



Norfolk County Council

Norfolk Parking Partnership Joint Committee

Date: **30 September 2020**

Time: **14:00**

Venue: **Microsoft Teams (virtual meeting)**

To view the meeting online please follow this link: <https://youtu.be/TJ84wm7DGs8>

Members of the Committee and other attendees: **DO NOT** follow this link, you will be sent a separate link to join the meeting.

Membership

County Councillors

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

District Councillors

Cllr Lisa Neal	<i>Substitute: Cllr Kay Mason-Billig</i>	South Norfolk District Council
Cllr Paul Kunes	<i>Substitute: Cllr Richard Blunt</i>	Borough Council of King's Lynn and West Norfolk
Cllr Graham Plant (Vice-Chairman)		Great Yarmouth Borough Council

Non-Voting District Councillors

Cllr Paul Hewett		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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Agenda

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 5 March 2020

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 Chairman decides should be considered as a matter of urgency

5. Norfolk Parking Partnership - Annual Report

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A report by the Executive Director of Community and Environmental Services

6. Better Parking Strategy Update

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A report by the Director of Growth and Development

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

Date Agenda Published: 22 September 2020



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Norfolk County Council & District Councils Norfolk Parking Partnership Joint Committee

**Minutes of the Meeting Held on Thursday, 05 March 2020
at 2pm in the Cranworth Room, County Hall**

Voting Members Present:

Cllr Martin Wilby (Chairman)	Norfolk County Council
Cllr Lisa Neal	South Norfolk District Council
Cllr Graham Plant (Vice-Chairman)	Great Yarmouth Borough Council

Officers Present:

Gary Cheesman	Finance Officer, Norfolk County Council
Martin Chisholm	Borough Council of King's Lynn and West Norfolk
David Disney	South Norfolk District Council
Ian Gregory	Better Parking Strategy Manager, Norfolk County Council
Miranda Lee	Great Yarmouth Borough Council
Karl Rands	Highway Services Manager, Norfolk County Council
Matt Tracey	Growth & Infrastructure Group Manager, Norfolk County Council
Tim Young	Project Engineer (Network Policy & Performance), Norfolk County Council

1. Apologies for absence

- 1.1 Apologies were received from Cllr Jo Copplestone and Cllr Paul Kunes. Also absent were Cllr Paul Hewett, Cllr Eric Seward and Cllr Mike Stonard.

2. Minutes

- 2.1 The minutes of the meeting held on 12 September 2019 were **AGREED** as an accurate record and signed by the Chairman.

3. Declarations of Interests

- 3.1 No interests were declared.

4. Items of Urgent Business

- 4.1 No urgent business was discussed.

5. Norfolk Parking Partnership Budget 2020-21

- 5.1 The Joint Committee received the report setting out the budget for 2020-21, which was the first to be based on outturns from the previous two financial years instead of the revised 2016 business model. This outturn-based budgeting model would allow an increased level of accuracy, helping to drive performance management and value for money.

5.2 The following points were discussed and noted:

- Miranda Lee **proposed** that the resident permit charges should be reviewed before proposing a change in cost. Martin Chisholm noted that the review of the parking zone in Great Yarmouth had highlighted that residents felt cost changes were hidden, therefore also agreeing with the principle of holding a review of the charges. He also noted that using the inflation calculator on the parking charges would bring a revised cost of £51 and suggested that a higher charge may be more appropriate.
- The Vice Chair **endorsed** the proposal to review the resident parking permit cost; he noted that this would ensure the scheme was cost effective for rate payers and residents and that other residents were not subsidising the scheme.
- Members agreed that holding a review of resident parking permit costs would allow the cost to be set at the appropriate amount and would be a transparent approach
- The Project Engineer (Network Policy & Performance) confirmed that a level of consultation would need to be carried out as part of the Traffic Regulation Order and therefore this would be possible. It was agreed that it would be ideal to uplift the fees in Great Yarmouth Borough and West Norfolk and King's Lynn District at the same time.
- A discussion was held about the funding discussed under "Forward Programme" at paragraph 2.7 of the report; the Project Engineer (Network Policy & Performance) confirmed that there was a 50/50 split of funding between Norfolk County Council and the Great Yarmouth Transport Steering Group. He confirmed that £7000 needed to be taken off the Great Yarmouth Transport Steering Group allocation related to work at North Deans and St Peters Road, which would take it to £13,500.
- The Highway Services Manager **agreed** to confirm which allocation the funding for the review would come from.
- Martin Chisholm **proposed** that income was reviewed at the Joint Committee meeting in September 2020, to identify any surpluses for the year; he noted that surpluses for resort areas may be affected by corona virus. The Chairman and Vice-Chairman **agreed** with this proposal

5.3 The Joint Committee:

- **NOTED** that financial year 2019-20 budget was the last using the revised 2016 business model.
- **AGREED** the budget for the Partnership for financial year April 2020 to March 2021 as shown in Appendix A of the report, subject to a revised estimate of permit income, based on the review/consultation below.
- **AGREED** to a pause, review, and relevant consultation, to inform increasing the cost of resident permit parking, and **SUPPORTED** an annual increase in the cost of residents' parking permits based on the annual rate of inflation commencing 1 April 2021, as set out in paragraph 2.5 of the report.

The meeting concluded at 14.17

Chairman



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Norfolk Parking Partnership Joint Committee

Item No: 5

Decision making report title:	Norfolk Parking Partnership - Annual Report
Date of meeting:	30th September 2020
Responsible Cabinet Member:	Cllr Wilby (Cabinet Member for Highways, Infrastructure & Transport)
Responsible Director:	Tom McCabe (Executive Director of Community and Environmental Services)
Is this a key decision?	No
If this is a key decision, date added to the Forward Plan of Key Decisions.	N/A

Introduction from Cabinet Member

The Norfolk Parking Partnership is now in its ninth year of operation and is required to produce an annual report detailing financial and operational performance of the Civil Parking Enforcement operations that are undertaken across the County.

This report summarises the statistics for 2019-20 financial year. Following the termination of the agency agreement, Norwich City Council joined the NPPJC in April 2020. The 2019-20 figures for Norwich City are not shown in this report since this is subject to a separate Annual Report to be produced by Norwich City Council for their final year of operation prior to the transfer to NPP in April 2020.

The final section of this report outlines some key future developments for consideration by the NPPJC, including Norwich City. This includes the impact of the ongoing unprecedented pandemic on the financial position of the NPP, as well as the need to consider the future requirement of electric vehicles and connected vehicles.

Executive Summary

Overall the number of PCNs issued in 2019/20 has decreased compared to the previous year. A major factor is the onset of the national lockdown on 23rd March 2020, at which point all but essential enforcement across Norfolk ceased.

Compared to recent years, the financial position of the NPP has strengthened. However, it now faces considerable challenges with a significant deficit forecasted for 2020/21 as a result of the COVID-19 pandemic reducing revenue income, which current reserve levels will not be able to offset. It is anticipated that support through a grant from Central Government will alleviate this cost pressure.

Norfolk County Council continues to employ a part-time blue badge investigator to investigate fraudulent use of blue badges across the NPP. A total of 6 successful criminal prosecutions were secured during 2019/20, with a further 42 formal advisory/warning letters issued to educate blue badge users on their correct use. Active, high-profile enforcement provides a deterrent to mis-use of blue badges and is very well received particularly by genuine blue badge holders who, with their disabilities, are adversely affected by mis-use of disabled bays.

Central government recently announced plans to decriminalise moving traffic offences, such as driving in mandatory cycle lanes and on footways, in order to support a greater uptake of active travel. Once implemented, this means enforcement could be the responsibility of the NPP with resource and technological implications to consider.

Current numbers of registered electric vehicles are still very low (0.5%) however demand for charging points is starting to increase. The NPP will in future support the emerging strategy for more sustainable vehicles which may include the need for electric vehicle charging infrastructure. Connected vehicles are also a growing market with greater expectations from drivers for real-time data on parking availability, for which the NPPJC are asked to consider supporting by trialling innovative solutions for monitoring and reporting parking availability.

Recommendations

- **To note the positive performance of the NPP in 2019-20.**
- **To note the financial risk to the NPP created by the ongoing COVID-19 pandemic.**
- **To note central government plans to decriminalise moving traffic offences, and the resource and technological implications this would have for the NPP.**
- **To support the need to innovate and try new technological solutions to meet the needs and expectations of electric and connected vehicles.**

1. Background and Purpose

- 1.1. This report summarises the performance of the Norfolk Parking Partnership in 2019/20; its eighth year of operation, including a draft of statistics that are required to be submitted to the Department for Transport.
- 1.2. An update is also provided on key significant events that have occurred in the current financial year, including changes to the operation of parking enforcement in Norwich City as well as how the entire service has responded to the ongoing Covid-19 pandemic.

2. Evidence

- 2.1. Norfolk County Council are required to publish an annual report summarising the performance of its Civil Parking Enforcement, including financial and operational statistics.
- 2.2. **Operational Performance 2019/20**
- 2.3. Table 1 summarises the operational performance of the NPP for 2019/20. Compared to the previous year, fewer penalty charge notices (PCNs) were served (-8%). This has inevitably led to fewer PCNs being paid, although the proportion of PCNs served being paid is similar in both years.
- 2.4. The reduction in PCN numbers being served will have been in part been explained by the onset of the national lockdown on 23rd March 2020 in response to the COVID-19 pandemic. Enforcement was scaled back significantly during lockdown, this is further discussed later on in this report.
- 2.5. The proportion of PCNs that were subsequently cancelled following informal or formal representation has increased slightly from 7.3% to 8.1%. This suggests that the quality of noticing has decreased slightly or that there may have been issues with signing and lining.

Table 1: Operational Performance of the NPP. PCNs = Penalty Charge Notices

	South Norfolk	Great Yarmouth	Breckland	Broadland	North Norfolk	King's Lynn and West Norfolk	County Total (excl. Norwich City)
Number of higher level PCNs served	569	6131	1188	1728	156	4297	14069
Number of lower level PCNs served	199	1463	841	1592	117	1226	5438
Number of PCNs paid	641	4938	1496	2808	232	4213	14328
Number of PCNs paid at discount rate	569	4021	1293	2467	202	3581	12133
Number of PCNs against	180	1323	363	647	66	1231	3810

which an informal or formal representation was made							
Number of PCNs cancelled as a result of an informal or formal representation	55	623	121	227	26	533	1585
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	12	308	140	53	7	191	711
Number of vehicles immobilised	0	0	0	0		0	0
Number of vehicles removed	0	0	0	0		0	0

- 2.5.1. Defective signing and lining will often result in parking restrictions being rendered unenforceable. The County Council is responsible for rectifying such defects. The district and borough members of the NPP report any defects found during their enforcement activities to the County Council for resolution.
- 2.5.2. An exercise was completed in April 2020 to identify and determine the current status of all defects reported by King's Lynn Borough Council since April 2019. 64 defects had been reported, with 37 defects remaining outstanding.
- 2.5.3. Options are currently being explored to improve the timeliness of defect repairs going forward.
- 2.6. **Financial Performance**
- 2.6.1. The financial outturn for 2019/20 has been summarised in table 2 below. A surplus of £164,860 has been transferred into NPP reserves.
- 2.6.2. This surplus is significantly higher than the 2019/20 business plan projection of £50,478. There are several inaccuracies in the business plan budget model which have been corrected in the 2020/21 budget presented to [NPPJC in March 2020](#).
- 2.6.3. A comparison with the 2018/19 outturn has also been provided to show a year-on-year change as a more accurate reflection of performance. Compared to 2018/19, an additional £84,450 of surplus has been generated.
- 2.6.4. There are two main factors behind the additional surplus generated;
1. a Civil Enforcement Officer vacancy in Great Yarmouth and;
 2. A reduction in contribution to the capital replacement programme.

- 2.6.5. Financially, performance in South Norfolk and Great Yarmouth has improved year on year, while it has declined in King's Lynn & West Norfolk (KLBC), who also operate enforcement in Broadland, Breckland and North Norfolk districts.
- 2.6.6. It is worth noting that KLBC operate the back office for the entire County, and an upturn in the number of PCNs issued by South Norfolk and/or Great Yarmouth would result in an increase in back-office costs at KLBC, reducing their apparent efficiency. The financial reporting provided through the partnership does not allow for detailed assessment of this impact, however in the operational performance section above it was shown that the number of PCNs served has decreased and back office costs would have been expected to therefore decrease.

Table 2: Financial Outturn of NPP 2019/20

Civil Parking Operations 2019/20	19/20 Plan	18/19 Actual	19/20 Actual	Year-on- Year Variance	Comments
King's Lynn & West Norfolk CPE Costs	415,795	520,648	527,093	6,445	
King's Lynn & West Norfolk CPE Income	(302,540)	(376,422)	(363,237)	13,185	
King's Lynn & West Norfolk CPE Balance	113,255	144,226	163,855	19,629	
South Norfolk CPE Costs	35,818	21,336	18,797	(2,539)	
South Norfolk CPE Income	(14,095)	(21,615)	(24,652)	(3,037)	
South Norfolk CPE Balance	21,723	(279)	(5,855)	(5,576)	
Great Yarmouth CPE Costs	413,272	323,929	272,053	(51,876)	Lower CPE costs due to vacant parking officer role.
Great Yarmouth CPE Income	(215,297)	(226,284)	(237,554)	(11,270)	
Great Yarmouth CPE Balance	197,975	97,645	34,499	(63,146)	
Great Yarmouth On Street Pay & Display Costs	96,606	45,582	34,945	(10,637)	
Great Yarmouth On Street Pay & Display Income	(495,174)	(453,764)	(462,190)	(8,426)	
Great Yarmouth On Street Pay & Display Balance	(398,568)	(408,182)	(427,245)	(19,063)	
Kings Lynn On-street Pay & Display + Residents Costs	4,490	9,021	10,833	1,812	
Kings Lynn On-street Pay & Display and Residents Income	(78,426)	(70,305)	(72,438)	(2,133)	
Kings Lynn On-street Pay & Display Balance	(73,936)	(61,284)	(61,605)	(321)	

Total from Partner Operations	(139,551)	(227,874)	(296,351)	(68,477)	
NCC parking department	75,073	74,464	72,491	(1,973)	
Capital Replacement Contribution	59,000	118,000	59,000	(59,000)	Additional capital contribution in 18/19 FY
Total including NCC Services	(5,478)	(35,410)	(164,860)	(129,450)	
Contribution from other District Councils	(45,000)	(45,000)	0	45,000	No contribution from Districts in 19/20
Final outturn	(50,478)	(80,410)	(164,860)	(84,450)	

- 2.6.7. Significant financial savings have been generated through the enforcement vacancy at Great Yarmouth. While fewer PCNs have been issued overall in Great Yarmouth Borough (GYB) compared to the previous year, this will have been impacted by the onset of the lockdown in March 2020 (approximately 600 PCNs). Proportionately, the % of PCNs issued in GYB compared to the NPP as a whole remained static year on year, suggesting that there has been no loss in the financial efficiency as a result of the vacancy.
- 2.6.8. The following table summarises the end of year balances for the NPP general reserve. There has been a significant upturn in the reserve balance at the end of 2019/20.
- 2.6.9. The historical picture shows significant fluctuations in the end of year balances due to varying performance of the NPP. While recent performance has been positive, the ongoing COVID-19 pandemic is likely to adversely impact the outturn of the current financial year. The reserves could be therefore be required to balance the financial position of the NPP. This is discussed further in the COVID-19 section below.

Table 3: NPP reserve balance

Norfolk Parking Partnership Balance	2016/17	2017/18	2018/19	2019/20
Opening Balance	3,110	(40,788)	(11,147)	(51,557)
In Year (Surplus)/Deficit	(38,012)	29,641	(80,410)	(164,860)
In Year Contribution to Schemes	8,646	0		
Additional transfer to Capital Replacements Fund		0	40,000	
In year additional income	(14,532)	0		
Closing Balance	(40,788)	(11,147)	(51,557)	(216,417)

- 2.6.10. The in-year surplus has been allocated in accordance with the NPP Agreement as detailed in the table below. The 50% allocation for equipment replacement has been allocated to the Capital Equipment Fund reserve.

Table 4: NPP Capital Equipment Replacement Fund reserve balance

Capital Equipment Replacement Fund	2016/17	2017/18	2018/19	2019/20
Opening Balance	(174,451)	(233,451)	(233,451)	(118,933)
Contribution	(59,000)	0	(158,000)	(59,000)
Drawdown	0	0	272,518	
Closing Balance	(233,451)	(233,451)	(118,933)	(177,933)

- 2.6.11. The budget for 2020/21 was set and agreed at the previous NPPJC committee meeting held on 5th March 2020 (report [available here](#)). A final outturn surplus of £102,203 was budgeted. This was however set prior to the onset of the COVID-19 pandemic and national lockdown announced on 23rd March 2020, which has had a significant, ongoing impact on the operation of the NPP.
- 2.6.12. A £1m shortfall in 2020/21 revenue income is now forecasted, which would result in a £900,000 deficit. This is discussed further in the COVID-19 section below.

2.7. **Blue Badge Enforcement Performance**

- 2.7.1. A part-time Blue Badge Investigator (BBI) is employed by the County Council operating across the entire NPP. The BBI undertakes proactive patrols, as well as working alongside civil parking enforcement officers in all areas of the NPP to progress their patrol observations. Reports of potential use received from members of the public are also investigated.
- 2.7.2. The work undertaken by the BBI is very positively received, both by the members of the NPP as well as by members of the public, particularly genuine blue badge holders with disabilities who are adversely impacted by fraudulent use by others.
- 2.7.3. Fraudulent use of blue badges is a criminal offence, and formal prosecution is pursued by NCC where sufficient evidence has been gathered by the partnership of deliberate mis-use.
- 2.7.4. In cases where insufficient evidence is available or the deliberate mis-use of a badge is contentious, formal warning letters are issued to badge holders and kept on file. These letters explain the observations made and provide relevant guidance to deter further mis-use. Warning letters can be presented in prosecution cases where further, subsequent mis-use is observed.
- 2.7.5. The table below outlines the annual performance of the Blue Badge service in 2019-20, compared to the previous year. Year on year, there was one less formal prosecution however there has been a significant increase in the number of warning letters and advice issued to blue badge holders.
- 2.7.6. A large proportion of the investigations have been instigated by reports from the Civil Parking Enforcement officers of potential mis-use identified during enforcement patrols. The number of reports from CEOs has increased by 38% year on year, demonstrating a good collaborative effort between members of the NPP in reducing blue badge mis-use in Norfolk.

Table 5: Summary of Blue Badge Enforcement performance

Investigations of Blue Badge Infringements	2018-19	2019-20	Comments
Disposals:			
Formal prosecution including caution*	7	6 (+1)	Pending prosecutions in brackets.
Advisory/warning letter or verbal advice from BBI	19	42	
Details forwarded to parking team for CEO awareness	23	15	
No action required (including insufficient or incorrect information to pursue further)	28	20	
Investigation in progress/pending	0		
Reporting:			
Reports from others (incl. public)	42	40	
Identified by CEO	46	72	
Identified by BBI	2	1	
Location of incident:			
Norfolk	88	93	
Outside Norfolk	8	7	
Insufficient information to determine	4	3	
Residency of badge-holder:			
Norfolk resident badge-holder	71	83	
Non-Norfolk resident badge-holder	12	20	
Insufficient information to determine	5	8	
Not BB related	3	4	
Total investigations	93	115	

- 2.7.7. An anonymised summary of recent blue badge prosecution cases are published on the County Council's [public website](#) to demonstrate to members of the public that the NPP actively pursue mis-use of blue badges in Norfolk.
- 2.7.8. Blue badges are often seized or requested to be returned to the Council by the BBI during the course of an investigation. Badges can be destroyed where appropriate or returned to its rightful owner in cases where the individual being prosecuted is a third party. The table below summarises the number of badges seized or returned to the County Council and the resulting action taken.

Table 6: Summary of blue badges seized/destroyed

Number of badges	2018-19	2019-20
Seized and destroyed	25	42
Seized but returned to badge-holder	13	9
Returned to NCC and destroyed	2	12*
Insufficient information to determine	0	6
Total badges destroyed	27	69

- 2.7.9. *A number of duplicate blue badges were issued in error by the blue badge applications team, which the blue badge investigator assisted with in locating and destroying.
- 2.7.10. There has been a significant increase in the number of blue badges being seized and destroyed. These tend to be expired badges that have not been returned to the Council as per terms and conditions shown on the badge.

3. Future Considerations

3.1. Decriminalisation of Moving Traffic Offences

- 3.1.1. The Department for Transport recently published its 'Gear Change: A bold vision for Walking and Cycling' report; a bid to lock in a recent significant upsurge in walking and cycling during the unprecedented national lockdown as a result of the ongoing COVID-19 pandemic. This paper announced plans to progress the decriminalisation of moving traffic offences, making it possible for local authorities (instead of the police) to enforce certain offences such as driving in mandatory cycle lanes and along footways.
- 3.1.2. There is no indication of timescales at this stage, however the NPP will need to be prepared to accommodate such changes. This could include increasing staffing resources in order to cover a wider scope of offences as well as commissioning technology/equipment such as cameras which could evidence such moving offences more cost effectively.
- 3.1.3. Trials are already underway, led by the Council's Highway Network Management team, using Artificial Intelligence (AI) camera equipment to capture traffic movements for traffic surveying purposes. If statutory powers eventually allow, this AI technology could be expanded to identify and capture certain moving traffic offences autonomously, within the bounds allowed by legislation, such as a vehicle illegally using a mandatory cycle lane.

3.2. Connected Vehicles & IoT

- 3.2.1. Vehicles with in-built information systems that provide real-world information on traffic congestion, journey times and parking data is rapidly expanding. The Council are aware of several partnerships developing between car manufacturers and parking service providers in the industry to provide live parking information to drivers.

- 3.2.2. The Council's Information Management Technology department have also deployed the UK's largest public sector Internet of Things (IoT) network, and successful trials have already been undertaken within Highways to utilize the network to monitor road surface temperatures for Winter Services. This work is now being expanded to explore how parking data could be captured using the same technology and utilised to provide better parking services across Norfolk.
- 3.2.3. Trials to explore vehicle occupancy of on-street parking are due to be deployed in Norfolk this year. If successful, this data could ultimately be presented to drivers, both through our own website portals, road-side variable message displays and via partnerships with the connected vehicle industry to provide real-time availability on parking to enable better decision making. This data could also be analysed to determine where on-street parking is under or over subscribed to inform future parking strategies and assist with targeting enforcement.
- 3.3. **Electric Vehicle Charging**
- 3.3.1. There are currently no on-street parking facilities across Norfolk that also provide electric vehicle (EV) charging. While EVs currently only represent 0.5% of the [total number of cars currently licenced in the UK](#), they are gaining popularity. The government has set targets to end the sale of petrol and diesel cars by 2040, or even by 2035 if the infrastructure allows, which is likely to increase the EV market share in the next few years as car owners replace their existing vehicles.
- 3.3.2. It is recognised that EV uptake is inhibited by limited charging infrastructure across the UK. NCC's strategy on EVs, including charging points, is currently under review. The NPPJC are supporting this strategy development work.

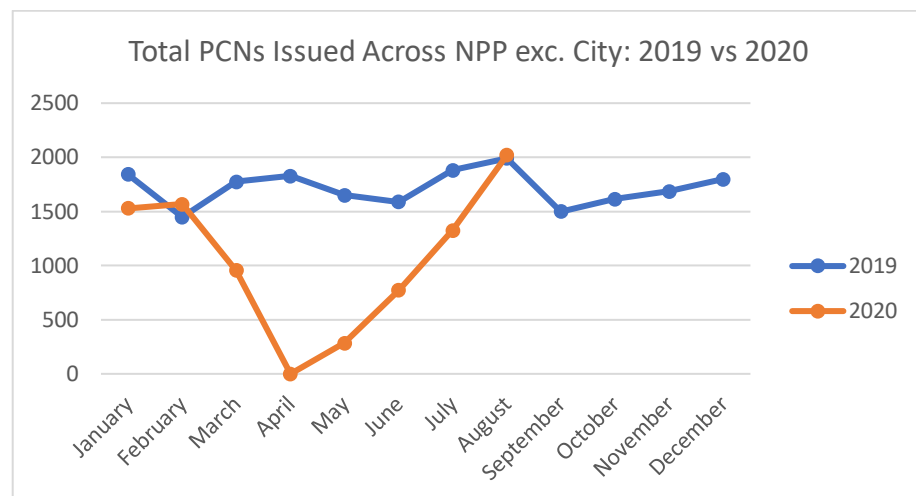
4. Impact of COVID-19 Pandemic

- 4.1. As part of the national response to the COVID-19 pandemic, the Department of Transport (DfT) advised local authorities to scale back Civil Parking enforcement to only deal with immediate, critical safety issues.
- 4.2. In addition to this, in order to support the work of the NHS and volunteer network, the Norfolk Parking Partnership also provided permits for parking in permit zones as well as on-street parking bays for free. This was open to all care workers, NHS staff and community volunteers to apply for through the MiPermit and Norwich City websites.
- 4.3. On-street enforcement recommenced in line with the reopening of non-essential shops on 15th June 2020. Care worker permits continued to the end of July 2020, until the requirement for vulnerable individuals to shield ended on the 1st August 2020.
- 4.4. It is anticipated that the some of the costs of staff being redeployed to assist with public health duties outside of the NPP may not be fully recovered. Similarly, the back-office costs, such as contract costs for systems remains unchanged. The income from pay and display fees as well as penalty charge notices (PCNs) would otherwise have offset these costs, however have declined to unprecedented levels during the lockdown.

4.5. The following graph shows the number of PCNs that were issued this year across the County excluding the City compared to 2019. In April 2020, during national lockdown, no PCNs were issued. In comparison, a total of 1828 PCNs were issued during the previous April. The following three months May 2020 to July 2020 inclusive saw the number of PCNs steadily increase but remaining below the 2019 trend. August 2020 was the first month in this financial year that saw similar numbers of PCNs issued compared to last year.

4.6. The total lost PCN revenue between March and July 2020 inclusive across the County but excluding the City is estimated to be £285,000. The pandemic is currently ongoing and any further impact on PCN revenue is unknown at this stage; this will largely depend on the need for any further government-imposed restrictions.

4.7.



4.8. Exact lost income from pay and display revenue is not yet known, however County is estimated to be £120,000 so far for the County excluding City.

5. Financial Implications

5.1. NPPJC are asked to note that the ongoing COVID-19 pandemic is forecasted to have a significant impact on the NPP end of year financial position in March 2021, with a forecasted £1m in lost income revenue based on current assumptions. It may be possible to recover some of these losses through funding provided by Government, if this is not possible it would result in a significant deficit in end of year accounts, for which current reserves are not sufficient to offset. This position could change for better or worse depending on the path the current pandemic and its effect on use of the highway network.

5.2. This financial risk has been entered on the COVID-19 finance risk register.

6. Resource Implications

6.1. **Staff:**

Once implemented, the decriminalisation of moving traffic offences will broaden the scope of enforcement for the NPP and will likely need more enforcement and back office staff in order to fully enforce.

6.2. **Property:**

None identified

6.3. **IT:**

The decriminalisation of moving traffic offences could potentially result in the NPP being able to utilise technological solutions to enforce certain restrictions.

7. Other Implications

7.1. **Legal Implications**

None identified.

7.2. **Human Rights implications**

None identified.

7.3. **Equality Impact Assessment (EqIA) (this must be included)**

The strong performance of the NPP will have a positive impact on protected groups by ensuring that the highway network remains accessible to all users. This includes ensuring that disabled spaces and yellow line exemptions are used only by genuine blue badge holders.

7.4. **Health and Safety implications**

None identified.

7.5. **Sustainability implications**

Supporting electric vehicles by providing suitable charging infrastructure

7.6. **Any other implications**

None identified.

8. Risk Implications/Assessment

- 8.1. Significant loss of income for the current financial year have been outlined in section 4 – Impact of COVID-19 section above resulting in a deficit which will exceed current reserve levels. It is however anticipated that external grant funding will offset this loss.

9. Recommendations

- 9.1.
- To note the positive performance of the NPP in 2019-20.
 - To note the financial risk to the NPP created by the ongoing COVID-19 pandemic.
 - To note central government plans to decriminalise moving traffic offences, and the resource and technological implications this would have for the NPP.
 - To support the need to innovate and try new technological solutions to meet the needs and expectations of electric and connected vehicles.

10. Background Papers

10.1. [Gear Change: A Bold Vision for Cycling and Walking](#)

10.2. [NPPJC Agenda 5th March 2020](#)

Officer Contact

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

Officer name: Alex Cliff

Tel No.: 01603 222311

Email address: alexander.cliff@norfolk.gov.uk



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Norfolk Parking Partnership Joint Committee

Item No. 6

Report title:	Better Parking Strategy Update
Date of meeting:	30 September 2020
Responsible Chief Officer:	Vince Muspratt (Director Growth and Development)
Strategic impact <p>The County Council is looking to develop its on-street parking provision as a positive, sustainable, end-to end service, to ensure traffic management and accessibility meets emerging Covid-19 government requirements together with the expectations of businesses, residents and visitors.</p> <p>In light of this, the current civil parking enforcement (CPE) arrangements in Norfolk are being reviewed and there is scope to benefit from expanding on-street controls and exploit more technology, whilst satisfying new statutory guidelines, solving many legacy parking issues and supporting local economies. The County's vision and aims will be to:</p> <ul style="list-style-type: none">• Make best use of available on and off-street space to balance parking demand against other competing uses, whilst supporting access, a vibrant economy and quality of life.• Create a fair, sustainable and transparent business model that generates an ongoing surplus to promote and enhance the local transport offer.• Encourage use of public transport, active and sustainable travel modes in accordance with new government guidelines and emerging Local Transport Plans.• Provide parking that is proportionate, affordable and accessible to all intended user groups, in accordance with the Parking Principles.• Provide adequate and effective management, control and enforcement of parking restrictions and controlled parking areas.• Contribute to the reduction in traffic congestion and air pollution and improved road safety.• Adopt the Positive Parking Agenda in Norfolk and use new technology to deliver better, more consistent parking for our communities.• Align parking in Norfolk with local and national economic, environmental and transport strategies and policies to support businesses and opportunity.	

Executive summary

A Better Parking Strategy Manager was recruited in November 2018 to review current working practices and policies. By December 2019 (pre-Covid-19) the postholder had completed an initial review of the Parking Principles, proposed the visions and aims above, together with a new on-street parking strategy and proposals for a financially sustainable forward programme of new controlled parking schemes.

However, since mid-March 2020 the County Council has been extensively involved in the

local authority Covid-19 pandemic response and recovery efforts across Norfolk. The unprecedented urgency and volume of this unplanned additional work, together with new government guidelines has caused delays in the delivery of much of the Better Parking Strategy project work and also necessitated a review and re-work of the initial strategy and forward programme proposals. To allow this unfinished and sizeable amount of work to be completed, the postholder's contract has been extended by a further year and it is anticipated that new draft proposals will be available for discussion and approval during summer 2021.

The Joint Committee is asked to:

- 1) Endorse the strategic aims for parking management as set out in paragraph 1.1 and agree that all district representatives will support the adoption of these by their respective Councils.**
- 2) Note the impact the Covid-19 pandemic has had on incurring delays to the Better Parking Strategy Project work (principally the Parking Principles, Parking Strategy and Forward Programme), and that the outcomes from this work have been rescheduled to summer 2021 as a result.**

1. Proposal

- 1.1. The County Council is looking to develop its parking provision in Norfolk as positive, end-to-end services, to ensure that traffic management and accessibility meets emerging Covid-19 government requirements together with the expectations of businesses, residents and visitors. To align with this, going forward it is proposed that the County's vision and aims will be:
 - Make best use of available on- and off-street space to balance parking demand against other competing uses, whilst supporting access, vibrancy and quality of life.
 - Create a fair, sustainable and transparent business model that generates an ongoing surplus to promote and enhance the local area's transport offer.
 - Encourage use of public transport, active and sustainable modes of travel, in accordance with new government guidelines and emerging Local Transport Plans..
 - Provide parking that is proportionate, affordable and accessible to all intended user groups, in accordance with the Parking Principles.
 - Provide adequate and effective management, control and enforcement of parking restrictions and controlled parking areas.
 - Contribute to the reduction in traffic congestion and air pollution and improved road safety.
 - Adopt the Positive Parking Agenda in Norfolk and use new technology to deliver better experiences of parking for our communities.
 - Align parking in Norfolk with local and national economic, environmental and transport strategies and policies.
- 1.2. The Leaders of Norfolk's seven District and Borough councils, together with the County Council will in due course determine the strategies and plans to deliver this vision and aims, and the forums for decision-making and governance. The first step is to secure the agreement of all partners to ensure that the strategic aims and principles for parking management are fully embedded across the Partnership.

Recommendation: The Joint Committee should endorse the vision and aims for parking management as set out in paragraph 1.1 above and agree that all district representatives will support the adoption of these by their respective Councils.

- 1.3. A revised first draft of the Parking Principles was completed in December 2019 and originally scheduled for presentation and discussion at the 5 March 2020 NPP JC Meeting, following consideration by senior managers and leaders. Unfortunately, the consideration was unable to take place in time for the JC Meeting and overran into the national lockdown which commenced on 21 March 2020. Again, due to the subsequent Covid-19 incurred delays and new government guidelines and local strategies as described above, senior management have decided to reschedule discussion of a further revised Parking Principles (or successor) document until 2021, when greater details and impacts are known and can be provided for.
- 1.4. Understanding the impacts Covid-19, we are still looking into a future Norfolk on-street strategy and a prioritised forward programme of new schemes and what changes may be required to align them with the significant increase in recent visitor economy trends, together with current and forthcoming national guidelines. This will be done in a way that accommodates local needs and supports local economies.
- 1.5. A new draft strategy and forward programme are not likely to be worked up and agreed for at least 6 months. This will still include planning for introducing an ambitious programme of parking schemes aimed at solving many long-standing local parking issues, generating a larger, sustainable and more fairly distributed revenues and also supporting the wider County transport offer. When known, further details will be reported at a future JC meeting.

Recommendation: The Joint Committee should note the impact the Covid-19 pandemic has had on incurring delays to the Better Parking Strategy Project work (principally the Parking Principles, Parking Strategy and Forward Programme), and that the outcomes from this work have been rescheduled to summer 2021 as a result.

2. Evidence

- 2.1. Recent implementation of on-street ticketed parking in King's Lynn has proven to be successful in meeting aims and objectives of the Parking Principles. More than 70% of stays are free of charge, while the returns from paid tickets were sufficient to cover the costs of management and enforcement, and generally the local businesses and community have benefited over the previous 'free-for-all' which had many negative aspects.
- 2.2. As part of the forward strategic and operational parking plans, an assessment needs to be made of areas in scope, to assess and manage demand and need and identify short term parking opportunities that will support local businesses.
- 2.3. In addition, the County Council as local highway authority receives many requests for enhanced parking management schemes, to address a range of concerns. In some places local communities have indicated a strong desire to see further parking management schemes introduced, and the County Council is working with district, town and parish councils in partnership to promote these as a 'place-based' approach and in accordance with new government guidelines.

3. Financial Implications

- 3.1. A wide-ranging review of parking management arrangements is expected as the current financial business model has not performed as first envisaged. This is expected to involve a strategic 'invest to save' project to meet our MTFS savings whilst ensuring the priorities in the County Council's strategy are achieved and will take account of the changing nature of national funding for local authorities in combination with the Norfolk Futures strategy.
- 3.2. Any impacts on the current business plan and NPP budgets will be identified during the preparation of revised drafts of the documents described in 1.3 to 1.5 above and will ultimately require the approval of the Joint Committee.

4. Issues, risks and innovation

- 4.1. Identified risks associated with not implementing revised Parking Principles or the delivery of the Better Parking Strategy Project, include:
 - Uncertain financial sustainability and future for the NPP and CPE operations across Norfolk;
 - Heightened traffic congestion, causing impacts on vibrant local economies and continuing public health issues associated with air quality;
 - More limited opportunity to support place-based and infrastructure projects;
 - Failure to maximise opportunities to foster and develop cross-border working and sharing operational best practice and the utilisation of new and smart parking technologies.

5. Background

- 5.1. Norfolk County Council has endorsed the Parking Principles as a basis for making decisions related to parking management in Norfolk. When making orders to control and/or restrict parking, officers use the Principles as a guide when framing proposals, in conjunction with the different local circumstances that exist in particular places.
- 5.2. The Norfolk Parking Partnership and Joint Committee were formed in 2012 to provide a joined up operational delivery and management of the delegated CPE operational functions.
- 5.3. Norfolk's council Leaders and Chief Executives agreed in March 2018 to sponsor a review of parking management including:
 - Agree to work together to review and update the current Parking Principles document to ensure it remains fit for future purpose and supports the needs, demands and emerging technology and compliance required nationally, regionally, county-wide and locally.
 - Consider the introduction of on- and off-street parking charges in market towns and coastal resorts to complement the charging within the main urban areas.
 - Agree that management of on- and off-street parking should seek to balance the need to boost the economic vitality of an area alongside the need to progress local improvement schemes.
 - Agree to work in partnership and share data and information relating to parking that would help to further improve parking management.
 - Agree to review the CPE arrangements as part of a broader programme of work.
 - Agree to seek early interventions to address some of the pressing

concerns which Districts and Boroughs have raised about parking management arrangements.

- 5.4. The Better Parking Strategy Project will assist in improving the operational and financial performance of the NPP as well as delivering the agreed Project outcomes, and producing a revised set of Parking Principles, a Parking Strategy and a Forward Programme that are fit for future purpose.

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:

Officer name: Ian Gregory

Tel No: 01603 223851

Email address: ian.gregory@norfolk.gov.uk



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