ensure that NEPP funds are spent or retained in line with its priorities and goals

3. Alternative Options

3.1 Due to legislation there are no alternative options in relation to spending of the funds as long as they are spent on highways or transport schemes or services in the area where the services are provided.

3.2 NEPP could agree to commit all its on-street reserves as it has no regulations governing what it needs to retain. However, it has agreed at previous meetings that a £100k minimum would be prudent.

4. Supporting Information

4.1 NEPP holds the following reserves. A negative amount indicates a contribution to the fund.

2014/15 Area of NEPP Reserve	Opening Balance	Movement	Closing Balance
	£	£	£
Start-up funds (ring-fenced, from the previous CBC operation)	47,870.86	0.00	47,870.86
TRO Fund	96,752.26	60,973.95	35,778.31
New Civil Parking reserve	151,991.08	-19,355.93	171,347.01
NEPP Total	296,614.20	41,618.02	254,996.18
Agreement: Cashflow amount (ring-fenced to TROs)	100,000.00	0.00	100,000.00
Grand Total	396,614.20	41,618.02	354,996.18

- 4.2 To assist Members understanding the following definitions may be helpful:
- TRO Fund: This is where any unspent amounts from the £150,000 annual allowance are placed. In the last two years this amount has been fully spent so money has been drawn down to meet the demand from the agreed schemes
 - New Civil Parking Reserve: This is the total net surplus from previous years which can be retained (see 3.2) or spent on NEPP or transport-related projects;
 - Cashflow: This was the amount that was given to the partnership by ECC for cashflow assistance when setting up the Partnership. It is due to be paid back to the County Council at the end of the joint agreement period, but recent correspondence has indicated that it could be used to support the TRO function. The Chairman has made that request to the ECC Portfolio Holder and permission has now been given.
- 4.3 It is suggested that the minimum amount that the Partnership should retain in its on-street surplus reserves is £100,000 so that a contingency amount is available to offset against any deficits in future financial years. Members need to decide whether they wish to retain more than this in the NEPP reserves or commit to expenditure in achievement of the NEPP's priorities.
- 4.4 The TRO funding is likely to be committed this year as it has in the previous two financial years along with the £35k surplus carried over from 2014/15.
- 4.5 There has been a Deed of Variation to the Agreement produced and circulated to enable to £100k amount to be accessed for TRO-related works, after agreement with ECC.
- 4.6 It is recommended that this £100k is accessed to cover the TRO mapping system updates required in Epping Forest and Colchester areas.
- 4.7 Members should be aware that the Park Safe Car report has been circulated, and an amount has been committed to pay for replacement Handheld Computers (£19k) at the last meeting.



North Essex Parking Partnership

29 October 2015

Title: Annual Return 2014/15
Author: Steve Heath
Presented by: Steve Heath

This report confirms the completion of the audit process for 2014/15

1. Action required

1.1 To note the publication of the audited Annual Return for 2014/15.

2. Supporting information

2.1 The pre-audit draft accounts for the financial year 2014/15 were presented to this Committee on 18 June. The accompanying reports gave information on the major items affecting the 2014/15 accounts.

2.2 The Annual Return for 2014/15 was signed by the auditor on 15 September 2015. This confirms an unqualified opinion.

2.3 The Auditor raised the following point for the attention of the Committee:

- In the completion of their detailed report, the internal auditor has drawn attention to some control weaknesses. The Committee must ensure that action is taken to address these areas of weakness in a timely manner

2.4 The above point does not affect the Auditor's opinion, and the Auditor does not raise any other matters for the attention of the Joint Committee.

2.5 With effect from the 2015/16 financial year the joint committee will no longer have a statutory obligation to prepare accounts for audit, following changes made as a result of the Accounts and Audit Regulations 2015 and the Local Audit and Accountability Act 2014. The appointment of PKF Littlejohn LLP to audit the accounts of the joint committee therefore ended with the completion of the audit of the 2014/15 accounts.

2.6 Joint committees may voluntarily decide to continue to prepare accounts and arrange for their audit. However, the recommendation that the joint committee agree to discontinue the submission of separate accounts for external audit from 2015/16 was agreed at the meeting of 18 June 2015.

2.7 It should be noted that NEPP partners will still be required to adjust their accounts in future years to reflect their share of the income and expenditure of the NEPP.

3. Financial implications

- 3.1 The publication of the audited return and Notice of Conclusion of Audit meet a statutory requirement for financial reporting and is an important part of the process to demonstrate accountability in the use of public funds.
- 3.2 The fee for the audit of the 2014/15 Annual Return is £2,800. This is within the budgeted amount.

4. Publicity considerations

- 4.1 The Notice of Conclusion of Audit and Annual Return have been published on the Colchester Borough Council website. Details of the notice and the Annual Return have been made available to partners.

5. Other standard references

- 5.1 Having considered consultation, equality, diversity and human rights, health and safety and community safety and risk management implications, there are none that are significant to the matters in this report.

Appendix

Notice of Conclusion of Audit

North Essex Parking Partnership

Notice of conclusion of audit and right to inspect the Annual Return

Annual Return for the year ended 31 March 2015

Section 14 of the Audit Commission Act 1998, as transitionally saved

The Accounts and Audit (England) Regulations 2011 (SI 2011/817), as transitionally saved

The audit of accounts for the North Essex Parking Partnership for the year ended 31 March 2015 has been concluded.

The Annual Return is available for inspection by any local government elector for the area of the North Essex Parking Partnership on application to:

Steve Heath
Finance Manager
Colchester Borough Council
Rowan House
33 Sheepen Road
Colchester CO3 3WG

e-mail: financial.accounting@colchester.gov.uk

Copies will be provided to any local government elector upon request.

This announcement is made by: Steve Heath, Finance Manager

Date: 30 September 2015.



Colchester Borough Council
Final Internal Audit Report
Parking Partnership Services Including Income (Ref: 929)

February 2015

This report has been prepared on the basis of the limitations set out on page 19.

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1. Executive Summary

1.1. Introduction

This report details the results of the internal audit of the controls in place over the Parking Partnership including Income function and has been undertaken in accordance with the approved Internal Audit Plan for 2014/15. Our audit approach and a summary of the work undertaken are provided in the Audit Framework in Appendix 1.

1.2. Background

The North Essex Parking Partnership (NEPP) came into place in April 2011. A Joint Committee has been formed for the purpose of this Partnership, with Colchester Borough Council being the Lead Authority. Other authorities within the Partnership are Harlow District Council, Braintree District Council, Epping Forest District Council, Uttlesford District Council and Tendring District Council. The Partnership consists of on-street and off-street parking; Tendring District Council are not part of the off-street partnership and a limited service is provided to Harlow.

In October 2014, the Council outsourced the cash collection process to G4S. G4S now carry out the cash collection and banking on behalf of each authority. Prior to October 2014, the Parking Team at the Council was responsible for this process.

The fieldwork for this audit was undertaken in January and February 2015.

1.3. Audit Opinion

Audit Opinion & Direction of Travel	No Assurance	Limited Assurance	Substantial Assurance	Full Assurance
	We categorise our opinions according to the assessment of the controls in place and the level of compliance with those controls.			
			●	
			●	

Rationale Supporting Award of Opinion and Direction of Travel	<p>The audit work carried out by Internal Audit (the scope of which is detailed in Appendix 1) indicated that:</p> <p>While there is a basically sound system of internal control, there are weaknesses, which put some of the Council's objectives at risk and/or there is evidence that the level of non-compliance with some of the control processes may put some of the Council's objectives at risk.</p> <p>This opinion results from the fact that we have raised four priority 2 recommendations, full details of which can be found within the main body of the report.</p> <p>A previous systems audit was undertaken in February 2014 when a Substantial Assurance opinion was also given. Based on this opinion, there has been an unchanged direction of travel indicator.</p>
--	---

1.4 Summary of Findings

Partnership Agreement

A signed agreement was confirmed to be in place for the NEPP. The agreement included details on the Joint Committee, that was formed as result of the Partnership, and the various responsibilities for the lead and partner authorities involved.

Discussions with the Parking Partnership Group Manager identified that as the Lead Authority, the Council provide assistance to the other authorities if required. One such example was the Council helping Braintree District Council in their review of their disabled parking facilities.

Policies and Procedures

The Parking Strategy and Development Plan outline the 5-year strategy for the Partnership. It includes details on the Partnership mission, future visions and expected benefits of the agreement. This strategy has been updated, covers the period 2013/14 to 2017/18 and was presented to the Joint Committee in June 2014.

Policies and procedures for the day-to-day operation of the Partnership were confirmed to be in place at the Council, and are available to relevant staff on the T-Drive. Guidance includes information on operational protocols, enforcement policies and cancellation of penalty charge notices (PCNs).

The Chipside system is used to administer the daily parking operations, including the issuing of PCNs. The system enables the Parking Team staff members to trace all parking information relating to any individual, including vehicle registration numbers, previous permits etc. A full price list for all car parks under the jurisdiction of the Partnership was also confirmed to be in place. All relevant staff has access to this list on the T-Drive and are informed of any price changes via email from one of the Parking Systems Team Leaders.

The Mi-Permit system has been introduced within the Colchester area, and a further roll-out to the other areas is planned. This system enables residents to purchase season tickets on line, using a code issued by the Council. The Mi-Permit system no longer requires residents to display permits in their vehicle, instead a number plate recognition system is used to detect unauthorised parking.

Accounting for Income

The Partnership Budget for the 2014/15 financial year including partner contributions was agreed and presented and approved to the Joint Committee in January 2014.

A walkthrough confirmed that all partner councils were invoiced on a quarterly basis for their Partnership contributions. All invoices were confirmed to have been raised on time, paid promptly and were present in the accounts of the relevant authority.

Braintree, Harlow, Epping Forest and Uttlesford District Councils' have delegated their off-street parking functions to the Council. All PCN and permit income is allocated to the appropriate authority through the use of codes. Codes are automatically set on Chipside to ensure income is then allocated correctly. The income from the off-street partnership is then returned to the relevant partner authority on a monthly basis. The Parking Business Manager also carries out a monthly reconciliation of PCN income.

A random sample of 25 daily PCN reconciliations was selected for testing. It was confirmed in 24 of the 25 cases that the daily reconciliation had been carried out. In the one remaining case, there was no evidence that the reconciliation (dated 7 May 2014) had been completed. When this reconciliation was requested, the file was found, however the 'prepared by' and 'reviewed by' dates were shown as January 2015, therefore this was not prepared in a timely manner. A recommendation has been raised (Recommendation 1).

Season Tickets

Testing of a random sample of 25 daily season ticket reconciliations identified two cases where there was no evidence of an independent review of the reconciliation. A recommendation has been raised (Recommendation 1).

Monthly reconciliations of season ticket income were also confirmed to be carried out by the Parking Business Manager. A selection of 25 season ticket transactions was tested and it was confirmed in 23 cases that the fee collected was correct according to the Permits and Season Ticket Price List. In the two remaining cases, evidence was provided that the fee collected was correct at the time of the transaction.

Partnership Costs

The Council are responsible for the administering of all parking expenditure as the Lead Authority within the Partnership. Testing confirmed that in all cases the expenditure was authorised appropriately by a member of staff at the Council. It was also confirmed that: the correct VAT code had been applied; expenditure had been charged to the correct account code for the relevant council; and the cost centres used were appropriate. Similarly, where expenditure is found to fall outside the remit of the partnership agreement, the relevant Council is invoiced for the cost.

Joint Committee

A Joint Committee was formed as a result of the establishment of the Partnership. The agreement states that the Committee should meet at least four times within the financial year and the forward plan of meetings confirms this is the case for 2014/15. All Partnership issues are raised and resolved through the Joint Committee, with the agenda for each meeting being released at least five working days before the meeting date.

Separate year-end accounts are published for the Joint Committee at the end of each financial year. The year-end accounts were last presented in June 2014 and were published on the Council and Partnership websites.

Management Information

The Parking Partnership Group Manager holds monthly meetings with the Service Accountant. These meetings cover the monthly budgets that are produced as well as salary monitoring and income. A business case for the Parking Partnership was also confirmed to have been developed which include information on the financial position at its time of inception, future year financial forecasts and any anticipated transitional issues due to the formation of the Partnership. An annual report is also produced at the end of each financial year.

Procedures for the Collection of Car Park Fees

Operational procedure documents covering the Partnership cash collection were confirmed to be in place and are available to all staff in hard copy format. Separate operational procedures are in place for the Council and Braintree District Council, with a joint procedure in place for Uttlesford District Council and Epping Forest District Council.

The Parking Operations Leaders carries out risks assessments on an annual basis, or more frequently if operational circumstances change. Risk assessment identifies the possible risks staff may face and any risks to the wider public. This had last been completed in June 2014.

Security and Accuracy of Car Park Income Collection

From October 2014 the Council is no longer involved in the cash collection process; G4S are now responsible for this. The cash is collected by G4S, counted and then banked. G4S provide the Council with the tickets from the car parking machines for each collection, along with a report showing the totals to be banked for each machine. Officers at the Council complete a cash collection sheet, reconciling the G4S report, by car park machine to the Cale Bri report, which details what the machine has recorded as its takings. The testing completed identified there are a number of issues with the information provided by G4S, making it difficult and time consuming to reconcile the machine takings, and also the banking. The Council is currently liaising with G4S to rectify this situation. As a result of the reporting issues, it was noted there is a backlog dating back to January 2015 of the cash collection reconciliations, however the money has been banked and is recorded in the ledger. A recommendation has been raised. (Recommendation 2).

Production and Review of Management Information including Variance Reporting

The Parking Team management receive a monthly report that breakdowns the expenditure and income for both the on and off street parking functions. The report shows the actual, budget and variance figures and details the forecast outturn and variance.

It was confirmed from discussions with the Business Manager that variance monitoring was completed during the period when the Council collected the money and that a new system has now been put in place. However due to the reporting issues with G4S, identified above, the reconciliation of income and the subsequent monitoring of any variance has been delayed. This is covered as part of Recommendation 2.

Debt Recovery Including Write Offs

There are procedures in place for the recovery of debt. These include the use of bailiffs when the debt reaches the appropriate recovery stage. A random sample of PCN's issued was selected to ensure that the agreed procedures had been followed. In all 25 cases tested, there were no issues arising as in all cases the correct procedure had been followed and the debt had either been recovered or recovery action escalated.

It was noted that after 12 months of the debt being with the bailiff, if no payment has been received, the bailiffs return the debt to the Council and the debt should be written-off. Currently, no debt is being written-off due to an issue with the authorisation procedure. The Council are currently working on this to ensure irrecoverable debt can be written-off. A recommendation has been raised (Recommendation 3).

Access to Car Park Pay Point Keys

A key register was confirmed to be in place at the Parking Offices, with details of all staff with access to keys at St John's Car Park, St Mary's Car Park and other surface car parks across the Partnership.

Debt Management Including Bailiffs

The Council currently use three bailiffs for the collection of non-paid PCNs; Equita, Marstons and Newlyn. It was noted from discussions with the Business Manager that a Service Level Agreement with the bailiffs has been produced but that none of the bailiffs have signed up to it at the current time. However, it was noted that the Parking Service is working with the Senior Procurement Specialist from the Essex Procurement HUB to complete this. A recommendation has been raised (Recommendation 4).

Equita payments are automatically updated on Chipside. Reports of the money paid are sent to the Parking Business Manager who checks receipt on the system and then disposes of the reports. Reports are received from Newlyn and Marstons on a weekly basis, which is shortly to be changed to monthly, as there are only a small number of payments received. The details for the payments are then manually updated to the correct account on the

system. Testing was completed on a random sample of cases from each bailiff and the payment details from the reports verified to Chipside. No anomalies were identified from the sample examined.

1.4. **Acknowledgement**

We would like to thank the staff of the North Essex Parking Partnership for their assistance during the audit.

2. Observations and Recommendations

The recommendations from the report are presented below to assist you with the implementation of change.

Adequacy and Effectiveness Assessments (definitions are found in Appendix 2)	Area of Scope	Adequacy of Controls	Effectiveness of Controls	Recommendations Raised		
				Priority 1	Priority 2	Priority 3
	Partnership Agreement	Adequate	Effective	0	0	0
	Policies and Procedures	Adequate	Effective	0	0	0
	Accounting for Income	Adequate	Partly Effective	0	1	0
	Season Tickets	Adequate	Partly Effective#	0	0	0
	Partnership Costs	Adequate	Effective	0	0	0
	Joint Committee	Adequate	Effective	0	0	0
	Management Information	Adequate	Effective	0	0	0
	Procedures for the Collection of Car Park Fees	Adequate	Effective	0	0	0
	Security and Accuracy of Car Park Income Collection	Adequate	Partly Effective	0	1	0
	Production and Review of Management Information Including Variance Reporting	Adequate	Partly Effective*	0	0	0
	Debt Recovery Including Write Offs	Adequate	Partly Effective	0	1	0
	Access to Car Park Keys	Adequate	Effective	0	0	0
	Debt Management Including Bailiffs	Adequate	Partly Effective	0	1	0
Total				0	4	0

Recommendation raised under the 'Accounting for Income' area.

* Recommendation raised under the 'Security and Accuracy of Car Park Income Collection' area.

Accounting for Income

2.1. Reconciliation Files

Priority 2

Recommendation	Rationale	Responsibility
<p>Reconciliations of Parking Charge Notices (PCNs) and season ticket should be recorded within a spreadsheet, detailing the amounts and who has prepared and reviewed the reconciliation.</p>	<p>Reconciliations should be checked and reviewed by two members of staff to ensure a segregation of duties, and to help enable the identification of discrepancies and/or issues. Testing of 25 PCN reconciliations was completed with one case being identified where the PCN reconciliation (dated 7 May 2014) had not been prepared and reviewed in a timely manner. In addition testing in relation to season ticket daily reconciliations also identified two cases, from the 25 examined, where there had been no independent review. The current process is for the reconciliation to be printed out and signed as agreed and reviewed. This is a paper intensive process and results in the need to store a large number of reconciliations. A spreadsheet should be used to record the reconciliation, this provides evidence the reconciliation has been completed, without the requirement to store the paper files.</p>	<p>Business Manager and Team Leaders</p>
Management Response		Deadline
<p>We are more than happy to move this to a spreadsheet and will be actioned immediately. The current system requires us to store a large amount of paper work – so this recommendation works really well for us.</p>		<p>To be completed and actioned by end of Feb 2015</p>

Security and Accuracy of Car Park Income Collection

2.2. G4S Reports

Priority 2

Recommendation	Rationale	Responsibility
<p>The reports received from G4S detailing the cash collections should be tailored to provide the information the Council requires.</p> <p>In addition, the backlog of reconciliations needs to be completed as soon as possible.</p>	<p>Relevant and appropriate information needs to be supplied by G4S to allow the Council to undertake their reconciliations.</p> <p>The current cash collection information that the Council receives from G4S is not in a user friendly format. The cash banked date is recorded but this can be some days after the money was collected, making the reconciliation process labour and time intensive. The monitoring of variances cannot be completed in a timely manner if the initial reconciliation is delayed.</p> <p>In the absence of relevant reporting there is an increased risk that income is not being correctly allocated to the appropriate car park, therefore potentially impacting on the management information that is produced. There is also a delay in identifying any variances meaning that any required investigation / remedial action is also delayed.</p>	Business and Technical Managers
Management Response		Deadline
<p>We have asked G4S to make the amendments necessary and will chase accordingly which is currently happening. We have asked for reports to be customised to fit our needs, but G4S have not been very forthcoming as many of their reports are automatically generated and therefore we have to work within the limits of these. We have adapted and whilst the way we are currently working is not ideal in regard to resources used we are managing. We recognise that the issue of variances is not currently being looked at, but this is being addressed within the department using existing resources.</p>		End of FY 14/15

Debt Recovery Including Write Offs

2.3. Approval of Write Offs

Priority 2

Recommendation	Rationale	Responsibility
The approval method for the parking write-offs should be formally agreed.	<p>The approval method for the parking write-offs needs to be approved so that the governance requirements expected by management are clearly defined.</p> <p>Two recommendations were raised as part of the Corporate Debt audit (2011/12) in relation to the documentation and approval of parking write-offs. Action has been taken to improve the process and a spreadsheet is now produced to record the write-offs, however, a final determination has not yet been made in relation to the approval of the write-offs.</p> <p>In the absence of an agreed protocol for parking write-offs there is an increased risk that write-offs are completed incorrectly and that the Council fails to comply with its Standing Financial Instructions.</p>	Group Manager and Business Manager
Management Response		Deadline
<p>The present system is time consuming and uses significant resources which has made the task more efficient, but time consuming. This will be re-examined to see if further efficiencies can be made.</p> <p>The issue of writing debt off on behalf of another authority has been brought up as an issue and needs further consideration. It is believed that the Agreement encompasses the delegated powers from the partner authorities required.</p> <p>A write-off process will be written relating to on-street and off-street debts and submitted to the Joint Committee meeting in June for agreement.</p>		Joint Committee meeting – June 2015




Debt Management Including Bailiffs

2.4. Service Level Agreements with Bailiffs

Priority 2

Recommendation	Rationale	Responsibility
The Service Level Agreements (SLAs) with the bailiffs should be signed by each of the bailiffs as soon as possible.	Signed SLAs define the agreement between all parties and set out service expectations. It was confirmed that a Bailiffs SLA had been produced but that the companies had not yet signed up to them. In the absence of signed SLAs there is an increased risk that service provision falls below expectations and there may be limited means of recourse in the event of service issues.	Business Manager and responsible Team Leader
Management Response		Deadline
This a work in progress and officers are currently working with procurement and the tender experts to join a framework which will allow bailiffs to be appointed accordingly. Once on the framework SLAs will be issued and signed.		April 2015

Direction of Travel

	Improved since the last audit visit. Position of the arrow indicates previous status.
	Deteriorated since the last audit visit. Position of the arrow indicates previous status.
	Unchanged since the last audit report.
No arrow	Not previously visited by Internal Audit.

Adequacy and Effectiveness Assessments

Please note that adequacy and effectiveness are not connected. The adequacy assessment is made prior to the control effectiveness being tested.

The controls may be adequate but not operating effectively, or they may be partly adequate / inadequate and yet those that are in place may be operating effectively.

In general, partly adequate / inadequate controls can be considered to be of greater significance than when adequate controls are in place but not operating fully effectively - i.e. control gaps are a bigger issue than controls not being fully complied with.

	Adequacy	Effectiveness
	Existing controls are adequate to manage the risks in this area	Operation of existing controls is effective
	Existing controls are partly adequate to manage the risks in this area	Operation of existing controls is partly effective
	Existing controls are inadequate to manage the risks in this area	Operation of existing controls is ineffective

Appendix 1 - Audit Framework

Audit Objectives

The audit was designed to assess whether management have implemented adequate and effective controls over the Parking Partnership Services Including Income.

Audit Approach and Methodology

The audit approach was developed with reference to the Internal Audit Manual and by an assessment of risks and management controls operating within each area of the scope.

The following procedures were adopted:

- identification of the role and objectives of each area;
- identification of risks within the systems, and controls in existence to allow the control objectives to be achieved; and
- Evaluation and testing of controls within the systems.

From these procedures we have identified weaknesses in the systems of control, produced specific proposals to improve the control environment and have drawn an overall conclusion on the design and operation of the system.

Areas Covered

Audit work was undertaken to cover the following areas:

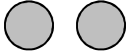



- Partnership Agreement;
- Policies and Procedures;
- Accounting for Income;
- Season Tickets;
- Partnership Costs;
- Joint Committee;
- Management Information;
- Procedures for the Collection of Car Park Fees;
- Security and Accuracy of Car Park Income Collection;
- Production and Review of Management Information Including Variance Reporting; and
- Access to Car Park Pay Point Keys

Appendix 2 - Definition of Audit Assurance

Assurance Gradings

For each audit, we arrive at a conclusion that assesses the audit assurance in one of four categories. These arise from:

- Our evaluation opinion: we assess the system of controls, which are in place to achieve the system objectives.
- Our testing opinion: we check whether the controls said to be in place are being consistently applied.

	Full Assurance	There is a sound system of internal control designed to achieve the Council's objectives. The control processes tested are being consistently applied.
	Substantial Assurance	While there is a basically sound system of internal control, there are weaknesses, which put some of the Council's objectives at risk. There is evidence that the level of non-compliance with some of the control processes may put some of the Council's objectives at risk.
	Limited Assurance	Weaknesses in the system of internal controls are such as to put the Council's objectives at risk. The level of non-compliance puts the Council's objectives at risk.
	No Assurance	Control processes are generally weak leaving the processes/systems open to significant error or abuse. Significant non-compliance with basic control processes leaves the processes/systems open to error or abuse.

The assurance gradings provided above are not comparable with the International Standard on Assurance Engagements (ISAE 3000) issued by the International Audit and Assurance Standards Board and as such the grading of 'Full Assurance' does not imply that there are no risks to the stated objectives.

Recommendation Gradings

In order to assist management in using our internal audit reports, we categorise our recommendations according to their level of priority as follows:

Priority Level	Definition
1	Major issues for the attention of senior management and the Governance Committee.
2	Important issues to be addressed by management in their areas of responsibility.
3	Minor issues resolved on site with local management.

Appendix 3 - Staff Consulted

Staff Consulted

- Richard Walker Parking Partnership Group Manager
- Christine Belgrove Parking Manager
- Trevor Degville Parking Systems Team Leader
- Emma Day Parking Business Manager
- Roy Anderson Income Officer
- Jason Butcher Parking Systems Team Leader

Draft Report Distribution

- Matthew Young Head of Operational Services
- Richard Walker Parking Partnership Group Manager

Final Report Distribution

- All of the above

Audit Team

- Hayley McGrath Internal Audit Manager
- Nicola Hallas Auditor

Appendix 4 - Audit Timetable and KPIs

	Dates	Target KPI	Days Taken
Planning meeting	10 December 2014		
Fieldwork start	26 January 2015		
Fieldwork completion	12 February 2015		
Exit meeting	13 February 2015		
Draft report issued to Council	13 February 2015	15 days	1 day
Management response received		15 days	
Final report issued		10 days	

	KPI for Annual Plan	Percentage for Audit
Percentage of FTE fully or partly CCAB/IIA qualified input	65%	100%
Percentage of recommendations accepted	95%	

Statement of Responsibility

We take responsibility for this report which is prepared on the basis of the limitations set out below.

The matters raised in this report are only those which came to our attention during the course of our work and are not necessarily a comprehensive statement of all the weaknesses that exist or all improvements that might be made. Recommendations for improvements should be assessed by you for their full impact before they are implemented. The performance of our work is not and should not be taken as a substitute for management's responsibilities for the application of sound management practices. We emphasise that the responsibility for a sound system of internal controls and the prevention and detection of fraud and other irregularities rests with management and work performed by us should not be relied upon to identify all strengths and weaknesses in internal controls, nor relied upon to identify all circumstances of fraud or irregularity. Even sound systems of internal control can only provide reasonable and not absolute assurance and may not be proof against collusive fraud. Our procedures are designed to focus on areas as identified by management as being of greatest risk and significance and as such we rely on management to provide us full access to their accounting records and transactions for the purposes of our work and to ensure the authenticity of such material. Effective and timely implementation of our recommendations by management is important for the maintenance of a reliable internal control system.

NORTH ESSEX PARKING PARTNERSHIP (NEPP)

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

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

COMMITTEE / WORKING GROUP	DRAFT REPORT DUE DATE	CLIENT OFFICER MEETING	JOINT COMMITTEE MEETING	MAIN AGENDA REPORTS	AUTHOR
				Scheme Updates TRO Schemes for approval	Trevor Degville/Shane Taylor (PP) Trevor Degville/Shane Taylor (PP)
Joint Committee for On/Off Street Parking	19 November 2015	26 November 2015 10-12pm Grand Jury Room, Town Hall, Colchester	17 December 2015 Harlow	Budget Update Scheme Updates Forward Plan 16/17 Pay and Display Price Review	Richard Walker Trevor Degville/Shane Taylor (PP) Jonathan Baker (CBC) Richard Walker
Joint Committee for On/Off Street Parking	11 February 2016	18 February 2016 10-12pm G3, Rowan House Colchester	10 March 2016 Uttlesford	Policy Review Operational Report TRO Schemes for approval	Richard Walker (PP) Lou Belgrove (PP) Trevor Degville/Shane Taylor (PP)
Joint Committee for On/Off Street Parking	19 May 2016	26 May 2016 10-12pm G3, Rowan House	23 June 2016 G3, Rowan House Colchester	Statement of Accounts Annual Governance Statement/ Risk Register (schedule high up the agenda) Operational Report Scheme Updates Annual Report	Steve Heath (CBC) 01206 282389 Hayley McGrath (CBC) 01206 508902 Richard Walker / Lou Belgrove (PP) Trevor Degville/Shane Taylor (PP) Richard Walker

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