

**Report to** Norwich Highways Agency committee  
20 July 2017

**Report of** Head of city development services and Executive Director  
of Community and Environmental Services

**Subject** Annual report of the Highways Agency Agreement 2016/17

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**Item**

**10**

### **Purpose**

This report details the performance during 2016-17 of the Highways Agency Agreement between Norwich City Council and Norfolk County Council.

### **Recommendation**

To approve the Norwich Highways Agency Annual Report for 2016-17.

### **Corporate and service priorities**

The report helps to meet the corporate priority 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 Bremner - Environment and sustainable development

### **Contact officers**

City: Joanne Deverick, Transportation & Network Manager 01603 212461

County: Jeremy Wiggin, NATS / City Agency Manager 01603 223117

### **Background documents**

None

# Report

## Background

1. The County Council and City Council have jointly overseen 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 which was renewed on the 1 April 2014. The new agreement is for five years to tie-in with new contract break clauses with Norfolk County Councils Contractor and Professional Services Contract.
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, design and construction of highway schemes, traffic management, improvements to safety, highways 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') delivering sustainable travel choices in the city.
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 has progressed on a number of elements of the strategy. The strategy had been 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.
5. Details of performance data, any targets, and progress during 2015/16 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

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

7. The committee continues to consider a significant number of reports for decision as a result of the Cycle City Ambition Grant funding and the Local Growth Fund investment in the City. The increased number of consultations that have been carried out have contributed to the increase in the number of public questions received.
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](http://www.roadworks.org).

#### **Delivery of programmes to targets and budget / financial controls**

9. 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.

#### **Capital improvement schemes:**

10. 2016/17 has seen significant investment in transport improvements across the city. Phase one of the CCAG funding saw the completion of the pink pedalway. Using the second tranche of CCAG funding, good progress has been made on the implementation of the blue and yellow pedalways. This investment in cycling has seen a rise in the number of cyclists in Norwich of around 40% from 2013-2016.
11. Aside from cycling, the Westlegate / Golden Ball Street scheme, including the improvements at Finkelgate / Queens Road, has recently been completed using a variety of funding sources including LGF, Community infrastructure levy (CIL) and S106 development funds.
12. Given the current restrictions on the local transport plan budget across the County and allocated to Norwich, only 1 local safety scheme was delivered in 2016/17 through this funding stream. There is an expectation that the majority of capital improvement schemes will be externally funded.

## **Highways maintenance**

13. By the end of March the expenditure on highways maintenance, which includes all the routine maintenance works such as patching; grass cutting, gulley emptying etc. was £1.451m compared to a budget of £1.489m. This represents a 2.5% underspend which was partly due to the mild winter leading to lower winter service costs.
14. There were 10 schemes in the maintenance capital programme, this compares to last year's 21.

## **Quality of Work**

15. The City has completed 100% of scheduled audits, which compares to the overall County figure of 74.9%. The audits cover health and safety, quality, finance and environmental issues and are showing good contractor performance.

## **Compliance with standards, codes and procedures**

16. 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**

17. Given the level of investment in the city, there was positive traffic management on at least one traffic sensitive road every day in 16/17 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**

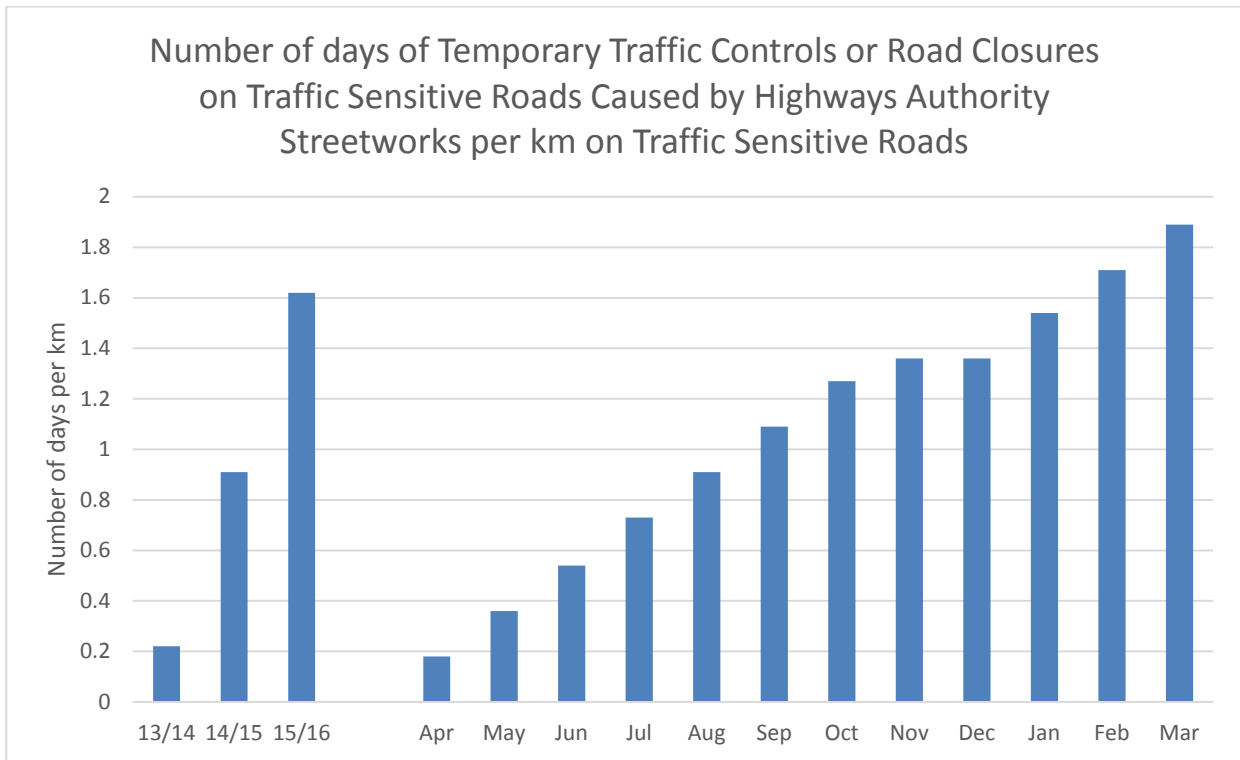


Chart shows annual figures for previous years and monthly for 2016/17.

### **Road and Footway condition assessments 2016/17**

18. Overall, the condition of the carriageway has slightly declined. 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.
19. 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 are noticeably better than those in the County. This is possibly due to the more formal construction allied with edges being held by kerb lines within the wholly urban environment of the City. The rest of the County, with the exception of 'A' class roads has a rather more evolved construction lacking the strength of a formal design.
20. The following (**Table 2**) summarises the City position as well as the overall County position:

**Table 2** Percentage of roads in need of attention

<b>Percentage of roads in need of attention (Lower is better)</b>						
<b>Road Type</b>	<b>City</b>		<b>County only</b>		<b>County (All)</b>	
	15-16	16-17	15-16	16-17	15-16	16-17
<b>A roads</b>	3.2	3.9	2.5	2.7	2.6	2.8
<b>B &amp; C roads (combined)</b>	2.9	3.4	6.5	7.7	6.5	7.7
<b>B roads</b>	3.7	3.5	5.4	6.3	5.4	6.3
<b>C roads</b>	2.8	3.4	6.7	8.0	6.7	8.0
<b>U roads</b>	13.0	18.0	17.0	18.0	17.0	18.0
<b>U roads (Urban roads only)</b>	13.0	18.0	14.0	15.0	14.0	15.0
<b>Footway Network Survey – total from Table 2</b>	39.8	32.5	27.1	23.1	29.1	24.8

21. The condition data will be used to apportion the budget for the structural maintenance in 2018-19. The City's share of the pot will be based upon this and the network length of each asset type.

22. 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.

**Table 3** Footway network survey

<b>Footway Network Survey (Only Defect 4 - Structurally Unsound presented)</b>			
<b>Footway Hierarchy</b>	<b>City</b>	<b>County (Exc City)</b>	<b>County+City</b>
Cat 1	5,222m (13.9%)	10,062m (11.9%)	15,284m (12.5%)
Cat 2	50,540m (41.8%)	92,336m (22.7%)	142,876m (27.1%)
Cat 3	161,093m (38.6%)	720,835m (26.3%)	881,928m (27.9%)
Cat 4	27,841m (40.2%)	250,855m (27.9%)	278,696m (28.8%)

23. **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)
<b>A roads</b>	50.0 (6.5)	723.6 (93.5)	773.7
<b>B roads</b>	6.8 (1.1)	640.9 (98.9)	647.7
<b>C roads</b>	43.7 (1.3)	3,389.9 (98.7)	3,433.5
<b>U roads</b>	295.5 (6.6)	4176.5 (93.4)	4,472.0
<b>Footways</b>	619.3 (14.8)	3,553.3 (85.2)	4,172.6

#### **Winter service gritting actions within Norwich City forecast domain**

24. This season, there were 42 actions completed within the Norwich City forecast domain compared to 58 (full route equivalent) in the County forecast domains. Overall, it was a quiet season in terms of winter gritting.
25. The 2 highway routes within the Outer Ring Road completed their treatment within the 3 hour target window (gate to gate).
26. Engineers from Norwich City's Highways Team were included in the countywide Winter Service 'Wash-up' meeting in May. There are no issues specific to Norwich City to raise with Members.

#### **Preparations for 2017-2018**

27. The brine spraying vehicle has been stored at the Highways depot at Ketteringham. This allows for maintenance over the summer months and the delivery of winter service has not been affected.
28. Norwich City Council's Highways team have received current bus routes in the city area so that required priority gritting treatment can be arranged.

#### **Road accident casualty reduction**

29. 62 KSI casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2017. This represents an increase of 6.9% on the number of casualties recorded in the 12 months to the end of March 2016 (58 recorded KSI casualties), and increases of 19.2% and 26.5% against the 2005-2009

and 2010-2014 five year baseline averages of KSI casualties (52 and 49 average recorded KSI casualties respectively).

30. **Table 5** summarises the latest available statistics for reported road casualties within the Norwich City Council district, covering the 12 month period to the end of March 2017. Statistics for this period are compared against figures for the 2005-2009 five year average baseline of KSI casualties, the 2010-2014 five year average period, and the 12 months to the end of March 2016.



**Table 5** Reported road casualties

	<b>2005-2009 Baseline Average Casualties</b>	<b>2010-2014 Baseline Average Casualties</b>	<b>12 Months to March 2016 Casualties</b>	<b>12 Months to March 2017 Casualties</b>	<b>March 2017: Change Against March 2016</b>	<b>March 2017: Change Against 05- 09 Baseline</b>	<b>March 2017: Change Against 10-14 Baseline</b>
<b>All KSI</b>	<b>52</b>	<b>49</b>	<b>58</b>	<b>62</b>	<b>6.9%</b>	<b>19.2%</b>	<b>26.5%</b>
<b>Child KSI*</b>	5	4	5	7	40.0%	40.0%	75.0%
<b>P2W KSI</b>	15	14	17	13	-23.5%	-13.3%	-7.1%
<b>Pedestrian KSI</b>	17	13	11	17	54.5%	0.0%	30.8%
<b>Cyclist KSI</b>	8	12	22	23	4.5%	187.5%	91.7%
<b>Slight</b>	420	376	378	391	3.4%	-6.9%	4.0%

\*Child KSI are defined as those aged 1-15. Previously, this measure was reported as casualties aged 0-15, however in light of reporting issues from within the Constabulary around the misuse of age '0' as a casualty age, the measure has been adjusted to ensure accuracy

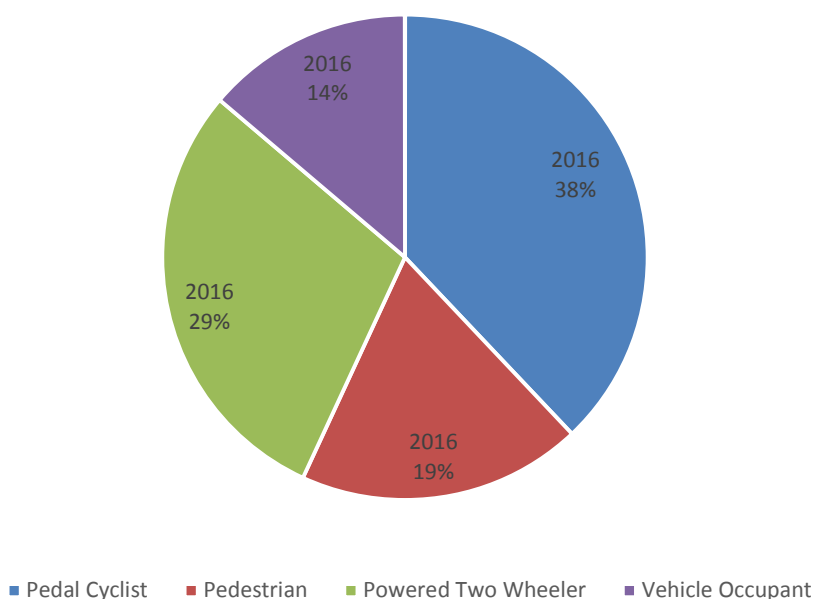
31. The 62 KSI casualties recorded in the 12 months to the end of March 2017 can be identified as belonging to one of four main road user groups: pedal cyclists, pedestrians, the riders and pillion passengers of powered two wheelers, and the occupants (drivers and passengers) of motor vehicles (including: cars, taxis, buses, and goods vehicles).

32. **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 2017, by casualty class, compared to the same 12 months to the end of March 2016.

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

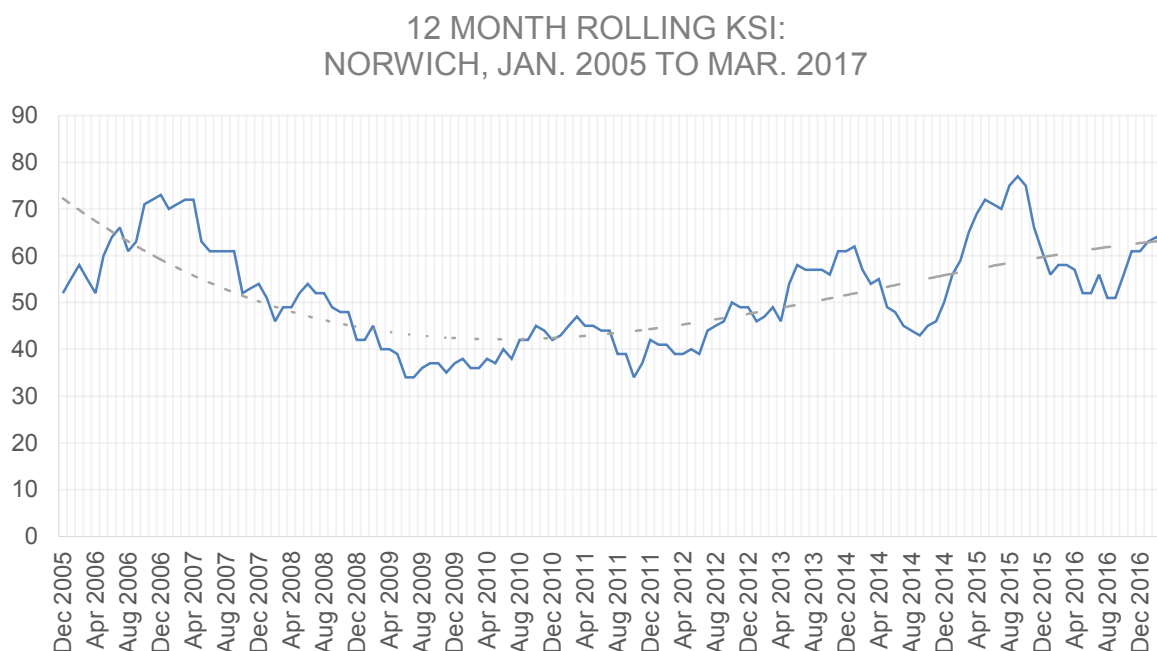
	<b>March 2016 KSI</b>	<b>Share of March 2016 KSI</b>	<b>March 2017 KSI</b>	<b>Share of March 2017 KSI</b>
Pedal Cyclist	22	38%	23	37%
Pedestrian	11	19%	17	27%
Powered Two Wheeler	17	29%	13	21%
Vehicle Occupant	8	14%	9	15%
<b>Total</b>	<b>58</b>	<b>100%</b>	<b>62</b>	<b>100%</b>

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

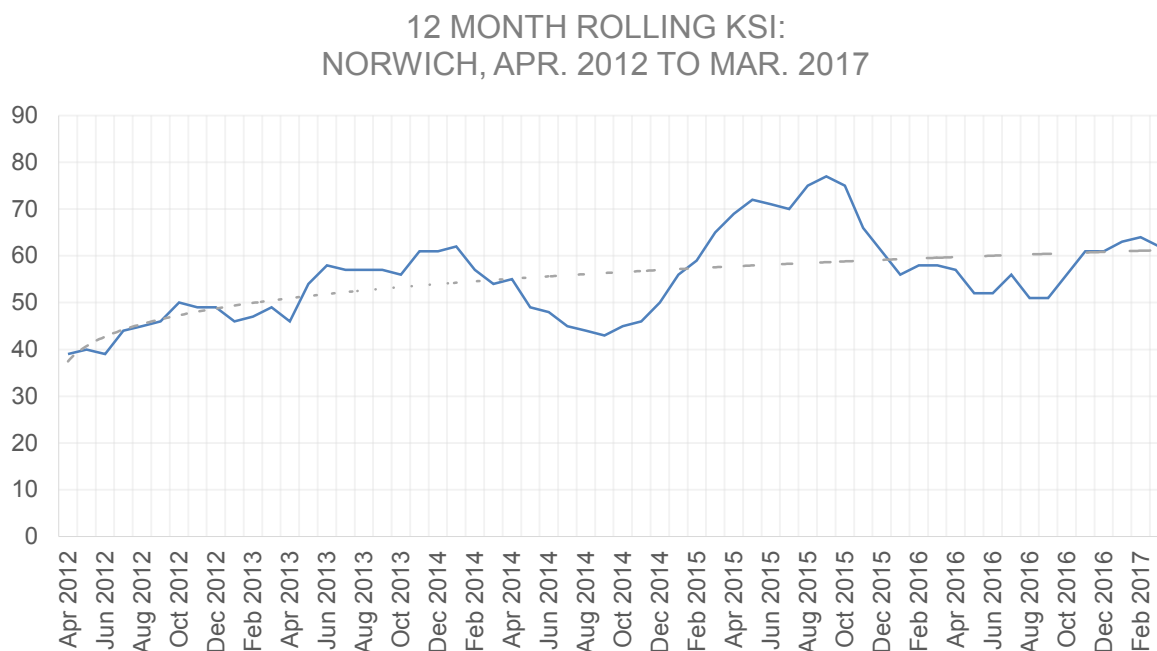


33. In the long term, recent KSI casualties recorded within the Norwich City Council authority area contribute to the continued upward trend in KSI which started in late 2010. Despite fluctuations creating peaks and troughs within the dataset, the general trend appears to be one of steadily rising KSI – a trend matched at the county level.
34. The short term trend in KSI (covering the five years between April 2012 and March 2017) indicates that the change in the number of recorded KSI casualties, although continuing to rise, has slowed, with the rate of increase in KSI reflected in the period from mid- 2010 to late 2015 not reflected in the period from early 2016 to March 2017.
35. **Figure 3** illustrates the long term trend of 12 month rolling KSI recorded within the Norwich City Council authority area, covering the period January 2005 to March 2017. **Chart Three** illustrates the shorter term trend of 12 month rolling KSI recorded in the Norwich City Council authority area, covering the period April 2012 to March 2017.

**Figure 3** 12 month rolling KSI Jan 2005 – Mar 2017



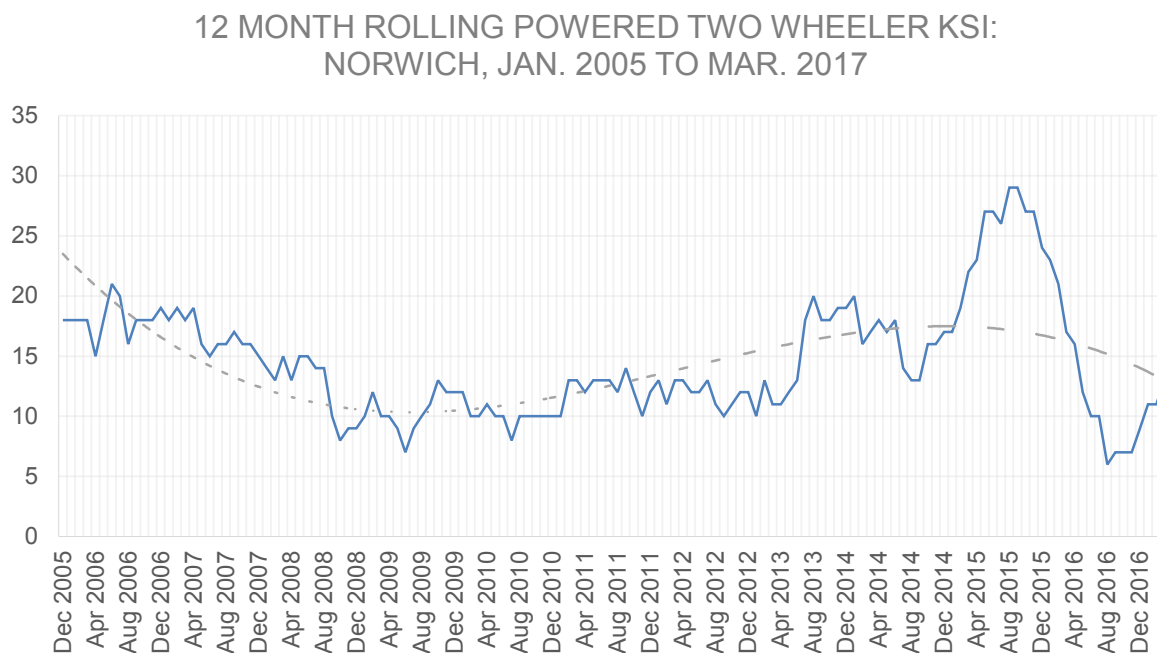
**Figure 4** 12 month rolling KSI Apr 2012 – Mar 2017



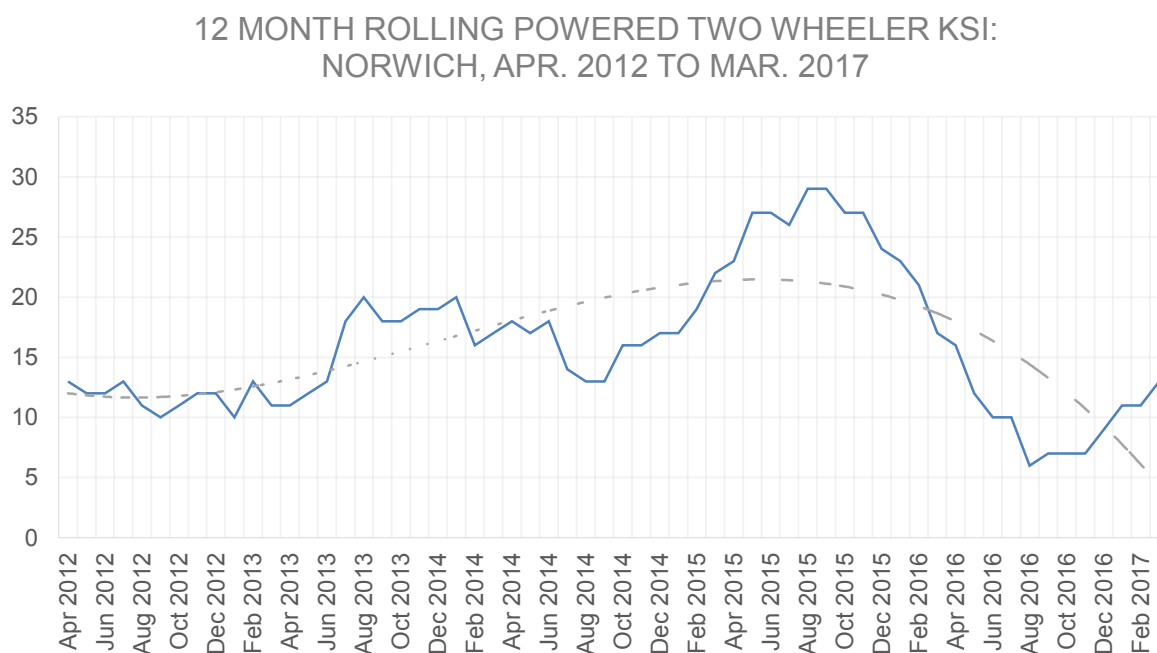
### Powered Two Wheeler KSI

36. 13 powered two wheeler KSI casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2017. This represents a reduction of 23.5% on the number of casualties recorded in the 12 months to the end of March 2016 (17 recorded KSI casualties), and reductions of 13.3% and 7.1% against the 2005-2009 and 2010-2014 five year baseline averages of powered two wheeler KSI casualties (15 and 14 average recorded KSI casualties respectively).
37. Powered two wheeler KSI casualties represented the third largest share of casualties recorded in the 12 months to the end of March 2017, accounting for 21% of KSI recorded within Norwich. This represents a reduction from the 12 months to the end of March 2016, when powered two wheelers represented the second largest share of KSI, accounting for 29% of casualties.
38. 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 have shown a positive downward trend, reaching a low of six KSI in the twelve months to the end of August 2016. Despite a slight rise in KSI from this low in August 2016, the general trend is one of positive downward movement in powered two wheeler KSI.
39. **Figure 5** illustrates the long term trend of 12 month rolling Powered Two Wheeler KSI recorded within the Norwich City Council authority area, covering the period January 2005 to March 2017. **Figure 6** 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 2012 to March 2017.

**Figure 5** 12 month rolling KSI Jan 2005 – Mar 2017 (Powered two wheelers)



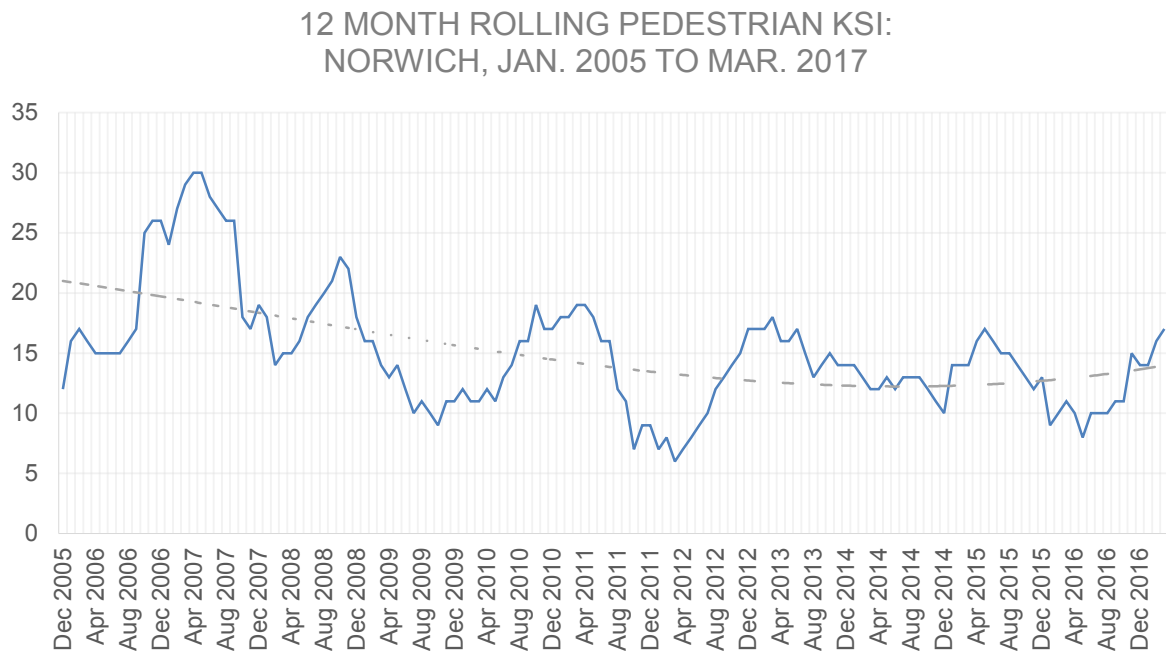
**Figure 6** 12 month rolling KSI Apr 2012 – Mar 2017 (Powered two wheelers)



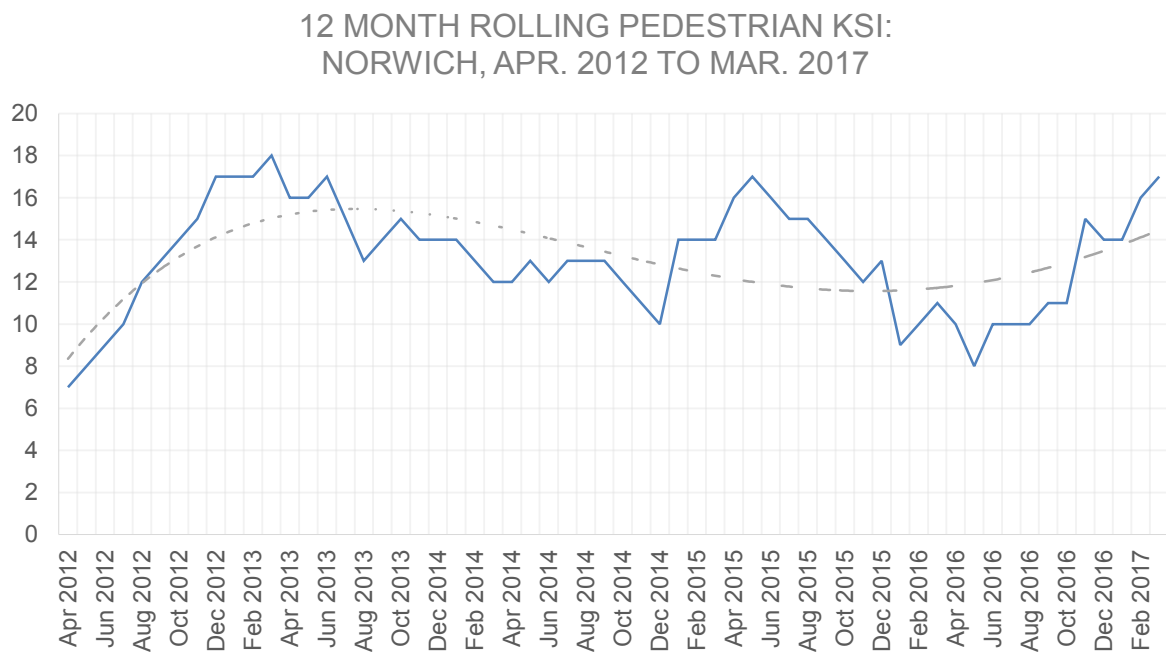
## Pedestrian KSI

40. 17 pedestrian KSI casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2017. This represents an increase of 54.5% on the number of casualties recorded in the 12 months to the end of March 2016 (11 recorded KSI casualties). This figure represents no change against the 2005-2009 baseline average figure of pedestrian KSI casualties (17 average recorded KSI casualties) and an increase of 30.8% against the 2010-2014 five year baseline average of pedestrian KSI casualties (13 average recorded KSI casualties).
41. There are no obvious problem locations for the pedestrian KSIs and looking back over historic data, the average in the City is somewhere in the early teens. 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.
42. Pedestrian KSI casualties accounted for the second largest share of KSI casualties in the 12 months to the end of March 2017, accounting for 27% of KSI recorded within Norwich. This represents an increase from the 12 months to the end of March 2016, when pedestrians represented the third largest share of KSI, accounting for 19% of casualties.
43. Following a period of positive performance and declining pedestrian KSI casualties from the start of the monitoring period, a slight upward trend in pedestrian KSI which emerged in mid-2015 has continued in the last 12 months.
44. **Figure 7** illustrates the long term trend of 12 month rolling Pedestrian KSI recorded within the Norwich City Council authority area, covering the period January 2005 to March 2017. **Figure 8** illustrates the shorter term trend of 12 month rolling Pedestrian KSI recorded in the Norwich City Council authority area, covering the period April 2012 to March 2017.

**Figure 7** 12 month rolling KSI Jan 2005 – Mar 2017 (Pedestrians)



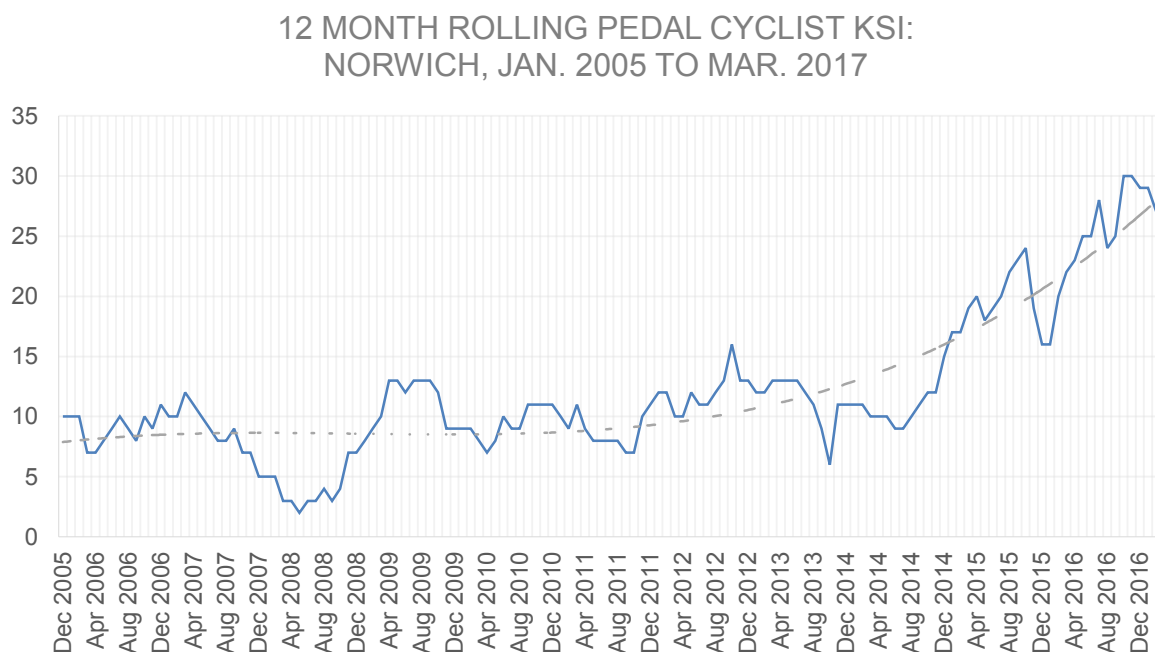
**Figure 8** 12 month rolling KSI Apr 2012 – Mar 2017 (Pedestrians)



## Pedal Cyclist KSI

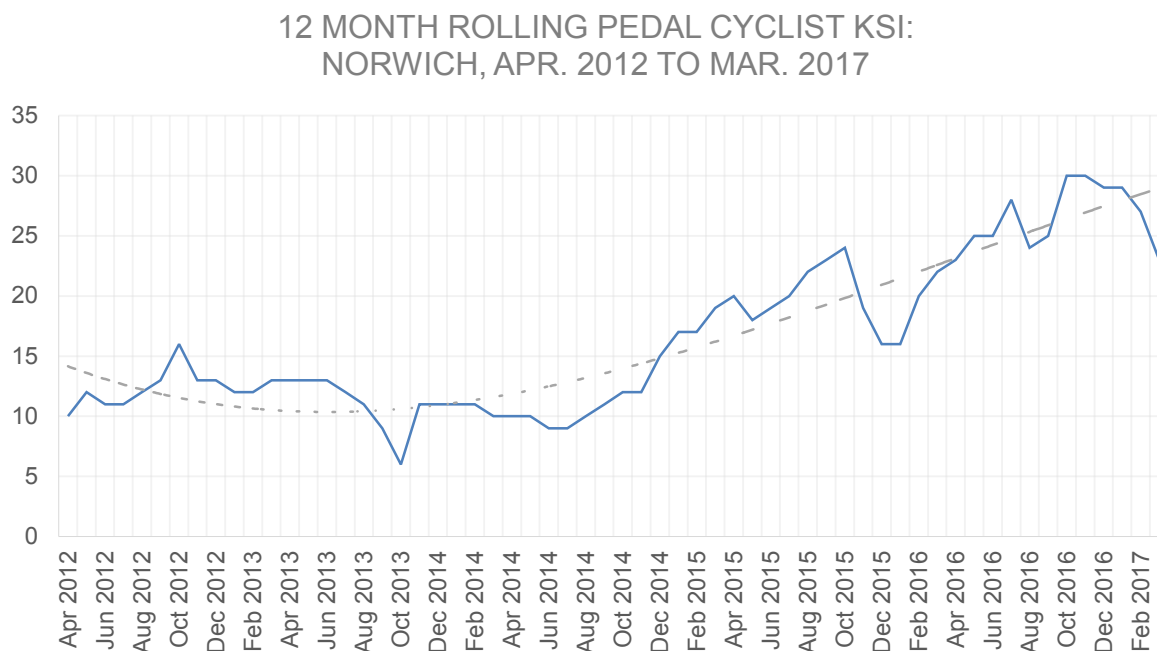
45. 23 pedal cyclist KSI casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2017. This represents an increase of 4.5% on the number of casualties recorded in the 12 months to the end of March 2016 (22 recorded KSI casualties), and increases of 187.5% and 91.7% against the 2005-2009 and 2010-2014 five year baseline averages of pedal cyclist KSI casualties (eight and 12 average recorded KSI casualties respectively).
46. Pedal cyclist KSI casualties accounted for the largest share of KSI casualties in the 12 months to the end of March 2017, accounting for 37% of KSI recorded within Norwich. This represents a reduction from the 12 months to the end of March 2016, when pedal cyclists again represented the largest share of KSI, but accounted for 38% of KSI.
47. Pedal cyclist KSI casualties continue to rise, with the strong upwards trend in KSI which emerged during late 2011 continuing over the last 18 months. However, this increase needs to be balanced against evidence of increased cycling activity in Norwich. Between 2013 and 2016 cyclist numbers crossing the Outer Ring Road increased 36% and by 20% crossing the Inner Ring Road. Over the same period other modes of travel were approximately static crossing the Outer Ring Road and decreased 9% crossing the Inner Ring Road.
48. **Figure 9** illustrates the long term trend of 12 month rolling Pedal Cyclist KSI recorded within the Norwich City Council authority area, covering the period January 2005 to March 2017. **Figure 10** illustrates the shorter term trend of 12 month rolling Pedal Cyclist KSI recorded in the Norwich City Council authority area, covering the period April 2012 to March 2017.

**Figure 9** 12 month rolling KSI Jan 2005 – Mar 2017 (Pedal cyclists)





**Figure 10** 12 month rolling KSI Apr 2012 – Mar 2017 (Pedal cyclists)



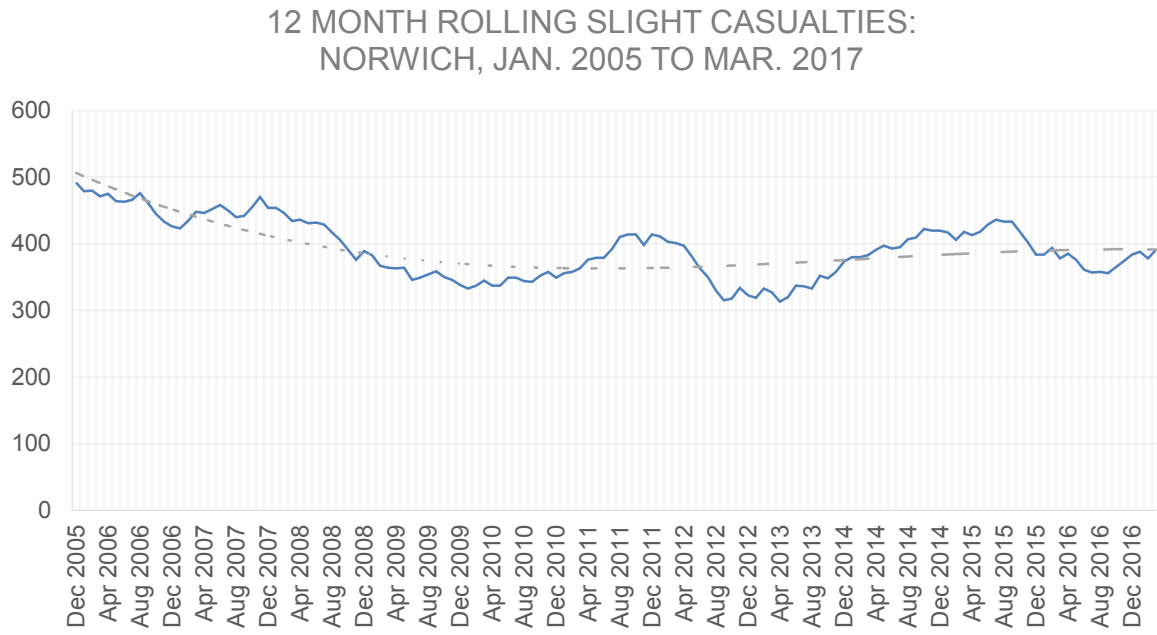
### Slight Casualties

49. 391 slight casualties were recorded within the Norwich City Council authority area in the 12 months to the end of March 2017. This represents an increase of 3.4% on the number of casualties recorded in the 12 months to the end of March 2016 (378 recorded casualties). 391 slight casualties represents a reduction of 6.9% from the 2005-2009 baseline average (420 average recorded casualties), and an increase of 4.0% against the 2010-2014 five year baseline average (376 average recorded slight casualties).

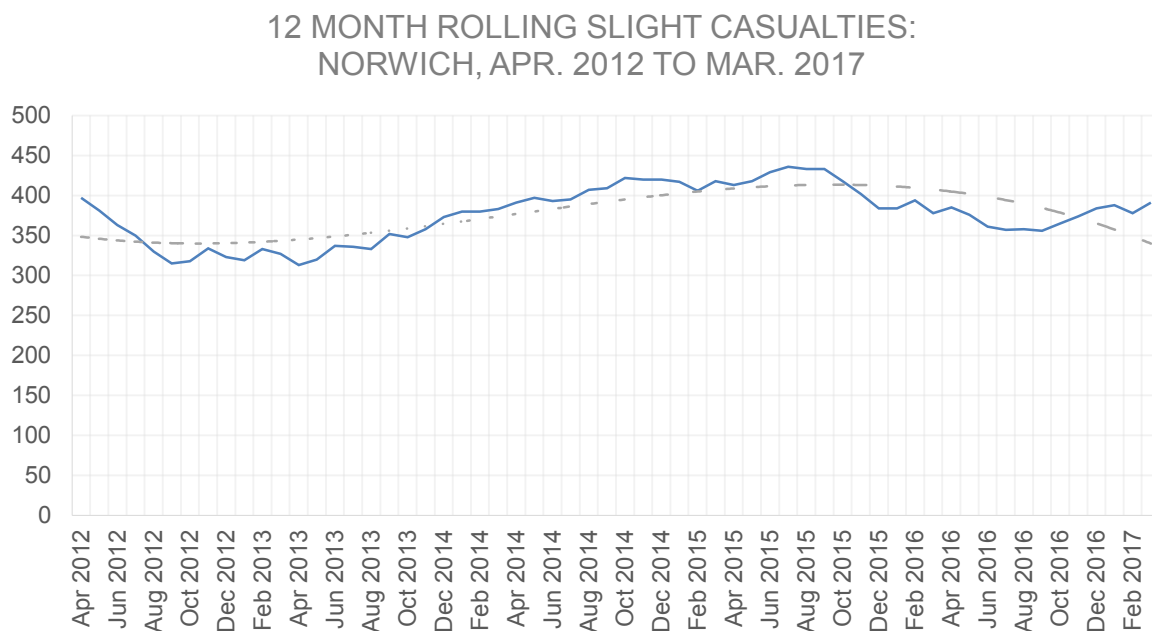
50. Following a slight rise in the long-term trend of slight casualties from early 2013 to late 2015, a downward trend has emerged over the last year.

51. **Figure 11** illustrates the long term trend of 12 month rolling slight casualties recorded within the Norwich City Council authority area, covering the period January 2005 to March 2017. **Figure 12** illustrates the shorter term trend of 12 month rolling slight casualties recorded in the Norwich City Council authority area, covering the period April 2012 to March 2017.

**Figure 11** 12 month rolling slight casualties Jan 2005 – Mar 2017



**Figure 12** 12 month rolling slight casualties Apr 2012 – Mar 2017



52. The Norfolk Road Casualty Reduction Partnership continues to monitor and target casualty reductions in high-volume and at-risk road users through its four subgroups – Vulnerable Road Users (Pedal Cyclists and Pedestrians), Powered Two Wheelers, Older Drivers and Younger Drivers.

53. Specific interventions carried out by the Partnership over the 2016/17 period include:

- a) Vulnerable User interventions as detailed in **Table 7** below:

**Table 7: Interventions carried out by the Partnership 2016/17**

Vulnerable Road Users – Gavin Thompson – OPCC					
Ref	Action	Measures	Lead	Planned Milestones	Outcomes
1	Develop a Strategic Framework for Vulnerable Road users.	Strategy commitments complete	Nick Clarke, NCC	Strategic Framework agreed by VRU sub Group – March 2017.	Strategic framework used to direct action plan.
2	Delivery of pedestrian and cyclist training for school age children.	Achievement of NCC training targets in service plan year.	Iain Temperton, NCC	Service plan target met at end of March 2017.	Currently projected to deliver to 12500 children
3	Delivery of adult cyclist training workshops in the business environment	Enhanced take up of adult cyclist workshops.	Iain Temperton, NCC	Increased delivery of workshops. Delivery of on road training to adult cyclists.	Workshops scheduled, including some internal delivery
4	Consistent and balanced enforcement of cyclists and drivers. Enforcement Task Group set up to include NCC, OPCC and Police to lead Enforcement elements of VRU Strategy.	Improved perception of enforcement regime amongst road user community. Joined up approach amongst Police and OPCC.	CI Palling / Dr Gavin Thompson	Re-briefing of SNT's during service plan year. Task Group set up and enforcement action plan agreed.	2 Enforcement projects / campaigns delivered in 2017/18. Helmet Camera project and pilot Close Pass.
5	'Mind out for Each other' campaign – Phase 2 (April 2017- May 2017) 'look both ways – why risk' Phase 2 (June 2017 – July 2017)  Taking into account data and research to target those most at risk.	Number of people engaged in campaign. Click through's from SM to website. Evaluation with UEA – test attitude shift.	Nick Clarke, NCC	Campaign launch: April 2017 (KYMOR). June 2017 (LBW) Campaign designed and adapted, successfully delivered and evaluated.	Improved awareness of risk and behaviour change of pedestrians, vehicle users and cyclists.
6	Behaviour change (BC) ELearning Package. Designed for workplaces. Link to Mind Out For Each other messages – reminding both users	Number of unique visits and completions. Number of drivers / cyclists. Measure	Nick Clarke / Iain Temperton	ELearning Designed – March / April 2017. Launched May 2017.	Increased knowledge of rules of the road. Decrease negative attitude

Vulnerable Road Users – Gavin Thompson – OPCC					
	of the rules of the road using scenarios and consequences. BC principles used in the course to promote attitude shift.	attitude shift.			between user groups and decrease KSI.
7	Produce, promote and market an animation (1min 30sec) for a social media campaign. Balanced message.	Number of people viewed video / number of times shared. Click through to website.	Nick Clarke, NCC	March 2017 – script agreed. April 2017 – animation launched.	Increased awareness
8	Street Graffiti Campaign – pedestrian focused.	Number of in prints at key hotspot areas in Norwich. Social media hits to a # - photos on social media.	Norwich City Council	March 2017 – planned. Street campaign – April – May 2017.	Increased awareness of key hot sport pedestrian casualty areas. Decreased incidents at those locations.
9	Secure income from DfT grant and ensure projects within programme include Road Safety.	Funding secured	Nick Clarke, NCC	1. Funding secured. 2. Road safety in plan	Funding used for CRG VRU interventions.

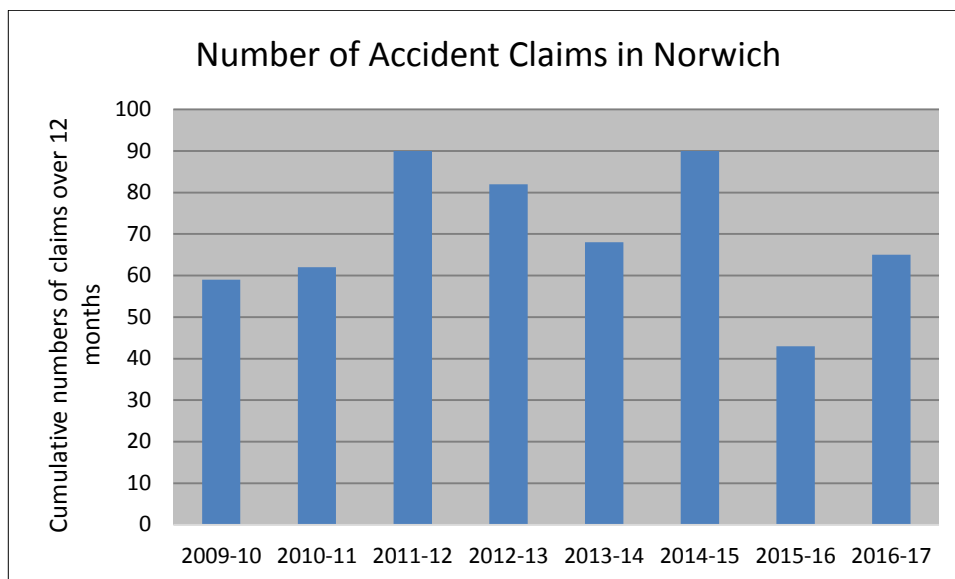
b) All fixed wet film camera housings within Norwich have been upgraded to front facing 'Truvelo' digital units. In addition, three new Truvelo units have been installed at sites exhibiting an elevated number of vulnerable road user KSI's (A146 Barret Road, A147 Riverside Road, A140 Coleman Road).

c) The Network Safety Team continue to introduce Engineering interventions at the worst performing accident sites. Within Norwich during 2016/17, this includes traffic calming works on Kett's Hill/Plumstead Road and Earlham Green Lane/Bowthorpe Road.

## Accidents Claims

54. The County Council monitors the number of claims received and the settlement rate of claims for highway and personal injury claims. **Figure 13** below shows the number of claims received each year.

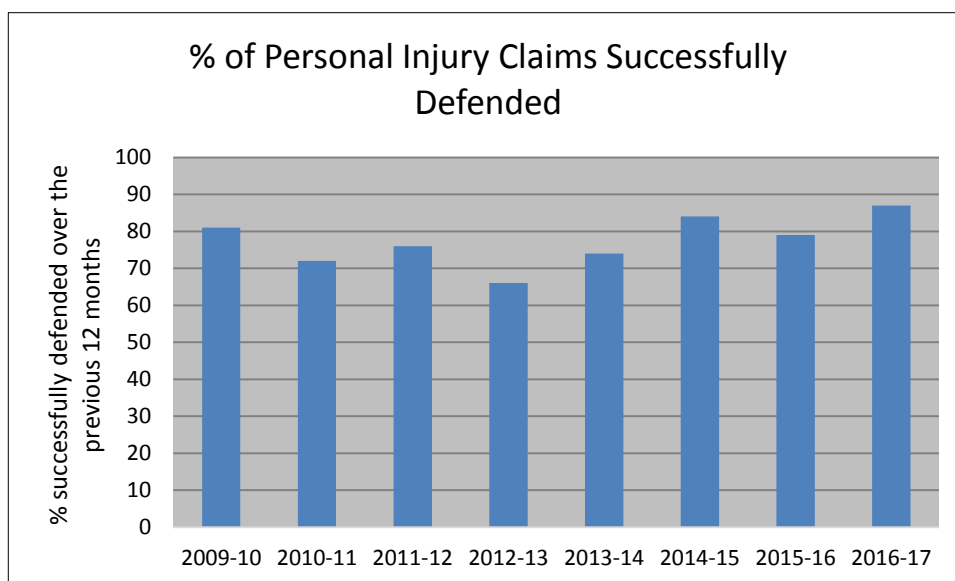
**Figure 13** Accident claims received in Norwich



55. A total of 65 claims were received, of which 39 were injury related, the remainder were for damage.

**Percentage of accident claims successfully defended**

**Figure 14** % personal injury claims successfully defended



56. The figure for injury claims successfully defended was 87% which is above the City target of 75%. Of the total of 50 claims (both injury and damage) finalised during 2016/17, 9 have been settled with a total of £24,634 paid. Four of these were for injury.

## On-street enforcement

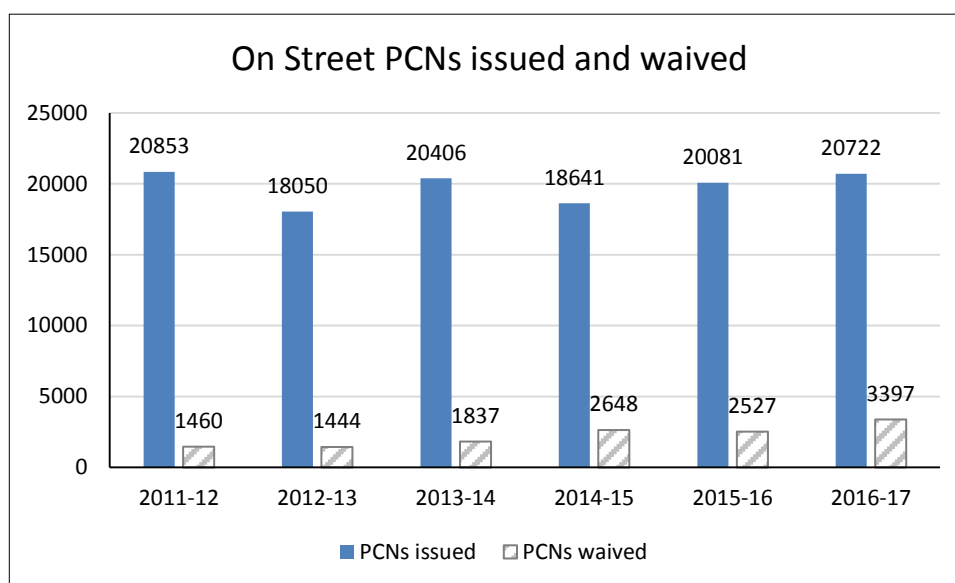
57. Norwich has undertaken On Street enforcement since 2002, at first under the Road Traffic Act 1991 and more recently (2008) the Traffic Management Act 2004 section 6.

58. 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 Gt. Yarmouth became the enforcing authorities for the rest of Norfolk. All services are operating under the Norfolk Parking Partnership with common policies. The parking enforcement team is currently a Parking Manager, Appeals and Adjudication officer, 25 Civil Enforcement Officers (CEO) and 3 team leaders.

59. 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).

60. The total number of PCNs issued in Norwich for 2016-17 is shown in **Figure 15**.

**Figure 15** Total number of PCNs issued and waived



**Table 8** Income from parking related activities

<b>Income from</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>
<b>Penalty Charge Notices</b>	(669,028)	(599,108)	(664,049)	(629,570)	(611,411)	(644,785)
<b>On Street Fees</b>	(591,987)	(587,999)	(627,612)	(646,376)	(663,273)	(607,553)
<b>Permits</b>	(401,358)	(412,128)	(511,359)	(584,364)	(631,090)	(625,894)
<b>Dispensations</b>	(56,319)	(65,529)	(67,445)	(87,962)	(91,702)	(94,600)
<b>Total Income</b>	(1,718,692)	(1,664,764)	(1,870,465)	(1,240,367)	(1,204,363)	(1,202,242)
<b>Expenditure</b>	1,580,404	1,535,873	1,821,521	1,185,611	1,100,304	989,375
<b>Surplus</b>	(138,288)	(58,580)	(48,944)	(54,756)	(104,059)	(212,867)

61. Members will be aware that it is not the objective of decriminalised parking to raise revenue; however, the DFT's 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.

62. 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

<b>Committee:</b>	Norwich Highways Agency Committee
<b>Committee date:</b>	20 July 2017
<b>Director / Head of service</b>	Joint report
<b>Report subject:</b>	Annual report of the Highways Agency Agreement 2016/17
<b>Date assessed:</b>	29 June 2017
<b>Description:</b>	This report provides an annual summary of the performance of the Highways Agency Agreement for 2016-17.

	Impact			
<b>Economic (please add an 'x' as appropriate)</b>	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Finance (value for money)</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The report contains a summary of the performance of the Highways Agency Agreement for 2016/17. A surplus is shown related to income generated from parking activities which is spent on NATS transport and highway provision as determined by legislation.
<b>Other departments and services e.g. office facilities, customer contact</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>ICT services</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Economic development</b>	<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.
<b>Financial inclusion</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Social (please add an 'x' as appropriate)</b>	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Safeguarding children and adults</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Whilst an increase in cyclist KSI is reported, this increase needs to be balanced against evidence of increased cycling activity in Norwich. Between 2013 and 2016 cyclist numbers crossing the Outer Ring Road increased 36% and by 20% crossing the Inner Ring Road. Over the same period other modes of travel were approximately static crossing the Outer Ring Road and decreased 9% crossing the Inner Ring Road.

	Impact			
<b>S17 crime and disorder act 1998</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Human Rights Act 1998</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Health and well being</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	See comment above on safeguarding.
<b>Equality and diversity (please add an 'x' as appropriate)</b>	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Relations between groups (cohesion)</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Eliminating discrimination &amp; harassment</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Advancing equality of opportunity</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Environmental (please add an 'x' as appropriate)</b>	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
<b>Transportation</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This report outlines the transportation impacts of the different schemes and maintenance delivered.
<b>Natural and built environment</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Waste minimisation &amp; resource use</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Pollution</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Specific pollution impacts are not reported.

	Impact			
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>(Please add an 'x' as appropriate)</b>	<b>Neutral</b>	<b>Positive</b>	<b>Negative</b>	<b>Comments</b>
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 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.

### Negative

Whilst an increase in cyclist KSI is reported, this increase needs to be balanced against evidence of increased cycling activity in Norwich. There has been an increase in pedestrian KSI but there are no obvious problem locations for the pedestrian KSIs - 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. Overall, the condition of the carriageway has slightly declined - 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.

### Neutral

<b>Issues</b>