



*North Essex  
Parking Partnership*

**Part 1: April to June 2020**  
**Operational Report**

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# Contents

Page 3 – Service overview

Page 4 – On-street parking

Page 5 – Off-street parking

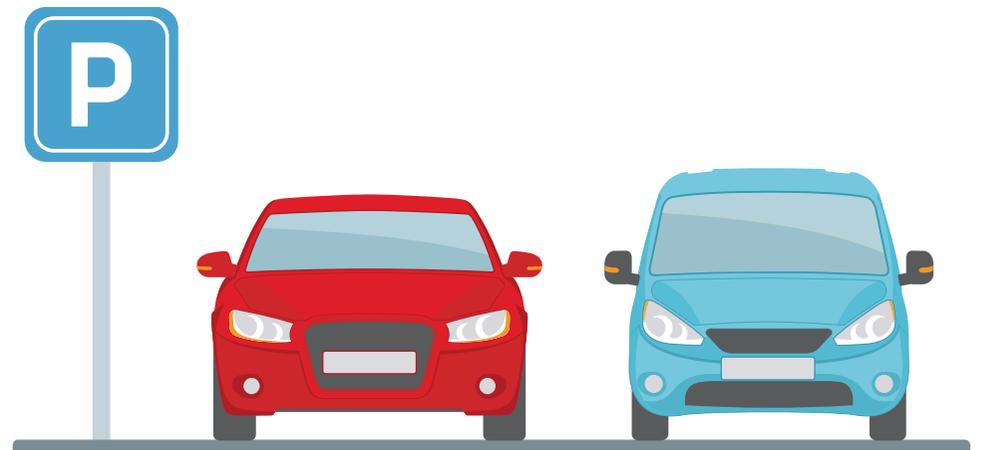
Page 7 – Parking education

Page 8 – People and performance

Page 9 – Work programme

Page 10 – How we invest and develop

This is the first quarterly Operational Report and will become Part 1 of our Annual Report 2020/21, so you won't have to wait until mid-2021 to see it!



# 1 Service overview

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

## Responding to the coronavirus pandemic

Due to the coronavirus (Covid-19) pandemic, the UK was in lockdown during the first quarter of the 2020/21 period, therefore this Operational Report will feature the way in which we have responded to the pandemic, and the measures and tools we put in place to help protect our communities and staff during this difficult period.

## Support for NHS and Key Workers

To help NHS staff and Key Workers during this time, we provided them with parking exemptions in the form of free digital parking permits with no time restrictions, to use in on-street parking places and council-owned car parks.

## Permit and season ticket extensions

With vehicle movements restricted and only essential travel allowed for the majority of this period, we extended the expiry date of all existing resident and business permits and season tickets for free. Read more in section 2.

## Adapting our operations

The national lockdown meant we had to quickly make changes to the way we operate to protect our communities and staff, ensure business continuity and that our customers' changing needs were met as the situation evolved. Read more in sections 5 and 7.

## Temporary red routes

Several temporary Red Route Traffic Regulation Orders (TROs) were introduced in specific locations where dangerous, problematic and obstructive parking increased during the Covid-19 pandemic. Read more in section 2.

## Online updates

At the start of the pandemic, we set up a dedicated Coronavirus Updates webpage on our website to provide motorists and residents with the latest parking information quickly and easily. Read more in Section 4.

## Contactless parking payments

With lockdown restrictions easing towards the end of this three-month period, we actively encouraged motorists to make contactless payments using MiPermit. Read more in section 3.



# 2 On-street parking

## Support for NHS and Key Workers

During the national lockdown, NHS staff and critical Key Workers were likely to be working longer hours, have reduced travel options and experience difficulties finding, and paying for, somewhere to park either near their place of work or at a patient's home. To help with this, we provided parking exemptions for NHS staff and critical Key Workers in the form of a free digital parking permit with no time restrictions, to use in on-street parking places and council-owned car parks.

We also let customers know about a new national website [www.nhs-freeparking.co.uk](http://www.nhs-freeparking.co.uk) which helps NHS staff, health and social care workers and NHS volunteers (critical care workers) find free parking locations quickly and easily.

## Permit and season ticket extensions

As vehicle movements were initially restricted and only essential travel allowed to take place, we extended the expiry date of all existing resident and business permits and season tickets by a period of three calendar months, giving customers one less thing to worry about during this difficult time. With many people working from home, we also relaxed some resident parking restrictions to enable residents to park safely in other areas.

## Temporary Red Routes

As emergency measures, we introduced temporary Red Route Traffic Regulation Orders in Epping Forest, Mersea and Hatfield Forest where problematic and obstructive parking has increased during the Covid-19 pandemic.

These temporary restrictions came about after a large number of motorists were parking dangerously and obstructively on verges, caused by a combination of high volume of traffic and demand for parking. These temporary installations allowed us to assist the Police with enforcement so they could use their resources elsewhere.

As temporary emergency measures, public consultations have not been required, however, the temporary TRO period allows Essex County Council to monitor the scheme closely for 18 months. Before the end of this period, and if there is a need to amend the schemes or make them permanent, formal public consultations will take place, enabling members of the public to provide feedback on the proposals.

## Partnership working

The temporary red route in High Beech, Epping Forest was introduced following a partnership request from Essex County Council, Epping

Forest District Council, Essex Police and the City of London Corporation.

The scheme was installed to address on-street parking issues, deter non-essential travel to the Forest and support the Government's current guidelines to stop the spread of coronavirus. It also aims to improve visitor safety; prevent obstructions caused by problematic parking; reinforce the byelaw of local verges; release police resources that had been required to manage the situation; and support the City of London Corporation's environmental and management plans for the area.



# 3 Off-street parking

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

## Contactless payments with MiPermit

We introduced the MiPermit app payment system to the car parks we manage eight years ago and since then we've worked hard to increase usage of the app for off-street parking, which includes the MiPermit campaign we ran last summer.

MiPermit has many advantages for customers, and for us as an organisation, however its contactless nature, has proved a real benefit during the pandemic and is something we've actively promoted in car parks, and through posters and social media.

As restrictions eased in June, we have also worked in partnership with Colchester Borough Council to support their town centre recovery and have set up an attractive parking offer which is only available to customers paying using the MiPermit app.

## Safety measures

As the first lockdown restrictions began to ease and travel restrictions lifted, we displayed posters in car parks promoting contactless payments as well as advising people how to use payment machines safely.

We also worked with Essex County Council to produce floor vinyls for social distancing purposes at their Colchester Park and Ride site, ahead of its re-opening on 6 July.

## Partnership working

We have continued to support Colchester Borough Council with its positive parking review, which includes its proposal for a new five-year parking strategy. The strategy includes a range of ideas to support and deliver improved and smarter parking services in Colchester, which also support the Council's climate emergency declaration. The public consultation ends in July and we will then work in partnership with Colchester Borough Council to deliver the outcome.

**PARKING PARTNERSHIP**  
NORTH ESSEX

## PAYING FOR PARKING

When possible make **contactless** payments with **MiPERMIT**

**CONTACTLESS PAYMENT**

**SAFETY MEASURES**

**STAY ALERT | CONTROL THE VIRUS | SAVE LIVES**

[parkingpartnership.org](http://parkingpartnership.org)



**9,409**  
parking permits  
temporarily extended

**3,558**  
NHS and  
Key Worker  
permits issued



**9.6 miles**  
of temporary red  
routes introduced

**5,688**  
CORONAVIRUS  
WEBPAGE VIEWS



Percentage of issued PCNs which were challenged at the informal stage

**97,000**  
impressions

# 4 Parking education

## Communicating changes

Due to the national lockdown, our usual parking education resources such as our 3PR school parking initiative could not take place, however the unprecedented situation and lockdown meant that we had to keep our staff, customers and partners informed about changes to our services and the support available.

Changes to our service delivery and support was communicated to the public via our website with a dedicated Coronavirus Updates webpage, which had almost 6,000 views by the end of June. Social media was also a great and popular tool and, during the three-month period, our Twitter impressions were at their peak with 97,000 impressions! We were also able to quickly and easily contact MiPermit account holders through their online accounts to update them about permit extensions.

We also kept partners and key stakeholders up to date through email, online meetings and e-newsletters and used a range of communication tools to keep our staff informed too.



**WE ARE  
HERE  
TO HELP**



# 5 People and performance

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

## Innovation

Due to the restrictions in place, our Annual General Meeting and Joint Parking Committee meeting in June was held remotely for the first time via Zoom. The meeting was livestreamed from our lead partner authority, Colchester Borough Council's YouTube channel, where a recording was added afterwards.

## Efficiency

To communicate the temporary extension to permit holders, we contacted customers directly through their online MiPermit accounts, which saved resources due to its efficiency.

## Education

During the lockdown, we promoted the importance of continuing to park safely and legally to allow essential vehicles such as emergency services, waste collection and delivery vehicles to be able to access local roads easily and safely.

Our website and Twitter and Linked In accounts continue to be used as a place to educate.

## Communication

As restrictions eased and our patrols increased, our Civil Enforcement Officers experienced an increase in abuse towards them whilst carrying out their roles. To address this, as part of the national #haltthehate campaign and to protect our staff, we issued an appeal to the public to behave responsibly, and reminded them of the important role our staff undertake in keeping traffic moving and our local roads safe and accessible for all road users.



# 6 Work programme

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

## Parking projects

At our Joint Parking Committee meeting held in January, 18 exciting new parking projects with an investment of over £1 million from the organisation's Reserve Fund were given provisional approval. These projects enable the organisation to reinvest revenue into parking services across North Essex and several include making use of the latest technology and innovations, such as a trial of school parking cameras and on-street bay sensors. Due to the impact of coronavirus, these projects will continue to be progressed as and when possible throughout the year.

## Video series

We've appointed a local film production company to produce a series of short videos to promote and support the work we do. Some of the videos will be educational, whereas others will be promotional, but all will demonstrate how

innovative we are and will be used for different purposes. Filming for each of these has now begun and we've already launched our first video "About Us", which received national recognition as part of our Communications Award entry at the British Parking Awards 2020. Work on our next video, which will be a step-by-step guide to using the MiPermit App to pay for off-street parking, is underway and we hope to launch this as restrictions ease.

## Working with Babergh & Mid Suffolk Council

Richard Walker, our Parking Partnership Manager, is continuing to work with Babergh and Mid Suffolk District Councils (B&MSDC) to help support the creation of their new parking strategy.

NEPP and B&MSDC share a long boundary so the conversation is a logical step, and our guidance encourages working together with neighbouring authorities.

## Parking Strategy for Colchester

NEPP is also supporting Colchester Borough Council with a new five-year parking strategy and has recently launched a public consultation on the proposals.

## Positive Parking Agenda

As a founding member, we continue to champion the Positive Parking Agenda (PPA). We embed the key principles in our everyday work and lead by example.

You can find out more about the Positive Parking Agenda online at [www.positiveparkingagenda.co.uk](http://www.positiveparkingagenda.co.uk).



# 7 How we invest and develop

The coronavirus pandemic and national lockdown meant that we had to adapt our services quickly and efficiently to be able to operate safely to protect our staff and local communities. This meant changes had to be made to the equipment we use and the way we operate our services to ensure they are Covid-secure.

Office-based staff were provided with equipment and support to enable them to work from home in a safe way, which included providing desks and equipment to enable call handling from home broadband.

New technology such as Microsoft Teams was rolled out to staff to enable meetings to continue, and to enhance staff communication and share key messages and video updates from our Group Manager, Richard Walker.

Risk assessments for all our teams were immediately carried out and steps taken to negate any potential risks to staff and public wellbeing. Our Business Continuity Plan was also used and updated to fit these unprecedented circumstances.

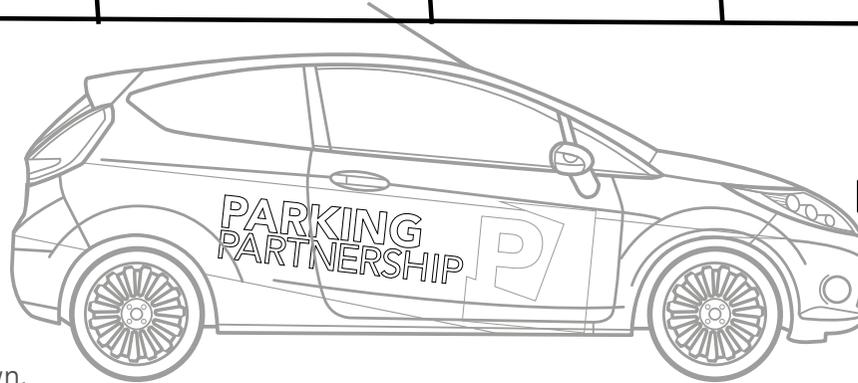
When patrols recommenced in May, additional patrol vehicles were brought in and Covid-secure screens installed in existing vehicles to protect



any staff sharing a vehicle. In addition to usual Personal Protective Equipment (PPE), staff were also provided with additional PPE such as face masks and hand sanitiser.

Staff wellbeing is always a top priority for us and the challenging circumstances the coronavirus pandemic has brought means we have to ensure

we're doing everything we can so our staff are safe and supported. Since March we have introduced additional tools and processes to ensure all our staff are well connected to their colleagues and managers, and aware of the support that is available to them and how to access it.



Colouring sheet created by NEPP for the public to use during the national lockdown, featuring the iconic rainbow symbol.

# Contact us

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*North Essex  
Parking Partnership*

**Part 2: July to September 2020**  
**Operational Report**

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# Contents

Page 3 – Service overview

Page 4 – On-street parking

Page 5 – Off-street parking

Page 7 – Parking education

Page 8 – People and performance

Page 9 – Work programme

Page 10 – How we invest and develop

This is the second quarterly Operational Report and will become Part 2 of our Annual Report 2020/21, so you won't have to wait until mid-2021 to see it!



# 1 Service overview

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

## Responding to the coronavirus pandemic

During the second quarter of the 2020/21 period, the restrictions put in place to reduce the spread of coronavirus (Covid-19) began to ease over the summer months. This Operational Report will feature how we continued to respond to the pandemic as well as the measures and tools we put in place to deliver our services and help protect our communities and staff during these difficult times.

## Support for NHS Workers

Once the lockdown ended, we continued to provide parking exemptions for NHS staff to create free parking stays whilst they're on duty, in the council-owned car parks we manage. Read more in section 3.

## Contactless parking payments

With lockdown restrictions easing and non-essential retail able to reopen, we actively encouraged motorists to make contactless car parking payments using MiPermit, which included launching our first MiPermit App video. Read more in section 3.

## Data Led Services

This summer, we established a new Data Led Services Team, who will be using technology and data to allow us to work even more efficiently by focusing and tailoring our patrols to where they are needed. Read more in section 2.



# 2 On-street parking



## **New Data Led Services Team**

We established a new and dedicated Data Led Services Team whose aim is to use innovative technology and gather data to enable us to deliver more efficient and focused enforcement across North Essex. As part of their work, this new team will manage on-street parking patrols using our Park Safe Camera car, develop our existing 3PR initiative for schools, and investigate blue badge, season ticket and permit misuse.

## **Partnership Working**

Following the installation of temporary red routes in the spring to address problematic parking, many of these, including the new route in Epping Forest, continued to be busy and we worked closely with Epping Forest Constabulary to carry out joint patrols of the area.

## **Camera installation**

As part of our £1 million programme of projects, we worked with Essex County Council to install four school parking cameras to monitor parking and waiting restrictions outside schools taking part in our upcoming school parking camera pilot project.

## **Patrols**

We continued our patrols and increased these in areas such as Epping Forest and Hatfield Forest, where there was an increase in traffic and problematic parking. In September, as schools fully re-opened since the outbreak of coronavirus, we resumed our patrols at more than 300 schools in North Essex.

We also recruited four Civil Enforcement Officers to maintain patrol levels across partner areas.

## **Traffic Regulation Orders**

Our Engineering Team introduced seven Traffic Regulation Orders across all partner areas, which became operational in this quarter. This included a temporary red route on Coast Road and Victoria Esplanade in West Mersea to address access issues. Further information about red routes can be found online at [www1.parkingpartnership.org/north/redroutes](http://www1.parkingpartnership.org/north/redroutes).

# 8 Off-street parking

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

## Support for NHS Workers

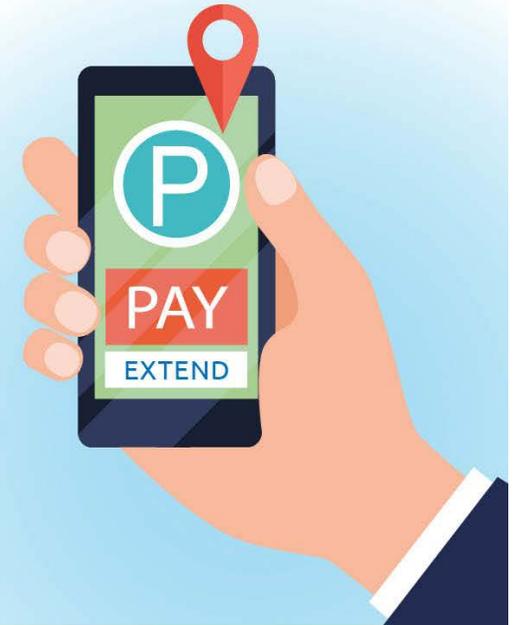
To help NHS staff and critical key workers during the national lockdown in the spring, we provided parking exemptions in the form of a free digital parking permit with no time restrictions to use in on-street parking places and council-owned car parks. As the restrictions and situation changed over the summer, we continued to provide exemptions for NHS staff whilst they were on duty in the form of free parking stays, in car parks managed by us in Braintree, Colchester, Harlow and Uttlesford.

## Safety measures

During the summer, we displayed posters in car parks promoting contactless payments as well as advising people how to use payment machines to reduce the spread of coronavirus.

We also worked with Colchester Borough Council to produce and install floor vinyls near to the cash

# When possible make **contactless** payments with **MIPERMIT**



## Stay alert | Control the virus | Save lives

and card payment machines in their car parks, promoting contactless payments with MiPermit.

## MiPermit promotion and video

The cashless nature of MiPermit means customers only need to handle their own devices and can avoid using cash and card payment machines in car parks we manage. This has proved a real benefit during the pandemic and is something we've actively promoted in car parks and through posters and social media. In Colchester, we also continued to offer an attractive parking offer

which was only available to customers paying for their parking stay using the MiPermit app, which also supported the town centre recovery and encouraged contactless payments.

In addition to this, and to help encourage contactless payments and reduce the spread of coronavirus, we also launched our latest video which provides motorists with a short, step-by-step visual and audio guide to using the free MiPermit app to make contactless payments in car parks, which so far is proving to be our most popular video ever!

During the period  
1 July to 30 September 2020

14.8%

Q1

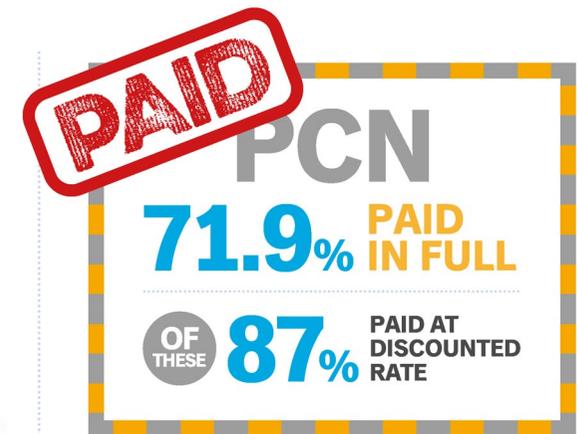
APRIL - JUNE  
2020

19.13%

Q2

JULY - SEPTEMBER  
2020

Percentage of issued PCNs which were challenged at the informal stage



**MIPERMIT**  
Using the MiPermit App in Car Parks

**1 x video launched**

**1 x Team created!**  
DATA LED SERVICES

**Penalty Charge Notice**  
**70,000**  
biodegradable PCN pockets used instead of single-use plastic versions over past year

**50**  
**MIPERMIT**  
floor vinyls installed

Make **contactless** payments with **MIPERMIT**

**54%**  
car park payments in Colchester via **MIPERMIT**  
An increase of 100% over the past year!

**2,192k**  
more  
**MIPERMIT**  
accounts set up compared to same period previous year

# 4 Parking education

## Part 3: Operational Report and Annual Report 2019/20

We published Part 3 of our 2019/20 Operational Report and 2019/20 Annual Report. The design mirrors that of our award-winning 2017/18 report which presents clear figures, interesting graphics to highlight facts and uses concise and jargon-free text to share our information. To view all our operational and annual reports, please visit [www.parkingpartnership.org](http://www.parkingpartnership.org).

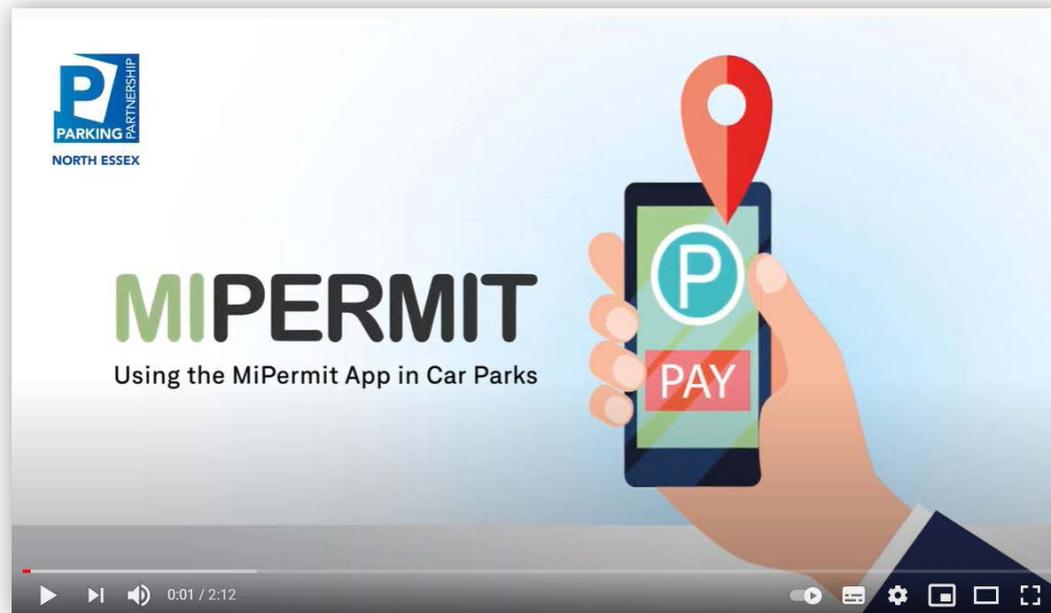
### Educational video launched

As mentioned in section 3, we launched our latest video, providing a visual and audio step-by-step guide to using the MiPermit app to make contactless payments in car parks.

### Communicating changes

Due to school closures for all except key workers' children and the summer holidays, our 3PR school parking initiative could not take place.

We did, however, continue to keep our staff, customers and partners informed about changes to our services and the support available.



Changes to our service delivery and support was communicated to the public via our website, which had over 106,000 page views from July to September – an increase of 19% from the same period in 2019. Social media was also a useful and popular tool during this period with our Twitter impressions totalling 49,000 and our most popular tweet about returning back to school safely, having 2,400 impressions.

We also kept partners and key stakeholders up to date through email, online meetings and e-newsletters, and used a range of communication tools to keep our staff informed too.

# 5 People and performance

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

## Innovation

July marked one year since we began using biodegradable Penalty Charge Notice (PCN) pockets instead of single-use plastic versions, which we believe we were the first parking authority in the country to do. Over the past year, the switch has meant we've avoided using 70,000 single-use plastic envelopes!

In September, we worked with Essex County Council to install four temporary parking enforcement cameras outside two primary schools, ahead of our plans to launch our school parking camera pilot scheme in the autumn. Once launched, we believe this new and innovative scheme will be one of the first of its kind in the country.

## Efficiency

As we returned to our usual level of patrols in early July, additional vehicles were also sourced to avoid the need to car share and to help officers to patrol effectively without impacting our services.

In Colchester, we oversaw and managed the work to install new energy efficient LED lighting within two multi-storey car parks in Colchester. The new lighting is more energy efficient, better quality and less maintenance. It's estimated the total CO2 emission saving will be close to 100 tonnes per year and the project will pay for itself in just over five years.

## Education

As mentioned in Sections 1 and 3, we heavily promoted the cashless and contactless nature of MiPermit through posters, social media, car park floor vinyls and our new video, which provides a step-by-step audio and visual guide to using the MiPermit app in car parks.

Our website and social media accounts continue to be used as a place to educate and share key messages from ourselves and the parking sector.

## Communication

As our patrols resumed to our usual levels in July, our Civil Enforcement Officers experienced an increase in abuse towards them whilst carrying out their roles. To address this, protect our staff and as part of the national #HaltTheHate campaign, we continued an appeal to the public to behave responsibly, and reminded them of

the important role our staff undertake in keeping traffic moving and our local roads safe and accessible for all road users.

In September, we published our final Operational Report for 2019/20 which also formed part of our Annual Report 2019/20. The purpose of reports in this way was to improve everyone's understanding of what we deliver on a daily basis and to give the public more up-to-date information about our service. The new format of these reports was highly commended at the PATROL PARC awards and supports the Positive Parking Agenda. Read more in Section 4.



# 6 Work programme

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

## Video series

As mentioned in previous operational reports, we've appointed a local film production company to produce a series of short videos to promote and support the work which we do. Our recent video, about using the MiPermit app to make contactless payments in car parks, was part of this series. We will now begin work on our next video, which will be an informative video about using MiPermit to manage parking permits in North Essex.

## Working with Babergh & Mid Suffolk Council

Richard Walker, our Parking Partnership Manager, is continuing to work with Babergh and Mid Suffolk District Councils (B&MSDC) to help support the creation of their new parking strategy.

NEPP and B&MSDC share a long boundary so the conversation is a logical step, and our guidance encourages working together with neighbouring authorities.

## Parking Strategy for Colchester

NEPP is continuing to support Colchester Borough Council with a new five-year parking strategy and is currently reviewing the results of the public consultation which took place in early summer.

## Positive Parking Agenda

As a founding member, we continue to champion the Positive Parking Agenda (PPA). We embed the key principles in our everyday work and lead by example. Our latest video, which provides a step-by-step guide to using the MiPermit app to make contactless payments in car parks, also supports the aims of the PPA.

You can find out more about the PPA at [www.positiveparkingagenda.co.uk](http://www.positiveparkingagenda.co.uk).

## COLCHESTER POSITIVE PARKING STRATEGY



# 7 How we invest and develop

The ongoing coronavirus pandemic has meant that we have had to continue to react to changes in restrictions and guidance, and adapt our services quickly and efficiently to be able to operate safely. This meant changes had to be made to the equipment we use and the way we operate our services to ensure they are Covid-secure, e.g. purchasing additional patrol vehicles and producing additional communication materials, as mentioned in Section 5.

Where possible, we've continued to progress with our £1 million programme of projects, which allow us to reinvest revenue into parking services across North Essex. Over the summer period this has included purchasing and installing four school parking cameras, ahead of our planned launch in the autumn.





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*North Essex  
Parking Partnership*

**Part 3: October to  
December 2020**

**Operational Report**

---

# Contents

Page 3 – Service overview

Page 4 – On-street parking

Page 5 – Off-street parking

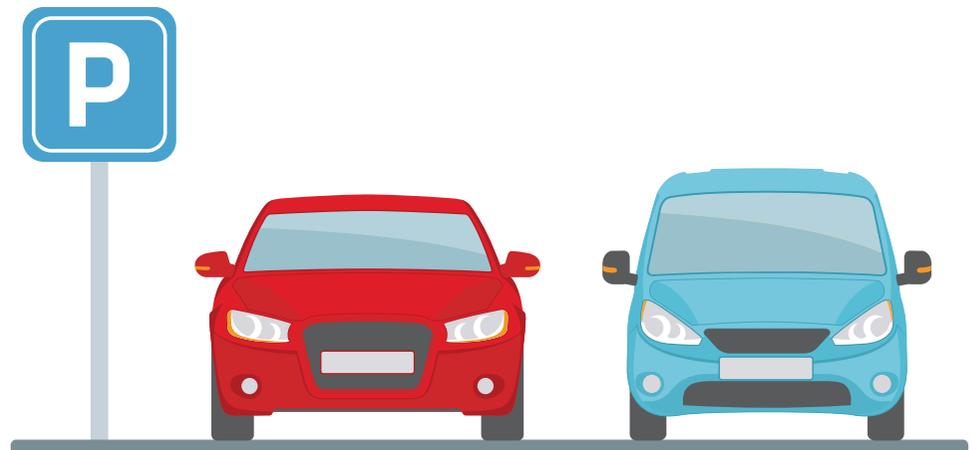
Page 7 – Parking education

Page 8 – People and performance

Page 9 – Work programme

Page 10 – How we invest and develop

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# 1 Service overview

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

## Responding to the coronavirus pandemic

During the third quarter of the 2020/21 period, the coronavirus (Covid-19) pandemic restrictions continued to change. A second lockdown and tier restrictions were introduced, which saw boroughs/districts in North Essex under different tiers for a period. This report will include the way in which we continued to respond to the pandemic and the measures we put in place to deliver our services, help protect our communities and staff during these difficult times and prevent the spread of coronavirus.

## MiPermit on-street video launched

Following the success of our video about using the MiPermit app to make contactless payments in car parks, we launched our next video which explains how to use MiPermit to manage parking permits in North Essex. Read more in section 2.

## First UK Park Active pilot scheme launched

In November, we supported Colchester to become the first UK location to launch a Park Active pilot scheme, a new active travel scheme created by the British Parking Association, which supports the environment and encourages active travel to build healthier communities. Read more in section 3.

## Parking Strategy for Colchester

Following a public consultation in the summer, we finalised a new five-year off-street parking strategy for Colchester Borough Council, which was agreed in November. Read more in section 3.

## Supporting the Selfish Parking campaign

As a founding member, we continue to champion the Positive Parking Agenda (PPA) and, as part of this, we have been supporting and promoting the British Parking Association's (BPA's) national Selfish Parking campaign which launched in October 2020. Read more in section 4.



# 2 On-street parking

## Footways and obstructive parking

We submitted our response to the Department for Transport's consultation on proposed changes to tackle pavement parking legislation which took place in the autumn. Our response was based on previous discussions about this subject at our Joint Parking Committee meetings where we continue to provide updates on this.

## Services and support during lockdown

Following the announcement of a second lockdown in England, starting on 5 November, we adapted our on-street parking services and operations during this second lockdown to keep roads safe and accessible and to support our customers. This included:

- prioritising patrols on safety critical routes and making sure roads were accessible outside schools and for essential vehicles such as emergency services, waste collections and deliveries
- temporarily extending resident parking permits in Braintree, Colchester, Epping Forest, Harlow, Tendring and Uttlesford
- continuing the digital parking permit scheme for NHS staff so that whilst they were on duty they could park for free in Braintree, Colchester, Harlow and Uttlesford car parks.

- offering additional payment options for customers with Penalty Charge Notices who are under financial pressure
- asking customers to use online and contactless services as much as possible, park considerately and legally, and respect our staff.

## MiPermit on-street video launched

We launched our latest video which provides motorists with a short, visual and audio guide to using MiPermit to set up and manage season tickets as well as resident, visitor and business parking permits in our partners' districts and boroughs. The video is part of a series of videos we're producing which supports the national Positive Parking Agenda and informs our customers and stakeholders about the services we provide.

To view this video, please visit our [YouTube channel](#).

## Bike to School Week

During national Bike to School Week, we showed our support on social media by carrying out interactive polls, promoting our 3PR initiative and highlighting how cycling to school helps to tackle parking and congestion issues.



# 8 Off-street parking

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

## Colchester's Parking Strategy agreed

Following a final public consultation in the summer, we finalised a new [five-year off-street parking strategy for Colchester](#), which was agreed by Colchester Borough Council's Cabinet in November.

The new strategy includes a range of ideas to support and deliver improved and smarter parking services, which also support the Council's Climate Emergency Declaration and strategic vision. It also includes different approaches to influence motorists' behaviour, to have a positive impact on air quality by reducing congestion and CO2 emissions.

## Park Active pilot launched

In November and before the second lockdown, we supported Colchester to become the first UK location to launch a [Park Active pilot scheme](#), a new active travel scheme created by the

British Parking Association, which supports the environment and encourages active travel to build healthier communities.

The scheme aims to help reduce congestion and improve air quality; encourage more active travel options such as cycling and walking; free up central parking for short stay shoppers and blue badge holders; and encourage people to use outer town centre car parks which are cheaper and more accessible.

It works by allowing people to park their vehicle at a Park Active location outside the town centre and then walk or cycle for the remainder of their journey. In Colchester, and in alignment with the Council's new parking strategy, motorists pay a discounted parking rate for doing so, through MiPermit. [Find out more about Colchester's Park Active pilot.](#)

## Park Mark Plus Award

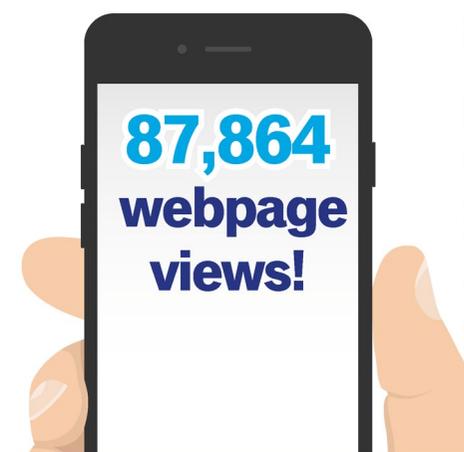
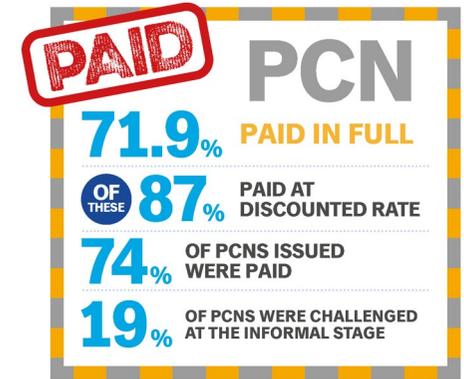
In October, the award-winning Priory Street Car Park in Colchester, which we manage on behalf of Colchester Borough Council, was the second car park in the country to receive the new and elite [Park Mark Plus](#) status from the British Parking Association.



# During the period 1 October to 31 December 2020



Percentage of issued PCNs which were challenged at the informal stage



# 4 Parking education

## **3PR: school parking scheme launched**

Our Joint Committee has set aside £50,000 to fund the 3PR initiative in North Essex, to help tackle inconsiderate parking around primary schools. Due to the coronavirus pandemic and schools been closed to all but key workers' children, we had been unable to introduce any new schemes since March. However, with the schools returning and restrictions eased in October, we were delighted to launch a Bronze package at Terling Primary School in Braintree in a Covid-secure way.

To find out more about 3PR, visit [schoolparking.org.uk](http://schoolparking.org.uk).

## **Partnership working at schools**

In October, our staff joined forces with the Police and visited several schools in Colchester during an afternoon school run. The aim was to address dangerous and inconsiderate parking outside schools and resulted in positive feedback from parents and residents, as well as some motorists being moved on and educated.

## **Selfish Parking campaign**

The British Parking Association launched a new campaign to raise awareness and help tackle selfish and anti-social parking. The campaign

is part of a series of new campaigns under the 'It's not OK to park where it's not OK to park' banner and focuses on aspects of poor parking behaviour, highlighting why effective parking management is so important. Since its launch, we've been sharing the BPA's important messages as well as creating our own, using their resource materials. To find out more about the campaign, search #selfishparking.

## **Next educational video launched**

As mentioned in section 2, we launched our latest video, which provides a visual and audio step-by-step guide to using MiPermit to set up and manage season tickets as well as resident, visitor and business parking permits across North Essex.

## **Customer Service Week 2020**

We took part in national Customer Service Week which ran from 5 - 9 October 2020. We used our social media pages on Twitter and LinkedIn to share examples of how we've adapted our services since the outbreak of Covid-19, to make sure we continue to deliver excellent customer service during these unprecedented times. This approach also supports the national Positive Parking Agenda, which we are a founding member of.



# 5 People and performance

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

## Innovation

Our new Data Led Services Team started to investigate ways of automating data processing using Power BI to help with our operations. The Team began by looking at tariff usage and car park occupancy for Colchester’s car parks and created a data model using Microsoft Office SharePoint to hold the vast amount of data and simplify the process for adding new data.

Colchester was selected as one of ten UK locations to pilot [Park Active](#), a new active travel scheme created by the British Parking Association. As we manage off-street parking on behalf of Colchester Borough Council, we were involved in establishing this new scheme in Colchester’s car parks. Read more in section 3.

## Efficiency

During this period, we recruited a Data Led Operations Manager and 3PR and Park Safe Specialist to our new Data Led Services Team who will help us to deliver more efficient and focused enforcement across North Essex. These

roles will manage on-street parking patrols using our Park Safe Camera car, develop our existing 3PR initiative for schools, and investigate blue badge, season ticket and permit misuse.

In the autumn, we adapted our recruitment processes so our assessment days could continue to be undertaken online and we successfully recruited three Civil Enforcement Officers who also completed the relevant training for the role.

We also conducted a successful trial of using the Shifts function within Microsoft Teams which means we can now share more information internally in a completely electronic format.

## Education

Our website, videos and social media accounts continue to be used as a place to educate and share key messages from ourselves and the parking sector.



We’re also supporting the BPA’s #selfishparking campaign to educate motorists about the aspects and impacts of poor parking.

## Communication

As mentioned in section 4, we took part in National Customer Service Week which ran from 5 - 9 October. Alongside external messages on our social media pages we also posted messages to our internal platform Yammer, so staff could also take part.

# 6 Work programme

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

## Video series

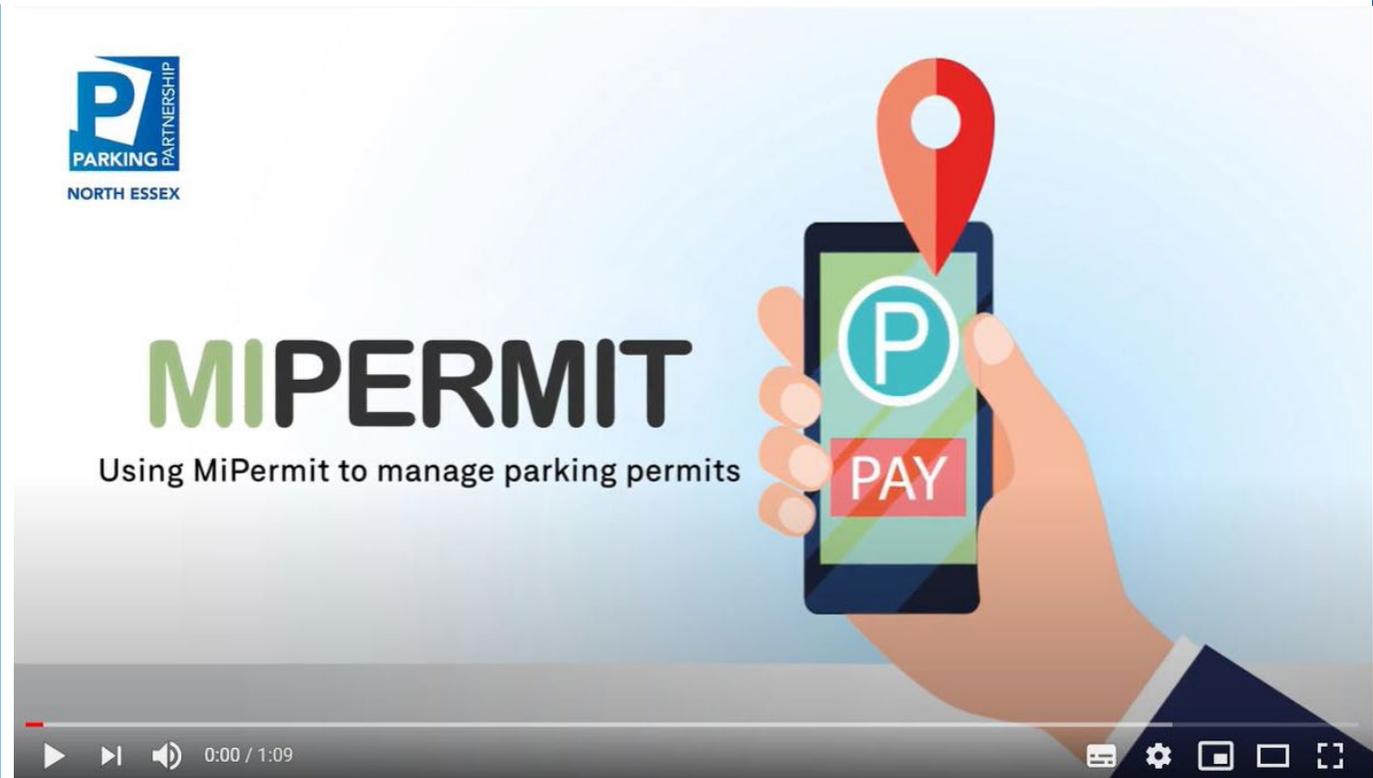
As mentioned in previous operational reports, we've appointed a local film production company to produce a series of short videos to promote and support the work we do. Our recent video about using the MiPermit app to manage parking permits was part of this series. We will now begin work on our next video, which will be an informative video about what the process is for motorists if they receive a Penalty Charge Notice.

## Working with Babergh & Mid Suffolk Council

Richard Walker, our Parking Partnership Manager, continues to work with Babergh and Mid Suffolk District Councils, to help support the creation of their new parking strategy.

## Positive Parking Agenda

As a founding member, we continue to champion the Positive Parking Agenda. We embed the key principles in our everyday work and lead by example. Our latest video, which provides a step-by-step guide to using MiPermit to manage parking permits, also supports the aims of the PPA.



You can find out more about the PPA at [www.positiveparkingagenda.co.uk](http://www.positiveparkingagenda.co.uk).

## School parking camera pilot

Due to the second lockdown and tier restrictions which were implemented, we delayed the launch of our school parking cameras pilot scheme, but are continuing to work with and update the schools and communities involved and hope to launch the scheme in the new year.

# 7 How we invest and develop

## Parking projects

Where possible, we've continued to progress with our £1 million programme of projects, which allow us to reinvest revenue into parking services across North Essex. Over the autumn period, this has included the installation, configuration and testing of our Park Safe Schools camera system, as well as further engagement with the selected schools, ready for the intended launch in early 2021.

At its December meeting, the Joint Parking Committee agreed that projects to look at variable messaging systems in Clacton, Colchester and Uttlesford would be withdrawn considering feasibility costings, freeing up possible funds to support other priority projects.

We continued working on the complex Colchester Northern Gateway car park project as well as Colchester Park and Ride operational improvements, to include new iPads and improved signage.

We also held discussions with suppliers to investigate the possibility of bay sensor integration and a new pilot scheme for this. We have been working with and talking to suppliers about developing a new way to make car park payments.





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 North Essex Parking Partnership

 Anna Tendant

[parkingpartnership.org](http://parkingpartnership.org)





*North Essex  
Parking Partnership*

**Part 4: January to March 2021**

**Operational Report**

INCLUDING **Annual Report 2020/21**

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# Contents

Page 3 – Cllr Mitchell, Chairman of the NEPP

Page 4 – Service overview

Page 5 – On-street parking

Page 5 – Off-street parking

Page 7 – Parking education

Page 8 – People and performance

Page 9 – Work programme

Page 10 – How we invest and develop

Page 11 – Our accounts

Page 13 – Annual report summary

This is the fourth quarterly Operational Report and will become the final part of our Annual Report 2020/21. You can view Parts 1, 2 and 3 at <http://www1.parkingpartnership.org/north/annualreports>



# Councillor Mitchell

Outgoing Committee Chairman



A handwritten signature in black ink that reads "Robert Mitchell".

**Councillor Robert Mitchell**

*Chairman, North Essex Parking Partnership  
Deputy Cabinet Member for Highways,  
Essex County Council*



The North Essex Parking Partnership (NEPP) has had a successful and honourable year. I've been particularly pleased with the teams' innovative, flexible and accommodating approach to the changing and challenging faces of Covid-19, complementing an impressive set of achievements.

Improving safety and parking around schools, both by expanding the 3PR initiative and introducing the Park Safe Schools Project in two pilot areas, has seen innovative use of technology to help improve road safety and encourage more sustainable school journeys.

NEPP has been proud to continue supporting the British Parking Association's Positive Parking Agenda, as well as introducing the Selfish Parker campaign and Park Active schemes, while producing a number of educational videos throughout the year. These initiatives help showcase NEPP commitment to improving parking attitudes and delivering a high standard of service.

As a founder Member of NEPP, 10 years ago, and Chairman since 2013, I'm proud to have overseen the progression of the Partnership from deficit to surplus, alongside award-winning peer recognition. With more exciting projects on the horizon, like the MiPermit discount scheme and the expected decriminalisation of obstruction parking, the future looks bright.



# 1 Service Overview

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

## Park Safe Schools launched

In March, we launched the Park Safe Schools pilot at two locations in North Essex, aiming to improve road safety outside schools and tackle dangerous and illegal parking. Supporting the existing 3PR initiative, the new scheme uses cameras outside schools and only focuses on parking behaviour in these areas. For more information see Section 4.

## Covid response

During the Covid-19 pandemic, we put in place measures to ensure that we could carry out our service in the safest way possible for staff and customers, as well as providing support

to those who need it. This involved ensuring all staff were provided with adequate personal protective equipment, implementing a dedicated coronavirus updates webpage, providing an extension to residents permits, relaxing some restrictions and providing NHS workers with a parking permit. More information is available in Section 2.

## Park Active scheme update

Since its launch in November, as the first UK Park Active pilot scheme to support the environment and encourage active travel, the NEPP has continued to support this campaign and promote messaging across its communication channels. Read more in Section 3.

## Continuing to support the Selfish Parking campaign

We have continued to support the British Parking Association's (BPAs) national Selfish Parking campaign with its relaunch, in April 2021, of updated artwork and messaging – as a part of the Positive Parking Agenda, which we are a founding member of. See more in section 4.



# 2 On-street parking

## Traffic Regulation Orders (TROs)

In March, we made changes to the TRO on Museum Street and Castle Street, Saffron Walden. This was to alter limited waiting bays and replace them with resident permit parking, due to a shortfall of resident spaces in the local area. The decision was also made due to an increase in demand for resident spaces, due to the pandemic and more home working.

## International Parking Systems machines (IPS)

We invited IPS, a new payment machine manufacturer, to test their machines for reliability in comparison to previous manufacturers. The new machines also allowed for credit card payments instead of coin payments and were added at on-street sites in Harwich; Queens Road, Buckhurst Hill; and High Road, Loughton.

## Updates on second lockdown support

As mentioned previously, we continued to provide support for residents during the second national lockdown. Implementing a phased return to patrols allowed us to target safety-critical areas and relaxing of restrictions on single yellow lines to support homeworking. Parking permits for NHS staff were continued in order to support those working on the frontline, by providing free parking stays while on shift.

## Walk to School Week and Walking Month

Through social media we supported the messaging behind Walk to School Week and National Walking Month, two great initiatives that work towards easing congestion and contributing towards greener travel. Both tie in with our 3PR and Park Safe Schools projects to help tackle parking outside schools, and work towards the aims of the parking strategy to reduce congestion and improve air quality.

# 3 Off-street parking

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

## Park Active

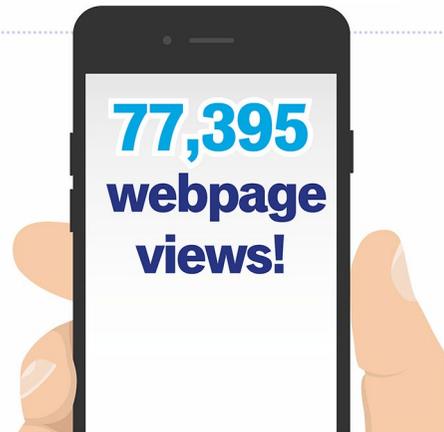
The Park Active scheme has successfully continued to run in Colchester. Encouraging active travel and providing an incentive to reduce congestion and air quality, the scheme has been running since November and has started to make a positive impact on the Borough.



## During the period 1 January to 31 March 2021:



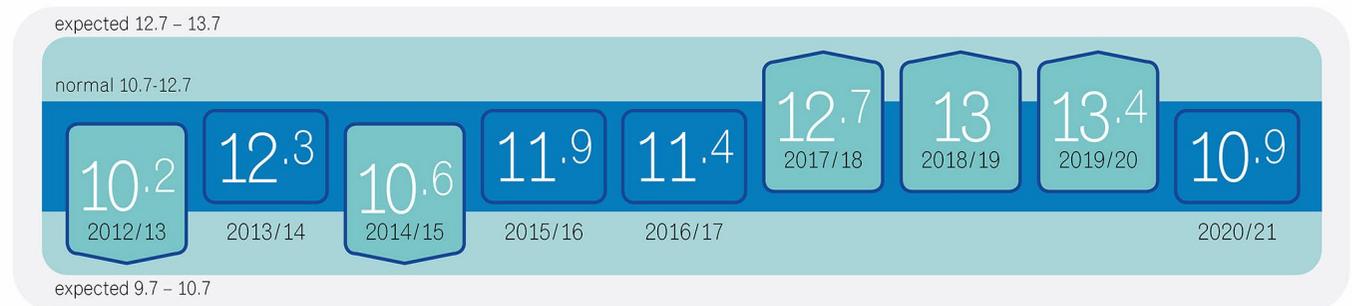
Percentage of issued PCNs which were challenged at the informal stage



## Index of Penalty Charge Notices issued between 2012/13 and 2020/21

This index shows the relationship between the number of Penalty Charge Notices issued and how these deviate from what we estimate an average to be.

In 2020/21 the number of Penalty Charge Notices issued was within the range of what we expected.



**Index of Penalty Charge Notices** issued between 2012 to 2020. The relationship between the number of Penalty Charge Notices issued and how these deviate from what we estimate an average to be.

# 4 Parking education

## Park Safe Schools launches

The scheme is believed to be one of the first of its kind in the country and aims to use technology to improve road safety at the school gates and tackle dangerous and illegal parking outside schools. It's designed to support and enhance the [existing 3PR initiative](#) which aims to tackle inconsiderate school parking through education and engagement. It will also complement existing patrols.

This new scheme uses temporary fixed parking enforcement cameras outside the schools. The camera will only focus on and monitor motorists' behaviour on the waiting and parking restrictions outside a school and, if needed, postal Penalty Charge Notices will be issued to those seen contravening the restrictions.

The two pilots took place at Stanway Fiveways Primary School in Winstree Road, Colchester and Chase Lane Primary School in Dovercourt. As this is an innovative pilot scheme, the NEPP has been working very closely with the local schools, communities and councillors over the last few months. We've also provided the schools with resources to ensure local residents, school children, parents/carers and staff are aware of the scheme too. We continue to work with the schools and local communities throughout the pilot to ensure its effectiveness. Both pilots will run for a minimum period of one school term, after which the situation will be reviewed.

## Supporting the Selfish Parker campaign

We have continued to support the British Parking Association's Selfish Parker campaign through social media, by sharing their messaging and creating our own with their resources. In April, the BPA relaunched the campaign with updated artwork to focus on tackling selfish and antisocial parking. The artwork has three core focuses: respect others, think before you park and don't be selfish. If you'd like to find out more about the campaign, search #SelfishParking online.



# 5 People and performance

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

## Innovation

As mentioned in section 4 Park Safe Schools is believed to be a first-of-its-kind scheme within the UK and utilises technology to monitor and help improve road safety outside schools.

## Efficiency

The annual staff survey took place in January which gave staff the opportunity to feedback on how well they think we’re doing. This allows us to take on their views on how we’re doing and, where possible, use the feedback positively and become more efficient as an organisation.

## Education

The series of videos being produced alongside messaging on social media and the website are used to educate and share key messages from us and the parking sector.

We continue to share the #SelfishParking messaging from the BPA campaign, to raise awareness and educate motorists on the effects of inconsiderate and selfish parking.

**DON'T BE A SELFISH PARKER**  
**#selfishparking**

**BPA**  
MEMBER OF THE  
BRITISH PARKING ASSOCIATION

- ✓ RESPECT OTHERS
- ✓ THINK BEFORE YOU PARK
- ✓ DON'T BE SELFISH

## Communication

We’re looking to launch a new internal communications strategy. This will set out where staff can best find the information they need and look to improve the communication between staff and managers in the NEPP. This will support

the staff charter, develop happy and engaged staff, and give staff the opportunity to have a say about the way we communicate through the annual staff survey.

# 6 Work programme

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

## Park Safe Schools

Park Safe Schools will look to expand to more schools within the next year, to add more cameras to tackle road safety and inconsiderate parking.

## 3PR

The promising 3PR scheme is aiming to enroll more schools in the next quarter, improving congestion and road safety around schools, aligning with our parking strategy.

## Videos – PCN video

We will be looking to complete and publish a PCN video on our Youtube channel. The video will be used to help explain what someone should do once they receive a PCN and instructions on the appeal and payment process. This will provide a valuable tool in improving efficiency as it can be signposted to customers, rather than have them contact us directly to ask questions.

## Positive Parking Agenda

Messaging around the Positive Parking Agenda has continued to be supported. The Agenda addresses a range of key priorities including congestion, safety, air quality, accessibility, technology, working together and fairness.

## MiPermit discounts launch

We are hoping to launch MiPermit discounts towards the end of June. The pilot scheme is believed to be the first of its kind in the country and aims to boost the local economy post lockdown by providing a discount on parking through the MiPermit app, when purchasing from affiliated stores in the town centre.



# 7 How we invest and develop

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

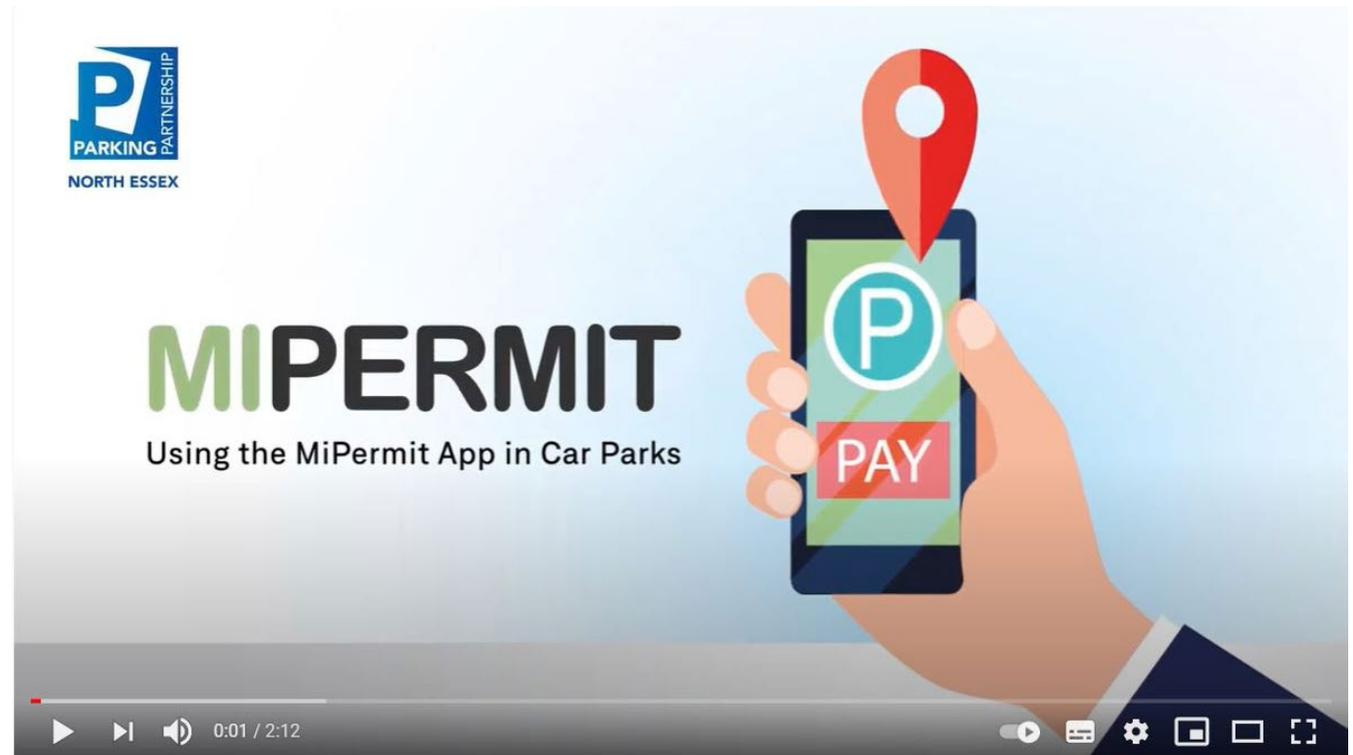
## Parking projects

### Electric vehicle trials

We are intending to trial a Renault Zoe electric vehicle as part of the Positive Parking Agenda to try and improve air quality. This trial will allow us to conduct research into how effective electric vehicles are in terms of delivering our service and look at the possibility of upgrading the entire fleet to electric vehicles in the future.

### Video series continues

Now the parking payments video has been completed, the local film company working on this series has started on our PCN video. The aim of these videos is to create a self-serve guide customers can watch to see the services we provide, which should provide some relief on the inflow of questions we receive over the phone and social media.



# Our accounts

## ON-STREET ACCOUNT YEAR END POSITION 2020/21

ON-STREET ACCOUNT	2019/2020 Last Year	2020/2021 Current Year	2020/2021 Current Year	2020/2021 Current Year
<b>Direct costs</b>	Actual	<b>Actual</b>	Budget	Variance
<b>EXPENDITURE</b>				
<b>Employee costs</b>				
Management	74	<b>123</b>	81	42
CEOs & Supervision	1,324	<b>1,399</b>	1,403	-3
Back Office	388	<b>425</b>	393	32
TROs	132	<b>134</b>	172	-38
Premises / TRO Maintenance costs	219	<b>329</b>	191	138
Transport costs (running costs)	38	<b>54</b>	30	24
Supplies & Services	500	<b>437</b>	611	-174
Third Party Payments	35	<b>13</b>	53	-40
<b>Sub total</b>	<b>2,711</b>	<b>2,914</b>	<b>2,934</b>	<b>-19</b>
<b>INCOME</b>				
Penalty Charges (PCNs)	-1,994	<b>-1,313</b>	-1,561	248
Parking Permits/Season Tickets	-883	<b>-641</b>	-729	87
Parking Charges (P&D etc)	-369	<b>-181</b>	-253	72
Other income	-24	<b>-18</b>	-2	-16
<b>Total Income</b>	<b>-3,270</b>	<b>-2,153</b>	<b>-2,545</b>	<b>391</b>
<b>Total Direct Costs</b>	<b>-559</b>	<b>761</b>	<b>389</b>	<b>372</b>
Total Non-direct Costs	458	<b>458</b>	458	0
<b>Sub total (in year operation)</b>	<b>-101</b>	<b>1219</b>	<b>847</b>	<b>372</b>
<b>Return unused TRO budget</b>	<b>-185</b>			
<b>Total for year to Reserve</b>	<b>-286</b>			

Operational budget does not include the cost of TRO maintenance, so is set to out-turn to deficit, this being taken out of reserve. If the net operating costs are in surplus (in-year) by more than £186k, no draw from reserve is required.



## OFF-STREET ACCOUNT YEAR END POSITION 2020/21

OFF-STREET ACCOUNT	2019/2020 Last Year	2020/2021 Current Year	2020/2021 Current Year	2020/2021 Current Year
<b>Direct costs</b>	Actual	<b>Actual</b>	Budget	Variance
<b>EXPENDITURE</b>				
<b>Employee costs</b>				
Management	4	<b>8</b>	5	3
CEOs & Supervision	200	<b>212</b>	210	2
Back Office	122	<b>134</b>	124	10
Off-street Account	178	<b>169</b>	171	-2
Premises costs	12	<b>11</b>	9	2
Transport costs (running costs)	14	<b>23</b>	12	11
Supplies & Services	316	<b>325</b>	311	14
Third Party Payments	11	<b>4</b>	17	-13
<b>Sub total</b>	<b>858</b>	<b>885</b>	<b>859</b>	<b>27</b>
<b>INCOME</b>				
Braintree District Council	-176	<b>-181</b>	-181	0
Epping Forest District Council	0	<b>0</b>	0	0
Harlow District Council	-73	<b>-76</b>	-76	0
Uttlesford District Council	-158	<b>-163</b>	-163	0
Other income	-39	<b>-27</b>	-45	18
Colchester Borough Council	-557	<b>-563</b>	-544	-19
<b>Sub total</b>	<b>-1,003</b>	<b>-1,010</b>	<b>-1,010</b>	<b>-1</b>
<b>Total Direct Costs</b>	-145	<b>-126</b>	-151	26
<b>Other non-direct Costs</b>	<b>140</b>	<b>132</b>	<b>156</b>	<b>-24</b>
<b>Total non-direct Costs</b>	<b>140</b>	<b>132</b>	<b>156</b>	<b>-24</b>
<b>Deficit / (Surplus)</b>	<b>-5</b>	<b>6</b>	<b>5</b>	<b>2</b>



# 9 Annual report summary

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

## Positive Parking Agenda

We will continue to champion the Positive Parking Agenda and embrace the key principles in our work and messaging in order to lead by example as a founding member.

## Park Safe Schools

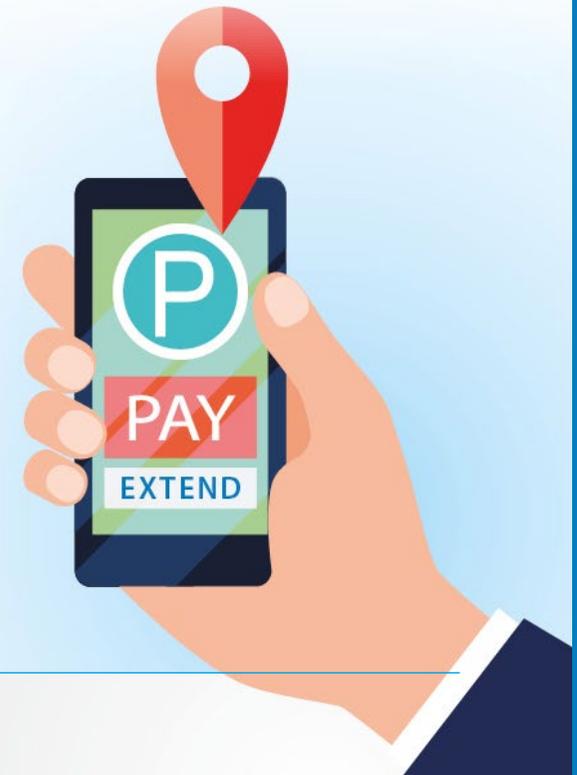
We will continue to monitor the progress of the Park Safe Schools and 3PR projects, to continue to focus our efforts on improving road safety and parking outside schools.

## Video series

The previous success of our MiPermit informative video, the parking payments video and the PCN video, coming soon, have shown the benefits of the project so far in providing customers with an easy to access and understand source of information about what we do and the services we provide.

## Covid response

Our response to the second Covid-19 lockdown and the support we've provided to staff and customers across all partners emphasises our commitment to ensure safe working conditions for staff, and to provide a high standard of service for customers.



# Contact us

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