



Norfolk County Council
at your service

Norfolk County Council & District Councils Norfolk Parking Partnership Joint Committee

Date: **23 March 2012**
Time: **2.00pm**
Venue: **Edwards Room – County Hall**

Membership

County Councillors

Substitute

Mr G Plant

Mr B Spratt

District Councillors

Mr K Kiddie	South Norfolk District Council
Mrs E Nockolds	Kings Lynn & West Norfolk District Council
Mr C Reynolds	Great Yarmouth Borough Council

Substitute

Mr B Long Kings Lynn & West Norfolk District Council

The Agenda follows: -

1. Apologies for Absence

2. Minutes

(Page 1)

To receive the minutes of the meeting held on 22 September 2011

3. Declarations of Interest

Please indicate whether the interest is a personal one only or one which is prejudicial. A declaration of a personal interest should indicate the nature of the interest and the agenda item to which it relates. In the case of a personal interest, the member may speak and vote on the matter. Please note that if you are exempt from declaring a personal interest because it arises

solely from your position on a body to which you were nominated by the County Council or a body exercising functions of a public nature (e.g. another local authority), you need only declare your interest if and when you intend to speak on a matter.

If a prejudicial interest is declared, the member should withdraw from the room whilst the matter is discussed unless members of the public are allowed to make representations, give evidence or answer questions about the matter, in which case you may attend the meeting for that purpose. You must immediately leave the room when you have finished or the meeting decides you have finished, if earlier.

These declarations apply to all those members present, whether the member is part of the meeting, attending to speak as a local member on an item or simply observing the meeting from the public seating area.

- 4. Progress Report** **(Page 5)**
Report by the Director of Environment Transport and Development
- 5. Parking Principles** **(Page 12)**
Report by the Director of Environment Transport and Development
- 6. Finance Update**
Verbal report by Finance Manager - Environment Transport and Development
- 7. Date of Next Meeting**
To agree the date of the next meeting.

County Hall

Martineau Lane
Norwich
NR1 2DH

15 March 2012

Enquiries to: Lesley Rudelhoff Scott 01603 222963

Chris Walton

Head of Democratic Service



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

Minutes of the Meeting held on 22 September 2011

Present:

Cllr Graham Plant (Chairman)	Norfolk County Council
Cllr Keith Kiddie	South Norfolk District Council
Cllr Elizabeth Nockolds	Borough Council of King's Lynn & West Norfolk
Cllr Charles Reynolds	Great Yarmouth Borough Council

Also Present:

John Birchall	Norfolk County Council
Michael Chillingworth	Great Yarmouth Borough Council
Martin Chisholm	Borough Council of King's Lynn & West Norfolk
David Collinson	Norfolk County Council
Nick Davison	Norfolk Constabulary
Tim Durell	South Norfolk Council
Paul Durrant	Breckland Council
Jill Fisher	North Norfolk District Council
Sarah Gibb	Norfolk County Council
Richard Hearle	Mott MacDonald Ltd
Gary Hewett	Norwich City Council
Cllr Keith Johnson	North Norfolk District Council
Chris Kutesko	Norfolk County Council
Peter Warner	Great Yarmouth Borough Council

1. Apologies

There were no apologies.

2. Appointment of Chairman

2.1 Mr Plant was appointed as Chairman.

3. Declarations of Interest

Mr Plant declared an interest as a Member of Great Yarmouth Borough Council (GYBC).

4.1 Inception Report

- 4.1.1 The Committee received the Inception Report (Item 4) which provided background information on the Civil Parking Enforcement (CPE) project, together with the draft Terms of Reference of the Joint Committee.
- 4.1.2 David Collinson gave background information concerning the new Joint Committee and a map was circulated which set out the areas to be enforced by the 3 local authorities to whom the CPE functions were delegated through the Joint Committee. These are South Norfolk District Council (SNDC), The Borough Council of King's Lynn and West Norfolk (BCKLWN) and GYBC.
- 4.1.3 During discussions, the following comments were noted:

- All areas subject to traffic orders had been reviewed and anomalies corrected. All yellow lines were subject to periodic maintenance and an ongoing maintenance programme. Whilst there would never be 100% compliance, communications would be constantly developed and improved to ensure that maintenance was expedited as soon as possible.
- Missing and faded yellow lines and missing signs had been targeted in the summer highway maintenance programme. Ongoing maintenance and repairs should be carried out within 28 days of the works order issue. Maintenance reporting and monitoring procedures were being put in place in order to highlight defects and meet repair targets.
- It was important to ensure any reasonable penalty charge income stream was not compromised by inadequate signs and lines. Whilst CPE was not a revenue making venture, any surplus income would be retained by NCC as highway authority and be ring-fenced for transport related expenditure. The Joint Committee would have input into how the income should be spent.
- Two notice processing 'stand-alone' back office centres would be operated, one by BCKLWN and the second by GYBC. Norwich City Council had already implemented CPE by agreement with Norfolk County Council (NCC) and currently operated a stand-alone back office.
- Borough and District Council officers would undertake the day-to-day running of the project and would therefore be reactive to local requirements. Any major problems or issues could be brought to the Joint Committee's attention.
- There was a budgeted allocation of enforcement resources for each district area and the amount of resources at any one time in each area has been prescribed in the business plan – it was accepted that there might need to be amendments to these enforcement allocations in the light of operational experience gained.
Action: David Collinson agreed to re-circulate the confidential financial information to the districts.
- Officers were conscious that the implementation of CPE would impact on the public so a communication plan was under development. John Birchall gave a short presentation on the current state of the CPE website details of which can be found at:
http://www.norfolk.gov.uk/Travel_and_transport/Roads/Traffic_management/Parking/Parking_enforcement/index.htm

This was work in progress and refinements would continue to be made up to and beyond the launch date. The site would contain easy links to District Council

websites and the site would be kept as simple as possible. In the run up to the launch officers would be working closely with the media to ensure the public were informed about the changes.

- Parking tickets will contain clear information to ensure people will know how, when and where to pay their penalty charges.
- The Police position was that they will work closely with the councils and the Police call centre will continue to provide a good quality of service; signposting people to the correct contacts with regard to parking. The Police have a very good, robust communication plan in place to provide information to members of the public and it was anticipated that over a period of time the number of calls to the police would reduce. The Memorandum of Understanding which has been drafted would help to ensure the public receive useful information after CPE is implemented.

4.1.4 Keith Johnson said that the previous North Norfolk District Council (NNDC) administration had chosen not to accept delegation of CPE functions and NNDC's Cabinet Members were concerned that NNDC may now find themselves marginalised although they wanted a strong voice on the Joint Committee. The Chairman advised that the delegated functions agreement was between NCC and GYBC, SNDC and BCKLWN. However, all councils could be influential during discussions. Negotiations had taken place over 18 months and if NNDC now wished to sign up an agreement they would not be precluded from doing so; however this would have to be a discussion for the future. For the present, the District Councils who were not carrying out CPE and the Police were able to attend Joint Committee meetings but were not able to vote on issues. If any of these District Councils wished to take on an executive function to provide enforcement services this would be put to the Joint Committee.

4.1.5 Keith Johnson accepted this position and advised that NNDC's goal was to have voting rights on the Joint Committee.

4.1.7 Mr Reynolds had been asked by GYBC Scrutiny Committee to pass the comment that they hoped the introduction of CPE would be undertaken sympathetically.

4.2 Terms of Reference

4.2.1 The draft Terms of Reference were received and the following amendments agreed:

- Paragraph 1.2 to read: "Each Council shall appoint a named substitute."
(**Action:** Members are requested to forward the name of their named substitute to the Committee Officer.)
- Paragraph 1.5 to read: "The Chairman of the Joint Committee shall be the member for the County Council. In his or her absence the County Council named substitute member will take the Chair."
- Paragraph 3.17 to read: "The Joint Committee and the Councils shall provide the County Council with all information reasonably required to enable it to fulfil its obligations as Traffic Authority including, but not limited to making available in so far as is reasonable, its most appropriate officer(s) for personal interview."
- Paragraph 6.1 to read: "Where matters of an urgent nature arise a meeting of the Joint Committee shall be called, subject to the Chairman's agreement."

RESOLVED:

4.2.2 Following the above amendments the Committee **agreed**:

- the Terms of Reference;
- Membership;
- Voting rights;
- Roles and responsibilities;
- That meetings should be held twice yearly in March and September commencing at 2pm. Dates will be circulated as soon as possible;
- That the meetings should be held in public but members of the public would only be able to speak if the Chairman's agreed that they could do so.

4.2.3 The Committee further **agreed** that the Chairman, Mr Plant, should represent the four parties who were members of the Joint Committee at the Parking and Traffic Regulation Outside London Adjudication Joint Committee (PATROLAJC).

4.3 Thanks to the Police Authority

Members offered their thanks to the Police Authority who had been very helpful to the District and County Councils.

The meeting concluded at 4.25pm.

CHAIRMAN



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Progress Report

Report by the Director of Environment Transport and Development

Summary

This report provides information on the development of the Civil Parking Enforcement project since its introduction on 07 November 2011, together with details of those operational issues which have become prominent. The report also provides draft outline details of future developments, including the introduction of a set of Parking Principles. These will be followed in due course by an Assessment Guidance document which should be used in considering the introduction of parking management measures to improve the long term financial sustainability of the CPE scheme.

The Joint Committee is asked for its views on:

(1) the schools parking issue and the options presented for possible future action

(2) the parking principles and whether these are considered appropriate for adoption by district councils as well as the county council (see separate report Item 5)

1. Background

- 1.1 Norfolk County Council (NCC) as local traffic authority has a network management duty under Part 2 of the Traffic Management Act 2004 (TMA) to secure the expeditious movement of traffic on its road network and to make arrangements as it considers appropriate for carrying out the action to be taken in performing that duty. This network duty cannot be delegated to District Councils.
- 1.2 In order to assist in meeting its TMA responsibilities, the County Council has introduced Civil Parking Enforcement (CPE) in Norfolk (outside Norwich) with effect from 07 November 2011. Under CPE, the enforcement of on-street parking restrictions has ceased to be the responsibility of the Police (and their Traffic Wardens) and passes to the local traffic authority. The Police remain responsible for endorsable traffic offences.
- 1.3 One of the benefits of CPE is to permit the introduction of a common enforcement service for both on-street and off-street parking by Civil Enforcement Officers (CEOs). This allows the service (including the resulting administration, processing and queries through the Central Processing Units) to be more uniform (for example by issuing common Penalty Charge Notices (PCNs)) and efficient for all users.
- 1.4 A main benefit of CPE is that the local control of on-street parking can enable consistent, efficient and effective enforcement provision across the county, thereby assisting the traffic authority to use its network management duty in such a way as to focus on key issues such as highway safety, accessibility and local environment. Consequently, CPE can be used to benefit both business and the community, to introduce/enforce Traffic Orders and to set up new measures as may be identified in Parking Principles and the Traffic Management Programme. More fundamentally, it ensures at least an essential level of enforcement.
- 1.5 The CPE business case is based on the premise that any on-street income generated from CPE either through PCNs, pay and display or permit charging is retained and

offset against the cost of the scheme and its ongoing enforcement. In addition, where there is an operational surplus, this can be used to support parking operation and other transport initiatives. This does not affect the revenue generated through off-street car parks, which are owned by the district councils who will continue to exercise their own controls.

- 1.6 Within Norfolk (outside Norwich), CPE is being operated by the delegation of functions jointly and severally to the Borough Council of King's Lynn and West Norfolk (BCKLWN), Great Yarmouth Borough Council (GYBC) and South Norfolk District Council (SNDC).

2. **Current situation**

2.1 **Operational Position**

- 2.1.1 Civil Parking Enforcement commenced across most areas of Norfolk on 07 November following an intensive programme of staff training, equipment procurement and changes to the penalty charge notice processing systems. There were no insurmountable problems which compromised the hand-over of enforcement duties from the Police to the local authorities.

- 2.1.2 Approximately 6000 penalty charge notices were issued in the 12 weeks from 07 November to 31 January of which less than 10% have been cancelled as a result of motorist challenges or representations.

- 2.1.3 Dialogue has continued with the Police to ensure that there is agreement over the precise division of responsibilities, given that the Police are still responsible for enforcing moving traffic offences as well as where vehicles are parked on pedestrian crossings or where there is physical obstruction of the carriageway, footway or an exit from premises. A Memorandum of Understanding has been prepared which is now ready for signing on behalf of the Police and the Norfolk Parking Partnership.

2.2 **Current Development Issues**

- 2.2.1 Although there have been a number of issues which have become apparent since CPE was introduced, these are not in general considered to be more numerous nor more serious than would have been expected with such a significant change of operation.

- 2.2.2 One area of ongoing discussion with the Police is the use of temporary no waiting cones which the Police formerly placed on the highway for a wide variety of events, ranging from low key informal use at funerals, weddings, removal vans to large events such as race meetings, carnivals, shows, fetes and fairs etc.

- 2.2.3 Recent internal Police legal advice has been that in some circumstances, no waiting cones may be considered to be unauthorised obstructions in the highway with consequent potential liabilities on whoever placed them in the event of being struck by a vehicle. The police advice appears to be based on the pre planned nature of many events requiring temporary Traffic Regulation Orders (TROs) to be introduced rather than relying on the extraordinary circumstances provisions of the Road Traffic Regulation Act. The irony is that this significantly increases costs and administration at a time when the Government is trying to cut 'red tape' and reduce such bureaucracy. Discussions are therefore ongoing with the Police in an attempt to find a satisfactory solution, particularly in view of the large number of events taking place this year connected, for example, with the Jubilee and with the Olympic Games.

- 2.2.4 Another issue which has become apparent since the introduction of CPE is concern about parking adjacent to schools, almost always generated by parents etc dropping off and picking up their children. There appear to be two main themes associated with parking at schools, concerns about the safety of the children attending the schools and nuisance caused to adjacent residents. Of these two, safety is considered the more important issue.

- 2.2.5 Fortunately, road safety records show that there isn't a high incidence of accidents involving children in the immediate vicinity of schools when compared with other road safety issues across the network. Nevertheless it is recognised that this is a high profile issue which generates public concern and which appears incapable of solution by any one measure alone. In the circumstances, a range of measures which could potentially contribute to enhancing road safety outside schools is being considered. This could include facilitating the enforcement of School Keep Clear markings at school entrances.
- 2.2.6 School Keep Clear Markings are effectively advisory markings which point out to parents etc that they should keep away from the immediate vicinity of school entrances, even if they are just dropping off or picking up school children. They are only enforceable if a complementary School Clearway Order is introduced and 'no stopping' signs installed.
- 2.3 Options for consideration (school parking)**
- 2.3.1 Whilst they were responsible for parking enforcement, the Police have historically made an occasional presence available at school sites where problems had been reported and action could be taken in the case of obstruction, by directing traffic to move on and/or by issuing fixed penalty notices. These powers are not available to Civil Enforcement Officers (CEOs).
- 2.3.2 There are policy issues to consider about taking action where there is no accident record. Additionally, it could be considered that the parking problem at schools actually slows traffic and potentially reduces accidents. An option would therefore be to maintain the status quo ie for School Keep Clear markings to remain advisory only and for CEOs not to attend at school sites.
- 2.3.3 Alternatively, the status quo could be maintained generally but with potential for School Clearway Orders and signs to be introduced on a case by case basis at schools where there are known to be severe parking problems and where there is sufficient potential for effective enforcement to be carried out. The estimated cost of carrying out this work is approximately £1000 per school and there would be on-going operational cost implications of CEO deployment.
- 2.3.4 The opposite extreme would be a programme for TROs to be introduced at all school sites with Keep Clear markings. The cost of introducing Orders and appropriate signing at all schools has been estimated at up to £150,000. In practical terms, a large number of school sites would effectively remain unenforced as they would not be situated in areas where there are other parking restrictions and consequently would not be within CEO beats. This is not therefore considered a proportionate nor an effective measure.
- 2.3.5 A hybrid option has also been suggested whereby School Clearway Orders are introduced at all schools which currently have Keep Clear markings but signing and enforcement are only carried out where there are known to be problems. Should issues subsequently arise at other schools which are considered to be enforceable, signs etc could then be erected without the need to introduce new Orders. There are however several problems associated with this suggestion, not least that all school sites would need to be surveyed and any existing non-compliant markings rectified. The overall costs would therefore be unlikely to be significantly less than carrying out the full signing works at all schools as per 2.3.4 above.
- 2.3.6 The views of the Joint Committee are sought on the issue of parking adjacent to schools including the options for possible future action outlined above.

2.4 Future Developments

- 2.4.1 It is important to consider the financial viability of CPE in operation. Guidance states that a CPE operation must not be seen by traffic authorities in isolation or as an income generator and should contribute to their parking strategy objectives, including

managing the traffic network to ensure expeditious movement of traffic for users. While the objective is not to generate income, financial breakeven as a minimum is needed to reduce long term dependency upon other funding streams.

- 2.4.2 The current model relies on limited revenue opportunities generated from unpredictable levels of PCNs, together with some of the surplus produced by on-street charging in Great Yarmouth (previously ring-fenced for transport related expenditure in the Borough). Although the business case predicts that the use of this surplus should be sufficient to cover the operating deficit in the short-term (and this is the basis on which CPE has been supported by GYBC), it is unsustainable into the future as the income stream is too heavily reliant on PCN revenue. NCC Cabinet has therefore recommended that we should seek to increase on street revenues from sources other than PCNs and locations other than Great Yarmouth in order that we may move forward to a sustainable longer term solution. Such measures will need to include detailed consideration of introducing additional on-street charging.
- 2.4.3 At present, the way that local authorities deal with parking is set out in high-level documents such as the county council's Local Transport Plan and the district councils' Local Development Frameworks. However, these documents are high-level and provide little detail about parking.
- 2.4.4 The submission to government for civil parking enforcement powers contained a parking strategy. This however, is now largely out of date since it was based on the provisions of the county council's 2nd Local Transport Plan (LTP) (adopted in 2006 and now replaced by the 3rd LTP) and the saved policies in district councils' local plans which date back as far as the 1990s, and which are being replaced by the suite of Local Development Documents. The CPE submission to government gave a commitment to a review of the parking strategy. In addition, since that time, there has been a new government, which has set its own transport policy.
- 2.4.5 It is proposed that this parking strategy will be replaced by a lighter touch set of parking principles. These principles, which are the subject of a separate report to this Joint Committee, are intended to be used to provide a steer on how to address parking across the county in conjunction with the different local circumstances that exist in particular places. The goal is that these can be adopted by the county council and the district councils across Norfolk.
- 2.4.6 The parking principles do not include sufficient detail to provide a framework for assessing the merits of parking proposals, either individually or on an area wide basis. A Parking Management Assessment Guidelines document, setting out the process for taking forward changes to parking provision is therefore currently being prepared.

3. Resource Implications

3.1 Finance:

- 3.1.1 There are financial implications resulting from the implementation of CPE, including legal and contractual procedures to be undertaken, equipment and software to be procured. NCC has currently both revenue and capital budget allocations to cover the costs of CPE implementation. There are no further budget allocations after March 2013.
- 3.1.2 The capital costs of implementing CPE are £250,000 for equipment, including hand held computers and vehicles and software upgrades. No future capital requirements are envisaged as equipment renewals and upgrades etc will be charged to the CPE on-street operating account.
- 3.1.3 An important issue to consider however is the financial viability of CPE in operation. Guidance states that a CPE operation must not be seen by traffic authorities in

isolation or as an income generator and should contribute to their parking strategy objectives, including managing the traffic network to ensure expeditious movement of traffic for users. While the objective is not to generate income, financial breakeven as a minimum is needed to reduce long term dependency upon other funding streams.

- 3.1.4 The current model relies on limited revenue opportunities generated from unpredictable levels of PCNs, together with some of the surplus produced by on-street charging in Great Yarmouth (previously ring-fenced for transport related expenditure in the Borough). Although the business case predicts that the use of this surplus should be sufficient to cover the operating deficit in the short-term (and this is the basis on which CPE has been supported by GYBC), it is unsustainable into the future as the income stream is too heavily reliant on PCN revenue. NCC Cabinet has therefore recommended that we should seek to increase on street revenues from sources other than PCNs and locations other than Great Yarmouth in order that we may move forward to a sustainable longer term solution. Such measures will need to include detailed consideration of introducing additional on-street charging.
- 3.1.5 The District Councils to whom the functions are delegated have accepted no financial liability arising out of or in relation to the on-street enforcement service. The Joint Committee will be aware of the financial risks that this poses to the County Council and will appreciate the need for partnership working to mitigate these risks as far as possible.
- 3.2 **Staff:** Staffing is a key issue for the implementation of CPE. The District Councils employ back office and/or enforcement staff (CEOs), including those transferred from the Traffic Warden service in accordance with the Transfer of Undertaking (Protection of Employment) Regulations 2006 (TUPE). Staff have been trained to undertake CPE duties, including on-street enforcement and there will be a need to roll out common procedures as new and replacement staff are taken on. The County Council has taken on the parking manager function to monitor the delegation and ensure our statutory duties are discharged.
- 3.3 **Property:** No requirements other than those associated with the staff to be engaged on CPE duties.
- 3.4 **IT:**
 - 3.4.1 To function efficiently and economically a CPE scheme must base its administration and ticketing facilities on established hardware and software systems which, where appropriate, are compatible with other highways and traffic regulation management systems. For such systems to function at the peak efficiencies good telecommunication links are also necessary.
 - 3.4.2 The CPE back office function is being undertaken by both BCKLWN and GYBC. The County Council has been responsible for the costs of converting the existing software to operate CPE and funding the hand held terminals for operation by on-street enforcement staff.
 - 3.4.3 The benefits to the CPE operation in having an ICT solution for the management of Traffic Regulation Orders has been investigated in detail and a process is currently being implemented. The benefits of such a process expand beyond the CPE requirements.

4. **Other Implications**

4.1 **Legal Implications:**

- 4.1.1 The Delegated Function arrangements as implemented are subject to an understanding that ultimate responsibility for proper conduct and management will continue to lie with the County Council.

- 4.1.2 As an executive function, the legal basis for the delegation is under section 19 of the Local Government Act 2000 and the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2000 which leaves the executives of the District Councils to assume responsibility for it.
- 4.1.3 A formal agreement between all four parties has been signed which sets out the basis of the arrangements, financial matters and the appropriate management structure for the delegation of functions. For information, the agreement is subject to the statutory rights and duties of the County Council.
- 4.1.4 Implementation of CPE has required a Designation Order to be prepared by the DfT and for a Statutory Instrument to be signed by the Minister and laid before Parliament.
- 4.2 **Equality Impact Assessment (EqIA):** A detailed assessment of the changes (if any) considered likely to result from the introduction of CPE has been carried out. A broad assessment is that a more focussed and visible enforcement service should be beneficial, particularly for pedestrians and disabled drivers.
- 4.3 **Communications:** A communications strategy and key stakeholder consultation have been implemented. A Norfolk Citizens' Panel survey in 2009 explored attitudes to parking enforcement. On-line consultation has been undertaken with businesses and local councils through the 'Norfolk Matters' and 'Business Matters' electronic newsletters to help establish these key stakeholders' parking enforcement priorities. The wider public have been kept informed through council magazines, including updates in Your Norfolk. (where appropriate). A Stakeholder Communications Mapping exercise is currently underway.
- 4.4 **Health and Safety Implications:** The better enforcement of waiting restrictions should make a positive contribution to road safety, particularly where the incidence of footway parking can be reduced. (where appropriate)
- Other Implications:** Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

5. **Section 17 – Crime and Disorder Act**

- 5.1 It is considered that the presence of identifiable uniformed personnel patrolling the streets during daytime, and in some locations up to the early hours of the morning, can arguably do much to increase the public's perception of safety and lead to a reduction in anti-social behaviour and opportunist crime. Whilst the overall level of on-street parking enforcement resource has not changed significantly from that previously provided by the traffic wardens, its visibility has increased particularly where the same enforcement staff undertake both on and off street enforcement duties in an area.

6 **Action Required**

- 6.1 The Norfolk Parking Partnership Joint Committee is asked for its views on:
- (1) the schools parking issue and the options presented for possible future action
 - (2) the parking principles and whether these are considered suitable for adoption by the district councils as well as the county council (see separate report Item 5)

Background Papers

The Civil Enforcement of Parking Contraventions Designation Order 2011 No. 2431

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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Parking Principles

Report by the Director of Environment, Transport and Development

Summary

One of the factors influencing the economic well-being of market towns and urban areas is the provision of publicly available parking. Parking supply influences how people travel, which in turn impacts on traffic congestion, air quality and carbon emissions. It also has significant implications for revenue generation as well as viability of civil parking enforcement, Park and Ride, and public transport more generally. It is therefore important that there is a clear strategy for parking provision across the county, taking account of all of these different factors and particular local circumstances.

A set of Parking Principles has been under development by the county council working with district council officers. The draft principles are attached as Appendix A and set out guidelines for how the local authorities would deal with requests for changes to parking principles, putting these decisions in the context of wider policy around economic vitality, sustainable transport, financial drivers and enforcement practicalities.

The aim of the principles is that they can be used to help in authorities' decision-making: in responses to enquiries from the public; to support objectives including supporting the economy and encouraging sustainable transport; and provide policy context for operation of civil parking enforcement (CPE) powers.

Principles are being worked up now because a commitment was given to government (in the county council's application for CPE) that we would update and replace our parking strategy in the light of adopting our new Local Transport Plan. The principles will help guide decisions taken about changes to parking restrictions and management to ensure that they support the effective operation of CPE.

The principles have been developed in collaboration with district councils and it is hoped that they can be adopted by all districts as well as the county council. However, recent comments by district council officers suggest that at least some districts may now have reservations about adopting the principles. It is not practical to have a set of principles that have been adopted by some district authorities, and not by others. Therefore, unless all district councils choose to adopt them, they will have to be redrafted – taking out guidance referring to decision-making on district council parking stock – and adopted by the county council only.

Once the principles have been agreed, local authorities (or the county council only) could start to use them to help guide parking provision and management. Decisions about individual changes on the ground (yellow lines, resident only parking, etc.) would be taken in the usual way, involving consultation on each individual scheme with the local community, advertisement of traffic regulation order and Member decisions in the case of objections. An accompanying report on the agenda deals with the drafting off an implementation guidance document that would cover the process for taking these individual decisions.

Action Required

Members are asked to comments on the draft principles; in particular to indicate whether district councils will want to adopt them.

1. **Background**

- 1.1. The Parking Principles deal with public parking, ie that which is available for anyone to use whilst they go about their personal business. They therefore cover on-street parking, and off-street parking in places such as public car parks. They do not cover parking for a dedicated use; eg supermarket car parks, office car parks, residential parking.
- 1.2. The provision of public parking can affect a number of things including the overall economic well-being of a town centre, and is a major determinant in how people choose to travel. Cheap, readily available parking in a town centre might appear attractive but could lead to problems of congestion and may well undermine the provision of public transport. The availability and cost of parking in urban area has an effect on whether Park and Ride, or public transport more generally, is viable.
- 1.3. Local authorities across Norfolk now enforce both on and (most) off-street parking. Revenues from penalty charge notices and on-street charges are used to finance the civil parking enforcement regime (eg the cost of enforcement wardens) with any surplus from on-street charging being channelled back into traffic management schemes.
- 1.4. At present, the way that local authorities deal with parking is set out in high-level documents such as the county council's Local Transport Plan and the district councils' Local Development Frameworks. However, these documents are high-level and provide little detail about parking.

The submission to government for civil parking enforcement powers contained a parking strategy. This however, is now largely out of date since it was based on the county council's 2nd Local Transport Plan (LTP) (adopted in 2006 and now replaced by the 3rd LTP) and the saved policies in district councils' local plans which date back as far as the 1990s, and which are being replaced by the suite of Local Development Documents. The CPE submission to government gave a commitment to a review of the parking strategy. In addition, since that time, there has been a new government, which has set its own transport policy.

- 1.5. This parking strategy will be replaced by a lighter touch set of principles, supported by an implementation document setting out the process for taking forward changes to parking restrictions on the ground (also on this agenda). These principles will be used to provide a steer on how to address parking across the county in conjunction with the different local circumstances that exist in particular places. The goal is that these can be adopted by the county council and the district councils across Norfolk.
- 1.6. There are currently a number of issues that would benefit from adoption of principles. These include:
 - Helping to set in context parking management in urban areas, and its relationship with Park and Ride
 - How to address the desire to introduce permit schemes (eg parking for residents only) on-street parking charges, time restrictions, or other changes in some areas
 - Supporting the development of action plans and strategies in areas of growth by enabling a co-ordinated approach to parking
 - Providing guidance to officers making decisions in response to requests from the

public about parking restrictions or provision.

- 1.7. It is important that changes on the ground are considered in the context of the financial situation. The principles do not provide a green light that parking will be amended in accordance with the guidance in the principles. Changes will only be made where there is a strong, well supported case for which funding can be found. This will mean that many proposals could only be taken forward if external funding is forthcoming (or the proposals are self-financing), and this funding would need to take into account not only the design and implementation costs but also any ongoing revenue issues like upkeep of equipment.
- 1.8. In relation to CPE it is important that principles can be agreed to provide the basis for decision-making on parking provision and management. This will affect the revenues generated through CPE, both in terms of on-street parking charges and enforcement. Although CPE is not a means of generating income, it is nevertheless important that its operation is financially viable.

2. **Parking principles**

- 2.1. The aim of the principles is to have a set of concise, easy to understand statements that will be helpful to customers and can be used, together with consideration of the particular local circumstances that exist, as a guide to assist local authorities (county and district councils) in decision-making on:
 - How authorities plan, provide and control provision of car parking (numbers of spaces, charging regimes, lengths of stay, etc.)
 - How authorities manage their own stock, noting that car parking often provides a source of revenue
 - Putting car parking provision in the context of facilitating effective delivery of other services and objectives (to ensure economic vitality, encourage people to travel sustainably, consistency of policy in relation to CPE operation).
- 2.2. The principles cover publicly available parking represented by:
 - On-street parking
 - Off-street public parking (not parking for dwellings, offices, supermarkets, etc.)
 - Time limits and pricing structures
 - City, town and rural parking
 - Parking at transport interchanges
 - Disabled parking
 - Residential parking
 - Retail / business parking
 - Seasonal, eg tourist
 - Motorcycle parking
 - Bicycle parking
 - Bus and inter-urban / tourist coach parking
 - Heavy goods vehicle (HGV) parking / loading and unloading facilities.
 - Park and ride.
- 2.3. A copy of the draft principles is attached at Appendix A. These have been updated since the previous round of discussions, taking into account comments received at the county council's Overview and Scrutiny Panel, from districts and from other sources – eg internal county council meetings.

3. **Adoption of the principles**

- 3.1. The draft principles have been developed in conjunction with the district councils and it is hoped that they can be adopted by all districts as well as the county council. However, recent comments by district council officers suggest that at least some districts may now have reservations about adopting the principles. It is not practical to have a set of principles that have been adopted by some district authorities, and not by others. Therefore, unless all district councils choose to adopt them, they will have to be redrafted – taking out guidance referring to decision-making on district council parking stock – and adopted by the county council only.

This will make the principles weaker. In particular, there will be no consistent guidance across the county to help inform decisions about off-street parking provision and management. In the absence of a clear indication of how off-street parking will be managed the basis for decision-making is unclear, and requests for initiatives – such as Park and Ride or residents parking – might not be able to be progressed.

- 3.2. Members of the joint committee are asked for views about whether the county council should continue to draft the principles on the basis that they will be adopted by all district councils; or whether references to guidance about decision-making on off-street provision should be removed so that they apply only to the parking provision that is the responsibility of the county council.

4. **Resource Implications**

- 4.1. Parking can be a source of revenue for authorities as well as a drain on resource through cost of providing and operating parking or implications for other local authority services such as Park and Ride. The parking principles recommend that the financial implications of decisions need to be considered as part of any changes made and that new initiatives will be made only where funding can be found from external sources and/or the initiatives are self-financing.
- 4.2. **Staff:** Staff resources for enforcement are a matter for CPE and may need to be reviewed over time in the light of any significant changes to parking provision and management as and when changes are introduced on the ground.

5. **Other Implications**

- 5.1. **Equality Impact Assessment (EqIA):** Implementation of the parking principles should bring equality benefits, for example in respect of provision of parking for people with disabilities. In the main however equality impacts will need to be considered when changes are being considered on the ground.
- 5.2. **Any other implications:** Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

6. **Section 17 – Crime and Disorder Act**

- 6.1. Crime and disorder implications will need to be considered when changes are being considered on the ground.

Action Required

- (i) Members are asked to comments on the draft principles; in particular to indicate whether district councils will want to adopt them.

Background Papers

Appendix A: Draft Parking Principles

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 and ask for _____ or textphone 0344 800 8011 and we will do our best to help.

Item 4 Appendix A: Parking Principles

Introduction

Car parking is a key determinant affecting a range of factors including the economic buoyancy of town centres and how people choose to travel. The availability and pricing of car parks, together with how long people are allowed to park for affects economic vitality, growth, traffic demand, sustainable transport, mode shift and air quality. It is widely recognised that the parking end of a private vehicle trip is one of the strongest factors affecting private vehicle trip decision making and usage. The parking principles recognise that in a largely rural area like Norfolk, account needs to be taken of the fact that, for many trips, travel by car will be the only realistic option.

This note sets out draft parking principles that can be used, together with consideration of the particular local circumstances that exist, as a guide to assist local authorities (county and district councils) in decision-making:

- How authorities plan, provide and control provision of car parking (numbers of spaces, charging regimes, lengths of stay, etc...)
- How authorities manage their own stock, noting that car parking often provides a source of revenue
- About when, or if, changes will be made to parking restrictions, setting out that major initiatives like residents parking schemes would be undertaken only where funding can be secured from outside sources – like district / town councils – or fully funded from CPE. This funding requirement includes feasibility, design and implementation, and ongoing revenue.
- To put car parking provision in the context of facilitating effective delivery of other services and objectives (to ensure economic vitality, encourage people to travel sustainably, consistency of policy in relation to CPE operation).

The intention is to have a clear set of principles that can be applied consistently across the county with the aim of supporting the economic vitality of the county.

The principles do not provide a green light that parking will be amended in accordance with the guidance in the principles. Changes will only be made where there is a strong, well supported case for which funding can be found. This will mean that many proposals could only be taken forward if external funding is forthcoming (or the proposals are self-financing). This funding would need to take into account not only the design and implementation costs but also any ongoing revenue issues like upkeep of equipment.

Background to parking provision

Public parking facilities covered include parking on-street and in off-street car parks. On-street, parking is not a right but is permitted (provided it is safe and doesn't cause an obstruction) unless there is a traffic regulation order specifying otherwise. A traffic regulation order may prohibit parking (shown by yellow lines), or restrict it (eg applying a time restriction). The county council is responsible for managing on-street car parking, although in Norwich this is carried out by Norwich City Council on behalf of the county council.

Off-street public parking is generally provided in car parks, operated by district councils or private companies. Most car parks in Norfolk are operated by the district councils except in Norwich where a substantial amount of the off-street stock is run by private car park operators alongside some city council car parks. Regulations applying to off-street car parks are covered in off-street parking orders and set out for motorists through signing at the car park.

What the principles cover

These parking principles cover public parking only. They do not cover the numbers of spaces at new development. Norfolk County Council's Parking Standards and district councils' development management policies will be used for this purpose. Additionally, they do not cover parking provided for individual premises like supermarket car parks.

The parking principles do not cover public transport facilities like bus stops, coach dropping-off facilities or taxi ranks. These facilities are important and are part of the general provision that local authorities make, usually on-street. Although they would have to be considered as part of general consideration of the different competing demands for kerb space, they are not considered as part of this guidance.

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Core principles – amount and location of parking

Whole settlement parking management

1 Parking management forms part of a wider set of complementary traffic management measures that affect places, including how they perform economically and how they feel to people who live there or visit. It is important that the context of the whole settlement is taken into account when thinking about parking, rather than simply considering what to do with parking at an individual location. This will allow consideration of factors including how parking (or the control of it) might affect the economic vitality of an area, and how changes in one location might have knock-on effects elsewhere in the settlement.

2 Whole settlement parking management plans should take into account, amongst other things, relevant Local Development Documents, *Connecting Norfolk* (the county's 3rd Local Transport Plan) and any detailed transport implementation plans that may have been produced. If restrictions are to be introduced, removed or changed, consideration will have to be given to how effective enforcement of any restrictions can be carried out and to how the changes might affect parking revenues (for example if charges are to be introduced or curtailed).

3 There will clearly be a cost to undertaking a parking study or plan, and this may be relatively large across towns or urban areas. Such studies should only be undertaken where external funding can be found, or the proposals are self-financing (eg from permit or other parking charges).

Parking Principle 1: Whole settlement parking management

Parking management will be considered across the whole settlement taking into account, amongst other things: economic vitality, parking demand and supply, displacement of parking demand, sustainable transport and highway safety. Changes to restrictions should consider how effective enforcement of any restrictions can be carried out and to how the changes might affect parking revenues.

Whole settlement parking management plans will only be undertaken where funding can be identified.

Amount and location of parking within settlements

Note: In the following principles:

Urban areas are defined as:

1. Norwich built-up area
2. King's Lynn town and the adjacent built up area
3. Great Yarmouth and Gorleston built-up area.

Towns are defined as:

Acle	Attleborough	Aylsham	Blofield
Bradwell	Brundall	Caister-on-Sea	Cromer
Diss	Dereham	Downham Market	Fakenham
Harleston	Hethersett	Hingham	Holt
Hoveton	Hunstanton	Loddon/ Chedgrave	Long Stratton
Poringland/ Framingham Earl	Reepham	Sheringham	Stalham
Thetford	North Walsham	Wells-next-the- Sea	Watton
Swaffham	Wroxham	Wymondham	

Time periods are defined as:

- Short Term: less than 2 hours
- Medium Term: 2- 5 hours
- Long Term: more than 5 hours.

Urban areas

4 Controlled provision and availability of car parking can play an important part in ensuring the economic buoyancy of areas by enabling people to gain access. It is also one part of a wider set of measures to manage urban traffic congestion and encourage people to use alternative forms of transport. Restricting the number of spaces or limiting the availability of long-stay car parking can have a significant effect on traffic volumes, providing that these measures are complemented by the provision of adequate alternative options, such as park and ride.

5 Given this, it might be considered that there is a 'right' amount of parking to serve the centre of urban areas. This amount of parking would need to take account of the nature of the individual settlement as it is now, and also consider the amount of growth planned in the area. It would be appropriate for consideration of all of these factors to lead to a guideline on the amount of parking that might be appropriate within each of the urban areas. Within Norwich, this is already established, with the guideline amount being expressed as a maximum number of spaces. Whilst a maximum might not be appropriate in the other urban areas, a steer on the overall quantum would be a helpful guide. For Great Yarmouth, the demands for the town centre and the seafront would need to be considered as two distinct, but overlapping, issues.

6 Park and ride can provide alternative long-stay parking provision for urban areas, reducing congestion and emissions from transport. Norwich is currently served by six Park and Ride sites. The Norwich Area Transportation Strategy Implementation Plan (NATSIP) identifies possible expansion of Postwick as park of Postwick hub. It also identifies in the longer term that a further possible site at Trowse could be provided if long term parking provision in the city centre is further reduced. The existing parking balance in Norwich is the controlling factor which dictates that park and ride is currently working as a subsidised service. Park and ride has also been suggested for King's Lynn

and Great Yarmouth, amongst other places. However, in the short term at least, further expansion of existing park and ride systems, or new systems, will be not implemented unless the costs of provision and ongoing operation can be met, eg they operate on a purely commercial basis .

7 Parking for local residents / businesses, through a residents parking scheme may be appropriate in the urban areas, if supported by the local community and identified through the whole settlement parking work (Principle 1). In such cases, a residents parking scheme would be undertaken only where funding can be secured from outside sources or the parking management across the area will be self-financing. This funding requirement includes feasibility, design and implementation, and ongoing revenue. Where such schemes are implemented, the provision of one disabled parking space (which couldn't however be assigned to an individual user or property) per street should be considered.

8 Within urban areas, it has become common practice to sell space in car parks for contract parking. This normally allows companies to buy space in car parks – at a discount – for commuter parking. In some cases this means that parts of urban centre car parks, which according to these principles should favour short-medium stay demand, are being used for long-stay commuter parking. It would be appropriate to limit or restrict this practice, although the limitations would need to be considered on a case-by-case basis, taking into account factors such as the ability of the firms who buy this space being able to attract employees and the overall demand for car park spaces in the urban centre.

Towns

9 The issues within the towns are similar to those described above for urban areas, except that park and ride would not be appropriate due to the size of the settlements and contract parking is not normally an issue. Guidance on the overall quantum of parking in the settlement might be appropriate for the larger towns.

Out of town developments

10 The above principles generally relate to parking for the centre of towns and urban areas. However, there are some places on the edge of settlements that attract parking demand, such as out of town retail parks, supermarkets, leisure centres or business parks. Most will have their own off-street provision provided as part of the development. This will have been thought about as part of the planning process and is covered in other advice: see Parking Principle 13.

11 It might be appropriate to consider parking restrictions, including residents parking in the urban centres, to manage parking demand where there are evidenced problems relating to safety, maintaining or managing traffic flow, or amenity reasons.

Hotspots including coastal villages

12 At hotspots, where demand for parking could exceed available parking supply, restrictions on parking may be appropriate for the purposes of safety, maintaining or managing traffic flow, or amenity reasons.

Rural areas, including villages

13 The demand for car parking is generally lower once outside the urban areas, towns and hotspots like coastal villages. There is often no need for car parking provision over and above what is available on-street and off-street in facilities dedicated for use by visitors to an individual premises (eg offices or supermarkets). In most cases there will be no problem with parked vehicles – either the need for more parking, or from vehicles parking badly on the road. Furthermore, restrictions on parking in more remote areas will be difficult to enforce and is unlikely to be effective in controlling parking.

14 In these locations, the presumption will be that on-street parking restrictions would not be introduced unless there was an evidenced safety problem.

Parking Principle 2: Parking provision (amount and location)

2.1 Parking provision in urban areas

Guidance on the overall quantum of car parking provision for the centre of urban areas (and Great Yarmouth seafront) should be agreed. A guide to the amount of parking will be determined in the context of the whole settlement parking management, and in conjunction with district councils taking into account, amongst other things: the likely future demand for car parking given planned levels of growth; availability of public transport services, walking and cycling; and the total quantum of parking available including such as provided by Park and Ride.

In the centre of urban areas both on and off-street parking should favour short and medium stay demand. Long-stay provision should be provided at edge-of-centre locations or, in the case of Norwich, Park and Ride.

The preference for long-stay parking provision for Norwich city centre is Park and Ride. Further expansion will be considered only where its provision can be funded and where the ongoing running costs can be met. The expectation would be that the ongoing running costs are met from passenger revenue.

For King's Lynn and Great Yarmouth Park and Ride will be supported in policy terms but promoters would need to show how its provision and ongoing costs would be met (both construction and operation in the long-term).

2.2 Parking provision in towns

Guidance on the overall quantum of car parking provision for the centre of towns may be appropriate for the larger towns.

In the centre of towns both on and off-street parking should favour short and medium-stay demand. Long-stay provision should be provided at edge-of-centre locations.

2.3 Parking provision in other areas

Public parking provision over and above what is available on-street would not generally be provided elsewhere (including locations in towns and urban areas away from the centre/edge of centre, in villages, and in rural areas). In such locations, parking should be limited to that associated with individual developments (eg at business parks) agreed through the development management and planning processes. However, additional parking provision may be appropriate at hotspots including coastal villages or where a town serves a large rural hinterland. In such cases demand for parking may regularly exceed available parking supply and provision may be appropriate. This could be charged.

On-street parking would normally be unrestricted away from areas where waiting and loading restrictions are required for highway safety reasons.

Parking Principle 3: Parking provision (time periods and charges)

3.1 Urban areas

The expectation would be that car parking in the centre of urban areas (and Great Yarmouth seafront) – both on and off-street – is charged. This charge should be set at a premium to local scheduled bus services or park and ride services.

On-street parking should be restricted to shorter-stays than off-street and at a higher charge (where appropriate).

It may be appropriate to consider residents parking schemes in the urban areas where there is a proven need and local support. Residents parking schemes would be implemented only where funding for design, implementation and ongoing revenue costs is available. There would be an expectation that the funding comes external sources and / or the proposal will be self-financing.

3.2 Towns

Charges (both on and off-street) in, especially the larger, towns may be appropriate, particularly in the centre of towns where demand exceeds supply, and there are adequate alternatives (in the form of sustainable transport opportunities).

On-street parking should be restricted to shorter-stays than off-street and at a higher charge (where appropriate).

It may be appropriate to consider management of parking in residential areas adjacent to the town centres to avoid problems of overspill parking in these areas. In exceptional cases, residents parking schemes may be appropriate.

3.3 Other areas

Outside of the towns and urban areas on-street parking restrictions would not normally be introduced unless there was an evidenced safety problem.

At hotspots including coastal villages, where demand for parking regularly exceeds available parking supply and is causing a demonstrable problem, on-street parking restrictions may be appropriate for the purposes of maintaining or managing traffic flow, safety, or amenity reasons. Off-street parking provision may be appropriate, and both on and off-street parking provision could attract a charge. The needs of people with disabilities will need to be considered (see principle 5).

Alternative pricing structures

15 The Local Transport Plan for the county, *Connecting Norfolk*, recognises that many trips in Norfolk will continue to be undertaken by car because of the lack of viability of other travel choices for many trips, or simply because people's lifestyles are built around car travel and these habits will be difficult to change. However, car travel can lead to problems including poor air quality and carbon emissions. These problems could be mitigated at least in part by encouraging a greener vehicle fleet, and this can be done through provision of appropriate infrastructure or other mechanisms such as differential charging mechanisms. Differential charging may be more appropriate in situations where people purchase parking over a long period of time; for example residents' parking permits, car park season tickets.

16 The county council is a partner in Evalu8, the east of England arm of government's Plugged in Places initiative, to roll-out charging points for electric vehicles. Charging points provided under this initiative benefit from a central administration function that includes, amongst other things, a user-booking system for the posts. Charging points installed for general public use should be incorporated into this network, branded as Source East.

Parking Principle 4: Alternative pricing structures

4.1 Complementary infrastructure

Complementary infrastructure like charging posts for electric vehicles is appropriate in locations where parking is permitted. This includes both on and off-street parking provision. Public facilities should be part of the Source East network.

4.2 Differential control mechanisms

Differential mechanisms are appropriate to encourage more efficient vehicles. These mechanisms could include differential charging regimes based on recognised categories of vehicle classification (eg CO2 emissions) and apply to on or off-street provision.

Provision for individual user-groups

Facilities for people with disabilities

17 Around one in five people have a disability. One in seven has an impairment that affects mobility. The National Travel Survey shows that access to a car is one of the most important factors in the amount of travelling people do, with many relying on cars to get about. Whether as a driver or passenger, the ease with which people can reach their destination is nearly always determined by where the car can be parked.

18 Government guidance suggests that parking for people with disabilities should no be no further from places like a bank, post office or large store than as little as 50 metres for people who use a stick.

19 However, although it is important to consider facilities for people with disabilities, there will be other competing demands for spaces, especially on-street, including loading and unloading, bus stops, etc... This will need to be considered in the round. Where there is an absolute need to keep the road free from stopped vehicles, loading restrictions might be appropriate to prevent stopped / parked vehicles (including goods vehicles or blue badge holders' cars) disrupting traffic flow.

Parking Principle 5: Parking facilities for people with disabilities

Dedicated on-street parking for people with disabilities should be provided at locations close to services and facilities. The amount of parking will need to be considered on a case-by-case basis taking into account factors such as demand, other competing demands for kerb space, alternative off-street facilities and safety.

Off-street provision should be provided in accordance with relevant guidance relating to the proportion to be provided, its location and its design. Consistent standards across the county relating to factors such as allowing the 1st hour of parking to be free should be aimed for.

Parking for people using public transport

20 Parking at bus and rail stations is useful, even in urban centres where sustainable transport might provide viable travel options, as it encourages people to use the bus or train for the lengthier part of their journey. The amount of parking will need to be assessed in the light of demand and other factors including land availability and other travel options.

21 The expectation is that in the urban areas at least, parking for both bus and train interchanges (where provided) would be charged (ie people would have to pay for it). The assessment would need to consider how charges might affect people's choices including whether they would be discouraged from using public transport and whether charges were likely to result in displacement of vehicles to nearby streets.

22 Charges may be appropriate at interchanges in other locations, but would need to be considered in relation to the whole-settlement parking management in the area: for example whether charges or restrictions applied in other on and off-street provision. Whole-settlement parking management is covered in more detail in Principles 1, 2 and 3.

23 Parking for train services (and airports) normally attracts a charge, especially since much of this provision is provided by train / airport operators who customarily charge. Drivers are therefore likely to expect car parking charges and it would not be unreasonable that all such facilities are charged, where provided, although consideration will need to be given to whether this might displace parking onto nearby streets.

24 At bus interchanges, car parking will not normally be required since most people will be using public transport for the whole of their trip. However, there is experience that in some market towns, drivers are taking advantage of free public car parking facilities in order to leave their car at that town in order to catch the bus into (especially) Norwich. By doing this they can avoid having to drive into Norwich and find, and pay for, car parking during the day. In such cases, it may be appropriate to consider parking controls to avoid commuters to urban areas using the parking facilities that have been designed for visitors to the market towns. These controls need to be carefully thought through in order to avoid commuters choosing to drive the whole way into the urban area rather than using public transport for part of the trip. An alternative to parking control might be to provide dedicated parking facilities for bus users.

25 There is limited capacity for people to carry bikes on trains and so at rail stations secure cycle parking should be provided in order that people can cycle to and from the station. A separate county council document, *Design Spoke*, covers cycle parking in detail and should be referred to when looking at cycle parking provision.

Parking Principle 6: Parking for people using public transport

6.1 Rail stations in urban areas

Car parking at stations in urban areas may be appropriate. Provision will need to be assessed in the light of demand and other factors including land availability and other travel options. Picking up / dropping off facilities should be provided. There is an expectation that parking will be charged.

Secure cycle parking should be provided to meet demand. A proportion of this should be in the form of bike lockers.

6.2 Rail stations in rural areas or in towns

Long-stay parking provision at stations may be appropriate, particularly in areas where public transport services are not so good. There should be provision of picking up / dropping off facilities. There is an expectation that parking will be charged, although an assessment would need to consider any

knock-on effects such as displacement of all-day parking into other nearby areas.

Secure cycle parking should be provided to meet demand. A proportion of this should be in the form of bike lockers.

6.3 Bus stations in urban areas

Car parking at bus stations/interchanges in urban areas may be appropriate. Provision will need to be assessed in the light of demand and other factors including land availability and other travel options. Picking up / dropping off facilities should be provided. There is an expectation that parking will be charged.

Secure cycle parking should be provided to meet demand. A proportion of this should be in the form of bike lockers.

6.4 Bus interchanges in towns

In some towns where there is evidence that people use free parking facilities in the town in order to commute onwards by bus into the urban centres, there may be a need to consider the provision of car parking facilities for the bus interchange / services.

Secure cycle parking, with a proportion in the form of bike lockers, may be appropriate.

Coach and bus parking and facilities in major towns and at tourist hotspots

26 Many visitors arrive in the urban areas by coach. Coach parties may be visiting the town itself or visiting a particular attraction. Coaches will need access into the town with a dropping-off / pick-up point close to, or at, the attraction they are visiting. As well as needing dropping-off facilities close to these attractions, the coaches will need a place to park longer-stay before returning to pick up their passengers. These parking areas will ideally include facilities such as restrooms. In the Norwich area longer-term coach parking at a designated park and ride site is being progressed to overcome the lack of suitable long stay coach parking within Norwich City centre.

Parking Principle 7: Coach and bus parking

7.1 Coach parking

Parking for long-distance buses and coaches is appropriate for major centres or other areas attracting large numbers of coaches. Parking should be conveniently located to, but not necessarily at or adjacent to, dropping-off areas and include facilities such as restrooms.

Cycle parking

27 *Connecting Norfolk* aims to secure a modal shift to more sustainable forms of transport such as cycling. However, people are only likely to cycle if they are confident that there are adequate facilities to put their bikes at, or close to, their destinations. Hence it is important that cycle parking is available at places including transport interchanges, workplaces, shopping centres or visitor attractions. The standard and quality of provision at each of these will be dependent on a number of different factors including how long people will leave their bikes for.

28 A separate county council document, *Design Spoke*, covers cycle parking in detail and should be referred to when considering cycle provision. Parking at interchanges is covered in Parking Principle 6.

Parking Principle 8: Cycle parking

Sufficient bicycle parking, both covered and uncovered, should be provided to meet demand. A proportion of this should be secure cycle storage accessible to both casual and long term commuter users, and the remainder of the Sheffield stand type, meeting minimum spacing requirements.

Facilities for Heavy Goods Vehicles

29 Heavy Goods Vehicles (HGVs) which operate from within the county have to operate from licensed premises; this is generally where HGVs are stored / parked overnight or when not out on business. The county council provides transport advice to the traffic commissioner on HGV operator licensing proposals, which includes an assessment of the adequacy of the site for the number of HGVs (tractor and trailer units) proposed. These facilities are provided by the operator.

30 In addition to this, there may be some HGVs which, whilst on business in the county need to stop overnight. There is some limited evidence of vehicles using laybys. Generally this does not cause a problem, although it's unlikely there will be wash facilities or toilets for the drivers. However, in some cases, it might cause a worry to adjacent residents or a nuisance if the unit has a generator going overnight for refrigeration purposes. Some district councils have secured local bylaws which prevent overnight parking in some lay-bys. The county council would not usually introduce parking restrictions in such cases due to the practical enforcement issues this would create.

31 Although in principle, subject to consideration of the detail, dedicated overnight / rest facilities for HGV drivers are supported, there will be an issue about the cost of constructing and ongoing running of the facilities. Local authorities would not generally provide or run the facilities.

Parking Principle 9: Facilities for Heavy Goods Vehicles

9.1 HGV Layover / rest facilities

Facilities for HGVs would in principle be supported provided there is evidence of need and the costs of provision and ongoing running can be met. These will include appropriate facilities such as toilets and shower facilities.

9.2 HGV loading / unloading facilities in towns and urban areas

Adequate loading facilities either on or off-street within town and urban centres should generally be provided, although consideration will need to be given in each case to the competing demands for kerb space (or off-street facilities).

Motorbike parking

32 Although motorbikes (including mopeds) currently form a small proportion of the vehicles on the roads, they nevertheless provide a travel choice for people who don't want to use, or can't afford to run a car. This might include young people who are able to run a moped before being able to drive a car.

Parking Principle 10: Motorbike parking

Facilities for motorbike parking are appropriate either on-street or off-street in the centres of market towns and urban areas. Provision will need to take account of factors such as demand and other competing demands for kerb space.

General Principles

Adequate maintenance of signs, lines and orders

33 It is important that it is clear to the public the restrictions that are in place. For this reason alone, the signs, lines and traffic regulation orders should be kept in good order and up to date. In addition, *Connecting Norfolk* identifies maintaining the existing asset as a priority whilst, as part of taking on powers for civil parking enforcement (CPE) a review of Traffic Regulation Orders and signing has been undertaken to ensure that they are all in order and that parking restrictions are able to be enforced. In the future the county council will be adopting map-based schedules for traffic regulation orders, which will be an important part of the effective ongoing management of traffic regulation orders.

Parking Principle 11: Maintenance

The county council will endeavour to ensure that signs and road markings for on-street waiting and loading restrictions are inspected in accordance with the Transport Asset Management Plan, and that Traffic Regulation Orders are maintained, accurate and up to date.

District councils (and in the case of Park and Ride sites the County Council) will endeavour to ensure that off-street parking facilities including signs, lines, surfacing and pedestrian accesses are inspected and maintained to a suitable condition and that any orders associated with off-street parking spaces are accurate and up to date.

Quality of parking provision

34 Parking provision needs to be perceived as safe and secure in order that people feel confident using it, and customers will expect a certain quality of provision, particularly where they have to pay to use the facility. These principles do not set out quality standards as it's considered that this should be decided on a case-by-case basis. However, in the design of parking provision, consideration should be given to, amongst other things, lighting, ease of use of pay machines, including for people using a wheelchair or with other disabilities, whether it's necessary to cover the facility with CCTV, whether the facility should be staffed, the quality of information including about charges or time restrictions, and condition of the car park surfacing.

Parking Principle 12: Quality of parking provision

All parking provision should be of an acceptable quality, easy for everyone to use and designed and maintained to give users the confidence that it is safe and secure.

Information about and signing to facilities

35 The amount of parking and the restrictions imposed can be an important factor in determining how people choose to travel and consequently the environment within the town or city centre. Drivers circulating around town centres trying to find parking, or trying to find free (no-cost) parking spaces, can cause congestion. This can be particularly aggravated where drivers queue on the road for car parking, blocking the free circulation of other traffic.

36 Providing drivers with information about car parking can be helpful to address the issues. This information can take many forms including: static direction signs to parking facilities; variable message signs indicating how many spaces are available at car parks, on a real-time basis; or web-based information. Signing is useful, particularly as part of a settlement-wide plan.

Parking Principle 13: Information about and signing to facilities

Adequate signing and information about car parking facilities should be considered where this will help motorists and traffic management within the settlement.

Parking for events and occasions

37 Special events like the Royal Norfolk Show, football matches, firework displays or even Christmas shopping can attract large numbers of motorists within a very short time period. It is very important that events like this are properly co-ordinated and managed to avoid road safety or congestion issues. In Norwich for example traffic marshals are employed at peak Christmas

shopping periods to manage car park queues and avoid queuing vehicles blocking the road network.

Parking Principle 14: Parking for events and occasions

Where events or occasions will attract large numbers of motorists within short periods of time, event management plans will need to be worked up and agreed to manage traffic flows and maintain safety.

Timing of restrictions – including seasonal restrictions

38 Many on-street restrictions apply only to busier periods when there is a need to manage the traffic. Typically, this will apply in towns and urban areas when restrictions have implemented during daytime hours to keep them free of parked cars and hence keep traffic moving. During the quieter evening and night time periods parking may be acceptable to meet demand from, especially, residents. The periods of these restrictions will vary from place to place dependent on the local circumstances. (Typically, restrictions might apply from 8am to 6pm, or 7am to 7pm.) Although the time period might vary from town to town, care should be taken to ensure that restrictions apply consistently across the whole town (ie the time period is the same on different roads across the area). This will avoid motorists being confused about which time period applies to different streets and will make enforcement more practicable.

39 Similarly, where seasonal waiting restrictions apply, the time period should be consistent to avoid confusion. For seasonal on-street waiting restrictions the period should be 1 April to 30 October.

Parking Principle 15: Timing of restrictions – including seasonal restrictions

The time period of daytime only on-street waiting restrictions should be the same across the town or urban area. However, the times may be different for different towns.

Seasonal waiting restrictions should apply from 1 April to 30 October.

Parking around schools

40 Parking around schools is a particularly problematic issue. It may generally be appropriate to manage this parking through on-street waiting restrictions and school-keep-clear markings. However, the restrictions introduced will be dependent on the particular circumstances, to be decided in conjunction with the local community and the school.

Parking Principle 16: Parking around schools

On-street parking restrictions and school-keep-clear markings may be appropriate around schools. The measures will be dependent on the individual circumstances and decided in conjunction with the local community and the school.