



SOUTH ESSEX

Annual Report 2020/21



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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.

2020 /2021 was an unprecedented year due to the impact of the Covid-19 virus and the subsequent periods of lockdown and restrictions to contain the spread of the virus.

Summary of key performance factors during this difficult year 2020/21 are:

- An overall provisional surplus achieved of £52,856 (subject to successful claim of £450,637 for sales, fees & charges compensation income).
- £149,658 decrease in expenditure and £959,383 decrease in income, compared to 2019/20.
- Overall income down 39% compared to previous year.
- 23,383 on-street Penalty Charge Notices (PCNs) issued resulting in a 48.8% decrease compared to 2019/20.
- 75% of PCNs paid.
- 165 sign and line maintenance schemes completed, and 9 new TROs created containing 42 roads with new parking schemes.
- £95,000 allocated during the year for new schemes requiring a new TRO.

As expected, the impact of the Covid-19 pandemic had a significant effect on the overall performance of the Partnership for the financial year 2020/21. The provisional £450,637 for the sales, fees & charges income claim will improve the position of the account and the level of reserve held ensures the Partnership is well placed to continue the delivery of the service effectively and efficiently into 2021/22.

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 2020-21 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.

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 2020/21

The following section will give an overview of the financial outcome for financial year 2020/21. It shows the impact of Covid-19 restrictions on the financial position compared against the original 2020/21 business case and against the performance of 2019/20. The financial information is broken down into three areas:

- The on-street enforcement operation
- The TRO operation
- The reserve funds

3.1 Financial outturn for 2020/21 enforcement operation

The following table (**Table 1 page 8**) gives the overall enforcement operation financial outturn for 2020/21. It also identifies the financial outturn position for each individual partnership City / District / Borough.

The overall 2020/21 total expenditure is £1,522,525 and the income achieved is £1,490,386 resulting in a deficit position of £32,129. The addition of the provisional Sales, Fees & Charges compensation claim of £450,367 will improve the account resulting in a £418,498 surplus position to contribute against the full TRO operational costs.

Table 1 2020/21 Outturn – Enforcement operation

| On-street enforcement operation | | South Essex Parking Partnership - Outturn Position for 20/21 | | | | | | |
|---|-----------------|--|----------------|----------------|----------------|---------------|------------------|--|
| Actual 20/21 | Chelmsford | Brentwood | Maldon | Basildon | Rochford | Castle Point | Total | |
| | £ | £ | £ | £ | £ | £ | £ | |
| Direct Expenditure | | | | | | | | |
| - Employees | 363,393 | 212,151 | 88,635 | 254,955 | 118,916 | 47,933 | 1,085,984 | |
| - Premises | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| - Supplies and Services | 55,440 | 49,133 | 15,074 | 39,036 | 21,459 | 11,595 | 191,738 | |
| - Third Party Payments | 14,660 | 10,738 | 2,588 | 8,452 | 3,923 | 3,151 | 43,511 | |
| - Transport Costs | 6,497 | 8,059 | 6,832 | 24,542 | 7,950 | 3,976 | 57,855 | |
| Total Direct Expenditure | 439,991 | 280,081 | 113,130 | 326,984 | 152,248 | 66,655 | 1,379,088 | |
| Indirect Expenditure | | | | | | | | |
| Central Support | 52,513 | 35,178 | 7,564 | 28,934 | 10,737 | 8,512 | 143,436 | |
| Total Indirect Expenditure | 52,513 | 35,178 | 7,564 | 28,934 | 10,737 | 8,512 | 143,436 | |
| Total Expenditure | 492,504 | 315,258 | 120,694 | 355,918 | 162,984 | 75,167 | 1,522,525 | |
| Income received | | | | | | | | |
| PCN's | 270,348 | 208,596 | 49,440 | 150,054 | 74,311 | 65,000 | 817,747 | |
| Residents' Parking Permits | 239,143 | 106,123 | 25,218 | 146,557 | 19,129 | 4,861 | 541,030 | |
| Pay & Display | 25,693 | 39,761 | 0 | 0 | 0 | 0 | 65,454 | |
| Other | 39,185 | 12,726 | 1,288 | 9,573 | 1,830 | 1,552 | 66,153 | |
| Total Income | 574,367 | 367,207 | 75,945 | 306,184 | 95,269 | 71,412 | 1,490,386 | |
| Net (Surplus) / Deficit - Cash Basis Excluding items earmarked from Reserves below | (81,864) | (51,949) | 44,749 | 49,733 | 67,715 | 3,754 | 32,139 | |
| Sales, Fees & Charges Compensation Income (Provisional) | | | | | | | 450,637 | |
| Net (Surplus) / Deficit - Cash Basis (including SFC Comp) | | | | | | | -418,498 | |

3.2 Comparison of actual 2020/21 outturn against agreed 2020/21 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 2019, the Annual Business Plan for 2020/21 was approved. This Business Plan estimated an overall Partnership surplus of £631,000 which would be used to contribute to the TRO operational costs and would result in an estimated surplus in the region of £463,745 to contribute to the operational reserve fund.

Table 2: 2020/21 Enforcement outturn comparison against 2020/21 Business Plan estimate

| | 2020/21 Business case original estimate (cash basis) | 2020/21 actual outturn (cash basis) | Position against original estimate. Deficit / (surplus) |
|---|---|--|--|
| Expenditure | £1,782,455 | £1,522,525 | (£259,930) |
| Income | £2,413,200 | £1,490,386 | £922,814 |
| Total Deficit / (surplus) | (£630,745) | £32,139 | £662,884 |
| Sales, Fees & Charges Compensation (provisional) | | (£450,637) | |
| Outturn (provisional) | (£630,745) | (£418,498) | £212,247 |

Table 3: Actual 2020/21 outturn compared to 2019/20 actual outturn

| | 2019/20 actual outturn (cash basis) | 2020/21 actual outturn (cash basis) | Position against previous year. Deficit / (surplus) |
|---|-------------------------------------|-------------------------------------|---|
| Expenditure | £1,672,183 | £1,522,525 | (£149,658) |
| Income | £2,449,769 | £1,490,386 | £959,383 |
| Deficit / (surplus) | (£777,585) | £32,139 | £809,725 |
| Sales, Fees & Charges Compensation (provisional) | | (£450,637) | |
| Total (provisional) | (£777,585) | (£418,498) | £359,087 |

Table 4: Impact of Covid-19 restrictions on income

| Income received | 2019/20 actual outturn | 2020/21 actual outturn | Position against previous year. |
|-----------------------------------|------------------------|------------------------|---------------------------------|
| PCN's | £1,596,525 | £817,747 | -48.8% |
| Residents' Parking Permits | £678,379 | £541,030 | -20% |
| Pay & Display | £169,637 | £65,454 | -61% |
| Other | £5,228 | £66,153 | Furlough payment |
| Total Income | £2,449,769 | £1,490,386 | -39% |

3.3 TRO function 2020/21 financial outturn

Table 5 provides details of the TRO operational costs. These costs are deducted from the 2020/21 enforcement operation account and the outturn is shown in **Table 6**.

Table 5: 2020/21 financial outturn for the TRO function.

| 2020/21 TRO account | |
|---------------------------|---------|
| Direct Expenditure | |
| - Employees | 140,681 |
| - Supplies and Services | 199,914 |
| - Transport costs | 1,277 |
| | |

| | |
|-----------------------------------|----------------|
| Total Direct Expenditure | 341,872 |
| | |
| Indirect Expenditure | |
| | |
| Central Support | 23,770 |
| | |
| Total Indirect Expenditure | 23,770 |
| | |
| Total Expenditure | 365,642 |

Table 6: 2020/21 overall Parking Partnership account outturn

| Overall outturn position | 2020/21 actual outturn |
|---|-------------------------------|
| Enforcement operation | |
| Expenditure | £1,522,525 |
| | |
| Income | £1,490,386 |
| | |
| Total- deficit/ (surplus) | £32,139 |
| | |
| TRO operation | |
| Expenditure | 365,642 |
| | |
| Total- deficit/ (surplus) | 365,642 |
| | |
| Outturn position - deficit/ (surplus) | £397,781 |
| | |
| Sales, Fees & Charges Compensation (provisional) | (£450,637) |
| Outturn position (provisional) | (52,856) |

3.4 Items funded from reserves 2020/21

In addition to the provisional outturn in **table 6**, the final account includes approved items of funding from the Partnership account reserve as shown in **Table 7**

Table 7

| Items funded from Reserves | Actuals |
|---|-----------------|
| | £ |
| Design works for Brentwood LHP scheme (part of £116,000 agreed allocation) | 32,500 |
| Replacement Car Park Machines, Nuisance Parking Project, Improved Disabled Access, and Road Lining in Basildon (part of £116,000 agreed allocation) | 79,130 |
| Public Right of Way Improvements - Rochford District Council (part of £116,000 agreed allocation) | 16,000 |
| Rochford Garden Way Grasscrete - Rochford District (part of £116,000 agreed allocation) | 28,500 |
| Twyford Avenue Grasscrete - Rochford District (part of £116,000 agreed allocation) | 23,500 |
| Eastwood Road - Signalised Crossing - Rochford District (part of £116,000 agreed allocation) | 48,591 |
| Resurfacing of car park and car park improvements - Castle Point £116,000 agreed allocation | 116,000 |
| | 344,221 |
| | |
| Net (Surplus) / Deficit - Cash Basis Excluding items earmarked from Reserves (including SFC Comp) | (52,856) |
| | |
| Net After Use of Reserves | 291,365 |

3.5 Local Parking and Highway Schemes

At its meeting on 6 December 2018 the Joint Committee agreed to equally share £816,140 between the seven partners (£116,000 each) to invest into schemes which are in accordance with Section 55 of the Road Traffic Regulation Act 1985. Each partner is required to present a report to the Joint Committee setting out how they intend to allocate their share of the funding. **Table 8** sets out how the funding has been allocated to date.

Table 8

| Basildon | Amount allocated |
|---|------------------|
| Reducing nuisance parking – trial Radford Crescent Car Park security improvements Relining of car park markings Installation of dropped kerb, Wickford High Street | £116,000 |

| | |
|--|----------|
| Purchase cashless car parking machines. | |
| Chelmsford City Council | |
| Road Safety and parking control measures for Broomfield Parade | £116,000 |
| Rettendon Common clear way scheme | |
| Castle Point Borough Council | |
| Resurfacing of car park at J H Burrows Recreational Ground Car Park improvements to Canvey Island seafront car park. | £116,000 |
| Essex County Council | |
| Bus lane / Bus Gate enhancements | £116,000 |
| Maldon District Council | |
| New Pay and Display machines | £116,000 |
| Brentwood Borough Council | |
| Mountnessing signalised pedestrian crossing Child safety project at Sawyers Hall Lane | £116,000 |
| Rochford District Council | |
| Public right of way improvements at local school. Rochford Garden Way Grasscrete. Twyford Avenue Grasscrete. Eastwood Road - Signalised Crossing. | £116,000 |

3.6 Operational Fund

Table 9 shows the current financial position of the SEPP operational fund / reserve and the revised cost to complete the outstanding areas of spend.

Table 9

| Amount at 31 March 2021 | Sub total |
|---|-------------------|
| Parking reserve (cash basis) | £2,390,090 |
| £28,000 remaining of £80,000 allocated to provide full cost of launching 3PR in schools (zero cost to school). £450 - £500 per schools – covers approx. 168 schools | £2,362,090 |
| £424,000 remaining of the £816.000 Shared between the seven 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) | £1,938,090 |
| £150,000 to be allocated in financial year 2021/22 for the sign and line maintenance | £1,788,090 |
| £50,000 to be allocated in financial year 2021/22 for implementing new schemes which require a TRO | £1,738,090 |
| £76,000 to cover costs until 2022 to provide additional out of hours and weekend enforcement patrols to cover areas of known parking problems | £1,662,090 |
| Maintain £300,000 reserve | £1,362,090 |
| Total Partnership operational fund | £1,362,090 |

Considering the outstanding items of spend and maintaining a reserve, the Partnership has an operational fund of **£1,362,090** 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 Joint Committee maintained effective service provision during the periods of lockdown by utilising Microsoft team meetings to successfully hold committee meetings. The main items approved by the Joint Committee in the financial year 2020/21 are as follows:

| Joint Committee Meeting | Items approved |
|-------------------------|--|
| 2 July 2020 | <ul style="list-style-type: none">➤ Financial outturn 2019/20➤ Annual Report 2019/20➤ Approved £100,571 of the operational fund for local highway improvement schemes in Rochford District Council➤ £93,500 approved for new parking schemes requiring a TRO. |
| 10 September 2020 | <ul style="list-style-type: none">➤ SEPP enforcement operation policies reviewed |
| 3 December 2020 | <ul style="list-style-type: none">➤ 2021/22 Business Plan➤ Review of TRO process and timescales➤ Approved £86,000 of the operational fund for local highway improvement schemes in Chelmsford City |

| | |
|--------------|-----------------------------|
| | Council. |
| 4 March 2020 | ➤ Progress on Business Plan |

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 objections against an advertised TRO proposal 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 TRO sub-committee considers and hears objections against an advertised TRO and will make a final decision if the scheme or schemes are implemented as advertised, implemented with less restrictive modifications or if the proposed scheme is withdrawn in its entirety.

The items approved at the Sub Committee Meetings during 2020/21 are as follows:

| TRO Sub Committee | Items considered. |
|-------------------|---|
| 24 September 2020 | <p>Amendment No.43 (Castle Point Borough Council)</p> <ul style="list-style-type: none"> ➤ Avondale Road and Thundersley Park Road Benfleet – Order made as advertised <p>Amendment No.4 (Brentwood Borough Council)</p> <ul style="list-style-type: none"> ➤ Weald Road – Order withdrawn ➤ Rayleigh Road, Goodwood Avenue, Hutton– Order made as advertised <p>Amendment No 13 (Chelmsford City Council)</p> <ul style="list-style-type: none"> ➤ Pentland Avenue, Broomfield Parade - Order made as advertised <p>Amendment No.3 (Brentwood Borough Council)</p> <ul style="list-style-type: none"> ➤ Roman Road, High Street, Fryerning Lane, Market |

| | |
|--------------|---|
| | Place, The Limes, Stock Lane, Haslers Court, Ingatstone. - Order made as advertised |
| 4 March 2021 | <p>Amendment No.4 (Castle Point Borough Council)</p> <ul style="list-style-type: none"> ➤ Leigh Road Canvey Island – Order withdrawn ➤ Woodcroft Close, Hadleigh – Order made with less restrictive modification. <p>Amendment No. (Rochford District Council)</p> <ul style="list-style-type: none"> ➤ Mornington Avenue Rochford - Order made as advertised ➤ Ridgeway Rayleigh - Order made as advertised <p>Amendment No 20 (Chelmsford City Council)</p> <ul style="list-style-type: none"> ➤ Sanford Road - Order made as advertised ➤ Cedar Avenue - Order made as advertised ➤ Linnet Drive, Osprey Way, Robin Way - Order made as advertised ➤ Lawn Lane - Order made as advertised ➤ Old Court Road - Order made as advertised ➤ Runwell Gardens, Church End Lane, Runwell - Order made as advertised ➤ Nash Drive, Constance Close, Broomfield, - Order made as advertised <p>Amendment No.8 (Brentwood Borough Council)</p> <ul style="list-style-type: none"> ➤ Chelmsford Road – Order made as advertised ➤ Shorter Avenue, Margaret Avenue, Crossways, Sebastian Avenue, Kilworth Avenue, Alwyne Avenue, Holmwood Avenue, Rochford Avenue, St Marys Avenue, Oliver Road, Shenfield. – Order made as advertised <p>Amendment No.4 (Basildon Borough Council)</p> <ul style="list-style-type: none"> ➤ Cranes Lane, Sandpiper Lane, Basildon – Order made as advertised |

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 10** shows the work processed during 2020/21.

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 10: work processed by the TRO during 2020/21

| | Basildon | Brentwood | Castle Point | Chelmsford | Maldon | Rochford | Total |
|---|----------|-----------|--------------|------------|--------|----------|-------|
| Number of lines and signs maintenance schemes processed | 25 | 26 | 13 | 49 | 23 | 29 | 165 |
| Requests for parking restrictions | 9 | 3 | 5 | 16 | 4 | 3 | 40 |
| No of residents informally consulted | 0 | 0 | 50 | 181 | 113 | 139 | 483 |
| No of TRO schemes completed | 5 | 11 | 2 | 22 | 1 | 4 | 45 |
| Suspensions implemented | 13 | 51 | 4 | 52 | 1 | 3 | 124 |

Many of the parking applications received just prior to the Covid-19 pandemic set out issues with all-day commuter parking. Many of these requests and the subsequent site assessments were put on hold during the periods of lockdown as it was acknowledged that the all-day parking issues naturally reduced as members of the

public were required to work from home.

The periods of lockdown also presented many challenges for the TRO team as easing of lockdown measures resulted in many people visiting the Country Parks and waterside attractions causing significant issues on the highway surrounding these areas. Working in partnership with ECC, the TRO team implemented Temporary TROs in Hoe Mill Lock and Papermill Lock to manage the dangerous and obstructive parking.

The Partnership also funded the implementation of a Temporary Traffic Regulation Order and the installation of temporary bollards to increase the pavement width outside Beckett Keys School to improve social distancing measures for pupils walking to and from the School.

4.3 The Enforcement Operation

The Covid-19 pandemic presented many challenges throughout the year as parking habits changed during the periods of the government restrictions.

During the initial national lockdown, we adjusted the level of patrols in response to the measures announced by the Government and provided a reduced service, with the enforcement teams operating from home, primarily to focus on:

- reported issues which compromise safety-critical routes
- areas where inconsiderate parking stops the safe movement of traffic
- areas where inconsiderate parking stops safe access for emergency vehicles and other essential services such as waste and recycling lorries

As the Government eased restrictions the operation and level of service was adjusted in line with the national guidance. The levels of patrols were slowly increased to full capacity between June and October and the area depots, working conditions and working rotas were adjusted to comply with social distancing requirements. The level of patrols was reduced again between November and December during the second Covid-19 wave and gradually returned to full patrols during March 2021.

The Partnership also acknowledged that many residential streets had parking restrictions implemented to stop all-day commuter parking which were now presenting problems for the residents that had to work from home. The Partnership maximized the parking spaces in one-hour single yellow line parking restrictions and resident parking zones by producing a work from home permit to assist residents who had limited parking options when working from home.

The Partnership also supported the Governments free NHS critical health care permit which provided health care workers, directly dealing with Covid -19, the opportunity to

park in agreed locations within easy reach of their health care facility. Many health professionals had the benefit of these permits throughout the year.

4.3.1 3PR and The School Parking Initiative

The 3PR School Parking Initiative was launched in 2017 to promote safe and considerate parking habits to school children, parents, teachers, and residents. Since then, the initiative has been launched and well received in over 40 schools across South Essex.



During 2020 / 21 there was naturally very little engagement with Schools because of the pandemic and school closures. As schools have returned to the classrooms, and adjusted to social distancing requirements, the level of pupil and teacher involvement to deliver the exciting initiatives that 3PR has to offer, has been put on hold until further easing of social distancing requirements can be achieved.

To help deliver the 3PR message remotely, the Partnership commissioned a company called Partners by Design to make a simple educational animation which schools and pupils can utilise to further promote safe and considerate parking. All schools who sign up to the initiative are provided with an access link to this animated video.

Full information on 3PR and the School Parking Initiative can be found on the website at (www.schoolparking.org.uk). The interactive website explains the aims and objectives of 3PR, has an easy-to-use enquiry form, showcases 3PR schools on a case studies page and discusses topics such as safe parking, idling and sustainable travel on its new blog.

Since the launch of the scheme the following schools in the SEPP area have introduced 3PR and the School Parking Initiative.

| School | District |
|--------------------------------------|-------------|
| Abacus Primary School | Basildon |
| Buttsbury Junior School | Basildon |
| Greensted Infant School | Basildon |
| Greensted Infant School | Basildon |
| Hilltop Infant School | Basildon |
| Merrylands Primary School | Basildon |
| North Crescent Primary School | Basildon |
| St. Anne Line Catholic Junior School | Basildon |
| Wickford Primary School | Basildon |
| Willowbrook Primary School | Brentwood |
| Canvey Junior School | Castlepoint |

| | |
|-------------------------------------|-------------|
| Hadleigh Infant School | Castlepoint |
| Hadleigh Junior School | Castlepoint |
| Holy Family Catholic Primary School | Castlepoint |
| Kents Hill Junior School | Castlepoint |
| Leigh Beck Infant School | Castlepoint |
| Montgomerie Primary School | Castlepoint |
| Northwick Park Primary School | Castlepoint |
| Barnes Farm Infant School | Chelmsford |
| Barnes Farm Junior School | Chelmsford |
| Beaches Pre-School | Chelmsford |
| Boreham Primary School | Chelmsford |
| Great Waltham Primary School | Chelmsford |
| Lawford Mead Primary School | Chelmsford |
| Newlands Spring Primary School | Chelmsford |
| St Pius X Catholic Primary School | Chelmsford |
| Tyrrells Primary School | Chelmsford |
| Westlands Community Primary School | Chelmsford |
| Woodville Primary School | Chelmsford |
| Writtle Infant School | Chelmsford |
| Writtle Junior School | Chelmsford |
| Wentworth Primary School | Maldon |
| Barling Magna Primary School | Rochford |
| Glebe Primary School | Rochford |
| Holt Farm Infant School | Rochford |
| Holt Farm Junior School | Rochford |
| Plumberow Primary Academy | Rochford |
| Rayleigh Primary School | Rochford |
| St Nicholas CoE Primary School | Rochford |
| Westerings Primary School | Rochford |
| Wyburns Primary School | Rochford |

During the pandemic the enforcement officers have continued to provide enforcement patrols to assist schools where the dangerous and obstructive parking continues to cause issues.

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 11 Annual Patrol Performance 2019/20

| | |
|-------------------------------------|---------|
| Patrol visits to streets | 127,082 |
| Observations (PCN not issued) | 101,567 |
| PCNs issued | 23,383 |
| Average PCNs issued per day | 90 |
| Average PCNs issued per day per CEO | 3.83 |

During a difficult year with periods of lockdown and uncertainty, the public demand for effective parking enforcement remained high to ensure the roads remained free from inconsiderate and obstructive parking. **Table 12** provides a full breakdown of the various parking contraventions and the number of PCNs issued during 2020/21

Table 12

| Code | Description | PCNs Issued |
|------|-------------------------------|-------------|
| 01 | Parked in a restricted street | 9,337 |
| 02 | Loading in restricted street | 1,266 |
| 04 | Parked in a meter bay | 1 |
| 05 | Parked after payment expired | 139 |
| 06 | Parked without clear display | 526 |
| 07 | Feeding the meter | 8 |
| 08 | Parked at out-of-order meter | 1 |
| 12 | Parked in a residents' place | 4,779 |
| 16 | Parked in a permit space | 251 |
| 19 | Parked in a residents' place | 30 |
| 20 | Parked in a loading gap | 1 |
| 21 | Parked in a suspended bay | 92 |
| 22 | Re-parked in the same place | 154 |
| 23 | Wrong class of vehicle | 884 |
| 24 | Not parked correctly | 172 |
| 25 | Parked in a loading place | 642 |
| 26 | Double parking in a SEA | 28 |
| 27 | Dropped footway in a SEA | 159 |
| 30 | Parked longer than permitted | 2,051 |
| 40 | Disabled person's parking | 1,508 |

| | | |
|-----------|------------------------------------|----------------|
| 45 | Taxi rank | 741 |
| 46 | Clearway | 196 |
| 47 | Restricted bus stop or stand | 182 |
| 48 | Restricted school area | 32 |
| 49 | Cycle track or lane | 57 |
| 99 | Pedestrian crossing | 146 |
| | Total PCNs issued | 23,383 |
| | | |
| | Patrol Visits to streets | 127,082 |
| | Observations | 101,567 |
| | Average PCNs issued per day | 90 |
| | Average PCNs issued per CEO | 3.83 |

4.4 The Back Office

The parking office function was already well placed to provide a service remote from the central office with no disruption for members of the public. All the on-line services and lines of contact remained fully functional and available for use and all the office staff were suitably equipt to work effectively from home.

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. During the Covid-19 pandemic the staff were mindful of the unprecedented circumstances and applied further discretion when considered appropriate.

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 13 Back Office work volumes processed in 2019/20 and compared to 2018/19

| Process | 2019/20 | 2020/21 |
|--|----------------|----------------|
| Informal and formal challenges received | 8090 | 4462 |
| Other correspondence received | 2926 | 1491 |
| Correspondence sent out including automatic system generated documents | 34,351 | 16,110 |
| Resident permits processed | 12669 | 13,509 |
| Other permits (visitor tickets etc.) | 33712 | 24,760 |
| Telephone calls received | 21,107 | 17,647 |

5 PCN issue and recovery rates

The following section provides statistical information relating to the amount of PCNs issued and recovered in financial year 2020-21.

The following table shows the PCN issue and recovery rates for the Parking Partnership. The recovery figures will improve slightly once all the outstanding cases have progressed through the various stages.

The 2020/21 recovery figures for the Partnership currently stand at 75%, which meets the expected national level.

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, only 7% of the total PCNs issued being cancelled as a result of a challenge or representation, and 0.04% of motorists who appeal to the independent adjudicator because they do not agree with the Partnerships decision. The amount of PCNs written off (13.5%) is much higher than experienced in previous years due to accepting more mitigating circumstances due to Covid-19 and the requirement to work from home.

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.

Table 14, provides this information

Table 14

| South Essex Parking Partnership | Total PCNs |
|--|-------------------|
| Number of Higher level PCNs issued | 20300 |
| Number of lower level PCNs issued | 3083 |
| Number of total PCNs issued | 23383 |
| Number of PCNs paid | 17606 |
| Number of PCNs paid at discount amount | 14990 |
| Number of PCNs against which an informal or formal representation was made | 4462 |
| Number of PCNs cancelled because of an informal or a formal representation | 1673 |
| Number of PCNs written off due to CEO error | 138 |
| Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 3160 |
| Number of appeals to adjudicator | 9 |
| *Number of appeals rejected | 3 |
| *Number of appeals allowed | 3 |
| *Number of appeals non-contested | 3 |
| % against total PCN's Issued | Total PCNs |
| Percentage of Higher level PCNs issued | 87% |
| Percentage of lower level PCNs issued | 13% |
| Percentage of PCNs paid | 75% |
| 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 because 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) | 13.5% |
| Percentage of appeals to adjudicator | 0.04% |
| *Percentage of appeals rejected | 33.3% |
| *Percentage of appeals allowed | 33.3% |
| *Percentage of appeals non-contested | 33.3% |

5.1 PCN issue rate comparison

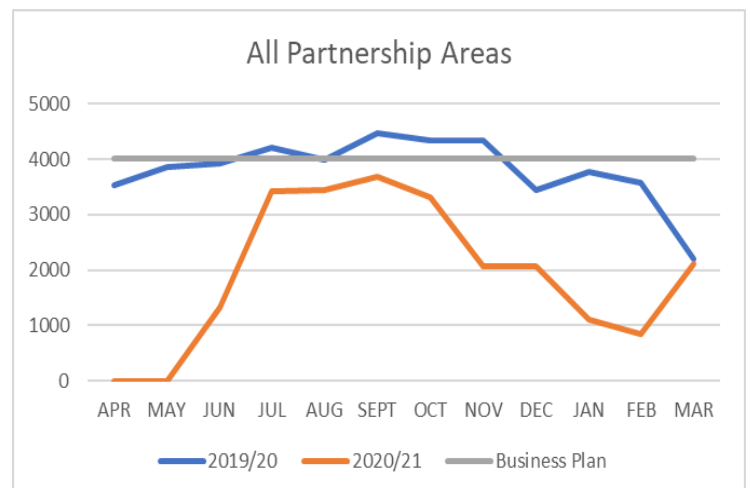
The following table compares the PCN issue rates of 2020/21 against the previous three year's performance

| South Essex Parking Partnership | 2017-18 | 2018-19 | 2019-20 | 2020-21 |
|---------------------------------|---------|---------|---------|----------------|
| PCNs issued | 43,598 | 49,430 | 45,672 | 23,383 |
| Comparison with 2017-18 | | +13.3% | +4.8% | -46.37% |
| Comparison with 2018-19 | | | -7.6% | -52.69% |
| Comparison with 2019-20 | | | | -48.80% |

Due to the Pandemic and Covid-19 restrictions there has been an expected 48.80% reduction in the amount of PCNs issued compared to the previous year.

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

| SEPP | 2019/20 | 2020/21 | Business Plan |
|--------------|--------------|--------------|---------------|
| APR | 3541 | 0 | 4006 |
| MAY | 3865 | 0 | 4006 |
| JUN | 3923 | 1325 | 4006 |
| JUL | 4199 | 3423 | 4006 |
| AUG | 3989 | 3441 | 4006 |
| SEPT | 4466 | 3696 | 4006 |
| OCT | 4344 | 3310 | 4006 |
| NOV | 4335 | 2063 | 4006 |
| DEC | 3445 | 2073 | 4006 |
| JAN | 3778 | 1106 | 4006 |
| FEB | 3578 | 839 | 4006 |
| MAR | 2209 | 2116 | 4006 |
| Total | 39885 | 23392 | 40060 |



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

2020/21 annual performance figures for each Partnership area

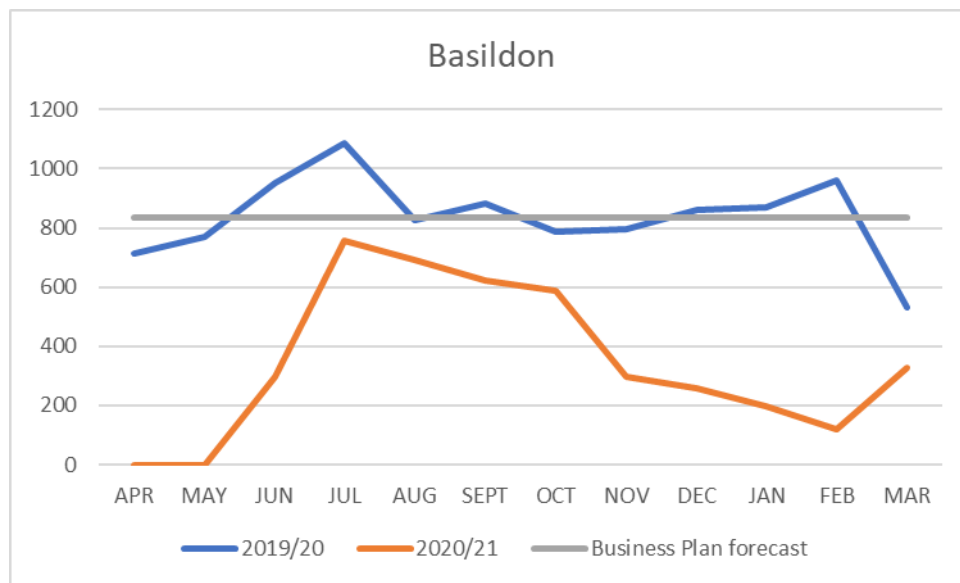
Basildon

CEO patrol data

| Code | Description | PCNs Issued |
|------|------------------------------------|---------------|
| 01 | Parked in a restricted street | 1,357 |
| 02 | Loading in restricted street | 259 |
| 04 | Parked in a meter bay | 1 |
| 12 | Parked in a residents' place | 1,211 |
| 19 | Parked in a residents' place | 1 |
| 21 | Parked in a suspended bay | 1 |
| 22 | Re-parked in the same place | 35 |
| 23 | Wrong class of vehicle | 93 |
| 24 | Not parked correctly | 56 |
| 25 | Parked in a loading place | 70 |
| 26 | Double parking in a SEA | 1 |
| 27 | Dropped footway in a SEA | 32 |
| 30 | Parked longer than permitted | 446 |
| 40 | Disabled person's parking | 92 |
| 45 | Taxi rank | 244 |
| 46 | Clearway | 142 |
| 47 | Restricted bus stop or stand | 67 |
| 48 | Restricted school area | 4 |
| 49 | Cycle track or lane | 1 |
| 99 | Pedestrian crossing | 42 |
| | Total PCNs issued | 4,155 |
| | | |
| | Patrol Visits to streets | 16,900 |
| | Observations | 17,808 |
| | Average PCNs issued per day | 16 |
| | Average PCNs issued per CEO | 3.74 |

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

| Basildon | 2019/20 | 2020/21 | Business Plan forecast |
|--------------|---------|---------|------------------------|
| APR | 712 | 0 | 833 |
| MAY | 769 | 0 | 833 |
| JUN | 952 | 297 | 833 |
| JUL | 1088 | 757 | 833 |
| AUG | 826 | 691 | 833 |
| SEPT | 882 | 622 | 833 |
| OCT | 788 | 589 | 833 |
| NOV | 795 | 295 | 833 |
| DEC | 859 | 256 | 833 |
| JAN | 869 | 199 | 833 |
| FEB | 960 | 121 | 833 |
| MAR | 530 | 328 | 833 |
| Total | 8540 | 4155 | 8330 |



PCN issue and recovery rates

| Basildon | Total PCNs |
|--|-------------------|
| Number of Higher level PCNs issued | 3607 |
| Number of lower level PCNs issued | 539 |
| Number of total PCNs issued | 4146 |
| Number of PCNs paid | 2987 |
| Number of PCNs paid at discount amount | 2448 |
| Number of PCNs against which an informal or formal representation was made | 868 |
| Number of PCNs cancelled because of an informal or a formal representation | 334 |
| 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) | 804 |
| % against total PCN's Issued | Total PCNs |
| Percentage of Higher level PCNs issued | 87% |
| Percentage of lower level PCNs issued | 13% |
| Percentage of PCNs paid | 72% |
| Percentage of PCNs paid at discount amount | 59% |
| Percentage of PCNs against which an informal or formal representation was made | 21% |
| Percentage of PCNs cancelled because of an informal or a formal representation | 8% |
| Percentage of PCNs written off due to CEO error | 1.2% |
| Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 19% |

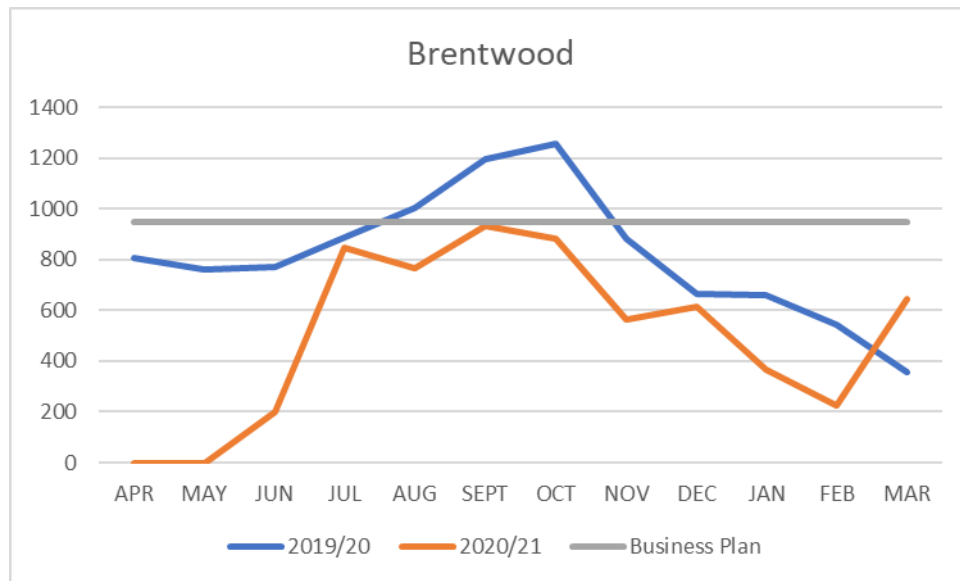
Brentwood

CEO patrol data

| Code | Description | PCNs Issued |
|------|------------------------------------|--------------|
| 01 | Parked in a restricted street | 2,994 |
| 02 | Loading in restricted street | 504 |
| 05 | Parked after payment expired | 6 |
| 06 | Parked without clear display | 101 |
| 08 | Parked at out-of-order meter | 1 |
| 12 | Parked in a residents' place | 775 |
| 16 | Parked in a permit space | 15 |
| 19 | Parked in a residents' place | 21 |
| 20 | Parked in a loading gap | 1 |
| 21 | Parked in a suspended bay | 53 |
| 22 | Re-parked in the same place | 68 |
| 23 | Wrong class of vehicle | 109 |
| 24 | Not parked correctly | 19 |
| 25 | Parked in a loading place | 130 |
| 26 | Double parking in a SEA | 9 |
| 27 | Dropped footway in a SEA | 31 |
| 30 | Parked longer than permitted | 553 |
| 40 | Disabled person's parking | 427 |
| 45 | Taxi rank | 66 |
| 47 | Restricted bus stop or stand | 85 |
| 48 | Restricted school area | 13 |
| 49 | Cycle track or lane | 34 |
| 99 | Pedestrian crossing | 36 |
| | Total PCNs issued | 6,051 |
| | Patrol Visits to streets | 28033 |
| | Observations | 27876 |
| | Average PCNs issued per day | 23 |
| | Average PCNs issued per CEO | 6 |

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

| Brentwood | 2019/20 | 2020/21 | Business Plan |
|--------------|-------------|-------------|---------------|
| APR | 807 | 0 | 950 |
| MAY | 763 | 0 | 950 |
| JUN | 772 | 202 | 950 |
| JUL | 887 | 846 | 950 |
| AUG | 1003 | 764 | 950 |
| SEPT | 1198 | 935 | 950 |
| OCT | 1255 | 885 | 950 |
| NOV | 881 | 564 | 950 |
| DEC | 665 | 617 | 950 |
| JAN | 660 | 367 | 950 |
| FEB | 544 | 225 | 950 |
| MAR | 359 | 646 | 950 |
| Total | 8891 | 6051 | 9500 |



PCN issue and recovery rates

| Brentwood | Total PCNs |
|--|-------------------|
| Number of Higher level PCNs issued | 5282 |
| Number of lower level PCNs issued | 769 |
| Number of total PCNs issued | 6051 |
| Number of PCNs paid | 4620 |
| Number of PCNs paid at discount amount | 3928 |
| Number of PCNs against which an informal or formal representation was made | 1201 |
| Number of PCNs cancelled because of an informal or a formal representation | 303 |
| Number of PCNs written off due to CEO error | 5 |
| Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 763 |
| % against total PCN's Issued | Total PCNs |
| Percentage of Higher level PCNs issued | 87% |
| Percentage of lower level PCNs issued | 13% |
| Percentage of PCNs paid | 76% |
| Percentage of PCNs paid at discount amount | 65% |
| Percentage of PCNs against which an informal or formal representation was made | 20% |
| Percentage of PCNs cancelled because of an informal or a formal representation | 5% |
| Percentage of PCNs written off due to CEO error | 0.08% |
| Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 13% |

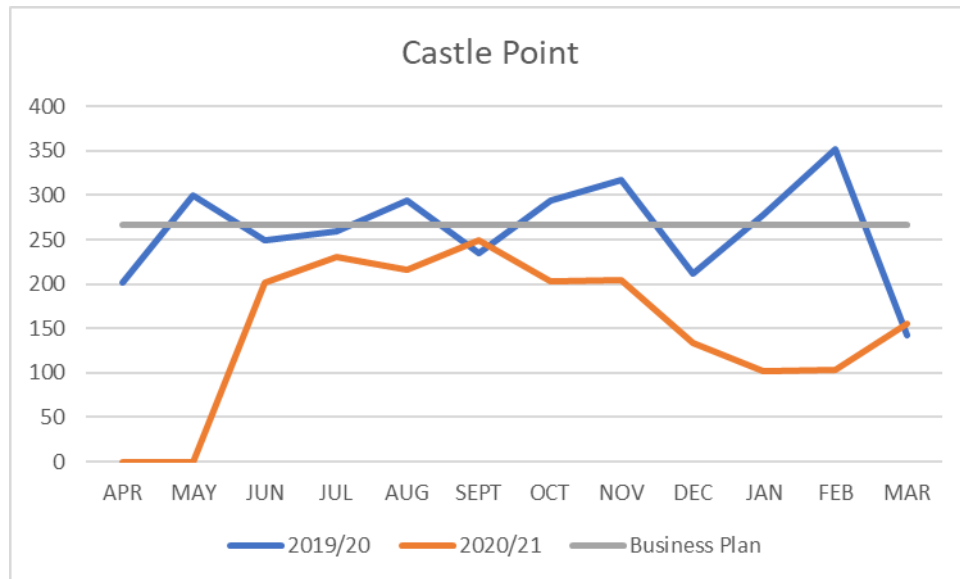
Castle Point

CEO patrol data

| Code | Description | PCNs Issued |
|------|------------------------------------|--------------|
| 01 | Parked in a restricted street | 1,229 |
| 02 | Loading in restricted street | 4 |
| 12 | Parked in a residents' place | 85 |
| 22 | Re-parked in the same place | 15 |
| 23 | Wrong class of vehicle | 3 |
| 24 | Not parked correctly | 21 |
| 26 | Double parking in a SEA | 2 |
| 27 | Dropped footway in a SEA | 30 |
| 30 | Parked longer than permitted | 226 |
| 40 | Disabled person's parking | 99 |
| 45 | Taxi rank | 39 |
| 46 | Clearway | 10 |
| 47 | Restricted bus stop or stand | 13 |
| 48 | Restricted school area | 3 |
| 99 | Pedestrian crossing | 21 |
| | Total PCNs issued | 1,800 |
| | | |
| | Patrol Visits to streets | 10317 |
| | Observations | 9930 |
| | Average PCNs issued per day | 7 |
| | Average PCNs issued per CEO | 4.5 |

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

| Castle Point | 2019/20 | 2020/21 | Business Plan |
|--------------|---------|---------|---------------|
| APR | 201 | 0 | 266 |
| MAY | 300 | 0 | 266 |
| JUN | 249 | 202 | 266 |
| JUL | 259 | 231 | 266 |
| AUG | 294 | 216 | 266 |
| SEPT | 235 | 250 | 266 |
| OCT | 294 | 203 | 266 |
| NOV | 318 | 204 | 266 |
| DEC | 212 | 134 | 266 |
| JAN | 278 | 102 | 266 |
| FEB | 352 | 103 | 266 |
| MAR | 142 | 155 | 266 |
| Total | 2640 | 1800 | 2660 |



PCN issue and recovery rates

| Castle Point | Total PCNs |
|--|-------------------|
| Number of Higher level PCNs issued | 1538 |
| Number of lower level PCNs issued | 262 |
| Number of total PCNs issued | 1800 |
| Number of PCNs paid | 1475 |
| Number of PCNs paid at discount amount | 1305 |
| Number of PCNs against which an informal or formal representation was made | 271 |
| Number of PCNs cancelled because of an informal or a formal representation | 86 |
| Number of PCNs written off due to CEO error | 19 |
| Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 173 |
| % 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 | 82% |
| Percentage of PCNs paid at discount amount | 72% |
| Percentage of PCNs against which an informal or formal representation was made | 15% |
| Percentage of PCNs cancelled because of an informal or a formal representation | 5% |
| 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) | 10% |

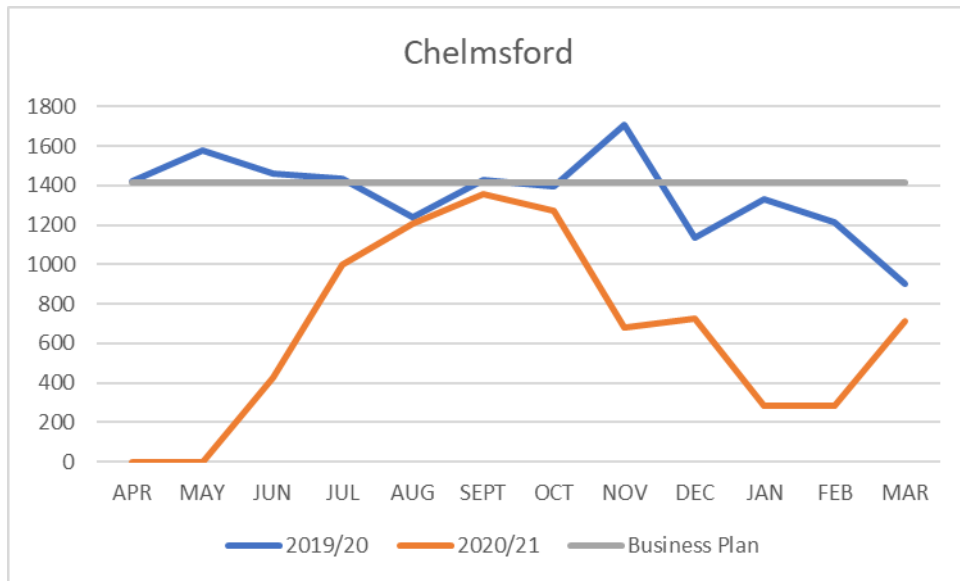
Chelmsford

CEO patrol data

| Code | Description | PCNs Issued |
|------|------------------------------------|--------------|
| 01 | Parked in a restricted street | 2,217 |
| 02 | Loading in restricted street | 368 |
| 05 | Parked after payment expired | 133 |
| 06 | Parked without clear display | 425 |
| 07 | Feeding the meter | 8 |
| 12 | Parked in a residents' place | 2,043 |
| 16 | Parked in a permit space | 236 |
| 19 | Parked in a residents' place | 6 |
| 21 | Parked in a suspended bay | 38 |
| 22 | Re-parked in the same place | 26 |
| 23 | Wrong class of vehicle | 560 |
| 24 | Not parked correctly | 19 |
| 25 | Parked in a loading place | 367 |
| 26 | Double parking in a SEA | 9 |
| 27 | Dropped footway in a SEA | 40 |
| 30 | Parked longer than permitted | 450 |
| 40 | Disabled person's parking | 715 |
| 45 | Taxi rank | 200 |
| 46 | Clearway | 28 |
| 47 | Restricted bus stop or stand | 9 |
| 48 | Restricted school area | 3 |
| 49 | Cycle track or lane | 18 |
| 99 | Pedestrian crossing | 31 |
| | Total PCNs issued | 7,949 |
| | | |
| | Patrol Visits to streets | 31860 |
| | Observations | 24099 |
| | Average PCNs issued per day | 30.5 |
| | Average PCNs issued per CEO | 6 |

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

| Chelmsford | 2019/20 | 2020/21 | Business Plan |
|--------------|---------|---------|---------------|
| APR | 1422 | 0 | 1416 |
| MAY | 1580 | 0 | 1416 |
| JUN | 1461 | 423 | 1416 |
| JUL | 1437 | 999 | 1416 |
| AUG | 1241 | 1209 | 1416 |
| SEPT | 1428 | 1354 | 1416 |
| OCT | 1394 | 1274 | 1416 |
| NOV | 1709 | 683 | 1416 |
| DEC | 1138 | 723 | 1416 |
| JAN | 1329 | 285 | 1416 |
| FEB | 1211 | 285 | 1416 |
| MAR | 904 | 714 | 1416 |
| Total | 14139 | 7949 | 14160 |



PCN issue and recovery rates

| Chelmsford | Total PCNs |
|--|-------------------|
| Number of Higher level PCNs issued | 6881 |
| Number of lower level PCNs issued | 1068 |
| Number of total PCNs issued | 7949 |
| Number of PCNs paid | 5694 |
| Number of PCNs paid at discount amount | 4844 |
| Number of PCNs against which an informal or formal representation was made | 1603 |
| Number of PCNs cancelled because of an informal or a formal representation | 641 |
| Number of PCNs written off due to CEO error | 38 |
| Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 1013 |
| % against total PCN's Issued | Total PCNs |
| Percentage of Higher level PCNs issued | 87% |
| Percentage of lower level PCNs issued | 13% |
| Percentage of PCNs paid | 72% |
| Percentage of PCNs paid at discount amount | 61% |
| Percentage of PCNs against which an informal or formal representation was made | 20% |
| Percentage of PCNs cancelled because of an informal or a formal representation | 8% |
| Percentage of PCNs written off due to CEO error | 0.5% |
| Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 13% |

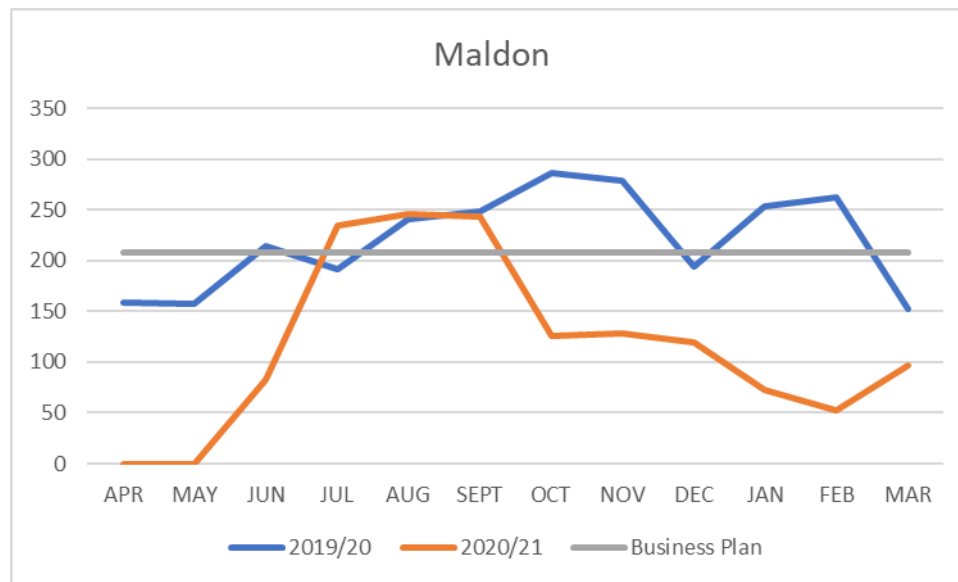
Maldon

CEO patrol data

| Code | Description | PCNs Issued |
|------|------------------------------------|--------------|
| 01 | Parked in a restricted street | 671 |
| 12 | Parked in a residents' place | 387 |
| 19 | Parked in a residents' place | 2 |
| 22 | Re-parked in the same place | 5 |
| 24 | Not parked correctly | 25 |
| 27 | Dropped footway in a SEA | 1 |
| 30 | Parked longer than permitted | 162 |
| 40 | Disabled person's parking | 47 |
| 45 | Taxi rank | 71 |
| 47 | Restricted bus stop or stand | 12 |
| 48 | Restricted school area | 6 |
| 49 | Cycle track or lane | 4 |
| 99 | Pedestrian crossing | 11 |
| | Total PCNs issued | 1,404 |
| | | |
| | Patrol Visits to streets | 19572 |
| | Observations | 9844 |
| | Average PCNs issued per day | 5.5 |
| | Average PCNs issued per CEO | 3 |

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

| Maldon | 2019/20 | 2020/21 | Business Plan |
|--------------|-------------|-------------|---------------|
| APR | 159 | 0 | 208 |
| MAY | 157 | 0 | 208 |
| JUN | 215 | 83 | 208 |
| JUL | 191 | 234 | 208 |
| AUG | 241 | 246 | 208 |
| SEPT | 249 | 243 | 208 |
| OCT | 287 | 126 | 208 |
| NOV | 279 | 129 | 208 |
| DEC | 194 | 120 | 208 |
| JAN | 254 | 73 | 208 |
| FEB | 263 | 53 | 208 |
| MAR | 153 | 97 | 208 |
| Total | 2226 | 1404 | 2080 |



PCN issue and recovery rates

| Maldon | Total PCNs |
|--|-------------------|
| Number of Higher level PCNs issued | 1210 |
| Number of lower level PCNs issued | 194 |
| Number of total PCNs issued | 1404 |
| Number of PCNs paid | 1147 |
| Number of PCNs paid at discount amount | 1010 |
| Number of PCNs against which an informal or formal representation was made | 244 |
| Number of PCNs cancelled because of an informal or a formal representation | 119 |
| Number of PCNs written off due to CEO error | 10 |
| Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 155 |
| % 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 | 81% |
| Percentage of PCNs paid at discount amount | 72% |
| Percentage of PCNs against which an informal or formal representation was made | 17% |
| Percentage of PCNs cancelled because of an informal or a formal representation | 8% |
| Percentage of PCNs written off due to CEO error | 0.7% |
| Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 11% |

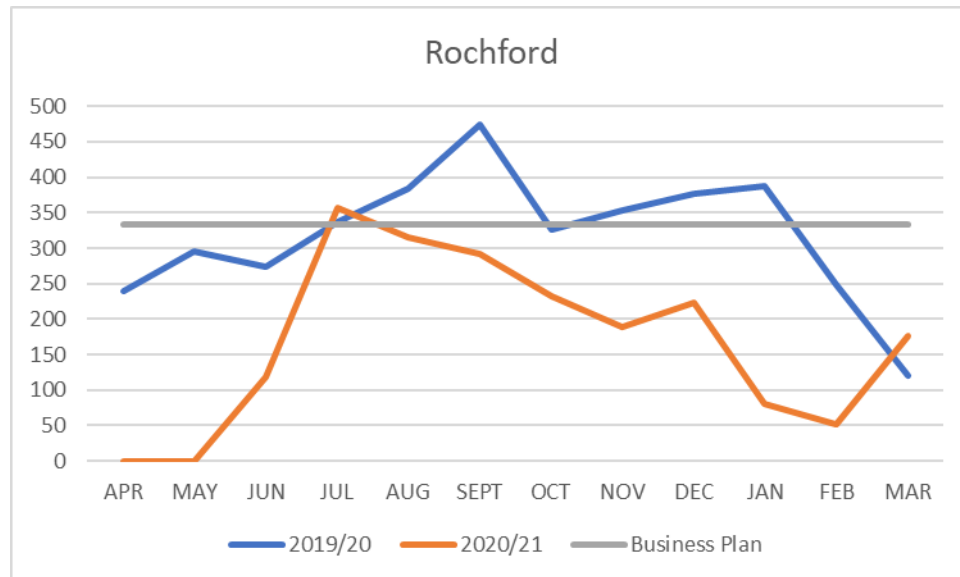
Rochford

CEO patrol data

| Code | Description | PCNs Issued |
|------|------------------------------------|--------------|
| 01 | Parked in a restricted street | 869 |
| 02 | Loading in restricted street | 131 |
| 12 | Parked in a residents' place | 278 |
| 22 | Re-parked in the same place | 5 |
| 23 | Wrong class of vehicle | 119 |
| 24 | Not parked correctly | 32 |
| 25 | Parked in a loading place | 75 |
| 26 | Double parking in a SEA | 7 |
| 27 | Dropped footway in a SEA | 25 |
| 30 | Parked longer than permitted | 214 |
| 40 | Disabled person's parking | 128 |
| 45 | Taxi rank | 121 |
| 46 | Clearway | 16 |
| 47 | Restricted bus stop or stand | 5 |
| 48 | Restricted school area | 3 |
| 99 | Pedestrian crossing | 5 |
| | Total PCNs issued | 2,033 |
| | | |
| | Patrol Visits to streets | 20400 |
| | Observations | 12010 |
| | Average PCNs issued per day | 8 |
| | Average PCNs issued per CEO | 3 |

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

| Rochford | 2019/20 | 2020/21 | Business Plan |
|-----------------|----------------|----------------|----------------------|
| APR | 240 | 0 | 333 |
| MAY | 296 | 0 | 333 |
| JUN | 274 | 118 | 333 |
| JUL | 337 | 356 | 333 |
| AUG | 384 | 315 | 333 |
| SEPT | 474 | 292 | 333 |
| OCT | 326 | 233 | 333 |
| NOV | 353 | 188 | 333 |
| DEC | 377 | 223 | 333 |
| JAN | 388 | 80 | 333 |
| FEB | 248 | 52 | 333 |
| MAR | 121 | 176 | 333 |
| Total | 3449 | 2033 | 3330 |



PCN issue and recovery rates

| Rochford | Total PCNs |
|--|-------------------|
| Number of Higher level PCNs issued | 1782 |
| Number of lower level PCNs issued | 251 |
| Number of total PCNs issued | 2033 |
| Number of PCNs paid | 1683 |
| Number of PCNs paid at discount amount | 1455 |
| Number of PCNs against which an informal or formal representation was made | 275 |
| Number of PCNs cancelled because of an informal or a formal representation | 100 |
| Number of PCNs written off due to CEO error | 18 |
| Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 252 |
| % against total PCN's Issued | Total PCNs |
| Percentage of Higher level PCNs issued | 88% |
| Percentage of lower level PCNs issued | 12% |
| Percentage of PCNs paid | 83% |
| Percentage of PCNs paid at discount amount | 72% |
| Percentage of PCNs against which an informal or formal representation was made | 14% |
| Percentage of PCNs cancelled because of an informal or a formal representation | 5% |
| Percentage of PCNs written off due to CEO error | 0.9% |
| Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer) | 12% |

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