

Thurrock Council
Annual Parking Report
2019/20

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1. Introduction

This annual report explains what we are doing to meet our parking policy objectives, detailing the key operational and financial information of the Thurrock Parking Service during 2019/20.

The report outlines achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities.

Road Traffic Act 1991 (RTA91) – Decriminalised Parking Enforcement

Prior to September 1993, the enforcement of prohibited parking was carried out by police traffic wardens. Permitted parking was enforced under criminal legislation and non-payment pursued through Magistrates Courts. As a result of legislation in the RTA91, decriminalised parking enforcement (DPE) was introduced in Thurrock in 2005.

Under the RTA91, parking contraventions are dealt with as a civil offence and notice of a contravention is issued in the form of a Penalty Charge Notice (PCN) to the motorist.

Thurrock Council provides in-house parking services and have successfully operated decriminalised parking enforcement since 1 April 2005.

We are responsible for enforcing parking, loading and waiting restrictions in the borough covering both on-street and off-street (car parks under its management).

The Traffic Management Act (TMA) 2004 requires the council to publish an annual parking report explaining how it operates and the use of any surplus income on transportation-related schemes.

The provision and enforcement of parking supports the delivery of the objectives of the Thurrock Transport Strategy 2008-2021 – which are:

- accessibility
- tackling congestion
- improving air quality
- safer roads
- facilitating regeneration

2. Parking objectives

The Thurrock Parking Strategy and Policies were reviewed and endorsed by Cabinet on 12 October 2016.

The main objectives of the Parking Services team is to help maintain the free flow of traffic on our roads and in council-managed car parks to support the safety of all road users; assist the efficient movement of traffic; increase compliance and to maintain access to services and amenities.

Additionally, there is a special focus on tackling HGV parking in and around residential areas.

The main reasons for parking enforcement are to:

- make our roads safer for drivers, pedestrians, motorcyclists and cyclists
- encourage sensible and legal parking
- reduce traffic congestion on our roads

- support town centres by encouraging commuters and other drivers to use long-stay car parks freeing up short-stay spaces
- help blue-badge users, by keeping disabled parking spaces free for their proper use
- allow buses and service vehicles to operate more effectively
- improve the general environment

3. Parking services

Our vision is for Thurrock to be an ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future. A borough where people of all ages are proud to work and play, live and stay. A place of opportunity, enterprise and excellence, where individuals, communities and businesses flourish.

Our aim is to become a confident, well-managed and influential council regarded by residents, peers and partners as ambitious for the people of Thurrock and totally focused on meeting their current and future aspirations.

During 2019/20, Thurrock Council continued to employ 10 full-time Civil Enforcement Officers (CEOs) who patrolled across the borough to ensure parking restrictions were monitored and effective enforcement delivered in support of the above parking objectives. All CEOs wear high visibility uniform and are clearly identifiable.

7 CEOs are assigned to the Day team, providing enforcement between 8am and 6pm, including weekends.

The Day team delivers enforcement patrols in residential Parking Permit Areas (PPAs), car parks and town centres. A priority is given to enforcement in and around schools and hot spot areas linked to nuisance and obstruction of the highway.

3 CEOs are assigned to a Twilight team providing enforcement between 1:30pm and 10pm, Monday to Friday.

The Twilight team delivers parking enforcement in response to contraventions outside of hours. They target specific issues as required including vehicle nuisance, obstruction, drop kerbs and double yellow lines. The team prioritise HGV enforcement, focusing on delivering increased, proactive enforcement patrols to hot spot areas to discourage illegal and other HGV parking issues in the borough.

Where operationally possible, enforcement is prioritised in response to complaints received from residents and businesses and in line with the parking objectives detailed above.

A restructure at the end of 2019 saw a Senior Parking Officer employed as well as 2 full-time on-street Civil Enforcement Supervisors.

The new structure has enabled an increase in on-street supervision and the ability to deliver increased support and training to front line officers, which in turn has increased team morale, productivity, PCN quality and overall output.

CEOs are deployed borough-wide, mostly conducting high visible foot patrols. However there are also two operational vehicles used to deploy CEOs to more remote areas.

CEOs are assigned set beats to patrol each day and are required to work shifts including weekends.

The CEOs use hand-held devices to issue Penalty Charge Notices (PCNs), take time-stamped photos via an integrated camera in their hand held device and make notes giving reasons why the PCN was issued, including stating the contravention code as required by TMA 2004. Each CEO is issued with a body-worn video camera and is required to wear and use it at every interaction with the public. This approach adds an additional element of health and safety for the officers and promotes excellent customer service.

CEOs are trained to make precise and accurate notes which can be used as evidence, along with photographs to ensure that challenges against the issued PCNs can be assessed objectively and consistently in line with legislation.

The Traffic Management Act 2004 states that on the reverse of each issued PCN there is information on how to pay the PCN, how to challenge the PCN and what happens when a PCN is not paid or challenged.

As an additional part of a CEO's duty, they are to report any defects found on street relating to lines and signs and also any maintenance issues of council owned car parks. They are also responsible for first line pay and display machine maintenance.

In addition, on the council website there is detailed information on parking enforcement, PCNs, how to pay a penalty charge notice and detailed guidance on how to challenge a PCN.

A statutory independent review process for PCNs is also available through the Traffic Penalty Tribunal after the internal processes have been exhausted. Details of the grounds for appeals can be found at www.patrol-uk.info/.

The Parking Services Team consists of 3 notice-processing officers who deal with parking appeals and also respond to enquiries and complaints, provide advice and guidance to the public who make contact, and ensure parking information is kept up to date on the council's website. They also grant suspensions of parking bays for utility works where appropriate.

4. Current parking controls

The number and extents of Controlled Parking Zones (CPZs) and Permitted Parking Area (PPAs) in Thurrock are subject to ongoing review, depending upon demand, consultation and priorities.

Current CPZs and PPAs include:

- Grays Town Centre CPZ and PPA – split into 8 sub-zones
- Stanford-le-Hope PPA – split into 3 sub-zones
- Tilbury CPZ and PPA – split into 4 sub-zones
- Purfleet PPA – split into 2 sub-zones
- South Ockendon PPA

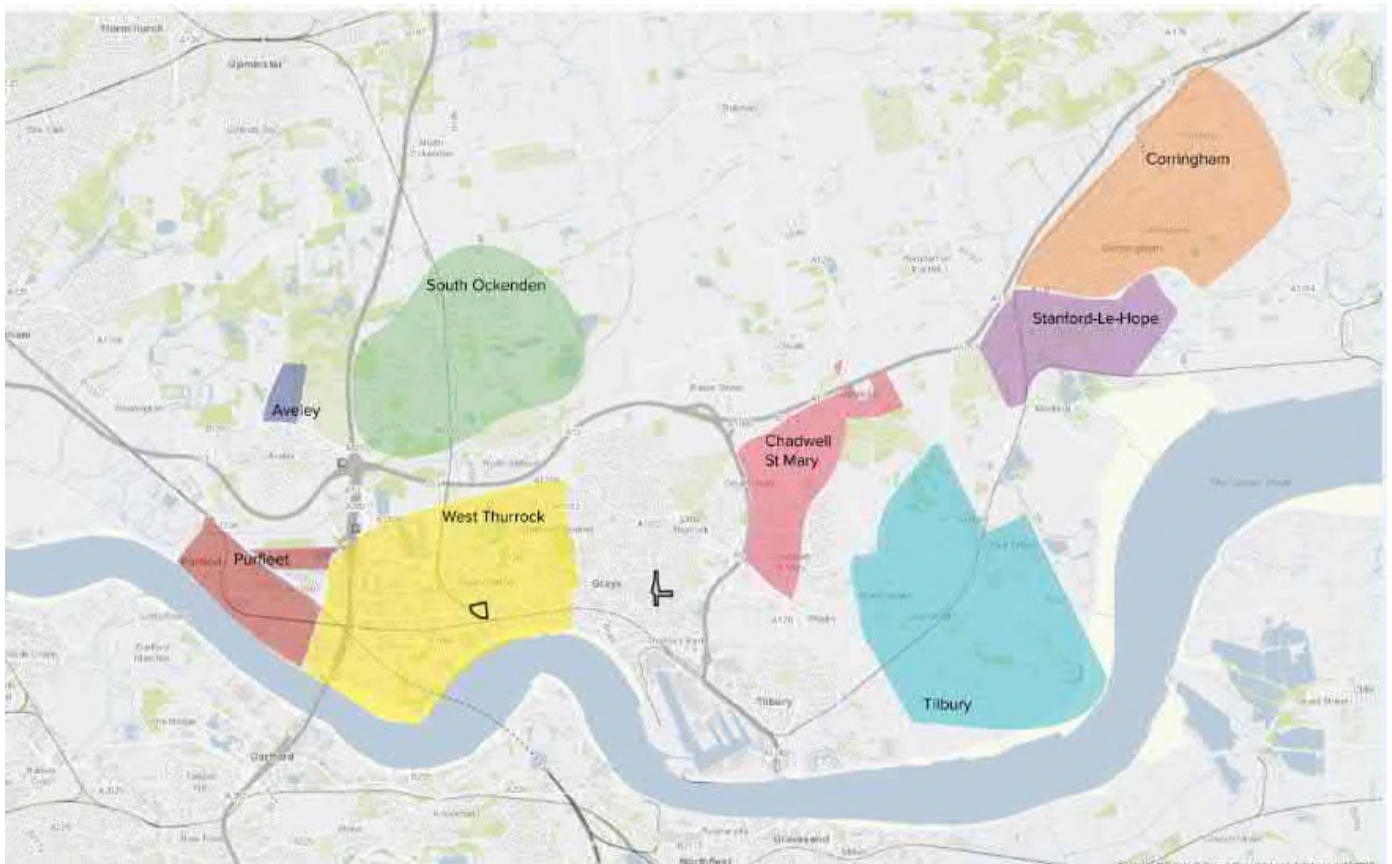
The following CPZ and PPAs are new and were introduced in 2019/20:

- new Tilbury CPZ zone T1 – went live in February 2020
- new Tilbury PPA zone T4 – went live in June 2019
- new Grays PPA zone H – went live in May 2019
- new Stanford-le-Hope PPA zones B and C – went live in June 2019

There are about 1,280 marked bays for off-street parking. 647 of these are in the pay and display car parks and about 1,250 marked bays are for on street parking.

Other restrictions have been put in place to improve the environment of an area by controlling the size of vehicles that can park in certain areas. These areas are illustrated in Figure 1 below and include Aveley, South Ockendon, West Thurrock, Purfleet, Chadwell St Mary, Tilbury, Stanford-le-Hope and Corringham

Figure 1.



There are 8 restricted off-street car parks throughout the borough, for which Parking Services are responsible. In addition to the restricted chargeable car parks there are 5 unrestricted off street car parks available 24 hours a day, **free** of charge.

Off-street short-stay parking in Grays

Car parks are in the following locations and are open 24 hours a day.

Car park	Spaces	Charges
Darnley Road, Grays	30	up to 1 hour = 70p, up to 2 hours = £1.30, up to 4 hours = £2.10

Off-street long stay parking in Grays

Car parks are in the following locations and are open 24 hours a day.

Car park	Spaces	Charges
Argent Street, Grays	42	up to 1 hour = 70p, up to 2 hours = £1.30, up to 4 hours = £2.10, up to 6 hours = £3.70, over 6 hours = £5.80
Cromwell Road, Grays	60	
Crown Road, Grays	96	
Station House, opposite Grays rail station main entrance	10	
Grays Beach, Thames Road	48	up to 2 hours = 70p, over 2 hours = £3.20

Off-street car parks outside Grays

Car parks in the following locations are open 24 hours a day.

Car park	Spaces	Charges
Gordon Road (Grover Walk), Corringham	112	free
Gordon Road (Police station), Corringham	53	free
Giffords Cross, Corringham	78	free
Defoe Parade, Chadwell St Mary	56	free
Lodge Lane, Grays (Socketts Heath)	56	free
Cornwell House, Purfleet	100	up to 2 hours 70p, over 2 hours £3.20
Canterbury Parade, South Ockendon	100	free up to 1 hour, 1 to 2 hours 60p, over 2 hours £2.10

5. Performance

The following table provides the numbers of Penalty Charge Notices issued for contraventions in Thurrock, on and off street along with the numbers of resident, business and visitor permits issued for its CPZs and PPAs and Blue Badges issued. It also provides a comparison for 2018/19 to 2019/20.

Civil Parking Enforcement statistical information	2018/19	2019/20	+/- %
On-Street penalty charge notices issued	17,169	19,161	+11%
Off-Street penalty charge notices issued (excluding Morrisons car park)	687	828	+20
Morrisons car park (Thurrock ended enforcement in December 2018)	867	0	-100%
Total on-street and off-street penalty charge Notices issued (including Morrisons car park)	18,723	19,989	+7%

Civil Parking Enforcement statistical information	2018/19	2019/20	+/- %
Residents' permits issued	2,363	5229	+121%
Business permits issued	39	71	+82
Visitor permits issued (valid for 20 visits up to 5 hours)	2,611	7093	+271
Blue Badges issued	3,035	2920	-3%

The number of Penalty Charge Notices issued on-street increased by just over 11% with the number of PCNs issued being 17,169 in 2018/19 compared to 19,161 in 2019/20.

The number of Penalty Charge Notices issued at off-street parking places – excluding Morrisons car park – increased by just over 20% with the number of PCNs issued being 687 in 2018/19 compared to 828 in 2019/20.

Thurrock Council ended their parking enforcement in Morrisons car park in December 2018, therefore 0 PCNs were issued in this car park in 2019/20 compared to 867 PCNs in 2018/19.

The overall number of PCNs issued for both on-street and off-street parking contraventions increased by 7%, however, with the number of PCNs issued being 19,989 in 2019/20 compared to 18,723 in 2018/19.

The increase is due to the effective deployment of Civil Enforcement Officers along with the recent implementations of new Parking Permit Areas.

The number of resident, visitors and business permits issued during the period 2019/20 has significantly increased. This would be reflective of the introduction of new Parking Permit Areas and extensions to existing resident permit zones.

Table 1, below, provides details of the top 10 parking contraventions across Thurrock for the year 2019/20.

Table 1: Top 10 Parking Contraventions across Thurrock in 2019/20.

Rank	Description of offence	Offence code	Totals
1	Parked in a restricted street during prescribed hours	01	5,079
2	Parked in a permit space without displaying a valid permit	16	2,123
3	Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	12	1,827
4	Parked in contravention of a commercial vehicle waiting restriction	56	1,573
5	Parked on a clearway where stopping is prohibited	46	1,517
6	Parked in a loading place during restricted hours without loading	25	1,132
7	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways (partly on footway)	612	931

Rank	Description of offence	Offence code	Totals
8	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways (on a grass verge)	61G	694
9	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	19	600
10	Parked in a pay & display car park without clearly displaying a valid pay & display ticket	83	540

Table 2, below, provides details of other on-street contraventions which Penalty Charge Notices are most commonly issued for and provides comparisons for years 2018/19 to 2019/20.

Table 2: Other common contraventions based on PCNs issued for on-street offences.

On-street – other common contraventions based on PCNs	2018/19	2019/20
Parked in restricted street during prescribed hours	6,318	5,079
Parked or loading/unloading in restricted street where waiting and loading/unloading restrictions are in force	252	167
Parked after expiry of paid for time in pay and display bay	379	525
Parked without clearly displaying valid pay and display ticket	308	475
Parked in residents' or shared use parking place without displaying either a permit or voucher or pay and display ticket issue for that place	1,208	1,827
Parked in a permit space without displaying a valid permit	1,126	2,123
Parked in residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	462	600
Parked in a loading place during restricted hours without loading	989	1,133
Parked adjacent to a dropped footway	193	164
Parked for longer than permitted	187	339
Parked in a designated disabled person' parking space without clearly displaying a valid disabled person's badge	330	396
Parked on a taxi rank	426	445
Stopped where prohibited (on a clearway)	1,075	1,517
Stopped in a restricted area outside a school	50	50
Parked in contravention of a commercial vehicle waiting restriction	1,747	1,573
A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	1,644	2,192
Parked in a suspended bay/space or part of bay/space	41	201
Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods	6	8

On-street – other common contraventions based on PCNs	2018/19	2019/20
Stopped on a pedestrian crossing and/or crossing area marked	28	39
A commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	34	27
Re-parked in the same parking place within an hour of leaving	5	5
Parked in a parking place or area not designated for that class	188	177
Not parked correctly within the bay marking of the bay or space	47	58
Vehicle parked more than 50cm from the kerb and not within a designated parking place	85	59
Parked on a restricted bus stop / stand	38	21
Total on-street PCNs	17,169	19,200

The chart detailed in figure 2, below, provides a comparison of on-street PCN enforcement for 2018/19 and 2019/20

Figure 2: on-street PCN comparison.

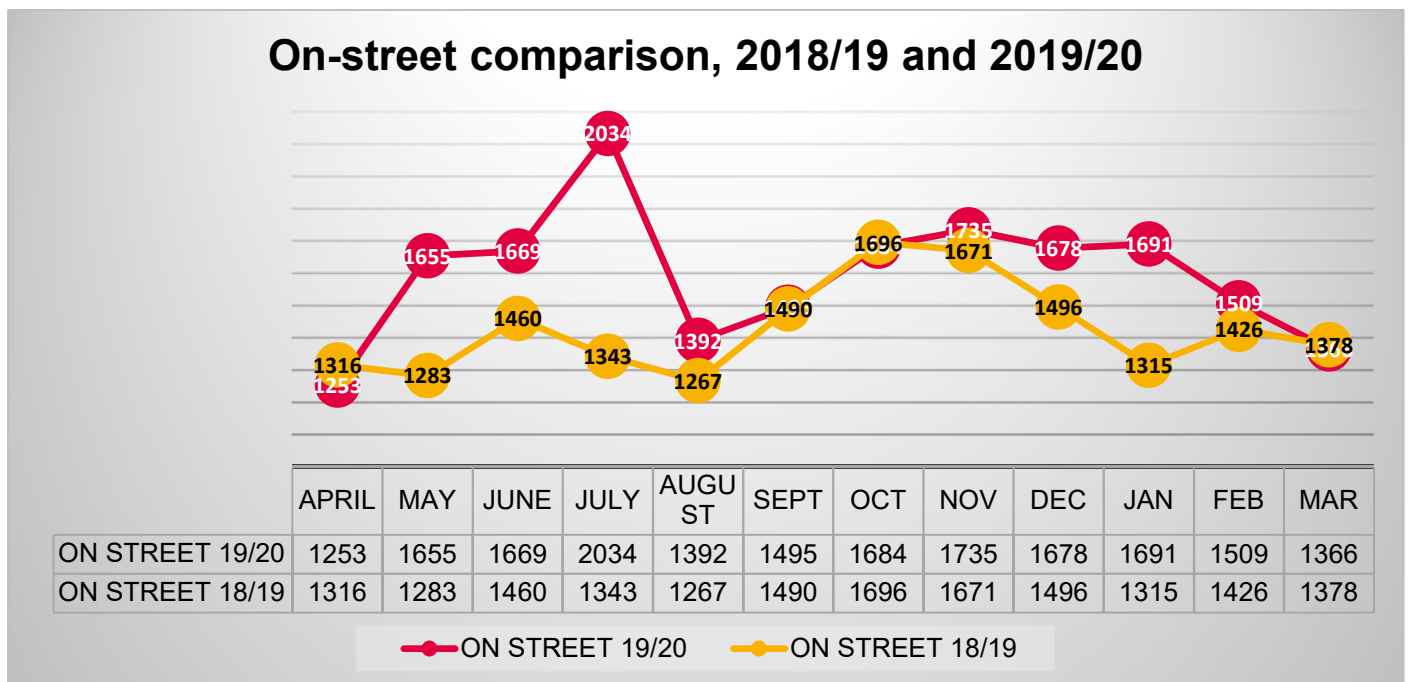


Table 3, below, provides details of other off-street contraventions which Penalty Charge Notices are most commonly issued for and provides comparisons for years 2018/19 to 2019/20.

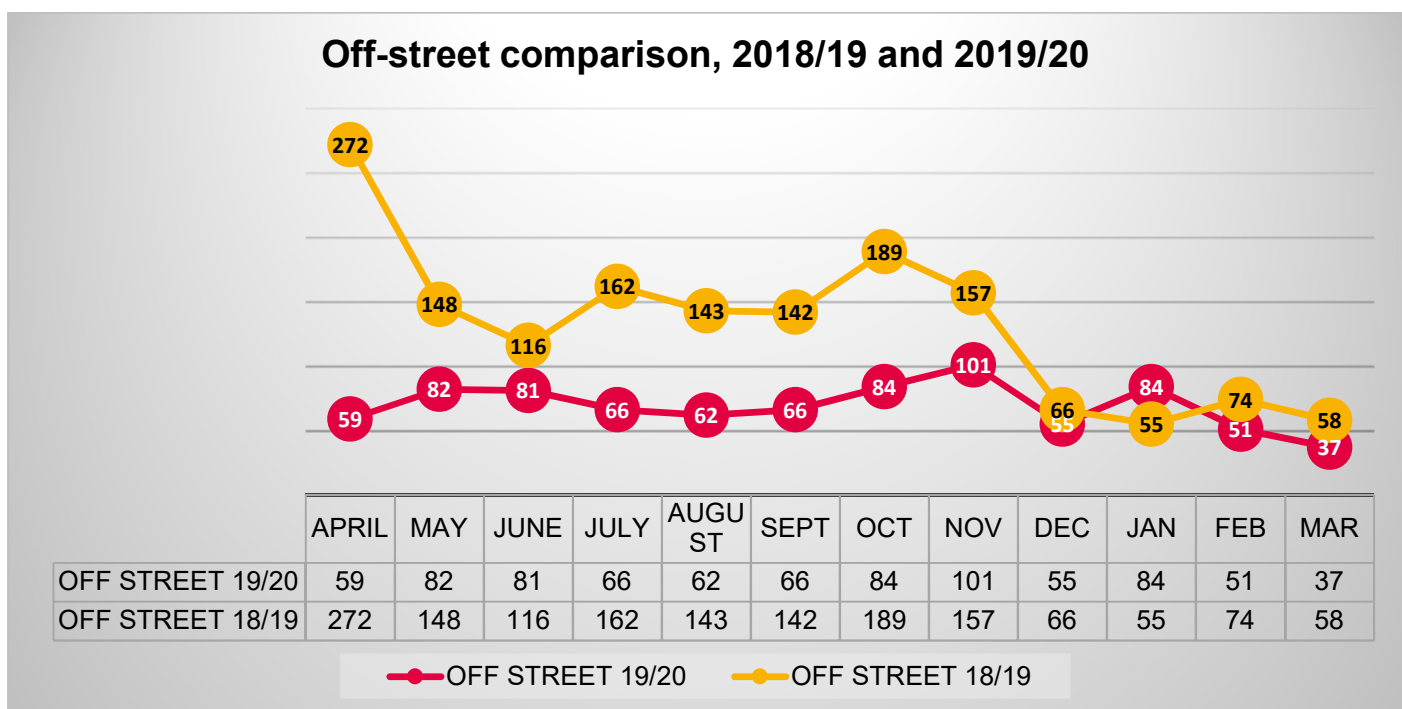
Table 3: Other common contraventions based on PCNs issued for off-street offences.

Off-street – most common contraventions based on PCNs	2018/19	2019/20
Parked after the expiry of time paid for in pay and display car park	500	130
Parked in a pay and display car park without clearly displaying a valid pay and display ticket or voucher or parking clock	850	540

Off-street – most common contraventions based on PCNs	2018/19	2019/20
Parked with additional payment made to extend the stay beyond the first time purchased	9	0
Parked beyond the bay markings	161	106
Parked causing an obstruction	5	1
Parked in a restricted area in a car park	15	0
Parked in a disabled persons parking space without permit	5	10
Parked in an area not designated for that class of vehicle	4	0
Other off-street PCNs (parked longer than permitted)	1	0
Parked in a parking place for a purpose other than that designated	1	0
Re-parked within one hour of leaving a bay or space in a car park	2	1
Parked in a permit bay without clearly displaying a valid permit	1	1
Total off-street PCNs	1,554	789

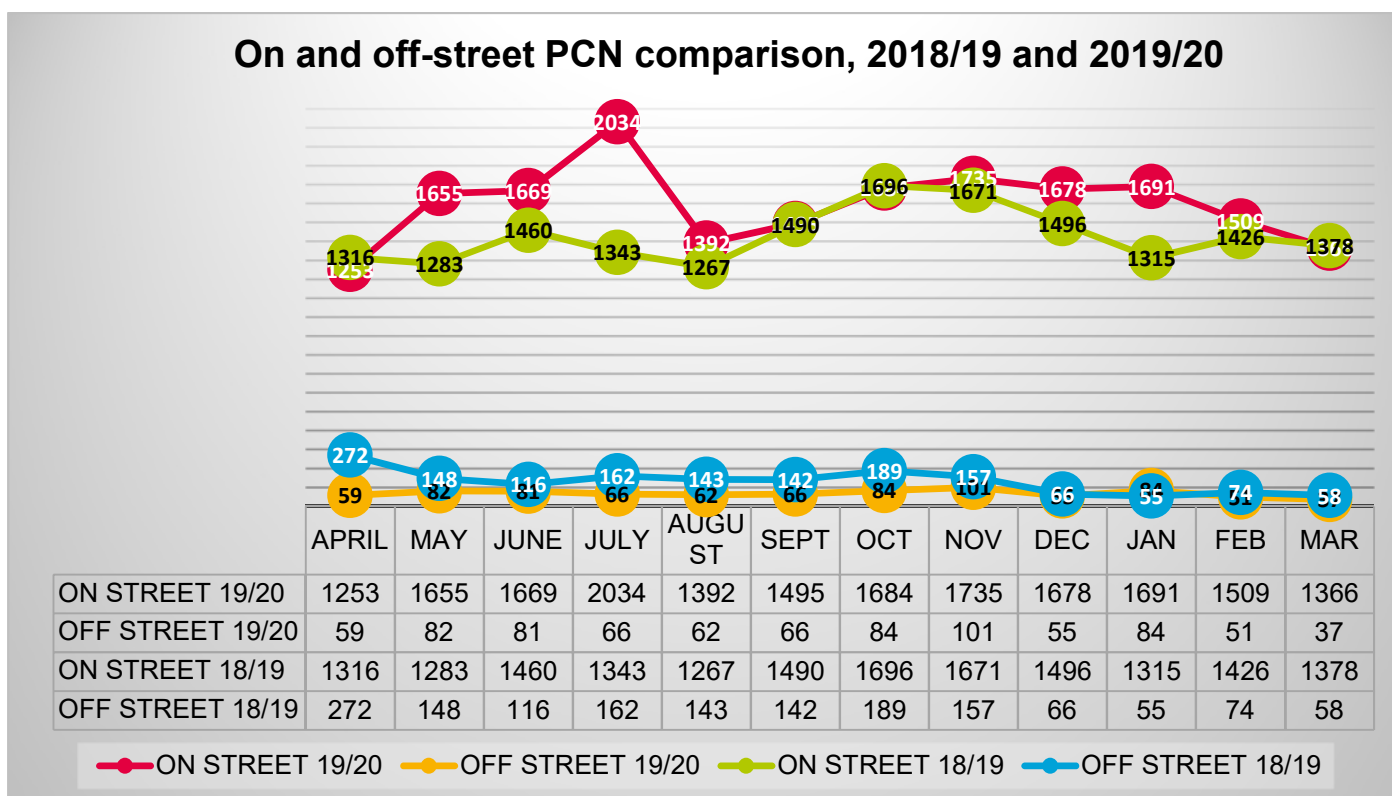
The chart detailed in figure 3 below provides a comparison of off-street PCN enforcement for 2018/19 and 2019/20

Figure 3: Off-street PCN comparison.



The chart detailed in figure 4 below provides a comparison of both on and off-street PCN enforcement for 2018/19 and 2019/20

Figure 4: on-street and off-street PCN comparison.



The provision of parking enforcement has helped to support local retailers by ensuring that there is a regular turnover of parking spaces in and around town centre.

6. Finance

The Civil parking enforcement income this year was from pay-and-display parking, permit fees, penalty charge notices, and suspension of parking bays for utility works. The main areas of expenditure were on enforcement administration, parking infrastructure, on and Off Street Parking maintenance and Debt recovery.

The following tables provide comparative figures for the parking income by source and the direct costs of civil parking enforcement in 2018/19 and 2019/20.

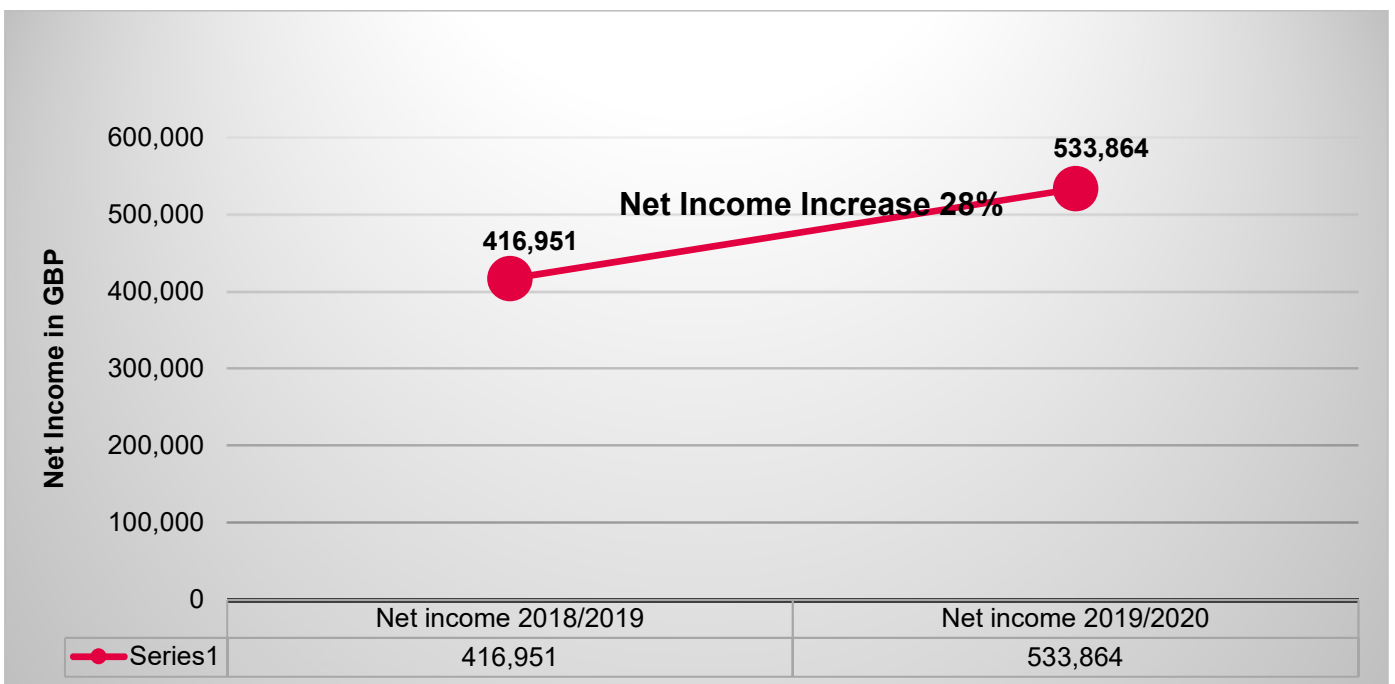
On and off-street parking income by source	2018/19	2019/20
On-street/Off-street parking charges	£524,670	£529,712
Permit income	£28,027	£50,540
Penalty charge notices	£531,164	£571,866
Other income	43,510	£90,532
Total	£1,127,371	£1,242,650

Direct costs of civil Parking enforcement	2018/19	2019/20
Enforcement	-£579,201	-£622,806
Administration, appeals, debt recovery	-£28,403	-£64,921

Direct costs of civil Parking enforcement	2018/19	2019/20
Infrastructure maintenance	-£23,316	-£18,790
Capital charges	-£79,500	-£2,269
Total	-£710,420	-£708,786

Summary	2018/19	2019/20
Total parking income	£1,127,371	£1,242,650
Total direct costs of CPE	-£710,420	-£708,786
Outturn – net income	£416,951	£533,864

The out-turn and net parking income has increased by 28% in 2019/20



The parking service produced a surplus this year. The use of any surplus income from civil parking enforcement is restricted to transport-related issues like the operation of public passenger transport services, highway or traffic improvement projects, and certain types of environmental improvement along with the maintenance of parking restrictions.

A number of parking signs have been replaced along with the installation of new yellow line restrictions and replacement school markings and lines across the borough.

The value of a PCN payment can vary depending on which stage of the debt process payment is made.

7. Analysis and issues 2019/20

Robust HGV enforcement continued throughout 2019/20 in efforts to increase compliance and minimize inconvenience to residents, road users and maintain council owned land. There has been an overall increase of 11% in PCNs issued linked to HGV contraventions.

HGV Contravention	2018/2019	2019/2020
A commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	34	27
A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	1,644	2,192
Parked in contravention of a commercial vehicle waiting restriction	1,747	1,573
Total	3,425	3,792

Civil Enforcement Officers have continued to assist and support special events across the borough, such as Remembrance Day Parades and Holocaust Memorial Day.

We have continued to carry out partnership initiatives leading on a multi-agency operation between, Thurrock Council Environmental Enforcement Officers and Essex Police to tackle illegal parking, anti-social behaviour (ASB) and rogue businesses in Lansdowne Road.

This multi-agency approach was efficient and effective resulting in both PCNs and FPNs being issued for relevant offences. Our police partners also identified and removed one vehicle seen driving with no insurance and removed two additional hazardous vehicles off the road.

Lansdowne Road is also home to a busy school and parents and residents expressed their thanks for the partnership work produced during this operation. There are plans to roll out regular operations of this nature, led by parking enforcement.

The remaining aged stock of parking machines have all been renewed. This enabled card payments to be taken for parking charges at all pay to park parking places in the borough. On 25 February 2019, all the pay and display machines went cashless in a move to prevent criminal activity.

The implementation of the cashless parking system has been well received and reduced acts of burglary and vandalism on pay and display machines across the borough. This has resulted in an increase in revenue, an improved customer service and a decrease in repair costs.

Further analysis was carried out where appropriate to determine the need for additional Parking Permit Areas and / or Controlled Parking Zones to be introduced as a result of numerous requests from residents and new developments in the borough.

In addition and in response to requests from residents we have commenced enforcing on a Sunday across the borough.

The council continue to use a well-placed company to trace and pursue the keepers of foreign-registered vehicles with the view to collecting outstanding payments.

The council successfully upgraded the back office Parking Operating System – enabling and empowering officers to carry out their duties efficiently.

The council has a zero tolerance approach and have been successful in prosecutions for physical and verbal abuse against Civil Enforcement Officers and Blue Badge fraud.

8. Support for businesses

As in previous years we continue to help encourage people to shop locally and support was given to local businesses by providing free Saturday parking throughout December 2019 in all on and off-street pay and display parking places controlled by the council.

Business Permits are still readily available for all business owners in Thurrock. Business permits can be applied for by businesses based in controlled parking zones within Thurrock who can demonstrate that their vehicles are essential for the efficient operation of their business.

9. Residents' parking

As a result of requests from residents, surveys and investigations have been carried out in order to determine the need to extend existing or introduce new resident parking schemes within the borough. The result is, subject to consultation, additional schemes are likely to be introduced during 2020/21.

10. Penalty charge debt recovery

The council continued to take steps to increase its debt recovery for parking penalties in 2019/20 by registering more outstanding charges with the courts as debts and by appointing bailiffs to recover these debts. The debt recovery process is being managed by the council's Debt Management Team and is being conducted in accordance with the fair debt policy.

11. Plans for the year ahead

Increased focus on HGV enforcement will continue throughout 2020/21 in order to minimise the risk of harm and inconvenience to residents and road users.

There will be an introduction of additional Parking Permit Areas based on consultations that have already taken place in 2019/20.

The Council is intending to increase the current level of CEOs to enable the introduction of a dedicated night team who can focus on the night time economy. This team will focus on HGV enforcement as well as double yellow lines and all other restrictions that are in scope and enforceable.

There will be ongoing maintenance of road signs, markings, lines and hard standing grass verges.

Continual monitoring of improper use of blue badges and permits.

Maintain zero tolerance of abuse against staff.

The pay and display machines maintained by the council will remain cashless. However the council are reviewing options to use pay by phone methods.

The Council continued to investigate the possibility and feasibility of using Traffic Watch Cameras around schools to improve the safety of school children and their families. There are plans to implement CCTV parking enforcement at schools in 2020.

There are plans to introduce grass verge enforcement in 2020, having identified locations where enforcement of this nature will reduce hazards for pedestrians, help preserve the environment and

maintain the aesthetics of the borough. This can be enforced borough wide, however initially the focus will be on identified hotspot areas. The Parking Enforcement team continue to work in partnership with Transport and Development and, where feasible, opt for alternative parking options as opposed to enforcement where more appropriate.

Due to the advancement of technology and the many new and improved hardware devices used for parking enforcement, there are currently plans in place to procure new hand held devices in 2020 which will enable CEOs to be more efficient and effective in their duty. The aim is to procure a smaller but robust unit which will produce higher quality photographs and act as a better evidence tool. This will also increase battery life and provide an option of real time downloads providing the parking processing team with live data.

There will be ongoing focus on carrying out partnership enforcement operations across varying services to increase compliance.

11.1. Parking tariff review

Parking charges in Thurrock are relatively low. Tariffs for on-street and off-street car parking areas and permits are reviewed annually.

Residents, fees and charges are unchanged for the 1st and 2nd permits and will continue to be issued free of charge. A £2 increase will be added to the 3rd permit in line with inflation. This will increase the 3rd permit from £66 to £68. A benchmarking exercise took place and Thurrock charge less than neighbouring boroughs and may consider increasing as a phased approach in 2021/22 to align with neighbouring authorities.

The increase in permit charges will provide an increase in annual income which can be used to support the maintenance of the signs and lines.

As a result of resident requests, Cromwell Road car park, located near to Thameside Theatre will be resurfaced in April 2020.

11.2. Lorry parks

There are a small number of lorry parks in the borough that drivers can use. The twilight/night shift will continue to enforce illegal parking and where possible try to educate drivers on the benefits of parking in the designated areas.

The council is in continued dialogue with Essex Police, the Port of Tilbury Police and DP World to monitor the situation and plan possible interventions. Reducing the impact of vehicle emissions in Thurrock is a high priority and therefore we are working to reduce on street lorry parking across the borough and encourage the use of these lorry parks.

With the help of an external provider, we will carry out sporadic night enforcements with a more robust action of clamping those illegally parked with a view to recovering all costs owed to the council or by the company or individual.

11.3. Car parks

The number of off street car parks within Thurrock has remained the same as last year. The Council are exploring the option of using Automatic Number Plate Recognition (ANPR) technology in council car parks.

11.4. Freight action plan

The Thurrock Freight Quality Partnership (FQP) has ongoing work to develop an action plan in relation to HGV movements within the borough. The group will link in with the Parking Team to look at ways to minimize the negative impact that freight movements have in the borough recognising that they are essential for local businesses.

11.5. Controlled Parking Zones and Parking Permit Areas

In response to demand, the council implemented a new controlled Parking Zone (CPZ) in Tilbury in February 2020. They also introduced new Parking Permit Areas (PPAs) in Tilbury, Grays and Stanford-le-Hope.

The number of Controlled Parking Zones and Parking Permit Areas within the borough are constantly reviewed, dependent on demand, priorities and consultation.

11.6. Cashless parking

Cashless payments went live on 25 February 2019. This has been a successful transition and will continue for the foreseeable future. In total there are now 32 pay and display machines in the borough. This enables commuters to make cashless payments for their parking fees. We are currently exploring the options of introducing pay by phone methods

11.7. Staff changes

The Parking Services team has settled in well in the Environment, Highways and Counter Fraud directorate. By working under one enforcement umbrella, both teams – Civil Enforcement Officers (CEOs) and Environmental Enforcement Officers (EEOs) – are able to share intelligence effectively and provide operational support where required.

The teams operate on the same radio system improving levels of communication and enabling closer partnership working.

The partnership approach has enabled officers to share information in a timely manner resulting in swift enforcement action against both parking contraventions and enviro-crime offences. This has increased the number of PCNs, FPNs and enforcement warnings and notices issued by enforcement agents.

CEOs have worked in partnership with Environmental Enforcement Officers, coordinating partnership patrols and information sharing. CPW/CPNs have been issued in areas where HGVs were parked on grass verges and footpaths and causing criminal damage at locations that were not decriminalised and therefore could not be enforced by CEOs.

We are reviewing the possibility of upskilling and training all CEOs to enforce using the CPW/CPN process, which will introduce more robust measures for dealing with HGV nuisance as a criminal offence. Upskilling CEOs to deal with both Civil and Criminal Offences will be a ground breaking moment in enforcement.

The Parking Services team has introduced a new management structure and also created new posts aimed at improving the levels of support and supervision for front line officers as well as back room staff.

11.8. Permits

In addition to resident and visitors permits, we have a range of parking permits that cater for business, charities, contractors, and NHS and resident carers. Further information on Parking Permits can be found on the Thurrock Council website.

In response to residents' requests, a new Temporary Resident Permit will be introduced to assist residents who have just bought a new vehicle, are in the process of transferring a foreign vehicle to a Thurrock address or just moved home. The permit will be valid for 8 weeks and will give residents time to produce the right documents for a full resident parking permit. There will be a £10 fee for administration purposes.

It was also agreed to change the description of the Carer Permit to Residents Carers Permit because there are a number of permits available to non-resident carers such as the NHS. This particular Carer permit can only be applied for and issued to a resident who can prove they are in receipt of care, therefore to make this clear it will now be known as a Resident Carer permit.

Residents who live in a resident parking zone and need a home visit from a carer or number of carers can apply for a Resident Carer Permit. Care agents are not eligible to apply directly for a resident carer permit as carer permits are issued direct to the resident.

Care agents can make independent applications where appropriate under alternative permit options, for example an NHS permit.

Carer permits are transferable permits and are only issued to residents who require care and can provide the required supporting documents.

Applications must be supported by either:

- documented evidence to support you are in receipt of care through Thurrock Council's social care teams
- uploading one of the following proofs:
 - 1) a letter confirming you need home visits from your care provider – this will need to be from your doctor (GP) or from a healthcare specialist dated within 3 months
 - 2) welfare benefit entitlement letter confirming you are in receipt of the care component of Disability Living Allowance (DLA) or Personal Independence Payment (PIP)

Glossary

Civil Enforcement Officers (CEOs)

Formerly known under the Road Traffic Act 1991 as Parking Attendants, the Traffic Management Act 2004 re-classified those responsible for taking civil enforcement action in relation to civil parking and traffic control contraventions as Civil Enforcement Officers

Civil Parking Enforcement (CPE)

Refers to the enforcement of parking controls under regulations set down in the Traffic Management Act 2004

Community Protection Notice/Warning (CPN/CPW)

Is issued in accordance with the Anti-Social Behaviour Crime and Policing Act 2014 where there are reasonable grounds to ascertain there exists conduct which is having a detrimental effect of a persistent or continuing nature on the quality of life of those in the locality and that the conduct is unreasonable.

Controlled Parking Zone (CPZ) / Permit Parking Area (PPA)

A zone or area where parking is controlled through the provision of permits and other on street controls in order to manage kerb space and ensure that residents are not unduly inconvenienced by poor parking behaviour.

Environmental Enforcement Officers (EEOs)

Enforcing enviro-crime and some aspects of anti-social behaviour in line with the Police & Criminal Evidence Act 1984 and Criminal Procedure & Investigations Act 1996 (As amended) and associated Codes of Practice.

Penalty Charge Notice (PCN)

The Notice served directly (as set down in the Traffic Management Act 2004) by Civil Enforcement Officers to motorists for allegedly contravening civil parking controls within a Civil Enforcement