

Report to: Joint Committee, Parking Partnership

Date: December 2012

Subject: North Essex Parking Partnership Operational Report

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1. Introduction and Purpose of Report

- 1.1 The report gives update of any Parking Partnership on-street operational issues since the last Joint Committee meeting in October 2012.
- 1.2 The report is presented for information and scrutiny and for ease of reference the following section has again been organised using relevant operational headings.

2. Detailed considerations

2.1 Recruitment / Structure

- 2.1.1 Following the restructure of the enforcement teams in October, recruitment has been successfully completed for the Team Leader positions across the three hubs. With these positions now in place, we can ensure that efficiencies are achieved and the business case remains on target. The Area Manager positions for each hub have recently been advertised and interview will be held in December.
- 2.1.2 The inclusion of the Epping Forest team from Vinci Park on the 1st October 2012 was successful and all enforcement staff are settling in to the new shift systems employed by the NEPP. The three teams are now fully operational in each HUB and recruitment continues to bring each team up to its full CEO allocation.
- 2.1.3 From 1st October we had 43.5 CEOs in operation across the partnership out of the 63 posts we are recruiting to. With 7 new staff starting during October & November we will end the year with a total of 50.5 CEOs. Further interviews are being held in December and if necessary, recruitment will continue early in the New Year.
- 2.1.4 In the back office, we are in the process of recruiting for a further 3 case officers, with interviews taking place at the beginning of the New Year for internal applicants.

2.2 Accommodation

- 2.2.1 The new central hub at the Latton Bush Centre in Harlow for the Western Enforcement Team is now fully operation. The facilities have been adapted and accommodate both the Harlow and Epping Forest teams which, now combined, form the new Western Team.
- 2.2.2 The new base has now been equipped fully with the necessary IT to allow all staff to access all Colchester Borough Council led systems, including the Intranet.
- 2.2.3 The technical team is using Latton Bush when dealing with machine maintenance and it can also be used when necessary as a base for lines and signs maintenance for the west of the partnership.

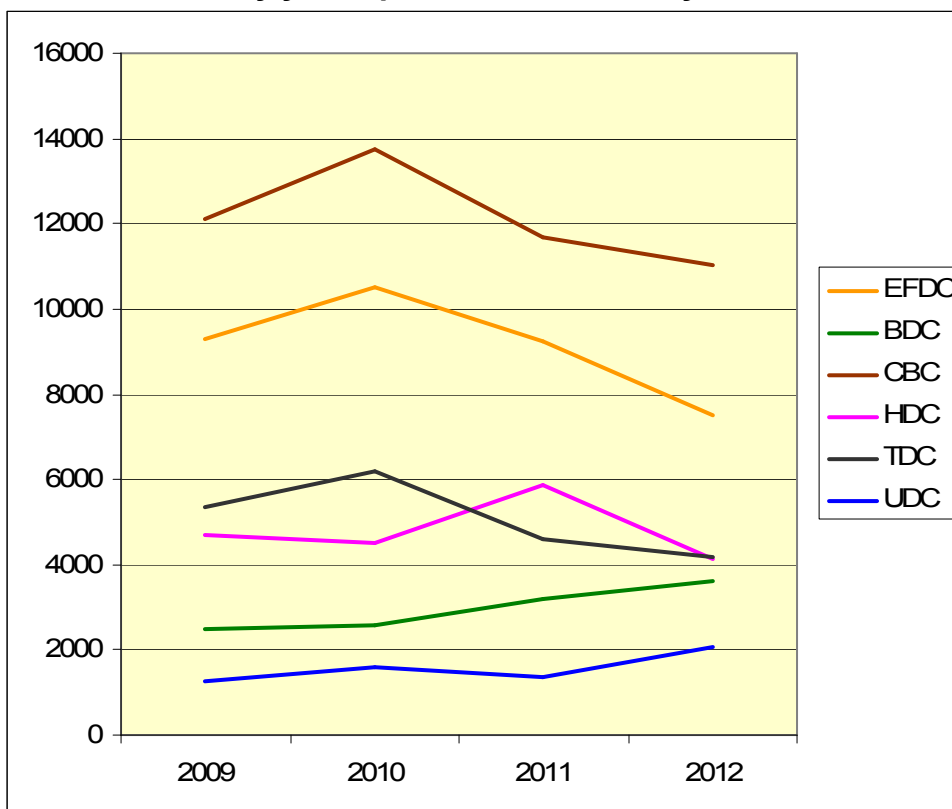
2.3 On - Street Performance measures

2.3.1 On-street PCN issue rates appear to have remained consistent since the start of the extended Partnership, in line with the assumptions set out in the Business Plan put to Essex County Council.

2.3.2 Based on the first full year of operation Braintree, Harlow and Uttlesford continues to exceeded the amount of PCNs expected in the business plan with Colchester and Tendring not reaching the expected figures.

District	Business Plan Figures (12 mths)	Business Plan Figures (⁹ /12 mth)	01 April - 30 Nov		Change since October 2012 Report	
			2011	2012		
Braintree	3511	2633	3162	3582	5	level
Colchester	19000	14249	11438	10718	263	more
Epping Forest	13317	9987		1412	n/a	
Harlow	6500	4874	5842	4099	188	fewer
Tendring	9300	6975	4519	4004	355	fewer
Uttlesford	1950	1462	1371	2082	228	more
Totals	40261	30193	26332	24482		

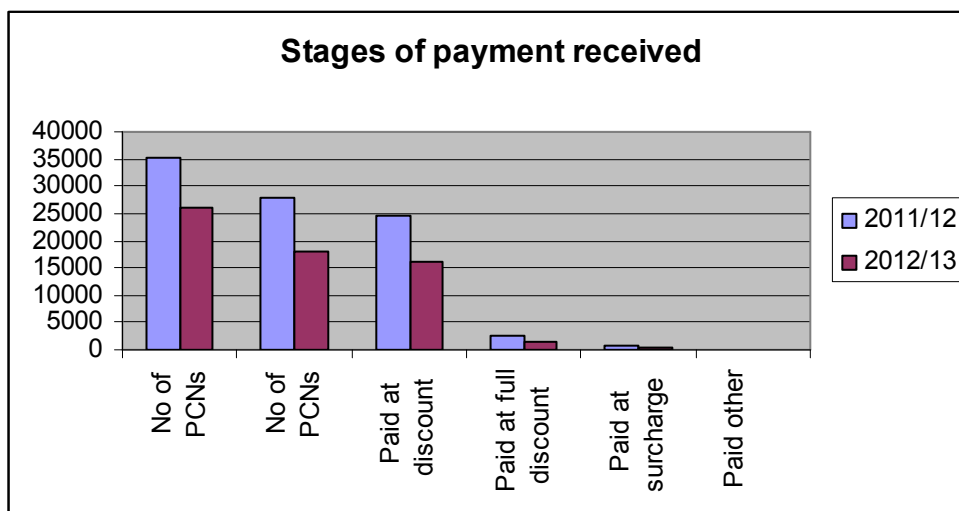
PCNs issued by year April – November for years 2009 - 2012



2.3.3 Central districts show the most consistency over the last nine months whereas all other districts have suffered compared with the same period last year. This fluctuation in issue levels is still felt to be mainly due to staff numbers and the need to train new staff.

- 2.3.4 The change since the last report shows the action of recruitment in Colchester has reversed the trend, and the Harlow, Epping Forest and Tending areas are under close review.
- 2.3.5 As reported in October, in the Colchester area two extra off-street areas became enforceable (West Mersea car parks and evenings), which temporarily shifted the enforcement bias away from on-street. Intervention has meant that enforcement figures have shifted back again with the recruitment of additional staff.
- 2.3.6 A decrease in on-street PCN issue levels of around 17 PCN per day is roughly equivalent to one extra CEO on the beat in each area on normal shifts. This is recognised in recruitment mentioned above.
- 2.3.7 To date, the Partnership has received payment for approximately 17818 of the PCNs issued on-street since 1st April 2012 until 30th November 2012, 16206 paying at the discounted rate (91%).
- 2.3.8 The number of payments is expected to become less skewed as time moves on and cases progress through the enforcement system, although there is a notable trend towards cases being paid at the discount rate.

Year	No of PCNS	No of PCNs fully paid	Paid at discount	Paid at full penalty	Paid at surcharge	Paid - Other
Full year 2011/12	35316	27923	24632 (88%)	2472 (9%)	781 (3%)	38 (0.1%)
2012/13	25912	17818	16206 (91%)	1368 (8%)	240 (1%)	1 (0%)



2.4 Back Office

- 2.4.1 There has been a steady increase in the office workload with the inclusion of Epping Forest with the administrative caseload increasing to a higher level. Approximately 8580 challenges and representations have been made within the last 9 months (Apr – Nov) of operation. This equates to an average of 24% of the total PCNs issued being challenged at either the informal or first formal stage of the process.
- 2.4.2 Web challenges continue to be the most popular way to challenge a PCN, with approximately 41% of motorists choosing to challenge the issue of a PCN, doing so in this manner, which is the most efficient way to receive them. The back office continues to consistently receive around 50 challenges at the weekend and about 20 per day on weekdays.

2.4.3 The number of cases at Appeal is around 0.06% of all cases, showing that a tiny fraction of cases are appealed. This tends to show that a good proportion of the PCNs issued are well-issued. At appeal around half the cases are found in favour of the motorist and around half in favour of the council.

2.5 *Future work*

2.5.1 Plans are well advanced in the implementation of cashless parking across the Partnership, together with the integrated Capita payment system which supports it.

2.5.2 Once the cashless parking element of MiPermit is implemented, the project team will start the process of implementing the virtual permit side of the system over winter. We will implement virtual residents permit on a zone/scheme by zone/scheme basis for each area.