

## Norfolk County Council & District Councils Norfolk Parking Partnership Joint Committee

Minutes of the Meeting Held on Thursday, 14 March 2024  
at 2pm in the Council Chamber, County Hall

### Voting Members Present:

Cllr Graham Plant	Norfolk County Council
Cllr Lisa Overton-Neal (Vice-Chair)	South Norfolk District Council

### Non-Voting Members Present

Cllr Martin Booth	Broadland District Council
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### Officers Present:

Hollie Adams	Committee Officer
Ralph Burton	Breckland District Council
Martin Chisholm	Borough Council of King's Lynn and West Norfolk
David Disney	South Norfolk and Broadland
Ian Gregory	Better Parking Strategy Manager
Miranda Lee	Great Yarmouth Borough Council
David Morton	Borough Council of King's Lynn and West Norfolk

## 1. Apologies for absence

- 1.1 Apologies were received from Cllr Bal Aota, Cllr Daniel Candon, Cllr Paul Hewett and Cllr Lucy Shires.

## 2. Minutes

- 2.1 The minutes of the meeting held on 14 September 2023 were **AGREED** as an accurate record with an amendment to update the attendance to show that Ralph Burton was present.

## 3. Declarations of Interests

- 3.1 No interests were declared.

## 4. Items of Urgent Business

- 4.1 No urgent business was discussed.

## 5. Finance Update

- 5.1.1 Norfolk Parking Partnership Joint Committee received the report setting out the latest forecast outturns for both the Norfolk Parking Partnership and Norwich City Council Civil Parking Enforcement operations and a summary of progress with the Norwich City Council to King's Lynn & West Norfolk Borough Council Civil Parking Enforcement back-office transfer, which took place on 1 November 2023.

- 5.1.2 The Better Parking Strategy Manager introduced the report to the Joint Committee:
- The Current position for Norfolk Parking Partnership Civil Parking Enforcement was a projected surplus of £46,188 and the Norwich City Council Civil Parking

Enforcement projected outcome was a projected deficit of £53,269.

- Paragraph 2.2. and 2.4 of the report showed that as many costs as possible related to the back-office transfer had been factored in to the figures as possible at the time of reporting.
- The forecast included the annual contribution of the capital replacement fund and agreed contributions from district councils.
- It was expected that a saving would be made on the transfer of the back-office functions despite increased overheads which were explained in the report.
- Paragraph 3.2 of the report discussed the transfer of bus lane enforcement to Norfolk County Council Highways Network Team, and the Norfolk County Council Highways Network team account. Because of this change, this would not be shown in future reports to the Joint Committee.
- Some income streams were higher than forecast so there could be a more positive forecast at year end.
- In the first 2 months of operating since the back-office transfer, over 2000 enquiry calls had been handled, and 1027 contact and enforcement requests had been received using the new online forms.
- The Borough Council of King's Lynn and West Norfolk call centre was open over a longer period of time than the Norwich City Council centre had been which gave a better customer experience, and the website would continue to be developed to serve all of Norfolk.
- Cashless payments were now available at all Norwich City Council pay and display machines which had improved customer experience.

## 5.2 The following points were discussed and noted:

- The Chair commented that this was a positive report showing the good work of officers.
- The Vice Chair queried the additional £191,000 reported on staff overheads; The Better Parking Strategy Manager replied that, when the date for the back-office transfer was proposed, there were no reported increases in staff overheads. However, in October 2023, when the date had been committed to, staff recharging was announced by Norwich City Council at an extra £191,000. Officers discussed this increase with Norwich City Council, and it was made clear that the deed of variation would only be signed if the new staff costs were met. These staff recharges were on top of the staff costs already presented and agreed.
- The Chair stated that he was shocked by the point in the process that this increase was presented and the size of the increase, which related to 25 staff. He asked how this additional cost would affect the budget. The Better Parking Strategy Manager replied that this had not been factored into the original budget and had negated the anticipated savings for the 2023-24 financial year.
- The Better Parking Strategy Manager clarified that the £191,000 increase was not related to staff pay but was to cover indirect overheads such as pay roll, HR, IT, accommodation and other related costs. The Chair believed these recharges should remain with the City Council and was unhappy that they had been passed to Norfolk County Council.
- Martin Chisholm confirmed that the Norfolk Parking Partnership account was structured so that all directly incurred costs were costed, and all organisations had IT support, payroll and other costs factored in as a percentage. It was unfortunate that this cost had not been included at an earlier stage.
- The extension agreement was for one year and overheads were not confirmed beyond this point. After this time, a successor agreement would be put in place. The Chair hoped that the staff recharge would be negotiated at this time.

- Ralph Burton suggested it would be helpful for Norwich City Council to present to the Joint Committee a breakdown of the costings of the £191,000 recharge, to allow the Joint Committee to understand the rationale behind this increase. The Better Parking Strategy Manager **agreed** to ask them to do this.
- Ralph Burton asked for information about the contributions from District Councils. The Better Parking Strategy Manager replied that the same contributions had been kept as in previous years. The £5000 contribution had not been received from North Norfolk District Council. The Leader of North Norfolk District Council had been asked to contribute the £5000 to Norfolk Parking Partnership but had not done so at this stage. The Chair felt that funding towards Civil Parking Enforcement should be sought in North Norfolk District Council in other ways such as introducing pay to park schemes. Other Members of the Joint Committee **agreed** that this should be progressed.
- The model for calculating proportionality of contributions for district councils had not been revisited since 2019. The Better Parking Strategy Manager noted that if this was reviewed this may increase contributions. Martin Chisholm added that enforcement staff worked across four districts but also crossed boundaries to provide support when needed. This meant that assumptions had to be made based on the issuing of PCNs and activity in each area when calculating contributions. The Chair was confident that the contributions remain at their current levels.
- David Disney noted that a breakdown of Penalty Charge Notices by districts was requested at the last meeting. The Better Parking Strategy Manager replied that he was waiting for Q3 data to be available so it could be compared to Q1 data before being presented. Martin Chisholm added that reporting Penalty Charge Notice data 6 months in lag allowed for the full life cycle of challenge and appeal to finish before data was reported. He could provide Penalty Charge Notice data to officers at any time and **agreed** to provide data to David Disney by email.
- David Disney noted that at the last meeting of the Joint Committee, a list of KPI's was requested for review by the Joint Committee. The Better Parking Strategy Manager apologised for this not being included and **agreed** to circulate this to the Joint Committee by email.
- Officers were currently in negotiation with Wells Town Council in North Norfolk District Council about introducing paid parking schemes, which would contribute towards the Civil Parking Enforcement from that district.
- Martin Chisholm **agreed** to share Penalty Charge Notice information with Joint Committee members monthly.

5.3 The Joint Committee reviewed, commented on and:

1. **NOTED** the latest 2023/24 forecast outturn for the Norfolk Parking Partnership Civil Parking Enforcement Account.
2. **NOTED** the latest 2023/24 forecast outturn for the Norwich City Civil Parking Enforcement Account.

The meeting concluded at 14:56

**Chairman**



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