

Report to Norwich Highways Agency committee
20 September 2018

Joint report of Executive Director of Community and Environmental Services and head of city development services

Subject Annual Report of the Norwich Highways Agency Agreement 2017-18

Item

13

Purpose

This report details the performance during 2017-18 of the Norwich Highways Agency Agreement between Norwich City Council and Norfolk County Council.

Recommendation

To approve the Norwich Highways Agency Annual Report for 2017-18.

Corporate and service priorities

The report helps to meet the corporate priority to provide a safe, clean and low carbon city and the service plan priority of delivering the Norwich Highways Agency Agreement.

Financial implications

The financial implications of the on-street parking service are described in the report.

Ward/s: All Wards

Cabinet member: Councillor Stonard – Sustainable and inclusive growth

Contact officers

City: Joanne Deverick, Transportation & network manager 01603 212461

County: Grahame Bygrave, Highway services manager 01603 223117

Background documents

None

Report

Background

1. The county council and city council jointly oversee the operation of the highways function within the city administrative boundary through the Norwich Highways Agency Committee. This is a formally constituted committee under the auspices of the agency agreement. The current 5 year agreement came into effect on the 1 April 2014 and was extended for 1 year on 1 April 2018. A new agreement would need to be agreed by April 2019 to come into effect on 1 April 2020. Details of a new agreement will be presented to this committee at a later date.
2. The agency agreement, and therefore the activities of the committee, includes delegated functions to the city council covering highway maintenance work, management of on-street parking, traffic management, improvements to safety, highway development control, the development and coordination of programmes and works on the city highway network and specific areas of wider policy development.
3. There are two principal programmes of work – the revenue funded programme of routine and winter maintenance as well as the delivery of traffic and highway schemes. These works form a key element of the Norwich Area Transportation Strategy (NATS) Implementation Plan (known as 'Transport for Norwich').
4. A revised NATS strategy was adopted in 2004 and this is supported by the NATS Implementation Plan, adopted in 2010 and most recently updated in 2013. Work is currently underway on a further update to the transport strategy. The strategy is designed to help address issues such as congestion, provide better access for public transport, improvements to walking and cycling networks and delivery of projected growth in the Norwich area. The councils have been successful in submitting joint funding bids to central government, which have enabled the delivery of a wide range of transport schemes, such as the Grapes Hill bus lane, removal of general traffic from St Stephens Street and improvements in All Saints Green / Westlegate. This has been further supplemented by the first and second phase of Cycle City Ambition Grant (CCAG) funding and £11m of investment of Local Growth Funding (LGF) from the regional Local Enterprise Partnership (LEP). Both Norwich City and Norfolk County Council officers will continue to seek and submit government bids to fund further implementation of NATS measures, and a bid for Transforming Cities funding, which is potentially worth tens of millions of pounds, is awaiting a decision by the Department for Transport.
5. Details of performance data, any targets, and progress during 2017/18 are summarised under the headings below. Details of key projects delivered during the year are also provided.

Work of the committee

6. The work of the committee is summarised in **Table 1**.

Table 1 Work of NHAC Committee

Task	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18
Reports received – decisions	25	21	16	15	25	25	30	21
Reports received – for information	28	18	8	7	8	10	5	1
Petitions received	5	4	3	3	5	1	3	1
Public questions	10	15	15	13	10	9	24	12

7. In recent years, there had been an increase in the number of reports for decision as a result of the Cycle City Ambition Grant (CCAG) funding and the Local Growth Fund investment in the City. This is now tailing off as many of these schemes have now been approved and are entering or completing construction.
8. The number of reports for information is decreasing. This is largely due to the fact that the roadworks monitoring report is no longer presented to committee. Members are now encouraged to self-serve information about roadworks in the city using the website www.roadworks.org.
9. Given the decreasing number of reports being considered by committee and the need to ensure that the agency agreement delivers value for money, it was agreed as part of the one year extension to the current agency agreement that the committee would move from a bi-monthly cycle to a quarterly cycle, reducing the number of meetings from 6 to 4 a year.

Delivery of programmes to targets and budget

10. Highway projects continue to be delivered in the city by using the county council's main contractor, Tarmac, which includes surface dressing and resurfacing programmes. Routine maintenance work in the city is shared between the county council's in-house operations team and Tarmac, with the lining, patching and gully cleaning being delivered by Tarmac's supply chain.
11. 2017/18 sees the last year that the city council highways design team has an involvement in the delivery of the programme. Under the changes mutually agreed by both councils as part of the one year extension to the current agency agreement, the city council highways design team has moved across to the county council and has been integrated into the wider Norfolk design team. This is due to the difficulty in being able to recruit suitably qualified and experienced staff to what was a very small team. The city council's transportation team continue to have significant involvement in the delivery of the TfN programme, as well as minor traffic management schemes and parking schemes.

Capital improvement schemes:

12. 2017/18 continued to see significant investment in transport improvements across the city. The second tranche of the CCAG funding saw much of the blue and yellow pedalways implemented, and these will be completed in 18/19. Noteworthy schemes that have been completed are the improved provision for cyclists on Newmarket Road, which included a stepped cycle track, and improved crossing facilities of the outer ring road at Catton Grove Road and St Clements Hill and the inner ring road at Brazen Gate.
13. Funding from the LEP and local sources saw a major remodelling of the Sweet Briar Road / Dereham Road / Guardian Road roundabout, which has given rise to much needed capacity improvements at the junction. This has been acknowledged by bus operators as resulting in major journey time savings on the Dereham Road corridor and much improved timetable reliability.
14. Given the current funding priorities are targeted towards maintenance schemes and there is limited funding from the local transport plan budget, only one local safety scheme was delivered in 2017/18 through this funding stream; this was at the Earlham Green Lane / Larkman Lane junction. There continues to be an expectation that the majority of capital improvement schemes will be externally funded.

Highways maintenance

15. By the end of March, the expenditure on highways maintenance, which includes all the routine maintenance works such as patching, grass cutting, gully emptying etc. was £1.584m compared to a budget of £1.592m. This represents a 0.5% underspend which was due to poor weather at the end of the year preventing all ordered work from being completed.
16. There were 16 schemes in the maintenance capital programme, compared to 10 last year.
17. Increasingly, to ensure best value for money and to reduce disruption to the travelling public, significant efforts are being made to combine highway improvement schemes with maintenance schemes. For example, at the Queens Road / Brazen Gate scheme, a resurfacing scheme was brought forward a year and works to replace an end of life signalled crossing on Grove Road with a zebra crossing were combined with the cycle scheme, avoiding 3 separate schemes being carried out in an area over the space of a couple of years. Similarly, a maintenance scheme at the Sweet Briar roundabout was delivered as part of the improvement scheme. This approach is being adopted across many of the schemes currently being implemented.

Norfolk member fund

In a new initiative launched in 2017/18, each divisional member at Norfolk county council was allocated a £6k budget to be spent on minor highway improvements in their ward. Between the 13 divisional members representing city wards the entire £78k budget was spent.

Quality of Work

18. The City has completed 66.3% of scheduled audits, which compares to the overall County figure of 70.2%. The number reduced this year during a period of staff change. The audits cover health and safety, quality, finance and environmental issues and are showing good contractor performance.

Compliance with standards, codes and procedures

19. Data are collected monthly for a number of agreed indicators:

Number of days with temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road

20. Given the level of investment in the city, there was positive traffic management on at least one traffic sensitive road every day in 17/18 aside from during the Christmas embargo period (mid-November to early-January). Everything possible is done to minimise the disruption this causes to the travelling public, however delays are inevitable.

Figure 1 Temporary Traffic Controls or Road Closures

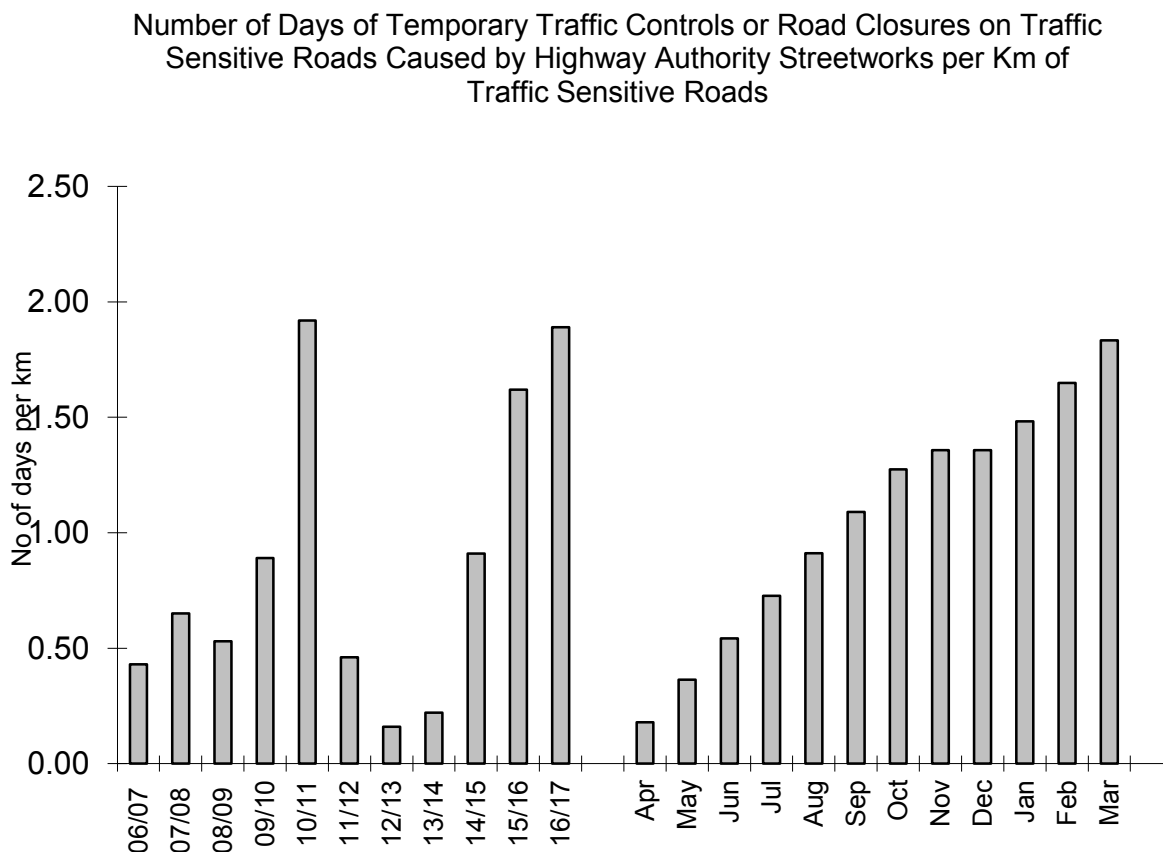


Figure 1 shows annual figures for previous years and monthly for 2017/18.

Road and Footway condition assessments 2017/18

21. Overall, the condition of the carriageways within the agency area has been maintained and 'A' roads slightly improved. The County Council Environment, Development and Transport Committee in October 2016 agreed that with the resources available, the maintenance of the current condition is challenging and in most circumstances, the strategy will be to manage deterioration.
22. It can be seen from the 'Percentage of Roads in need of attention' – **Table 2** - that the condition of the City's roads is broadly similar to the County's. The exception being the 'B' and 'C' roads, which are noticeably better than those in the County. This is due to the more formal construction of roads in the city whereby virtually all roads have kerbed edges, unlike in rural areas where there are no formally defined edges to the carriageway
23. The following (**Table 2**) summarises the City position as well as the overall County position:

Table 2 Percentage of roads in need of attention

Percentage of roads in need of attention (Lower is better)						
Road Type	City		County only		County (All)	
	16-17	17-18	16-17	17-18	16-17	17-18
A roads	3.9	3.3	2.7	2.5	2.8	2.0
B & C roads (combined)	3.4	3.4	7.7	7.2	7.7	7.5
B roads	3.5	2.9	6.3	6.1	6.3	6.1
C roads	3.4	3.5	8.0	7.9	8.0	7.8
U roads	18.0	18.0	18.0	14.0	18.0	15.0
U roads (Urban roads only)	18.0	18.0	15.0	13.0	15.0	14.0
Footway Network Survey – total from Table 2	32.5	37.1	23.1	28.1	24.8	29.4

24. The condition data will be used to apportion the budget for the structural maintenance in 2019-20. The City's share of the budget will be based upon this and the network length of each asset type.
25. The following table (**Table 3**) summarises the City and County positions with regard to footway condition. The table shows, for each Hierarchy, where the surface and

structure of a footway is defective – this is shown as a length and percentage of length. The condition data will be used to apportion the budget for the structural maintenance in 2019-20. The City's share of the budget will be based upon this and the network length of each asset type.

Table 3 Footway network survey

Footway Network Survey (Only Defect 4 - Structurally Unsound presented)			
Footway Hierarchy	City	County (Excl City)	County+City
Cat 1	5,003m (13.3%)	10,126m (12.5%)	15,129m (12.7%)
Cat 2	44,096m (35.6%)	72,371m (21.9%)	116,467m (25.7%)
Cat 3	166,111m (38.9%)	711,295m (28.5%)	877,406m (30.1%)
Cat 4	28,974m (41.7%)	249,600m (30.8%)	278,574m (31.6%)

26. **Table 4** below shows the lengths of carriageway and footway split between Norwich and the rest of the county to help enable the above condition results to be compared.

Table 4 Lengths of carriageway and footway

Road type	City (Km/%)	County only (Km/%)	County incl. City (Km)
A roads	41.5 (5.6%)	690.9 (94.3%)	732.4
B roads	6.1 (1.0%)	631.9 (99.0%)	638.0
C roads	33.8 (1.0%)	3350.6 (99.0%)	3384.4
U roads	200.4 (4.9%)	3923.2 (95.2%)	4122.8
Footways	658.3 (15.1%)	3714.0 (84.9%)	4372.3

Winter service gritting actions within Norwich City forecast domain

27. This season, there were 89 gritting actions completed within the Norwich City area compared to 113 (full route equivalent) in the county. Overall, it was a busy season in terms of winter gritting with approximately twice as many gritting actions as the 42 from the previous year.

28. The 2 highway routes within the outer ring road completed their treatment within the 3 hour target window except where asked to treat in the evening peak period.

29. Engineers from Norwich City's Highways Team were included in the countywide Winter Service 'Wash-up' meeting in May. The lessons from the snow in early March will be included in the winter processes for the 2018/19 winter season.

Preparations for Winter 2018-2019

30. The brine spraying vehicle is stored at the Highways depot at Ketteringham. Following a number of breakdowns with the brine delivery system during the 2017/18 winter, the maintenance regime for the brine spraying equipment has been reviewed and improved in preparation for the 2018/19 season.

Road safety casualty reduction

A Norfolk Elected Member led review of road safety – informed by statistics on casualties – is currently underway. Recommendations on a strategic approach and actions will in the first instance be taken to Norfolk County Council's Communities Committee.

31. 55 Killed and seriously (KSI) casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2018. This represents a reduction of 11.3% from the number of recorded KSI casualties in the 12 months to the end of March 2017, and a reduction of 5.2% from the number of recorded KSIs in the same 12 months to the end of March 2016. However, the rolling total remains higher than the five year baseline average of KSI of 49 KSI casualties.

32. **Table 5** (overleaf) summarises the latest available financial year statistics for reported road casualties within the Norwich City Council district, covering the 12 month period to the end of March 2018. Statistics for this period are compared against figures for the 2010-2014 five year average baseline period, the 12 months to the end of March 2016, and the 12 months to the end of March 2017.

Table 5 Summary of statistics

	2010-2014 Baseline Average Casualties	12 Month Rolling Casualties to End:			March 2018 Change Against:		
		March 2016	March 2017	March 2018	March 2016	March 2017	Baseline
All KSI	49	58	62	55	-5.2%	-11.3%	12.2%
Child KSI	4	5	7	6	20.0%	-14.3%	50.0%
Powered two wheeler KSI	14	17	13	13	-23.5%	0.0%	-7.1%
Pedestrian KSI	13	11	17	14	27.3%	-17.6%	7.7%
Cyclist KSI	12	22	23	13	-40.9%	-43.5%	8.3%
Slightings	376	378	391	286	-24.3%	-26.9%	-23.9%

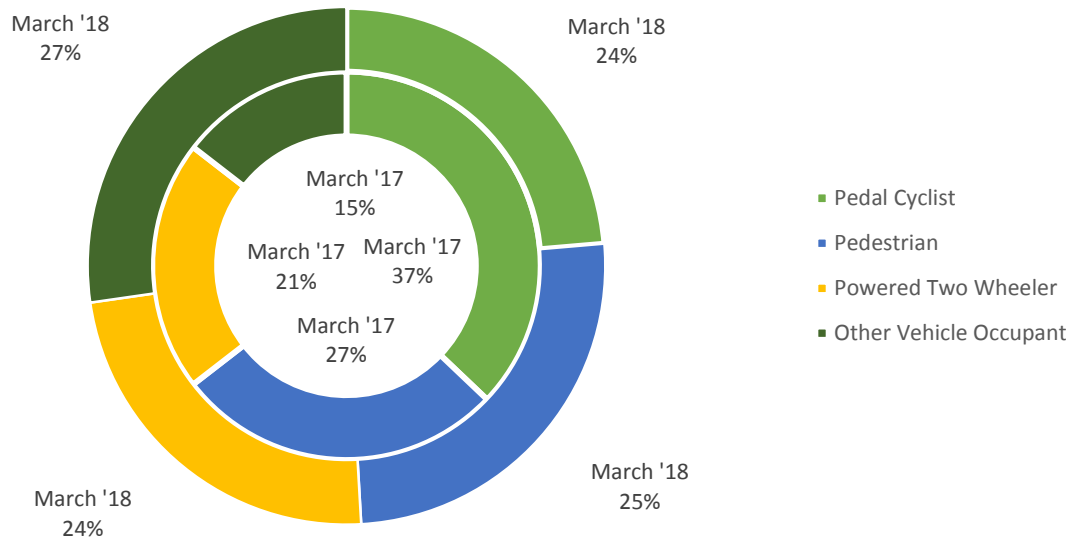
Note: The values in the table are not intended to add up to the total of KSI, rather they are specific groups which are highlighted for attention due to their vulnerability and historically high casualty record within the City (with the exception of children).

33. The 55 KSI casualties recorded in the 12 months to the end of March 2018 can be identified as belonging to one of four main road user groups: pedal cyclists, pedestrians, the riders and pillion passengers of powered two wheelers, and the occupants of motor vehicles (including: cars, taxis, buses, and goods vehicles).
34. **Table 6** and **Figure 2** below show the distribution of reported road casualties within the Norwich City Council boundary area, covering the 12 month period to the end of March 2018, by casualty class, compared to the same 12 months to the end of March 2017.

Table 6 Distribution of road casualties within the Norwich City Council boundary

	March 2017 KSI	Share of March 2017 KSI	March 2018 KSI	Share of March 2018 KSI
Pedal Cyclist	23	37%	13	24%
Pedestrian	17	27%	14	25%
Powered Two Wheeler	13	21%	13	24%
Vehicle Occupant	9	15%	15	27%
Total	62	100%	55	100%

Figure 2 Distribution of road casualties within the Norwich City Council boundary



35. The long term record of KSI (six years to end of March 2018) illustrates a generally upward trend in fatal and serious casualties during the period April 2012 to autumn 2015, with the exception of the period January to December 2014, before a sudden decrease to the end of 2015. From 2016, the number of recorded KSI casualties per rolling 12 month period has stabilised, with small fluctuations in the rolling figure to the end of the reporting period.

36. The shorter term trend in KSI (covering the three years between April 2013 and March 2017) further emphasises the early reduction in rolling KSI followed by the stabilisation of the figure from early 2016. A slight reduction in the trend is evident from late 2017. It is, however, too early to suggest that this is indicative of a renewed downward trend in the number of recorded KSI casualties.

37. In the year to end of March 2018, KSI casualties recorded in Norwich accounted for 12.0% of the 427 KSI recorded across Norfolk. This compares favourably to the 62

recorded in the same period to March 2017, where Norwich accounted for 15.3% of the 406 KSI casualties recorded across the county. This also reflects that whereas KSI countywide have increased, KSI in Norwich have reduced.

38. **Figure 3** illustrates the long term trend of 12 month rolling KSI recorded within the Norwich City Council authority area, covering the period April 2012 to March 2018. **Figure 4** illustrates the shorter term trend of 12 month rolling KSI recorded in the Norwich City Council authority area, covering the period April 2015 to March 2018.

Figure 3

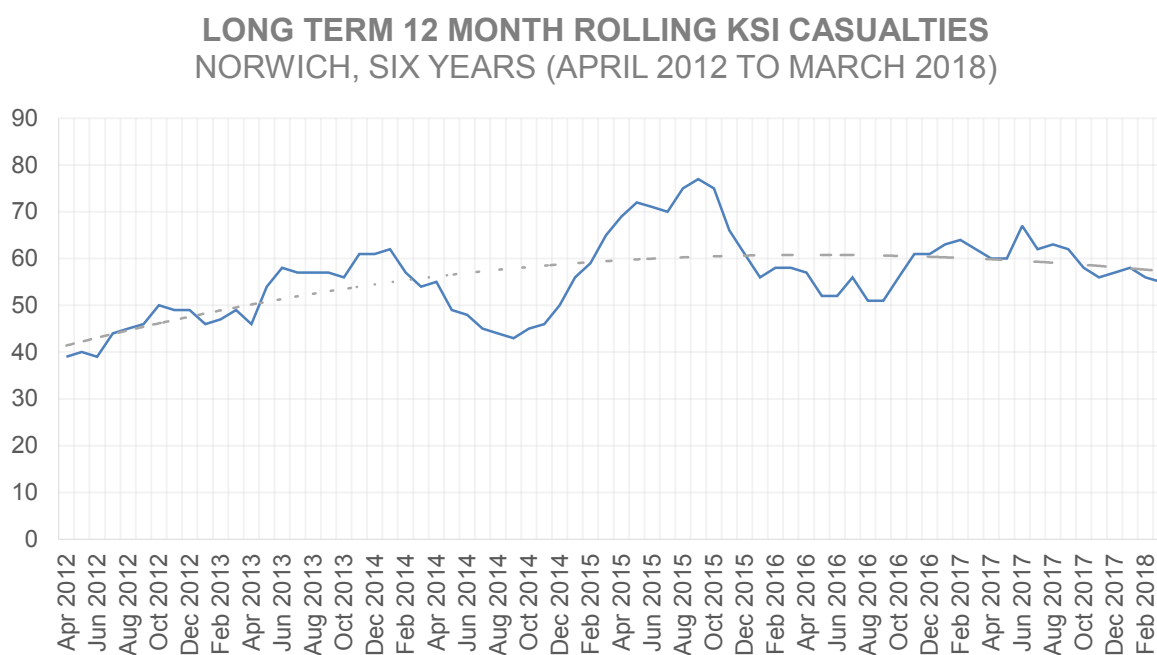
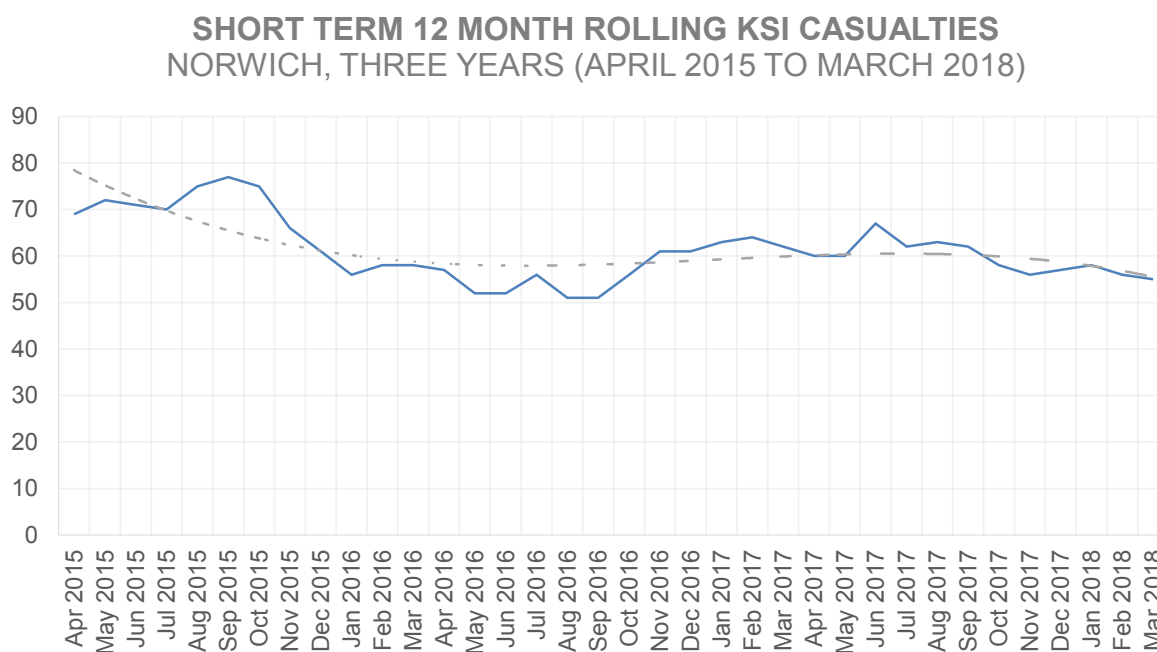


Figure 4

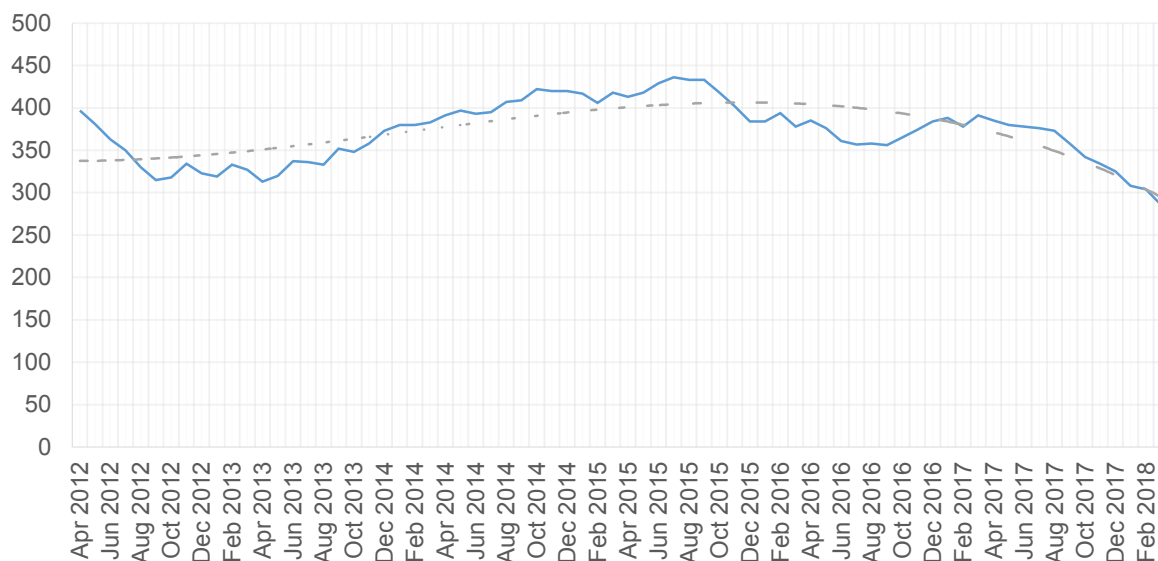


39. **Figure 5** illustrates the long term trend of 12 month rolling slight casualties recorded within the Norwich City Council authority area, covering the period April 2012 to

March 2018. Slight casualties have shown a steady decrease through 2017 and in to the first quarter of 2018. The overall trend has been downwards since 2015.

Figure 5

12 MONTH ROLLING SLIGHTS:
NORWICH, APRIL 2012 TO MARCH 2018



Powered Two Wheeler KSI

- 40. 13 powered two wheeler KSI casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2018; the same number of casualties recorded in the 12 months to the end of March 2017. The figure represents a reduction of 7.1% against the 2010-2014 five year baseline average of powered two wheeler KSI casualties.
- 41. Powered two wheeler KSI casualties represented the equal third largest share of casualties recorded in the 12 months to the end of March 2018, accounting for 24% of KSI recorded within Norwich. This represents an increase from the 12 months to the end of March 2017, when powered two wheelers accounted for 21% of casualties. This increase in share is the result of reductions in KSI casualties in other road user groups causing decreases in their shares against no recorded change in the number of powered two wheeler KSI casualties.
- 42. In the year to end of March 2018, powered two wheeler KSI casualties recorded in Norwich accounted for 12.0% of the 108 powered two wheeler KSI recorded across Norfolk. This compares favourably to the 13 recorded in the same period to March 2017, where Norwich accounted for 13.7% of the 95 powered two wheeler KSI casualties recorded across the county.
- 43. Following a period of increasing powered two wheeler KSI casualties which peaked at 29 recorded KSI in the 12 months to the end of August and September 2015,

powered two wheeler casualties showed a positive downward trend, reaching a low of six KSI in the twelve months to the end of August 2016. Since then, a slight rise in KSI has been recorded, with the number of recorded KSI return to pre mid-2015 peak levels. In the year to end of March 2018, the rolling figure generally stabilised with slight fluctuation around the average of 14 KSI casualties. This stabilisation reflects the similar trend in overall KSI casualties.

44. **Figure 6** illustrates the long term trend of 12 month rolling powered two wheeler KSI recorded within the Norwich City Council authority area, covering the period April 2012 to March 2018. **Figure 7** illustrates the shorter term trend of 12 month rolling Powered Two Wheeler KSI recorded in the Norwich City Council authority area, covering the period April 2015 to March 2018.

Figure 6

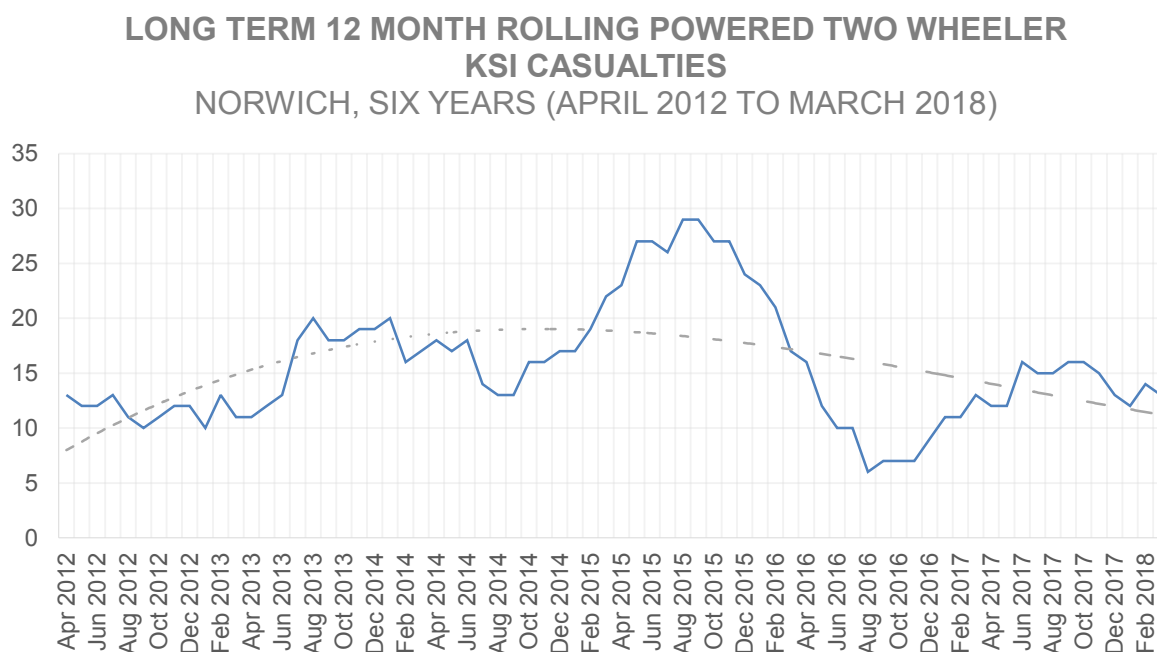
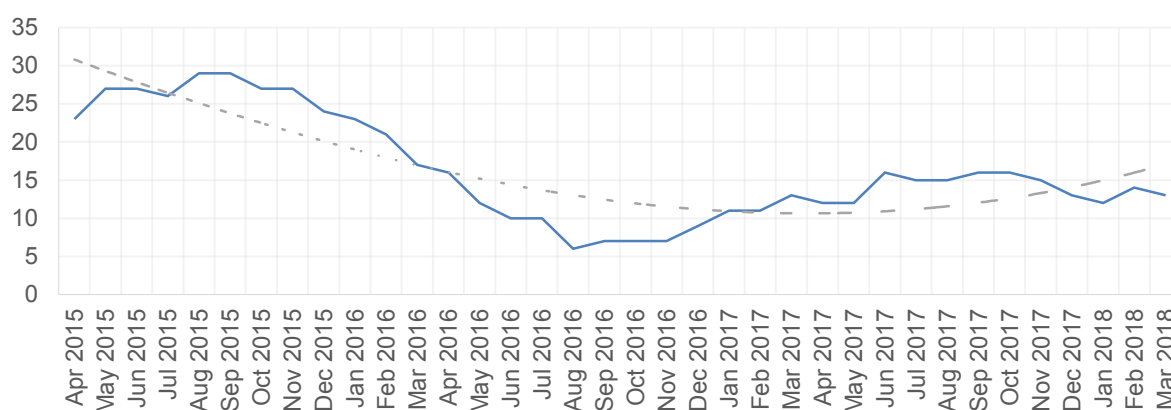


Figure 7

**SHORT TERM 12 MONTH ROLLING POWERED TWO
WHEELER KSI CASUALTIES**
NORWICH, THREE YEARS (APRIL 2015 TO MARCH 2018)



Pedestrian KSI

45. 14 pedestrian KSI casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2018, three fewer than the 17 recorded in the 12 months to the end of March 2017 – a reduction of 17.6%. However, the figure represents a 7.7% increase on the 2010-2014 five year baseline average of 13 pedestrian KSI casualties.
46. Pedestrian KSI casualties accounted for the second largest share of KSI casualties in the 12 months to the end of March 2018, accounting for 25% of KSI recorded within Norwich. This represents a reduction from the 12 months to the end of March 2017, when pedestrians also represented the second largest share of KSI, but accounted for 27% of KSI casualties.
47. In the year to end of March 2018, pedestrian KSI casualties recorded in Norwich accounted for 24.1% of the 58 pedestrian KSI recorded across Norfolk. This compares favourably to the 17 recorded in the same period to March 2017, where Norwich accounted for 31.5% of the 54 pedestrian KSI casualties recorded across the county.
48. Since May 2016, pedestrian KSI casualties were generally been on an upward trend in Norwich, reflecting the general countywide trend. From early 2017 however, the figures have stabilised (as reflected in **Figure 8** below) fluctuating around the average of 16.3 KSI casualties for the period January 2017 to April 2018.
49. **Figure 8** illustrates the long term trend of 12 month rolling pedestrian KSI recorded within the Norwich City Council authority area, covering the period April 2012 to March 2018. **Figure 9** illustrates the shorter term trend of 12 month rolling pedestrian KSI recorded in the Norwich City Council authority area, covering the period April 2015 to March 2018.

Figure 8

LONG TERM 12 MONTH ROLLING PEDESTRIAN KSI CASUALTIES
NORWICH, SIX YEARS (APRIL 2012 TO MARCH 2018)

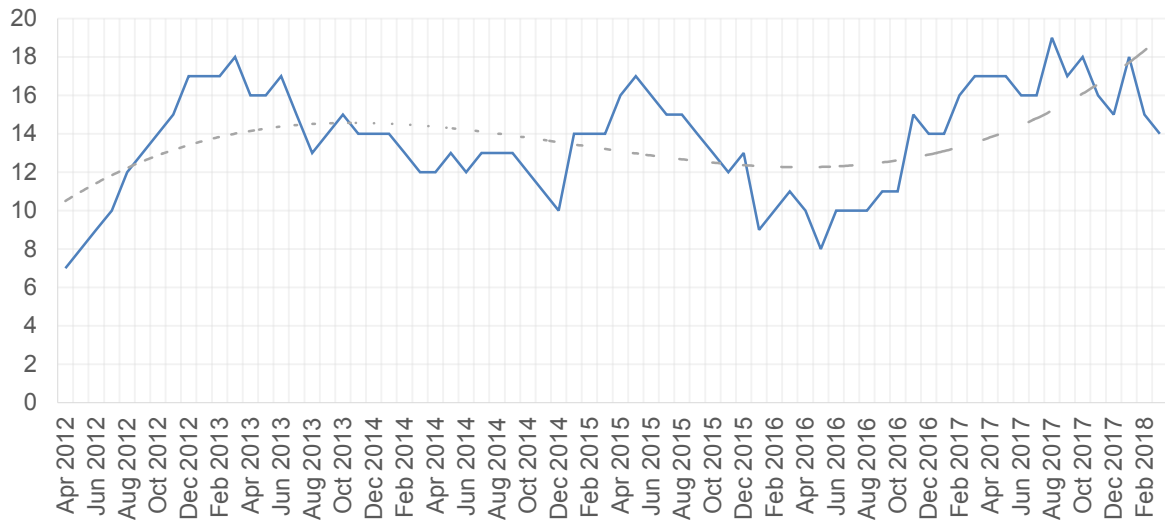
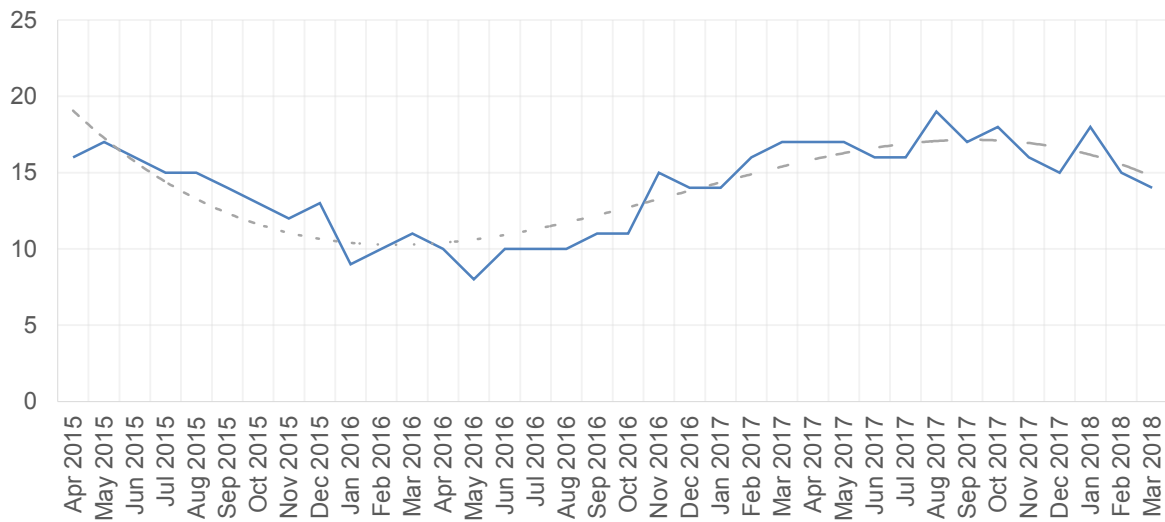


Figure 9

SHORT TERM 12 MONTH ROLLING PEDESTRIAN KSI CASUALTIES
NORWICH, THREE YEARS (APRIL 2015 TO MARCH 2018)



Pedal Cyclist KSI

- 50. 13 pedal cyclist KSI casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2018. This represents a significant reduction on the 23 KSI casualties recorded in the 12 months to the end of March 2017 of 43.5%. The figure is however 8.3% greater than the 2010-2014 five year baseline average of 12 pedal cyclist KSI casualties.
- 51. Pedal cyclist KSI casualties accounted for the third largest share of KSI casualties in the 12 months to the end of March 2018, accounting for 24% of KSI recorded in Norwich. This represents a reduction from the 12 months to the end of March 2017, when pedal cyclists represented the largest share of KSI and accounted for 37% of KSI casualties.
- 52. In the year to end of March 2018, pedal cyclist KSI casualties recorded in Norwich accounted for 31.0% of the 42 pedal cyclist KSI recorded across Norfolk. This compares favourably to the 23 recorded in the same period to March 2017, where Norwich accounted for 37.7% of the 61 pedal cyclist KSI casualties recorded across the county.
- 53. The period of increasing pedal cyclist KSI casualties recorded from summer 2014 to year end 2016 has been offset by a rapid reduction in KSI casualties from January 2017. From October 2017, KSI casualties appear to have stabilised around the average of 12 KSI casualties. It is too early to suggest that this will be an ongoing trend in the number of recorded pedal cyclist KSI casualties in Norwich.
- 54. **Figure 10** illustrates the long term trend of 12 month rolling pedal cyclist KSI recorded within the Norwich City Council authority area, covering the period April 2012 to March 2018. **Figure 11** illustrates the shorter term trend of 12 month rolling pedal cyclist KSI recorded in the Norwich City Council authority area, covering the period April 2015 to March 2018.

Figure 10

LONG TERM 12 MONTH ROLLING PEDAL CYCLIST KSI CASUALTIES
 NORWICH, SIX YEARS (APRIL 2012 TO MARCH 2018)

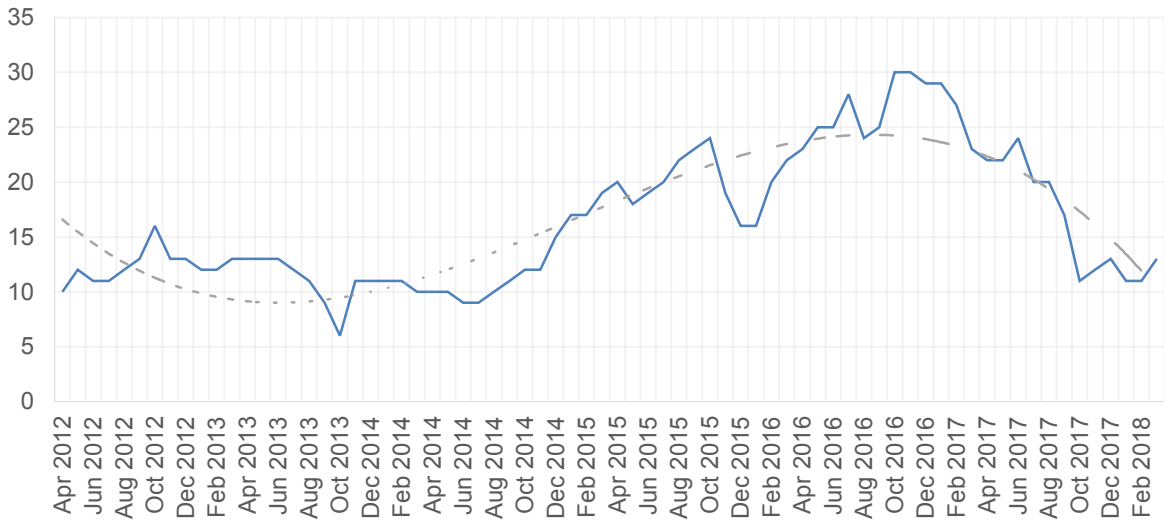
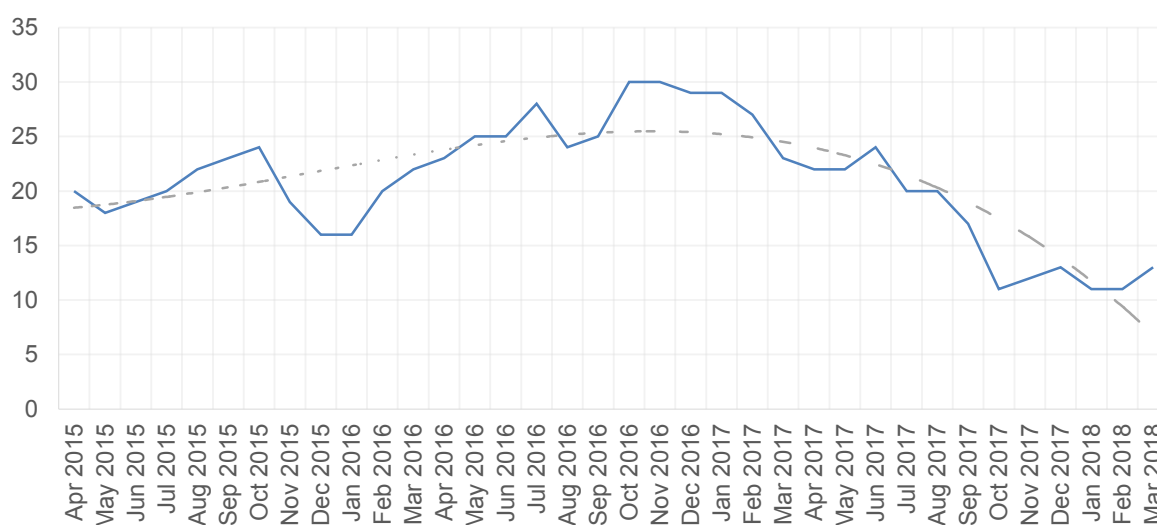


Figure 11

SHORT TERM 12 MONTH ROLLING PEDAL CYCLIST KSI CASUALTIES
NORWICH, THREE YEARS (APRIL 2015 TO MARCH 2018)



Vehicle Occupant KSI

55. 15 vehicle occupant KSI casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2018. This represents an increase on the 9 KSI casualties recorded in the 12 months to the end of March 2017 of 66.6%. Additionally, this figure is 70.5% greater than the 2010-2014 five year baseline average of 8.8 vehicle occupant KSI casualties.
56. Vehicle occupant KSI casualties accounted for the largest share of KSI casualties in the 12 months to the end of March 2018, accounting for 27% of KSI recorded in Norwich. This represents an increase from the 12 months to the end of March 2017, when vehicle occupants represented the smallest share of KSI and accounted for 15% of KSI casualties.
57. In the year to end of March 2018, vehicle occupant KSI casualties recorded in Norwich accounted for 7.0% of the 213 vehicle occupant KSI casualties recorded across Norfolk. This compares unfavourably to the 9 recorded in the same period to March 2017, where Norwich accounted for 4.8% of the 188 vehicle occupants killed or seriously injured in collisions across the county.
58. The long term trend in vehicle occupant KSI shown in **Figure 11** shows two significant peaks – the first from May 2013 to May 2014, and the second in the twelve months to end 2018. The short term trend shown in **Figure 12** illustrates a period of relative stability in the number of recorded vehicle occupant KSI, fluctuating around 9 KSI per 12 month rolling period, before a rapid increase in KSI from August 2017. This increase is primarily the result of three months (June, September and December) in which three KSI collisions were recorded in each month.
59. **Figure 12** illustrates the long term trend of 12 month rolling vehicle occupant KSI recorded within the Norwich City Council authority area, covering the period April 2012 to March 2018. **Figure 13** illustrates the shorter term trend of 12 month rolling vehicle occupant KSI recorded in the Norwich City Council authority area, covering the period April 2015 to March 2018.

Figure 12

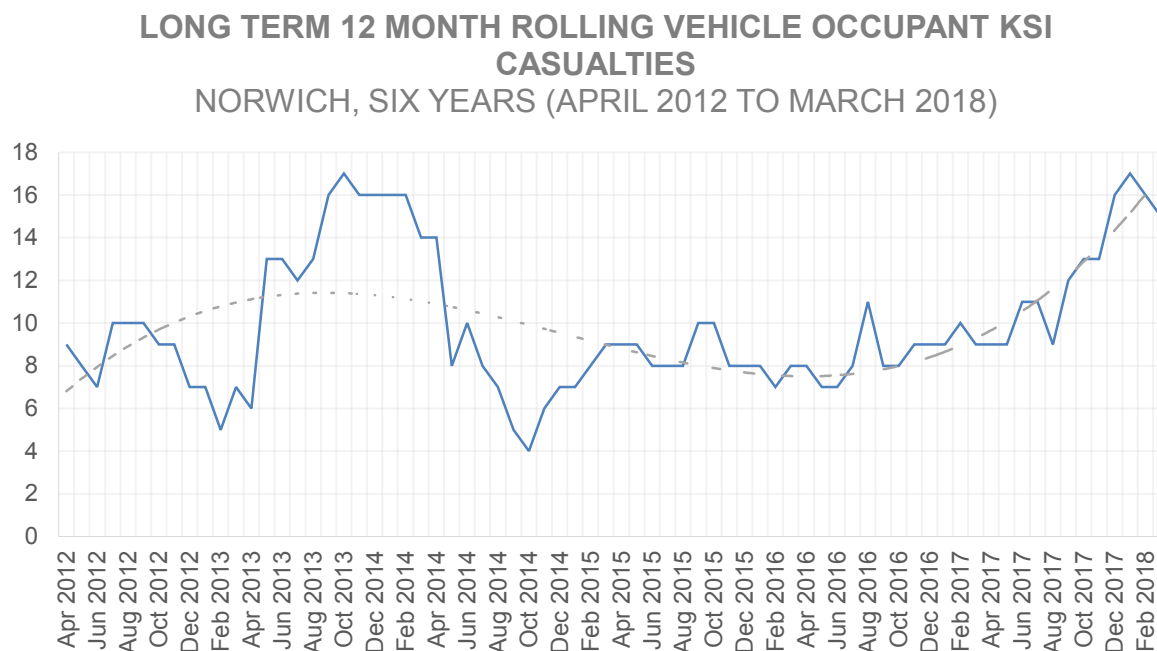
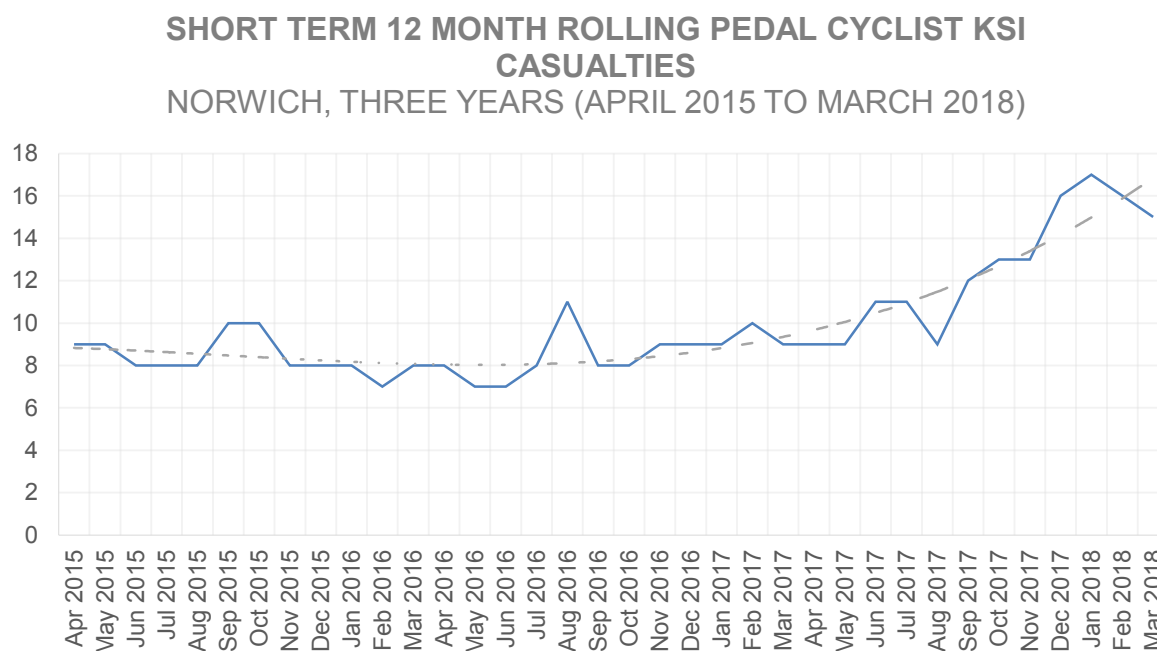
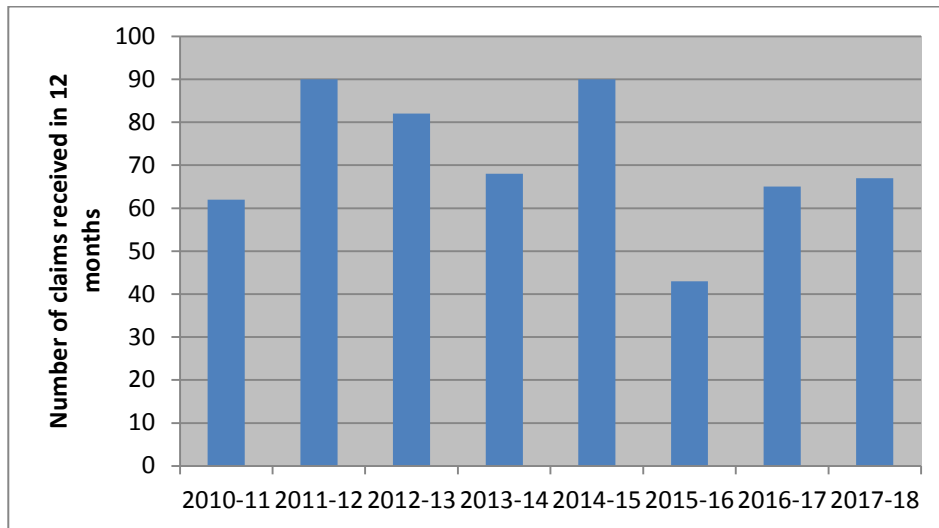


Figure 13



Accidents Claims The County Council monitors the number of claims received and the settlement rate of claims for highway and personal injury claims. **Figure 14** below shows the number of claims received each year.

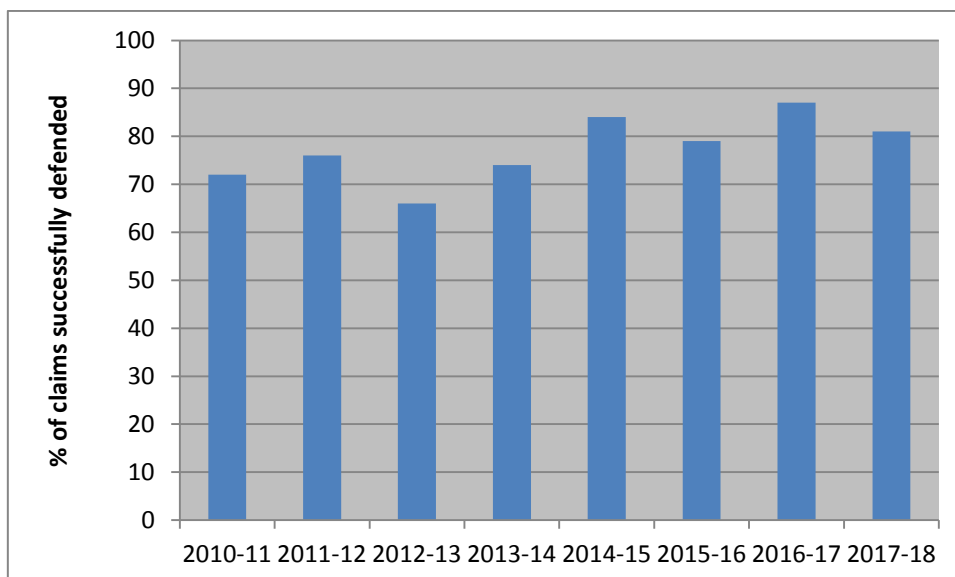
Figure 14 Accident claims received in Norwich



60. A total of 67 claims were received, of which 48 were injury related, the remainder were for damage.

61. The figure for injury claims successfully defended was 81% which is above the City target of 75% - see **Figure 15**. Of the total of 59 claims (both injury and damage) finalised during 2017/18, 11 have been settled with a total of £119,325 paid

Figure 15 % personal injury claims successfully defended



62. In the City area, 45 recharge claims were opened to reclaim costs incurred by the highway authority for damage to its assets.

On-street parking enforcement

63. Norwich has undertaken On Street parking enforcement since 2002, at first under the Road Traffic Act 1991 and more recently (2008) the Traffic Management Act (TMA) 2004 section 6.
64. The 2004 TMA brought about a number of major changes, including a two tier charging for offences depending on the severity of the offence. The higher rate of Penalty Charge Notice (PCN) is £70 discounted to £35 if paid within 14 days without challenge and £50 for the lower rate discounted to £25 if paid within 14 days. In October 2012, the boroughs of Kings Lynn and Great Yarmouth became the enforcing authorities for the rest of Norfolk. All services are operating under the Norfolk Parking Partnership with common policies. The Norwich parking enforcement team is currently a Parking Manager, Appeals and Adjudication officer, 25 Civil Enforcement Officers (CEO) and 3 team leaders.
65. A new three shift system was introduced to provide a greater cover of staff during the operational day (07:00-19:00) (21 CEOs) and a further team (4 CEOs) being deployed for the night time economy (15:00-01:00).
66. The total number of PCNs issued in Norwich for 2017-18 is shown in **Figure 16**.

Figure 16 Total number of PCNs issued and waived

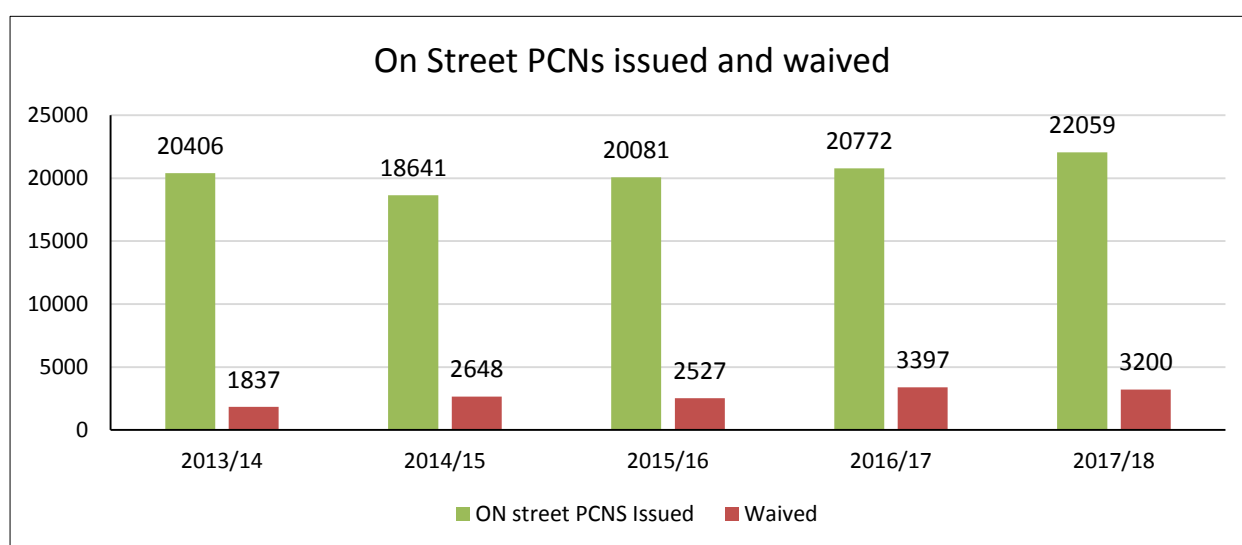


Table 8 Income from parking related activities

Income from	2013/14	2014/15	2015/16	2016/17	2017/18
Penalty Charge Notices	(664,049)	(629,570)	(611,411)	(644,785)	(713,107)
On Street Fees	(627,612)	(651,325)	(663,277)	(607,560)	(601,771)
Permits	(516,490)	(593,359)	(635,449)	(625,894)	(710,441)
Dispensations	(67,415)	(87,957)	(91,587)	(94,600)	(114,276)

Bus Lane Income			(19,625)	(182,437)	(146,017)
Total Income	(1,875,566)	(1,962,211)	(2,021,349)	(2,155,276)	(2,285,612)
Expenditure	1,747,347	1,907,454	1,917,290	1,942,409	2,242,349
Surplus	(128,219)	(54,757)	(104,059)	(212,867)	(43,263)

Note: Since 2015 CCTV managed Bus Lane enforcement has been in operation, and the revenue associated with this forms part of the total surplus figure reported

67. Members will be aware that it is not the objective of decriminalised parking to raise revenue; however, the Department for Transport (DfT) guidance makes clear that it should be operated on a secure financial footing to:

- Ensure the continued provision of the service; and
- The necessary re-investment over the medium to long term.

68. Officers are taking steps to ensure these provisions are met. Any surplus is paid to the county council to be spent on NATS transport and highway provision as determined by legislation. The city council carry the financial risk should income be less than expenditure.

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Norwich Highways Agency Committee
Committee date:	20 September 2018
Director / Head of service	Joint report
Report subject:	Annual report of the Highways Agency Agreement 2017/18
Date assessed:	10 August 2018
Description:	This report provides an annual summary of the performance of the Highways Agency Agreement for 2017-18.

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The report contains a summary of the performance of the Highways Agency Agreement for 2017/18. A surplus is shown related to income generated from parking activities which is spent on NATS transport and highway provision as determined by legislation.
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Highways Agency Agreement supports the day to day delivery of transport across the City Council boundary area, supporting all aspects of economic delivery across the City.
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cyclist KSI numbers have fallen to levels comparable to the average over the last 10 years, after a previously reported rise.
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	See comment above on safeguarding.

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This report outlines the transportation impacts of the different schemes and maintenance delivered.
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Specific pollution impacts are not reported.
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments

	Impact			
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No specific comments

Recommendations from impact assessment

Positive

There has been a strong delivery of transport programmes. There are no specific issues to raise regarding winter gritting. The financial surplus from parking activities is to be spent on NATS transport and highway provision as determined by legislation.

Cyclist KSI numbers have fallen to levels comparable to the average over the last 10 years, after a previously reported rise.

Negative

Pedestrian KSIs are stable and there are no obvious problem locations. The view is that this is just natural fluctuations in the numbers, which are small and therefore lead to large proportional differences. A check has been made to see if there is a night time bias to the casualties, attributable to the night time economy, but there isn't.

Neutral

Issues