



Norfolk County Council

Norfolk Parking Partnership Joint Committee

Date: 29 September 2021

Time: 14:00

**Venue: Council Chamber, County Hall,
Martineau Lane, Norwich, Norfolk, NR1 2DH**

Advice for members of the public:

This meeting will be held in public and in person.

It will be live streamed on YouTube and, in view of Covid-19 guidelines, we would encourage members of the public to watch remotely by clicking on the following link:

<https://youtu.be/IKTyDFOpnSI>

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Councillors and Officers attending the meeting will be taking a lateral flow test in advance. They will also be required to wear face masks when they are moving around the room but may remove them once seated. We would like to request that anyone attending the meeting does the same to help make the event safe for all those attending. Information about symptom-free testing is available [here](#).

Persons attending the meeting are requested to turn off mobile phones.

Membership

County Councillors

Cllr Martin Wilby (Chairman) *Substitute: Cllr Barry Stone*

District Councillors

Cllr Richard Elliott	<i>Substitute: Cllr Lisa Neal</i>	South Norfolk District Council
Cllr Brian Long	<i>Substitute: Cllr Paul Kunes</i>	Borough Council of King's Lynn and West Norfolk
Cllr Graham Plant		Great Yarmouth Borough Council

Non-Voting District Councillors

Cllr Paul Hewett	<i>Substitute: Cllr Phil Cowen</i>	Breckland District Council
Cllr Eric Seward	<i>Substitute: Cllr Tim Adams</i>	North Norfolk District Council
Cllr Mike Stonard		Norwich City Council
Cllr Jo Copplestone	<i>Substitute: Cllr Peter Bulman</i>	Broadland District Council

**For further details and general enquiries about this
Agenda please contact the Committee Officer:**

Hollie Adams on 01603 223029 or email
committees@norfolk.gov.uk

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A g e n d a

1. To receive apologies and details of any substitute members attending

2. Minutes

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To confirm the minutes of the meeting held on 28 July 2021

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, to a greater extent than others in your division

- Your wellbeing or financial position, or
- that of your family or close friends
- Any body -
 - Exercising functions of a public nature.
 - Directed to charitable purposes; or
 - One of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union);

Of which you are in a position of general control or management.
If that is the case then you must declare such an interest but can speak and vote on the matter.

4. Any items of business the Chair decides should be considered as a matter of urgency

5. Finance Update

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A report by the Director of Highways and Waste

6. Annual Report 2020-2021

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A report by the Director of Highways and Waste

Tom McCabe
Head of Paid Services
County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 21 September 2021



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Norfolk County Council & District Councils Norfolk Parking Partnership Joint Committee

**Minutes of the Meeting Held on Wednesday, 28 July 2021
at 2pm in the Council Chamber, County Hall**

Voting Members Present:

Cllr Martin Wilby (Chair)	Norfolk County Council
Cllr Graham Plant (Vice-Chair)	Great Yarmouth Borough Council
Cllr Brian Long	Borough Council of King's Lynn and West Norfolk

Non-Voting Members Present

Cllr Jo Copplestone	Broadland District Council
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Officers Present:

Martin Chisholm	Borough Council of King's Lynn and West Norfolk
David Disney	South Norfolk District Council
Michele Earp	South Norfolk District Council
Ian Gregory	Better Parking Strategy Manager, Norfolk County Council
Miranda Lee	Great Yarmouth Borough Council
Ray McKee	Norwich City Council
Karl Rands	Highway Services Manager, Norfolk County Council

1. Apologies for absence

- 1.1 Apologies were received from Cllr Eric Seward, Cllr Richard Elliott, Cllr Mike Stonard and Joanne Deverick (Ray McKee substituting).

2. Election of Vice-Chair

- 2.1 The Chair, seconded by Cllr Brian Long, proposed Cllr Graham Plant; Cllr Graham Plant was duly elected as Vice-Chair for the ensuing council year.

2. Minutes

- 2.1 The minutes of the meeting held on 4 March 2021 were **AGREED** as an accurate record with an amendment to the penultimate bullet point of paragraph 5.2 to state that Broadland District Council were "looking at a parking strategy in which they would consider the introduction of parking charges".

3. Declarations of Interests

- 3.1 No interests were declared.

4. Items of Urgent Business

- 4.1 No urgent business was discussed.

5. Finance Report Update

5.1.1 The Joint Committee received the report setting out the latest forecast outturn for 2020/21 and the current projected outturn for March 2022.

5.1.2 The Better Parking Strategy Manager introduced the report to the Joint Committee;

- Great Yarmouth Borough Council had been successful in their Ministry of Housing, Communities and Local Government (MHCLG) claim, which would improve confidence in the 2020/21 outturn.
- Norwich City Council had reported that their end of year position would improve by £16,500, dependent on confirmation of figures.
- The forecast figure was not the final forecast position due to information being waited on from Councils.
- Appendix A:
 - There was a high degree of confidence in the figures as they had been verified by finance partners; reduced staff costs had been seen due to staff self-isolating and redeployment, less time spent on parking enforcement and reduced penalty charge notice (PCN) issues.
 - Income from PCNs was better than forecast earlier in the year, and had been 40% lower rather than 50% lower than usual
 - The budget had been increased to cover the pay and display maintenance contract. Income from pay and display was better than anticipated, although down on usual years' income.
 - Some district councils were not invoiced for their contributions in 2020 and instead were doubly invoiced in 2021-22. The contribution from Broadland was higher to reflect additional transport costs for officers.
 - The MHCLG loss of income claim had been confirmed, giving confidence in the figures and surplus; reserves would not therefore need to be used.
- Appendix B:
 - It was assumed that PCN income would be 80-90% of the 2019-20 budget.
 - The cash collection maintenance budget would be increased to cover maintenance costs.
 - It was assumed that pay display and residential permit income would recover to 80-90% of budget.
 - There may be a small income from an MHCLG income seen in quarter 1 of 2021-22.
- Appendix C:
 - A recovery plan was requested from Norwich City Council to see what would be done to mitigate the losses.

5 The following points were discussed and noted:

- It had been agreed that, due to positive contributions from the Trowse and Cringleford schemes, contributions would not be sought from South Norfolk District Council for the financial year 2020-21.
- The Vice-Chair thanked District and Borough Councils who had paid their contributions, noting the importance of this towards provision of parking services.
- The Better Parking Strategy Manager confirmed that Norwich City Council had also made a successful claim to MHCLG. Ray McKee agreed to find out if this had been received.
- Miranda Lee confirmed that 70% of budgeted loss of income could be claimed from MHCLG. This included on street parking and from Councils' own carparks.
- The Vice-Chair queried why, as pandemic restrictions were lifted and visitors returned to Norfolk, an assumption had been made that pay and display income would reduce. The Better Parking Strategy Manager replied that data from district

- councils was needed to provide an improved picture on the pay and display forecast.
- The Vice-Chair noted that resident permit income was stable while pay and display income was variable and **asked** for this to be split on future data tables presented to the Joint Committee. The Better Parking Strategy Manager confirmed that pay and display and residential permit parking data could be split in future reports.
 - Martin Chisholm confirmed that he provided pay and display data as shown in the graph in the report. PCN costs were only available quarterly due to the way that payments were received, and he confirmed that the latest quarter data would be sent in the second week of July. The number of PCNs were unlikely to get back to budget as by July and August areas would reach capacity.
 - The Better Parking Strategy Manager noted that he had asked for more frequent reporting this year due to the dynamics of change with the ongoing Covid-19 pandemic. He acknowledged the monthly figures received from Martin Chisholm however additional data had been requested to assist with forecasting.
 - The Chair asked whether more enforcement should be put into the seaside areas of the County over the summer; Martin Chisholm replied that additional resource was put into Broadland and North Norfolk where possible.
 - Long suggested looking into additional streets where on-street parking could be introduced and increasing enforcement in areas where parking was causing an issue to residents or areas of natural interest.
 - It was noted that shopping trends had changed with a move towards shorter stays and more churn; it was suggested that reviewing pay and display charges to be relevant for today's needs could be beneficial.
 - It was confirmed that a record was kept of the number of PCNs issued and the number paid; information would be brought to the Joint Committee in September 2021 showing this information as well as how many cases had been challenged.
 - Miranda Lee confirmed that a review was underway to review resident permit charges in Zone A in Great Yarmouth. Resident permit parking charges were subject to regular review.
 - Officers confirmed that the Infrastructure and Development Select Committee were due to look at the Norfolk Parking Principles earlier in 2021 however it was decided to delay this due to Covid related issues and because there of infrastructure and mode of transport changes taking place due to the Covid-19 pandemic. The report would be taken to the Select committee at a later date.
 - The Better Parking Strategy Manager confirmed that the financial contribution for District Councils was agreed for a 2 year period and agreed to circulate the emails sent to councils confirming this.
 - The Vice-Chair suggested that financial contributions of districts should be revisited, noting that a service continued to be provided in these areas.
 - The Vice-Chair **proposed** that the service ask district councils to continue with contribution payments subject to their agreement. David Disney suggested that this should run hand in hand with review of parking charges.
 - A discussion was held about introducing limited stay parking bays; it was noted that enforcement of this type of parking was labour intensive, however a hybrid model could be considered to allow people to top up their ticket if they wished to extend their parking for a longer period. The parking principles dictated that people should pay a higher fee in a short stay bay than they would want to pay in a carpark.
 - Cllr Copplestone agreed with the proposal for continuing with district contributions but queried why Broadland District Council was paying 50% more than other districts. Officers confirmed that this additional contribution had been calculated at the time of introduction to cover the additional distance for officers to travel compared to other districts. Cllr Copplestone did not agree that Broadland was more rural than some other areas of the County and asked for this to be reviewed if the contributions did continue.
 - Officers confirmed that if it was agreed to move forward with contributions, officers would write to district councils proposing this and asking for their approval. A report

and recommendation would be brought back to a future meeting of the joint committee following this.

- It was discussed that reviewing contributions could also allow officers to forecast at which point the partnership might be sustainable and the contribution payments from districts would no longer be needed.
- Martin Chisholm noted that revenue, which was reported on a monthly basis, was volatile. Other information related to costs was static and labour intensive to produce on a monthly basis and he therefore asked if districts could provide the volatile information on a monthly basis rather than the static, cost related information. The Highway Services Manager **agreed** to review the information needed from districts and come to an agreement on what was required
- The Vice-Chair asked if the MHCLG grant received by Norwich City Council would cover their deficit. There was still some uncertainty in the Norwich data and the Better Parking Strategy Manager asked for up to date data. At that time Norwich City Council's parking arrangements were a separate delegated function arrangement to the Council.
- Miranda Lee confirmed that MHCLG liaised with all 151 district officers on completing claims and what could and could not be included in the claims. Norfolk's 151 officers also discussed the MHCLG claims at their meetings in the last year. It was suggested that Norwich City Council look into whether they could make a MHCLG claim for quarter 1, as claims were valid until the end of June 2021 based on the 2019-20 budget arrangements

5.3 The Joint Committee **RESOLVED:**

1. to review and note the latest forecast financial outturn for 2020/21 for the NPP accounts in Appendix A of the report.
2. to review and note the latest 2021/22 financial forecast outturn for the NPP in Appendix B of the report.
3. To review and note the latest 2021/22 financial forecast outturn for the Norwich City CPE Accounts in Appendix C of the report.
4. for the districts to be contacted for a review of and request for contribution payments to be continued with.

The meeting concluded at 15:11

Chairman



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Norfolk Parking Partnership Joint Committee

Item No: 5

Report Title: Finance Update

Date of Meeting: 29 September 2021

Responsible Cabinet Member: Cllr Wilby (Cabinet Member for Highways, Infrastructure & Transport)

Responsible Director: Grahame Bygrave - Director of Highways and Waste

Is this a Key Decision? No

If this is a Key Decision, date added to the Forward Plan of Key Decisions: N/A

Executive Summary / Introduction from Cabinet Member

Previous reports presented to this committee have illustrated the financial pressure that both the Norfolk Parking Partnership and Norwich City Civil Parking Enforcement (CPE) accounts are under. Regular finance update reports are therefore being brought to the committee to present the latest forecast position based on the latest known position of CPE operations and parking demand.

The latest figures for the Norfolk Parking Partnership (NPP) CPE account forecasts an outturn of £62,667 surplus, an improvement from the previously reported forecast deficit of £4,925. For the City CPE account, the latest position is a deficit of £627,823, a deterioration from the previously reported deficit of £406,072.

The figures in this report are indicative and are subject to fluctuations as we progress through the current financial year, in particular in response to changes in parking demand and any further changes to government guidelines in terms of social restrictions.

Up-to-date calculations for the net deficit in each District/Borough Council areas have been provided as requested by members at the previous committee in order to help inform committee on the levels of contribution to be sought from each District/Borough Council.

Recommendations:

- 1. Review and comment on the latest 2021/22 forecast outturn for the NPP CPE Account.**
- 2. Review and comment on the latest 2021/22 forecast outturn for the Norwich City CPE Account.**
- 3. Review and comment on the proposed calculation for contributions to be sought from North Norfolk, Broadland, Breckland and South Norfolk District Councils to offset 50% of the net cost of carrying out enforcement in their areas.**

1. Background and Purpose

- 1.1 The NPP CPE account and separate Norwich City CPE account both rely on income from penalty charge notices issued for on-street parking violations as well as on-street pay and display parking fees to offset the cost of running the enforcement service. This includes administration costs relating to the resident permit scheme and on-street pay and display.
- 1.2 The previous financial year saw significant reductions in income as a result of government social restrictions imposed to curb the spread of COVID-19 impacting on traffic levels and the demand for parking.
- 1.3 Despite most of these restrictions being eased in July 2021, parking demand remains subdued through the current financial year so far, putting pressure onto both CPE accounts.
- 1.4 This report presents the latest forecast financial outturn position for both CPE accounts.

2. Proposal

- 2.1 The latest forecast indicates an expected small surplus outturn of £62,667 for the NPP CPE accounts. Members are asked to review and comment on the latest figures provided for consideration by officers. This position is based on the latest known trends and may fluctuate throughout the remainder of the year in response to external factors, including any further potential government restrictions put in place.
- 2.2 In light of the latest surplus forecasted, the forecast includes a proposal to make a contribution to the capital equipment replacement fund reserve at the end of the year for both this year and also last year (£59,000 per annum), in lieu of any contribution being made last year due to a lack of forecast surplus. Officers have previously highlighted aging handheld devices that need to be replaced, putting pressure onto the capital equipment replacement fund.

- 2.3 A deficit of £627,823 is now forecast for Norwich City's CPE account. Members are asked to review and comment on the latest figures provided.
- 2.4 At the previous committee, officers were requested to provide up-to-date calculations of the enforcement deficit in each District/Borough, and this has been provided in Appendix C. Members are requested to review this information and agree contribution amounts to be sought from each District/Borough Council.

3. Impact of the Proposal

- 3.1 The latest forecast position suggests that the NPP CPE account will see a small surplus generated at the end of the year, however this position is not finalised and could change. If this position deteriorates then a smaller contribution could be made to the capital replacement equipment fund in order to balance the accounts.
- 3.2 Contributions from the local Districts/Borough Councils to cover 50% of the enforcement deficit for their respective areas would bolster funds further, including general reserves that ultimately would be put towards future, relevant highway improvement schemes.
- 3.2 There is significant pressure on the Norwich City CPE accounts and currently no external funding support has been identified that could be used to offset the likely deficit.

4. Evidence and Reasons for Decision

4.1 NPP CPE Account – 2021/22

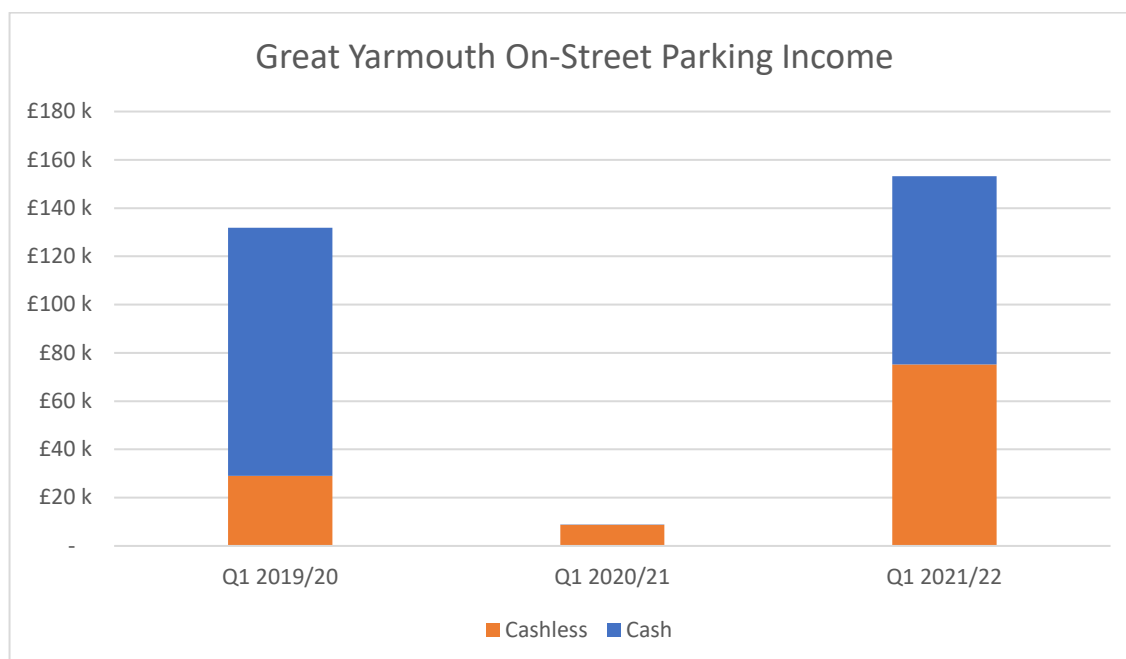
- 4.1.1 Appendix A shows the latest 2021-22 financial forecast position for the NPP CPE accounts, with a projected end of year surplus of £62,667. This is an improvement from a deficit of £4,925 reported at the previous committee. There are three main driving factors behind this change.
- 4.1.2 Firstly, CPE costs for Q1 are lower than the budget, and less processing costs are expected because of less penalty charge notices (PCNs) being issued so far this year. The forecast cumulative number of PCNs issued for this financial year has been reduced.
- 4.1.3 Less PCNs will also mean less income received from fines. This income is used to offset the costs of running the enforcement operations.
- 4.1.4 The number of PCNs issued in each District compared to Q1 in 2019 has varied. Broadland was the only area where more PCNs have been issued in

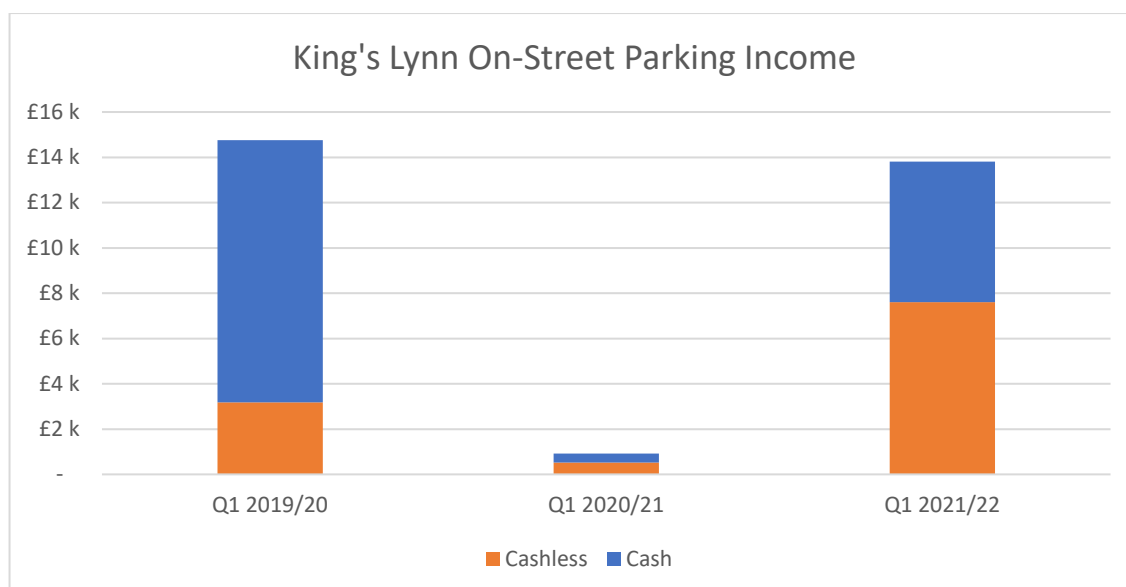
this quarter (129% of 2019/20). North Norfolk and King's Lynn & West Norfolk were slightly down (96% and 98% respectively). Great Yarmouth saw 89%, while Breckland was 73% and South Norfolk 47%.

4.1.5 Secondly, Q1 has seen higher than expected pay and display income overall. While Q1 income in King's Lynn is slightly down on 2019/20 levels (the latest financial year pre-pandemic), income from Great Yarmouth is 16% higher compared to Q1 2019/20.

4.1.6 Finally, Great Yarmouth Borough Council report that they expect to be able to make a further claim under the Ministry for Housing, Communities and Local Government's (MHCLG) Loss of Income scheme for Q1 2021/22 totalling £34,930.

4.1.7 A significant shift to cashless payments for pay and display parking has been observed in both King's Lynn and Great Yarmouth. For Q1 this year in Great Yarmouth, 49% of P&D payments were made through mobile options (mobile app, text message or telephone), compared to 22% in Q1 2019. A similar pattern has been observed in King's Lynn (55% in Q1 2021, 22% in Q1 2019).





4.1.8 The end of year forecast does not include any contributions that may be made by the District/Borough Councils. This is discussed further in section 4.3 below.

4.2 Norwich City CPE Account – 2021/22 Forecast

4.2.1 The latest 2021/22 forecast for the Norwich City CPE account is shown in Appendix B. A total deficit of £627,823 is forecast, a deterioration from the previous forecast deficit of £406,072.

4.2.2 In the previous forecast presented to committee in July, it was explained that the forecast had not yet been validated against Q1 2021 figures. These figures have now been received, and as a result the forecast has been adjusted accordingly, with the following paragraphs explaining the rationale.

4.2.3 Fewer PCNs have been issued than expected because of enforcement staff having to self-isolate in line with government requirements.

4.2.4 Q1 2021 pay and display income has been less than expected, and therefore the forecast outturn has been adjusted downwards. Norwich City Council report that this trend has been observed within their own off-street surface car parks, and this is also in line with that observed with on-street pay and display in King's Lynn.

4.2.5 While both P&D and PCN income overall is expected to be better year-on-year, the MHCLG Loss of Income scheme finishes at the end of Q1 2021. Consequentially this year's claim is expected to be £162,000, compared to £644,000 claimed last year.

4.2.6 Given the latest forecast, officers from County Council and Norwich City Council have initiated an open-book accounting exercise of the City CPE

account, with the objective of identifying ways that this deficit could be reduced. This exercise will take place over the next few weeks.

4.3 NPP District Contributions

- 4.3.1 The latest forecast for the NPP (Appendix A) shows that the cost of running enforcement operations overall runs at a loss. Income from PCNs does not wholly offset the costs of enforcement staff and associated resources as well as notice processing costs.
- 4.3.2 The remaining deficit is offset by income from on-street pay and display in Great Yarmouth and King's Lynn. However as has been illustrated last year, income from pay and display can be volatile. External factors, in particular the weather, will influence the demand for on-street parking and therefore income received.
- 4.3.2 There are also capital costs that need to be covered, such as the replacement of equipment including electronic handheld devices and pay & display machines.
- 4.3.3 The NPPJC has agreed in previous years that the enforcement deficit in each District or Borough would be split 50/50 between the County Council and corresponding District/Borough Council.
- 4.3.4 It was proposed at the previous NPPJC that contributions from the Districts/Borough Councils would continue to be sought given the ongoing deficit that remains in the enforcement operations.
- 4.3.5 Officers were requested to review contributions made by the Districts and Borough Councils. This up-to-date calculation has been included as Appendix C. Calculations are based on 2019/20 figures because last year's figures are considered extraordinary. Going forward, calculations will be based on the previous financial year outturn.
- 4.3.6 Since the enforcement in King's Lynn & West Norfolk, North Norfolk, Broadland and Breckland are pooled and run by the King's Lynn & West Norfolk Borough Council, the enforcement officer and associated costs in these areas have been split according to proportion of FTEs assigned to each area as defined in the NPP agreement.
- 4.3.6 Back-office notice processing costs have been shared amongst all Districts and Borough Councils as a proportion of the total PCNs issued in each area.
- 4.3.7 Income from PCNs, pay and display and permit charges are based on actual income received for each respective area.

- 4.3.8 Since the capital equipment replacement fund is primarily for the replacement of handheld devices and pay & display machines, contributions have been calculated based on:
- 50% of the fund for handhelds proportioned according to the share of FTEs in each area.
 - 50% of the fund for pay & display machines based on an assumed split of 20% for King's Lynn and 80% for Great Yarmouth as an approximation of the number of machines in each area.
- 4.3.9 No contribution is sought from the County Council towards the cost of maintaining signs and lines, nor NCC officer time spent on the NPP.
- 4.3.10 Based on the above calculations, the overall contribution sought from District/Borough Councils totals £47,993 (previous contributions totalled £45,000 per annum). The calculated deficit for each area is:
- King's Lynn & West Norfolk = nil
 - North Norfolk = £5,281
 - Breckland = £23,067
 - Broadland = £17,182
 - Great Yarmouth = nil
 - South Norfolk = £2,461

5. Alternative Options

- 5.1 A decision to not seek contributions from local District/Borough Councils could be considered although this may result in reduced enforcement activity in these areas. As such this is not recommended given the requirement to ensure enforcement is undertaken to resolve parking issues.

6. Financial Implications

- 6.1 The detailed financial position is shown in appendices A to C. For CPE across the whole of Norfolk, the County Council is currently forecasting an overall (NPP plus City) deficit in-year of £565,155.

	County (NPP)	City	Total
Income	£1,158,766	£2,125,577	£3,284,343
Expenditure	£1,096,099	£2,753,399	£3,849,498
Net (surplus/deficit)	£62,667	-£627,822	-£565,155

If no suitable mitigation measures are identified, including external funding sources, the financial responsibility for the deficit in the Norwich City CPE accounts lies with Norfolk County Council and will be managed as part of the wider CES budget.

7. Resource Implications

7.1 Staff: None

7.2 Property: None

7.3 IT: None

8. Other Implications

8.1 Legal Implications: None

8.2 Human Rights Implications: None

8.3 Equality Impact Assessment (EqIA) (this must be included): Not required

8.4 Data Protection Impact Assessments (DPIA): Not required

8.5 Health and Safety implications (where appropriate): None

8.6 Sustainability implications (where appropriate): None

8.7 Any Other Implications: None identified.

9. Risk Implications / Assessment

9.1 No financial risk currently identified for the NPP CPE account, which is currently forecast to generate a net surplus at the end of the current financial year, including a contribution to the capital equipment replacement fund reserve funds.

- 9.2 The current forecast position for the Norwich City CPE account indicates an end of year deficit that would need to be met by Norfolk County Council. There are currently no reserves specifically for Norwich CPE that can be used to offset this deficit.

10. Select Committee Comments

10.1 N/A

11. Recommendations

- 1. Review and comment on the latest 2021/22 forecast outturn for the NPP CPE Account.**
- 2. Review and comment on the latest 2021/22 forecast outturn for the Norwich City CPE Account.**
- 3. Review and comment on the proposed calculation for contributions to be sought from North Norfolk, Broadland, Breckland and South Norfolk District Councils to offset 50% of the net cost of carrying out enforcement in their areas.**

12. Background Papers

12.1 [Finance Update report to NPPJC – 29th July 2021](#)

Officer Contact

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

Officer name: Alex Cliff

Telephone no.: 01603 222311

Email: alexander.cliff@norfolk.gov.uk



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Norfolk Parking Partnership Joint Committee

Item No: 6

Report Title: Annual Report 2020 - 2021

Date of Meeting: 29 September 2021

Responsible Cabinet Member: Cllr Wilby (Cabinet Member for Highways, Infrastructure & Transport)

Responsible Director: Grahame Bygrave - Director of Highways and Waste

Is this a Key Decision? No

If this is a Key Decision, date added to the Forward Plan of Key Decisions: N/A

Executive Summary / Introduction from Cabinet Member

The Norfolk Parking Partnership (NPP) is now in its ninth year of operation. As part of its duties the NPP is required to produce an annual report of Civil Parking Enforcement (CPE) operational performance.

This report summarises the statistics for the 2020-21 financial year and sees us emerging from an unprecedented global pandemic which has had far reaching impacts on all walks of life, including the operations of the NPP.

NPP financial performance is usually covered in this report but due to the ongoing and complex financial situation due to Covid-19, it is covered in a separate agenda item.

Recommendations:

- 1. To note the positive operational performance of the NPP over the last 12-month reporting period despite the downturn in PCN numbers.**

1. Background and Purpose

- 1.1** This report summarises the operational performance of the NPP in the year 2020/21, the ninth year of its operation. It includes a draft of statistics that are required to be submitted to the Department of Transport.

- 1.2 An update on the work of the Blue Badge Investigator is also included as this role is funded through the NPP.

2. Proposal

- 2.1 This report provides NPP Committee Members with the relevant information to enable effective monitoring and improvements in the ongoing delivery of the CPE service through the NPP.
- 2.2 The report also informs the NPP of the ongoing work of the Blue Badge Investigator.

3. Impact of the Proposal

- 3.1 The impact of the report is to inform the NPP Joint Committee of the performance of the service over the last 12-month reporting period and to create the required statistical return for the Department of Transport.

4. Evidence and Reasons for Decision

- 4.1 Norfolk County Council is required to publish annual reporting statistics which summarise the operational performance of CPE.

4.2 Operational Performance 2020/21

- 4.3 Table 1 below summarises the operational statistics as required by the Department of Transport.
- 4.4 7,128 fewer Penalty Charge Notices (PCNs) were issued in the 2020/21 year when compared to the previous 12-month period (19,507 PCNs 2019/20). This can be explained by the series of national lockdowns which occurred throughout 2020/21 and the subsequent request from the government to scale back enforcement. This was to concentrate enforcement on the more dangerous offences of obstruction to keep access available for emergency services and those who volunteered to support the Covid-19 response. Some staff were also redeployed to other duties or were required to self-isolate due to personal circumstances and in line with government guidelines.
- 4.5 The largest proportion of PCNs (46% of the NPP total) issued was in the area covered by Great Yarmouth Borough Council. This is explained by the need to

enforce the resident parking zone and its position on the coast where it attracts a great number of visitors, particularly given the restrictions imposed on international travel through much of last year, and therefore results in a high demand for parking.

4.6 The other District Council areas remain broadly static in terms of percentage proportion of PCNs issued when compared to 2019/20.

Table 1

NPP DfT Statistical Return 20/21							
	JC South Norfolk	Jl Great Yarmouth	JG Breckland	JE North Norfolk	JT Broadland	KR Kings Lynn & West Norfolk	County Total
Number of Higher Level PCNs Served	172	4708	637	1134	231	2326	9208
Number of Lower Level PCNs Served	42	982	433	784	40	890	3171
Total PCNs Served	214	5690	1070	1918	271	3216	12379
% of NPP total	2	46	9	15	2	26	
Number of PCNs Paid	195	3676	807	1643	233	2477	9031
% total PCNs Paid	91	65	75	86	86	77	73
Number of PCNs Paid at Discount Rate	169	3033	673	1436	210	2090	7611
% total PCNs Paid at discount	79	53	63	75	77	65	61
Number of PCNs against which informal or formal representation made	70	1200	221	411	99	658	2659
% of total PCNs issued in District appealed	33	21	21	21	37	20	21

Number of PCNs cancelled as a result of informal or formal representation	13	446	78	121	13	278	949
% of total PCNs cancelled per District	6	8	7	6	5	9	8
Number of PCNs written off for other reasons (e.g. driver untraceable or CEO error)	2	340	42	37	9	118	548
% of total PCNs written off	1	6	4	2	3	4	4
Number of vehicles immobilised	0	0	0	0		0	0
Number of Vehicles removed	0	0	0	0		0	0

4.7 The proportion of PCNs being paid remains relatively static compared to last year, which is between 65% and 86% across District Council areas and should be seen as good performance in light of the challenges faced. The notable exception is South Norfolk where the percentage of PCNs being paid has increased from 83% in 2019/20 to 91% 2020/21. Further analysis shows that although around a third of the South Norfolk PCNs were appealed only 6% of those were upheld. This suggests that while fewer PCNs have been issued those that have are of a good quality.

4.8 Numbers of both informal and formal appeals are down, but this is reflective of the lower number of PCNs issued as the relative proportions have remained the same as last year. This is also reflected in the number of PCN cancellations which follow a similar pattern.

- 4.9 PCN that have been written off due to technical issues (untraceable driver, signing/lining defects, staff error etc.) have proportionately generally remained the same as the previous year and is under 10% across all District/Borough totals.
- 4.10 Notwithstanding the overall low proportions of both cancelled and written off PCNs, the Officer Working Group will continue to work together to see if this performance can be improved over the coming 12 months.
- 4.11 The Blue Badge Investigator is employed by Norfolk County Council and funded through the NPP. The service is well received by the general public and in particular Blue Badge holders who are disadvantaged by misuse.
- 4.12 Reports of misuse were suppressed by the Covid-19 lockdowns, blue badge holders are most likely to be in vulnerable groups and so would have been shielding. There were 52 reports in 2020/21 which resulted in –
- 5 prosecutions
 - 23 warning letters
 - 14 no further action
 - 23 Blue Badges were seized during inspections.
- 4.13 All of the court cases were successful with appropriate fines imposed on the defendants. Where no further action has been taken, this is generally due to the location being not on the highway (e.g. a supermarket car park) or there is insufficient evidence to continue.
- 4.14 Civil Enforcement Officers (CEOs) have been undergoing refresher training with the Blue Badge Investigator in all district areas which has resulted in a welcome increase in reports from this source as well as the public following the easing of lockdown restrictions.
- 4.15 The increase in case work for the investigator has meant that a minor increase in part time working hours is being initiated alongside additional administrative

support to further free up the Blue Badge Investigators time to increase the level of patrolling.

5. Alternative Options

5.1 None – this paper is reporting annual figures only.

6. Financial Implications

6.1 None

7. Resource Implications

7.1 Staff:

A minor increase in part time working hours for the Blue Badge Investigator has been identified and additional administrative assistance is being sought.

7.2 Property:

None identified as part of this report

7.3 IT:

None identified as part of this report

8. Other Implications

8.1 Legal Implications:

None identified as part of this report

8.2 Human Rights Implications:

None identified as part of this report

8.3 Equality Impact Assessment (EqIA) (this must be included):

Service delivery by the NPP has a positive impact on protected groups by ensuring the highway network is accessible to all and that benefits given through the blue badge scheme are not misused by those who are unentitled.

8.4 Data Protection Impact Assessments (DPIA):

Not applicable to this report

8.5 Health and Safety implications (where appropriate):

None identified as part of this report

8.6 Sustainability implications (where appropriate):

None identified as part of this report

8.7 Any Other Implications:

None identified as part of this report

9. Risk Implications / Assessment

9.1 None identified as part of this report.

10. Select Committee Comments

10.1 Not Applicable

11. Recommendations

1. To note the positive operational performance of the NPP over the last 12-month reporting period despite the downturn in PCN numbers.

12. Background Papers

12.1 [Annual Report 2019 – NPPJC 30th September 2020](#)

Officer Contact

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

Officer name: Alex Cliff

Telephone no.: 01603 222311

Email: alexander.cliff@norfolk.gov.uk



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Norfolk Parking Partnership 2021/22 Forecast Outturn	2021/22 Forecast (August)
On Street Parking Enforcement	
Annual Operating costs	£669,868
Norfolk County Council Annual Operating Costs	£85,000
KLBC Processing Unit Annual Operating Costs	£173,111
Income	
Enforcement	-£543,730
Enforcement Surplus/Deficit - County	£384,249
On-Street Pay & Display & Permits	
Cash Collection, Maintenance and Back Office Costs	£50,120
(Enforcement costs shown above)	
Income	
Pay and Display/Resident Permit Scheme Income	-£580,106
On-Street P&D and Permits - County	-£529,986
NPP Subtotal	-£145,737
External Contributions	
Capital Replacement Fund	£118,000
MHCLG Loss of Income Claim - GYBC	-£34,930
MHCLG Loss of Income Claim - Norfolk CC	
Subtotal	£83,070
Latest Forecast (Surplus)/Deficit Outturn 2021/22	(£62,667)

Norwich City Council CPE Budget

Forecast
2022/22

On Street Parking Enforcement	
Notice Processing and Back office Costs	£2,220,825
Enforcement costs	
Costs subtotal	£2,220,825
Income	
Enforcement	-£562,684
Internal balancing recharge	
Staff recharge - COVID-19 duties	
Enforcement Surplus/Deficit - County	£1,658,141

On-Street Pay & Display & Permits	
Cash Collection, Maintenance and Back Office Costs	£368,586
(Enforcement costs shown above)	
Income	
Pay and Display/Resident Permit Scheme Income	-£1,109,901
Dispensations	
On-Street P&D and Permits - County	-£741,315

Bus Lane Enforcement	
Maintenance and back office costs	£163,988
Income	
Enforcement	-£284,992
Subtotal	-£121,004

City CPE Subtotal	£795,822
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External Contributions	
Additional income c/o from 2019/20	
MHCLG Loss of Income Claim (Not confirmed)	-£168,000
Subtotal	-£168,000

**Latest Forecast (Surplus)/Deficit Outturn
2020/21**

£627,822

Capital Equipment Reserves Balance	£146,000
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CPE District/Borough Surplus/Deficit Calculations

Appendix C

	King's Lynn &						
	West Norfolk	North Norfolk	Breckland	Broadland	Great Yarmouth	South Norfolk	
Enforcement Costs	£ 168,170.35	£ 79,964.19	£ 77,698.00	£ 38,849.00	£ 352,083.00	£ 21,722.00	
Cash Collection	£ 3,596.00	£ -	£ -	£ -	£ 6,360.00	£ -	
Back Office Costs	£ 60,041.79	£ 36,170.67	£ 22,110.94	£ 2,955.37	£ 83,184.93	£ 8,366.30	
Resident Permit Costs	£ 5,425.00	£ -	£ -	£ -	£ 9,724.00	£ -	
Capital Equipment Contribution	£ 13,395.07	£ 3,121.89	£ 3,033.42	£ 1,516.71	£ 36,416.20	£ 1,516.71	
Total Costs	£ 250,628.22	£ 119,256.75	£ 102,842.36	£ 43,321.08	£ 487,768.13	£ 31,605.01	
Pay & Display	£ 58,028.00	£ -	£ -	£ -	£ 364,031.00	£ -	
Residents/Business & Other Permits	£ 12,277.00	£ -	£ -	£ -	£ 80,230.00	£ -	
Dispensations & Waivers	£ 820.46	£ 499.52	£ 299.36	£ 42.44	£ 1,214.69	£ 123.54	
Penalty Charge Notices (PCNs)	£ 202,637.00	£ 108,195.00	£ 56,408.00	£ 8,913.00	£ 249,178.00	£ 26,558.00	
Total Income	£ 273,762.46	£ 108,694.52	£ 56,707.36	£ 8,955.44	£ 694,653.69	£ 26,681.54	
Surplus/Deficit	-£23,134.24	£10,562.24	£46,134.99	£34,365.64	-£206,885.56	£4,923.47	
50% Deficit share	£ -	£ 5,281.12	£ 23,067.50	£ 17,182.82	£ -	£ 2,461.74	