



SOUTH ESSEX

Annual Report 2023/24



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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.

Summary of key performance factors during financial year 2023/24 are:

- An overall surplus achieved of £344,870 from the enforcement operation account to contribute to the costs of TRO function and maintenance of signs and lines .
- £201,382 increase in enforcement operational expenditure and £81,138 increase in income, compared to 2022/23.
- An overall income increase of 3.42% compared to the previous year.
- 48,884 on-street Penalty Charge Notices (PCNs) issued resulting in a 2.59% increase compared to 2022/23.
- 80% of PCNs issued fully paid.
- 140 sign and line maintenance schemes completed, and new TROs created containing 40 roads with new parking schemes.
- £134,100 allocated during the year for new schemes requiring a new TRO.
- £89,200 allocated during the year for essential maintenance of signs and lines.

The performance in 2023/24 continues to make good progress following a few challenging years due to the impact of Covid-19 but the more recent inflationary pressures resulting in increased operational and staff costs along with the impact of central government not increasing PCN charges since 2008, is starting to put pressure on the final financial outturn position. Taking these factors into consideration, the financial account remains in a positive position and the current level of reserve held ensures the Partnership is well placed to continue the delivery of the service while expenditure and income are reviewed.

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.

This agreement ended on 31 March 2022 and all the partner authorities have signed up to a new Joint Committee Agreement for a further five years with the option to extend year-on for a further three years.

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 2023-24 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 of 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 makes 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 parking restriction 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 [sepp-policy-introducing-new-parking-restrictions-2020.pdf \(chelmsford.gov.uk\)](https://www.chelmsford.gov.uk/media/1000000/sepp-policy-introducing-new-parking-restrictions-2020.pdf)

3 Financial performance 2023/24

The following section will provide an overview of the financial outcome for financial year 2023/24 and a comparison of the financial position against the original 2023/24 business case and the performance of 2022/23. The financial information is broken down into three areas:

- The on-street enforcement operation
- The TRO operation
- The Joint Committee reserve fund

3.1 Financial outturn for 2023/24 enforcement operation

The following table (**Table 1 page 8**) provides the overall enforcement operation financial outturn for 2023/24. It also identifies the financial outturn position for each individual partnership City / District / Borough.

The overall 2023/24 total expenditure is £2,109,586 and the income achieved is £2,454,456 resulting in a positive net gain surplus of £344,870 to be off set against the full TRO operational costs and funding as agreed in the 2022 Joint Committee Agreement.

Table 1 2023/24 Outturn – Enforcement operation

Appendix 1		South Essex Parking Partnership - Outturn 2023/24						
Actuals 23/24	Chelmsford	Brentwood	Maldon	Basildon	Rochford	Castle Point	Total	
	£	£	£	£	£	£	£	
Direct Expenditure								
- Employees	492,109	324,670	67,956	346,463	151,715	99,060	1,481,973	
- Premises	0	0	0	0	0	0	0	
- Supplies and Services	57,442	44,471	47,107	47,999	21,148	12,649	230,816	
- Third Party Payments	21,589	16,046	3,647	11,670	5,543	4,814	63,309	
- Transport costs	23,529	29,447	14,799	56,049	22,966	14,799	161,588	
Total Direct Expenditure	594,669	414,634	133,509	462,180	201,371	131,322	1,937,686	
Indirect Expenditure								
Central Support	63,233	40,900	8,814	35,808	12,524	10,621	171,900	
Total Indirect Expenditure	63,233	40,900	8,814	35,808	12,524	10,621	171,900	
Total Expenditure	657,902	455,534	142,323	497,988	213,895	141,943	2,109,586	
Income Received								
PCN's	541,777	518,801	60,970	223,464	134,755	136,463	1,616,229	
Residents' Parking Permits	302,836	145,557	26,157	179,006	20,615	8,041	682,213	
Pay & Display	109,750	45,184	0	0	0	0	154,934	
Other	394	264	57	217	81	68	1,080	
Total Income	954,756	709,806	87,184	402,687	155,451	144,572	2,454,456	
Net (Surplus) / Deficit - Cash Basis Excluding items earmarked from Reserves below	(296,854)	(254,272)	55,139	95,301	58,444	(2,629)	(344,870)	

3.2 Comparison of actual 2023/24 outturn against agreed 2023/24 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 2022, the Annual Business Plan for 2023/24 was approved. This Business Plan estimated an overall Partnership surplus of £497,700 which would be used to contribute to the three key parts of the surplus sharing arrangement as set out in the 2022 Joint Committee Agreement .

Table 2: 2023/24 Enforcement outturn comparison against 2023/24 Business Plan estimate

	2023/24 Business case original estimate (cash basis)	2023/24 actual outturn (cash basis)	Position against original estimate. Deficit / (surplus)
Expenditure	£2,031,800	£2,109,586	£77,786
Income	£2,529,500	£2,454,456	£75,044
Total Deficit / (surplus)	(497,700)	(£344,870)	£152,830

Table 3: Actual 2023/24 outturn compared to previous year 2022/23 actual outturn

	2022/23 actual outturn (cash basis)	2023/24 actual outturn (cash basis)	Position against previous year. Deficit / (surplus)
Expenditure	£1,908,204	£2,109,586	£201,382
Income	£2,373,318	£2,454,456	(£81,138)
Deficit / (surplus)	(£465,114)	(£344,870)	£120,244

3.3 TRO function 2023/24 financial outturn

Table 4 provides details of the TRO operational costs.

Table 4: 2023/24 financial outturn for the TRO function.

2023/24 TRO account	
Direct Expenditure	
- Employees	£145,821
- Supplies and Services	£142,430
Total Direct Expenditure	£288,251
Indirect Expenditure	
Central Support	£23,200
Total Indirect Expenditure	£311,451
income	(£214)
Total Expenditure	£311,237

Table 5: 2023/24 overall Parking Partnership account compared to 2022/23 outturn.

Overall outturn position Deficit / (surplus)	2022/23 actual outturn	2023/24 actual outturn	Position against previous year.
Enforcement operation			
Expenditure	£1,908,204	£2,109,586	£201,382
Income	£2,373,318	£2,454,456	(£81,138)
Total- deficit/ (surplus)	(£465,114)	(£344,870)	£120,244
TRO operation			
Expenditure	£337,626	£311,451	(£26,175)
Income	(£2,225)	(£214)	£2,011
Total- deficit/ (surplus)	£335,401	£311,237	(£24,164)
Outturn position - deficit/ (surplus)	(£129,714)	(£33,634)	£96,080

3.4 Surplus management arrangements under the new Joint Committee Agreement 2022.

Under the terms of the 2022 Joint Committee Agreement, the surplus generated at the end of every financial year will be applied across three key areas split into three parts.

Part 1

The principle in Part 1 ensures the maintenance of a suggested deficit reserve of up to £400,000 per partnership (agreed by the Parking Partnership Managers). This level of reserve must be maintained (and topped up as appropriate) before any surplus is moved into the second and third parts. The level of reserve will be monitored through the quarterly meetings. Provided that this reserve is maintained (which is the priority), this minimises the deficit risk to all members of the Partnership.

Any surplus generated after any calls to maintain the Part 1 deficit reserve at the agreed level will be split on the following basis between Part 2 (55%) and Part 3 (45%) subject to the conditions of part 2 below.

Part 2

Part 2 is used for local needs as set out in the annual business plan and specifically; a) the operational and funding costs for TROs and the essential maintenance of parking related signs and lines and; b) innovation around different ways to manage parking within each partnership. This reflects the existing arrangements within the joint committee agreement. Any capital / innovation funds required above the level agreed in the annual business plan that cannot be contained within Part 2 can be bid for in Part 3 and will be considered on merit against other county-wide priorities.

In the event that the 55% share does not cover the required costs in the table below, those costs will be covered but the remainder will be allocated to Part 3

Table 1 -Part 2 breakdown		SEPP
a) TRO delivery (operational and costs)		£172,000
Maintenance of parking related signs and lines and implementation of new TROs		£200,000
b) Innovation / capital to manage on street parking		£56,000
TOTAL ANNUAL CAP		£428,000

Part 3

The principle in **Part 3** is to cover Essex wider strategic highways priorities and is proposed to be governed through a new Strategic Panel. Any surplus achieved in this area from NEPP and SEPP will be directed towards county-wide priorities within the respective areas, still in line with section 55 of the RTRA 1984. ECC will work with the two Lead Authorities to develop the assessment criteria for bids for this funding. Bids will be put forward by officers from both the partnerships and ECC.

In terms of the outturn for the enforcement account 2023/24 and the surplus sharing arrangements as set out above the surplus will be applied as follows:

Enforcement outturn position 2023/24	£344,870
Part 1 - £400,000 reserve already maintained. No additional contribution required.	£344,870
Part 2 - £344,870 allocated to the SEPP single account to cover costs identified in Part 2 above	£0.00
Part 3 - £0.00 for allocation to the Essex wider strategic highways panel	£0.00

3.5 SEPP operational fund (reserves) 2023/24

The following table shows the position of the SEPP operational fund and the remaining cost to complete the outstanding areas of approved spend. These funds include the amount of reserves that were carried forward into the new Joint Committee Agreement. These reserves remain the sole responsibility of the Joint Committee and remain separate from any funds which are allocated into Part 3 and the Essex wider strategic highways panel

Table 6

SEPP Operational fund	
	£
SEPP Operational fund position (31/3/2024)	£1,597,600
£37,114 – allocated from 2022/23 financial account to Part 3 of the surplus sharing arrangements (Essex wider strategic highways panel)	£1,560,486
£12,000 to provide full cost of launching 3PR in schools and replenishing promotional materials to schools signed up to the initiative (zero cost to school).	£1,548,486

£200,000 to be allocated in financial year 2024/25 for the sign and line maintenance and new TRO's.	£1,348,486
£30,000 to implement resident parking schemes prior to the opening of the new Chelmsford Beaulieu Train Station	£1,318,486
£60,000 replacement handheld computer (HHC) Equipment and Printers for enforcement officers.	£1,258,486
£65,000 for pilot CCTV enforcement in Brentwood	£1,193,486
£604,526 remaining to be transferred from the £1,303,000 shared equally (£186,000 each) between the seven partner authorities for highway and car park improvements which are in accordance with section 55 (as amended) of the Road Traffic Regulations Act 1984.	£588,960
£33,000 to cover costs to provide additional out of hours and weekend enforcement patrols to cover known parking problems outside of core hours	£555,960
Maintain £400,000 reserve.	£155,960
	£155,960

Considering the outstanding items of spend and reserve maintained, the Partnership has an operational fund of **£155,960** 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 or deputy for Highways and Transportation at ECC. The Joint Committee is responsible for approving Partnership policies, the Annual Business Plan, the Resident Parking Schemes, Traffic Regulation Orders for new parking schemes, maintenance of signs and lines, and managing the Parking Partnership financial account.

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

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

The main items approved by the Joint Committee in the financial year 2023/24 are as follows:

Joint Committee Meeting	Items approved
31 August 2023	<ul style="list-style-type: none">➤ Financial outturn 2022/23➤ Annual Report 2022/23➤ Approval of Chelmsford proposals for allocation of funding➤ Approval of Basildon proposals for allocation of funding
14 December 2023	<ul style="list-style-type: none">➤ .2024/25 Business Plan➤ Approval of Castle Point proposals for allocation of funding
14 March 2024	<ul style="list-style-type: none">➤ Update on 2023/24 Business Plan➤ Delegation of decision to consider representations against an advertised TRO.➤

	Funding approved under delegated authority
May 2023	<ul style="list-style-type: none"> ➤ £134,100 approved under delegated authority for new parking schemes requiring a TRO. ➤ £89,200 for Batch 20 signs and lines identified in need of maintenance – approved under delegated authority.

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 [Committee meeting \(chelmsford.gov.uk\)](http://chelmsford.gov.uk)

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 2023/24 are as follows:

TRO Sub Committee	Items considered.
31 August 2023	<p>Amendment No.7 (Rochford District Council)</p> <p>Ashingdon Road Rochford – Order made as advertised</p>
1 November 2023	<p>Amendment No.30 (Basildon Borough Council)</p> <ul style="list-style-type: none"> ➤ Tresco Way and Westray Walk – Order made as advertised. ➤ Tenterfields, Shirley Gardens, Langford Grove and Fairfax Avenue – Order made as advertised. ➤ Heathfield Drive, Berry Lane and The Durdans – Order made as advertised. ➤ High Road North and Winchester Gardens – Order

	<p>made in part with modifications.</p> <ul style="list-style-type: none"> ➤ Queens Road, Chesham Drive and Kings Crescent – Order made as advertised. ➤ Swan Mead, Clay Hill Road and Collingwood Road - Order made as advertised. <p>Amendment No.22 (Brentwood Borough Council)</p> <ul style="list-style-type: none"> ➤ Westbourne Drive, Shevon Way, Lilley Close and Linsdsey Close – Order made as advertised. ➤ Primrose Hill – Order made as advertised. ➤ Roman Road and Roman Close – Order made as advertised. ➤ Whadden Chase, The Quorn and Wakelin Chase - Order made as advertised. ➤ Station Lane, Gatehouse Mews and The Paddock – Order made as advertised.
14 December 2023	<p>Amendment No.11 (Rochford District Council)</p> <ul style="list-style-type: none"> ➤ Woodlands Avenue, Woodlands Close and Daws Heath Road – Order Withdrawn ➤ Castle Drive - Order made as advertised
14 February 2024	<p>Amendment No.56 (Chelmsford City Council)</p> <ul style="list-style-type: none"> ➤ Timsons Lane – Order made as advertised ➤ Mill Lane - Order made with modification ➤ Henniker Gate – Order made as advertised ➤ Forest Drive – Order made as advertised ➤ Church End Lane Runwell – Order made as advertised <p>Amendment No.10 (Maldon District Council)</p> <ul style="list-style-type: none"> ➤ Lambourne Grove – Order made as advertised ➤ London Road – Order Withdrawn ➤ St Giles Crescent – Order Withdrawn ➤ Milton Road - Order made as advertised ➤ Dorset Road, Viking Road and Cumberland Avenue – Order made as advertised ➤ Station Road, Queens Road and Albert Road - Order made as advertised

4.2 The TRO function

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 2023/24.

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 9: work processed by the TRO team during 2023/24

2023/24							
	Basildon	Brentwood	Castle Point	Chelmsford	Maldon	Rochford	Total
Number of lines and signs maintenance schemes processed	16	31	30	30	8	25	140
Requests for parking restrictions	4	7	2	24	8	3	48
No of residents informally consulted	31	182	0	1458	0	0	1671
No of TRO schemes completed	14	8	0	15	0	3	40
Suspensions implemented	3	14	8	36	8	8	77

4.3 The Enforcement Operation

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

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

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

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

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

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

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

The enforcement operation in Maldon and Brentwood has the benefit of working in

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

4.3.1 3PR and The School Parking Initiative

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 51 schools across South Essex.



The initiative is achieved through

- engagement with the pupils providing education, learning activities and reward schemes for good parking practices (children are the next generation of drivers)
- distribution of educational material to parents and residents on considerate parking and the impact of inconsiderate parking on the local area
- a commitment from the parents via the school charter to embrace the School Parking Initiative
- an understanding from local residents that cars will need to be accommodated on the highway at peak school times and that provided the cars park sensibly, this should be encouraged
- an understanding from the parents that inconsiderate parking is discouraged and not supported by the school
- alternative travel to school schemes

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

To help deliver the 3PR message remotely, the Partnership commissioned a company 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
Brightside Primary School	Basildon
Buttsbury Junior School	Basildon
Greensted Infant School	Basildon
Greensted Infant School	Basildon
Hilltop Infant School	Basildon
Merrylands Primary School	Basildon
Millhouse Primary School	Basildon
Ryedene Primary School	Basildon
St. Anne Line Catholic Junior School	Basildon
Wickford Primary School	Basildon
Willows Primary School	Basildon
Willowbrook Primary School	Brentwood
Mountnessing Primary School	Brentwood
St Thomas's Primary School (Sawyers Hall Lane Scheme)	Brentwood
St Helen's Primary School (Sawyers Hall Lane Scheme)	Brentwood
Canvey 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
South Benfleet Primary	Castlepoint
Barnes Farm Infant School	Chelmsford
Barnes Farm Junior School	Chelmsford
Beaches Pre-School	Chelmsford
Boreham Primary School	Chelmsford
Galleywood Infants	Chelmsford
Great Waltham Primary School	Chelmsford
Lawford Mead Primary School	Chelmsford
Newlands Spring Primary School	Chelmsford

St Michaels Junior School	Chelmsford	
St Pius X Catholic Primary School	Chelmsford	
Stock CofE Primary School	Chelmsford	
Tyrrells Primary School	Chelmsford	
Westlands Community Primary School	Chelmsford	
Woodville Primary School	Chelmsford	
Writtle Infant School	Chelmsford	
Writtle Junior School	Chelmsford	
Burnham On Crouch Primary	Maldon	
Southminster Primary School	Maldon	
St Francis Primary School	Maldon	
Wentworth Primary School	Maldon	
Woodham Walter Primary School	Maldon	
Barling Magna Primary School	Rochford	
Glebe Primary School	Rochford	
Plumberow Primary Academy	Rochford	
Rayleigh Primary School	Rochford	
St Nicholas CoE Primary School	Rochford	
Westerings Primary School	Rochford	
Wyburns Primary School	Rochford	

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 number 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 10 Annual Patrol Performance 2023/24

Patrol visits to streets	214,885
Observations (PCN not issued)	171,434
PCNs issued	48,884
Average PCNs issued per day	220.2
Average PCNs issued per day per CEO	9.37

It should be noted, that the Partnership, through its core principles, has a commitment to managing the traffic network to ensure expeditious movement of traffic and improve road safety. Providing sufficient levels of parking enforcement on no waiting yellow line restrictions is fundamental to this aim and has been demonstrated by the number of 01 and 02 contravention PCNs issued (22,140).

The Partnership has contributed to improving the quality and accessibility of public transport by issuing 367 PCNs to unauthorised vehicles parked in a bus stop and met the needs of people with disabilities by patrolling blue badge only parking areas resulting in 3,256 PCNs issued. Residents who encounter commuter parking problems have had the benefit of regular daily patrols of the Resident Parking Zones resulting in 12,615 PCNs issued to unauthorised vehicles in contravention of code 12 and 19.

Table 11: Contraventions for PCNs issued across the South Essex Parking Partnership

Code	Description	PCNs issued
01	Parked in a restricted street	18,815
02	Loading in restricted street	3,325
04	Parked in a meter bay	2
05	Parked after payment expired	431
06	Parked without clear display	379
07	Feeding the meter	35
10	Parked without clear display 2	2
11	Parked without payment	871
12	Parked in a residents' place	12,553
14	Parked in an electric place	2
16	Parked in a permit space	61
19	Parked in a residents' place	62
21	Parked in a suspended bay	7
22	Re-parked in the same place	194
23	Wrong class of vehicle	447
24	Not parked correctly	428
25	Parked in a loading place	2,042
26	Double parking in a SEA	84
27	Dropped footway in a SEA	547
30	Parked longer than permitted	2,812
35	Disc without clearly display	5
36	Disc longer than permitted	3
40	Disabled person's parking	3,256
41	Diplomatic vehicles	18
45	Taxi rank	1,434
46	Clearway	141
47	Restricted bus stop or stand	367

48	Restricted school area	83
49	Cycle track or lane	123
55	Overnight lorry waiting ban	1
62	Footpath parking	18
63	Parked with engine running	5
99	Pedestrian crossing	331
	Total PCNs issued	48,884

4.4 The Back Office

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

It is essential for the enforcement back-office function to apply consistency and transparency when considering challenges and representations against a PCN. The Parking Partnership has an agreed discretion policy, which specifies occasions where mitigating circumstances may be considered.

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

The staff deliver all aspects of the Back-Office function, to enable resilience 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 12 Back Office work volumes processed in 2022/23

Process	2023/24
Informal and formal challenges received	8525
Other correspondence received	4,594
Correspondence sent out including automatic system generated documents	38,510
Resident permits processed	13,701
Other permits (visitor tickets etc.)	41,840
Telephone calls received	24,075

5 PCN issue and recovery rates

The following section provides statistical information relating to the amount of PCNs issued and recovered in financial year 2023-24.

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 2023/24 recovery figures for the Partnership currently stand at 80%, which exceeds the expected national level of 75%.

It is essential that PCNs are legally issued and correctly recovered using the legislation of TMA 2004. Failure to do so will result in a high number of representations, appeals to adjudicators and PCNs written off due to CEO error. The Partnership carries out the operation in a consistent, professional manner and in accordance with TMA 2004. This is demonstrated with only 1% of PCNs written off due to CEO error, only 6% of the total PCNs issued being cancelled as a result of a challenge or representation, and 0.09% of motorists who appeal to the independent adjudicator because they do not agree with the Partnerships decision. The amount of PCNs written off for other reasons such as where vehicles are untraceable and bailiff recovery is unsuccessful is 11%

Another positive indicator of the fair decisions of the CEOs is that 65% 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.

Table13, provides this information.

Table 13

South Essex Parking Partnership	Total PCNs
Number of Higher level PCNs issued	43655
Number of lower level PCNs issued	5229
Number of total PCNs issued	48884
Number of PCNs paid	39047
Number of PCNs paid at discount amount	32016
Number of PCNs against which an informal or formal representation was made	8525
Number of PCNs cancelled because of an informal or a formal representation	2923
Number of PCNs written off due to CEO error	628
Number of PCNs written off for other reasons (e.g., DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	5568
Number of appeals to adjudicator	44
*Number of appeals rejected (awarded to Council)	19
*Number of appeals allowed (awarded to motorist)	14
*Number of appeals non-contested	11
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	89%
Percentage of lower level PCNs issued	11%
Percentage of PCNs paid	80%
Percentage of PCNs paid at discount amount	65%
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	6%
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)	11%
Percentage of appeals to adjudicator	0.09%
*Percentage of appeals rejected	43%
*Percentage of appeals allowed	32%
*Percentage of appeals non-contested	25%

5.1 PCN issue rate comparison

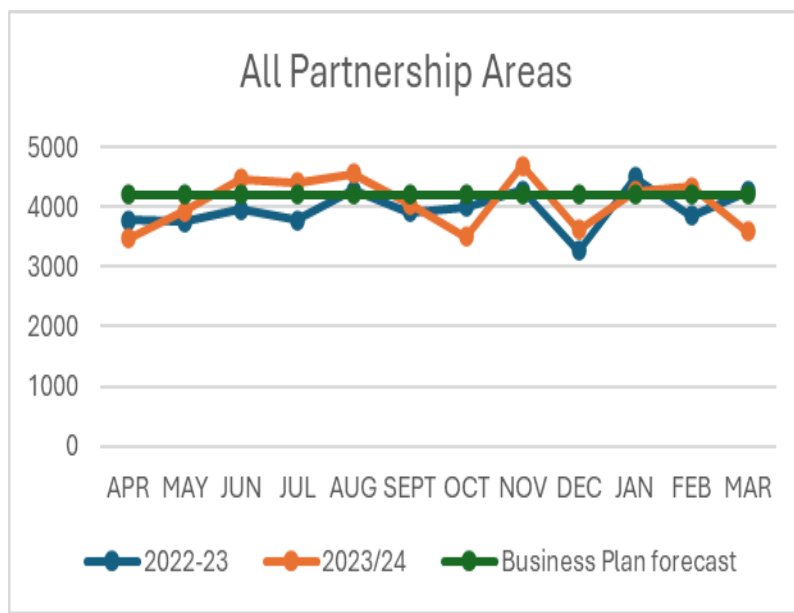
The following table compares the PCN issue rates of 2022/23 against the previous three year's performance

South Essex Parking Partnership	2020-21	2021-22	2022-23	2023-24
PCNs issued	23,383	44,881	47,649	48,884
Comparison with 2020-21		91.94%	103.8%	109.06%
Comparison with 2021-22			6.17%	8.92%
Comparison with 2022-23				2.59%

The amount of PCNs issued continues to improve following the Covid 19 pandemic with a further 2.59% increase compared to the previous year.

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

SEPP	2022-23	2023/24	Business Plan forecast
APR	3778	3471	4204
MAY	3753	3922	4204
JUN	3962	4476	4204
JUL	3780	4410	4204
AUG	4282	4559	4204
SEPT	3911	4053	4204
OCT	3997	3498	4204
NOV	4284	4695	4204
DEC	3270	3617	4204
JAN	4506	4260	4204
FEB	3857	4335	4204
MAR	4269	3588	4204
Total	47649	48884	50448



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

2023/24 annual performance figures for each Partnership area

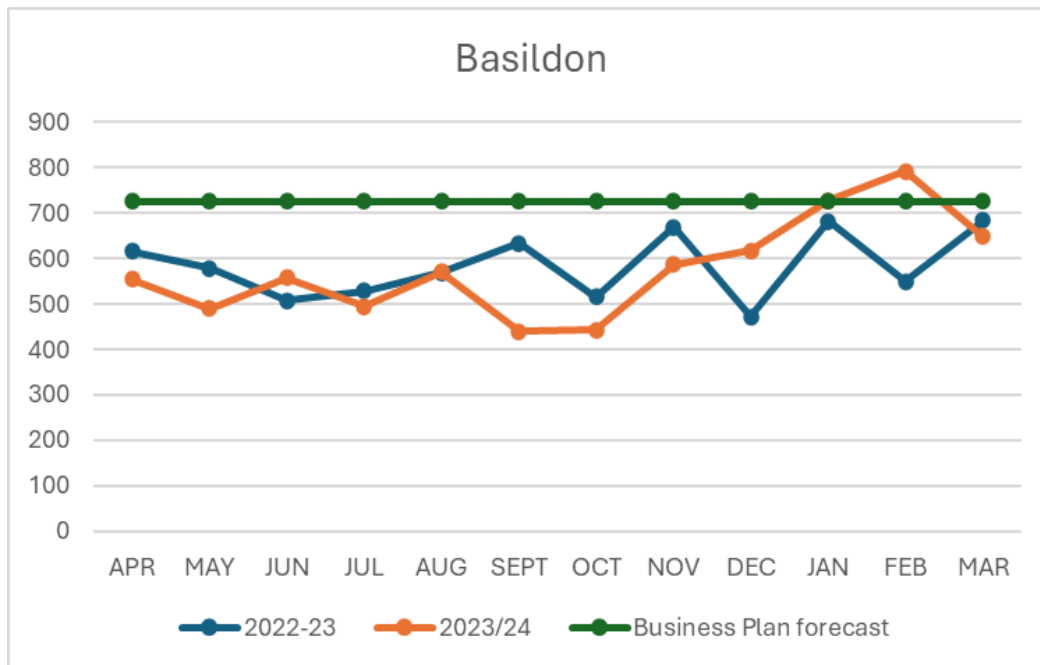
Basildon

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	2,459
02	Loading in restricted street	181
06	Parked without clear display	3
11	Parked without payment	1
12	Parked in a residents' place	2,916
16	Parked in a permit space	15
22	Re-parked in the same place	20
23	Wrong class of vehicle	3
24	Not parked correctly	7
25	Parked in a loading place	112
26	Double parking in a SEA	5
27	Dropped footway in a SEA	146
30	Parked longer than permitted	444
35	Disc without clearly display	5
36	Disc longer than permitted	1
40	Disabled person's parking	148
45	Taxi rank	305
46	Clearway	15
47	Restricted bus stop or stand	36
48	Restricted school area	8
99	Pedestrian crossing	90
	Total PCNs issued	6,920
	Patrol visits to streets	32,923
	Observations	32,008
	Average PCNs issued per day	31
	Average daily PCNs issued per CEO	6.2

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

Basildon	2022/23	2023/24	Business Plan forecast
APR	616	555	725
MAY	578	490	725
JUN	508	558	725
JUL	528	494	725
AUG	569	571	725
SEPT	633	440	725
OCT	516	442	725
NOV	669	586	725
DEC	472	618	725
JAN	682	727	725
FEB	549	791	725
MAR	683	648	725
Total	7003	6920	8700



PCN issue and recovery rates

Basildon	Total PCNs
Number of Higher level PCNs issued	6439
Number of lower level PCNs issued	481
Number of total PCNs issued	6920
Number of PCNs paid	4932
Number of PCNs paid at discount amount	4091
Number of PCNs against which an informal or formal representation was made	1337
Number of PCNs cancelled because of an informal or a formal representation	535
Number of PCNs written off due to CEO error	49
Number of PCNs written off for other reasons (e.g., DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	809
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	93%
Percentage of lower level PCNs issued	7%
Percentage of PCNs paid	71%
Percentage of PCNs paid at discount amount	59%
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	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)	12%

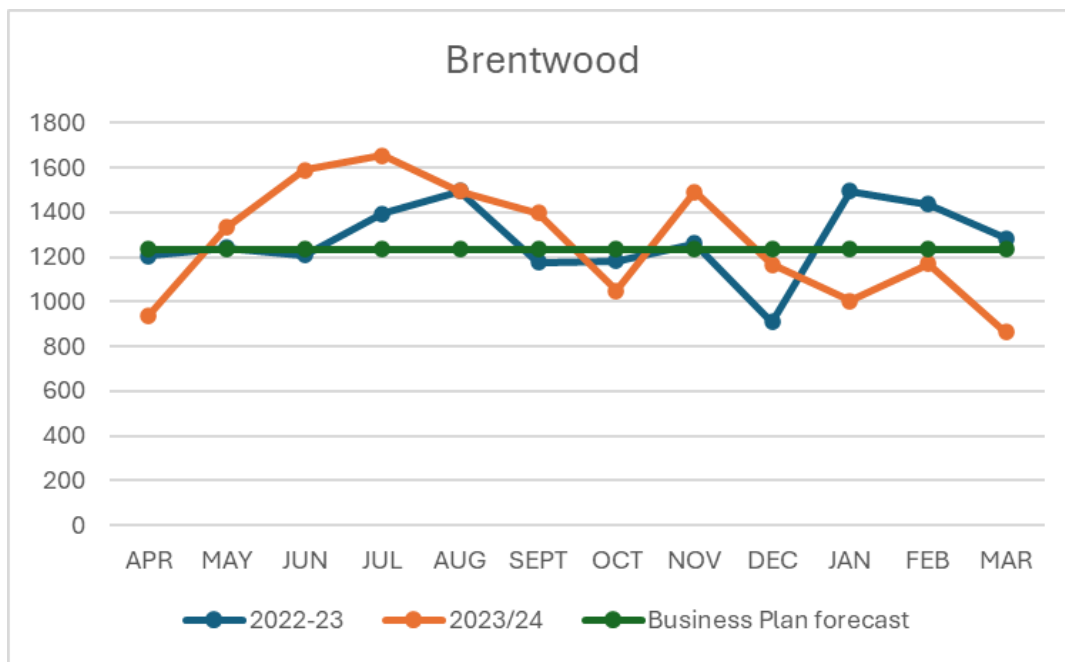
Brentwood

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	6,326
02	Loading in restricted street	1,946
05	Parked after payment expired	48
06	Parked without clear display	288
07	Feeding the meter	4
10	Parked without clear display 2	2
12	Parked in a residents' place	2,002
16	Parked in a permit space	37
19	Parked in a residents' place	38
21	Parked in a suspended bay	3
22	Re-parked in the same place	62
23	Wrong class of vehicle	2
24	Not parked correctly	287
25	Parked in a loading place	836
26	Double parking in a SEA	39
27	Dropped footway in a SEA	175
30	Parked longer than permitted	792
36	Disc longer than permitted	2
40	Disabled person's parking	1,544
41	Diplomatic vehicles	13
45	Taxi rank	294
46	Clearway	2
47	Restricted bus stop or stand	245
48	Restricted school area	37
49	Cycle track or lane	50
55	Overnight lorry waiting ban	1
63	Parked with engine running	1
99	Pedestrian crossing	77
	Total PCNs issued	15,153
	Patrol visits to streets	41,786
	Observations	43,467
	Average PCNs issued per day	68.25
	Average daily PCNs issued per CEO	15.17

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

Brentwood	2022-23	2023/24	Business Plan forecast
APR	1206	939	1233
MAY	1240	1333	1233
JUN	1209	1590	1233
JUL	1393	1653	1233
AUG	1494	1495	1233
SEPT	1177	1398	1233
OCT	1182	1049	1233
NOV	1259	1491	1233
DEC	911	1165	1233
JAN	1493	1005	1233
FEB	1435	1170	1233
MAR	1282	865	1233
Total	15281	15153	14796



PCN issue and recovery rates

Brentwood	Total PCNs
Number of Higher level PCNs issued	13629
Number of lower level PCNs issued	1524
Number of total PCNs issued	15153
Number of PCNs paid	10719
Number of PCNs paid at discount amount	8581
Number of PCNs against which an informal or formal representation was made	2787
Number of PCNs cancelled because of an informal or a formal representation	797
Number of PCNs written off due to CEO error	215
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	1784
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	90%
Percentage of lower level PCNs issued	10%
Percentage of PCNs paid	71%
Percentage of PCNs paid at discount amount	57%
Percentage of PCNs against which an informal or formal representation was made	18%
Percentage of PCNs cancelled because of an informal or a formal representation	5%
Percentage of PCNs written off due to CEO error	1.4%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	12%

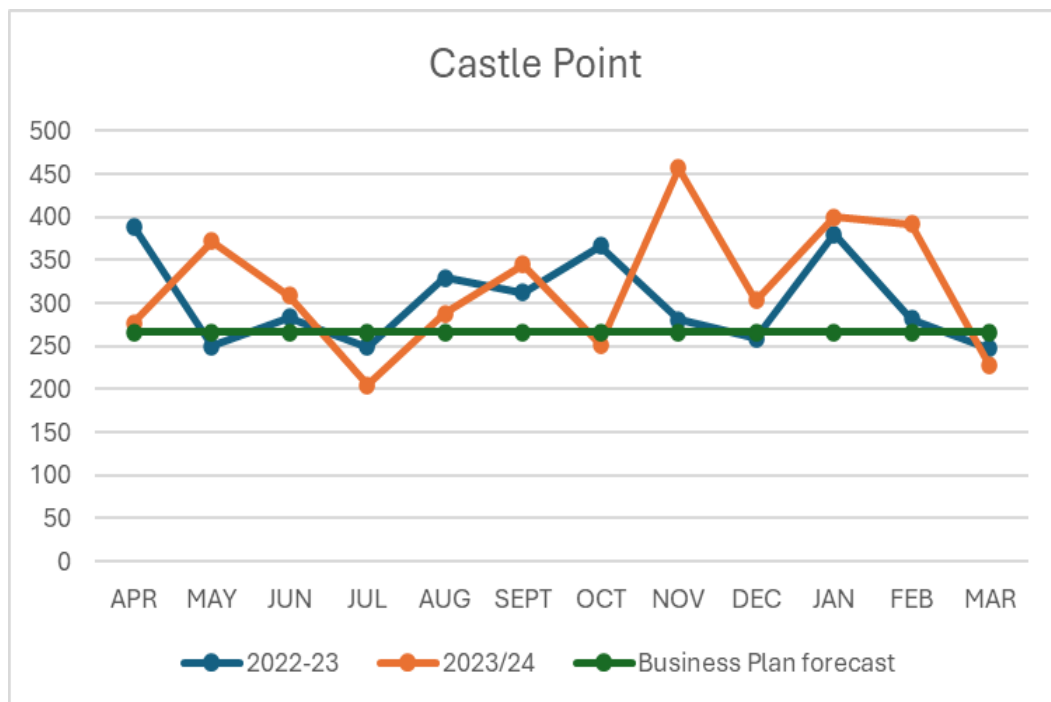
Castle Point

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	2,508
02	Loading in restricted street	5
12	Parked in a residents' place	221
22	Re-parked in the same place	27
23	Wrong class of vehicle	10
24	Not parked correctly	54
26	Double parking in a SEA	8
27	Dropped footway in a SEA	76
30	Parked longer than permitted	321
40	Disabled person's parking	226
41	Diplomatic vehicles	1
45	Taxi rank	180
46	Clearway	31
47	Restricted bus stop or stand	29
48	Restricted school area	18
99	Pedestrian crossing	112
	Total PCNs issued	3,827
	Patrol visits to streets	27,629
	Observations	15,603
	Average PCNs issued per day	17.23
	Average daily PCNs issued per CEO	8.62

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

Castle Point	2022-23	2023/24	Business Plan forecast
APR	389	277	266
MAY	250	372	266
JUN	283	309	266
JUL	249	205	266
AUG	329	288	266
SEPT	312	345	266
OCT	366	252	266
NOV	281	457	266
DEC	259	303	266
JAN	380	400	266
FEB	282	392	266
MAR	247	227	266
Total	3627	3827	3192



PCN issue and recovery rates

Castle Point	Total PCNs
Number of Higher level PCNs issued	3425
Number of lower level PCNs issued	402
Number of total PCNs issued	3827
Number of PCNs paid	3062
Number of PCNs paid at discount amount	2531
Number of PCNs against which an informal or formal representation was made	503
Number of PCNs cancelled because of an informal or a formal representation	147
Number of PCNs written off due to CEO error	52
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	249
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	89%
Percentage of lower level PCNs issued	11%
Percentage of PCNs paid	80%
Percentage of PCNs paid at discount amount	66%
Percentage of PCNs against which an informal or formal representation was made	13%
Percentage of PCNs cancelled because of an informal or a formal representation	4%
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)	6%

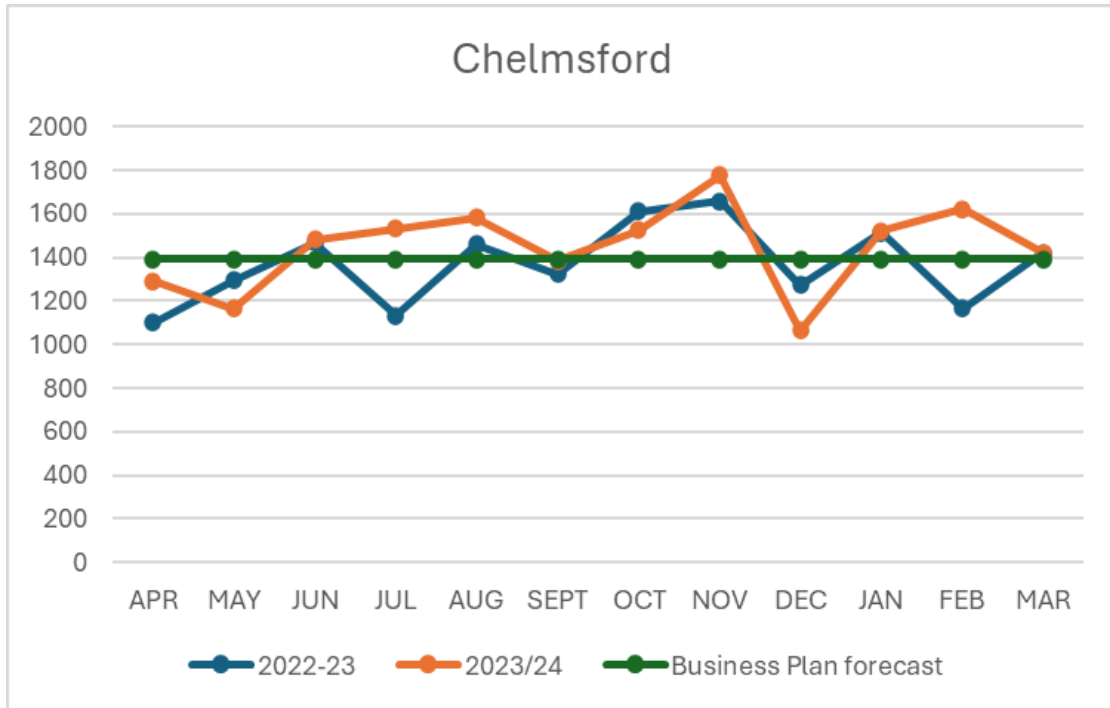
Chelmsford

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	4,656
02	Loading in restricted street	819
04	Parked in a meter bay	2
05	Parked after payment expired	383
06	Parked without clear display	88
07	Feeding the meter	31
11	Parked without payment	868
12	Parked in a residents' place	6,298
14	Parked in an electric place	2
16	Parked in a permit space	8
19	Parked in a residents' place	20
21	Parked in a suspended bay	2
22	Re-parked in the same place	75
23	Wrong class of vehicle	414
24	Not parked correctly	19
25	Parked in a loading place	909
26	Double parking in a SEA	13
27	Dropped footway in a SEA	78
30	Parked longer than permitted	1,029
40	Disabled person's parking	1,096
41	Diplomatic vehicles	4
45	Taxi rank	320
46	Clearway	85
47	Restricted bus stop or stand	22
48	Restricted school area	6
49	Cycle track or lane	73
62	Footpath parking	18
63	Parked with engine running	4
99	Pedestrian crossing	30
	Total PCNs issued	17,372
	Patrol visits to streets	68,234
	Observations	58,202
	Average PCNs issued per day	78.25
	Average daily PCNs issued per CEO	11.18

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

Chelmsford	2022-23	2023/24	Business Plan forecast
APR	1100	1291	1391
MAY	1294	1165	1391
JUN	1466	1482	1391
JUL	1133	1532	1391
AUG	1461	1583	1391
SEPT	1324	1386	1391
OCT	1610	1525	1391
NOV	1659	1777	1391
DEC	1272	1064	1391
JAN	1516	1523	1391
FEB	1166	1622	1391
MAR	1421	1422	1391
Total	16422	17372	16692



PCN issue and recovery rates

Chelmsford	Total PCNs
Number of Higher level PCNs issued	14853
Number of lower level PCNs issued	2519
Number of total PCNs issued	17372
Number of PCNs paid	15875
Number of PCNs paid at discount amount	13018
Number of PCNs against which an informal or formal representation was made	3011
Number of PCNs cancelled because of an informal or a formal representation	1183
Number of PCNs written off due to CEO error	266
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	2121
% 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	91%
Percentage of PCNs paid at discount amount	75%
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	7%
Percentage of PCNs written off due to CEO error	1.5%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	12%

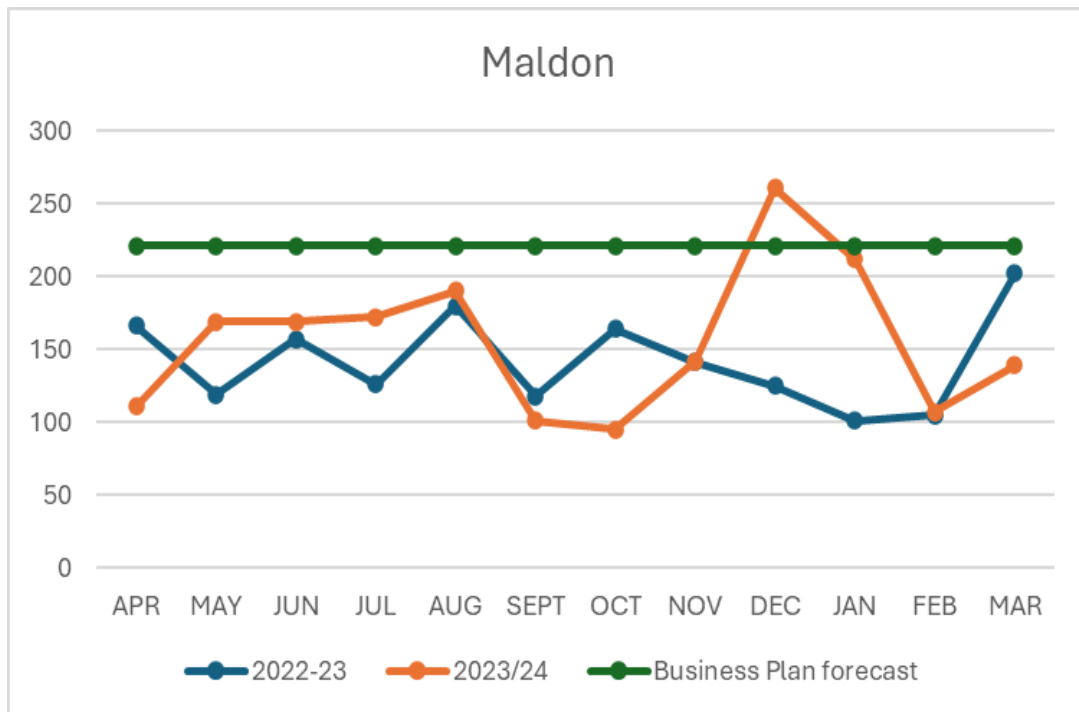
Maldon

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	951
02	Loading in restricted street	1
12	Parked in a residents' place	623
16	Parked in a permit space	1
19	Parked in a residents' place	4
21	Parked in a suspended bay	1
22	Re-parked in the same place	5
23	Wrong class of vehicle	16
24	Not parked correctly	2
27	Dropped footway in a SEA	2
30	Parked longer than permitted	119
40	Disabled person's parking	15
45	Taxi rank	86
46	Clearway	1
47	Restricted bus stop or stand	21
48	Restricted school area	8
99	Pedestrian crossing	12
	Total PCNs issued	1,868
	Patrol visits to streets	15,675
	Observations	7,925
	Average PCNs issued per day	8.41
	Average daily PCNs issued per CEO	4.2

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

Maldon	2022-23	2023/24	Business Plan forecast
APR	166	111	221
MAY	119	169	221
JUN	157	169	221
JUL	126	172	221
AUG	180	190	221
SEPT	118	101	221
OCT	164	95	221
NOV	141	142	221
DEC	125	261	221
JAN	101	212	221
FEB	105	107	221
MAR	202	139	221
Total	1704	1868	2652



PCN issue and recovery rates

Maldon	Total PCNs
Number of Higher level PCNs issued	1738
Number of lower level PCNs issued	130
Number of total PCNs issued	1868
Number of PCNs paid	1413
Number of PCNs paid at discount amount	1202
Number of PCNs against which an informal or formal representation was made	337
Number of PCNs cancelled because of an informal or a formal representation	146
Number of PCNs written off due to CEO error	44
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	224
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	93%
Percentage of lower level PCNs issued	7%
Percentage of PCNs paid	76%
Percentage of PCNs paid at discount amount	64%
Percentage of PCNs against which an informal or formal representation was made	18%
Percentage of PCNs cancelled because of an informal or a formal representation	8%
Percentage of PCNs written off due to CEO error	2%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	12%

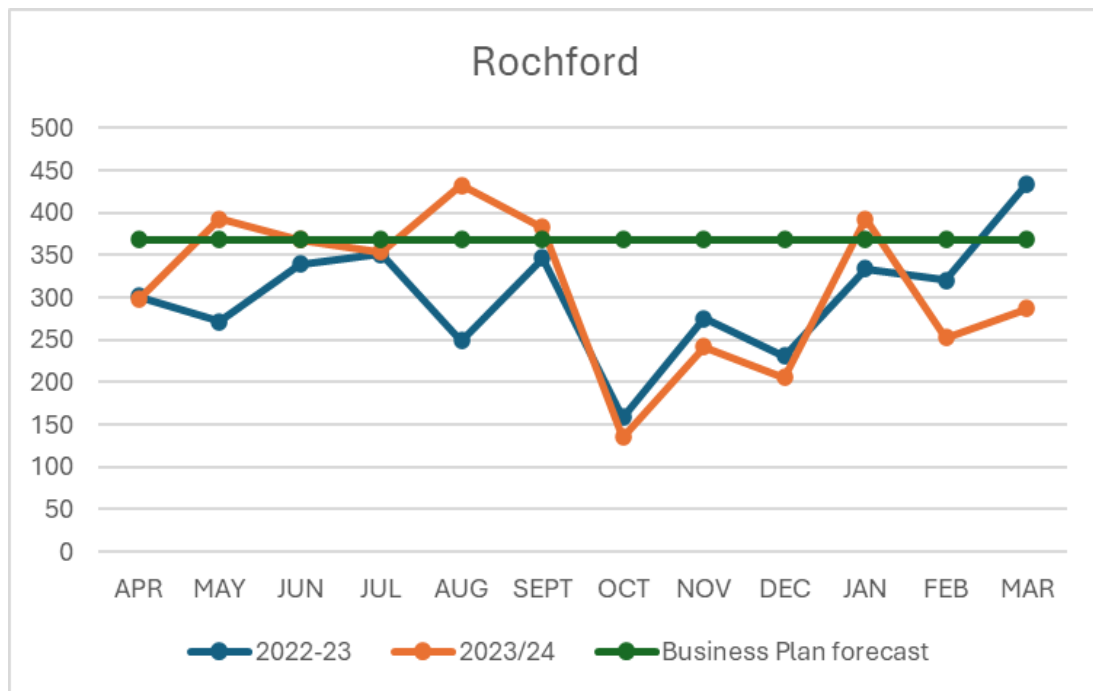
Rochford

CEO patrol data

Code	Description	PCNs issued
01	Parked in a restricted street	1,915
02	Loading in restricted street	373
11	Parked without payment	2
12	Parked in a residents' place	493
21	Parked in a suspended bay	1
22	Re-parked in the same place	5
23	Wrong class of vehicle	2
24	Not parked correctly	59
25	Parked in a loading place	185
26	Double parking in a SEA	19
27	Dropped footway in a SEA	70
30	Parked longer than permitted	107
40	Disabled person's parking	227
45	Taxi rank	249
46	Clearway	7
47	Restricted bus stop or stand	14
48	Restricted school area	6
99	Pedestrian crossing	10
	Total PCNs issued	3,744
	Patrol visits to streets	28,638
	Observations	14,229
	Average PCNs issued per day	16.86
	Average daily PCNs issued per CEO	5.62

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

Rochford	2022-23	2023/24	Business Plan forecast
APR	301	298	368
MAY	272	393	368
JUN	339	368	368
JUL	351	354	368
AUG	249	432	368
SEPT	347	383	368
OCT	159	135	368
NOV	275	242	368
DEC	231	206	368
JAN	334	393	368
FEB	320	253	368
MAR	434	287	368
Total	3612	3744	4416



PCN issue and recovery rates

Rochford	Total PCNs
Number of Higher level PCNs issued	3571
Number of lower level PCNs issued	173
Number of total PCNs issued	3744
Number of PCNs paid	3046
Number of PCNs paid at discount amount	2593
Number of PCNs against which an informal or formal representation was made	550
Number of PCNs cancelled because of an informal or a formal representation	115
Number of PCNs written off due to CEO error	14
Number of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	381
% against total PCN's Issued	Total PCNs
Percentage of Higher level PCNs issued	95%
Percentage of lower level PCNs issued	5%
Percentage of PCNs paid	81%
Percentage of PCNs paid at discount amount	69%
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	3%
Percentage of PCNs written off due to CEO error	0.4%
Percentage of PCNs written off for other reasons (e.g. DVLA untraceable, bailiff unable to recover, PCN not issued by officer)	10%

The South Essex Parking Partnership
Civic Centre
Duke Street
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