



**NORTH ESSEX**

# **North Essex Parking Partnership**

## **Joint Working Committee Off-Street Parking**

**Griffon Suite, Latton Bush Centre  
Harlow**

**14 March 2013 at 1.30 pm**

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



**North Essex Parking Partnership**  
**Joint Committee Meeting – Off-Street**  
Thursday 14 March 2013 at 1.30 pm  
Griffon Suite, Latton Bush Centre, Harlow

**Agenda**

**Attendees**

**Executive Members:-**

Susan Barker (Uttlesford)  
Penny Channer (ECC)  
Phil Waite (Harlow)  
Martin Hunt (Colchester)  
Robert Mitchell (Braintree)  
Gary Waller (Epping Forest)

**Officers:-**

Emma Day (Parking Partnership)  
Vicky Duff (Essex County)  
Qasim Durrani (Epping Forest)  
Robert Judd (Colchester)  
Joe McGill (Harlow)  
Paul Partridge (Braintree)  
Andrew Taylor (Uttlesford)  
Richard Walker (Parking Partnership)  
Matthew Young (Colchester)

- |            |  | <b>Introduced by</b>  | <b>Page</b> |
|------------|--|-----------------------|-------------|
| <b>1.</b>  | <b>Welcome &amp; Introductions</b>   |                       |             |
| <b>2.</b>  | <b>Apologies</b><br>Councillor Derrick Louis (ECC)   |                       |             |
| <b>3.</b>  | <b>Declarations of Interest</b><br>The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda.                    |                       |             |
| <b>4.</b>  | <b>Have Your Say</b><br>The Chairman to invite members of the public or attending councillors if they wish to speak either on an item on the agenda or a general matter. |                       |             |
| <b>5a.</b> | <b>To approve the draft minutes</b> of the Off-Street Parking Joint Committee 13 December 2012   |                       | <b>1-2</b>  |
| <b>6.</b>  | <b>Operational Report</b><br>To consider and note the Operational Report for On-Street Parking.  | <b>Richard Walker</b> | <b>3-13</b> |
| <b>7.</b>  | <b>Urgent items</b><br>To announce any items not on the agenda which the Chairman has agreed to consider.  |                       |             |

# NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE FOR OFF-STREET PARKING

**13 December 2012 at 3.30pm  
Civic Offices, Saffron Walden**

Present: - Councillor Susan Barker (Uttlesford District Council)  
Councillor Penny Channer (Essex County Council)  
Councillor Martin Hunt (Colchester Borough Council)  
Councillor Robert Mitchell (Braintree District Officer)  
Councillor Gary Waller (Epping Forest District Council)

Apologies: - Councillor Tony Durcan (Harlow District Council)  
Councillor Derrick Louis (Essex County Council)  
Councillor Phil Waite (Harlow District Council)

Also Present: - Ms. Emma Day (Parking Partnership)  
Ms. Vicky Duff (Essex County Council)  
Mr. Qasim Durrani (Epping Forest District Council)  
Mr. Robert Judd (Colchester Borough Council)  
Ms. Emma Powell (Parking Partnership)  
Mr. Andrew Taylor (Uttlesford District Council)  
Mr. Richard Walker (Parking Partnership)  
Mr. Matthew Young (Colchester Borough Council)

Apologies: - Mr. Joe McGill (Harlow District Council)  
Mr. Paul Partridge (Braintree District Council)  
Ms. Liz Saville (Essex County Council)

## **8. Minutes**

*RESOLVED* that the minutes of the meeting held on 4 October 2012 was confirmed as a correct record.

## **9. Operational Report / Budget forecast outturn 2012/13**

Mr. Richard Walker, Parking Partnership Group Manager introduced the operational report for Off-Street Parking.

With regard to the performance measures Members felt the fluctuations in the PCN issue rates for each district other than Colchester were far greater than suggested in the report.

Councillor Barker said the issue rates by district needed to be supplemented with deployment figures to give the information some context and for Members to make a more informed judgement.

Officers noted this for future reporting, though it was emphasised that the 2012 area teams had changed from 2011 making the comparisons difficult.

In response to Councillor Mitchell and Mr. Durrani (Epping Forest), Ms. Powell (Parking Partnership) said more time would be given to reviewing the effectiveness of parking

enforcement in car parks. Visiting core times will be examined and if needed changed to improve effectiveness. Councillor Barker said once the core times are confirmed with the area managers, client officers should be informed accordingly. Councillor Barker stressed this issue needed to be dealt with as a matter of urgency, noting that counter to the decrease in issue rates in five districts, the issue rates in Colchester had increased.

Mr. Durrani said the drop in issue rates in Epping Forest from the 2011 level to 2012 had been dramatic, and needed addressing. Supervisory and operating arrangements, including shift patterns and car park coverage needed improving to cover peak times and maximise effectiveness.

Mr. Durrani said he was also experiencing delays in getting information and better communication between client officers and the Parking Partnership was needed. It was imperative that client officers had the ability to help in monitoring, reacting and minimising loss of income.

Councillor Barker brought to the attention of officers the wording on some display notices at car parks, where it was stated "disabled parkers can park in disabled spaces only". It was agreed the wording should be changed along the lines of "only disabled badge holders can park in disabled parking spaces".

### **Financial position**

Mr. Walker confirmed to Councillor Mitchell that the Parking Partnership do purchase goods through the Procurement Hub.

Mr. Walker confirmed that the 2013/14 Budget will be adjusted to reflect the anticipated inflation through the RPI (Retail Price Index).

*RESOLVED* that the Joint Committee;

- i) Considered and noted the Operational Report for Off-Street Parking, since the last Joint Committee meeting in October 2012.
- ii) Noted the North Essex Parking Partnership forecast outturn position for 2012-13 at period 8.

### **10. Service Level Agreement for Off-Street Parking**

Mr. Richard Walker introduced the report on the Service Level Agreement for Off-Street Parking.

Councillor Barker requested amendments to the wording in paragraph 3.2.4 to reflect the actual Parking Partnership and partner districts.

The members for Uttlesford, Colchester, Epping Forest and Braintree all agreed to the baseline services and the tasks provided by the Parking Partnership to each district as notated in the appendix to the report.

*RESOLVED* that the Joint Committee reviewed the service level agreement and approved the service level to be provided to each partner authority.

**Report to:** Off Street Sub Committee, Parking Partnership

**Date:** 14 March 2013

**Subject:** North Essex Parking Partnership – Off Street Operational Report

**Author:** Richard Walker, NE Parking Partnership

**Presented by:** Richard Walker, Group Manager, NE Parking Partnership

## **1. Introduction and Purpose of Report**

1.1 The report gives Members an overview of operational progress since 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 The structure has been changed. The post of Enforcement Manager has been taken out of the structure and will not be recruited to achieving an efficiency to help ensure the business case remains on target, making a saving. Lou Belgrove, Business Manager, returned from maternity leave in March.

2.1.2 The Area Manager for the West Area is being recruited. Emma Powell has taken up the role of East Area Manager.

2.1.3 The Enforcement organisation is now at virtually full capacity, and operational hours have been assessed following the previous meeting to ensure maximum use of resources.

2.1.4 We are recruiting for officers for the back office.

2.1.5 The issue of Cash Collection is being reviewed and the option of externalising the service is being considered and work on this is in its early stages. A further report will be made at future meetings. The timescale is up to October 2013.

### **2.2 Accommodation**

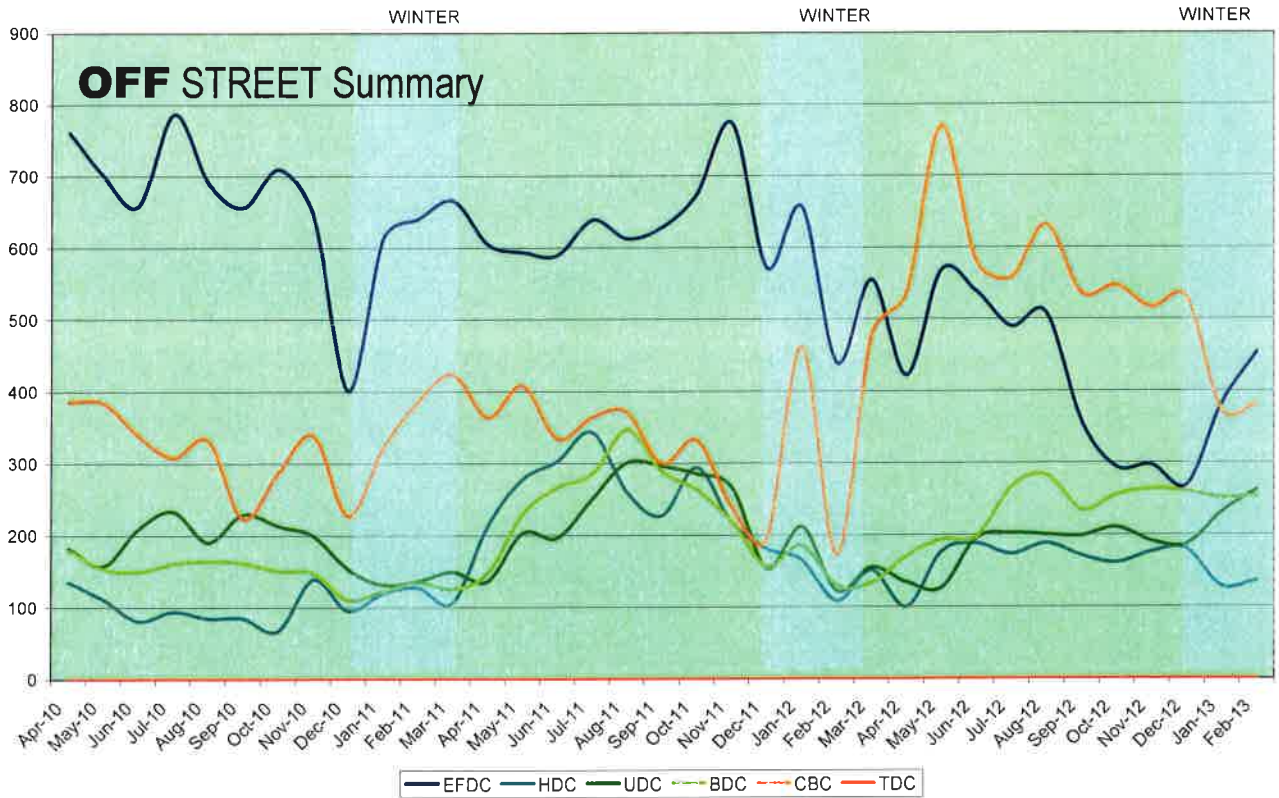
2.2.1 All bases are fully functioning. Staff have been adding to the number of satellite offices where lunch can be taken by CEOs.

### **2.3 Off - Street Performance measures**

2.3.1 Performance and deployment measures have been reviewed in the enforcement teams following the last meeting in order to focus resources in the most efficient way, in accordance with the wishes of the Committee and with guidance of Client Officers. The full effects of these changes will be seen from February 2013.

2.3.2 The level of Penalty Charge Notices issued has remained on average broadly in line with previous years, in almost all cases recently operating slightly above the numbers issued last year. The forecast level of off-street PCN issues in Epping Forest for February has returned to the same level as last year.

2.3.3 The statistic for recovery values on PCN issued has yet to be calculated. This is one of the key areas to develop for the Partnership; to issue good quality PCNs and follow up the enforcement of them.



2.3.4 The chart above shows progress in PCN issue rates. A separate set of PCN charts has been made available for each authority on an individual basis to show on street PCN issue levels.

2.3.5 Consistency has been seen in overall figures and follows a similar pattern of issue to the last year at a similar time. A summary is given below:

- **Harlow** – has seen an issue pattern between the last year and previous year, peaking recently and stabilising at a level above the last year during February.
- **Epping Forest** – The issue rate is forecast to return to the same level as last year; during February, intervention in deployment patterns made a large difference.
- **Uttlesford** – with staffing returning to normal levels after July, the rate of issue has increased. The pattern of issues is similar to previous years, with a peak in October/November, and a recent increase due to smarter deployment.
- **Braintree** – The rate of issue has increased and, similar to Uttlesford, the change over the year is represented by the deployment of more staff.
- **Colchester** – The level of issue since April 2012 has been consistently above previous years. This is thought to be due to the twin factors of higher deployment and a number of new areas of enforcement. Inclement weather in January meant a dip in issue levels (bad weather being reflected in the change) and a revised pattern of deployment is evident during February.

2.3.6 A number of training courses has been run, with CEOs receiving vocational training and internal courses being run to introduce enforcement staff to the running of the back office. A number of useful hints has been passed on, so officers can provide better information on cases.

2.3.7 The area concerning payments will be the focus of management attention especially following up the quality of PCNs. More data has been requested from the database supplier in order to target reporting.

**2.4 Back Office**

- 2.4.1 Case workload has been reported in the On Street Report.
- 2.4.2 Having assessed the rate of throughput, and to manage the situation to keep the response time under control, we have made use of Agency Bureau services. Chipside has been passed 750 initial challenges to be answered and set a target rate of approximately 100 per week. This arrangement can be terminated at the end of the 750 or we can pass them further work if required.
- 2.4.3 It has been assessed that this arrangement will be sufficient to clear the backlog of initial informal challenges before the end of the financial year. With the backlog reduced and further case officers employed to cover the assessed underlying increase in workload it is expected that we will again be responding to challenges within 10 working days.
- 2.4.4 There has been a steady increase in the number of calls made to the back office. A message announcing other channels is being considered to help people choose to use the digital and self-serve methods.

**2.5 Permits**

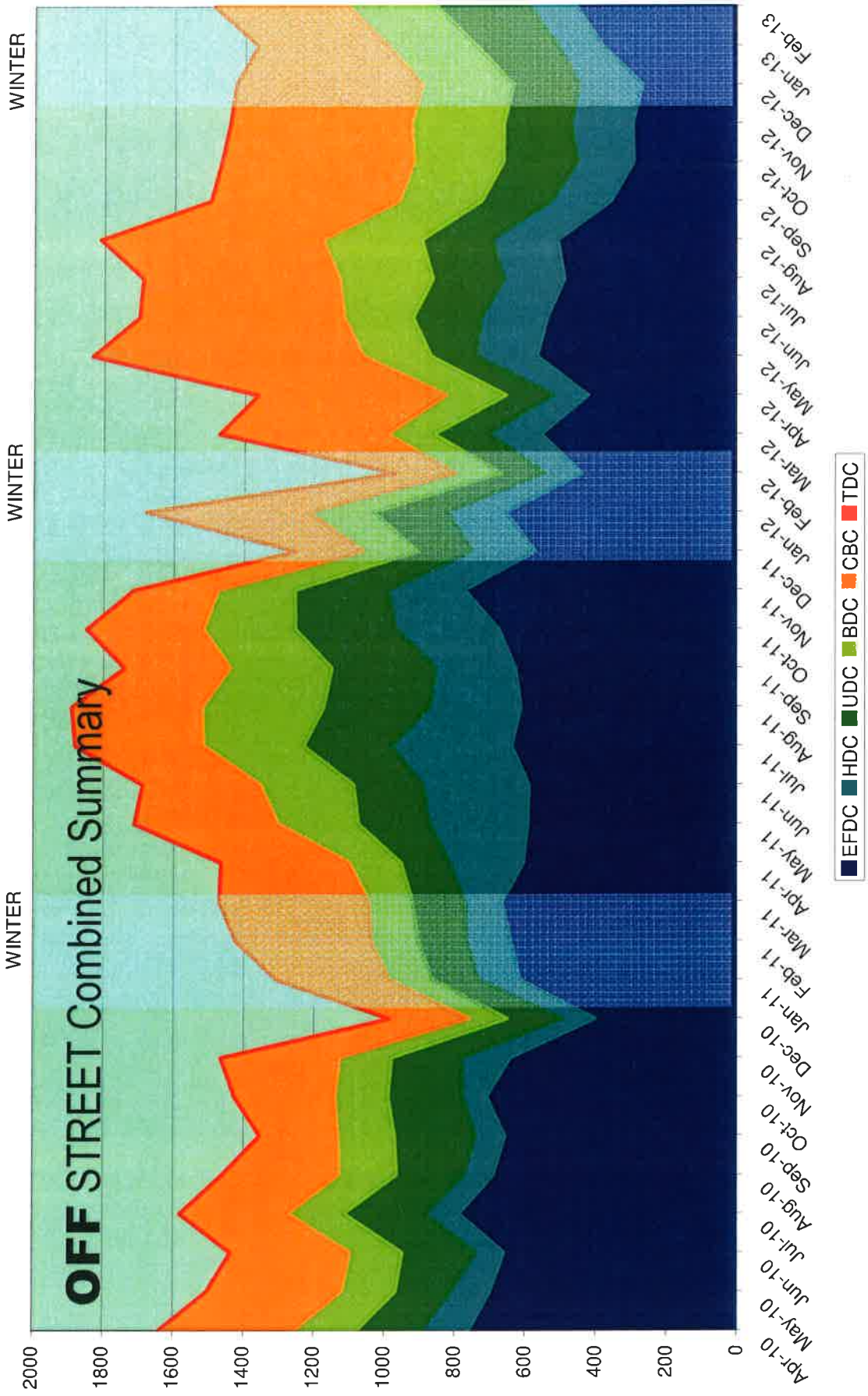
2.5.1 Permit issue has remained steady as the table below illustrates:

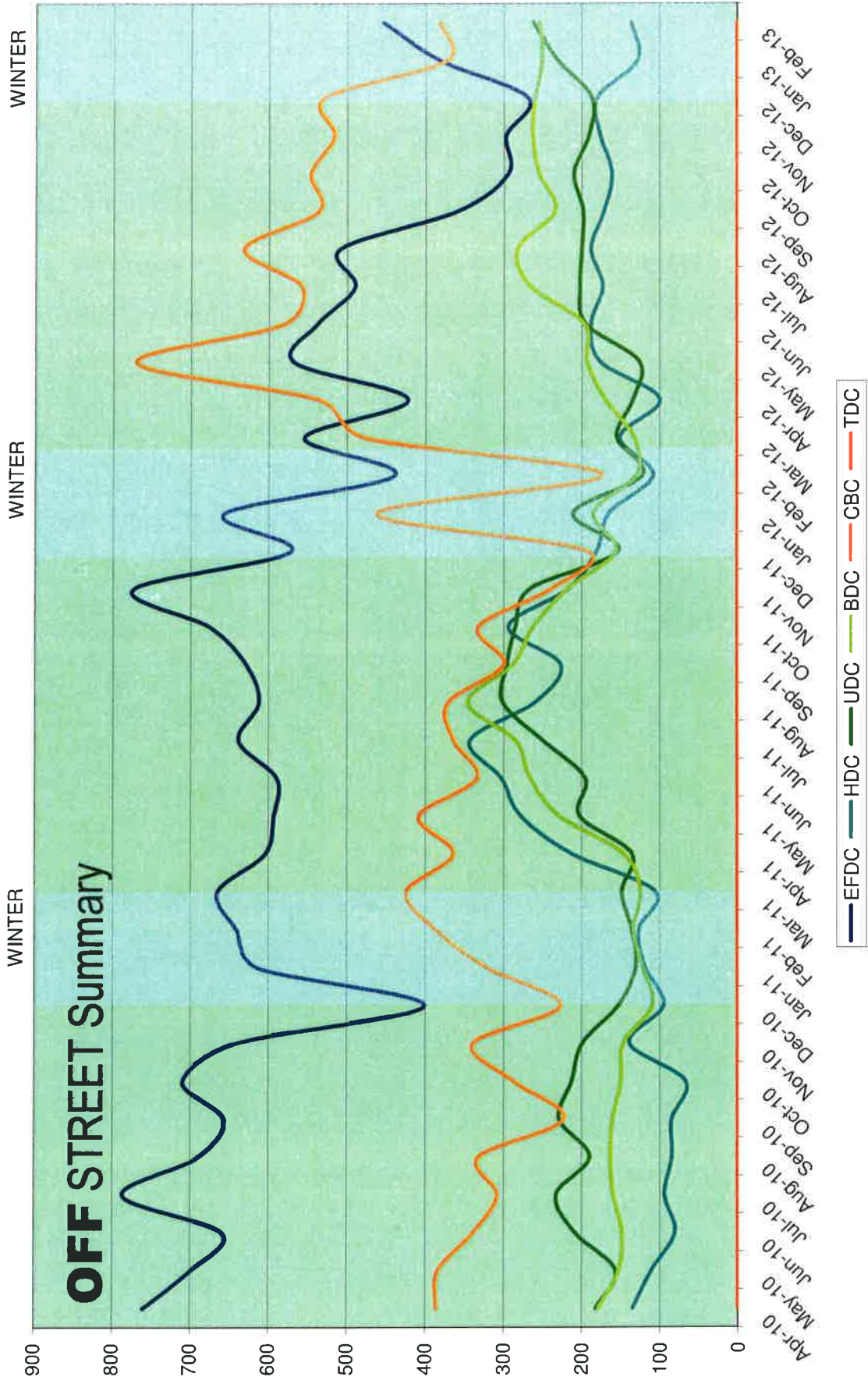
	<b>Colchester</b>	<b>Braintree</b>	<b>Epping</b>	<b>Uttlesford</b>
February 2011 to January 2012	530	734		417
February 2012 to January 2013	404	764	179	395

**2.6 Future work**

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



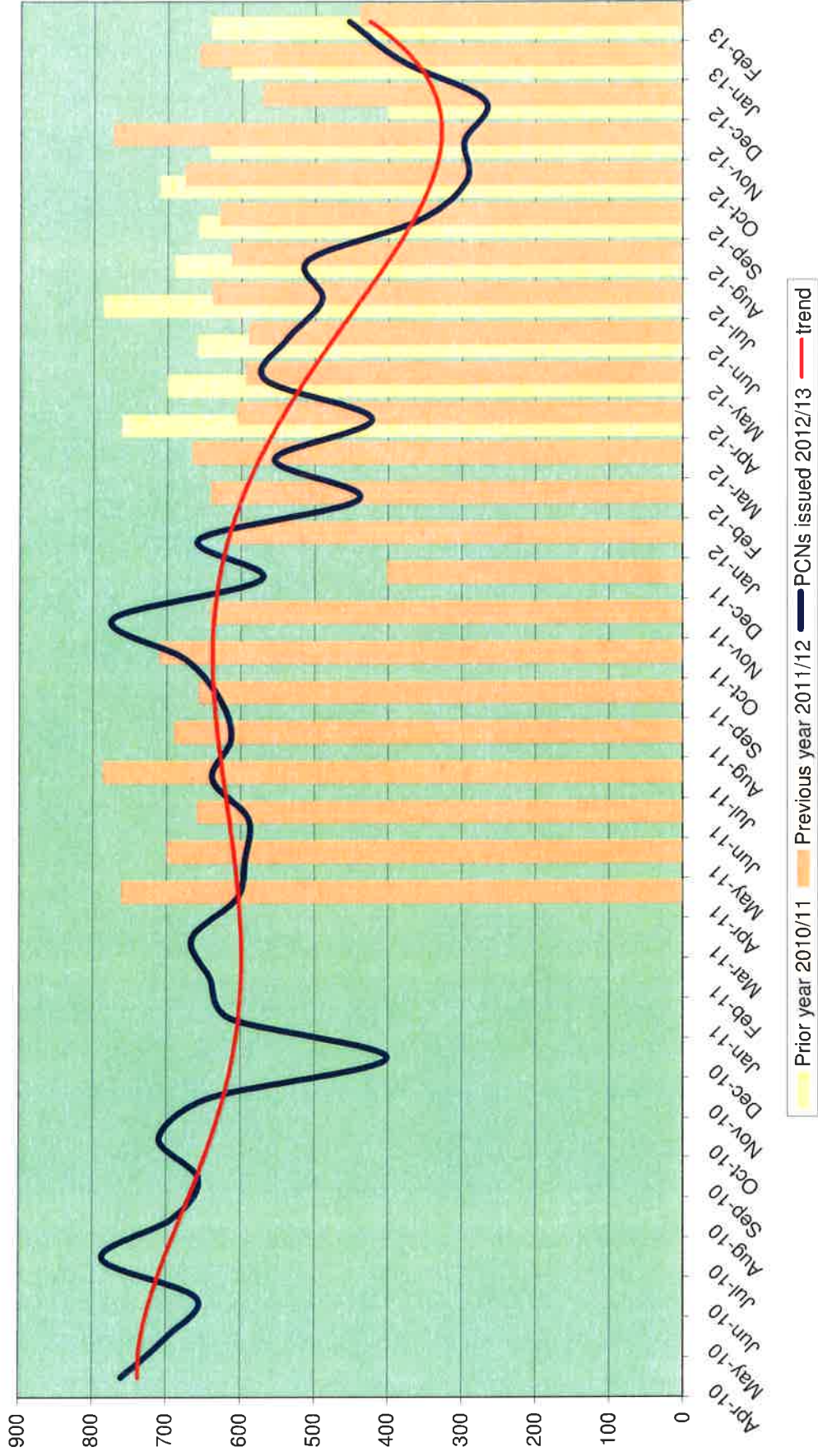






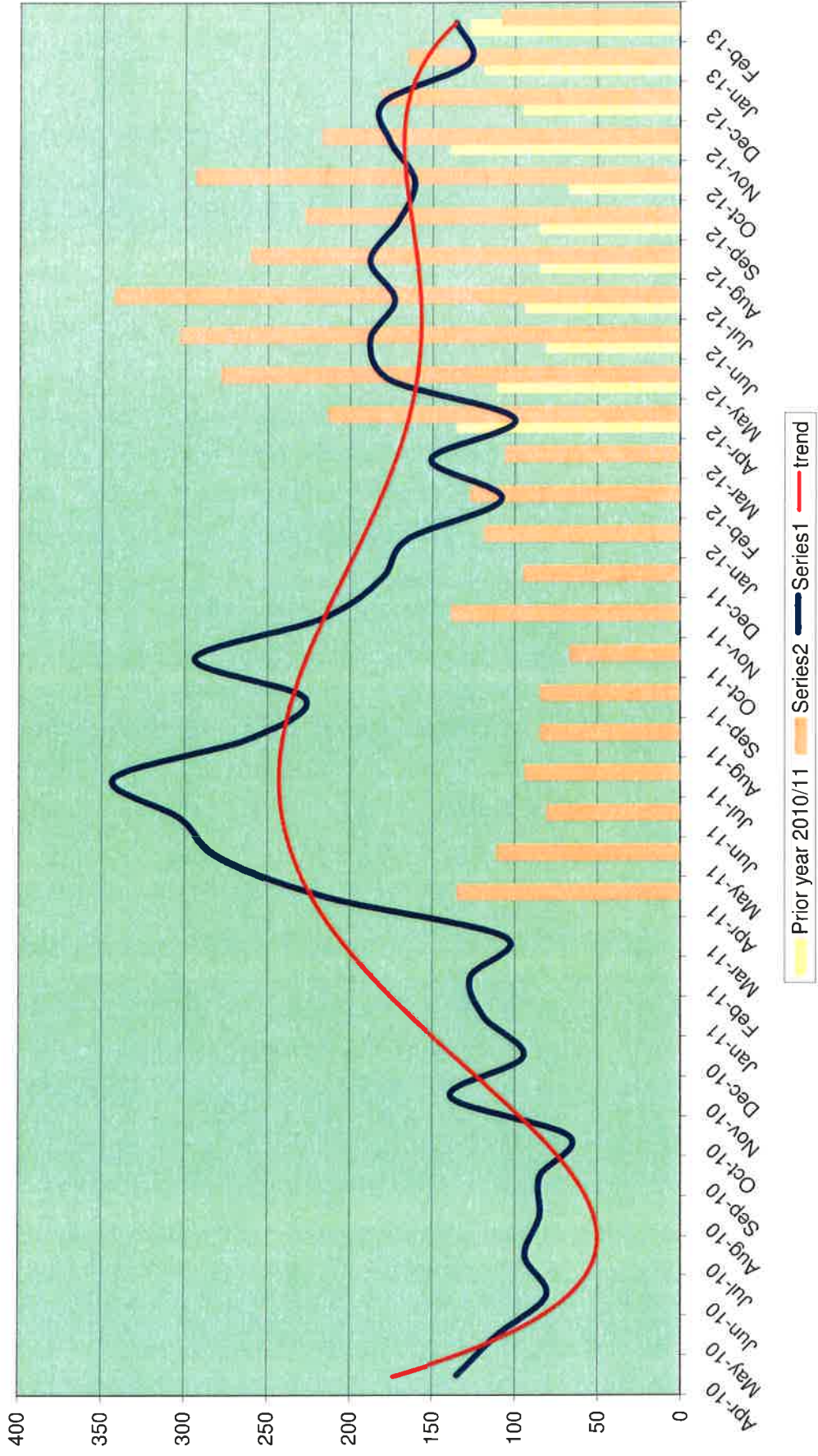
# OFF STREET

Epping Forest - PCN issued by month



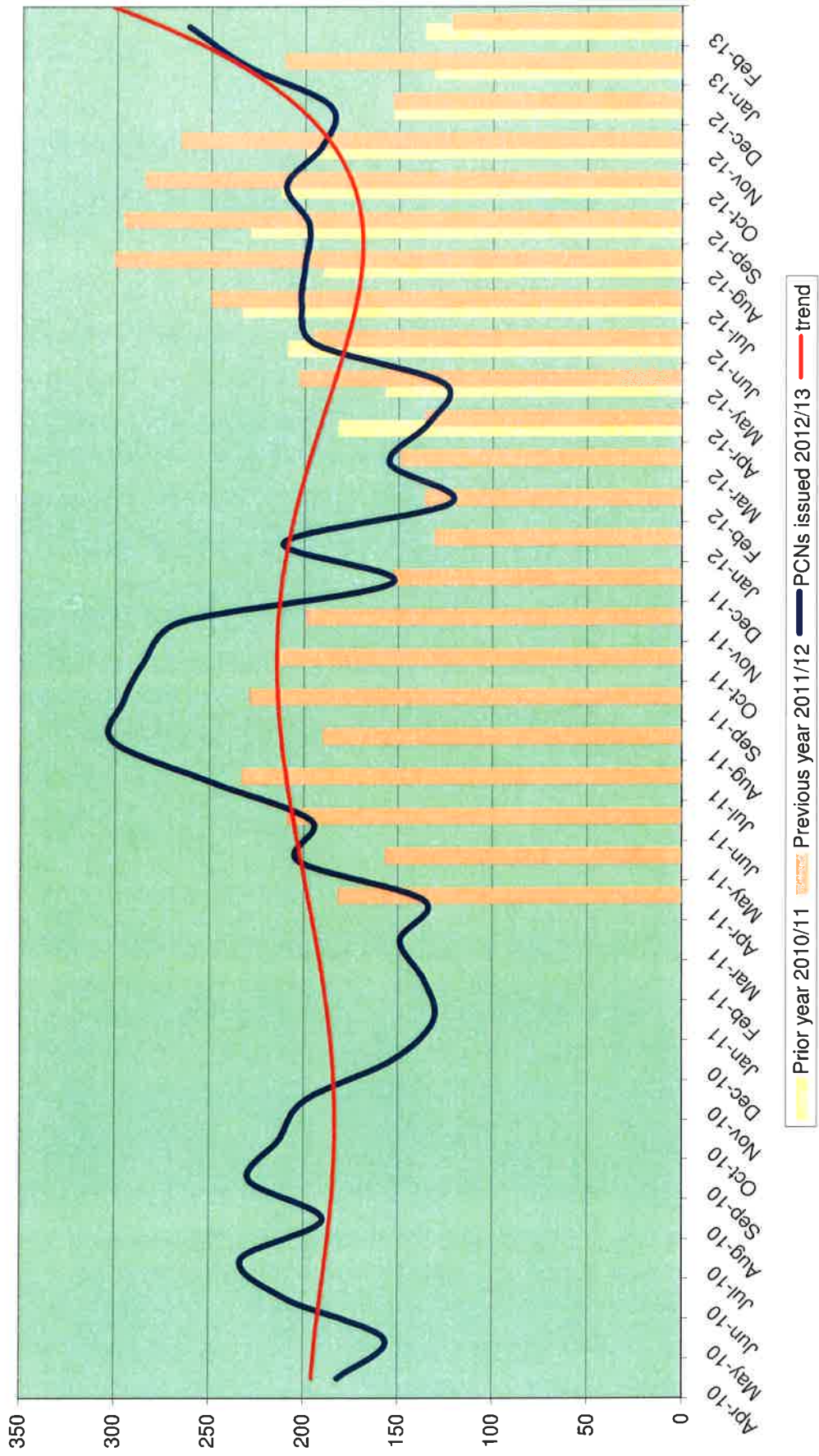
# OFF STREET

## Harlow - PCN issued by Month



# OFF STREET

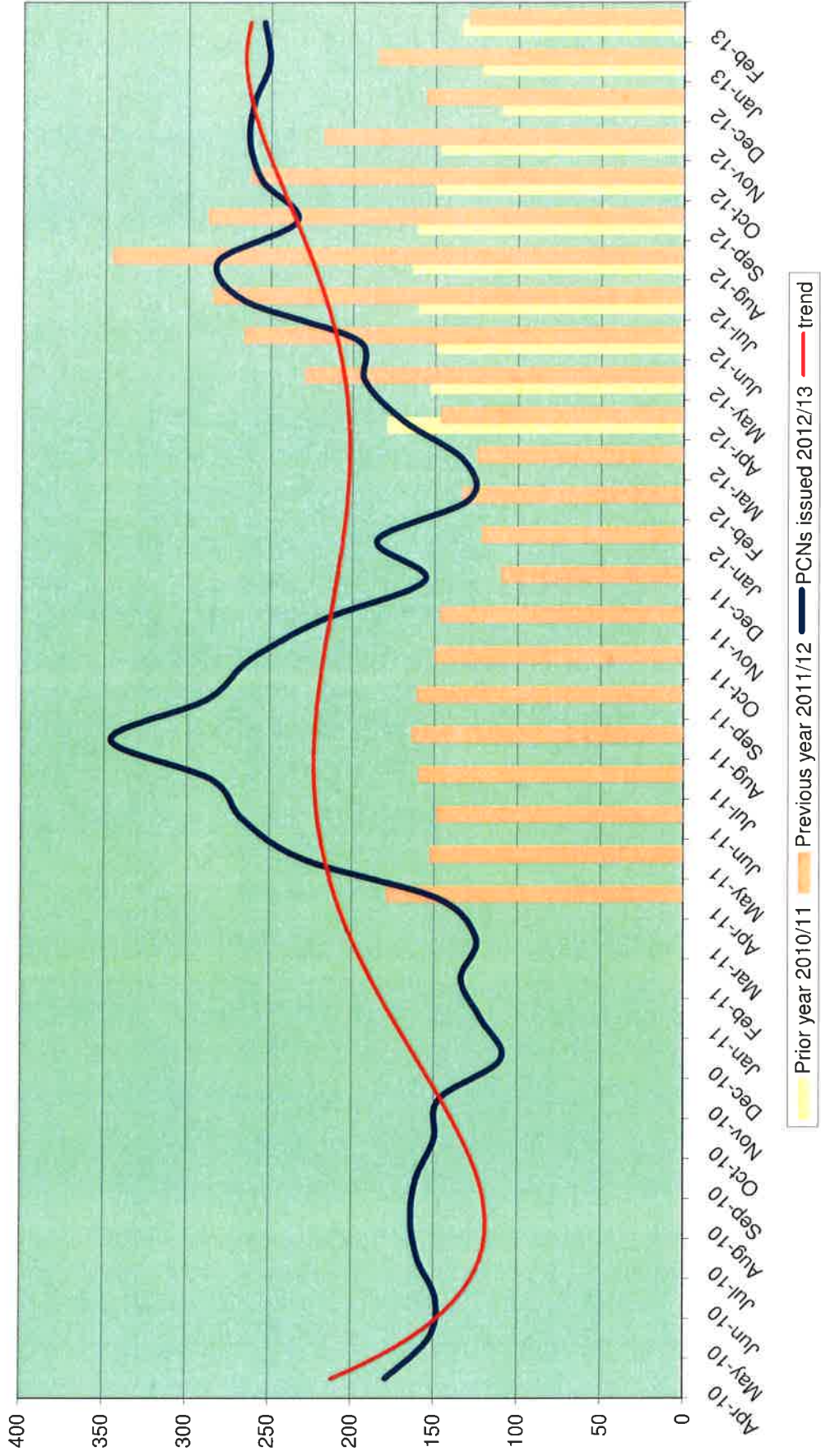
## Uttlesford - PCN issued by month





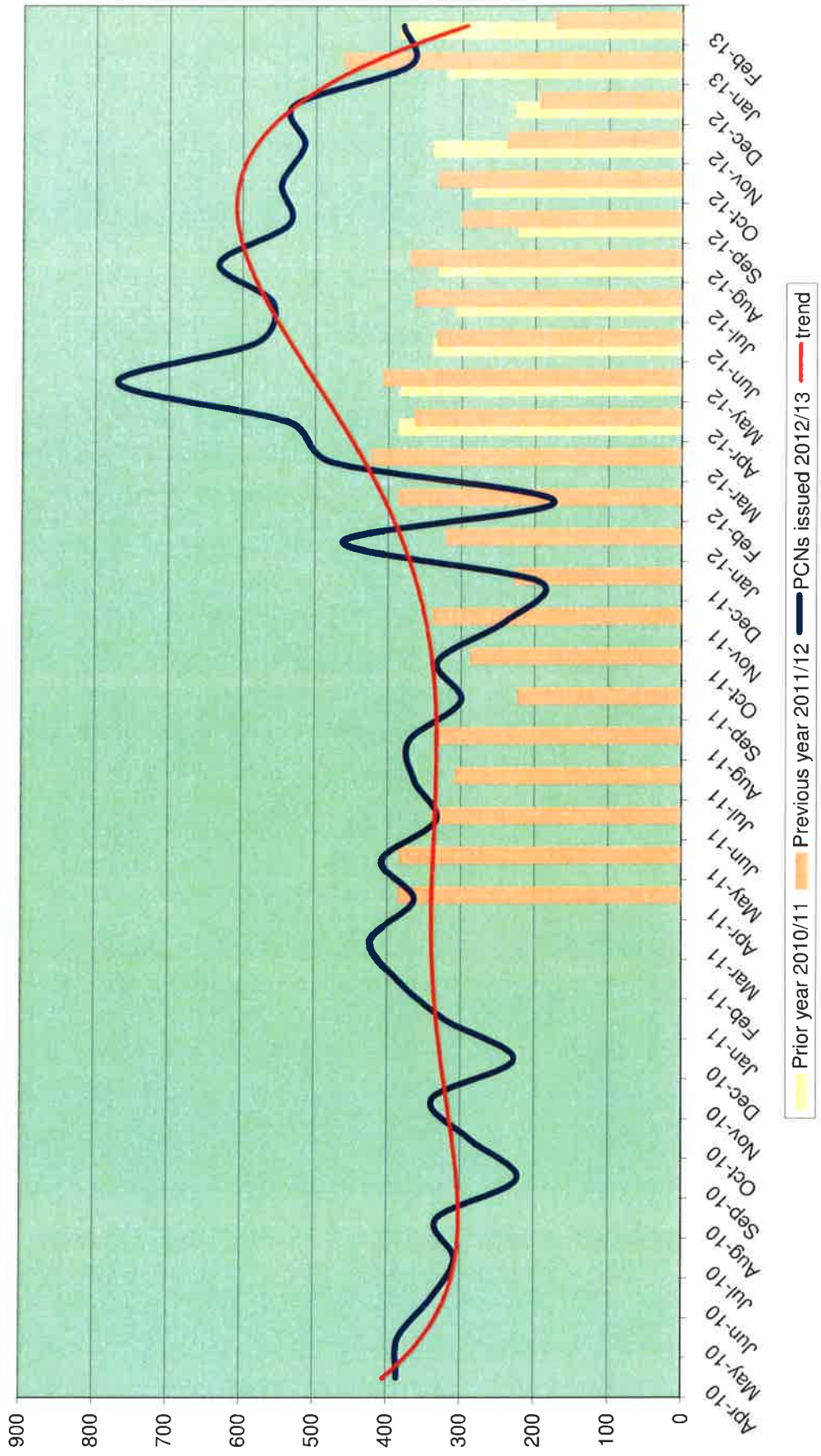
# OFF STREET

Braintree - PCN Issued by month



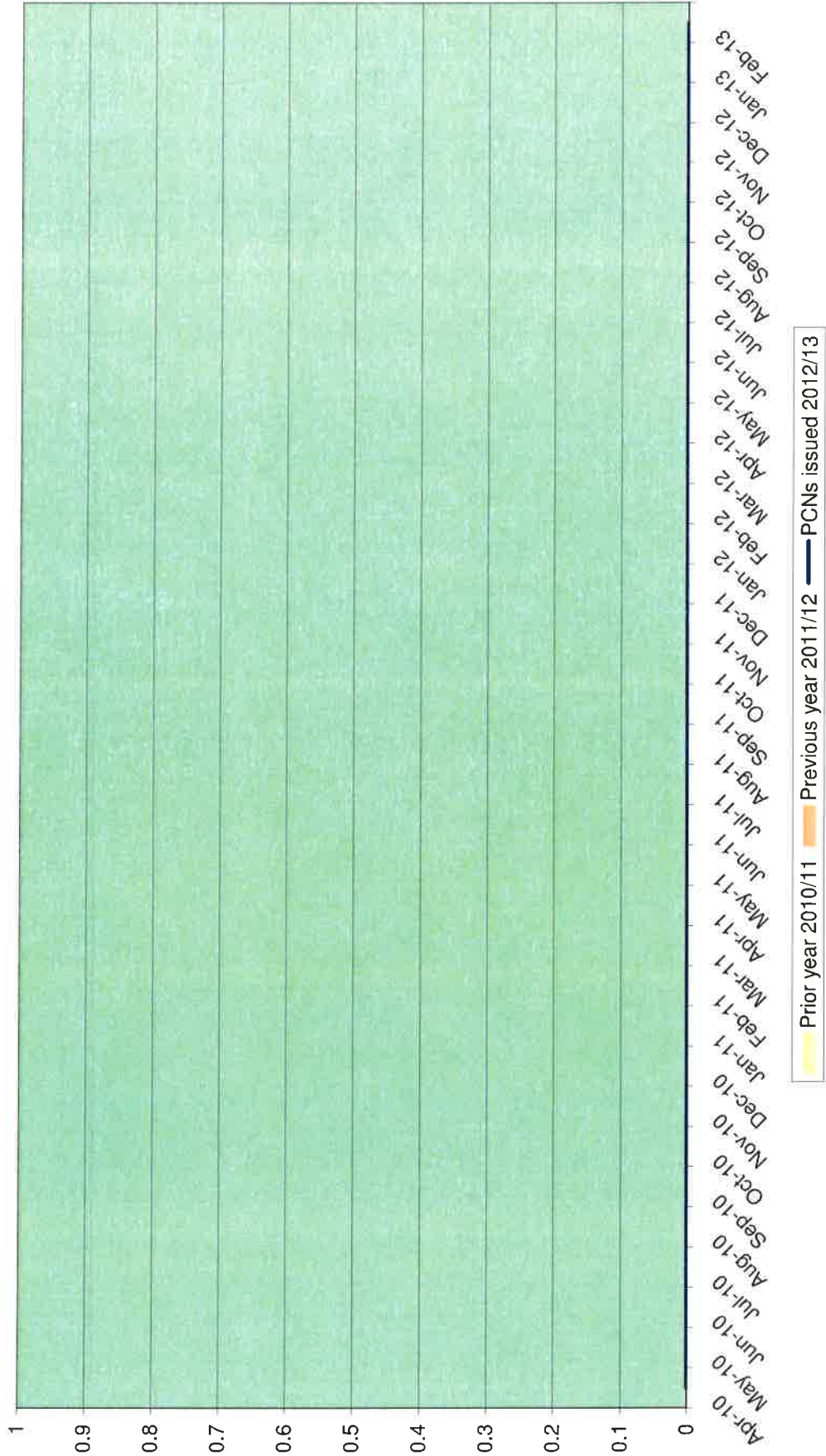
# OFF STREET

Colchester - PCN Issued by month



# OFF STREET

Trending - PCN issued by month





## Information for Members of the Public

### Access to information and meetings

You have the right to attend all meetings of the North Essex Parking Partnership. You also have the right to see the agenda, which is usually published 5 working days before the meeting. Dates of the meetings and agendas (that include minutes from the previous meeting) are available on the Colchester Borough Council website [http://tmf.colchester.gov.uk/menu\\_map\\_level\\_2.asp?sec\\_id=3808](http://tmf.colchester.gov.uk/menu_map_level_2.asp?sec_id=3808) . Alternatively, the complete agenda papers are available on the Parking Partnership website by clicking on [http://www.parkingpartnership.org/north\\_policies.asp](http://www.parkingpartnership.org/north_policies.asp) (agendas are found in the section titled "Traffic Regulation Orders").

### Have Your Say!

The Parking Partnership values contributions from members of the public and under the Partnership's Have Your Say! policy you can ask questions or express a view to the Joint Committee.

### Private Sessions

Occasionally meetings will need to discuss issues in private. This can only happen on a limited range of issues, which are set by law. When the Committee does so, you will be asked to leave the meeting.

### Mobile phones, pagers, cameras, audio recorders

Please ensure that all mobile phones and pagers are turned off before the meeting begins and note that photography or audio recording is not permitted.

**For further information contact;**

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