



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

### 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**

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

**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)
<b>Expenditure</b>	£1,672,183	£1,522,525	(£149,658)
<b>Income</b>	£2,449,769	£1,490,386	£959,383
<b>Deficit / (surplus)</b>	<b>(£777,585)</b>	<b>£32,139</b>	<b>£809,725</b>
<b>Sales, Fees &amp; Charges Compensation (provisional)</b>		<b>(£450,637)</b>	
<b>Total (provisional)</b>	<b>(£777,585)</b>	<b>(£418,498)</b>	<b>£359,087</b>

**Table 4: Impact of Covid-19 restrictions on income**

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

### 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	
<b>Direct Expenditure</b>	
- Employees	140,681
- Supplies and Services	199,914
- Transport costs	1,277

<b>Total Direct Expenditure</b>	<b>341,872</b>
<b>Indirect Expenditure</b>	
Central Support	23,770
<b>Total Indirect Expenditure</b>	<b>23,770</b>
<b>Total Expenditure</b>	<b>365,642</b>

**Table 6: 2020/21 overall Parking Partnership account outturn**

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

### **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**

<b>Items funded from Reserves</b>	<b>Actuals</b>
	£
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
	<b>344,221</b>
<b>Net (Surplus) / Deficit - Cash Basis Excluding items earmarked from Reserves (including SFC Comp)</b>	<b>(52,856)</b>
<b>Net After Use of Reserves</b>	<b>291,365</b>

### 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**

<b>Basildon</b>	<b>Amount allocated</b>
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.	
<b>Chelmsford City Council</b>	
Road Safety and parking control measures for Broomfield Parade	£116,000
Rettendon Common clear way scheme	
<b>Castle Point Borough Council</b>	
Resurfacing of car park at J H Burrows Recreational Ground Car Park improvements to Canvey Island seafront car park.	£116,000
<b>Essex County Council</b>	
Bus lane / Bus Gate enhancements	£116,000
<b>Maldon District Council</b>	
New Pay and Display machines	£116,000
<b>Brentwood Borough Council</b>	
Mountnessing signalised pedestrian crossing Child safety project at Sawyers Hall Lane	£116,000
<b>Rochford District Council</b>	
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
<b>Total Partnership operational fund</b>	<b>£1,362,090</b>

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

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

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

## 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](http://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

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

#### 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**

<b>Process</b>	<b>2019/20</b>	<b>2020/21</b>
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**

<b>South Essex Parking Partnership</b>	<b>Total PCNs</b>
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
<b>% against total PCN's Issued</b>	<b>Total PCNs</b>
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

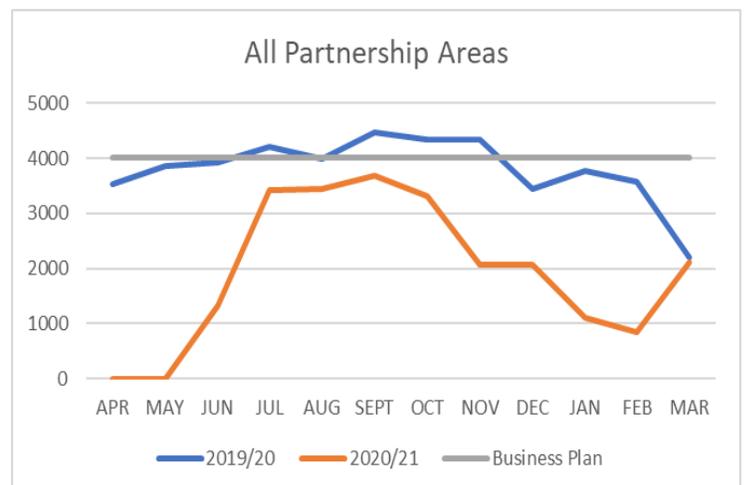
The following table compares the PCN issue rates of 2020/21 against the previous three year's performance

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%
<b>Comparison with 2019-20</b>				<b>-48.80%</b>

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
<b>Total</b>	<b>39885</b>	<b>23392</b>	<b>40060</b>



## 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><a href="http://www.chelmsford.gov.uk/sepp">www.chelmsford.gov.uk/sepp</a></p>
<p>Joint Committee Meeting minutes and reports</p>	<p><a href="http://www.chelmsford.gov.uk/council-meetings">www.chelmsford.gov.uk/council-meetings</a></p>

	<u><b>Glossary</b></u>
<b>SEPP:</b>	The South Essex Parking Partnership
<b>TMA 2004:</b>	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)
<b>ECC:</b>	Essex County Council, The Highways Authority.
<b>TRO:</b>	Traffic Regulation Order. The Local Authorities Traffic Order (Procedure) (England and Wales) Regulations 1996
<b>PCN:</b>	Penalty Charge Notice
<b>CEO:</b>	Civil Enforcement Officer
<b>CCTV:</b>	Close Circuit Television Camera

## Appendix A

### 2020/21 annual performance figures for each Partnership area

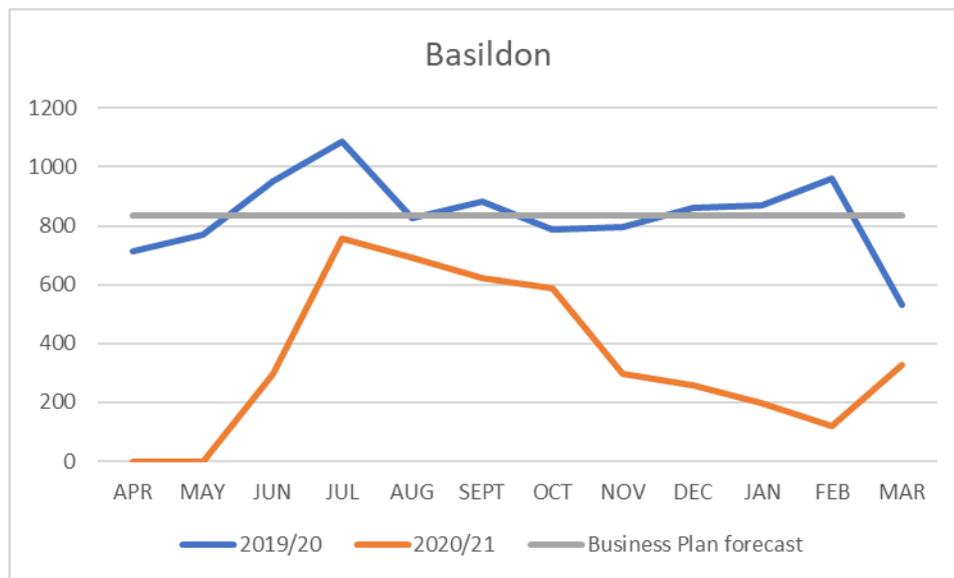
## Basildon

### 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
	<b>Total PCNs issued</b>	<b>4,155</b>
	<b>Patrol Visits to streets</b>	<b>16,900</b>
	<b>Observations</b>	<b>17,808</b>
	<b>Average PCNs issued per day</b>	<b>16</b>
	<b>Average PCNs issued per CEO</b>	<b>3.74</b>

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

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



## PCN issue and recovery rates

<b>Basildon</b>	<b>Total PCNs</b>
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
<b>% against total PCN's Issued</b>	<b>Total PCNs</b>
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%

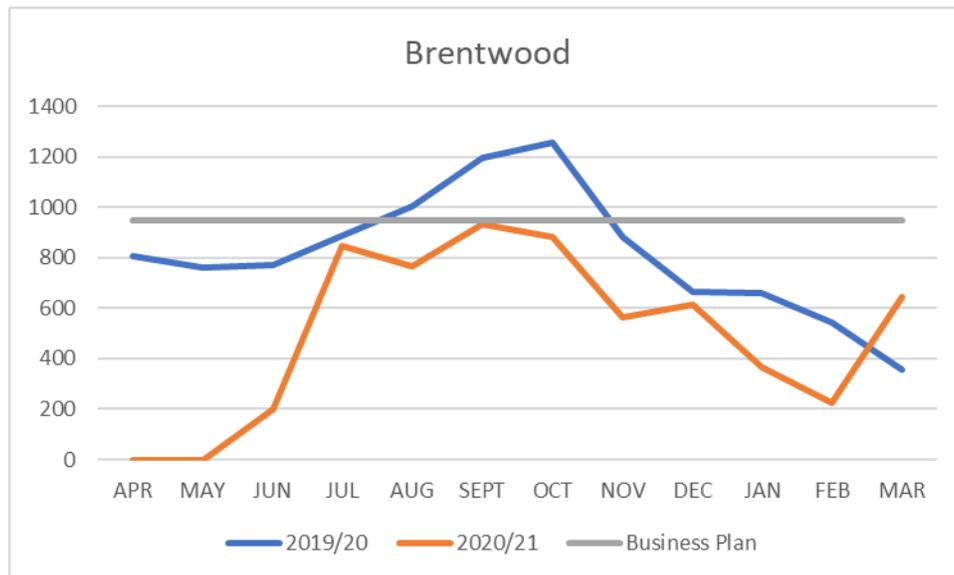
# Brentwood

## 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
	<b>Total PCNs issued</b>	<b>6,051</b>
	<b>Patrol Visits to streets</b>	<b>28033</b>
	<b>Observations</b>	<b>27876</b>
	<b>Average PCNs issued per day</b>	<b>23</b>
	<b>Average PCNs issued per CEO</b>	<b>6</b>

**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
<b>Total</b>	<b>8891</b>	<b>6051</b>	<b>9500</b>



## PCN issue and recovery rates

<b>Brentwood</b>	<b>Total PCNs</b>
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
<b>% against total PCN's Issued</b>	<b>Total PCNs</b>
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%

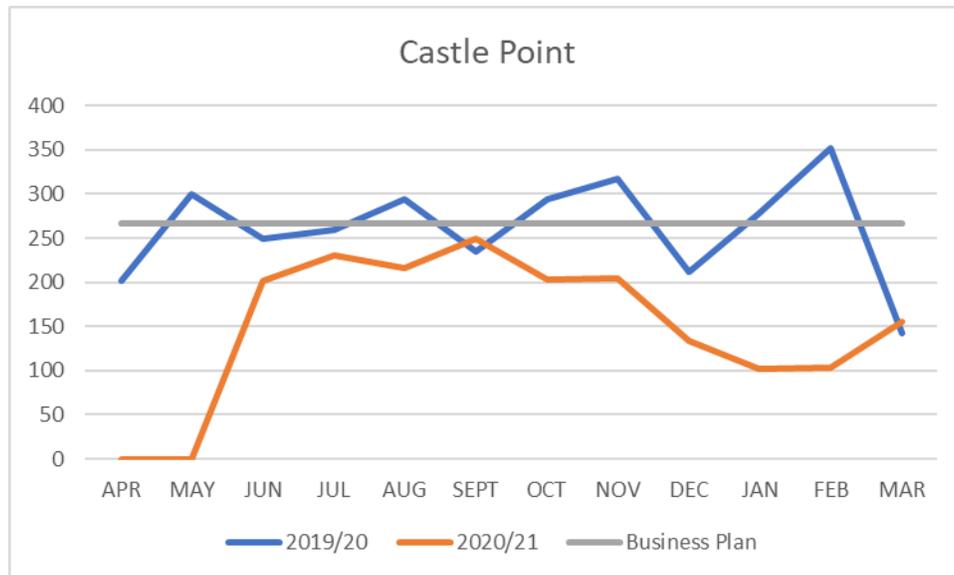
# Castle Point

## 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
	<b>Total PCNs issued</b>	<b>1,800</b>
	<b>Patrol Visits to streets</b>	<b>10317</b>
	<b>Observations</b>	<b>9930</b>
	<b>Average PCNs issued per day</b>	<b>7</b>
	<b>Average PCNs issued per CEO</b>	<b>4.5</b>

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

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



## PCN issue and recovery rates

<b>Castle Point</b>	<b>Total PCNs</b>
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
<b>% against total PCN's Issued</b>	<b>Total PCNs</b>
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%

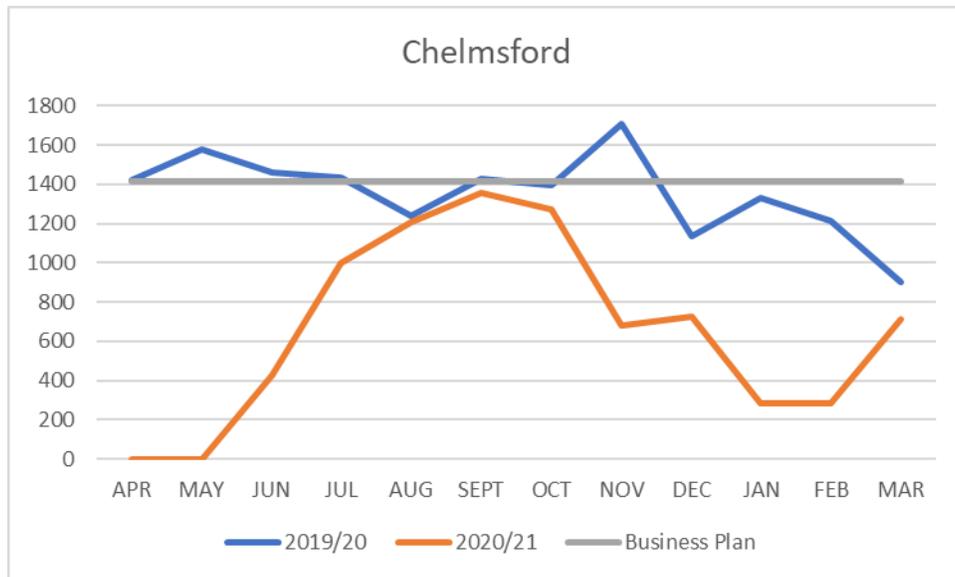
# Chelmsford

## 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
	<b>Total PCNs issued</b>	<b>7,949</b>
	<b>Patrol Visits to streets</b>	<b>31860</b>
	<b>Observations</b>	<b>24099</b>
	<b>Average PCNs issued per day</b>	<b>30.5</b>
	<b>Average PCNs issued per CEO</b>	<b>6</b>

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

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



## PCN issue and recovery rates

<b>Chelmsford</b>	<b>Total PCNs</b>
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
<b>% against total PCN's Issued</b>	<b>Total PCNs</b>
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%

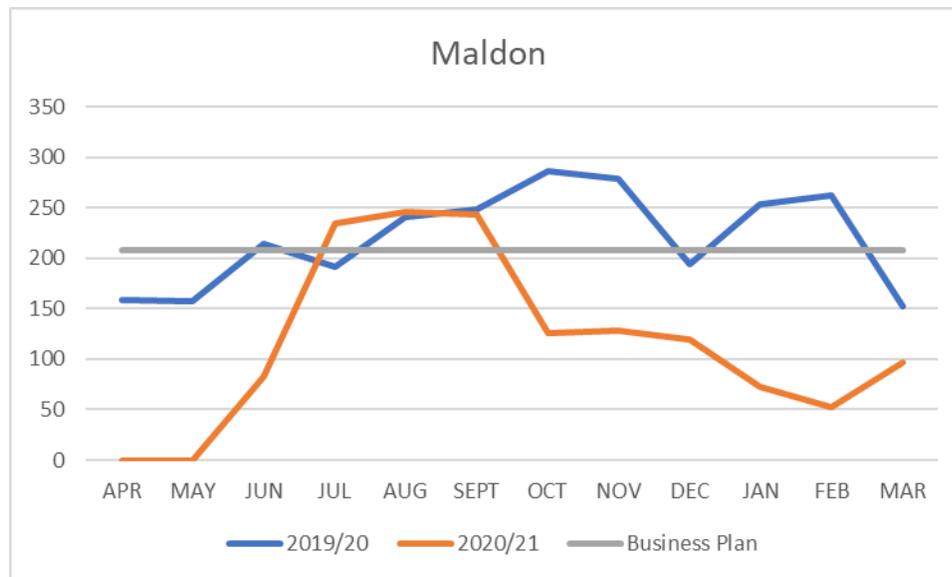
# Maldon

## 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
	<b>Total PCNs issued</b>	<b>1,404</b>
	<b>Patrol Visits to streets</b>	<b>19572</b>
	<b>Observations</b>	<b>9844</b>
	<b>Average PCNs issued per day</b>	<b>5.5</b>
	<b>Average PCNs issued per CEO</b>	<b>3</b>

**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
<b>Total</b>	<b>2226</b>	<b>1404</b>	<b>2080</b>



## PCN issue and recovery rates

<b>Maldon</b>	<b>Total PCNs</b>
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
<b>% against total PCN's Issued</b>	<b>Total PCNs</b>
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%

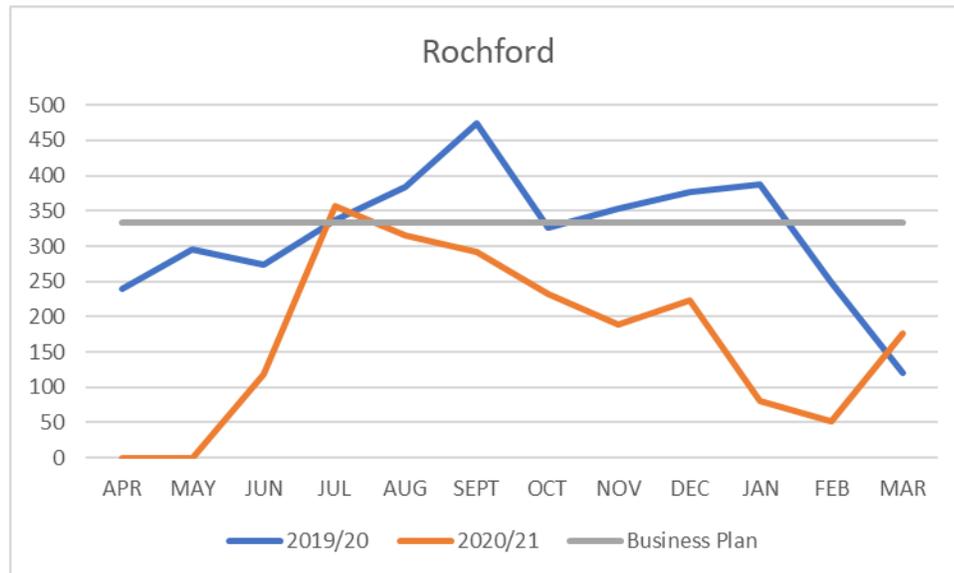
# Rochford

## 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
	<b>Total PCNs issued</b>	<b>2,033</b>
	<b>Patrol Visits to streets</b>	<b>20400</b>
	<b>Observations</b>	<b>12010</b>
	<b>Average PCNs issued per day</b>	<b>8</b>
	<b>Average PCNs issued per CEO</b>	<b>3</b>

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

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



## PCN issue and recovery rates

<b>Rochford</b>	<b>Total PCNs</b>
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
<b>% against total PCN's Issued</b>	<b>Total PCNs</b>
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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