

# Norfolk Parking Partnership Joint Committee

Date: **Monday, 23 October 2017**

Time: **10:00**

Venue: **Edwards Room, County Hall,  
Martineau Lane, Norwich, Norfolk, NR1 2DH**

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

## **Membership**

### **County Councillors**

Mr A White (Chairman) *Substitute: Mr M Castle*

### **District Councillors**

Mr L Hornby *Substitute: Ms K Mason Billig* South Norfolk District Council

Mrs K Mellish *Substitute: Mrs J Westrop* Borough Council of King's Lynn  
and West Norfolk

Mr G Plant Great Yarmouth Borough Council

### **Non-Voting District Councillors**

Mr P Claussen Breckland District Council

Ms J Oliver *Substitute: Mr R Price* North Norfolk District Council

Mr M Stonard Norwich City Council

Awaiting Appointment Broadland 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](mailto: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. Election of Vice Chairman

To elect a Vice-Chairman for the ensuing Council year

*(According to the Committee's terms of reference at Section 4.3 paragraph 2) f) i) of Norfolk County Council's Constitution, the Member appointed as Norfolk County Council's representative on the Joint Committee is the Chairman of the Joint Committee. Cllr A White was appointed at the AGM on 15 May 2017 and is therefore Chairman for the ensuing Council year)*

## 3. Minutes

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To confirm the minutes from the meeting of the 27 October 2016

## 4. 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.

## 5. Any items of business the Chairman decides should be considered as a matter of urgency

A report by the Executive Director of Community and Environmental Services

**Chris Walton**  
**Head of Democratic Services**  
County Hall  
Martineau Lane  
Norwich  
NR1 2DH

Date Agenda Published: 13 October 2017



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

**Minutes of the Meeting Held on Thursday 27 October 2016 at 2pm**

### **Present:**

Cllr M Castle (Chairman)	Norfolk County Council
Cllr K Mellish	Borough Council of King's Lynn and West Norfolk
Cllr G Plant	Great Yarmouth Borough Council
Cllr L Hornby	South Norfolk District Council

### **Officers Present:**

Mr M Chisholm	Borough Council of King's Lynn and West Norfolk
Mr D Stephens	Norfolk County Council
Mr R Ginn	Norfolk County Council
Ms M Lee	Great Yarmouth Borough Council
Mrs H Underwood	Project Engineer, Network Management

### **1. Apologies for absence**

- 1.1 Apologies were received from Cllr B Bremner and Cllr J Rest. Cllr G Plant was due to arrive late to the meeting.

### **2. Minutes of the meeting held on 29 September 2016**

- 2.1.1 The minutes of the meeting held on the 29 September 2016 were agreed as an accurate record and signed by the Chairman.
- 2.1.2 The Team Manager for Network Management (Analysis and Safety) asked the Project Engineer for Network Management to give an update on the statistical return. The Project Engineer for Network Management updated the Joint Committee on amendments in penalty charge notice (PCN) data since that reported at the Meeting on 29 September 2016. She reported that minor increases had been seen, with 38 further PCNs reported as paid and 7 further PCNs on which formal or informal action had been made. Minor decreases had also been seen, with 3 PCNs cancelled and 11 PCNs written off for other reasons.
- 2.1.3 The Team Manager for Network Management (Analysis and Safety) recommended that the final version of the statistical return be attached to minutes of the meeting (see Appendix A).

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

- 3.1 There were no declarations of interest.

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

- 4.1 There were no matters of urgent business.

### **5. Forward Programme and Budget 2016/17 & 2017/18**

- 5.1.1 The Joint Committee received the report providing the basis for the Partnership to go forward on a sound financial footing, proposing changes to the current arrangements for new schemes and allocation of funding.
- 5.1.2 The Chairman gave an introduction to the report and highlighted that there had been 7 meetings of the Norfolk Parking Partnership since 2014; he acknowledged that political red lines had been recognised, and Officers had now come up with a robust new programme and budget for the coming years. The Chairman thanked Mr Stephens, Ms Underwood and Mr Ginn, and the Officers from the districts for their work.
- 5.2.1 The Chairman took the Joint Committee through each recommendation in turn in order to allow for questions.
- 5.2.3 Ms Lee clarified that Cllr Plant had seen the report and hoped he would arrive shortly. The Chairman agreed to continue to review the recommendations in Cllr Plant's absence.
- 5.2.4 Mr Chisolm raised the impact on overall staffing and sharing of resources across districts inferred by recommendation 3 ("To agree that the Business Plan for the period 2016 to 2020 should be amended to take account of the targets for operational efficiencies"). The Project Engineer for Network Management confirmed that Senior Officers from the operating (signatory) districts had been consulted with, and all had assured that they were committed to the cross border working proposals.
- 5.2.5 The Team Manager for Network Management (Analysis and Safety) clarified that the bracketed £10,000 figure represented a cost to the Civil Parking Enforcement (CPE), for amendment orders to introduce pay by phone and online orders.
- 5.3 A 10 minute break was taken at 14:13 pm at the discretion of the Chairman to allow for Cllr G Plant to arrive, in order that a balanced vote could be taken.
- 5.4 Cllr G Plant arrived at 14:25 pm and the meeting reconvened at 14:30 pm.
- 5.5.1 All seven recommendations were put to a vote:
- 5.5.2 The Joint Committee **UNANIMOUSLY AGREED:**
- 1) To approve the changes to current arrangements for new schemes as set out in paragraph. 1.3 of the report, and endorse these changes being made as part of a reviewed of the Parking Principles.

- 2) To agree that the Business Plan for the period 2016-17 should be amended to take account of the current year schemes costs (fees and capital) as shown in Table 1 of the report.
- 3) To agree that the Business Plan for the period 2016 to 2020 should be amended to take account of the targets for operational efficiencies shown in Table 2 of the report.
- 4) To agree that the Business Plan for the period 2016 to 2020 should be amended to include £15,000 allocation for amendments to the operation of P&D in Great Yarmouth, as shown in Table 3 of the report.
- 5) To agree that the Business Plan for the period 2016 to 2020 should be amended to take account of the desire to allocate surpluses which may arise for spending in the Great Yarmouth Borough area.
- 6) To set the final budget for the Norfolk Parking Partnership for 2016-17 as set out in Appendix B1 of the report.
- 7) To set the budget for the Norfolk Parking Partnership for 2017-18 as set out in Appendix B2 of the report.

The meeting concluded at 14:33 pm

It was agreed that the next meeting of the Norfolk Parking Partnership would be arranged for June 2017.

**CHAIRMAN**



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**Statistical Return for period 1 April 2015 to 31 March 2016**

	South Norfolk	Great Yarmouth	Breckland	Broadland	North Norfolk	King's Lynn and West Norfolk	County Total (excluding Norwich City)
Number of higher level PCNs served	364 +1	4762	1278	132	1486	4278	12,301
Number of lower level PCNs served	508	1792	760	93	1631	869	5,147
Number of PCNs paid	775	4867	1678	195	2693	4175	14,383
Number of PCNs paid at discount rate	662	3981	1425	168	2355	3529	12,120
Number of PCNs against which an informal or formal representation was made	132	1249	360	40	525	1114	3,420
Number of PCNs cancelled as a result of an informal or formal representation	25	517	151	12	199	409	1,313
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	14+1	320	64	3	37	134	573
Number of vehicles immobilised	0	0	0	0	0	0	0
Number of vehicles removed	0	0	0	0	0	0	0

# Norfolk Parking Partnership Joint Committee

Item No.....

<b>Report title:</b>	<b>Annual Report 2016/17</b>
<b>Date of meeting:</b>	<b>23 October 2017</b>
<b>Responsible Chief Officer:</b>	<b>Tom McCabe – Executive Director, Community and Environmental Services</b>

## Strategic impact

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 Norfolk County Council (the Council) to manage traffic and in such a way as to focus on key issues such as highway safety, accessibility and local environment. CPE also has an important role in supporting the local economy and is used to benefit both business and the community as part of a co-ordinated access and spatial strategy.

CPE is undertaken in Norfolk by delegation to the Norfolk Parking Partnership (NPP) Joint Committee and is chaired by the Council. However the County Council carries a budget risk, as the one to whom the Department for Transport (DfT) made the decriminalisation order, if the receipts fail to cover the costs of operating the scheme.

Membership of the NPP consists of the Council; Great Yarmouth Borough Council (GYBC); King's Lynn and West Norfolk Borough Council (KLWNBC) and South Norfolk District Council (SNDC).

Enforcement itself is undertaken by GYBC, KLWNBC and SNDC as a whole, although it is noted that KLWNBC provides enforcement within the district council areas of West Norfolk, Breckland, Broadland and North Norfolk and can also provide resources in South Norfolk and Great Yarmouth as required.

The district council partners employ staff as Civil Enforcement Officers (CEO) who issue Penalty Charge Notices (PCN) on behalf of the Partnership. Income is also generated from on-street charges using Pay & Display (P&D) machines.

Since November 2016 the County Council has employed a Blue Badge Investigations Officer to provide a disposals service when misuse of the Blue Badges or fraud have been reported. This is an integral part of the CPE arrangements and supports both the badge-holders' benefits as well as the wider parking management objectives.

## Executive summary

This report provides the Annual Report for the fifth full financial year of operation of CPE in Norfolk and includes; a final statistical return as required by the DfT; a summary of the financial accounts for financial year 2016/17; information on changes to legislation affecting CPE since the last annual report and an update on areas of work for the NPP since the last Annual Report.

In October 2016 the Partnership adopted a new 4 year business plan and agreed a two year budget 16/17 and 17/18 aimed at recovering a sustainable financial footing. The approved budget makes no current allocation to forward programme of schemes to extend existing enforceable parking controls.



In 2016/17 the on-street operations of the NPP generated a surplus of £43,898 compared to a predicted deficit in the business plan of £54,416, a positive change of £98,314.

This returns the CPE Reserve to a positive final balance at the end of the financial year of £40,788, however, some planned expenditures have been delayed and could accrue in the current period. It is therefore expected that performance in 2017/18 will be no better than the planned business case as these one-off costs required for the efficiency-savings appear in the later financial year.

### **Recommendations:**

- 1. That the Joint Committee notes the statistical return as presented in this report.**
- 2. That the Joint Committee notes the financial position of the NPP as at 31<sup>st</sup> March 2017.**
- 3. That the Joint Committee notes the progress with efficiency savings and the likely impact these will have on the 17/18 financial outturn.**
- 4. That the Joint Committee notes the performance of the Blue Badge Investigations scheme and the positive feedback on the role of the Blue Badge Investigator.**
- 5. That the Joint Committee accepts this report as the financial position of the NPP as at 31st March 2017.**
- 6. That the Joint Committee notes the draw down on the Capital Equipment Replacement Fund to replace handheld units, vehicles and P&D machines.**
- 7. That the Joint Committee notes the extension of the existing 0.5fte temporary contract for the Blue Badge Investigations Officer from 24/10/17 to 31/03/2019.**

## **1. Introduction**

- 1.1 This Annual Report summarises the Partnership's operational and financial activity during financial year 16/17 and reports the end of year balances in the CPE Reserve and the Capital Asset Replacement Fund.
- 1.2 The Annual Report also provides an update on progress of various projects and summarises changes to legislation since the last Annual Report.

## **2. Evidence**

### **2.1 Operational Position (1 April 2016 to 31 March 2017)**

- 2.1.1 The final statistical return for the period 1 April 2016 to 31 March 2017 for the Department for Transport is shown in Table 1 below. This has now been submitted to the DfT with a summary of the information contained in this report.

Table 1: Final Statistical Return for period 1 April 2016 to 31 March 2017

	South Norfolk	Great Yarmouth	Breckland	Broadland	North Norfolk	King's Lynn and West Norfolk	County Total (excluding Norwich City)
Number of higher level PCNs served	505	5054	1245	169	1203	4278	12454
Number of lower level PCNs served	357	1331	698	102	1204	819	4511
Number of PCNs paid	745	4390	1647	229	2108	4223	13342
Number of PCNs paid at discount rate	644	3567	1373	206	1761	3637	11188
Number of PCNs against which an informal or formal representation was made	161	1282	318	55	384	1097	3297
Number of PCNs cancelled as a result of an informal or formal representation	44	536	120	18	161	355	1234
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	20	310	32	4	31	128	525

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 In comparison with financial year 15/16 989 fewer PCNS have been issued (a total of 16965). This reflects the continuing downward trend in income from PCN issuance. Overall the number of PCN paid has fallen by 5.5%, with an increase in Broadland offset by reductions in all other district areas. The total number of PCN paid also fell by about 7% overall despite increases in both Broadland and King's Lynn and West Norfolk areas. In South Norfolk, following the introduction of cross-border working arrangements, there was a large increase in the numbers of higher PCN but overall a reduction in PCN both issued and paid.

2.1.3 Numbers of challenges have, in most areas, changed in line with the changes to total numbers of PCN. In some areas the number of PCN cancelled has increased and officers will review the patterns to ensure good performance is being achieved across the county. Overall the levels of cancellations and written-off PCN are in line with the overall numbers issued.

**Recommendation 1: It is recommended that the NPP Joint Committee notes the statistical return as presented in this report.**

## 2.2 Financial Performance

2.2.1 Overall the NPP generated a surplus from operations of £43,898 in 2016/17. This contrasts with a projected deficit in the business plan of £54,416 (a positive change of £98,314). This resulted in the CPE Reserve account returning to a positive balance of £40,788 at 31 March 2017.

2.2.2 The variation in the final performance compared to the business case can be attributed to:

- The early delivery of efficiency savings included in the business plan (cross-border working, extending the service provision for the same costs)
- Other savings not included in the business plan (unfilled posts in the Kings Lynn team)
- One off costs associated with efficiency savings delayed to 2017/18. (Estimated to be £55K)
- Additional in-year income in GY than predicted (Great Yarmouth P&D)
- Accrual of income from previous financial year (King's Lynn P&D)
- Set up costs for P&D in King's Lynn delivered under budget

2.2.3 These positive changes were in part offset by costs continuing to be received from our contractors for Market Town pedestrian zone schemes (which were not accounted for when setting the budget, and higher than predicted costs for operating P&D and residents parking in Great Yarmouth.

- Accrual of annual costs received late and not accounted for within the 2016/17 budget (Approximately £30K)

- 2.2.4 This is the first of two year budget periods aiming to return CPE to operating on a sustainable financial basis over a 4 year period. The budget anticipated £20K of savings in the first year with an additional £100K of savings in the second year. Actual performance has delivered more savings during year 1 than anticipated. However there remains a pressure on officers to continue to make the required efficiency savings over the remainder of the current financial year.
- 2.2.5 The business plan includes a commitment to make an annual contribution to the Capital Equipment Replacement Reserve (equal to 20% of the capital spend to date) to cover future costs. In previous years this contribution has been £43,337. During 16/17 additional assets have been purchased and so this increased the overall capital contribution to £59,000.
- 2.2.6 The business plan shows income/costs split over the three district council members (GYBC, KLWNBC and SNDC) delivering on-street enforcement as part of the NPP. Table 2 below sets out a summary of predicted performance compared to actual performance for all business areas.

Table 2 NPP Financial Performance 1 April 2016 to 31 March 2017

<b>Civil Parking Operations 2016/17</b>	<b>Plan</b>	<b>Actual</b>	<b>Variance</b>	<b>Comment</b>
King's Lynn & West Norfolk CPE Costs	427,345	374,864	-52,481	In-year staffing issues.
King's Lynn & West Norfolk CPE Income	-359,266	-329,435	29,831	Reduced staffing affects PCN issuing
<b>King's Lynn &amp; West Norfolk CPE Balance</b>	<b>68,079</b>	<b>45,429</b>	-22,650	Positive move overall
South Norfolk CPE Costs	31,768	28,886	-2,882	Costs less than predicted.
South Norfolk CPE Income	-16,737	-23651	-6,914	Reflects cross border working and SN efficiencies.
<b>South Norfolk CPE Balance</b>	<b>15,031</b>	<b>5,235</b>	-9,796	Positive move overall
Great Yarmouth CPE Costs	429,543	346,859	-82,684	Includes deferred invest to save costs
Great Yarmouth CPE Income	-255,665	-180,226	75,439	Fewer PCNs issued than predicted.
<b>Great Yarmouth CPE Balance</b>	<b>173,878</b>	<b>166,633</b>	-7,245	Positive move overall
Great Yarmouth On-street Pay & Display + Residents Costs	109,138	118,283	9,145	15K rather than 10K allocated to seafront in 16/17
Great Yarmouth On-street Pay & Display and Residents Income	-456,248	-516,425	-60,177	Income higher than predicted.
<b>Great Yarmouth On-street Pay &amp; Display Balance</b>	<b>-347,110</b>	<b>-398,141</b>	-51,031	Positive move overall
Kings Lynn On-street Pay &	72,016	66,171	-5,845	Final costs not as high as estimated

Display + Residents Costs				
Kings Lynn On-street Pay & Display and Residents Income	-73,902	-68,997	4,905	Income not as high as initially estimated
<b>Kings Lynn On-street Pay &amp; Display Balance</b>	<b>-1,886</b>	<b>-2,826</b>	<b>-940</b>	Cost to income ratio better than predicted due to lower set up costs
<b>Total from Partner Operations</b>	<b>-92,008</b>	<b>-183,671</b>	<b>-91,663</b>	Very positive move overall
NCC parking department	87,424	86,659	-765	NCC on target
Sign and Line Maintenance	0	0	0	Agreed saving
Annual Capital Replacement Contribution	59,000	59,000	0	20% per annum of capital costs incurred
<b>Total including NCC services</b>	<b>54,416</b>	<b>-38,012</b>	<b>-92,428</b>	
Kings Lynn P&D Income 15/16 (net)	0	-14532	-14,532	Income accrued in 2015/16
Cromer - Ped Zone late costs	0	8646	8,646	Costs received late from contractors.
<b>Final outturn</b>	<b>54,416</b>	<b>-43,898</b>	<b>-98,314</b>	

**Recommendation 2: That the NPP Joint Committee notes the financial position of the NPP as at 31<sup>st</sup> March 2017**

## **2.3 Efficiency Savings**

2.3.1 The report taken to Joint Committee on 27 October 2016 made a number of suggestions for efficiency savings which committee members resolved that Officers should take forward.

2.3.2 All partners have been actively pursuing these savings as evidenced in the 2016/17 financial summary. There have been delays however in implementing some of the planned initiatives, as described below.

2.3.3 A combined back-office: the project is progressing well, and the new arrangements are expected to be operational in early 2018. The 2016/17 budget included one off costs for delivering this project (system licences etc) which have not yet been incurred. These costs (in the region of £55K) therefore are expected to appear in 2017/18, and will consequently alter the predicted outturn. At this time there are some further operational issues to be resolved which may impact on the actual levels financial savings within the Partnership, and Officers are continuing to develop the detail of these. Therefore the savings associated with the combined back-office function are not yet finalised, and it is not expected that these will appear until the 2018/19 financial year. Officers will work to ensure that, as a minimum, the upfront costs can be recovered over the final 2 years of the business plan.

- 2.3.4 Alternative payment options for P&D and remote monitoring of P&D machines in Great Yarmouth: the necessary amendments to the traffic regulation orders controlling the operation of P&D are included within the larger Seafront P&D amendment scheme. Replacement of P&D machines is programmed for 2018/19, and the efficiency savings would be expected to show up in the final 2 years of the current business plan.
- 2.3.5 Progress with other efficiency projects is good. A particular success has been cross-border working, evidenced by increased income for South Norfolk, and increased customer satisfaction as utilising resources in this way has enabled safety concerns in Trowse on football days, and Colney Lane in the vicinity of the Norfolk and Norwich Hospital to be addressed without additional cost to the partnership.
- 2.3.6 The partnership has also trained CEOs to undertake enforcement on the high speed road network (50mph and above). This has enabled enforcement of clearway restrictions aimed at keeping these roads free from parked vehicles addressing significant safety concerns.

**Recommendation 3: That the NPP Joint Committee notes progress with efficiency savings and the likely impact these will have on the 17/18 financial outturn.**

### **3. Project updates**

#### **3.1 Blue Badge Infringements**

- 3.1.1 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 with the scheme.
- 3.1.2 To address concerns regarding the misuse of blue badges, since April 2016 the NPP is funding the role of a Blue Badge Investigator (costs are included within the NCC parking department budget line). This has led to the development of an enhanced process for the enforcement of blue badge contraventions, which is intended to protect the interests of genuinely disabled residents and visitors to Norfolk, whilst preventing fraud.
- 3.1.3 Proactive blue badge enforcement commenced in November 2016. There has been an extremely positive response from people with disabilities who believe that people are misusing what is to them a vital concession.
- 3.1.4 Table 3 below shows that during the five months of operation in 2016/17 a total of 29 investigations were undertaken. In the five months since April 2017 a further 33 cases have been identified. Where there is found to be an offence and sufficient evidence has been gathered, a formal prosecution is sought by the County Council in accordance with the NCC Enforcement Policy. A summary of the prosecutions made in Norfolk is available to view on the NCC website pages under Blue Badges.
- 3.1.5 In addition to disposals by formal prosecution, some cases can be dealt with by issuing written or verbal advice, usually to the badge-holder, to correct misunderstandings about the conditions of issue of the blue badge, and improve future compliance. There is also a strong engagement between the Investigations Officer and the District parking teams to improve evidence-gathering, as well as some contact with other authorities to deal with cross-border issues, as shown in the table.

Table 3 – Total investigations by disposals, reporting, location of incident and residency of badge-holder.

<b>Investigations of Blue Badge Infringements</b>	2016-17 (since Nov 16)	2017-18 (to end of Aug)	Comments
<b>Disposals:</b>			
Formal prosecution (including caution)*	4(+2*)	0(+2*)	*4 pending
Advisory/warning letter or verbal advice from BBI	13	12	
Details forwarded to parking team for CEO awareness	2	5	
No action required (including insufficient or incorrect information to pursue further)	8	10	
Investigation in progress/pending	0	4	
<b>Reporting:</b>			
Reports from others (incl. public)	18	22	
Identified by CEO	6	10	
Identified by BBI	5	1	
<b>Location of incident:</b>			
Norfolk	22	27	49 – includes no actions
Outside Norfolk	2	3	4 in Suffolk, 1 in Portsmouth
Insufficient information to determine	5	3	
<b>Residency of badge-holder:</b>			
Norfolk resident badge-holder	23	25	
Non-Norfolk resident badge-holder	1	5	
Insufficient information to determine	4	3	
Not BB related	1	0	
<b>Total investigations</b>	<b>29</b>	<b>33</b>	
*a summary of all prosecutions is available to view on the NCC website under Blue Badges			

- 3.1.6 During the investigations, blue badges may be seized or requested to be returned to the County Council as part of the information-gathering work. If appropriate, badges may be destroyed, or returned to the badge-holder who often is not the person we prosecute for the misuse. The table below shows the numbers of badges seized, returned to the Council, and those taken out of circulation to prevent further misuse occurring.

Table 4 – Numbers of badges seized, returned and destroyed

<b>Number of badges</b>	<b>2016-17 (since Nov 16)</b>	<b>2017-18 (to end of Aug)</b>
Seized and destroyed	2	3
Seized but returned to badge-holder	8	3
Returned to NCC and destroyed	3	1
Insufficient information to determine	0	1
<b>Total badges destroyed</b>	<b>5</b>	<b>4</b>

3.1.7 There has been a generally positive reaction to our proactive approach to blue badge misuse and the information above shows there is an on-going case-load of incidents. In particular there has been overwhelmingly positive response from the badge-holders themselves when requested to present their badge for inspection, as reported by the Investigations Officer, evidencing the high value placed on the scheme by those whom the Blue Badge scheme is intended to help.

3.1.8 The post of the blue badge investigator is currently funded at a level of 0.5fte, under a temporary contract which is due to expire shortly. On-going funding of this role has already been included within the 17/18 budget and the business plan approved by Committee on 27 October 2016, together with associated savings targets to reduce the costs to the NPP over time.

**Recommendation 4: It is recommended that the NPP Joint Committee notes the performance of the Blue Badge Investigations scheme and the positive feedback on the role of the Blue Badge Investigator.**

### **3.2 'No Waiting' Cones**

3.2.1 In the last Annual Report, the NPP Joint Committee was appraised of a project to develop operational protocols for the storage, placement and removal of 'no waiting cones' which were previously deployed by the police.

3.2.2 Following consideration by the NPP Officer Working Group (OWG) of advice from legal and risk & insurance teams it has not been possible to agree a scheme, and this project has been abandoned.

### **3.3 School Keep Clears**

3.3.1 The last annual report summarised key changes within The Traffic Signs Regulations and General Directions (TSRGD) 2016 which came in to force on 22 April 2016. One such change was a relaxation in regulation surrounding the provision of school keep clear markings.

3.3.2 It was reported that school keep clears no longer need a traffic regulation order to be made enforceable. Instead, if the clearway marking falls within the minimum and maximum permitted lengths a sign can be erected which makes the clearway enforceable.

3.3.3 The DfT have since clarified that this is not correct, and that to be enforceable by CEO school keep clear markings do need to be supported by a Traffic Regulation Order.



### **3.4 Forward programme**

- 3.4.1 At the NPP Joint Committee meeting in September 2016, it was agreed that due to constraints on the overall funding position for CPE the forward programme would be limited to completing projects in Kings Lynn and that the costs would be off set against P&D income.
- 3.4.2 Amendments to the South Quay Scheme to address issues raised by residents and business owners were implemented in April. The remainder of the Town Centre projects are now closed.
- 3.4.3 It was agreed at the committee meeting in October 2016 to fund some amendments to the seafront Pay and Display parking in Great Yarmouth. The scheme has been designed to help address antisocial behaviour in the southern end of the sea front; introduce the use of alternative payment mechanisms such as pay by phone, and introduce winter charging in the central section (Sandown Road to Kings Road). Based on responses received in relation to early consultation on the proposals, slightly revised proposals will be advertised formally in the autumn. In accordance with NCC procedures, any representations received will be considered by the Chair of EDT Committee and the Director of Community and Environment Services.
- 3.4.4 Alternative payment options will ultimately enable the partnership to reduce asset costs by rationalising the number of on street pay and display machines. The Borough Council and leisure centre currently charge all year for parking in the adjacent off street car parks. These costs are offset against income from P&D in Great Yarmouth.

### **3.5 New Approach to Scheme Delivery**

- 3.5.1 In accordance with the recommendations approved at the 27 October 2017 meeting of the NPP Joint Committee the approach to funding new schemes has now changed.
- 3.5.2 Schemes will only be funded if and when there is a surplus and schemes will only be considered for funding when they meet the requirements of parking principles, support the efficient operation of CPE in Norfolk and have successfully passed the statutory consultation stages with local approval.
- 3.5.3 This approach requires promoting bodies to have secured a level of funding external to the partnership to develop the proposals to a stage where design and implementation can be undertaken with confidence that a scheme will succeed.
- 3.5.4 Funding will be allocated to partners in the following way: 50% of any surpluses arising at the end of 2017/18 and subsequent periods of the current Business Plan will be allocated for spending in the district areas which have contributed to the positive financial position, proportionally to the contribution they have made. Such spending would form an element of the County Council's transportation capital programme, and must conform to the criteria set out in Section 55 of the Road Traffic Regulation Act, as shown in Appendix A.
- 3.5.5 In accordance with the business plan 2016-2020, the financial position of the Partnership will be reviewed at the end of the second year (17/18) to ascertain the level of any funding available and agree a forward programme of schemes.

### 3.6 Review of Delegated Functions Agreement

- 3.6.1 Amendments to the Delegated Functions Agreement (the Agreement) were agreed at the March 2016 meeting of the Joint Committee. These amendments have since been sealed by all partner districts.
- 3.6.2 The Amendments have enabled cross-border working between partner districts. Utilising resources in this way has enabled safety concerns in Trowse on football days, and Colney Lane in the vicinity of the Norfolk and Norwich Hospital to be addressed without additional cost to the partnership and has generated additional income.

## 4. Financial Implications

- 4.1 At the NPP Joint Committee meeting on 27 October 2016 a report was approved which proposed a budget for 16/17 and 17/18 which included a number of savings targets aiming to return the partnership to a sustainable operating position.
- 4.2 In fact the partnership has realised more savings in 2016/17 than budgeted for. This is due to delays in implementing some invest to save proposals, together with initial costs being lower than anticipated. This suggests that the outturn in 2017/18 may be less positive than predicted due to the delay in incurring those costs.
- 4.3 It is recommended that the overall outturn is reviewed when the final performance during 2017/18 is presented in September 2018. The Officer Working Group will continue to implement savings and efficiencies as set out in the budgets for 2016/17 and 2017/18 to ensure that the targets are met and the sustainability of the CPE service is supported.
- 4.4 Table 5 shows the balance within the NPP since the beginning of CPE on 7th November 2011:

Table 5 Value of CPE Reserve – £ positive/(negative) balance

<b>Norfolk Parking Partnership Balance</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
	£	£	£	£	£	£
Opening Balance	0	46,419	263,801	197,270	148,106	(3,110)
In Year Surplus	46,419	214,382	33,469	72,048	(17,812)	38,012
In Year Contribution to Schemes	0	0	(100,000)	(121,212)	(133,404)	(8,646)
In year additional income	0	0	0	0	0	14,532
<b>Closing Balance</b>	<b>46,419</b>	<b>263,801</b>	<b>197,270</b>	<b>148,106</b>	<b>(3,110)</b>	<b>40,788</b>

- 4.5 Overall the NPP generated a surplus from operations of £43,898 in 2016/17 which has resulted in the account returning to positive balance of £40,788 at the end of 5 years of operating CPE in Norfolk (outside Norwich).

**Recommendation 5: It is recommended that the NPP Joint Committee accepts this report as the financial position of the NPP as at 31<sup>st</sup> March 2017.**

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

Table 6 Value of Capital Equipment Replacement Fund

<b>Capital Equipment Replacement Fund</b>	<b>2012/13 £</b>	<b>2013/14 £</b>	<b>2014/15 £</b>	<b>2015/16 £</b>	<b>2016/17 £</b>
Opening Balance	0	43,337	86,674	130,011	174,451
Contribution	43,337	43,337	43,337	44,440	59,000
Drawdown	0	0	0	0	0
<b>Closing Balance</b>	<b>43,337</b>	<b>86,674</b>	<b>130,011</b>	<b>174,451</b>	<b>233,451</b>

- 4.7 To date no requests to draw down funds have been made. However, during 2017/18 it will be necessary to replace 24 No handheld units and 7 no vehicles and up to 60 P&D machines on the seafront in Great Yarmouth. Officers are budgeting £105,000 for the vehicles and £21,000 for the handheld units. A total of £126,000. The P&D machines are estimated to cost in the region of £175,000. This would reduce the funds in the capital reserve to £6,000 (including the allocation of £59,000 approved for 17/18). No further drawdowns are identified for the remainder of the current business plan period. Officers will be undertaking a procurement process to purchase the units

**Recommendation 6: It is recommended that the NPP Joint Committee notes the planned draw-down on the Capital Equipment Replacement fund to replace handheld units, vehicles and P&D machines.**

- 4.8 Following the successful implementation of the Blue Badge enforcements initiative, it is necessary to review the contract for employment of the Blue Badge Investigations Officer which currently expires on the 24 October 2017. There has been significant positive feedback from the disabled community and others following the implementation of this service, which has been delivered on the basis of a 0.5fte temporary staff contract, plus additional service and legal costs. These costs are included in the Annual Operating costs for the Partners. Based on the revised business plan projections for the period 2016/17 to 2019/20, the temporary contract has been extended to the end of March 2019 and maintained at the current level of 0.5fte.

**Recommendation 7: It is recommended that the NPP Joint Committee notes the extension the existing 0.5fte temporary contract for the Blue Badge Investigations Officer from 24/10/2017 to 31/3/2019.**

## **5. Issues, risks and innovation**

- 5.1 There is a financial risk associated with the recommendations in Section 4 above. Without successfully delivering the recovery programme the NPP faces an increasing operational deficit. The Council as the one to whom the Department for Transport (DfT) made the decriminalisation order, is wholly responsible if the receipts fail to cover the costs of operating the scheme.
- 5.2 To meet the savings targets the NPP no longer makes annual contributions to highway maintenance, and the revised business plan commits to reducing the NCC parking department budget. This impacts on the ability of the NPP to replace missing parking signs, faded lines etc or to make operational improvements. The NPP is dependent on clear, unambiguous restrictions to enable high quality enforcement. Ultimately poorly maintained, unclear restrictions will affect the number of PCNs issued.

- 5.3 Officers will continue to manage these risks through both the NPP Officer Working Group and other risk management processes within the County Council's business procedures.

## **6. Background**

- 6.1 This is the fifth Annual Report of the NPP, covering the year from April 2016 to March 2017. A summary of this report, if agreed by the NPP Joint Committee, will be sent to the DfT.
- 6.2 The CPE scheme business case is based on the premise that any on-street income generated through PCN, P&D 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 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.
- 6.3 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. This approach has been changed as of 27 October 2017. 50% of any operational surpluses will now be reallocated to those districts contributing positively to the financial position. In addition the partnership should only fund schemes which *'meet all the requirements of the Parking Principles, the efficient operation of CPE in Norfolk and have successfully passed the statutory consultation stages with local approval'*
- 6.4 A main benefit of CPE is that the local control of on-street parking can enable consistent, efficient and effective enforcement provision across the county, thereby assisting the traffic authority to use its network management duty in such a way as to focus on key issues such as highway safety, accessibility and local environment. Consequently, CPE can be used to benefit both business and the community, to introduce/enforce Traffic Orders and to set up new measures as may be identified in the Parking Principles.
- 6.5 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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### Road Traffic Regulation Act 1984

#### PART IV PARKING PLACES – Parking on highways for payment

##### [Section 55 - Financial Provisions relating to delegation orders](#)

The full wording is available via the link above. Key points can be summarised as:

1. Norfolk County Council must keep a separate account and records of expenditure and income related to parking places
2. At the end of each financial year any deficit in the 'parking account' should be made good from the general fund.
3. Any surplus can either be
  - a. spent on a project (as defined below)
  - b. allocated to a project (as defined below) which will be carried out in a future financial year
  - c. carried forward in the parking account to the next financial year

##### Permitted areas of investment

- a) paying back the general fund for any deficit covered in the previous 4 financial years
- b) funding the provision or maintenance of off-street parking
- c) funding the provision or maintenance of existing on-street parking
- d) provision of, operation of or facilities for, public passenger transport services
- e) highway or road improvement projects (as defined by Highways Act 1980)
- f) environmental improvement projects including
  - a. the reduction of environmental pollution
  - b. improving or maintaining the appearance or amenity of a road; land in the vicinity of a road; open land or water that has general public access
  - c. the provision of outdoor recreation facilities available to the public without charge