

Annual Report 2018/19

	Index	Page
	Executive Summary	3
1	Introduction	3
2	Operational overview	5
3	Financial performance 2018/19	7
3.1	Financial outturn for 2018/19 SEPP account	7
3.2	Comparison of actual 2018/19 outturn against agreed 2018/19 budget	9
3.3	TRO function 2018/19 financial outturn	10
3.4	Investment and improving the service	11
3.5	Operational fund	14
4	The four key areas of performance	15
4.1	The Joint Committee	15
4.2	The TRO function	19
4.3	The Enforcement Operation	20
4.3.1	3PR and The School Parking Initiative	21
4.3.2	Enforcement Patrol and PCN contravention data	24
4.3.3	CCTV vehicle	26
4.4	The Back office	26
5	PCN issue and recovery rates	27
5.1	PCN issue rate comparison	30
6	Conclusion	30
	Links to policies, reports and procedures	32
	Glossary	32
	Appendix A 2017/18 annual performance figures for each Partnership area	33

Executive Summary

This annual report is produced in line with the Traffic Management Act (TMA 2004), which through Statutory Guidance, places a duty on enforcement authorities to produce and publish an Annual Report within 6 months of the end of the financial year. This annual report provides an overview of the performance of the South Essex Parking Partnership (SEPP) operation and a comparison to the previous years of operation. This includes all financial and statistical data as recommended in the operational guidance of TMA 2004.

Summary of key performance factors from financial year 2018/19 are:

- An overall surplus achieved of £366,430 after deduction of the TRO operational costs, signs and lines maintenance, new TRO costs and deduction of special project costs.
- £36,640 increase in expenditure and £166,420 increase in income, compared to 2017/18.
- 49,430 on-street Penalty Charge Notices (PCNs) issued resulting in a 13% increase compared to 2017/18.
- 76% of PCNs paid, exceeding the expected level of 75%.
- 225 sign and line maintenance schemes completed and 30 new Traffic Regulation Orders (TROs) implemented.
- £77,000 allocated during the year for the maintenance of signs and lines and £136,500 for schemes requiring a new TRO.

The overall performance of the Partnership for the financial year 2018/19 has been very successful ensuring that it is well placed to continue the delivery of the service effectively and efficiently into 2019/20 and throughout the term of the agreement.

1 Introduction

The South Essex Parking Partnership carries out the on-street parking enforcement in Chelmsford, Basildon, Rochford, Castle Point, Maldon and Brentwood on behalf of Essex County Council (ECC), the highways authority, through delegated responsibilities under a Joint Agreement signed by all partner authorities in 2011.

The Operational Guidance of Part 6 to the Traffic Management Act 2004 (TMA

2004) clearly advises that it is a sensible aim that enforcement operations must be self-financing and if not, the Secretary of State will not expect either national or local taxpayers to meet any deficit.

As such, both the South and North Parking Partnerships were formed with a key objective to reduce inherent deficits and to provide more cost-effective solutions to the parking enforcement delivery across the County.

Parking enforcement and the implementation of traffic management schemes across SEPP are essential functions which set out to promote and achieve the following core principles:

- Managing the traffic network to ensure expeditious movement of traffic.
- Improving road safety.
- Improving the quality and accessibility of public transport.
- Meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car.
- Managing and reconciling the competing demand for highway parking provision.
- Providing suitable on street parking arrangements, considering the needs of local businesses and residents.
- Supporting wider policies through incentivising behaviour.
- Ensuring that the requirements of the TMA 2004 are met.
- Encouraging compliance of parking restrictions.
- Operating on street Civil Parking Enforcement across the Partnership area to achieve a zero-deficit position.

The core principles are also linked to the business aims and objectives of SEPP, which are:

- Support the core principles of TMA 2004.
- Operate a financially self-sufficient enforcement and TRO operation ensuring sufficient funds are available to invest back into the function.
- Maintain a reserve fund.
- Partnership lead officers take all reasonable steps to ensure individual

Partnership areas reduce the level of individual deficit.

- Maintain signs and lines, and TROs to an acceptable level ensuring suitable funding is available.

This annual report provides an overview of the 2018-19 performance of the overall SEPP operation and provides a comparison to the previous years of operation. This includes all financial and statistical data as recommended in the operational guidance of TMA 2004.

The performance figures for each individual partnership area are included in **Appendix A** to this report.

2 Operational overview

In April 2011 the South Essex Parking Partnership was formed with the primary aim of providing a new efficient operational model, providing on-street parking enforcement on behalf of ECC, at zero cost.

The subsequent years of operation has provided the opportunity to validate the operational model and improve the operational delivery to ensure that the Parking Partnership is financially self-sufficient and can maintain an operational fund to invest back into the function.

There are two areas of financial responsibility:

- The on-street enforcement operation which provides an income to the account
- The parking related sign and lines maintenance and new TROs which require a suitable level funding from the SEPP operational fund

The primary function of the enforcement operation is to:

- Provide suitable enforcement of parking restrictions on the public highway which are supported by a relevant Traffic Regulation Order (TRO).
- Issue Penalty Charge Notices (PCNs) to vehicles in contravention of a parking restriction.
- Process the recovery of PCNs, consider challenges and representations and administer Resident Permit Schemes.

In addition to the parking enforcement operation, the Joint Committee Agreement between ECC and the Parking Partnership made provision for the Partnership to accept delegation of the parking related TRO function.

A TRO team consisting of a TRO Manager and three FTE TRO technicians has been assembled to manage the workload of the TRO function. The main purpose of the team is to:

- Process requests for new parking restrictions
- Assess areas with reported parking problems and make recommendations
- Implement new TROs for agreed schemes
- Maintain existing signs and lines

The TRO function brings great benefit to the aims and objectives of the Parking Partnership.

The key opportunities are:

- Maintaining local influence on traffic management schemes.
- The provision of traffic management schemes which meet the aims and objectives of the Parking Partnership.
- Greater consistency of the application of TROs across the Partner areas.
- A higher level of compliance with maintaining signs and lines.

Each municipal year the Joint Committee nominates Joint Committee Members to represent two Sub Committees. One, for the purpose of reviewing and allocating funding for maintenance works and new TROs, and the other to receive and consider any objections to proposed new schemes.

A policy, 'How the SEPP will deal with requests for new parking restrictions' provides staff, officers, Councillors and members of the public with a consistent policy and approach to dealing with new requests. This policy can be viewed at www.chelmsford.gov.uk/sepp

3 Financial performance 2018/19

The following section will give an overview of the financial outcome for financial year 2018/19. It determines the financial position compared against the original 2018/19 business case and against the performance of 2017/18.

3.1 Financial outturn for 2018/19 enforcement operation

The following table (**Table 1 page 8**) gives the overall enforcement operation financial outturn for 2018/19. It also identifies the financial outturn position for each individual partnership City / District / Borough.

The overall 2018/19 total expenditure is £1,611,470 and the income achieved is £2,426,660 resulting in a positive net gain surplus of £815,190 to be off set against the full TRO operational costs.

Table 1 2018/19 Outturn – Enforcement operation

Appendix 1 South Essex Parking Partnership - Summary position @ March 2019							
Actual 18/19	Chelmsford £	Brentwood £	Maldon £	Basildon £	Rochford £	Castle Point £	Total £
Direct Expenditure							
- Employees	315,880	275,720	86,330	240,070	108,320	65,770	1,092,090
- Premises	0	4,080	0	0	0	0	4,080
- Supplies and Services	36,110	28,620	5,110	18,180	7,930	5,510	101,460
- Third Party Payments	52,240	39,480	11,990	34,740	18,150	10,680	167,280
- Transport costs	20,810	19,370	6,360	47,900	16,530	10,530	121,500
Total Direct Expenditure	425,040	367,270	109,790	340,890	150,930	92,490	1,486,410
Indirect Expenditure							
Central Support	79,680	18,920	3,780	13,830	6,340	2,510	125,060
Total Indirect Expenditure	79,680	18,920	3,780	13,830	6,340	2,510	125,060
Total Expenditure	504,720	386,190	113,570	354,720	157,270	95,000	1,611,470
Income received to 31st March 2019							
PCN's	578,890	446,720	98,200	270,790	119,460	101,900	1,615,960
Residents' Parking Permits	271,720	185,140	27,380	154,930	16,900	3,880	659,950
Pay & Display	113,230	47,840	0	0	0	0	161,070
Other	-10,320	0	0	0	0	0	-10,320
Total Income	953,520	679,700	125,580	425,720	136,360	105,780	2,426,660
Net (Surplus) / Deficit - Cash Basis	(448,800)	(293,510)	(12,010)	(71,000)	20,910	(10,780)	(815,190)

3.2 Comparison of actual 2018/19 outturn against agreed 2018/19 budget

The Joint Committee Agreement, Clause 23.15, sets out a requirement for the Joint Committee to develop an Annual Business Plan no later than 31 December for each financial year.

At the Joint Committee Meeting in December 2017, the Annual Business Plan for 2018/19 was approved. This Business Plan estimated an overall Partnership surplus of £560,000 which would be used to contribute to the TRO operational costs and would result in an estimated surplus in the region of £397,000 to contribute to the operational fund.

Table 2: 2018/19 Enforcement outturn comparison against 2018/19 Business Plan estimate

	2018/19 Business case original estimate (cash basis)	2018/19 actual outturn (cash basis)	Position against original estimate. Deficit / (surplus)
Expenditure	£1,616,724	£1,611,470	(£5,254)
Income	£2,176,300	£2,426,660	(£250,360)
Deficit / (surplus)	(£559,576)	(£815,190)	(£255,614)

Table 3: Actual 2018/19 outturn compared to 2017/18 actual outturn

	2017/18 actual outturn (cash basis)	2018/19 actual outturn (cash basis)	Position against previous year. Deficit / (surplus)
Expenditure	£1,574,830	£1,611,470	£36,640
Income	£2,260,240	£2,426,660	(£166,420)
Deficit/ (surplus)	(£685,410)	(£815,190)	(£129,780)

There has been an increase (up 7.3% compared to previous year) in the level of income received. The main contributing factor has been the increase in PCNs issued this year which is up 13.3% compared to the previous year.

The clear aim and intention of the Parking Partnership was to reduce the amount of unsustainable deficit under previous agency agreements and deliver a new service at zero cost to ECC, while retaining a high level of service provision and ensuring sufficient capital funds are available to invest back into the operation and fully fund the Traffic Regulation Order function and the maintenance of parking related signs and lines. The Partnership to date has met this objective and demonstrates the benefits of partnership working and shared resource.

3.3 TRO function 2018/19 financial outturn

Table 4 provides details of the TRO operational costs. These costs are deducted from the 2018/19 enforcement operation account and the outturn is shown in **Table 5**.

Table 4: 2018/19 financial outturn for the TRO function.

2018/19 TRO account	
Direct Expenditure	
- Employees	112,870
- Supplies and Services	26,220
- Third Party Payments	113,300
- Transport costs	700
Total Direct Expenditure	253,090
Indirect Expenditure	
Central Support	13,540
Total Indirect Expenditure	13,540
Total Expenditure	266,630
Income received to 31st March 18	
Other	450
Total Income	450
Net (Surplus) / Deficit - Cash Basis	266,180

Table 5: 2018/19 overall Parking Partnership account outturn

Overall outturn position	2018/19 actual outturn
Enforcement operation	
Expenditure	£1,611,470
Income	(£2,426,660))
Total- deficit/ (surplus)	(£815,190)
TRO operation	
Expenditure	£266,630
Income	£450.00
Total- deficit/ (surplus)	£266,180
Outturn position - deficit/ (surplus)	(£549,010)

Included in the final accounts for 2018/19 are the items of spend allocated from the Partnership reserves which total £182,580, taking this into account the overall outturn position including the additional cost for the TRO function and sign and line maintenance is a surplus position of **£366,430**.

3.4 Investment and improving the service

The Parking Partnership has carefully managed the surplus achieved to date ensuring that the cost of operating the TRO function could be realistically achieved without the risk of operating the overall function in a deficit position.

The Parking Partnership continues to invest in easily accessible IT systems to provide a better customer experience for our parking customers, our back-office staff and Civil Enforcement Officers (CEOs)

The MiPermit system was introduced to provide residents, living in a residents parking zone, with a fast and effective method for managing, purchasing and allocating their resident permits and visitor tickets, via an on-line account. The new system does not require residents to display a paper permit as the permits allocated are virtual permits (paperless). The CEOs can identify valid permits from the registration details of the vehicle. This is achieved by real time data being sent to the

CEOs handheld devices. The new system reduces the level of administration to manage the schemes. Full details on how the system works can be found at the following link:<http://www.chelmsford.gov.uk/about-chelmsford-resident-permit-scheme>

The Response Master package provides back office staff with a system to produce consistent correspondence when dealing with challenges against a PCN, in addition this system provides a front-end portal for members of the public to review and gauge the likely outcome of a challenge.

To compliment these new systems the enforcement staff have been issued with lightweight smart phone handheld computer devices which operate on Apple and Android systems and have the benefit of receiving and providing real time data in a fast and efficient manner, this has significantly improved how the virtual permit data is downloaded and viewed.

In 2018/19 the Partnership has allocated the Partnership Fund into the following areas:



£80,000

to provide the full cost of launching 3PR in schools throughout South Essex

£85,000

to replace on-street pay and display machines





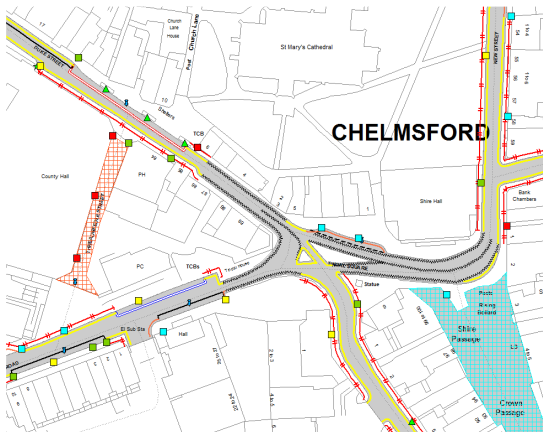
£70,000

for the replacement of enforcement handheld computers.

£600,000

To fund sign and line maintenance and implementation of new traffic management schemes up to March 2021

P Resident parking only



£135,000

for a new digital TRO mapping system

£816.000

Shared between the 7 Partnership Authorities for highway and car park improvements which are in accordance with section 55 (as amended) of the Road Traffic Regulations Act 1984 (RTRA 1984)

3.5 Operational Fund

Table 6 shows the current financial position of the SEPP operational fund / reserve and the revised cost to complete the outstanding areas of spend.

Table 6

Amount at 31 March 2019	Sub total
Parking reserve	£2,438,070
£85,000 to invest in replacement on-street pay and display machines	£2,353,070
£57,000 remaining to provide full cost of launching 3PR in schools (zero cost to school). £450 - £500 per schools – covers approx. 168 schools	£2,296,070
£150,000 allocated in financial years 2018/19 and 2019/20, totaling £300,000 for the sign and line maintenance	£1,996,070
£50,000 allocated in financial years 2018/19 and 2019/20, totaling £100,000 for implementing new schemes which require a TRO	£1,896,070
£816,000 Shared between the 7 Partnership Authorities for highway and car park improvements which are in accordance with section 55 (as amended) of the Road Traffic Regulations Act 1984 (RTRA 1984)	£1,080,070
£150,000 to be allocated in financial year 2020/21 for the sign and line maintenance	£930,070
£50,000 allocated in financial year 2020/21 for implementing new schemes which require a TRO	£800,070
£100,000 to cover costs until 2022 to provide additional out of hours and weekend enforcement patrols to cover areas of known parking problems	£780,070
Maintain £200,000 reserve	£580,070
Total Partnership operational fund	£580,783

Considering the outstanding items of spend, the Partnership has an operational fund of **£580,783** to invest back into the operation and allocate funding which is in accordance with section 55 of the RTRA 1984

4 The four key areas of performance

The continuing success of the Parking Partnership depends on four key areas:

- the Joint Committee,
- the TRO function,
- the enforcement operation,
- the back office.

The following section gives an overview on how these areas have performed this financial year.

4.1 The Joint Committee

The Joint Committee, governed by the Joint Committee Agreement, performs an essential role ensuring that all Partnership members have an influence on how the Partnership is operated and on local parking enforcement issues.

The Joint Committee consists of one nominated Councillor from Basildon, Brentwood, Castle Point, Chelmsford, Maldon, Rochford and the Cabinet Member for Highways and Transportation at ECC. The Joint Committee is responsible for approving Partnership policies, the Annual Business Plan, the Resident Parking Schemes, Traffic Regulation Orders for new parking schemes, maintenance of signs and lines, and managing the Parking Partnership financial account.

The Joint Committee has agreed the Civil Parking Enforcement principles, and business aims, and objectives as outlined in the introduction to this report.

There are at least four Joint Committee Meetings held in the financial year in the months of June, September, December and March. Each meeting will have set agenda items and items for approval. The set agenda items consist of the Operational and Performance Report, and the Financial Report. Additionally, updates on the Annual Business Plan are provided at the meetings held in September and March.

The main items approved by the Joint Committee in the financial year 2018/19 are as follows:

Joint Committee Meeting	Items approved
28 June 2018	<ul style="list-style-type: none"> ➤ Financial outturn 2017/18 ➤ Annual Governance Statement ➤ Annual Report 2017/18 ➤ Authorisation to engage in a Framework Agreement for sign and line contractors
6 September 2018	<ul style="list-style-type: none"> ➤ SEPP enforcement operation policies reviewed
6 December 2018	<ul style="list-style-type: none"> ➤ 2019/20 Business Plan ➤ Allocation of the Operational Fund
7 March 2019	<ul style="list-style-type: none"> ➤ Approved Version 5 of the TRO Implementation Policy ➤

The Joint Committee is supported by the South Essex Parking Partnership Manager and the Lead Officers who represent each partnership area and ECC. These officers will attend regular meetings with the purpose of shaping the Partnership policies, procedures and business plans for approval by the Joint Committee Members.

All reports and minutes from the Joint Committee Meetings can be viewed on-line at [Committees and meetings - Chelmsford City Council](#)

Separate sub-committee meetings for the purpose of considering TRO proposals/objections, and funding for new TROs and signs and lines maintenance are normally held after the Joint Committee Meetings. Additional Sub Committee meetings will be arranged dependant on the number of schemes, which require a decision.

The signs and lines maintenance sub-committee is responsible for considering and allocating funding for essential maintenance works, which relate to existing parking restrictions and new proposals for parking controls, which require a TRO.

The TRO sub-committee considers and hears objections against an advertised TRO and will make a final decision if the scheme or schemes will be progress as advertised, progress with amendments or will be declined.

The main items approved, during 2018/19 at the Sub Committee Meetings for Funding new TRO Schemes and Signs and Lines Maintenance are as follows:

Sub Committee Meeting for signs and lines funding	Items approved
6 September 2018	<ul style="list-style-type: none"> ➤ Batch 15 maintenance works (£76,967) ➤ £90,500 funding for new TROs
7 March 2019	<ul style="list-style-type: none"> ➤ £46,000 funding for new TROs

The proposed TROs considered, during 2018/19 at the Sub Committee meetings for considering objections to a proposed TRO are as follows:

TRO Sub Committee	Items considered.
8 August 2018	<ul style="list-style-type: none"> ➤ George Close, Canvey Island (Castle Point) – agreed to be made as advertised ➤ Sandown Road, Thundersley (Castle Point) – agreed to be made as advertised ➤ Gills Avenue, Canvey Island (Castle Point) – agreed to be made as advertised ➤ Crescent Road, Crescent Close, Crescent Gardens, Gordon Close and Raven Lane, Billericay (Basildon) – agreed to be made as advertised ➤ Everest Ride, Hillary Mount, Hunts Mead, St Edith's Court and Tensing Gardens, Billericay (Basildon) – agreed to be made as advertised ➤ Crompton Close and Howard Chase, Basildon – agreed to be made as advertised ➤ Tabors Avenue, Great Baddow, Chelmsford – agreed to be made as advertised ➤ Beeleigh Road and Silver Street, Maldon – Order to be withdrawn ➤
6 December 2018	<ul style="list-style-type: none"> ➤ Butts Lane, Maldon – Order made with modifications

	<ul style="list-style-type: none"> ➤ King Street, Maldon – agreed to be made as advertised ➤ Princes Road, Maldon – Order made with modifications ➤ Millfields access road, Burnham-on-Crouch – Order withdrawn ➤ High Street, Burnham-on-Crouch – agreed to be made as advertised ➤ Alderwood Way and Summerwood Close – agreed to be made as advertised ➤ Konny Brook and Blackwater, Thundersley – agreed to be made as advertised ➤ May Avenue, Whiteways, Maurice Road, Lottem Road, Hellendoorn Road, Margraten Avenue, Shellbeach Road, Keer Avenue, Weel Road, Gafzelle Drive, Marine Avenue, Station Road and Seaview Road, Canvey Island. – agreed to be made as advertised ➤ The Avenue and Church Road, Hadleigh – Order made with modifications ➤ Cherrydown West, Clay Hill Road, Coddenham Green, Codenham Straight, Fauners, Gobions, Langleys, Latchetts Shaw, Takley End, Waldegrave, Witchards and Wynters, Basildon – Order made with modifications ➤ The Gore, Audley Way, Braybrooke, Brempons, Butneys, Culverdown, Hinckfield Place, Landermere, Long Gages, Neville Shaw, Pomfret Mead, Rokells, Roselaine and Roodegate, Basildon – Order made with modifications.
14 February 2019	<ul style="list-style-type: none"> ➤ Leamington Road and Cheltenham Road, Hockley – made as advertised ➤ Wimhurst Close, Plumberow Avenue, Mount

	<p>Avenue, Orchard Avenue and Appleyard Avenue, Hockley – made with modifications</p> <ul style="list-style-type: none"> ➤ Queens Road and Broad Oak Way, Rayleigh – made as advertised ➤ Heron Gardens, Rayleigh - made as advertised
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4.2 The TRO functions

The TRO team plays an important role ensuring existing on-street parking restrictions are relevant and legally enforceable. It is essential that signs and lines are maintained to a high standard. Poorly maintained signs and lines will compromise the enforcement operation and potentially mislead motorists into parking in restricted areas.

Maintaining the signs and lines to a high standard is a priority of the Parking Partnership and a lot of work has gone into identifying batches of work for maintenance.

The team works very closely with the CEOs who are best placed, during their patrolling activity, to identify and note areas requiring attention. **Table 9** shows the work processed during 2018/19.

The TRO team is also responsible for receiving new requests for parking restrictions. When each new request is received, an assessment is carried out. This includes a site visit, informal discussions with local residents and the necessary checks carried out against the criteria and priorities of the Parking Partnership.

To ensure local influence is maintained on decisions made, a report with recommendations will be presented to the lead officer and relevant area Joint Committee Member to discuss and agree locally. Regular meetings have been conducted throughout the year for this purpose.

Table 7: work processed by the TRO during 2018/19

	Basildon	Brentwood	Castle Point	Chelmsford	Maldon	Rochford	Total
Number of lines and signs maintenance schemes processed	44	56	37	47	12	29	225
Requests for parking restrictions	74	56	49	96	28	72	375
No of residents informally consulted	1039	536	209	1638	51	609	4082
No of Variation Orders completed	3	10	2	9	3	3	30
Suspensions implemented	3	8	2	52	7	2	74

4.3 The Enforcement Operation

The increasing number of vehicles on the highway network and the ever -increasing demand for kerbside parking provides many challenges to the parking enforcement operation. Many forms of parking restrictions have been implemented over the years to address issues around safety, congestion and commuter parking; to provide parking provision for retail and businesses and loading and unloading facilities.

The enforcement patrol priorities and levels of enforcement have remained consistent with the previous year of operation. However, reviews of the rota patrols are carried out regularly, to ensure that the operation can meet with the challenges of maintaining the necessary levels of enforcement.

A level of balance is required to ensure that the amount of enforcement undertaken is affordable in terms of operational costs and staffing levels, yet still remains a deterrent to illegal parking. In order to manage this balance, staff resource is focused on areas of greatest need, where parking problems cause severe safety and congestion implications. These areas will normally receive daily patrols and all other restrictions will receive a level of frequent enforcement on an ad-hoc basis.

Another long-term challenge faced by the operation is short term invasive parking. This type of parking exists, for example, where there is a school, local shops or a train station. These locations will attract a motorist who is only stopping for a few minutes to collect someone or pick something up. This type of parking, and in particular 'school-run' parking, is challenging because it will exist at the same time every week day at numerous schools for a short period of time.

The presence of a CEO situated at every school on each of these occasions would be the ultimate solution, but this would be uneconomical. Therefore, the Partnership's solution has been to look at new ways of engaging with the schools and the parents to encourage parking in a safe and considerate manner and this has been achieved with the launch of the School Parking Initiative with full details of the scheme at 4.3.1 below

The same approach to enforcement is also applied to the vicinities of local shops and train stations. However, in these locations the parking issue results from motorists who stay for longer and as such, these particular areas benefit from periods of sustained enforcement to eradicate the problem.

The normal enforcement operation will operate between 08.00 to 20.00 hrs. The operational guidance recognises that most issues surrounding safety, congestion and free flow of traffic will ease outside these hours. There will be areas within the Partnership where parking issues will need addressing outside these core hours; these will tend to be in areas where the night-time economy is buoyant. The Parking Partnership utilises ad-hoc 'out of hours' patrols, either on foot or mobile, dependant on the location and area.

The enforcement operation in Maldon and Brentwood has the benefit of working in partnership with the Community Safety Officers (CSOs). The CSOs have provided additional enforcement coverage during out of hours periods and during the peak summer season. This enforcement coverage has been particularly beneficial to residents living in the Maldon Resident Parking Zones, thus ensuring suitable space provision is available for residents with a permit and maintaining the free flow of traffic through Brentwood High Street.

4.3.1 3PR and The School Parking Initiative

In 2017, the South Essex Parking Partnership created the new and exciting project called the School Parking Initiative to actively engage with the schools, the children, the parents and the local residents to promote a good working relationship to understand the needs of everyone.



The initiative is achieved through

- engagement with the pupils providing education, learning activities and reward schemes for good parking practices (children are the next generation of drivers)
- distribution of educational material to parents and residents on considerate parking and the impact of inconsiderate parking on the local area

- a commitment from the parents via the school charter to embrace the School Parking Initiative
- an understanding of residents that cars will need to be accommodated on the highway at peak school times and that provided the cars park sensibly, this should be encouraged
- an understanding from the parents that inconsiderate parking is discouraged and not supported by the school
- alternative travel to school schemes

A character called 3PR has been designed to help deliver a positive message about school parking and 3PR provides advice and guidance to children, parents and the residents on safe and considerate parking practices and alternative methods of travel to school.

The concept of the project is to create a '3PR Zone' outside of the school, parents are advised to park elsewhere and walk their children into the '3PR Zone'. The 3PR Zone will be monitored by '3PR Patrols' the patrols will be children from the school. Every child that walk, scoots or cycles into the zone will receive a '3PR Token', tokens are then collected in class groups and every week and/or month the class with the most tokens will receive the '3PR Class Winners' trophy and certificate. At the end of the academic year, the class that has received the trophy the most times will be crowned '3PR Parking Champions'. Where possible we will look to find a suitable location to run a 'Park and Stride' or a 'Walking Bus'. More information can be found at <http://www.essex.gov.uk/Education-Schools/Travel-School/Pages/Walking-to-School.aspx>

To help deliver this message, the Parking Partnership has created a website (www.schoolparking.org.uk) which provides all the information required to make a big difference to the school and the surrounding area. Schools in Essex can register their interest through this site and set up an account. Schools with an account will have access to case studies and can share learnings from the initiative.

Following the success of the initiative, the South Essex Parking Partnership has been working in Partnership with the North Essex Parking Partnership to launch the scheme within the North Essex area. The scheme is now available to all interested schools within the County of Essex and is at zero cost to the school; another good example of Partnership working, shared resource and investment into schemes which meet the aims and objectives of the Parking Partnerships.

The success of this new initiative has also been recognised by the British Parking Association when the North and South Essex Partnerships were awarded the Best Communication Award at the 2019 British Parking Awards held in March this year.



The following schools in the SEPP area have introduced 3PR and the School Parking Initiative.

School	Authority area
Abacus Primary School	Basildon
St Anne Line Infant & Nursery School	Basildon
St Anne Line Junior School	Basildon
Wickford Infant School	Basildon
Wickford Junior School	Basildon
Leigh Beck Infant & Nursery School	Castle Point
Leigh Beck Junior School	Castle Point
Montgomerie Primary School	Castle Point
Hadleigh Infant and Nursery School	Castle Point
Hadleigh Junior School	Castle Point
Barnes Farm Infant School	Chelmsford
Barnes Farm Junior School	Chelmsford
Maltese Road Primary School	Chelmsford
Lawford Mead Primary School	Chelmsford
Little Waltham CEVA Primary School	Chelmsford
St Pius X Catholic Primary School	Chelmsford
Wyburns Primary School	Rochford
Wentworth Primary School	Maldon

4.3.2 Enforcement Patrol and PCN contravention data

The aim of parking enforcement is to optimise compliance with regulations in order to meet the aims as outlined previously and in particular to ensure that a safe and free-flowing highway network is maintained. A significant way of fulfilling this aim is to encourage vehicles to move on before a contravention occurs. This can be achieved by the physical presence of the CEOs on the street carrying out their daily duties. This is demonstrated by the amount of observations whereby an officer has started the initial process to issue a PCN and the driver of the vehicle has either moved the vehicle or it has been determined that the vehicle is legally loading or unloading goods.

The following table provides information on the annual patrol performance across all partnership areas.

Table 8 Annual Patrol Performance 2017/18

Patrol visits to streets	303,179
Observations (PCN not issued)	243,380
PCNs issued	49,427
Average PCNs issued per day	222
Average PCNs issued per day per CEO	8.2

It should be noted, that the Partnership, through its core principles, has a commitment to managing the traffic network to ensure expeditious movement of traffic and improve road safety. Providing sufficient levels of parking enforcement on no waiting yellow line restrictions is fundamental to this aim and has been demonstrated by the number (19,885) of 01 and 02 contravention PCNs issued.

The Partnership has contributed to improving the quality and accessibility of public transport by issuing 504 PCNs to unauthorised vehicles parked in a bus stop and met the needs of people with disabilities by patrolling blue badge only parking areas resulting in 2,809 PCNs issued. Residents who encounter commuter parking problems have had the benefit of regular daily patrols of the Resident Parking Zones resulting in 12,508 PCNs issued to unauthorised vehicles in contravention of code 12 and 19.

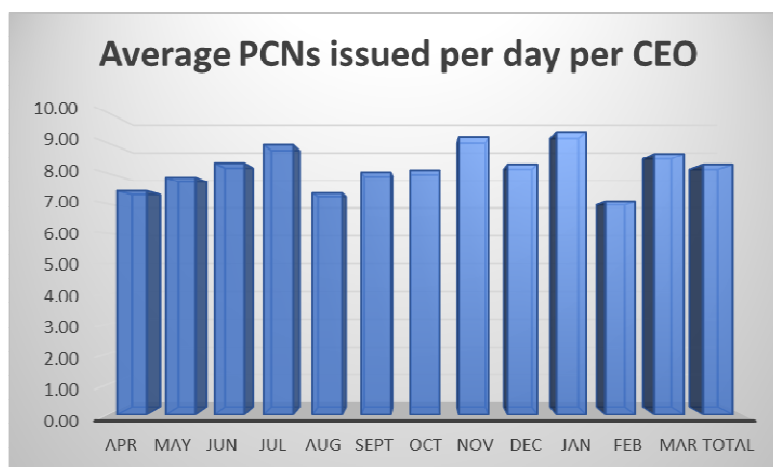
Table 9: Contraventions for PCNs issued across the South Essex Parking Partnership

Table 9

Code	Description	PCNs issued Foot patrol	PCNs Issued CCTV	Total
01	Parked in a restricted street	16866		16866
02	Loading in a restricted street	3019		3019
05	Parked after payment expired	519		519
06	Parked without correctly displaying permit	1265		1265
07	Feeding the meter	44		44
11	Parked without payment	9		9
12	Parked in a resident's place (higher level)	12392		12392
16	Parked in a permit place	744		744
19	Parked in a resident's place (lower level)	116		116
21	Parked in a suspended bay	309		309
22	Re-parked in same place	575		575
23	Wrong class of vehicle	2511		2511
24	Not parked correctly	348		348
25	Parked in a loading place	734		734
26	Double parked in a SEA	64		64
27	Dropped footway in a SEA	598		598
30	Parked longer than permitted	3935		3935
40	Blue badge parking only	2809		2809
45	Taxi rank only	1142		1142
46	Clearway	344		344
47	Restricted bus stop or stand	472	32	504
48	Restricted school area	95	17	112
49	Cycle track or lane	46		46
62	Footpath parking	26		26
99	Pedestrian crossing	399		399
	Total	49381	49	49430

Table 10 Average daily PCNs issued per day per CEO

APR	7.41
MAY	7.86
JUN	8.32
JUL	8.94
AUG	7.34
SEPT	8.03
OCT	8.09
NOV	9.25
DEC	8.28
JAN	9.37
FEB	7.07
MAR	8.66
Total	8.28



4.3.3 CCTV vehicle

The Partnership is in possession of a CCTV vehicle, based within the Basildon Borough. It complements the Basildon operation and is operated by the Basildon CEOs.

From 1 April 2015 CCTV enforcement can only be used for contraventions as per the amended Statutory Instrument. The TMA 2004 Operational Guidance has been updated as follows:

Enforcement using Approved Devices

*Traffic Management Act 2004 Regulations give limited powers to authorities throughout England to issue penalty charge notices for contraventions detected solely with a camera associated recording equipment (approved device). Any such device **must** be certified by the Secretary of State. Once certified they may be called an 'approved device'. To comply with certification the system must be used in accordance with the Guidelines issued by the Vehicle Certification Agency. From April 1, 2015 penalty charge notices **must not** be served by post on the basis of evidence from an approved device other than when vehicles are parked on:*

- *a bus lane*
- *a bus stop clearway or bus stand clearway*
- *a Keep Clear zig-zag area outside schools; or a red route*

The new regulations remove the ability to enforce 02 contraventions (no waiting and no loading double yellow line parking restrictions) with the use of a CCTV device.

Under the new legislation, the Basildon CCTV vehicle can only be used to enforce parking contraventions in bus stops and school Keep Clear markings.

Following the Government's intention to restrict the type of parking contravention that can be enforced by CCTV, the Lead Officer and Joint Committee Member for Basildon felt there were still significant benefits to operate the CCTV to promote safe and compliant parking outside schools and to ensure that bus stops are used for their intended purpose.

4.4 The Back Office

The back office performs the key function of administering the PCN recovery and challenge process using the legislation and operational guidance of the TMA 2004.

It is essential for the enforcement back office function to apply consistency and

transparency when considering challenges and representations against a PCN. The Parking Partnership has an agreed discretion policy, which specifies occasions where mitigating circumstances may be considered.

The Response Master system continues to be an effective tool to aid staff with a consistent approach to considering challenges and representations against PCNs, with the added benefit of improving the processing time.

The back office currently consists of 7 (FTE) PCN processing officers and the Back-Office Supervisor

All staff have completed cross-training to deliver all aspects of the Back-Office function, to enable resistance and continuity in service delivery and they possess extensive knowledge of the legislation in place to deal with the following elements of their roles:

- Responding to PCN challenges and representations
- Attending adjudications
- Administering the resident parking schemes
- General phone enquiries
- Processing payments

Table 11 Back Office work volumes processed in 2018/19 and compared to 2017/18

Process	2017/18	2018/19
Informal and formal challenges received	8127	9831
Other correspondence received	6129	6979
Correspondence sent out including automatic system generated documents	31,195	33,941
Resident permits processed	10,792	11,993
Other permits (visitor tickets etc.)	29,239	31,944
Telephone calls received	39,034	28,800

5 PCN issue and recovery rates

The following section provides statistical information relating to the amount of PCNs issued and recovered in financial year 2018-19.

The following table shows the PCN issue and recovery rates for the Parking Partnership. These recovery figures were extracted from the system on 14 May 2018. The recovery figures will improve slightly once all the outstanding cases have progressed through the various stages.

The 2018/19 recovery figures for the Partnership currently stand at 76%, which exceeds the expected level of 75%.

It is essential that PCNs are legally issued and correctly recovered using the legislation of TMA 2004. Failure to do so will result in a high number of representations, appeals to adjudicators and PCNs written off due to CEO error. The Partnership carries out the operation in a consistent, professional manner and in accordance with TMA 2004. This is demonstrated with only 0.6% of PCNs written off due to CEO error, 10% written off due to untraceable drivers, only 7% of the total PCNs issued being cancelled as a result of a challenge or representation, and 0.07% of motorists who appeal to the independent adjudicator because they do not agree with the Partnerships decision.

Another positive indicator of the fair decisions of the CEOs is that 64% of motorists pay the PCN at the discounted amount, suggesting that the motorist do not dispute the validity of the PCN in the first instance.

N.B. regarding appeals sent to the adjudicator, the term 'rejected' means adjudicator awarded in favour of the Partnership. The term 'allowed' means the adjudicator awarded in favour of the motorist. Non-contested means the Partnership cancelled the case based on additional evidence provided. The percentage figure is calculated against the number of cases presented to the adjudicator.

Table12, provides this PCN overview information.

Table 12

South Essex Parking Partnership	Total PCNs
Number of Higher level PCNs issued	42622
Number of lower level PCNs issued	6808
Number of total PCNs issued	49430
Number of PCNs paid	37579
Number of PCNs paid at discount amount	31536
Number of PCNs against which an informal or formal representation was made	9831
Number of PCNs cancelled as a result of an informal or a formal representation	3634
Number of PCNs written off due to CEO error	317
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	4986
Number of appeals to adjudicator	35
*Number of appeals rejected	11
*Number of appeals allowed	7
*Number of appeals non-contested	17
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	86%
Percentage of lower level PCNs issued	14%
Percentage of PCNs paid	76%
Percentage of PCNs paid at discount amount	64%
Percentage of PCNs against which an informal or formal representation was made	20%
Percentage of PCNs cancelled as a result of an informal or a formal representation	7%
Percentage of PCNs written off due to CEO error	0.6%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	10%
Percentage of appeals to adjudicator	0.07%
*Percentage of appeals rejected	31%
*Percentage of appeals allowed	21%
*Percentage of appeals non-contested	48%

5.1 PCN issue rate comparison

The following table compares the PCN issue rates of 2018/19 against the previous three year's performance

South Essex Parking Partnership	2015-16	2016-17	2017-18	2018-19
PCNs issued	38,127	41,853	43,598	49,430
Comparison with 2015-16		+9.8%	+14.3%	+29.6%
Comparison with 2016-17			+4.17%	+18.10%
Comparison with 2017-18				+13.3%

Overall there has been a 13.3% increase in the amount of PCNs issued compared to the previous year.

6 Conclusion

The aims and objectives of the Parking Partnership have again been achieved in another satisfactory year of operation. The Partnership has provided a cost effective, self- sufficient operational model while maintaining a high level of service provision.

Taking into consideration the operational costs of the TRO function including the additional signs and lines maintenance and items funded from the reserve, the Partnership account produced a surplus of £366,430 to contribute to the Partnership operational fund.

The amount of overall income has increased by £166,420 compared to previous year. The main contributing factor has been the increase in PCNs issued this year (up 13%), resulting in an additional £161,670 of PCN income compared to the previous year.

The overall performance of the Partnership for the financial year 2018/19 has been very successful ensuring that it is well placed with the necessary funding to deliver the TRO function and to continue the delivery of the service effectively and efficiently into 2019/20 and throughout the term of the contract.

The TRO function continues to provide the Partnership with greater opportunity to maintain local influence on traffic management schemes, provide greater

consistency of the application of TROs across the Partner areas, maintain a higher level of compliance with the maintenance of signs and lines and provide traffic management schemes, which meet the aims and objectives of the Parking Partnership. In 2018/19 £213,500 was allocated for new TROs and sign and line maintenance and 225 sign and line sign maintenance schemes and 30 new TRO schemes were completed.

The financial position of the Partnership account has enabled the South Essex Parking Partnership to provide £1,786,000 funding towards IT and on-line systems to improve the service delivery, fully fund the maintenance of the parking related road signs and lines and new TROs, fully fund the School Parking Initiative and allocate funding to highway and car park improvements across the Partnership areas.

The new School Parking Initiative has now been adopted by the North Essex Parking Partnership and is now available to all schools across Essex. The success of this new initiative has been recognised by the British Parking Association when the North and South Essex Partnerships were awarded the Best Communication Award at the 2019 British Parking Awards held in March this year.

The four key elements of the Parking Partnership, The Joint Committee, The TRO team, The Back Office and the Civil Enforcement Officers have all contributed, through effective performance to another successful year.

Links to policies, reports and procedures

<p>The Parking Partnership Enforcement Policy</p> <p>The Parking Partnership Operations Protocol</p> <p>The South Essex Parking Partnership Discretion Policy</p> <p>How the Partnership deals with requests for new TROs (TRO policy)</p> <p>Annual Reports</p>	<p>www.chelmsford.gov.uk/sepp</p>
<p>Joint Committee Meeting minutes and reports</p>	<p>www.chelmsford.gov.uk/council-meetings</p>

	<u>Glossary</u>
SEPP:	The South Essex Parking Partnership
TMA 2004:	The Traffic Management 2004 (part 6). Statutory government legislation issued by the Department of Transport and Secretary of State for the purpose decriminalised parking enforcement and moving traffic offences. Replaced the Road Traffic Act 1991 (RTA 1991)
ECC:	Essex County Council, The Highways Authority.
TRO:	Traffic Regulation Order. The Local Authorities Traffic Order (Procedure) (England and Wales) Regulations 1996
PCN:	Penalty Charge Notice
CEO:	Civil Enforcement Officer
CCTV:	Close Circuit Television Camera

Appendix A

2018/19 annual performance figures for each Partnership area

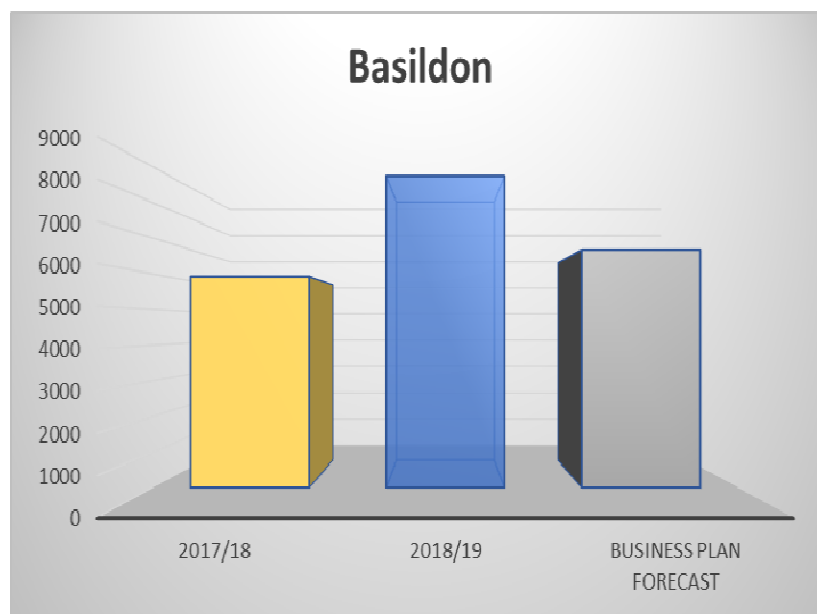
Basildon

CEO patrol data

Code	Description	PCNs issued Foot patrol	PCNs issued CCTV
01	Parked in a restricted street	3089	
02	Loading in a restricted street	301	
07	Feeding the meter	1	
12	Parked in a resident place (higher level)	3582	
19	Park in a residents' place	8	
22	Re-parked in the same place	67	
23	Wrong class of vehicle	88	
24	Not parked correctly	48	
25	Parked in a loading place	96	
26	Double parked in a SEA	17	
27	Dropped footway in a SEA	219	
30	Parked longer than permitted	423	
40	Blue badge parking only	93	
45	Taxi rank only	264	
46	Clearway	258	
47	Restricted bus stop or stand	44	32
48	Restricted school area	10	17
62	Footpath parking	21	
99	Pedestrian crossing	60	
	Total	8689	49
	Average PCNs issued per day	39	
	Number of streets visited	35046	
	No of observations made	29684	
	Average daily PCN issue rate per CEO	6.5	

Basildon total monthly PCN issue rate compared to Business Plan forecast and previous year

Basildon	2017/18	2018/19	Business Plan forecast
APR	522	329	667
MAY	643	399	667
JUN	714	625	667
JUL	687	895	667
AUG	665	499	667
SEPT	524	677	667
OCT	466	770	667
NOV	597	921	667
DEC	546	886	667
JAN	561	840	667
FEB	592	782	667
MAR	536	1115	667
Total	5925	8738	6670



PCN issue and recovery rates

Basildon (without CCTV)	Total PCNs
Number of Higher level PCNs issued	8142
Number of lower level PCNs issued	547
Number of total PCNs issued	8689
Number of PCNs paid	6245
Number of PCNs paid at discount amount	5292
Number of PCNs against which an informal or formal representation was made	1919
Number of PCNs cancelled as a result of an informal or a formal representation	905
Number of PCNs written off due to CEO error	70
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	844
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	94%
Percentage of lower level PCNs issued	6%
Percentage of PCNs paid	72%
Percentage of PCNs paid at discount amount	60%
Percentage of PCNs against which an informal or formal representation was made	22%
Percentage of PCNs cancelled as a result of an informal or a formal representation	10%
Percentage of PCNs written off due to CEO error	0.8%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	12%

Basildon CCTV Vehicle	Total PCNs
Number of Higher level PCNs issued	49
Number of lower level PCNs issued	0
Number of total PCNs issued	49
Number of PCNs paid	31
Number of PCNs paid at discount amount	31
Number of PCNs against which an informal or formal representation was made	6
Number of PCNs cancelled as a result of an informal or a formal representation	3
Number of PCNs written off due to CEO error	0
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	0
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	100%
Percentage of lower level PCNs issued	n/a
Percentage of PCNs paid	63%
Percentage of PCNs paid at discount amount	63%
Percentage of PCNs against which an informal or formal representation was made	12%
Percentage of PCNs cancelled as a result of an informal or a formal representation	6%
Percentage of PCNs written off due to CEO error	0%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	0%

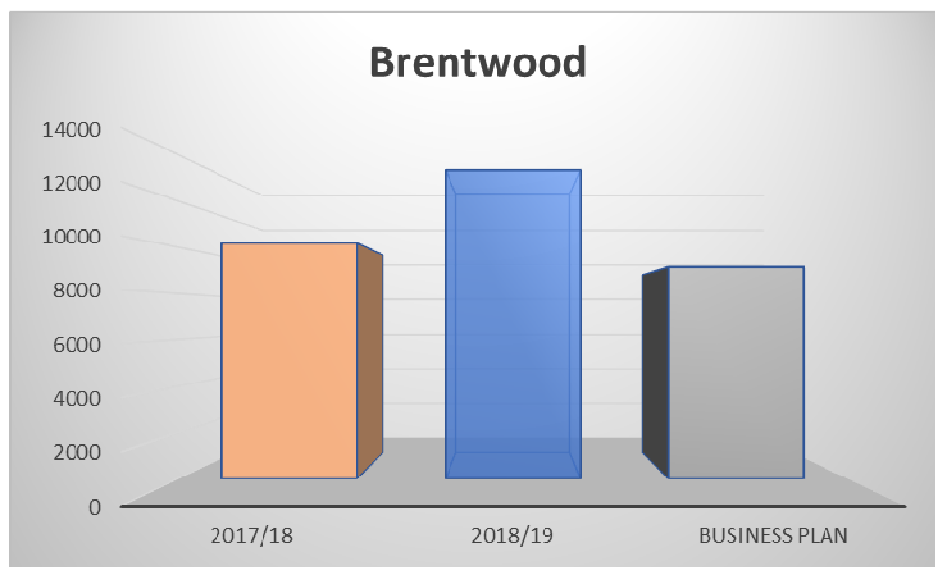
Brentwood

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	5196
02	Loading in a restricted street	1183
05	Parked after payment expired	68
06	Parked without correctly displaying ticket / permit	346
12	Parked in a resident place (higher level)	2035
19	Parked in a resident place (lower level)	36
16	Parked in a permit place	318
22	Re-parked in the same place	325
24	Not parked correctly	38
23	Wrong class of vehicle	258
25	Parked in a loading place	375
26	Double parked in a SEA	9
27	Dropped footway in a SEA	44
30	Parked longer than permitted	1560
40	Blue badge parking only	939
45	Taxi rank only	147
47	Restricted bus stop or stand	320
48	Restricted school area	56
62	Footpath parking	3
99	Pedestrian crossing	79
	Total	13,335
	Average PCNs issued per day	60
	Number of streets visited	86540
	No of observations made	103758
	Average daily PCN issue rate per CEO	9.2

**Brentwood total monthly PCN issue rate compared to Business Plan forecast
and previous year**

Brentwood	2017/18	2018/19	Business Plan
APR	713	1134	916
MAY	1021	1264	916
JUN	1100	1362	916
JUL	1180	1322	916
AUG	1072	1185	916
SEPT	1216	1045	916
OCT	1099	1052	916
NOV	999	1051	916
DEC	805	1005	916
JAN	970	1126	916
FEB	764	896	916
MAR	894	893	916
Total	10175	13335	9160



PCN issue and recovery rates

Brentwood	Total PCNs
Number of Higher level PCNs issued	10962
Number of lower level PCNs issued	2373
Number of total PCNs issued	13335
Number of PCNs paid	10545
Number of PCNs paid at discount amount	8732
Number of PCNs against which an informal or formal representation was made	2540
Number of PCNs cancelled as a result of an informal or a formal representation	1130
Number of PCNs written off due to CEO error	48
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	825
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	82%
Percentage of lower level PCNs issued	18%
Percentage of PCNs paid	79%
Percentage of PCNs paid at discount amount	64%
Percentage of PCNs against which an informal or formal representation was made	19%
Percentage of PCNs cancelled as a result of an informal or a formal representation	8%
Percentage of PCNs written off due to CEO error	0.4%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	6%

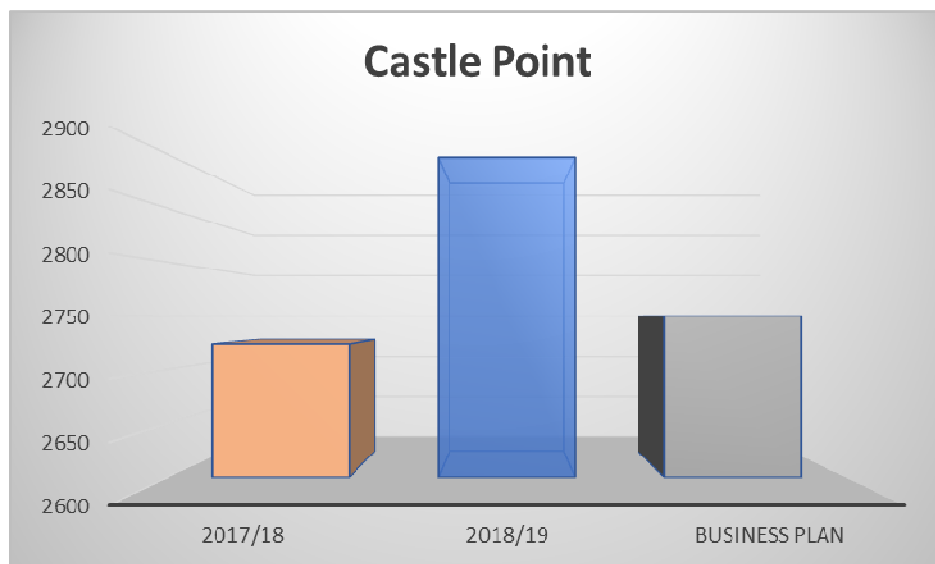
Castle Point

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	1880
02	Loading in a restricted street	3
12	Parked in a residents' place (higher level)	170
22	Re-parked in the same place	29
23	Wrong class of vehicle	3
24	Not parked correctly	10
26	Double parked in a SEA	2
27	Dropped footway in a SEA	97
30	Parked longer than permitted	407
40	Blue badge parking only	121
45	Taxi rank only	91
46	Clearway	28
47	Restricted bus stop or stand	18
48	Restricted school area	5
49	Cycle track or lane	1
99	Pedestrian crossing	32
	Total	2897
	Average PCNs issued per day	13
	Number of streets visited	26257
	No of observations made	13206
	Average daily PCN issue rate per CEO	7.5

**Castle Point total monthly PCN issue rate compared to Business Plan forecast
and previous year**

Castle Point	2017/18	2018/19	Business Plan
APR	246	279	275
MAY	269	301	275
JUN	236	168	275
JUL	289	257	275
AUG	409	248	275
SEPT	236	234	275
OCT	220	235	275
NOV	251	290	275
DEC	208	225	275
JAN	360	329	275
FEB	264	206	275
MAR	218	125	275
Total	2724	2897	2750



PCN issue and recovery rates

Castle Point	Total PCNs
Number of Higher level PCNs issued	2451
Number of lower level PCNs issued	446
Number of total PCNs issued	2897
Number of PCNs paid	2299
Number of PCNs paid at discount amount	1932
Number of PCNs against which an informal or formal representation was made	451
Number of PCNs cancelled as a result of an informal or a formal representation	212
Number of PCNs written off due to CEO error	9
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	228
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	85%
Percentage of lower level PCNs issued	15%
Percentage of PCNs paid	79%
Percentage of PCNs paid at discount amount	67%
Percentage of PCNs against which an informal or formal representation was made	16%
Percentage of PCNs cancelled as a result of an informal or a formal representation	7%
Percentage of PCNs written off due to CEO error	0.3%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	8%

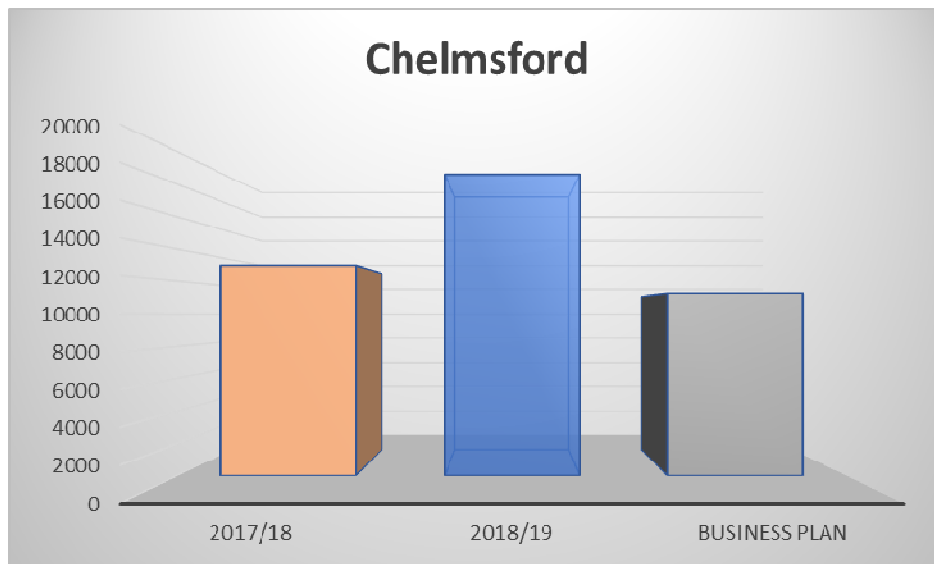
Chelmsford

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	3925
02	Loading in a restricted street	1343
05	Parked after payment expired	451
06	Parked without correctly displaying ticket / permit	919
07	Feeding the meter	43
11	Parked without payment	9
12	Parked in a resident's place (higher level)	5002
16	Parked in a permit place	426
19	Parked in a resident place (lower level)	61
21	Parked in a suspended bay	309
22	Re-parked in the same place	135
24	Not parked correctly	210
23	Wrong class of vehicle	1986
25	Parked in a loading place	226
26	Double parked in a SEA	31
27	Dropped footway in a SEA	223
30	Parked longer than permitted	1201
40	Blue badge parking only	1413
45	Taxi rank only	357
46	Clearway	38
47	Restricted bus stop or stand	41
48	Restricted school area	10
49	Cycle track or lane	44
99	Pedestrian crossing	197
	Total	18600
	Average PCNs issued per day	84
	Number of streets visited	77472
	No of observations made	57241
	Average daily PCN issue rate per CEO	11

**Chelmsford total monthly PCN issue rate compared to Business Plan
forecast and previous year**

Chelmsford	2017/18	2018/19	Business Plan
APR	1229	1384	1125
MAY	1442	1338	1125
JUN	1230	1528	1125
JUL	1352	1545	1125
AUG	1306	1353	1125
SEPT	1281	1592	1125
OCT	1379	1565	1125
NOV	1285	1798	1125
DEC	1103	1573	1125
JAN	1393	1907	1125
FEB	1409	1239	1125
MAR	936	1778	1125
Total	13000	18600	11250



PCN issue and recovery rates

Chelmsford	Total PCNs
Number of Higher level PCNs issued	15574
Number of lower level PCNs issued	3026
Number of total PCNs issued	18600
Number of PCNs paid	13677
Number of PCNs paid at discount amount	11444
Number of PCNs against which an informal or formal representation was made	3826
Number of PCNs cancelled as a result of an informal or a formal representation	1765
Number of PCNs written off due to CEO error	155
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	1529
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	84%
Percentage of lower level PCNs issued	16%
Percentage of PCNs paid	73%
Percentage of PCNs paid at discount amount	61%
Percentage of PCNs against which an informal or formal representation was made	21%
Percentage of PCNs cancelled as a result of an informal or a formal representation	9%
Percentage of PCNs written off due to CEO error	0.8%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	8%

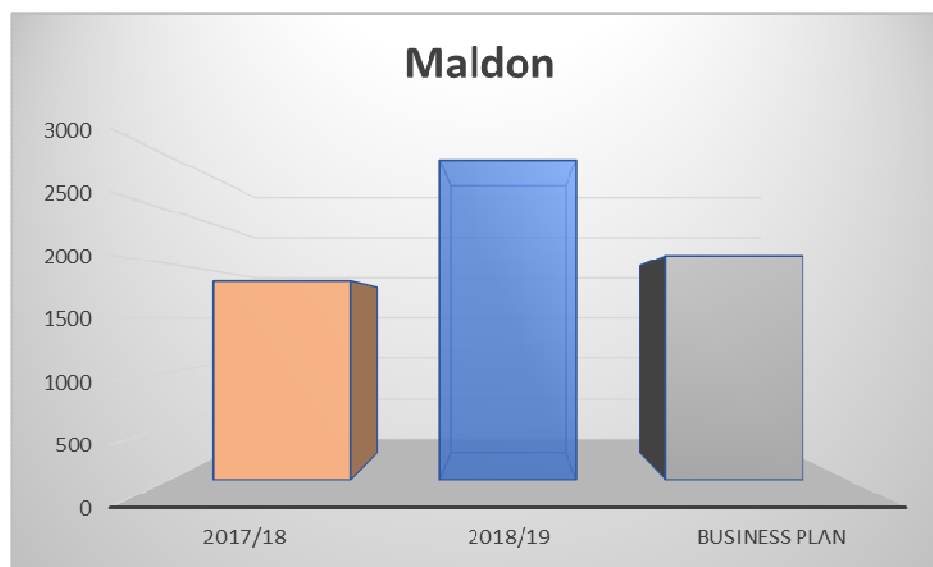
Maldon

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	1267
02	Loading in a restricted street	1
12	Parked in a resident's place (higher level)	1080
19	Parked in a resident place (lower level)	11
22	Re-parked in the same place	14
23	Wrong class of vehicle	4
24	Not parked correctly	32
30	Parked longer than permitted	198
40	Blue badge parking only	125
45	Taxi rank only	166
47	Restricted bus stop or stand	33
48	Restricted school area	9
62	Footpath parking	2
99	Pedestrian crossing	25
	Total	2967
	Average PCNs issued per day	13
	Number of streets visited	29446
	No of observations made	19335
	Average daily PCN issue rate per CEO	6.6

Maldon total monthly PCN issue rate compared to Business Plan forecast and previous year

Maldon	2017/18	2018/19	Business Plan
APR	231	228	208
MAY	169	276	208
JUN	223	234	208
JUL	219	232	208
AUG	193	208	208
SEPT	169	219	208
OCT	111	235	208
NOV	125	279	208
DEC	159	290	208
JAN	245	274	208
FEB	192	264	208
MAR	227	228	208
Total	1844	2967	2080



PCN issue and recovery rates

Maldon	Total PCNs
Number of Higher level PCNs issued	2712
Number of lower level PCNs issued	255
Number of total PCNs issued	2967
Number of PCNs paid	2305
Number of PCNs paid at discount amount	2004
Number of PCNs against which an informal or formal representation was made	705
Number of PCNs cancelled as a result of an informal or a formal representation	389
Number of PCNs written off due to CEO error	35
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	207
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	91%
Percentage of lower level PCNs issued	9%
Percentage of PCNs paid	78%
Percentage of PCNs paid at discount amount	67%
Percentage of PCNs against which an informal or formal representation was made	24%
Percentage of PCNs cancelled as a result of an informal or a formal representation	13%
Percentage of PCNs written off due to CEO error	1%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	7%

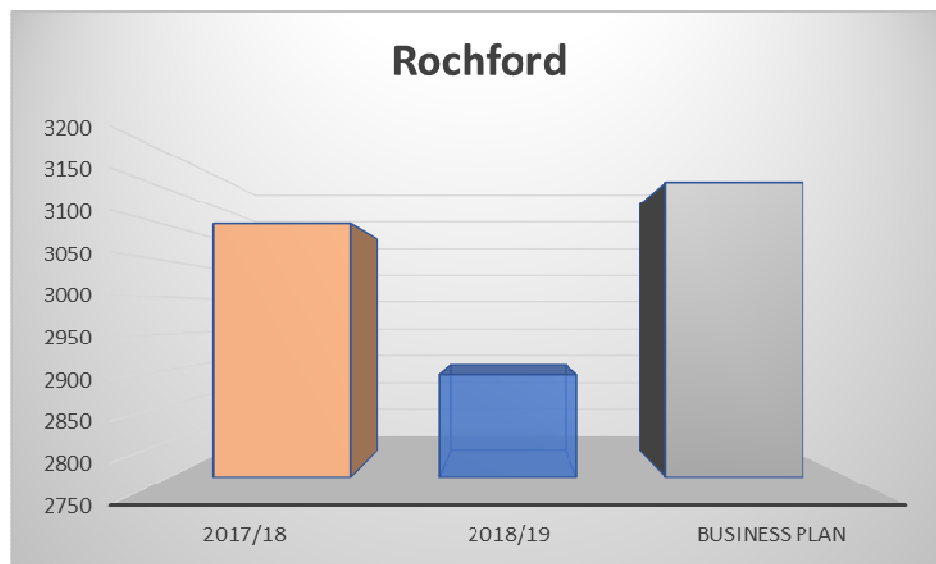
Rochford

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	1509
02	Loading in a restricted street	188
12	Parked in a residents' place	523
22	Re-parked in the same place	5
23	Wrong class of vehicle	172
24	Not parked correctly	10
25	Parked in a loading place	37
26	Double parked in a SEA	5
27	Dropped footway in a SEA	15
30	Parked longer than permitted	146
40	Blue badge parking only	118
45	Taxi rank only	117
46	Clearway	20
47	Restricted bus stop or stand	16
48	Restricted school area	5
49	Cycle track or lane	1
99	Pedestrian crossing	6
	Total	2893
	Average PCNs issued per day	13
	Number of streets visited	51967
	No of observations made	25156
	Average daily PCN issue rate per CEO	4.3

Rochford total monthly PCN issue rate compared to Business Plan forecast and previous year

Rochford	2017/18	2018/19	Business Plan
APR	125	365	316
MAY	354	363	316
JUN	307	257	316
JUL	292	235	316
AUG	258	190	316
SEPT	346	259	316
OCT	407	203	316
NOV	347	272	316
DEC	265	177	316
JAN	402	217	316
FEB	370	159	316
MAR	429	196	316
Total	3103	2893	3160



PCN issue and recovery rates

Rochford	Total PCNs
Number of Higher level PCNs issued	2732
Number of lower level PCNs issued	161
Number of total PCNs issued	2893
Number of PCNs paid	2508
Number of PCNs paid at discount amount	2132
Number of PCNs against which an informal or formal representation was made	390
Number of PCNs cancelled as a result of an informal or a formal representation	179
Number of PCNs written off due to CEO error	9
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	144
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	94%
Percentage of lower level PCNs issued	6%
Percentage of PCNs paid	87%
Percentage of PCNs paid at discount amount	74%
Percentage of PCNs against which an informal or formal representation was made	13%
Percentage of PCNs cancelled as a result of an informal or a formal representation	6%
Percentage of PCNs written off due to CEO error	0.3%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	5%

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