

Norfolk County Council & District Councils Norfolk Parking Partnership Joint Committee

Date: **Thursday 1 October 2015**

Time: **2pm**

Venue: **Edwards Room
County Hall
Martineau Lane
Norwich**

Membership

County Councillors

Mr M Castle

District Councillors

Mr W Kemp	South Norfolk District Council
Mr D Pope	Kings Lynn & West Norfolk District Council
Mr M T Jeal	Great Yarmouth Borough Council

Substitute

Mr G Plant	Great Yarmouth Borough Council
Awaiting Appointment	Kings Lynn & West Norfolk District Council
Mr A White	Norfolk County Council

Non-Voting District Council Representatives

Mr M Stonard	Norwich City Council
Mr M Kiddle-Morris	Breckland District Council
Mr R Oliver	North Norfolk District Council
Awaiting appointment	Broadland Council

**For further details and general enquiries about this Agenda
please contact Nicola LeDain, Committee Officer on:
01603 223053 or email committees@norfolk.gov.uk**

A G E N D A

1. Apologies for Absence

2. Minutes

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To receive the minutes of the meeting held on 19 February 2015.

3. Declarations of Interest

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter.

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects:

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

If that is the case then you must declare such an interest but can speak and vote on the matter.

4. Items of Urgent Business

5. Revised Civil Parking Enforcement Business Plan

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Report by the Executive Director of Community and Environmental Services

6. Annual Report 2014/15

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Report by the Executive Director of Community and Environmental Services

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

Minutes of the Meeting Held on Thursday 19 February 2015 at 10.30am

Present:

Mr M Castle (Chairman)	Norfolk County Council
Mr D Pope	Kings Lynn Borough Council
Mr K Kiddie	South Norfolk District Council
Mr M Jeal	Great Yarmouth Borough Council
Mr R Oliver	North Norfolk District Council

Officers Present:

Grizelle Britton	South Norfolk Council
Martin Chisholm	Borough Council of King's Lynn & West Norfolk
Paul Durrant	Breckland District Council
Michelle Earp	South Norfolk Council
Duncan Ellis	North Norfolk District Council
Robert Ginn	Norfolk County Council
Dave Stephens	Norfolk County Council
Miranda Lee	Great Yarmouth Borough Council
Rob Mills	Norfolk County Council

1. Apologies for absence

- 1.1 There were no apologies received.

2. Minutes of the meeting held on 25 September 2014

- 2.1 The minutes of the meeting held on 25 September 2014 were agreed by the Joint Committee and signed by the Chairman as a correct record of the meeting.

3. Declarations of Interests

- 3.1 There were no declarations of interest.

4. Items of Urgent Business

- 4.1 There were no items of urgent business to consider.

5. Review of Financial Model for Civil Parking Enforcement

- 5.1 The Committee received the report which reviewed the Financial Model developed for Civil Parking Enforcement before the scheme went live in November 2011 to ensure it is still valid and not exposing any of the partner authorities to financial risk.
- 5.2 During discussion, the following key points were made:
- The model for CPE was delivering a deficit and was being subsidised by the pay and display in Great Yarmouth. This was felt as unfair, as they were essentially subsidising the other district councils who hadn't introduced an on-street parking charge. .
 - There had been problems with the rollout of on street parking in North Norfolk, as it was difficult to introduce it in one area without a neighbouring town.
 - There had been consultations undertaken but the first stakeholder group perceived it as a 'done deal'. Examples of where it was felt the consultation went wrong were offered.
 - There was a discussion about alternatives to the way the Partnership was currently operated, but if there was to be any change to the Partnership it would involve a significant amount of work.
 - It was agreed that the parking enforcement was important, but it was the sustainability that was the problem. It might be necessary to look at the reduction of costs, and therefore the reduction of Civil Enforcement Officers involved.
- 5.3 **RESOLVED**
- To review and consider the Business Case and agree work within the partnership to ensure sustainability of the scheme in future years.
6. **Roydon: Roydon Primary School Clearway Petition**
- 6.1 The report was received by the Committee which informed them of a petition received regarding parking for Roydon Primary School in South Norfolk specifically requesting the introduction of a School Keep Clear traffic regulation order to allow the existing markings to be enforced in their own right.
- 6.2 **RESOLVED**
- That the Committee noted the petition and agreed that a School Clearway order should not be introduced as it would not effectively alter the enforcement of parking outside Roydon Primary School.
7. **Date of the next meeting**
- 7.1 The next meeting is scheduled to take place on Thursday 1 October 2015.

The meeting concluded at 11:30am.

CHAIRMAN



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Norfolk Parking Partnership

Item No 5

Report title:	Revised Civil Parking Enforcement Business Plan
Date of meeting:	1st October 2015
Responsible Chief Officer:	Executive Director of Community and Environmental Services
Strategic impact The Civil Parking Scheme Business Plan requires review on a regular basis to ensure it is still up to date and delivers value for money for all partners.	

Executive summary

Performance of the Norfolk Parking Partnership (NPP) over recent years has not met the targets set out in the initial Business Plan. We have reviewed this and identified that continuing to undertake the same activities without making any changes to operational methods or enforcement areas will continue to deliver a deficit in future years which is not sustainable.

Recommendations: Review the revised Business Plan and ask officers to investigate options and recommend actions to close the funding gap.

1. Proposal (or options)

- 1.1 We propose to form a small working group made up of members of the partnership to identify actions to close the financial deficit identified in section 2.

2. Evidence

- 2.1 Following the decision of the NPP Committee at the meeting of 19th February 2015 we have reviewed the Business Case to check it is fit for purpose and provided an adequate benchmark to measure current performance. It was decided to review this as the financial performance of the Partnership has been poor and not met expectations since it went live on 7th November 2011. A surplus has been delivered in most years but this is due to the contribution of On-Street Parking Pay and Display in Great Yarmouth. If this income stream from Great Yarmouth was to be lost or excluded from the Partnership, it would run at a deficit each year.
- 2.2 Reasons for failure to meet performance targets have been identified as:
- 2.2.1 behavioural change as parking is more strictly enforced;
 - 2.2.2 additional permit and On-Street Parking Pay and Display schemes in other areas have not been rolled out as initially envisaged, and;
 - 2.2.3 lower than planned staffing levels mean that there are fewer opportunities to issue Penalty Charge Notices.
- 2.3 Meetings were held with officers of the voting partners (Great Yarmouth Borough Council, South Norfolk District Council and King's Lynn and West Norfolk Borough

Council). During these meetings all costs and income streams associated with enforcement were discussed and reviewed.

- 2.4 It was found that the general assumptions and formulas used to create the Business Plan initially still held true but the costs of salaries, running costs and overheads were updated to reflect the current position. These costs are inflated at between 1% and 2% (depending on type) each year. The model is built on the assumption of full staffing, any vacancies will reduce both expenditure and income.
- 2.5 Income was reviewed and we did not include any Residents Permit or On-Street Parking Pay and Display schemes currently in the planning stage, but did include the new King's Lynn On-Street Pay and Display scheme that goes live later in 2015/16.
- 2.6 The original plan assumed one Penalty Charge Notice would be issued by each Enforcement Officer per hour. In the revised plan (based on performance to date and feedback from the partners), North Norfolk and Breckland remain at one PCN per Enforcement Officer per hour but King's Lynn & West Norfolk is now 0.85 per hour, and Broadland is 0.25 per hour. Great Yarmouth is now 0.70 per hour and South Norfolk is 0.40 per hour. This has the effect of reducing potential income. We have found that travel time limits the enforceable hours available.
- 2.7 Based on the costs of the Enforcement Officers as per the plan, and the issue rates in 2.6, the average cost per Penalty Charge Notice issued would be £36 (summarised in Appendix B).
- 2.8 We also factored in a reduction of 5% per annum to reflect the likely reduction in Penalty Charge Notice income from behavioural change. It is assumed that there will be no percentage uplift for the Penalty Charge.
- 2.9 As mentioned above, a new On-Street Parking Pay and Display scheme is being rolled out in King's Lynn shortly. The income for this is based on 50% occupancy.
- 2.10 The summary of all the above is laid out in table form in Appendix A. It shows a deficit of £40k in 2015/16, £84k in 2016/17, £128k in 2017/18 and £172k in 2018/19.
- 2.10 This would mean that the surpluses built up since the beginning of Civil Parking Enforcement would be exhausted by the end of 2016/17, which would mean no funding is available for the forward programme.
- 2.11 This means further work is required to identify how to close this gap. We would suggest investigating the following options:
 - Additional On-Street Pay and Display Schemes are identified and implemented throughout Norfolk
 - The Partners contribute annually to cover the financial shortfall, the formula for which needs to be determined
 - Reviews are carried out on the Partner's operations to identify best practice and efficiencies that can be rolled out across the Partnership
 - Consider contracting the service out to a private enterprise
 - Consider the Parking Partnership becoming a not for profit enterprise
 - Dissolve the Partnership

- 2.12 We propose forming a small working group, made up of representatives from each Partner to explore these and other options and report back to Committee in February 2016.

3. Financial Implications

- 3.1 Failure to identify actions to close the funding gap would leave the Norfolk Parking Partnership in danger of not being able to generate the income required to cover the costs of performing the service to an acceptable standard. Partners would then have to identify ways to cover the costs.

4. Issues, risks and innovation

- 4.1 The main risk is failure to identify and agree a plan to close the deficit leaving partners exposed to uncertain financial burdens.

5. Background

- 5.1 The Norfolk Parking Partnership is hosted by Norfolk County Council and enforcement provided by Great Yarmouth Borough Council, King's Lynn and West Norfolk Borough Council (who also provide the service on behalf of Breckland District Council, Broadland District Council and North Norfolk District Council), and South Norfolk District Council.

Officer Contact

If you have any questions about matters contained or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

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

Officer Name:	Tel No:	Email address:
Robert Ginn	01603 223182	robert.ginn@norfolk.gov.uk



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NCC CPE Financial Base Model For A Two-Tier Structure (revised August 2015)

Total Combined Costs and Income for all Districts

Summary Sheet of Costs and Income: up costs included in first twelve months	Start-	2015/16	2016/17	2017/18	2018/19
<u>Costs</u> (1)					
Parking Enforcement - Annual Operating Costs		718,032	732,392	747,040	761,981
Annual 'over-the-counter' PCN Payments Charges (2)		-	-	-	-
Parking Department (county) - Annual Operating Costs (3)		56,855	57,423	57,998	58,578
Central Processing Unit - Annual Operating Costs		182,611	186,264	189,989	193,789
Signs and Road Markings Maintenance (4)		100,000	100,000	100,000	100,000
Capital Contribution (5)		59,000	59,000	59,000	59,000
Total Costs		1,116,498	1,135,079	1,154,027	1,173,348
<u>Income</u>					
On-Street Parking Enforcement - PCN Income (8)		664,918	631,672	598,426	565,180
Total Income		664,918	631,672	598,426	565,180
Surplus / (Deficit)		-451,580	-503,407	-555,601	-608,168
<u>On-street Parking P&D Costs and Income</u>					
<u>Costs</u>					
GY On-street P&D Machine Cash Collection and Maintenance (6)		79,591	81,183	82,806	84,463
Residents permit scheme administration cost (9)		17,603	17,955	18,314	18,680
Kings Lynn On-Street P&D Machine Cash Collection and Maintenance (7)		2,750	2,805	2,861	2,918
<u>Income</u>					
Residents parking scheme permit income		77,900	79,458	81,048	82,669
Great Yarmouth Sea Front On-street P&D Income		369,402	376,790	384,326	392,013
Kings Lynn On-Street P&D Income		63,752	65,027	66,328	67,654
Surplus / (Deficit)		411,111	419,333	427,720	436,274
OVERALL CPE TOTAL; SURPLUS / (DEFICIT) #		-40,469	-84,075	-127,881	-171,894

Surplus is assumed to be ring-fenced for transport improvements in Great Yarmouth.

- 1 Highlighted cells incorporate an estimate for inflation at 2%.
- 2 No dedicated parking shop provided. Existing over-the-counter payment facilities utilised. Assumed estimated administration charge of £1.00 per paid PCN.
- 3 Staff and associated overheads located in Highways & Transportation department of Norfolk County Council.
- 4 £100,000 per annum assumed as top-up for the existing maintenance budget for signs and road markings maintenance. Removals and pound
- 5 Capital Contribution is based on 25% of the total Capital spend to date and is an annual allocation to cover the replacement costs of operational equipment
- 6 Costs provided by Great Yarmouth Borough Council - approximately for £30k cash collection, £25k daily management and £20k Pay & Display machine
- 7 King's Lynn On-Street costs based on £25k per annum for Daily Management, £2k for Cash collection and £10k for Pay & Display Machine maintenance.
- 8 It is assumed that income will reduce by 5% per annum as enforcement of regulations changes behaviours, and that there are no additional schemes or
- 9 It is assumed that 30% of GYBC costs are attributable to Residents Parking administration

ASSUMPTIONS

- 1 Service Level or Agency Agreements are agreed between NCC and districts to allow them to enforce on-street restrictions, supplemented by additional
- 2 The on-street deployment worksheet presents the levels of enforcement assumed for each district by time, day and season.
- 3 Band 2 PCN charges used in the model.
- 4 70% of issued PCNs recovered.
- 5 Split 70:30 assumed between high/low bands.
- 6 CEO shift employment hours based on those in "Assumptions" worksheet. Effective hours of operation shown and assumed constant.
- 7 Costs for vehicles included in the model. Ongoing costs and replacement costs also included.
- 8 Notice processing (CPU) assumed to operate in-house as an expanded KLWN and GY function.
- 9 Norwich City operation is assumed to continue as a separate operation.
- 10 Off-street revenue generated from PCN, permits and P&D are omitted from the model.
- 11 Enforcement operation managed in-house.
- 12 PCN issue rate assumed constant but varied by season.
- 13 New accommodation costs are included in staff overheads costs.
- 14 HHC and cameras will be issued to all CEOs on shift, including off-street CEOs. Costs included for on-street apparatus only this in the model.
- 15 Staff deployment details provided in the worksheets below.
- 16 All regulations are assumed to be enforced. The details of beats (location and frequency of visits) are to be determined.

Appendix 2: Cost per PCN

Area	CEO Cost £	PCN issued	Cost per PCN £
King's Lynn & West Norfolk	156,328	5,627	28
North Norfolk (KLWN rates)	62,605	2,684	23
Broadland (KLWN rates)	33,900	333	102
Breckland (KLWN rates)	62,275	2,668	23
Great Yarmouth	371,779	8,049	46
South Norfolk	31,145	527	59

Norfolk Parking Partnership Joint Committee

Item No 6

Report title:	Annual Report 2014/15
Date of meeting:	1 October 2015
Responsible Chief Officer:	Executive Director of Community and Environmental Services
Strategic impact	
<p>Civil Parking Enforcement (CPE) is the local control of on-street parking which can enable consistent, efficient and effective enforcement provision across the county. CPE can assist the County Council to manage traffic in such a way as to focus on key issues such as highway safety, accessibility and local environment. CPE is also a key factor in the local economy and be used to benefit both business and the community as part of a co-ordinated access and spatial strategy.</p> <p>There is a direct impact on Norfolk County Council budgets if the receipts fail to cover the costs of the schemes. This report therefore links to a separate report at Item 5 of the Agenda which considers a review of the underlying business case for CPE in Norfolk.</p>	

Executive summary

This report contains information about the operation of on-street parking enforcement, a summary of the financial accounts and changes to Government requirements on enforcement.

The Partnership is hosted by Norfolk County Council, and enforcement delivered by Great Yarmouth Borough Council, King's Lynn and West Norfolk Borough Council (who also provide the service on behalf of Breckland District Council, Broadland District Council and North Norfolk District Council), and South Norfolk District Council.

Overall the Partnership delivered a surplus of £72,048 in 2014/15, against a planned surplus of £109,991, an adverse variance of £37,943.

Once added to the available balance brought forward of £76,058 from previous years there is £148,106 available for 2015/16 and future years.

Recommendations:

1. That Committee accepts the final statistical return which will be given as an update to the meeting on 1 October (See interim data in Section 2.1).
2. That Committee accepts this report as the financial position of the Partnership as at 31st March 2015.
3. That the amended version of the NPP CPE guidance manual is approved, reissued, and implemented by on-street Civil Enforcement Officers (CEO).
4. That Members agree blue badge enforcement in Norfolk is implemented through the NPP with a view to prosecuting offenders in line with agreed

enforcement policies and Officers take this forward as soon as practicable.

- 5. That Members agree to put on hold the work to develop CPE in Cromer and Sheringham until the information on funding is available and the recommendations of the Review of the Business Model have been reported and considered.**

1. Proposal (or options)

- 1.1 The meeting is asked to provide its views on the scope and nature of the Forward Work Programme set out in paragraph 2.8 below and in the light of the report and recommendations under Item 5 – Review of the Business Case for CPE in Norfolk.

2. Evidence

2.1 Operational Position (1 April 2014 to 31 March 2015)

- 2.1.1 Data for the period 2014–15 is shown in Table 1 below. This is the latest interim data available (as at 9 September for King's Lynn & West Norfolk, Breckland, Broadland and North Norfolk, and 15 September for Great Yarmouth and South Norfolk).

Table 1: Interim Statistical Return for period 1 April 2014 to 31 March 2015

	South Norfolk	Great Yarmouth	Breckland	Broadland	North Norfolk	Kings Lynn and West Norfolk	County Total (excluding Norwich City)
Number of higher level PCNs served	492	5028 +3	1497	187	1357	3764	12328
Number of lower level PCNs served	260	1584	1299	89	2059	1637	6928
Number of PCNs paid	420	5148	2338	233	2962	4293	15394
Number of PCNs paid at discount rate	351	4352 +2	2014	209	2505	3543	12976
Number of PCNs against which an informal or formal representation was made	83	1313	498	60	578	959	3491
Number of PCNs cancelled as a result of an	22	580	218	33	263	397	1585

informal or formal representation							
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	10	240 + 1	42	3	43	110	449
Number of vehicles immobilised	0	0	0	0	0	0	0
Number of vehicles removed	0	0	0	0	0	0	0

2.1.2 The numbers of Penalty Charge Notices (PCN) for Great Yarmouth have been split where a small element of the total enforcements were carried out by King's Lynn & West Norfolk Borough Council operations.

2.1.3 A final statistical return will be compiled on 30 September as required for submission to the Department for Transport (DfT). Final statistics may therefore change due to progress with payments and representations etc.

Recommendation 1: It is recommended that the Committee accepts the final statistical return which will be given as an update to the draft above at the meeting on 1 October.

2.2 Financial Performance

2.2.1 Overall the Norfolk Parking Partnership generated a surplus from operations of £115,385 in 2014/15. It has been agreed that each year a contribution to the Capital Equipment Replacement Reserve (equal to 20% of the capital spend to date) will be made to cover future costs. This remains at £43,337 in 2014/15. Once this is taken into account the surplus reduces to £72,048.

2.2.2 The reduced costs compared to the Business Case were due to fewer staff being employed than expected within the initial plan (as was also the case in prior years). This reduced capacity to issue PCN and so reduced the income figure. The county Parking Manager post included in the Business Plan remains vacant, as previously agreed by the Committee.

2.2.3 The performance of each partner (and the effect of the Capital Equipment Replacement Reserve) is set out in Table 2 below.

Table 2 NPP Financial Performance 1 April 2014 to 31 March 2015

Civil Parking Operations 2014/15	Plan £	Actual £	Variance £	Variance %
King's Lynn & West Norfolk CPE Costs	512,399	475,387	(37,012)	(7.2)
King's Lynn & West Norfolk CPE	(446,875)	(377,720)	69,155	15.4

Income				
King's Lynn & West Norfolk CPE Balance	65,524	97,667	32,143	49.1
South Norfolk CPE Costs	46,418	31,789	(14,629)	(31.5)
South Norfolk CPE Income	(44,086)	(26,836)	17,250	39.1
South Norfolk CPE Balance	2,332	4,953	2,621	112.4
Great Yarmouth CPE Costs	511,772	356,486	(155,286)	(30.3)
Great Yarmouth CPE Income	(403,092)	(292,125)	110,967	27.5
Great Yarmouth CPE Balance	108,680	64,361	(44,319)	(40.8)
Great Yarmouth On Street Pay & Display Costs	79,591	79,793	202	0.3
Great Yarmouth On Street Pay & Display Income	(366,117)	(362,159)	3,958	1.1
Great Yarmouth On Street Pay & Display Balance	(286,526)	(282,366)	4,160	1.5
Total from Operations	(109,990)	(115,385)	(5,395)	4.9
Capital Replacement Contributions	0	43,337	43,337	n/a
Overall Total	(109,990)	(72,048)	37,942	34.4

2.2.4 Table 3 shows the balance within the Partnership since the beginning of Civil Parking Enforcement on 7th November 2011:

Table 3 Value of CPE Reserve

Norfolk Parking Partnership Balance	2011/12 £	2012/13 £	2013/14 £	2014/15 £
Opening Balance	0	46,419	263,801	197,270
In Year Surplus	46,419	214,382	33,469	72,048
In Year Contribution to Schemes	0	0	(100,000)	(121,212)
Closing Balance	46,419	263,801	197,270	148,106

2.2.5 The contribution to schemes reflects the costs incurred in-year in planning and implementing parking plans in Norfolk. Plans to use the remaining surplus of £148,106 are set out in Section 2.8 below.

2.2.6 The following table shows the balance on the Capital Equipment Replacement Reserve (which was created in 2012/13):

Table 4 Value of Capital Equipment Replacement Reserve

Capital Equipment Replacement Reserve	2012/13 £	2013/14 £	2014/15 £
Opening Balance	0	43,337	86,674

Contribution	43,337	43,337	43,337
Drawdown	0	0	0
Closing Balance	43,337	86,674	130,011

2.2.7 There was no additional capital expenditure in 2014/15 and no drawdowns have been requested.

Recommendation 2: It is recommended that the Committee accepts this report as the financial position of the Partnership as at 31st March 2015.

2.3 CCTV enforcement

2.3.1 The Civil Enforcement of Parking contraventions (England) General (Amendment No2) Regulations 2015 restricted the use of CCTV as an enforcement mechanism (other than outside schools, in bus lanes/bus stops and on red routes. As the NPP does not undertake enforcement by CCTV this new legislation does not affect our current operations.

2.4 Amendments to the Norfolk Parking Partnership CPE guidance manual

Grace periods

2.4.1 Amendments have been made to the NPP CPE guidance manual following recent legislation which has introduced a mandatory grace period of 10mins. This mandatory grace period applies at the end of paid for or time limited free parking in on street parking bays, and must be observed before PCNs are issued.

2.4.2 The mandatory grace period is different from any locally agreed observation period which is applied before issuing PCNs. The circumstances in which observation periods apply are detailed in the CPE guidance manual.

2.4.3 Details of the amendments are provided in Appendix A.

Further amendments regarding Tax Discs.

2.4.4 From 1st October 2014, vehicle owners are no longer required to display a paper tax disc and the guidance manual been updated to reflect this. Details of the amendments are included in Appendix B

2.4.5 A copy of the amended guidance manual can be found [here](#)

Consultation

2.4.6 The amended guidance manual was circulated to officers from all districts councils requesting comments. Three emails were received, two had no comment, and the third identified a typing error which has been corrected and queried if the new mandatory grace periods would also apply to Blue Badge holders.

Response

- 2.4.7 In Norfolk Blue badge holders can park without charge and for unlimited times in limited waiting parking places and on street pay and display bays when displaying a valid Blue Badge. As there is no expiry of time, the mandatory grace period does not apply. The legislation refers specifically to on street pay and display parking places and time limited parking places. Therefore there is no requirement to extend a mandatory grace period to enforcing disabled parking on yellow lines.

Recommendation 3

It is recommended that the amended version of the NPP CPE guidance manual is approved, reissued, and implemented by on-street CEOs.

2.5 Blue Badge infringements

- 2.5.1 The Department for Transport is keen to ensure the Blue Disabled Parking Badge scheme provides the intended benefits to badge holders while seeking to prevent improper use.
- 2.5.2 Section 94 of the Traffic Management Act 2004 and Disabled Persons' Parking Badges Act 2013 provides police officers, local authority parking attendants and civil enforcement officers ("CEO") (as defined in Section 76 of the Traffic Management Act 2004) with the power to inspect and seize badges. This power is only available once the enforcing officer produces their identity card with their photograph on it to prove who they are. It is an offence to fail to produce a badge when requested to do so by any of these authorised persons. CEO's employed by the enforcement authority will receive specific training on the inspection and seizure of blue badges
- 2.5.3 It is a criminal offence to misuse a disabled parking badge. This includes people other than the badge holder taking advantage of the parking concessions provided under the scheme.
- 2.5.4 To date the NPP do not inspect and seize badges, however, to protect the interests of genuinely disabled residents and visitors to Norfolk, to prevent fraud and to ensure that income from parking charges is not lost, it is recommended that the NPP look to take up these powers. This will require funding from the CPE surpluses as stated below in para 2.8.5.

Recommendation 4

That Members agree blue badge enforcement in Norfolk is implemented through the NPP with a view to prosecuting offenders in line with agreed enforcement policies and Officers take this forward as soon as practicable.

2.6 Disabled parking provision on residential streets

- 2.6.1 In relation to provision of on-street disabled parking bays, the NPP parking principles recognise the need for formal bays to be provided as there will likely be residents who can benefit. However, individual bays are not provided outside individual homes as individuals often move and the legal process (Traffic Regulation Order) required to secure bays is expensive. Instead, generic bays are provided that can be accessed by anyone on the street who requires them. In the past, disabled parking bays had been marked without securing TRO's but this was stopped some years ago as the spaces were not enforceable.

2.6.2 In March 2015, the County Council's Environment Transport and Development Service Committee received a report on the current approach to the provision of on-street disabled parking bays, and views from the County Council's Strategic Equality Group (SEG), Chaired by the Deputy Leader. The SEG raised a general concern about on-street disabled parking provision and felt that more should be provided.

2.6.3 A copy of the report can be found [here](#) (see page 126).

2.6.4 The ETD Committee approved the recommendation to review the current approach to provision of disabled parking bays when the parking principles is next reviewed (due 2017). That work is on-going alongside the wider reviews of services and budgets, so that a response to the Full Council's resolution can be developed which addresses call for increased provision for vulnerable service users.

2.6.5 The potentially vulnerable service users who benefit from accessible highway services (including parking) are disabled and older people. In particular, they may have mobility problems which mean they may use mobility aids (e.g. walking sticks, wheelchairs etc.) and so need footways and roads that are accessible to them. In terms of parking provision there are a number of different ways that needs are taken into account and provision made. These include:-

- Dedicated disabled spaces at certain sites e.g. supermarkets;
- Off-street car parking (which is the responsibility of district councils);
- Blue badge scheme, administered by the County Council and enables enhanced on-street parking for those who meet the relevant criteria;
- Provision at community facilities and hubs e.g. doctors surgeries;
- Shopmobility provision at public transport interchanges and main urban centres (e.g. there is provision at Norwich and King's Lynn bus stations and some retail parks e.g. Chapelfield).

2.6.6 Much of this provision is considered and required through planning processes.

2.6.7 Information is not held on the totality of disabled parking provision available in urban centres or across the County as a whole.

2.7 'No waiting' cones

2.7.1 Work is on-going, led by the CPE Delivery Group, to develop operational protocols for the storage, placement and removal of 'No waiting cones' which were previously deployed by the police and which can offer a range of benefits for the communities, including:

- Parking management for community events
- Ad hoc temporary suspension of parking spaces (e.g. to facilitate house moves etc.)

2.7.2 For large-scale events the event organisers are responsible for the provision of cones. In other cases it is beneficial that a supply of cones is maintained for use by community groups or individuals to use. The Delivery Group is therefore exploring what arrangements are possible at a local level to provide storage for cones.

2.7.3 In some circumstances enforcement of suspended parking spaces could be appropriate and this would require a Temporary Traffic Regulation Order (TTRO).

The DfT has recently issued approval of signing which will make it possible for these TTRO's to be enforced under CPE powers.

2.8 Forward programme

- 2.8.1 At the start of the 2014-15 period a total of £144,130 had been allocated by the Partnership to the on-going development of CPE in Norfolk as set out in Table 3 above. Additional Cabinet-approved revenue funding for CPE was withdrawn at this time, making the on-going development of CPE reliant on the allocated surpluses alone.

Table 5 Allocations for CPE Developments and Forward Programme

From surpluses:	
2011-12	£46,419
2012-13	£64,242
2013-14	£33,469
Total	£144,130

- 2.8.2 As reported in Section 2.2 above, and set out in Table 3, the current balance available within the CPE reserve was £148,106 at the start of the 2015-16 period.
- 2.8.3 Pending the completion of a review of the financial business model for CPE in Norfolk, which is the subject of a separate report, no briefs have been issued for further CPE schemes until the financial constraints have been fully considered.
- 2.8.4 Work continues to implement the proposals in King's Lynn, Cromer and Sheringham. A summary of the latest progress of CPE schemes is included at Appendix B. However in the light of the results of the review of the business case which now shows an unsustainable financial position, it is now considered prudent to put on hold the work in Cromer and Sheringham until the future of the CPE scheme in Norfolk is resolved.
- 2.8.5 Funding of £30k per year for the enforcement of Blue Badge infringements has been agreed by the Partners, however officers are working to achieve some savings to this and currently engaging with Trading Standards to develop a cost effective approach.
- 2.8.6 Officers are continuing to work to identify availability of further funding, and in particular a previous Cabinet-approved allocation of £250k capital for the procurement of CPE-related equipment such as Pay and Display machines etc. This will need to be resolved in order to report on the full impact that currently committed schemes will have on the allocated surpluses and the CPE Reserve.
- 2.8.7 In addition to the Forward Programme some work is currently being done to develop CPE in Norfolk following the instructions of the Joint Committee and also in response to an audit of the contract management functions described in the section below.

Recommendation 5:

That Members agree to put on hold the work to develop CPE in Cromer and Sheringham until the information on funding is available and the recommendations of the Review of the Business Model have been reported and considered.

2.9 Norfolk Audit Services

- 2.9.1 During 2014-15 an audit has been conducted to evaluate the adequacy and effectiveness of the controls in operation in the Civil Parking Enforcement (CPE) system. The purpose of the CPE Agreement audit was to ensure the agreement and its supporting schedules were operating as specified, adequately monitored and reported within Norfolk County Council and to gain assurance that the budgets are effectively managed. This audit is material and has a significant impact on NCC's ability to ensure that it is meeting its statutory duty under the Traffic Management Act 2004 and also bears a significant reputational risk.
- 2.9.2 In summarising the findings the report of the auditors stated 'Our opinion, based on the evidence seen and managements' response to the issued raised as part of this audit, is **'Acceptable'**. The opinion went on to state that 'Overall, there are weaknesses around the monitoring of the CPE agreement'.
- 2.9.3 In response to the audit findings the County Council has created a new role within the CES Department to provide additional resource supporting the management of the Delegated Functions Agreement and greater opportunity to engage with the other signatories so that the issues raised are being addressed.

2.10 Review of Delegated Functions Agreement

- 2.10.1 The Delegated Functions Agreement (DFA) was signed in October 2011 at the commencement of Civil Parking Enforcement in Norfolk. Over the subsequent years there have been a number of developments which should, at an appropriate time, be considered as part of a review of the Agreement.
- 2.10.2 Areas for review would be
- The enforcement of bus lanes, school keep clear markings and disabled persons blue badges as legislation affecting these areas has changed since 2011.
 - Investigating ways of including Norfolk County Council off-street car parks (such as Park and Ride sites and bus stations (including Norwich, Cromer and Thetford) within the agreement to enable effective enforcement of these areas through the NPP).
 - Amendments to timescale for remedial works to reported defects to reflect available resources
- 2.10.3 The scope and timing of a review can be set following the assessment of options as recommended in the report at Item 5, and the working group should give consideration to this matter as part of the options development.

3. Financial Implications

- 3.1 The current Business Case is not up to date, and the results of a Review of the Financial Business Model will be the subject of a separate report to the Committee.
- 3.2 Officers have been working on the basis of information available in advance of the review to ensure that there will be no impact on the in-year budget provisions.

4. Issues, risks and innovation

- 4.1 There are no other implications to this review other than financial as mentioned in Section 3 above.

5. Background

- 5.1 This is the third Annual Report of the Norfolk Parking Partnership (NPP), covering the year from April 2014 to March 2015. A summary of this report, if agreed by Members, will be sent to the Department for Transport.
- 5.2 The CPE scheme Business Case is based on the premise that any on-street income generated through Penalty Charge Notices (PCN), pay and display or permit charging is retained and offset against the cost of the service. In addition, where there is a surplus, this can be used to support parking operation and the County Council's responsibility as local Highway Authority under Section 122 of the Road Traffic Regulation Act 1984 (RTRA) which may include transport initiatives supporting parking operations in accordance with Section 55 of the RTRA. This does not affect the revenue generated through off-street car parks, which are owned by district councils who continue to exercise their own controls.
- 5.3 Following the financial reports for the second full year of operation (2013/14) a review of the financial model for the Business Case was carried out by the Delivery Group. The results of that review are included in a separate report by the Director of ETD at this meeting.
- 5.4 The Norfolk Parking Partnership began operations on 7th November 2011. Since that date the financial performance has significantly differed from the projection, although the position at the end of March 2015 is very close to the Business Case projections, as shown in Table 6 below.

Table 6: Financial performance of CPE Operations, £ Surplus/(Deficit)

	2011/12 £	2012/13 £	2013/14 £	2014/15 £	Total £
Business Case	(6,975)	138,522	124,397	109,991	365,935
Actual	46,419	214,382	33,649	72,048	366,498
Difference	53,394	75,860	(90,748)	(37,943)	563

- 5.5 To date, all surpluses from CPE operations have been allocated by the Partnership to the on-going development of CPE in Norfolk (outside Norwich), and to additional funding for the maintenance of assets.
- 5.6 In September 2014 the Committee resolved to ask officers to produce a timescale of progress achieved so far and for the next five years, and bring this back to the Committee.
- 5.7 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 the Parking Principles and the Traffic Management Programme.
- 5.8 More fundamentally, CPE ensures at least an essential level of enforcement.

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, 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 or 0344 800 8011 (textphone) and we will do our best to help.

Amendments to The Norfolk Parking Partnership CPE guidance manual.

Amendments have been made to the NPP CPE guidance manual following recent legislation which has introduced a mandatory grace period of 10mins. This mandatory grace period applies at the end of paid for or time limited free parking in on-street parking bays, and must be observed before PCNs are issued.

The mandatory grace period is different from any locally agreed observation period which is applied before issuing PCNs. The circumstances in which observation periods apply are detailed in the CPE guidance manual.

Details of the amendments

Section 1.1 General – reference to mandatory grace periods added

Section 6.26 Dental/Doctors' Appointments - reference to mandatory grace periods added,

Section 6.49 Grace periods (non- mandatory) – reference to mandatory grace periods added

Section 6.49a a new section added titled 'Grace Periods – mandatory'

Section 6.55 Legislation – details of new Acts inserted

Section 6.61 Mitigating circumstances – reference to mandatory grace periods added

Section 6.65 Observation periods – reference to mandatory grace periods added

Section 6.72 Penalty charge notice – early issue of – reference to mandatory grace periods added

Section 6.82 Pregnancy - Parents with young children - reference to mandatory grace periods added

Section 6.90 Residents' Parking (On Street) - reference to mandatory grace periods added

Section 6.95 Schools - reference to mandatory grace periods added

Section 9 – additional column added for mandatory grace periods and details added as applicable

Further amendments regarding Tax Discs. From 1st October 2014, vehicle owners are no longer required to display a paper tax disc and the guidance manual been updated to reflect this

Details of the amendments

Section 6.1 Abandoned vehicles – references to tax discs removed

Section 6.27 Description of vehicle on PCN - references to tax discs removed,

Section 6.103 tax discs - section deleted as now obsolete

A copy of the amended guidance manual can be found [here](#)

In Norfolk Blue badge holders are can park without charge and for unlimited times in limited waiting parking places and on street pay and display bays when displaying a valid Blue Badge. As there is no expiry of time, the mandatory grace period does not apply. The legislation refers specifically to on street pay and display parking places and time limited parking places. Therefore there is no requirement to extend a mandatory grace period to enforcing disabled parking on yellow lines.

Norfolk Parking Partnership – CPE Forward Work Programme 2015 to 2017

(Not in priority order)

Settlement Reviews

Parking management reviews conducted in accordance with the principles set out in the County Council's 'Parking Principles'. The reviews take into account and can assist and integrate proposed development, regeneration and public realm improvements.

Reviews are currently underway in:-

King's Lynn: Town Centre South Quay	Investigation of rationalization of waiting and parking restrictions. Introduction of charging using pay and display	Residents permit goes live in 29/01/16 with permit application from December 2015.
King's Lynn: Springwood (near QEII hospital)	Investigation of options to help residents with overspill parking from the hospital.	Residents permit goes live in 22/01/16 with permit application from December 2015.
King's Lynn: Town Centre CPZ	Investigation of rationalization of waiting and parking restrictions. Introduction of charging using pay and display	Layout designed and informally consulted on in summer 2014.
King's Lynn: Highgate residential area	Rationalizing of waiting and parking restrictions & residents permit scheme in Highgate area around college	Residents permit goes live 22/02/16 with applications for permits in Jan 16'
King's Lynn: Tennyson Ave residential area	Investigation of resident parking issues Tennyson Avenue area	Provisionally comes into operation with permits in April 16
King's Lynn: residential area south of town centre	Investigation of resident parking issues in streets south of Town Centre	Investigation carried out and concluded traffic management issues more relevant than parking.
Sheringham: Town Centre, Front and approaches	Investigation of rationalization of waiting and parking restrictions. Introduction of charging using pay and display	Investigation and public consultation on hold
Sheringham: central Residential Roads	Investigation of resident parking issues.	There is only sporadic support for introducing resident only parking. Issues raised could be resolved with changes to waiting restrictions. On hold
Cromer: Town Centre and Front	Investigation of rationalization of waiting and parking restrictions. Introduction of charging using pay and display	Further discussions with stakeholders required. Scheme on hold.
Cromer: Residential streets surrounding	Investigation of resident parking issues.	Further discussions with stakeholders required. Scheme on hold.

Town Centre and Front		
Thetford town centre and Station area	Investigation of resident parking issues relating to local workers and rail commuters.	Not programmed.
Hunstanton	Parking issues would be considered further in 2015/2016	Not programmed.

Enhancement of the Traffic Regulation Orders supporting pedestrianised areas

Great Yarmouth completed May 2015

Fakenham – not programmed.