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TRANSPARENCY

INTEGRITY

TENDRING DISTRICT COUNCIL CASE STUDY

Card Only Deployment at Coastal Local Authority.

About Tendring:

Tendring District is a local government district in North-East Essex. It extends from the River Stour in the North, to the coast and the River Colne in the South, with the coast to the East and the city of Colchester to the West. The council is based in Clacton-on-Sea. Towns in the district include Frinton-on-Sea, Brightlingsea, Harwich and Walton-on-the-Naze. Large villages in the district include St Osyth and Great Bentley. The largest town in the Tendring district is Clacton-on-Sea, with a population of circa 53,208 (source Census 2021).

Issue and Solution:

Due to unreliability of their existing product, Tendring Council initially trialled several Revolution Upgrade kits in one of their coastal car parks. The success of the upgrades, especially with the uptake by the users of the card acceptance in the first few weeks, encouraged the Council to switch from Coin and Card Acceptance to Card Only.

With the increased reliability and reduction in collection costs the council has now completely switched to IPS Group UK products with a mix of Revolution Upgrades including the MP, CL and the IPS MS1.



Benefits:

- Stainless Steel Construction
- Single Solution Provider
- Fast and easy deployment of card payment
- Stable and reliable hardware
- Easy to use, user friendly display

Customer Comments:

For over a year now we have had a MPC104 door upgrade fitted to this machine which is located a stone's throw away from the beach at the Hasting's location in Clacton on sea. The location has varied weather year round from strong winds and sand storms to extreme hot weather in the summer months. Since changing the machine to IPS Group, UK machines, we have found it has weathered well with no blockages (sand) and inner parts working well, no ticket jams or card insert issues and only minor maintenance needed to keep it running all year round.

Mick Simson, Civil Enforcement Manager, Tendring District Council.