

*\*These minutes were amended at the meeting of 14 March 2024. Please view the minutes of that meeting to see the amendment made.*



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

**Minutes of the Meeting Held on Thursday, 14 December 2023  
at 2pm in the Council Chamber, County Hall**

### **Voting Members Present:**

Cllr Lisa Overton-Neal (Vice-Chair)	South Norfolk District Council
Cllr Bal Anota	Borough Council of King's Lynn and West Norfolk

### **Non-Voting Members Present**

Cllr Tim Adams	North Norfolk District Council
Cllr Martin Booth	Broadland District Council

### **Officers Present:**

Hollie Adams	Committee Officer
Martin Chisholm	Borough Council of King's Lynn and West Norfolk
David Disney	South Norfolk and Broadland
Ian Gregory	Better Parking Strategy Manager, Norfolk County Council
Nick Haverson	Highways Special Projects Manager, Norfolk County Council
Miranda Lee	Great Yarmouth Borough Council
David Morton	Borough Council of King's Lynn and West Norfolk
Karl Rands	Assistant Director – Highway Services, Norfolk County Council
*Ralph Burton	Breckland District Council

## **1. Apologies for absence**

- 1.1 Apologies were received from Cllr Graham Plant (Chair), Cllr Daniel Candon and Cllr Lucy Shires (Cllr Tim Adams substituting).
- 1.2 According to the Joint Committee's terms of reference, meetings can go ahead without the County Council Member in exceptional circumstances where the County Council Member has given their agreement in writing. Cllr Graham Plant had given his confirmation by email that he was in agreement that the meeting go ahead in his absence.
- 1.3 Vice-Chair Cllr Overton-Neal was chairing in Cllr Plant's absence.

## **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 David Disney's details as an officer for South Norfolk and Broadland District Council.
- 2.2 The Chair asked for an update on contributions from all districts. The Better Parking Strategy Manager replied that there was no change since the last meeting and no further action had been taken. Other avenues were being pursued for where enforcement costs could be recovered.

### **3. Declarations of Interests**

3.1 No interests were declared.

### **4. Items of Urgent Business**

4.1 No urgent business was discussed.

### **5. Financial & Operational Update**

5.1.1 Norfolk Parking Partnership Joint Committee received the report setting out the financial and operational performance of the Norfolk Parking Partnership during the 2023/24 financial year to date, details of the recent and successful delivery of the Civil Parking Enforcement back-office transfer project and the bus lane enforcement transfer project, which ran in parallel and was linked to the back-office project.

5.1.2 The Better Parking Strategy Manager introduced the report:

- This was the first report of the 2023-24 financial year.
- There was a projected deficit for Norfolk Parking Partnership Civil Parking Enforcement for 2023-24 of £21,860 and projected surplus for Norwich City Council Civil Parking Enforcement of £205,250.
- This report provided a snapshot of the year ahead; by quarter 3 there would be a more up to date forecast.
- At this stage in the year there was a combined net surplus position of £183,390 but the figures would likely change on the receipt of invoices throughout the year.
- The appendices showed a breakdown of the Civil Parking Enforcement costs and incomes received and were discussed in more detail in sections 4.3 and 4.6 of the report.
- Paragraph 4.9 of the report discussed the back-office transfer; the outcomes of this project were that it would provide operational efficiencies and around £100,000 per year in savings. Further details on the progress of this project were given to the Joint Committee by Martin Chisholm
  - Martin Chisholm thanked David Morton and officers from the Borough Council of King's Lynn and West Norfolk Charlotte (Louise and Alex, the web team from the Borough Council) and colleagues from Norwich City Council - for their work in putting the project into action.
  - Residents of Norwich should expect to see a service the same as before the transfer of functions.
  - A cashless pay and display system had been introduced which had undertaken 3110 transactions to date.
  - The number of calls to the call centre had dropped, and the call handling period had been extended.
  - A website had been put in place to coincide with the launch of the Norwich parking service; 550 contacts had been received through this medium.
  - Changes had been made to the visitor scratch cards for residents with parking permits. An option had been put in place for people to purchase digital permits to reduce the lead time for scratch card permits and the risk of these being delayed in the post.
  - Social media was being targeted to the Norwich area to update them on this change in the permits.

## 5.2 The following points were discussed and noted:

- The Chair asked for more information on the visitor permit scratch cards in Norwich. Martin Chisholm explained that in Norwich residents with permit parking were entitled to a permit for those living in the household, a clock permit for those visiting for a short period of time and as a set number of scratch cards for guests staying overnight or longer. Digital permits would allow people to receive these much more quickly as there was a 10 day lead time for scratch cards between ordering and their arrival in the post, compared to a 24 hour lead time between ordering and accessing digital permits on the website.
- The Chair asked for the address of the website set up as part of the back-office transfer of functions. This was confirmed as [www.parkingoperations.co.uk](http://www.parkingoperations.co.uk) and included information on City permits, frequently asked questions (FAQs) on parking matters, a place to pay or challenge a parking notice. This website gave parking services and information on behalf of the Norfolk Parking Partnership, for the whole of Norfolk.
- The Chair asked for clarification on the rationale behind the merging of back-office functions of Norwich City Council and Borough Council of King's Lynn and West Norfolk. The Better Parking Strategy Manager replied that Norwich City Council had its own back-office function dealing with car parking enquiries and Parking Charge Notice appeals and associated functions. Running two back offices was expensive, with many duplicated functions, so a decision was made as part of the budget proposals that the functions would be moved to the Borough Council of King's Lynn and West Norfolk so that there would be one office across Norfolk to handle Penalty Charge Notice payments, parking permits and other back-office enforcement functions. There were no redundancies from this change and no staff were TUPE transferred.
- The Chair asked how this has impacted on the finances of Norwich City Council Civil Parking Enforcement. The Better Parking Strategy Manager replied that the two accounts for Norwich City Council and Norfolk Parking Partnership Civil Parking Enforcement were still running separately. It was being decided at this time how to present the information in future; it might be possible that there would be one account for all of Norfolk, as long as the performance for each area could be separated for review.
- David Disney asked if a breakdown of Penalty Charge Notice data could be provided in the appendices of future reports. Martin Chisholm replied that due to the life cycle of the notices the information would have a 6-month time lag. The Chair suggested this information was provided in future reports, backdated by 6 months to allow for this data to be as up to date as possible. As this information was provided as part of the Norfolk Parking Partnership Key Performance Indicators (KPIs), Martin Chisholm suggested producing some of the KPIs in the next report to for the Joint Committee Members to review which information they would like to receive moving forward.
- Cllr Anota thanked Martin Chisholm and the team at Borough Council of King's Lynn and West Norfolk for their team for their work combining the back-office functions; the service provided since the merge was good and the customer experience would be improved.
- The Chair agreed with Cllr Anota's comments

## 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 14:34

**Chairman**



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