

Thurrock Council
Annual Parking Report
2020/21

Contents

1. Introduction.....	3
2. Parking objectives	3
3. Parking services	4
4. Current parking controls	5
5. Performance.....	6
6. Finance.....	9
7. Analysis and issues 2019/20	10
8. Support for businesses.....	11
9. Residents' parking	13
10. Penalty charge debt recovery.....	13
11. Plans for the year ahead	13
11.1. Parking tariff review	Error! Bookmark not defined.
11.2. Lorry parks.....	Error! Bookmark not defined.
11.3. Car parks	Error! Bookmark not defined.
11.4. Freight action plan	Error! Bookmark not defined.
11.5. Controlled Parking Zones and Parking Permit Areas....	Error! Bookmark not defined.
11.6. Cashless parking	Error! Bookmark not defined.
11.7. Staff changes	Error! Bookmark not defined.
11.8. Permits.....	Error! Bookmark not defined.
Glossary.....	17

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 2020/21.

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 has 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 our management).

The Traffic Management Act (TMA) 2004 requires us to publish an annual parking report explaining how we operate 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 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
- maintain access to services and amenities

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
- support residents' parking by discouraging commuter parking in residential areas

Additionally, there is a special focus on tackling HGV parking in residential areas and ports across the borough.

From 1 January 2021, we also committed increased parking enforcement resources in and around the ports and hotspot areas in direct response to any risk factors derived from Brexit. The use of high-visibility enforcement patrols increased compliance and was instrumental in negating any detrimental impact that the increase in HGV activity may have had on other road users and residents.

3. Parking services

During 2020/21, 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. During the year, 4 agency staff were recruited as an additional enforcement resource in support of priority enforcement patrols, including enforcement in high footfall areas, school enforcement, HGVs and any impact on congestion or traffic flow in and around the borough. All CEOs wear high visibility uniform and are clearly identifiable in line with best practice and legislative requirements.

There are 8 full-time CEOs assigned to the day team, providing enforcement between core hours of 8am and 6pm, including weekends. Additional ad hoc enforcement patrols are conducted outside these times in response to operational needs and priorities.

The day team delivers foot patrols in residential Parking Permit Areas (PPAs), car parks and town centres, with priority enforcement patrols around schools and hotspot areas linked to persistent parking contraventions. Two mobile units are also deployed to cover more remote areas and respond to priority service requests.

There are 2 full-time CEOs 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 core hours. They target specific issues as required including disabled bays, dropped kerbs and double yellow lines. The team prioritise HGV enforcement, focusing on delivering increased, proactive enforcement patrols to hotspot areas to address HGV parking issues in the borough.

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

The new parking enforcement management structure introduced in December 2019 has proven successful and has enabled an increase in on-street supervision and the ability to deliver increased support and training to frontline officers, which in turn has increased team morale, productivity, PCN quality and a better service to our residents.

CEOs are assigned set beats to patrol each day and are required to work shifts, including weekends. As part of daily enforcement patrols, officers are deployed during term-time to deliver proactive parking enforcement across the 52 schools borough-wide on a rotational basis.

The service has a strong continuing professional development (CPD) programme for its staff, with training delivered throughout the year to enhance evidential standards. The training programme has seen a vast improvement in the quality of evidence gathered by officers. This in turn enables the notice processing team to deal with challenges and appeals efficiently and effectively, ensuring challenges are assessed objectively and consistently in line with legislation.

The service has invested in external City and Guilds training for all the Parking Services team and also provided refresher training to all officers where more appropriate. This has proved to be a successful investment, with officers feeling valued, supported and more confident in their role. All officers successfully passed the City and Guilds training and are demonstrating a greater understanding of legislation and enforcement protocols.

In addition, our team of Notice Processing Officers have all been placed through City and Guilds training in Notice Processing. All successfully passed, obtaining the City and Guilds qualification.

A statutory independent review process for PCNs is also available through the Traffic Penalty Tribunal after the internal processes have been exhausted. During the year 2020/21, a total of 65 cases have been submitted to the independent adjudicators at Traffic Penalty Tribunal.

The Parking Services team has 3 Notice Processing Officers who deal with parking appeals, respond to enquiries and complaints, provide advice, guidance to the public who make contact and ensure parking information is kept up-to-date on the council's website.

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 6 sub-zones
- Purfleet PPA – split into 2 sub-zones
- South Ockendon PPA
- Badgers Dene PPA

Parking bays:

- off-street – 875 spaces
- on-street – 3,020 spaces, approximately
- Badgers Dene PPA

There are 7 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.

Restricted chargeable car parks

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
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	
Grays Beach, Thames Road, Grays	48	up to 2 hours = 70p, over 2 hours = £3.20
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

Free car parks

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

The coronavirus (COVID-19) pandemic saw a significant decrease in vehicle use across the borough as businesses were required to close and commuters encouraged to work from home in support of government guidance. The total pay and display transactions for both on-street and off-street pay and display saw a 60% reduction from 250,332 in 2019/20 to 97,931 in 2020/21.

As a result of reduced occupancy within the car parks and on-street, the overall pay and display revenue decreased by 72% this financial year.

Pay and display revenue 20/21 and transactions

Items	2019/20	2020/21	+/-
Pay and display revenue	£475,761.70	£133,037.80	-72%
Total transactions	250,332	97,971	-60%

5. Performance

Government-imposed restrictions due to the COVID-19 pandemic have had a notable impact on levels of penalty charge notices issued this year. The council also implemented its own local changes to parking restrictions, pausing all enforcement on vehicles involved in providing care and support to our residents during the pandemic, unless vehicles were in a dangerous position.

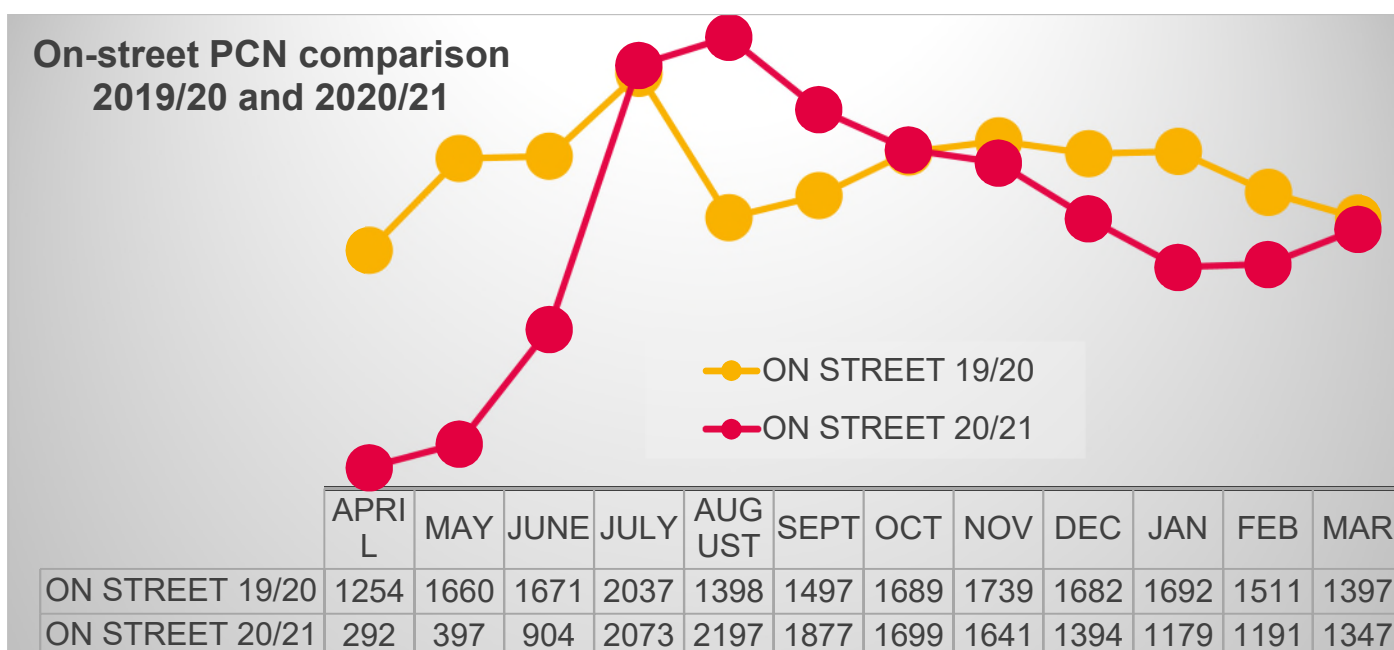
The following table provides the numbers of penalty charge notices issued for contraventions in Thurrock, on-street and off-street, along with the numbers of resident, business and visitor permits issued for its CPZs and PPAs, and Blue Badges issued. It also provides a comparison from 2019/20 to 2020/21.

Civil Parking Enforcement statistical information	2019/20	2020/21	+/- %
On-Street penalty charge notices issued	19,161	16,191	-15%
Off-Street penalty charge notices issued	828	287	-65%
Total on-street and off-street penalty charge notices issued	19,989	16,478	-17%
Residents' permits issued	5,229	5,425	+3.7%
Business permits issued	71	68	-4%
Visitor permits issued (valid for 20 visits up to 5 hours)	7,093	4,640	-34%
Blue Badges issued	2,920	3,015	+3.25%

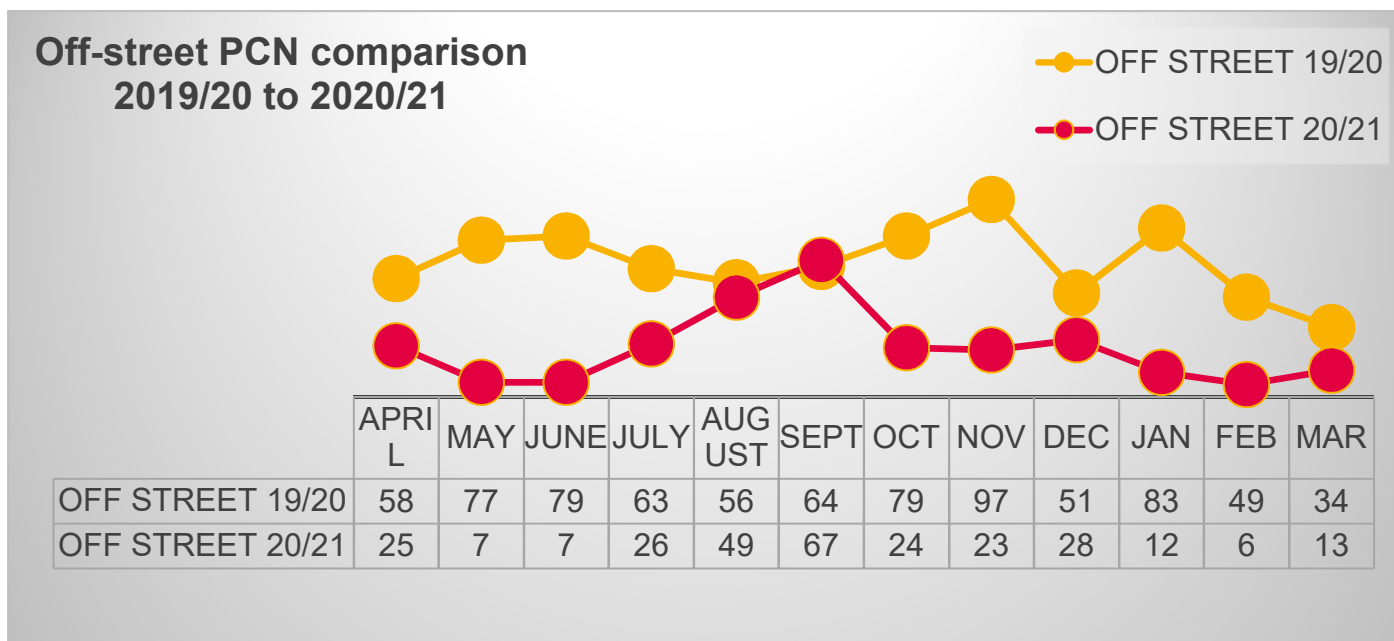
The overall number of PCNs issued for both on-street and off-street parking contraventions decreased by 17%, with the number of PCNs issued being 16,478 in 2020/21 compared to 19,989 in 2019/20.

The number of PCNs issued on-street decreased by 15%, with the number of PCNs issued being 19,161 in 2019/20 compared to 16,191 in 2020/21.

The chart below provides a comparison of on-street PCN enforcement for 2019/20 and 2020/21



The chart below provides a comparison of off-street PCN enforcement for 2019/20 and 2020/21



The table below, provides details of the top 10 parking contraventions enforced in 2020/21.

Rank	Description of offence	Totals
1	Parked in restricted street during prescribed hours	4,326
2	Parked in a permit space without displaying a valid permit	1,621
3	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	1,523
4	Parked in residents' or shared use parking place without displaying either a permit or voucher or pay and display ticket issue for that place	1,340
5	Stopped where prohibited (on a clearway)	1,237
6	Parked in contravention of a commercial vehicle waiting restriction	1,183
7	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	1,094
8	Parked in a loading place during restricted hours without loading	1,020
9	Parked on a taxi rank	537
10	Parked without clearly displaying valid pay and display ticket	504

6. Finance

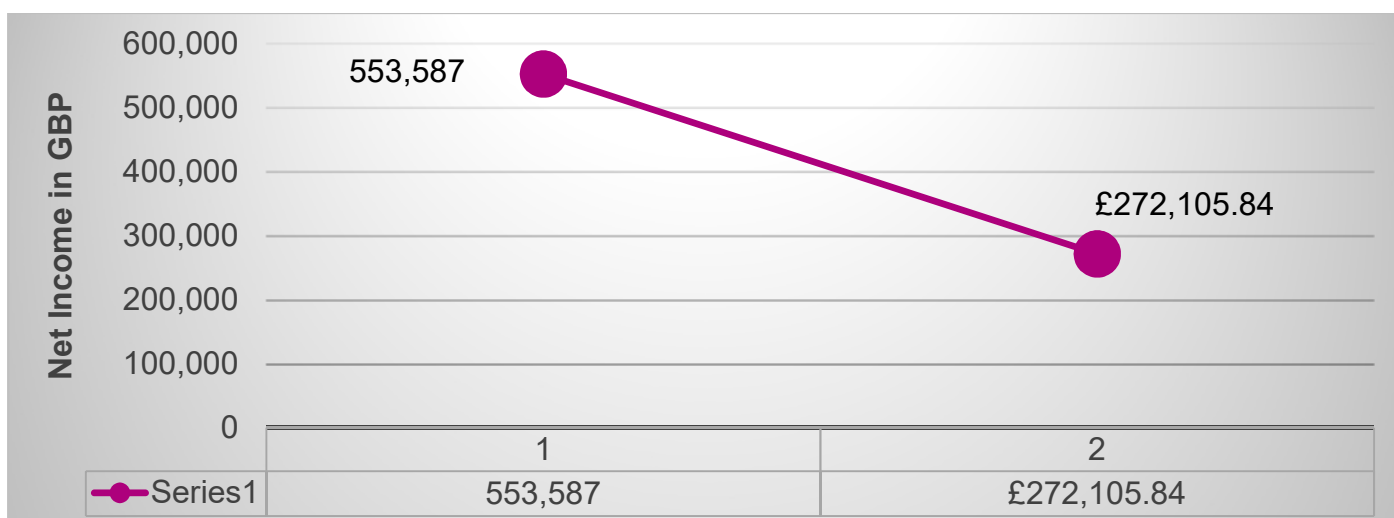
Civil parking enforcement income this year was from pay-and-display parking, permit fees, penalty charge notices and suspension of parking bays for utility works. The main areas of expenditure were on enforcement administration, parking infrastructure, on-street and off street parking maintenance and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

The following tables provide comparative figures for the parking income by source and the direct costs of civil parking enforcement in 2019/20 and 2020/21.

On and off-street parking income by source	2019/20	2020/21
On-street/Off-street parking charges	£529,712	£179,609
Permit income	£50,540	£24,240
Penalty charge notices	£571,866	£487,486
Other income	£90,532	£20,500
COVID-19 income compensation scheme	–	£405,418
Total	£1,242,650	£1,117,253

Direct costs of civil parking enforcement	2019/20	2020/21
Enforcement	£622,806	£759,042
Administration, appeals, debt recovery	£64,921	£81,622
Infrastructure maintenance	£18,790	£2,212
Capital charges	£2,269	£2,269
Total	£708,786	£845,147

Summary	2019/20	2020/21
Total parking income	£1,242,650	£1,117,253
Total direct costs of civil parking enforcement	£708,786	£845,147
Outturn – net income	£533,864	£272,105



The table below shows a breakdown of the key contributing factors to the decrease in parking income this financial year.

Key contributor	Description
17% decrease in PCNs issued	Enforcement measures were reviewed and relaxed in residential areas and car parks with focus on higher level offences in support of government restrictions. Civil enforcement officers focused on higher footfall areas to keep a free flow of traffic in support of emergency vehicle access during the peak of the lockdown pandemic.
72% decrease in Pay and Display revenue	Direct result of COVID-19 lockdowns, reduced footfall and significant drops in commuters and pay and display transactions.
Free NHS parking	Free parking was extended to all NHS workers this year inclusive of Free permits to a value of £20,540.
Staff parking charges waived (working from home)	Staff adhered to government guidance to work from home therefore staff parking charges were waived this year to the value of £47,971.
77% decrease in parking suspensions revenue	Thurrock Council did not receive any private parking suspension project work in 2020/21.

The net income this financial year compared to 2019/20 has decreased by 51% from £533,864 to £272,105. Despite the impact of the national lockdowns the Parking Service produced a budget surplus this year of **£272,105.84**.

Any surplus income from civil parking enforcement is restricted to transport-related expenditure for areas such as the operation of public passenger transport services, highway or traffic improvement projects, and certain types of environmental improvements and the maintenance of parking restrictions.

Part of the duties of CEOs' daily patrols is to report any identified defective painted lines or signs. Any identified issues are repaired, replaced or repainted from surplus income.

Parking bay suspensions require applicants to submit an application request in advance, these are often cancelled with minimal notice. The introduction of a £25 non-refundable administration fee has been approved for the processing of parking suspensions for 2021/22.

7. Analysis of 2020/21

The COVID-19 pandemic impacted greatly on our borough and has brought unprecedented challenges both for residents and businesses, with the government imposing restrictions to stem the spread of the virus and protect our community.

The Parking team acted with integrity and empathy to navigate the challenges and support residents, businesses and the NHS whilst still delivering fundamental operational enforcement as key frontline workers.

The Parking team immediately provided parking concessions to all NHS and social care workers, who were delivering critical care and support within the community. The service responded quickly to the government's announced lockdown and relaxed the enforcement measures in support of

residents working from home and businesses closed, focusing on dangerous and inconsiderate vehicles that maybe causing a hazard or obstruction to emergency vehicles.

The team continues to follow restrictions and best practice advice, providing maximum support for our community where possible. All enforcement practice throughout the pandemic was monitored, increasing enforcement patrols in priority areas having a negative impact on our residents and key businesses who were supporting our community.

Robust HGV enforcement continued throughout 2020/21 in an effort to increase compliance, minimise inconvenience to residents and road users, and maintain council-owned land. This reporting year has seen a decrease in PCNs issued to HGVs parked in contravention.

HGV traffic reduced during 2020/21. This is thought to be as a result of reduction in business activity due to COVID-19.

The continued desire of the service is to promote and participate in multi-agency partnership work to tackle inconsiderate HGVs parking in areas that do not fall within the civil enforcement area.

The Parking team is working in close partnership with the Environmental Enforcement team, looking at innovative enforcement solutions to achieve long term sustainable solutions. The combined activity of the two teams supports the council's Operation Canberra: a joint enforcement initiative to gather vital evidence in support of community protection notices / warnings and fixed penalty notices issued under the Anti-Social Behaviour, Crime and Policing Act 2014.

Since the commencement of Operation Canberra in January 2021, a total of 27 Fixed Penalty Notices have been issued to companies of non-compliant HGV drivers parking causing nuisance, obstruction or damage to the footway / grass areas.

The table below shows comparison figures for HGV contraventions in 2019/20 and 2020/21.

HGV Contravention	2019/20	2020/21
A commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	27	29
A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	2,192	1,523
Parked in contravention of a commercial vehicle waiting restriction	1,573	1,184
Total	3,792	2,736

The council's Parking Enforcement team prioritises daily school enforcement patrols across the 52 schools in the borough. The school enforcement patrols deliver robust, proactive enforcement in support of the parking objectives to ensure parents, children and parents/guardians travelling to and from school are safe.

Civil enforcement officers attend schools where reports have been received of dangerous and inconsiderate parking. The officers attend at drop off and pick up times to assist parents and carers, residents and local traffic to move safely through these very congested areas.

The parking service has identified an electronic solution to achieve greater coverage of the 52 schools in the borough that will enable CCTV cameras to be deployed at sites to disrupt inconsiderate and dangerous parking by drivers at schools. This option forms part of the council's overall objectives to ensure our children and other road users are safe from poor driving.

Last year successful partnership operations were conducted jointly by the CEOs and local police in Lansdowne Road, Tilbury, in response to concerns raised by residents and parents and carers using local schools.

Following the success of these operations in Lansdowne Road, amendments to the local restrictions were identified. Changes were made in September 2020 to support parents and visitors to the area, with some further changes planned towards the end of 2021. Work in this area is ongoing, and two further multi-agency operations are planned to take place in 2021/22.

In response to requests from residents for increased enforcement, we continue to enforce outside business hours across the borough, promote road safety and ensure a consistent coverage of enforcement resource.

The Parking Service received over 500 online enquiries requesting enforcement action for varying offences from footway parking, obstruction of dropped kerbs, school enforcement and HGV nuisance. The service also received 142 enquiries from local councillors to address residents parking concerns.

The council continues to use an experienced supplier to trace and pursue the keepers of foreign-registered vehicles with the view to collect significant outstanding default payments.

As an essential service, officers had an important role to play in ensuring the boroughs roads are safe, accessible and traffic flow is maintained. Officers are issued with personal protective equipment and adhere to government guidelines for COVID-19.

The Parking Service has flexed and adapted well throughout each phase of the government restrictions to enable Thurrock businesses to continue trading when permitted, and enable residents to follow government guidance in a time of national emergency.

The council has secured a new back-office operating system for the Parking Service. The purpose of the new system is to allow a more streamlined and efficient service, including the ability of drivers being able to view PCN evidence online prior to making representations to the council.

The council has a zero tolerance approach to any form of physical and verbal abuse against civil enforcement officers and has been successful in pursuing prosecutions against offenders.

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 2020 in all on-street and off-street pay and display parking places controlled by the council. This was even more vital this year to attract shoppers back to town centres and support local businesses that were impacted by the effects of government lockdowns.

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. Due to the changes to lockdown restrictions, businesses were provided – upon request – with free extensions to business permits.

9. Residents' parking

Adjustments were made to enforcement protocols in support of people being encouraged to stay / work at home following government restrictions. With an increase in vehicles in residential areas, it was vital that the council reacted to this and made adjustments to our enforcement protocols to assist and support residents who were either required to work from home, or who required care and support.

Changes were made to how and when enforcement action was taken in resident permit zones with extended observation given for vehicles parked without permits. That approach took account of the extended care and support provided to our residents during the pandemic.

The council also provided concessions to resident permit holders parked on 1-hour waiting restrictions. These restrictions are usually in place to deter commuter parking.

10. Penalty charge debt recovery

The council continued to take steps to increase its debt recovery for parking penalties in 2020/21 by registering more outstanding charges with the courts as debts and by appointing enforcement agents 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 council's fair debt policy.

11. Plans for the year ahead

Increased focus on HGV enforcement will continue throughout 2021/22 to minimise the risk of harm and inconvenience to residents and road users, and to reduce highway damage.

The council will continue to prioritise attendance at the 52 schools in the borough during peak times to drive safe and considerate parking for school users and our residents. It has been clear from feedback from school users and residents that attendance of CEOs at schools does create a positive deterrent to poor and dangerous parking.

This serious issue is not restricted to Thurrock but is a continual nationwide concern and one that can only really be addressed via effective use of parking technology. Since the Deregulation Act was enacted, parking enforcement via CCTV is only permitted in specified circumstances. School enforcement is one of the circumstances where this is permitted.

Work is underway to procure a School Watch System consisting of pan and tilt CCTV cameras that are easy to redeploy and move across the borough. This will enable the service to monitor and enforce school keep clear markings more efficiently and effectively, re enforcing the council strong stance against those who put children and other road users around schools at risk of harm.

Research shows that vehicle removals are an effective tool to tackle persistent evaders of penalty charges and the use of non-registered vehicles. The council are exploring the use of vehicle removals in specific cases of persistent, dangerous and inconsiderate drivers such as parking in disabled bays and on school markings.

In February 2021, new hand-held computers were procured for the Parking team. These hand-held devices provide superior efficiency with an array of new functions that will streamline and make enforcement practices more efficient and robust.

The devices allow real-time download of PCNs, which gives back-office staff immediate access to PCN information and allows drivers the opportunity to review their PCN online and make real time payments. They are enabled with automatic number plate recognition (ANPR) scanners to make patrols of permit zones quicker and more accurate.

Approval has been given to increase the current level of CEOs to enable the introduction of a dedicated night team that will focus efforts 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.

The council will continue its ongoing maintenance of road signs, markings, lines and hard-standing grass verges.

The pay and display machines maintained by the council will remain cashless. There are no plans at present to change these.

Planning for the introduction of grass verge enforcement is still ongoing. Locations have been identified where enforcement of this nature will reduce hazards for pedestrians, help preserve the environment and maintain the aesthetics of the borough. The Parking Enforcement team continue to work in partnership with Transport and Development to deliver this project.

As part of the upgrade to our Notice Processing System we are assessing the introduction of a virtual permit solution. This will deliver a green-friendly solution and a more efficient and effective customer experience, delivering live permits rather than the manual printed physical permits. The civil enforcement officers can then utilise the new hand-held technology permit scanners to enforce smarter and more efficiently.

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.

In support of residents and businesses the residents, fees and charges are unchanged with the first and second permits continuing to be issued free of charge. A £2 increase will be added to the third permit in line with inflation. This will increase the 3rd permit from £68 to £70.

Visitor permits will increase from £6 to £6.50 in line with neighbouring boroughs, and is the first increase that has been introduced.

11.2. Lorry parks

There are a small number of lorry parks in the borough that drivers can use. The twilight and 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 co-ordinate possible interventions. The council has a supplier agreement with an external provider to carry out targeted 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.

Work has taken place this financial year on collating information and data on HGV Persistent Evaders. This has confirmed the ongoing problem with foreign registered HGVs failing to pay

Penalty Charge Notices. Plans for 2021/22 will see planned enforcement operations to combat this ongoing non-compliance.

11.3. Car parks

The number of restricted off street car parks within Thurrock has reduced from 8 to 7. This is due to the closure of Cornwall House car park as a result of the Purfleet Regeneration Programme.

In support of the COVID-19 testing programme, 4 out of the 7 remaining on street car parks were deemed suitable and used as COVID-19 testing sites.

Resurfacing of Cromwell Road car park took place in 2020, resulting in a full resurface and newly repainted lines.



11.4. Controlled Parking Zones and Residents Parking Areas

The number of Controlled Parking Zones and Parking Permit Areas remained the same throughout 2020/21. These are constantly reviewed, dependent on demand, priorities and consultation.

New restrictions were introduced borough-wide as a result of service requests from residents highlighting areas of concern.

11.5. Cashless parking

In total there are now 31 pay and display machines in the borough. This enables commuters to make cashless payments for their parking fees.

We are exploring options for introducing pay-by-phone methods, which can be supported with the new systems purchased last year by the service. We have seen a decrease in machine vandalism with no reports of any this financial year.

11.6. Staff changes

The expanded Public Realm directorate, of which the parking service is now a part, continues to provide more opportunities for joint working in addition to the work already being done with the environmental enforcement officers (EEOs).

The teams operate on the same radio system, improving levels of communication and enabling closer partnership working. Both teams are issued with body-worn cameras that record each interaction on-street. This is used as vital evidence in many instances, is a handy training tool to understand officer's interaction with members of the public and ensures excellent levels of customer service are provided at all times.

The Parking Services team has an effective management structure, with 2 on-street supervisors providing one-to-one on-street supervision, mentoring and coaching, enabling an increase in quality. Monthly team meetings are held, chaired by the Enforcement Operations Manager and including Human Resources business partners and other internal partners, where required. This ensures all up-to-date information is shared with relevant parties, enabling the free-flow of information and continued communication.

11.7. Permits

In addition to resident and visitors permits, the council has a range of parking permits that cater for businesses, charities, contractors, temporary permits, NHS and resident carers. Further information on parking permits can be found on the Thurrock Council website.

In our desire to continue to extend support and assistance to the NHS, and as an extension of our car park charge concessions, no charge will be levied for NHS permits this financial year.

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

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 / Community Protection 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