

Thurrock Council
Annual Parking Report
2021/22

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1. Introduction

This annual report explains what we are doing to meet our parking policy objectives, detailing the key operational and financial information of the Thurrock Parking Service during 2021/22.

The report outlines achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities.

Road Traffic Act 1991 (RTA91) – Decriminalised Parking Enforcement

Prior to September 1993, the enforcement of prohibited parking was carried out by police traffic wardens. Permitted parking was enforced under criminal legislation and non-payment pursued through Magistrates Courts. As a result of legislation in the RTA91, decriminalised parking enforcement (DPE) was introduced in Thurrock in 2005.

Under the RTA91, parking contraventions are dealt with as a civil offence and notice of a contravention is issued in the form of a Penalty Charge Notice (PCN) to the motorist.

Thurrock Council provides in-house parking services and has successfully operated decriminalised parking enforcement since 1 April 2005.

We are responsible for enforcing parking, loading and waiting restrictions in the borough, covering both on-street and off-street (car parks under our management).

The Traffic Management Act (TMA) 2004 requires us to publish an annual parking report explaining how we operate and the use of any surplus income on transportation-related schemes.

The provision and enforcement of parking supports the delivery of the objectives of the Thurrock Transport Strategy 2008-2021 – which are:

- accessibility
- tackling congestion
- improving air quality
- safer roads
- facilitating regeneration

2. Parking objectives

The main objectives of the Parking Team is to help maintain the free flow of traffic on our roads and in council-managed car parks to:

- support the safety of all road users
- assist the efficient movement of traffic
- increase compliance
- maintain access to services and amenities

The main objectives of parking enforcement are to:

- make our roads safer for drivers, pedestrians, motorcyclists and cyclists
- encourage sensible and legal parking
- reduce traffic congestion on our roads

- support town centres by encouraging commuters and other drivers to use long-stay car parks, freeing-up short-stay spaces
- help Blue Badge users by keeping disabled parking spaces free for their proper use
- allow buses and service vehicles to operate more effectively
- improve the general environment
- support residents' parking by discouraging commuter parking in residential areas
- tackle HGV parking in residential areas and ports – this is a special focus

3. Parking services

During 2021/22, Thurrock Council continued to employ 10 full-time Civil Enforcement Officers (CEOs) who patrolled across the borough to ensure parking restrictions were monitored and effective enforcement delivered in support of the above parking objectives. All CEOs wear high visibility uniform and are clearly identifiable in line with best practice and legislative requirements.'

The Parking Service has invested in new IT solutions, purchasing new handheld computer hardware for all front-line CEOs to assist them in issuing quality Penalty Charge Notices (PCNs), and investing further in the back-office parking processing system to deliver a more streamlined back office process, which in turn will deliver a better customer experience.

There are 8 CEOs assigned to the day team, providing enforcement during core hours between 8am and 6pm, including weekends. Additional ad hoc enforcement patrols are conducted outside these times in response to operational needs and priorities.

The day team delivers foot patrols in residential Parking Permit Areas (PPAs), car parks and town centres, with priority enforcement patrols around schools and hotspot areas linked to persistent parking contraventions. Mobile units are also deployed to cover more remote areas and respond to priority service requests.

There are 2 full-time CEOs assigned to a twilight team providing enforcement between 1:30pm and 10pm, Monday to Friday. The twilight team delivers parking enforcement in response to contraventions outside of core hours, targeting specific issues as required, including disabled bays, dropped kerbs and double yellow lines. The team prioritises HGV enforcement, delivering increased, proactive enforcement patrols to hotspot areas to address HGV parking issues.

In addition to 10 full-time CEOs, we employed 6 agency officers. Of these, 4 officers were assigned to support the daytime patrols and 2 were employed to support a 12-month night-shift pilot scheme aimed at increased HGV enforcement in and around port areas outside core hours.

Where operationally possible, enforcement is prioritised in response to complaints received from residents, businesses and councillors, and in line with the parking objectives detailed above.

CEOs are assigned set beats to patrol each day and are required to work shifts, including weekends. As part of daily enforcement patrols, officers are deployed during term-time to deliver proactive parking enforcement borough-wide across the 54 schools on a rotational basis.

During the year 2021/22, 1,123 informal representations and 1,045 formal representations were submitted in line with the Statutory Parking Appeals process, with 95 cases being submitted to the independent adjudicators at Traffic Penalty Tribunal, with a success rate of 30%.

The Parking Appeals Team consists of 3 Notice Processing Officers who deal with parking appeals, respond to enquiries and complaints, and provide advice and guidance to the public who make contact.

4. Current parking controls

The number and extents of Controlled Parking Zones (CPZs) and Permitted Parking Area (PPAs) in Thurrock are subject to ongoing review, depending upon demand, consultation and priorities.

Current CPZs and PPAs include:

- Grays Town Centre CPZ and PPA – split into 8 sub-zones
- Stanford-le-Hope PPA – split into 3 sub-zones
- Tilbury CPZ and PPA – split into 6 sub-zones
- Purfleet PPA – split into 2 sub-zones
- South Ockendon PPA
- Badgers Dene PPA
- Chadwell High rise PPA

Parking bays:

- off-street – 1,112 spaces, approximately
- on-street – 3,020 spaces

There are 7 restricted off-street car parks throughout the borough, for which Parking Services are responsible. In addition to the restricted chargeable car parks there are 5 unrestricted off-street car parks available 24 hours a day, **free** of charge.

Unrestricted free car parks

Car park	Spaces	Charges
Gordon Road (Grover Walk), Corringham	112	free
Gordon Road (Police station), Corringham	53	free
Giffords Cross, Corringham	78	free
Defoe Parade, Chadwell St Mary	56	free
Lodge Lane, Grays (Socketts Heath)	56	free

Restricted chargeable car parks

Car park	Spaces	Charges
Darnley Road, Grays	30	up to 1 hour = 70p, up to 2 hours = £1.30, up to 4 hours = £2.10
Argent Street, Grays	42	up to 1 hour = 70p, up to 2 hours = £1.30, up to 4 hours = £2.10, up to 6 hours = £3.70, over 6 hours = £5.80
Cromwell Road, Grays	60	
Crown Road, Grays	96	
Station House, Grays	10	
Grays Beach, Thames Road, Grays	182	up to 2 hours = 70p, over 2 hours = £3.20

Car park	Spaces	Charges
Canterbury Parade, South Ockendon	100	free up to 1 hour, 1 to 2 hours 60p, over 2 hours £2.10

Pay and display revenue 2021/22

The overall Pay and Display revenue increased by 73.55% in 2021/22, with a significant increase in machine transactions from 97,971 in 2020/21 to 158,327 in 2021/22. Revenue and transactions in 2020/21 were impacted significantly by the coronavirus (COVID-19) pandemic.

Items	2019/20	2020/21	2021/22	+/-
Pay and display revenue	£475,761.70	£133,037.80	£230,893.10	+73.55%
Total transactions	250,332	97,971	158,327	+61.60%

5. Performance

Operation Canberra

The Manorway, Stanford-le-Hope is a known hotspot location for HGV parking, but this area has not been decriminalised, which means the Parking Team is restricted from using their Civil Enforcement powers at this location. Our inability to issue PCNs on The Manorway makes it an inviting hotspot for HGV parking. Alternative enforcement solutions were required and explored.

The Parking Team, in close partnership with Thurrock Council's Environmental Enforcement team, looked at innovative enforcement solutions that would achieve long-term sustainable solutions to the HGV nuisance parking issues at The Manorway.

The combined activity by the 2 teams supports the council's Operation Canberra – a joint enforcement initiative that successfully gathered vital evidence in support of criminal enforcement action under Section 43 of the Anti-social Behaviour Crime and Policing Act 2014. Operation Canberra began in February 2021 and continues to receive enforcement resources to date.

Community Protection Notice (CPN)

If Thurrock Council is satisfied, on reasonable grounds, conduct exists that is having a detrimental effect of a persistent or continuing nature on the quality of life of those in the locality, and that the conduct is unreasonable, we can issue a Community Protection Notice (CPN) under Section 43 of the Anti-social Behaviour Crime and Policing Act 2014 stipulating requirements of compliance.

Offenders are issued with a Community Protection Warning notice before they are issued with a formal CPN. Failure to comply with the requirements of the CPN results in a Fixed Penalty Notice being issued.

Notices were served to HGVs parked in The Manorway, causing damage to grass verges and/or public footpath.

The requirements of the notice are to:

- 1) immediately desist from damaging/obstructing the grass verges/public footpaths by allowing or permitting your HGVs to park on the grass verges and/or public footpaths in Thurrock

- 2) make arrangements to recover your company vehicle(s) under any circumstance within 4 hours
- 3) provide your drivers with a 24-hour emergency contact number to facilitate the removal of your company vehicle(s)
- 4) provide Thurrock Council with a 24-hour emergency contact number

Recipients are required to comply with these requirements **immediately**. Failure to comply with a CPN is a criminal offence which may lead to a £100 fixed penalty being issued and/or prosecution.

Operation Canberra results

From February 2021 to April 2022	Total
Total Community Protection Warnings (CPW) issued	122
Total Community Protection Notices (CPN) issued	59
Total Fixed Penalty Notices (FPNs) issued linked to breach of CPN	183
Value of FPNs	£18,300
Amount paid	£16,836
Payment rate	92%

HGV night-time pilot scheme

On 1 January 2021, the UK left the EU. Thurrock Council considered any risk and impact to the borough and its residents as there were concerns the departure from the EU could result in an increase of HGV vehicle activity and illegal parking in and around the ports as well as other identified hotspots.

The Parking Team received £42,000 of government funding linked to port-related, post-transition issues. This funding was used to support increased enforcement patrols outside of core hours and increased HGV enforcement linked to the night-time economy, focusing on residential areas and roads in and around port areas identified as hotspot locations for HGV and nuisance parking.

This funded a dedicated HGV pilot enforcement night team to focus and target HGV nuisance parking and contraventions outside of core hours, 10pm to 2:30am, between **April 2021 and December 2021**.

A total of **1,590** additional Penalty Charge Notices were issued to HGV vehicles parked in contravention between the hours of 10pm and 2am. The CEOs provided robust enforcement action in hotspot areas. The peak time identified for illegal HGV parking was 1am.

Time issued	10pm	11pm	Midnight	1am	2am	Total
Total PCNs	334	258	434	558	6	1,590

HGV night-time pilot scheme results

The value of the PCNs issued during the HGV night-time pilot is **£84,984**, with a current payment rate of **56%**.

From April 2021 and December 2021	Total
Value of PCNs issued to HGVs from 10pm to 2:30pm	£84,984
Amount paid	£47,406.07
Payment rate	56%

Civil Parking Enforcement statistical information

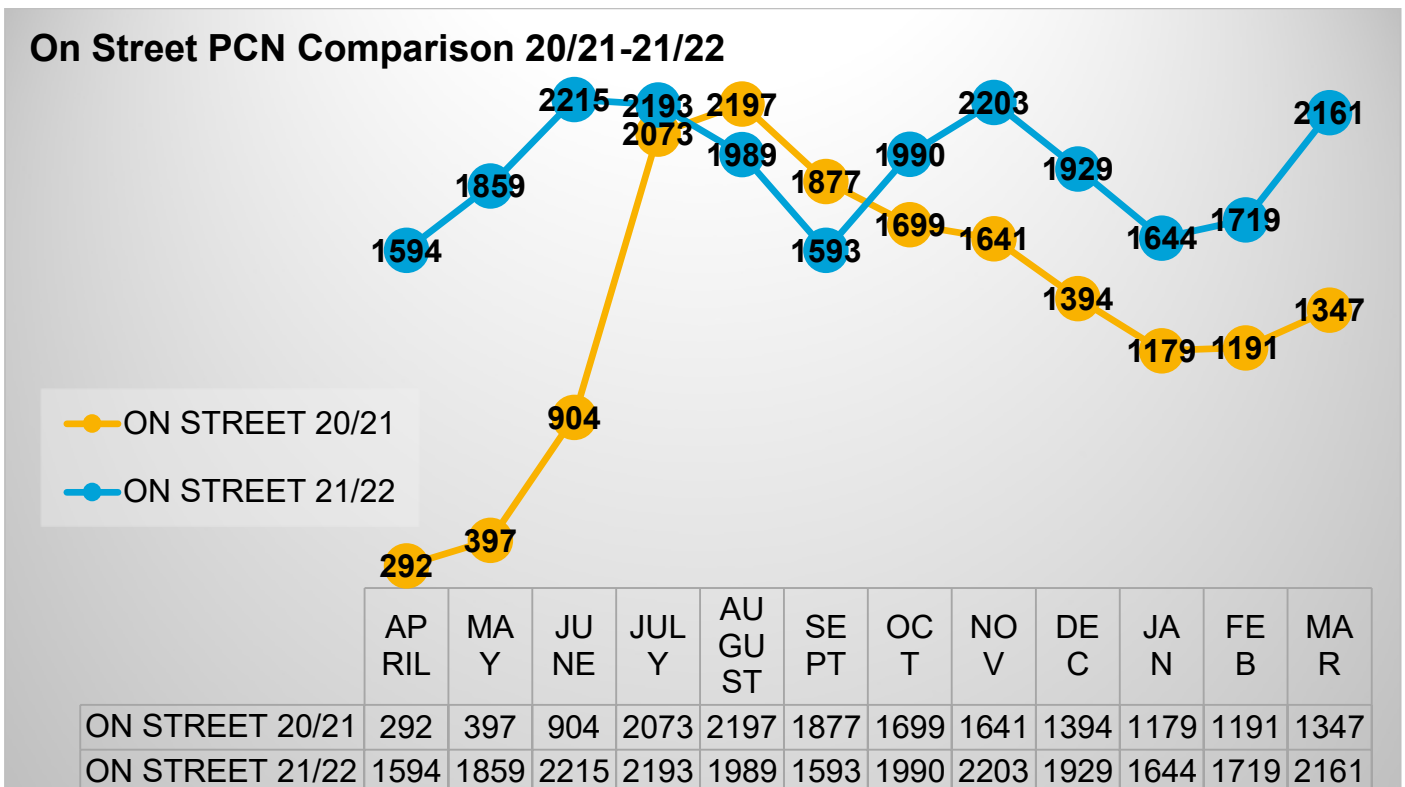
Statistical information	2020/21	2021/22	+/- %
On-street penalty charge notices issued	16,191	23,089	+42%
Off-street penalty charge notices issued	287	1,516	+428%
Total on-street and off-street penalty charge notices issue	16,478	24,605	+49%
Residents' permits issued	5,425	5,055	-6.8%
Business permits issued	68	69	1%
Visitor permits issued (valid for 20 visits up to 5 hours)	4,640	5,373	+16%

PCN comparison

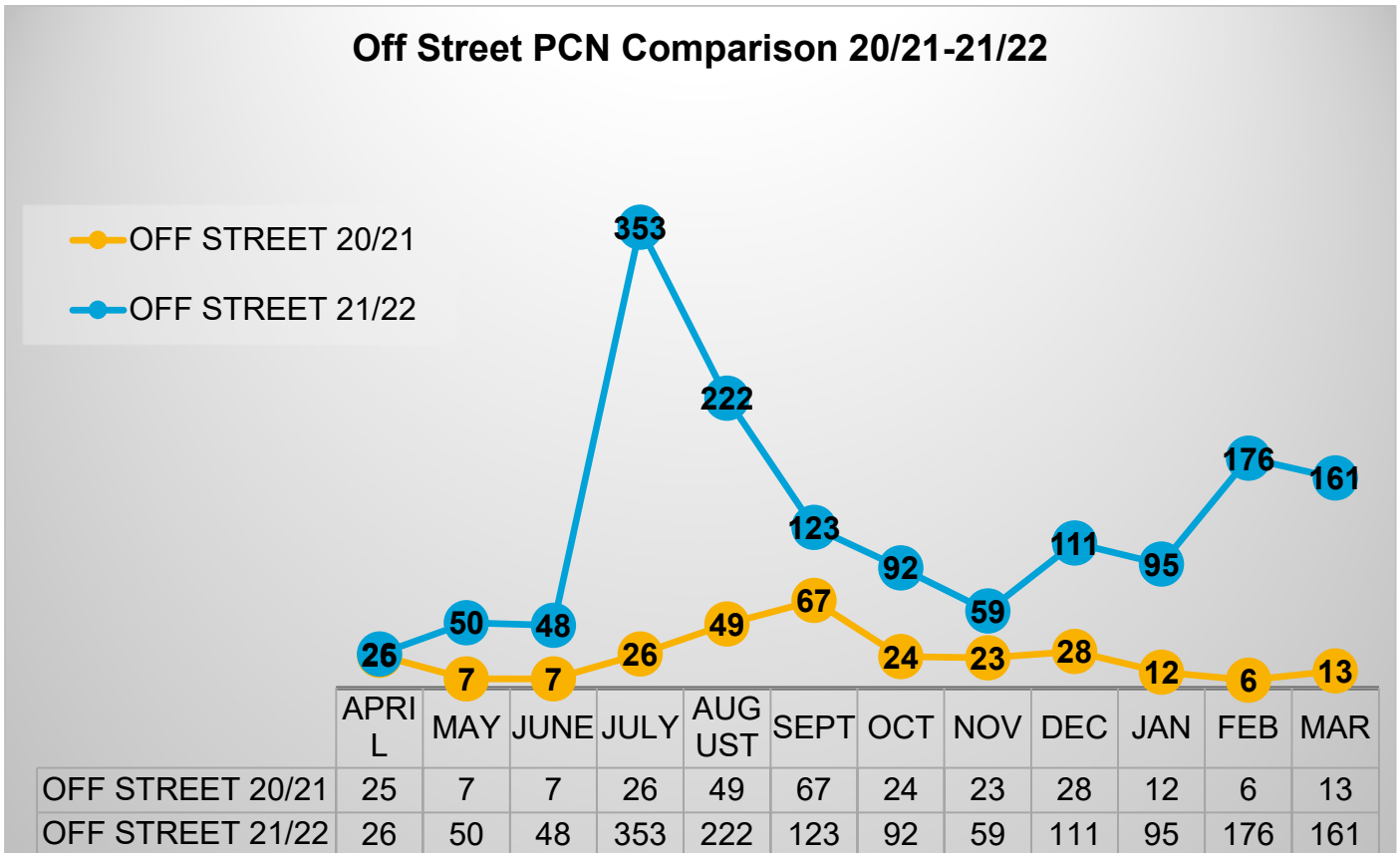
The number of PCNs issued on-street increased by 42%, with PCNs issued being 16,191 in 2020/21 compared with 23,089 in 2021/22. The number of PCNs issued off-street increased by 428%, with PCNs issued being 287 in 2020/21 compared to 1,516 in 2021/22.

The overall number of PCNs issued for both on-street and off-street parking contraventions increased by 49%, with PCNs issued being 16,478 in 2020/21 compared to 24,605 in 2021/22.

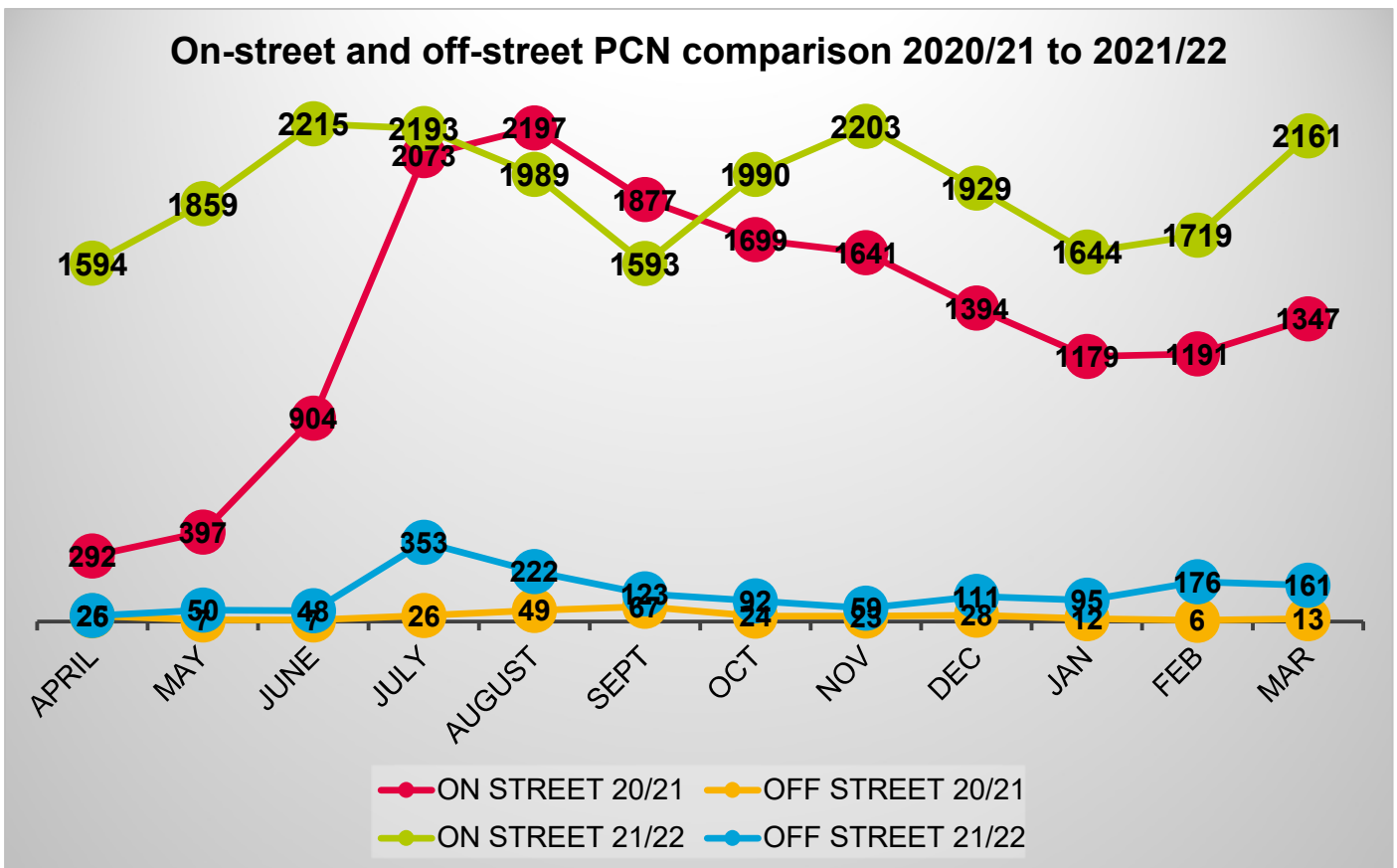
The chart below provides a comparison of on-street PCN enforcement for 2020/21 and 2021/22.



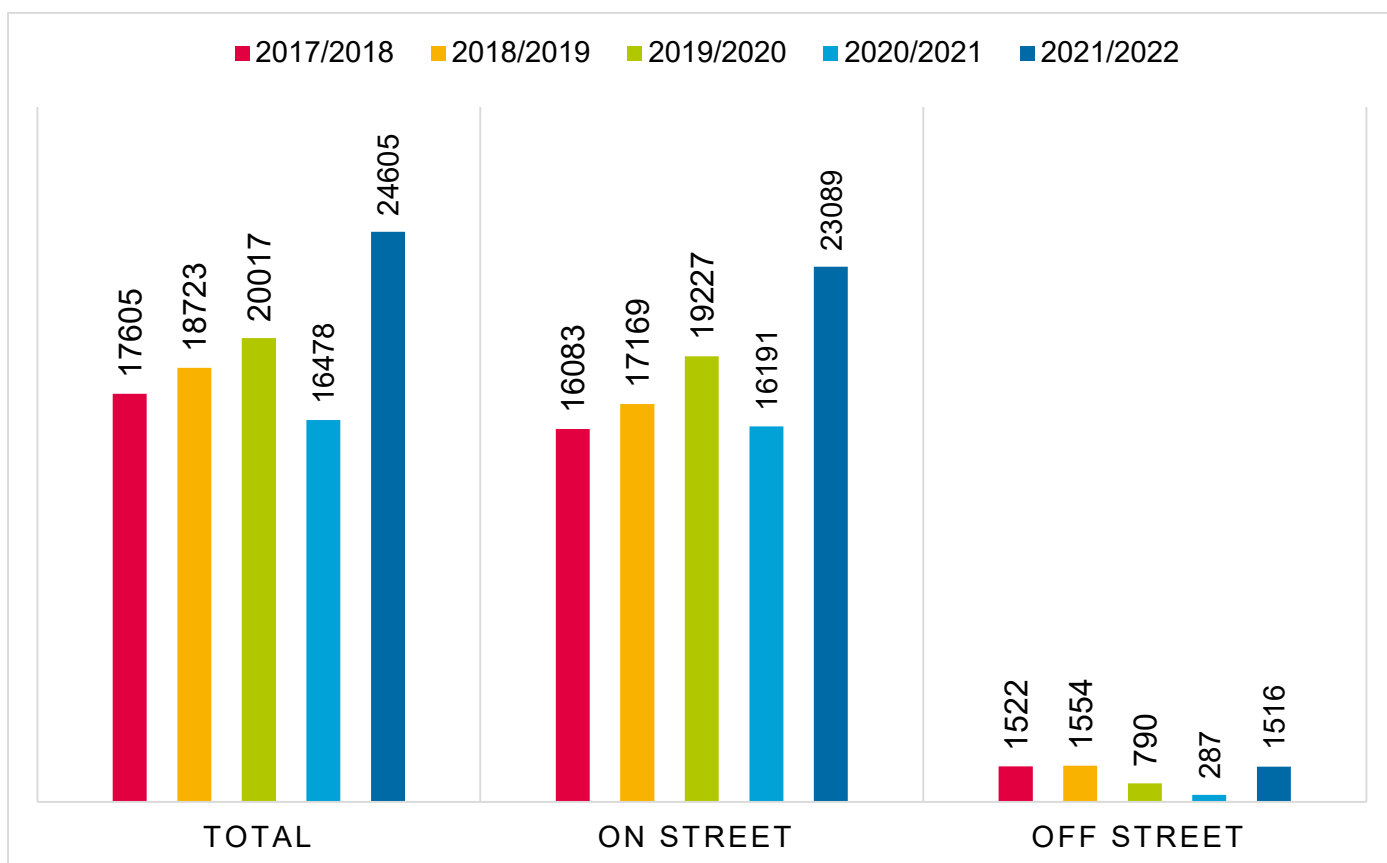
The chart below provides a comparison of off-street PCN enforcement for 2020/21 and 2021/22.



The chart below provides an on-street and off-street PCN comparison for 2020/21 and 2021/22.



The chart below shows a PCN Comparison Year on Year from 2017 to 2022



The table below, provides details of the top 10 parking contraventions enforced in 2021/22.

Rank	Description of offence	Totals
1	Parked in restricted street during prescribed hours – single or double yellow lines)	6,178
2	Parked in residents' or shared use parking place without displaying either a permit or voucher or pay and display ticket issue for that place	2,718
3	Parked in a permit space without clearly displaying a valid permit	2,462
4	Parked in a loading place during restricted hours without loading	1,697
5	Parked in contravention of a commercial vehicle waiting restriction	1,571
6	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	1,473
7	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	1,257
8	Stopped where prohibited on a clearway	1,252
9	Parked without clearly displaying valid pay and display ticket	720
10	Parked in a permit bay without clearly displaying a valid pay and display ticket	717

Total Penalty Charge Notice appeals and representations 2021/22

Appeal type	Accepted	Rejected	Total
On-street informal	244	777	1,021
On street formal	444	490	934
Off street informal	51	51	102
Off street formal	19	35	54
Postal formal	19	38	57
Total	777	1,391	2,168

6. Finance

Civil parking enforcement income this year was from pay-and-display parking, permit fees, penalty charge notices and suspension of parking bays for utility works. The main areas of expenditure were on enforcement administration, parking infrastructure, on-street and off-street parking maintenance and debt recovery.

The following tables provide comparative figures for the parking income by source and the direct costs of civil parking enforcement in 2020/21 and 2021/22. Income increased for 2021/22, after the effects of the pandemic and lockdown restrictions had significantly impacted 2020/21 income.

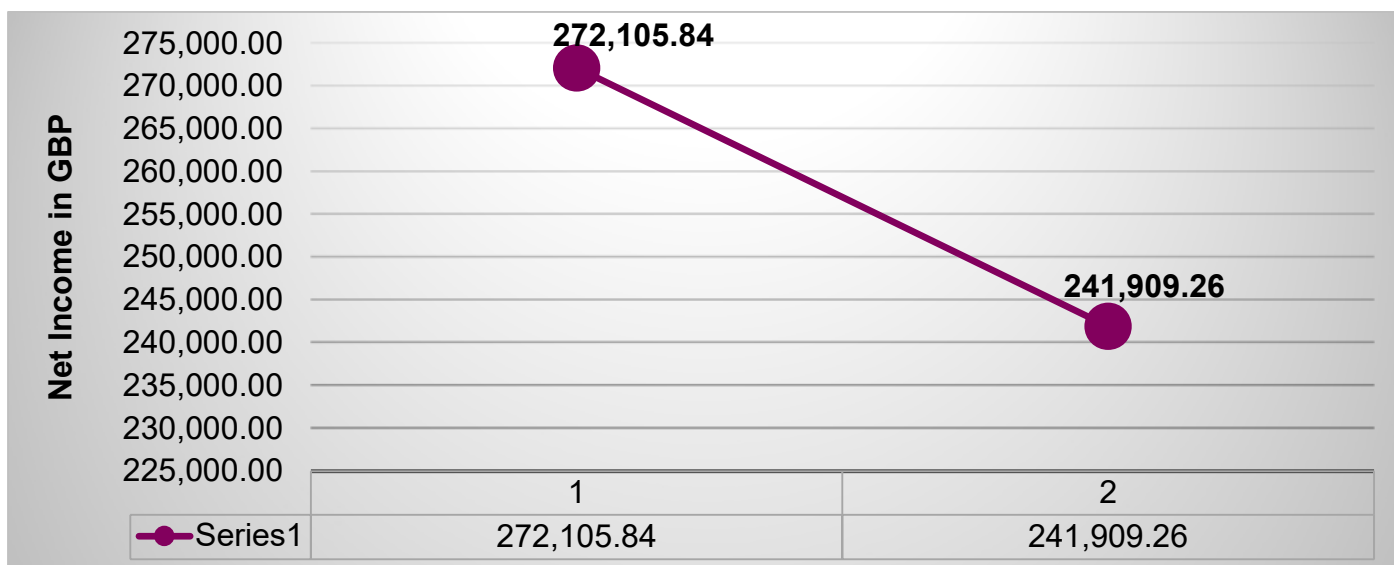
On and off-street parking income by source	2020/21	2021/22	+/-
On-street/Off-street parking charges	£179,609.15	£325,864.93	+£146,255.78
Permit income	£24,240	£52,680	+£28,440
Penalty charge notices	£487,486.41	£766,635.64	+£279,149.23
Other income	£20,500	£30,365	+£9,865
COVID-19 income compensation scheme	£405,418	–	–
Total	£1,117,253.56	£1,175,545.57	+£58,292.01

Direct costs of civil parking enforcement	2020/21	2021/22
Enforcement	£759,042.68	£821,786.47
Administration, appeals, debt recovery	£81,622.29	£62,724.01
Infrastructure maintenance	£2,212.99	£47,025.83
Capital charges	£2,269.76	£2,100.00
Total	£845,147.72	£933,636.31

Summary	2020/21	2021/22
Total parking income	£1,117,253.56	£1,175,545.57
Total direct costs of civil parking enforcement	£845,147.72	£933,636.31
Outturn – net income	£272,105.84	£241,909.26

The outturn and net parking income decreased by 11.10%. Whilst there is a decrease in the net income this year compared to last, last year's income was supported by the COVID-19 income compensation scheme.

This year we have seen an increase in revenue across all areas. There is clear evidence that figures are returning to pre-COVID levels. Based on income generated alone, there was an increase of 81.5% from 2021/21 to 2021/22.



The parking service produced a surplus income of **£241,909.26** this financial year. The surplus income from civil parking enforcement is restricted to transport-related issues like the operation of public passenger transport services, highway or traffic improvement projects, and certain types of environmental improvement along with the maintenance of parking restrictions.

As part of daily patrols, officers report defective lines and signs. These are repaired, replaced or repainted from surplus income.

7. Analysis of 2021/22

The coronavirus (COVID-19) pandemic continued to have a significant impact on enforcement during 2021/22, resulting in the Parking Team facing operational challenges linked to officer deployment. The team demonstrated resilience and adapted to ever changing working circumstances, striving every day to provide the best frontline service possible.

Social distancing reduced the team's ability to deploy multiple officers to their respective beats or school patrols. This meant multiple individual journeys were required to achieve the required resource levels. Officers remained positive and focused while making sure they were working within COVID-19 guidelines and restrictions. Sickness absence amongst officers was low during the pandemic within the Parking Team.

The Parking Team continued to offer parking concessions for NHS staff and Care Workers – who were providing critical care in the community – until August 2022. Whilst many authorities removed the NHS concessions in line with lockdown easing, Thurrock Council continued to provide this to assist and support NHS and Care Workers as we all transitioned back to 'business as usual'.

Robust HGV enforcement continued throughout 2020/21 to increase compliance, minimise inconvenience to residents and road users, and to maintain council-owned land. This reporting year has seen an increase in PCNs issued to HGVs parked in contraventions.

The table below provides figures for identified HGV contraventions in 2020/21 and 2021/22.

HGV contravention	2020/21	2021/22
A commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	29	46
A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	1,523	1261
Parked in contravention of a commercial vehicle waiting restriction	1,184	1,481
Total	2,736	2,788

The council's Parking Enforcement team prioritises borough-wide daily school enforcement patrols across 54 schools. The school enforcement patrols deliver robust proactive enforcement in support of the parking objectives.

Civil Enforcement Officers attend schools where reports have been received of unsafe and obstructive parking. The officers attend at drop-off and pick-up times to assist parents, residents and local traffic to move safely through these very congested areas.

The Parking Team has explored more innovative solutions such as Automatic Number Plate Recognition (ANPR) in support of more robust parking enforcement at schools. The team has liaised with relevant services within the council, such as procurement and ICT. This work is ongoing to achieve its main goal of enforcing parking contraventions using a mobile CCTV vehicle.

In response to requests from residents for increased enforcement, we continue to enforce out-of-hours across the borough to increase compliance and ensure a consistent spread of enforcement resources.

Officers received over 600 online enquiries requesting enforcement action for various offences, including footway parking, obstruction of dropped kerbs, school enforcement and HGV nuisance. Senior officers also received 262 enquiries from local councillors to address residents parking concerns. This compares with 142 enquiries last year.

The council has secured a new back-office Parking Operating System. This will allow a more streamlined and efficient service from early next year, with drivers being able to view PCN evidence online prior to making representations.

8. Support for businesses

As in previous years we continue to help encourage people to shop locally and support was given to local businesses by providing **free** Saturday parking throughout December 2021 in all on-street and off-street pay and display parking places controlled by the council. This was even more vital this year to attract shoppers back to town centres and support local businesses that were impacted by the effects of government lockdowns.

Due to an increase in vandalism and theft, pay-and-display machines were made cashless in 2020. This gave customers the option to pay by card, including contactless card payments. To increase pay-and-display payment options, Thurrock Council upgraded all its pay-and-display

machines in March 2022, introducing facilities such as Apple Pay and Google Pay across all pay-and-display machines in the borough.

9. Residents' parking

During this year there were no changes made to the free elements of the resident permit parking scheme. To support residents and their visitors we continue to supply 2 free residents permits and 1 free visitors permit, which allow 20 visits of 5 hours each.

Annually, 14,000 parking permits are manually processed by Thurrock Council. Resident permits were issued via a system that required paper permits to be posted to residents upon application approval. This periodically caused delays in residents receiving their permit and resulting in unnecessary PCNs being issued.

The introduction of a fully integrated virtual permit solution was proposed and, following a procurement process, a new system was secured. Modules underpin all the council's on-street and off-street enforcement requirements, including online permit processing. This solution was introduced in March 2022 and provides key benefits for residents and visitors to the borough.

Benefits of virtual permits:

- permits are issued through a customer-facing website, enabling users to apply for, change and surrender permits online, 24/7
- reduces data input, saving time and money
- drives efficiency and accuracy of application approval and payment processing
- improves customer service and reduces the administrative burdens on front-office and back-office teams
- digital permits are activated immediately upon approval of application
- a mobile permissions-checker automatically fetches all relevant permit data when the vehicle registration is scanned by the ANPR function in CEO handheld computers
- visitor parking can be activated in advance and, if the visitor changes their mind, can be cancelled up to midnight the day before
- eco-friendly solution
- automated renewal reminders
- improved experience for visitors
- reduced number of lost and stolen permits

10. Penalty charge debt recovery

The council continued to take steps to increase its debt recovery for parking penalties in 2021/22 by registering more outstanding charges with the courts as debts and by appointing enforcement agents to recover these debts. The debt recovery process is being managed by the council's Debt Management team and is being conducted in accordance with the council's fair debt policy.

For this financial year, 2,612 registrations were accepted by the Traffic Enforcement Centre. As a result, £34,764.74 in revenue was recovered.

11. Plans for the year ahead

Thurrock Council owns, manages and maintains a large number of car parks, 10 of which are managed by the Parking Team, whilst many others are managed by Housing or Clean and Green teams. The car parks fall within 2 categories:

- pay-and-display car parks, of which there are 7
- car parks that are unrestricted and free

Car parks with a tariff are supported by a Traffic Regulation Order (TRO), which enables the Parking Enforcement team to issue PCNs to vehicles that either fail to pay-and-display, overstay their paid-for time, or cause a hazard or nuisance by parking outside marked bays.

The remaining car parks are all located across the borough and are unrestricted. These car parks do not have a tariff and are free to all users, with no maximum stay time or fees applying. They are not supported by TROs and receive no parking enforcement, which results in vehicles parking for hours, days and weeks free of charge with no means of management.

The lack of parking enforcement also means these car parks do not receive regular patrols, leaving these areas more prone to abandoned vehicles, fly-tipping, traveller incursions, anti-social behaviour and nuisance behaviour. A proposal was made and approval received to introduce tariff charges and the relevant TROs at the following car parks, 7 days a week, 24 hours a day:

- South Ockendon Recreational Ground
- Tamarisk Road Car Park
- Coalhouse Fort Car Park

In addition, there are plans to implement pay-and-display parking restrictions on Tamarisk Road, which is already within a Parking Permit Area but has been identified as a hotspot location for commuter parking.

It is intended that works will commence in 2022 to implement these proposals.

Research shows that vehicle removals are an effective enforcement tool, especially in tackling persistent evaders and non-registered vehicles. After extensive research last year, there are plans to secure a contractor to facilitate vehicle removals for persistent evaders, vehicles parked in contravention, abandoned vehicles and untaxed vehicles.

With the demand on the Civil Enforcement team ever increasing, a business case was submitted and approved to increase the establishment level of CEOs by 10. Throughout the next financial year, we will look to place agency officers in all agreed posts.

11.1. Parking tariff review

Parking charges in Thurrock are relatively low. Tariffs for on-street and off-street car parking areas and permits are reviewed annually.

The residents' first and second permits continue to be issued free of charge. A £5 increase will be added to the third permit in line with inflation, increasing the free from £70 to £75. Visitor permits will now be charged at a cost of 35p per single 5-hour visit.

There are increases to charges for business permits and for parking bay suspensions.

Car parks across the borough had various tariffs, dependant on location. These have been brought into line and all borough-wide car park charges moving into next year are now consistent.

11.2. Lorry parks

There are a small number of lorry parks in the borough that drivers can use. The twilight/night shift will continue to enforce illegal parking and, where possible, try to educate drivers on the benefits of parking in the designated areas.

The council is in continued dialogue with Essex Police, the Port of Tilbury Police and DP World to monitor the situation and plan possible interventions.

11.3. Car parks

The number of restricted off-street car parks within Thurrock has remained at 7.

In support of the COVID-19 testing programme, 4 out of the 7 remaining on-street car parks continued to be used as COVID-19 testing sites. 3 of these sites were gradually demobilised throughout 2021, with the last site planned for demobilisation in mid-2022.

11.4. Controlled Parking Zones and Residents Parking Areas

The number of Parking Permit Areas increased in 2022, with the introduction of zone CSM1. These are constantly reviewed, dependent on demand, priorities and consultation.

New restrictions were introduced borough-wide as a result of service requests from residents highlighting areas of concern.

11.5. Cashless parking

In total there are now 31 pay-and-display machines in the borough. This enables commuters to make cashless payments for their parking fees. We are exploring the options of introducing pay by phone methods. All pay-and-display machines now accept Apple Pay and Google Pay.

11.6. Staff changes

Agency officers continued to be utilised to provide robust and consistent enforcement across the borough. Approval was received to increase the current establishment of 4 agency officers to 14.

The Parking Team has an effective management structure, with 2 on-street supervisors. There are no plans for this to change.

11.7. Permits

In addition to resident and visitors permits, we have a range of parking permits that cater for business, charities, contractors, temporary permits and NHS and resident carers. Further information on Parking Permits can be found on the Thurrock Council website.

Carer permits are transferable permits. They are issued only to residents who require care and can provide the required supporting documents.

Glossary

Civil Enforcement Officers (CEOs)

Formerly known under the Road Traffic Act 1991 as Parking Attendants, the Traffic Management Act 2004 re-classified those responsible for taking civil enforcement action in relation to civil parking and traffic control contraventions as Civil Enforcement Officers

Civil Parking Enforcement (CPE)

Refers to the enforcement of parking controls under regulations set down in the Traffic Management Act 2004

Community Protection Notice / Community Protection Warning (CPN/CPW)

Is issued in accordance with the Anti-Social Behaviour Crime and Policing Act 2014 where there are reasonable grounds to ascertain there exists conduct which is having a detrimental effect of a persistent or continuing nature on the quality of life of those in the locality and that the conduct is unreasonable.

Controlled Parking Zone (CPZ) / Permit Parking Area (PPA)

A zone or area where parking is controlled through the provision of permits and other on street controls in order to manage kerb space and ensure that residents are not unduly inconvenienced by poor parking behaviour.

Environmental Enforcement Officers (EEOs)

Enforcing enviro-crime and some aspects of anti-social behaviour in line with the Police & Criminal Evidence Act 1984 and Criminal Procedure & Investigations Act 1996 (As amended) and associated Codes of Practice.

Penalty Charge Notice (PCN)

The Notice served directly (as set down in the Traffic Management Act 2004) by Civil Enforcement Officers to motorists for allegedly contravening civil parking controls within a Civil Enforcement