



County Offices  
Newland  
Lincoln  
LN1 1YL

18 October 2019

**Highways and Transport Scrutiny Committee**

A meeting of the Highways and Transport Scrutiny Committee will be held on **Monday, 28 October 2019 at 10.00 am in Committee Room One, County Offices, Newland, Lincoln Lincs LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in cursive script that reads 'DBarnes'.

Debbie Barnes OBE  
Head of Paid Service

**Membership of the Highways and Transport Scrutiny Committee**  
**(11 Members of the Council)**

Councillors B Adams (Chairman), S P Roe (Vice-Chairman), T R Ashton,  
Mrs W Bowkett, C J T H Brewis, Mrs J Brockway, M Brookes, R Grocock,  
R A Renshaw, A N Stokes and E W Strengiel



**HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE AGENDA  
MONDAY, 28 OCTOBER 2019**

<b>Item</b>	<b>Title</b>	<b>Pages</b>
<b>1</b>	<b>Apologies for Absence/Replacement Members</b>	
<b>2</b>	<b>Declarations of Members' Interests</b>	
<b>3</b>	<b>Minutes of the previous meeting of the Highways and Transport Scrutiny Committee held on 16 September 2019</b>	5 - 10
<b>4</b>	<b>Announcements by the Chairman, Executive Councillors and Lead Officers</b>	
<b>5</b>	<b>Engagement with Network Rail and Rail Franchise Update</b> <i>(To receive a report by Ian Kitchen (Strategic Transport Policy Manager), which provides an update on various rail matters in Lincolnshire. Representatives from Network Rail, London North Eastern Railway (LNER) and East Midlands Railway (EMR) will be in attendance to outline current proposal and answer questions)</i>	11 - 20
<b>6</b>	<b>Events affecting the Highway Network policy</b> <i>(To receive a report by Ellie Baker (Senior Street Works and Permit Officer – Events Management), which invites the Committee to consider a report regarding events affecting the Highway Network policy, which is due to be considered by the Executive Councillor for Highways, Transport and IT between 30 October 2019 and 6 November 2019. The views of the Committee will be reported to the Executive Councillor as part of his consideration of this item)</i>	21 - 36
<b>7</b>	<b>Highways Customer Engagement and Liaison Strategy</b> <i>(To receive a report by Karen Cassar (Assistant Director – Highways), which outlines what the Council will do to improve public satisfaction levels in its highway services by placing its customers at the heart of the service and taking ownership in everything it does and the ways it works)</i>	37 - 56
<b>8</b>	<b>Highways Fault Reporting Performance</b> <i>(To receive a report by Georgina Statham (Highways Liaison Manager), which provides an update on the highways' fault reporting system performance/response times)</i>	57 - 68
<b>9</b>	<b>Civil Parking Enforcement Annual Report 2018 to 2019</b> <i>(To receive a report by Matt Jones (Parking Services Manager), in connection with Civil Parking Enforcement related activities and financial statement showing the cost of operation, including any deficit or surplus)</i>	69 - 110

**10 Highways and Transport Scrutiny Committee Work Programme**

111 - 116

*(To receive a report from Daniel Steel (Scrutiny Officer), in connection with the Committee's Work Programme. Members' comments are sought on the items for future consideration)*

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**Please note:** for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

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## HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE 16 SEPTEMBER 2019

### **PRESENT: COUNCILLOR B ADAMS (CHAIRMAN)**

Councillors S P Roe (Vice-Chairman), Mrs W Bowkett, C J T H Brewis,  
Mrs J Brockway, M Brookes, R Grocock, R A Renshaw, A N Stokes and  
E W Strengiel

Executive Councillor R G Davies for Highways, Transport and IT attended the meeting as an observer

Officers in attendance:-

Steve Blagg (Democratic Services Officer), Jonathan Evans (Senior Project Leader), Joe Phillips (Policy and Strategic Asset Manager), Paul Rusted (Head of Highways Services) and Daniel Steel (Scrutiny Officer)

### 20 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

An apology for absence was received from Councillor Mrs P Cooper.

The Head of Paid Service reported that under the Local Government (Committee and Political Groups) Regulations 1990, she had appointed Councillor T R Ashton to the Committee, in place of Councillor Mrs P Cooper, for this meeting only.

### 21 DECLARATIONS OF MEMBERS' INTERESTS

No declarations of interests were made at this stage of the meeting.

### 22 MINUTES OF THE PREVIOUS MEETING OF THE HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE HELD ON 15 JULY 2019

### RESOLVED

That the minutes of the previous meeting held on 15 July 2019, be approved as a correct record and signed by the Chairman.

### 23 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND LEAD OFFICERS

There were no announcements.

**24      WINTER SERVICE PLAN 2019**

Consideration was given to a report in connection with proposed amendments to the existing Highways Winter Maintenance Plan.

Officers stated that a decision was due to be considered by the Executive Councillor for Highways, Transport and IT between 16 September and 27 September 2019. The views of the Committee would be reported to the Executive Councillor as part of his consideration of this item.

Members' comments and questions were as follows:-

- What was the reason for the road temperature reduction from 1°C to 0.5°C and was this based on the long-term weather prediction or due to the use of treated brown rock salt? Officers stated that the use of treated brown rock salt was preferred because it adhered to the road better and was more economical compared to the use of white salt. The change in road surface temperature was in line with the National Winter Service Research Group and the quality of the Council's improved forecasting gave confidence in the move to this temperature.
- The public should be informed that they would not be prosecuted if they kept the footpath outside of their property clear of snow and ice. Officers stated that they would publish the "Useful Tips" guide in the County News and on the various websites to advise the public on this matter.
- The Plan stated that the Council had a minimum of 25k tonnes of salt at the start of the winter season and kept a minimum of 15k tonnes of salt available at any time across the county throughout the season. Two different sorts of salt were used, i.e. brown treated out of six depots and pre-wetted salt out of two depots. As the Council needed a minimum of each type of salt in stock at any one time the Council should state the split. In the following winter 2020/21 it would not matter because the Council would be using brown treated salt out of all the depots. Officers stated that they were reducing their stock of white salt and 15k tonnes minimum of the brown treated salt would be available.
- It was noted that requests to fill grit bins was required from "responsible bodies". Last year requests to fill grit bins by the public were responded to by the Council but there was no reference to this in the Plan. Officers stated that this might have been caused by an increase in requests.
- Urban areas did not have Parish Councils to act as the "responsible body" and a member stated that in his electoral Division in the City of Lincoln he was not aware of any grit bins. Officers explained the criteria for the distribution of the Council's grit bins. The member agreed to investigate the matter further in his area and respond to officers. Officers agreed to provide details of grit bins in the member's area, agreed to circulate the criteria used to maintain grit bins and to send "The Useful Tips" guide to Parish Councils and other interested parties.
- An enquiry was made about those Parish Councils that had bought their own grit bins. The Executive Councillor stated that there was no problem in the maintenance of County Council bins but the cost of maintaining Parish Council

owned grit bins required the Council and Parish Council to have an agreement on the matter because of the cost involved.

- Had officers consulted with the team responsible for Community Resilience Plan? Officers stated that they needed to be more proactive in this area and would liaise with the Emergency Planning Officer.
- Officers stated that the figure of 73 fewer runs (individual routes not turnouts) was in regard to the amount of runs potentially reduced by route based forecasting based on last Winter (as an approximate) – if we wished to state the difference in turnouts between last Winter and the previous "more severe" Winter the figure would be 64.

#### RESOLVED

That the recommendations to the Executive Councillor for Highways, Transport and IT in connection with the Winter Service Plan 2019 be supported subject to the following comments of the Committee being sent to him:-

- (a) Parish Councils should be provided with details of the procedure for the supply of salt.
- (b) The public and other interested bodies should be informed of the procedure for the clearance of snow and ice from footpaths outside of their property.

#### 25 PERFORMANCE REPORT, QUARTER 1 – (APR 2019 – JUNE 2019)

Consideration was given to a report on the performance of the Highways Service including the Major Highway Schemes Update, Lincolnshire Highways Alliance Performance and highways and transport complaints.

Members' and questions were as follows:-

- The removal of a traffic priority sign in the Birchwood area of Lincoln had confused motorists and despite reporting its removal the sign had not been replaced causing confusion for motorists. Officers agreed to speak to the member about this matter after the meeting.
- The removal of obstructions to road signs caused by the growth of vegetation had improved in Lincolnshire but was still a problem in other parts of the county.
- It was noted that the Secretary of State had called-in the Planning Permission for section 5 of the Spalding Western Relief Road. Officers stated that they did not expect a response from the Secretary of State until Brexit had been resolved. Officers agreed to provide details to the Committee when the Secretary of State had called in the decision together with any other information reported back by the Secretary of State.
- It was suggested that health and well-being improvements arising from a highways project should be considered. Officers stated that social value had been considered in the preparation of the new Highways 2020 Contract.
- Durham County Council had got a fully integrated Park-and-Ride service in their transport system.

## HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE

### 16 SEPTEMBER 2019

- Traffic signal technology was innovative and members expressed an interest to see more information about this area. Officers stated that signal technology was constantly being improved and that it became an issue if it became obsolete.
- What progress was being made to improve Langrick Bridge? Officers stated that they had prepared a feasibility study for repair work to the bridge but because of the timescales involved in submitting a bid for funding from the Government's Challenge Fund the matter was still being considered.
- Reference was made to a poorly maintained road in the east of the county and the Executive Councillor was aware. Officers stated that road surveys were undertaken of all roads in Lincolnshire and agreed to discuss the issues raised with this particular road with the member after the meeting.
- The performance of the current highways contract would need to be closely monitored in its last six months of operation. Officers explained that a lot of contractors used evidence from the previous contract when bidding for future work and that joint presentations had been made to contractors' staff to provide confidence during the changeover period.
- Feedback was required on the maintenance of concrete roads in Louth and how this affected similar roads in North Hykeham. Officers stated that concrete roads in North Hykeham would be examined.
- There was a need to improve communication for enquiries to "Fix My Street". The Executive Councillor stated that staff responding to "Fix My Street" required more training on the use of the application to ensure that improved information was given to the public.
- There was a raised manhole cover in North Hykeham which was a trip hazard. Officers agreed to examine and report it to the responsible utility company.
- The Executive Councillor suggested that information on the number of completed repairs in each Council electoral Division should be sent to Parish Councils.
- The Chairman stated that the number of complaints in his Division had reduced considerably in recent years and requested that his appreciation should be sent to officers.

### RESOLVED

That the report and comments made by members be noted and actioned accordingly.

### 26 HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE WORK PROGRAMME

Consideration was given to Committee's work programme.

Members' comments and questions were as follows:-

- Highways England should be invited to attend a meeting of the Committee to explain how they proposed to rectify problems on the A1 in Lincolnshire. Officers stated that a seminar had been arranged for October 2019 to discuss these matters and Highways England had been invited. A report would be

published towards the end of 2019 and then this would be the opportune time to invite Highways England to attend a meeting of the Committee.

- An update of the highway implications of the Western Growth Corridor was requested. The Executive Councillor stated that he had given an update at the last meeting of the full Council adding that a revised planning application had been requested. The highway implications would not be known until this application had been submitted.

#### RESOLVED

The work programme be noted and updated accordingly subject to receiving a report about safety issues on the A1 in Lincolnshire and that Highways England be invited to the Committee when this report is considered.

#### 27      EXCLUSION OF THE PUBLIC AND PRESS

It was moved, seconded and

#### RESOLVED

That by virtue of Section 100A(2) of the Local Government Act 1972 and/or exempt by virtue of paragraph 3 of part 1 of Schedule 12A of the Local Government Act 1972, the public and press be excluded from the meeting for consideration of Appendices A, B and C as each Appendix contains confidential information relating to tenders and the disclosure of that information is either (i) prohibited by or under an enactment, namely Regulation 21 of the Public Contracts Regulations 2015 or is (ii) information relating to the business of bidders in a confidential procurement. That confidential information is relevant to this procurement and probably also to other procurements in the local government sector given the limited number of potential contractors in the market. The information therefore has a high commercial value. In the event that the Council fails to keep the information confidential then the aggrieved bidder may be able to bring a very substantial claim in damages against the Council to cover its losses. In these circumstances the public interest in the Council withholding the information and protecting itself from litigation outweighs any interest in disclosing the information particularly where as much information as possible has been made available to in the open parts of the report.

#### 28      HIGHWAYS 2020 CONTRACT AWARD DECISION

Consideration was given to a report in connection with the results of the Highways 2020 contract procurement, the process adopted and the solutions arising. Officers stated that a decision on the award of the Highways 2020 Contract was due to be made by the Executive on 1 October 2019 and the views of this Committee would be sent to the Executive.

Members and officers thanked the current contractors for their service.

**RESOLVED**

(a) That the recommendations to the Executive detailed in the report be supported and that the following comments be drawn to the attention of the Executive:-

- The Committee recommended that the quality commitments included as part of the bids needed to be monitored as part of the on-going performance monitoring of the wider contract. Officers confirmed that the added value included in the bids would form part of the formal contract.

- The Committee recommended that robust management was put in place in relation to the timing of the transition to the new contracts arrangements. The Committee highlighted the need to maintain the levels of service as part of the end of the current contract and during the mobilisation of the new arrangements.

- The Committee welcomed proposals to implement mobile IT tablets for contractors which would enable in the field reporting through CONFIRM. Members supported using the improved real time reporting to improved customer service.

- The Committee recommended the Highways 2020 Project Board continue to meet during the mobilisation of the contract.

(b) That the appreciation of the Committee for the work carried out by officers in the preparation of the contract be placed on record.

The meeting closed at 11.55 am

**Open Report on behalf of Andy Gutherson, Executive Director – Place**

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>28 October 2019</b>
Subject:	<b>Engagement with Network Rail and Rail Franchise Update</b>

**Summary:**

This item provides an update on various rail matters in Lincolnshire. Representatives from Network Rail, London North Eastern Railway (LNER) and East Midlands Railway (EMR) will be in attendance to outline current proposal and answer questions.

**Actions Required:**

The Highways and Transport Scrutiny Committee is invited to discuss progress on rail related issues with representatives of Network Rail, London North Eastern Railway and East Midlands Railway and to consider the role of rail in Lincolnshire going forward.

## **1. Background**

- 1.1 As highlight to this Committee at its March meeting earlier this year, despite various well documented problems within the rail industry nationally, rail usage in Lincolnshire has continued to show strong growth in recent years. The latest station usage figures produced by the Office of Road and Rail (ORR) show some 5,455,900 passengers using the county's stations during 2017/18. Over the last 10 years, the total growth in passenger numbers has been 27.8%.
- 1.2 Network Rail owns, operates and develops Britain's railway infrastructure which includes 20,000 miles of track, 40,000 bridges, tunnels, viaducts, signals and level crossing. Network Rail's role is to deliver a safe and reliable railway and manage the delivery of key projects that form part of the Railway Upgrade Plan. Network Rail is a public company, answerable to Government via the Department for Transport (DfT). Earlier this year, Network Rail began a major restructuring with the aim of improving relationships with customers and stakeholders and driving better train performance and outcomes for passengers and freight users. The organisation is now split into 14 geographically-based routes across 5 over-arching regions.

- 1.3 Network Rail is a key partner working with Lincolnshire County Council to manage the interface between our respective transport infrastructures. Relationships between the two organisations are critical to managing the ongoing delivery of a range of activities and projects. Appendix A summarises the ongoing position with many of these. Paul McKeown, Investment Director, Eastern Region will be attending the meeting on behalf of Network Rail to update the Committee on the current position and answer questions.
- 1.4 Rail services are currently run by Train Operating Companies (TOCs), generally through franchises let by the Department of Transport. However, as mentioned in the committee paper in March this year, the Williams Review is currently task with examining the organizational and commercial structure of the rail industry and developing revised arrangements. A Rail White Paper setting out future proposals is expected from government later this year.
- 1.5 As Members will be aware from previous reports, several improvements to rail services across Lincolnshire have been secured in recent years, including:
- improved services on the Lincoln - Nottingham line, resulting in a substantial increase in patronage at Hykeham station (up from 34,200 in 2012/13 to 143,500 in 2017/18 – a four-fold increase)
  - new direct services between Lincoln and Leeds via Sheffield,
  - the return of hourly weekday and Saturday services from Sheffield to Gainsborough Central station, and
  - enhanced Sunday services on the Lincoln - Nottingham, Grantham - Nottingham and Lincoln - Sheffield lines.
- 1.6 Further enhancements are also planned, secured through the franchising process. To this end, representatives from both LNER and East Midlands Railway will be in attendance to outline recent and proposed changes:
- Phil Dawson (Regulation & Track Access Manager) from LNER, who will update Members on the much-anticipated additional direct Lincoln-London services which began on 21<sup>st</sup> October, and
  - Max Taylor (Senior Commercial Strategy Manager) and Laura Etheridge (Stakeholder Manager) from East Midlands Railway, who will similarly update Members on improvements planned across Lincolnshire as part of the new East Midlands rail franchise which began on 19<sup>th</sup> August.



## The Future Role of Rail in Lincolnshire

- 1.7 Whilst there have been several rail success stories across the county in recent years with yet more planned, the challenge going forward will be to secure further enhancements to support economic growth across Lincolnshire. Key to this will be continuing to work closely with the rail industry.
- 1.8 In respect of the Northern franchise, the authority is already heavily involved as an associate member of Transport for the North and the Rail North Committee, which inputs into the management of the franchise overseen by the Rail North Partnership. Transport for the East Midlands (of which the authority is a member) is currently in the process of negotiating an ongoing role for the organisation in the management of the new East Midlands franchise which will hopefully allow greater local influence on potential future improvements. Ultimately, the outcome of the Williams Review and the promised Rail White Paper will provide a clearer remit on how the various parts of the rail industry will in future work together with local stakeholders for the benefit of rail passengers.
- 1.9 Work is currently ongoing on developing transport strategies for both Lincoln and Gainsborough urban areas. This includes consideration of the role that rail can play in delivering the future growth planned for these areas. The rail industry has been included within the consultation exercises carried out. Members will be updated on progress with these two strategies at future meetings. As further strategies are developed or updated for other towns across the county, the part that rail can play in the future will similarly be considered.
- 1.10 The 4 Local Plans covering for Lincolnshire currently allocate land for some 82,000 dwellings over their respective plan periods. Inevitably this level of growth will increase the demand for travel across the county. Members are invited to consider and discuss with the representatives of the rail industry present:
- how rail might play a role in delivering this future growth of Lincolnshire,
  - where the pressures will be most apparent, and
  - what aspirations for improved rail services the authority should consider for the future beyond the current franchises.
- 1.11 To assist in discussions, the diagram attached at Appendix B shows the rail service provision with all the current franchise commitments in place, along with those locations where substantial housing growth is proposed within the current local plans.

## 2. Conclusion

The Highways and Transport Committee is invited to consider and comment on the various rail proposals outlined by the rail industry representatives and to discuss the role of rail in the future growth of the county.

## 3. Consultation

### a) Have Risks and Impact Analysis been carried out?

No

### b) Risks and Impact Analysis

Not applicable

## 4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Network Rail Account Plan
Appendix B	Lincolnshire Rail Network

## 5. Background Papers

Document title	Where the document can be viewed
Rail Update Paper - Highways and Transport Scrutiny Committee - 11th March 2019	<a href="http://www.lincolnshire.gov.uk">www.lincolnshire.gov.uk</a>

This report was written by Ian Kitchen, who can be contacted on 01522 553058 or [ian.kitchen@lincolnshire.gov.uk](mailto:ian.kitchen@lincolnshire.gov.uk).

# Account Plan

This purpose of this plan to provide direction for the development and delivery of schemes which interact with the railway infrastructure. The plan outlines the key decision makers, the governance by which decisions are made and the stakeholders who will we will need to engage with in the development each scheme and the



# Contacts

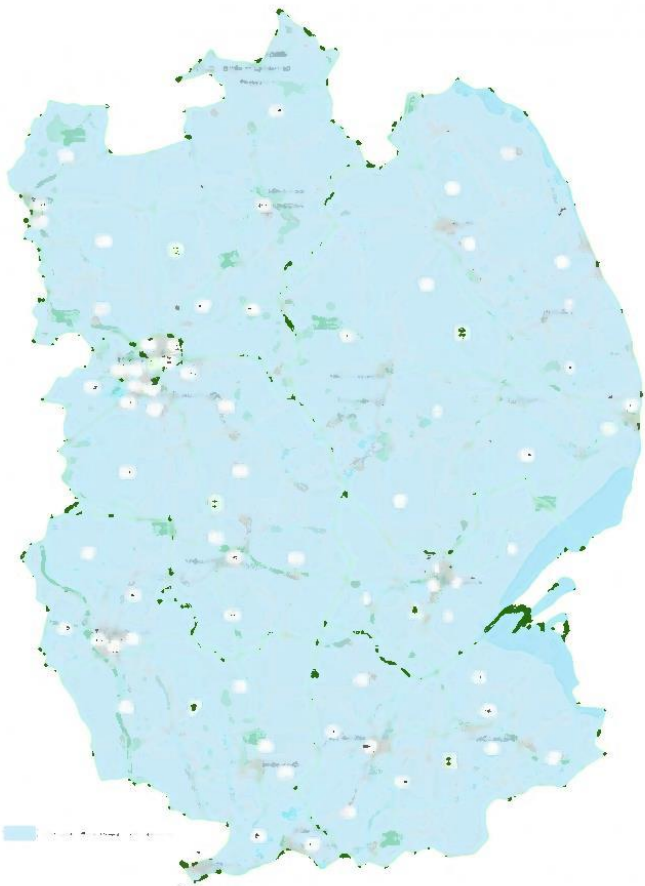
<b>Network Rail Eastern Region</b>	Rob McIntosh Eastern Region Managing Director <a href="mailto:Rob.Mcintosh@networkrail.co.uk">Rob.Mcintosh@networkrail.co.uk</a>	Paul McKeown Eastern Region Investment Director <a href="mailto:Paul.Mckeown@networkrail.co.uk">Paul.Mckeown@networkrail.co.uk</a>	Stephen Hind Business Development Director <a href="mailto:Stephen.Hind@networkrail.co.uk">Stephen.Hind@networkrail.co.uk</a>
<b>Lincolnshire County Council</b>	Debbie Barnes Head of Paid Services <a href="mailto:Debbie.barnes@lincolnshire.gov.uk">Debbie.barnes@lincolnshire.gov.uk</a>	Andy Gutherson Executive Director of Place <a href="mailto:andy.gutherson@lincolnshire.gov.uk">andy.gutherson@lincolnshire.gov.uk</a>	Sam Edwards Head of Highways Infrastructure <a href="mailto:sam.edwards@lincolnshire.gov.uk">sam.edwards@lincolnshire.gov.uk</a>

# Reference Documents

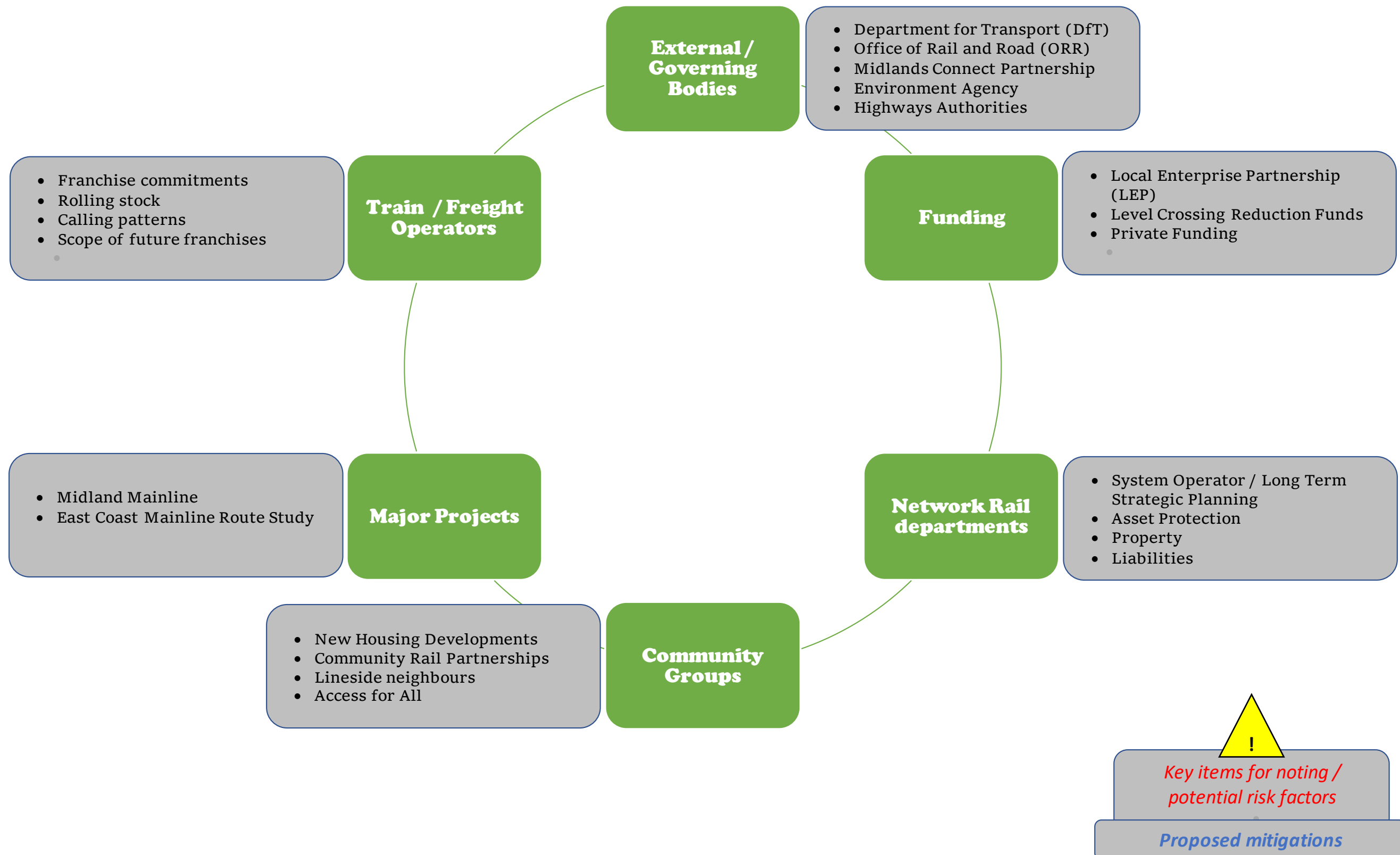
- 4<sup>th</sup> Lincolnshire Local Transport Plan 2014-2023  
<https://www.lincolnshire.gov.uk/transport-and-roads/strategy-and-policy/local-transport-plan/34380.article>
- Network Rail Route Studies  
 East Midlands; North of England; East Coast  
<https://www.networkrail.co.uk/running-the-railway/long-term-planning/>
- Midlands Connect Strategy  
<https://www.midlandsconnect.uk/publications>

# Meetings & Governance

Highways & Transport Scrutiny Committee			
Lincoln Transport Task Force		Project Specific Meetings	
Lincoln Transport Strategy		Western Growth Corridor	Abellio Franchise Commitments



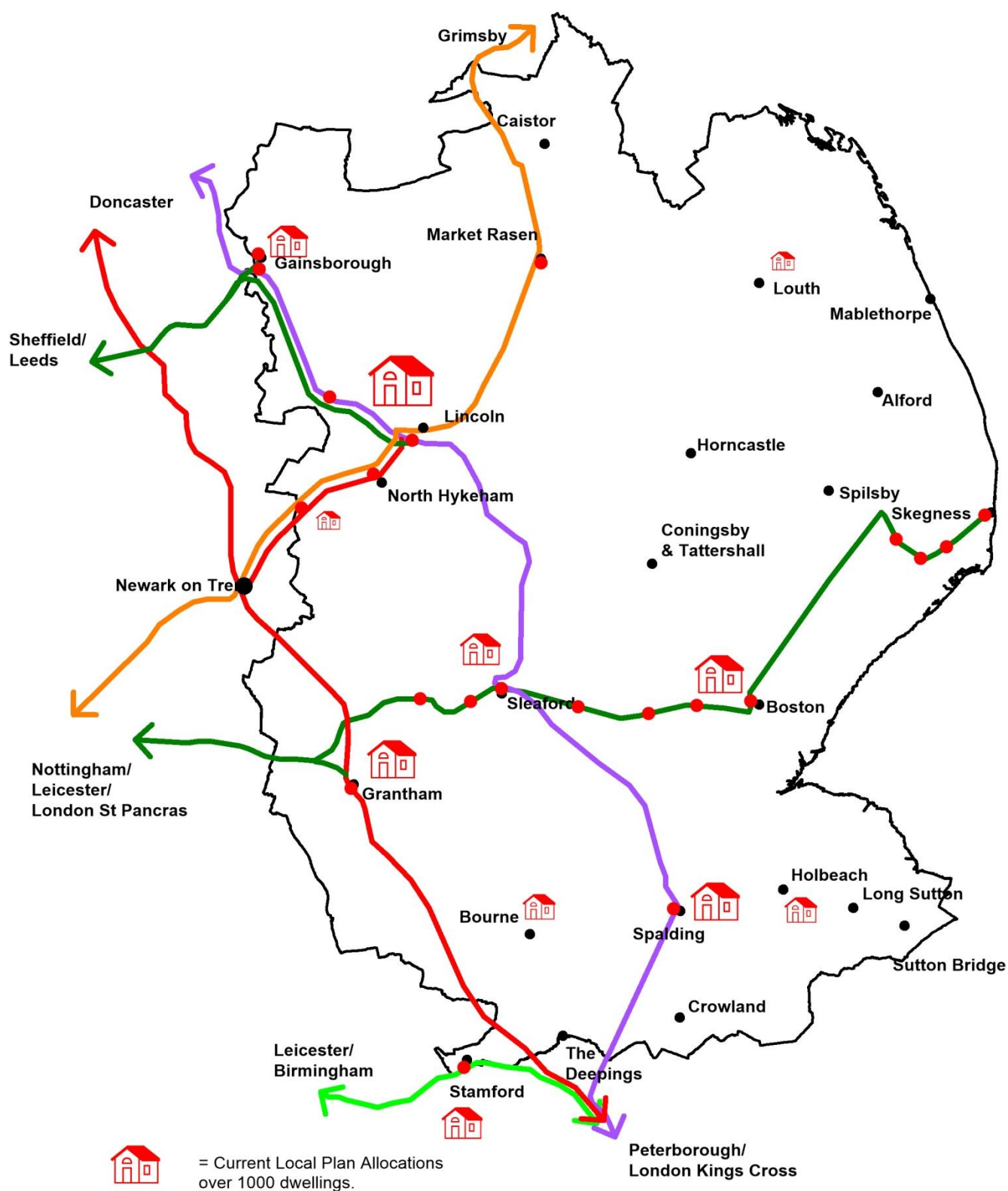
# Key Stakeholders/Dependencies



## Joint Schemes

Scheme	Network Rail Sponsor	Funder	AFC	Lead Organisation	Project Development Stage	Timescales for completion	Perceived Benefits	Risks to delivery	Commercial status	RAG status
Brayford Bridge construction	Nick Wilton	NRDF Level Crossing Risk Reduction Fund	n/a	Network Rail	GRIP 7- with snagging	Completed	Reduced safety risk for members of public FWI reduction	Delivered		Snagging to be completed- roadworks and lighting. There have been issues with the delivery agent which all parties are aware of.
High Street Bridge construction over level crossing	Nick Wilton	NR Level Crossing Risk Reduction Fund	n/a	Network Rail	GRIP 7- with snagging	Completed in June 2016- snagging to be completed	Reduced safety risk for members of public	Sign off on snagging		Programme of cleaning with NR RAM agreed Snagging ongoing with Galliford- Brick work & Drainage
Eastern Bypass - underbridge construction	Debbie Fairweather	Lincs C/C	£13m (not inc add fees and commuted sum)	Network Rail	GRIP 8- Close Out	Completed	Reduction in traffic congestion within Lincoln	Completed	Awaiting financial close out of the project; additional work was completed and snagged which have been in GRIP 8 discussions.	Physical work completed- but project close out still underway between NR and BAM. But positive dialogue
Doncaster to Immingham W12 Gauge Enhancement	Richard Iggulden	Humber LEP North Lincolnshire Council Strategic Freight Network	£17m	North Lincolnshire Council	GRIP 7	Completed – June 2019	Freight Growth in Container traffic from the Port of Immingham	None		Project Close Out to be completed
Grantham Southern Relief Road	Asset Protection	GLLEP HE LCC Potential HCA Funding		LCC	Draft Agreement in Principal- Bridge Agreement and delivery program needs to be finalised	Winter 2022/23 Relief road fully built / project complete	Reduction in traffic congestion within Grantham and potential reductions in NR bridge strikes by HGVs	The potential impact on rail GSMR infrastructure may need a subsequent sponsor and project.		ASPRO are meeting councils' representatives on the 17th October to discuss their progress with the scheme
Gainsborough Lea Road platform 1	Buildings RAM	NR	n/a	Network Rail	GRIP 6- Construction	End of Nov 2019				Ramps and Platform Frame went in in September on time.
Gainsborough Lea Road platform 2	Buildings RAM	NR	n/a	Network Rail		Year 2/3 of CP6 (2020/21/22)				
Spalding lifts- Step free access scheme	Jonathon Ham	NR	£2.5m	NR (delivered by AMCO)	GRIP 5	Onsite end of 2019 Completed June 2020				

Swinderby resignalling/line speed	S&T RAM team	Resignalling- Network Rail Line Speed- tbc	Resignalling- n/a Line Speed- tbc	Network Rail	Development	2021-2022	Renewed Asset- failure risk improved	Line Speed is at risk presently due to funding unkown	No commercial agreement in place.	
179 High Street	-	-	-	Mbloc Bloc Development (66%) Marcus Worthington (33%)	-	Completion Dec 19	-	-	NR property sold to Legal & General in April 2018	ASPRO are involved in the project for the interest of the railway.
Spalding Western Relief Road Section 1 (Southern Link)	Asset Protection	Lincs CC		Network Rail		Early aspiration is a construction phase 2022 to 2024	Reduction in traffic congestion within Spalding	Very poor ground conditions		
Spalding Western Relief Road Section 5 (Northern Link)	Asset Protection	Lincs CC		Network Rail		Early aspiration is a construction phase 2020 to 2022	Reduction in traffic congestion within Spalding	Very poor ground conditions		
Lincoln Western Growth Corridor	Asset Protection	Lincoln City Council and Lindum		Lincoln City Council and Lindum	Town planning consulted.		Removal of Level Crossings from the rail network.		No agreement in place to date.	



**Lincolnshire Rail Network**

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**Open Report on behalf of Andy Gutherson, Executive Director - Place**

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>28 October 2019</b>
Subject:	<b>Events affecting the Highway Network policy</b>

**Summary:**

This item invites the Highways and Transport Scrutiny Committee to consider a report regarding Events affecting the Highway Network policy.

This decision is due to be considered by the Executive Councillor for Highways, Transport and I.T between 30 October 2019 and 6 November 2019. The views of the Scrutiny Committee will be reported to the Executive Councillor as part of his consideration of this item.

**Actions Required:**

- (1) To consider the attached decision report and to determine whether the Committee supports the recommendations to the Executive Councillor for Highways, Transport and I.T.
- (2) To agree any additional comments to be passed to the Executive Councillor for Highways, Transport and I.T in relation to the Events affecting the Highway Network policy.

## **1. Background**

The full Executive Councillor report is attached at Appendix 1 to this report.

## **2. Conclusion**

Following consideration of the report, the Highways and Transport Scrutiny Committee is requested to consider whether it supports the recommendations in the Appendix 1 and whether it wishes to make any additional comments to the Executive Councillor for Highways, Transport and IT.

### **3. Consultation**

#### **a) Have Risks and Impact Analysis been carried out?**

Yes

#### **b) Risks and Impact Analysis**

An EIA has been carried out and is attached to Appendix 1.

### **4. Appendices**

These are listed below and attached at the back of the report	
Appendix 1	I018754 Events affecting the Highway Network policy

### **5. Background Papers**

This report was written by Ellie Baker, who can be contacted on 01522 553116 or [Ellie.Baker@lincolnshire.gov.uk](mailto:Ellie.Baker@lincolnshire.gov.uk).

**Open Report on behalf of Andy Gutherson, Executive Director – Place**

Report to:	<b>Councillor R. G. Davies, Executive Councillor for Highways, Transport, and IT</b>
Date:	<b>Between 30 October 2019 and 6 November 2019</b>
Subject:	<b>Events affecting the Highway Network policy</b>
Decision Reference:	<b>I018754</b>
Key decision?	<b>No</b>

**Summary:**

The subject of this report is 'Events affecting the Highway Network'. This report proposes the replacement of the 'Traffic Management for Events' Policy, dated March 2013.

In March 2013, Committee approved the 'Traffic Management for Events' policy. Since that time, events which affect the highway are continuing to grow in number and have a severe impact on the highway network. This previous policy is now outdated and requires a complete refresh. Due to changes with processes, in particular managing 'constitutional parades' and the way LCC need to manage and coordinate activities on the highway network, including events, this policy will replace the 'Traffic Management for Events' policy from 2013 and bring the policy up to date with legislation and the changes to the process and assistance to organisers that LCC follow when managing events.

**Recommendation(s):**

That the Executive Councillor for Highways, Transport and IT approves the new Events affecting the Highway Network Policy, attached as Appendix A.

**Alternatives Considered:**

To reject the proposed policy and to continue with the existing policy dated March 2013. This would mean a lack of co-ordination on the highway network when managing events and an adverse customer experience for organisers. There would also be a reputational risk for the Authority with constitutional parades / events.

**Reasons for Recommendation:**

To ensure that LCC are actively managing events that affect the highway network to ensure compliance with the Traffic Management Act 2004 and to provide guidance to event organisers to allow them to manage safe and successful events in Lincolnshire.

## 1. Background

Events that take place on the highway network or that impact on the highway network have the potential to cause significant disruption and delays.

The County Council has a duty under the Traffic Management Act 2004 to be proactive in the planning of events to ensure that the event can take place safely and any adverse effect on the highway network is minimised.

Changes to the role of Lincolnshire Police for events management has also required event organisers to take full responsibility for traffic management for their events to ensure the safety of the people attending the events and also the public who are affected by the event.

Since 2016, Lincolnshire Police have been withdrawing their support for providing assistance at constitutional parades – including provision of Police Officers to stop traffic for parades. It is recognised in Lincolnshire that these constitutional parades and associated events are very important in the County to enable communities to honour military personnel.

### The Proposed Policy

Details of the proposed policy are attached as Appendix A to this report. The main points are:-

- The role of the Highways Authority and staff in relation to events affecting the highway network. This includes the requirement to maintain a central register of events impacting on the highway network, providing traffic management safety checks, liaison with other teams and bodies (internal and external) to facilitate an event taking place and acting as a single, consistent point of contact for organisers and Safety Advisory Group members
- The relevant considerations for officers when managing events – including traffic management details, public safety, the impact on the highway network and the travelling public.
- The role of the police in relation to events.
- LCC's role in events management – including advice for organisers and other authorities, representation at Safety Advisory Groups and the Lincolnshire Events Safety Partnership.
- Collaborative working with the police and other blue light Services through our role at the Safety Advisory Groups and event organisers for approving temporary traffic orders for constitutional parades, including joint awareness training and provision of equipment and budget to ensure a safe event. The joint awareness training provided is the first of its kind in the UK, parade organisers have praised LCC and the Police on the process and other local authorities and Police forces are now starting to provide similar courses following guidance given by us.

## Conclusion

Following consideration of the report by Scrutiny Committee, the Executive Councillor is requested to consider and approve the new Events affecting the Highway Network policy.

## **2. Legal Issues:**

### Equality Act 2010

Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:

- \* Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
- \* Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- \* Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation

Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:

- \* Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic
- \* Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it
- \* Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding

Compliance with the duties in section 149 may involve treating some persons more favourably than others

The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision making process

The Council has the power to adopt this policy. The decision is consistent with the policy framework and within the remit of the Executive Councillor.

Joint Strategic Needs Analysis (JSNA) and the Joint Health and Wellbeing Strategy (JHWS)

The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health & Well Being Strategy (JHWS) in coming to a decision

The effect of the refresh to the Events affecting the highway network policy on the JSNA and JHWS has been considered and deemed to have no direct impact.

Crime and Disorder

Under section 17 of the Crime and Disorder Act 1998, the Council must exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment), the misuse of drugs, alcohol and other substances in its area and re-offending in its area

The duties under Section 17 of the Crime and Disorder Act 1988 have been considered and it is deemed that the proposed refresh to the Events affecting the highway network policy will have no direct impact.

**3. Conclusion**

Following consideration of the report by Scrutiny Committee, the Executive Councillor is requested to consider and approve the new Events affecting the highway network policy.

**4. Legal Comments:**

The Council has the power to adopt this policy.

The decision is consistent with the policy framework and within the remit of the Executive Councillor.

**5. Resource Comments:**

Any cost associated with events affecting the highway are covered by the appropriate fees or by other income received by the Street Works and Permitting Team. From this there is no resourcing issue with the current levels of activity.

## **6. Consultation**

### **a) Has Local Member Been Consulted?**

N/A

### **b) Has Executive Councillor Been Consulted?**

Yes

### **c) Scrutiny Comments**

This Report will be considered by the Highways and Transport Scrutiny Committee on 28 October 2019 and the comments of the Committee will be reported to the Executive Councillor for Highways, Transport and IT.

### **d) Have Risks and Impact Analysis been carried out??**

N/A

### **e) Risks and Impact Analysis**

N/A

## **7. Appendices**

These are listed below and attached at the back of the report	
Appendix A	Events affecting the Highway Network Policy

## **8. Background Papers**

No Background Papers within the meaning of section 100D of the Local Government Act 1972 were used in the preparation of this Report.

This report was written by Ellie Baker, who can be contacted on 01522 553116 or [Ellie.Baker@lincolnshire.gov.uk](mailto:Ellie.Baker@lincolnshire.gov.uk).

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**Events affecting the Highway Network Policy**

**1 INTRODUCTION**

Planned events that impact on the highway network can cause significant disruption and delay. The Traffic Management Act 2004 requires the County Council as Traffic Authority to be proactive in the event planning process and ensure that planned events are co-ordinated with other activity on the highway network.

In addition to events taking place on the highway, there are road works, utility works, development works and diversion routes which all have an impact on traffic flow. If all of this activity is not co-ordinated it can cause congestion and accidents.

**2 OBJECTIVES**

Consistent management of events that impact on the public highway to ensure the events are carried out safely whilst minimising disruption to road users.

**3 ROLE OF THE HIGHWAY AUTHORITY AND HIGHWAYS STAFF**

Highways staff are required to be proactive in ensuring that events are correctly planned and co-ordinated. This includes the following:

- Acquiring accurate information
- Maintaining a central register of event applications in Lincolnshire
- Good communication with the event organiser, traffic management providers, blue light services and local district councils
- Liaising with streetworks and permitting teams and local network managers on the event and co-ordinating the impact on other highways operations
- Liaising with other LCC internal teams – traffic signals and traffic signs teams
- Attending meetings to advise event organisers on highway and traffic management issues
- Approving the event organiser's traffic management proposals and ordering required Temporary Traffic Regulation Orders (TTRO's).
- Occasional traffic management safety checks for events.
- Attending all Safety Advisory Group (SAG) meetings in the County.

- Attending the Lincolnshire Events Safety Partnership (LESP) meetings to ensure consistent highways advice is given to events county wide. Link to LESP Terms of Reference can be found via the following link:-
  - <https://www.lincolnshire.gov.uk/searchResults.aspx?qsearch=1&keywords=LESP&x=34&y=17>
- Representing the Authority in meetings for pre-planning and co-ordinating for National Exercises (for example Police or Military exercises)

Highways staff and the Safety Advisory Group Members are unable to refuse events, however the Authority may refuse a temporary Traffic Regulation Order (TTRO) for an event if there are safety concerns. It is therefore important for LCC to work collaboratively with event organisers to give advice regarding highway safety for all event participants and the general public early in the event planning stage. If there are safety concerns during an event on the highway, officers will advise the organiser of changes required. If these safety concerns are not mitigated for a future event, LCC may refuse a TTRO for that event.

It is recognised that it is beneficial for LCC staff to attend some events where officers have safety concerns or for a major event with complex traffic management to ensure that plans are being adhered to and the event is not causing disruption to the highway network. It also means using the information obtained during the course of the event that changes or improvements can be requested for future events.

Assessing the likely impact of an event and associated risks requires specialist knowledge and experience and should be carried out only by staff who are competent in event planning and traffic management.

Only experienced officers who have attended the accredited "Working in Safety Advisory Groups" training course and accredited "Traffic Management training - Lantra S12D Traffic Management Training Scheme" shall represent the highway authority at Safety Advisory Group meetings.

#### **4 BUS ROUTES, A CLASS AND B CLASS ROADS**

Due to the high level of disruption caused, organisers will be discouraged from using A or B class roads or roads on a bus route. Consideration should also be given to road closures for events which affect a winter maintenance route during the winter maintenance season - October to May. Road closures and diversion routes would need to be agreed for the event so that any gritting routes can be amended. Event organisers will be advised that automatic approval will not be given to events planned on these streets and that they must demonstrate that adequate mitigation measures can be provided to address the additional traffic problems the event may cause. The event organiser shall be encouraged to find an alternative, more suitable location for the event if mitigation proposals are considered inadequate.

Where bus routes are affected, the event organiser should consult all affected bus companies.

## **5 HIGHWAY LEGISLATION**

Many events that take place on the highway will require a TTRO for the traffic management arrangements to comply with legislation.

Section 16a Road Traffic Regulation (Special Events) Act 1984 as amended is used for temporary orders for events that impact on the public highway. This legislation allows the Authority, in accordance with certain conditions, to introduce TTRO's (e.g. road closures, parking and speed restrictions) on individual sections of highway. In certain circumstances, the approval of the Secretary of State may be required.

Where a TTRO is granted, any temporary signs placed on the public highway must conform to the Traffic Sign Regulations and General Directions 2016.

Any event that requires a TTRO will require a lead time of at least 13 weeks in order that an application for the order can be processed and advertised in accordance with statutory requirements.

Where parking bay suspensions are required, a minimum of 4 weeks-notice is required to allow for coordination and posting of notices.

For taxi rank suspensions, the organiser is responsible for consulting with the local District Council licensing authority and the taxi businesses affected by the changes. An alternative, temporary taxi rank and signing may be required in a suitable location, at the organisers cost.

Event organisers are responsible for consulting any affected businesses or residents a minimum of two-weeks prior to the event and mitigate any highway concerns raised.

As LCC have a legal obligation to coordinate any activity on the highway, it is not recommended that the Town and Police Clauses Act 1847 is used for events as this legislation can only be invoked by District Councils and the Police. This clause however may be used for urgent events / events of national importance.

Event organisers should ensure they have adequate public liability insurance for their event. LCC recommend a minimum of £5 million on the public highway, however organisers should carry out their own assessment to determine whether this could be reduced or should be increased depending on the details of the event.

## **6 ROLE OF THE POLICE**

Events are expected to be organised without the need for Police presence.

However the need for Police assistance will be assessed by the police for each event and the response will be based on the police core responsibilities of:

- Protection of life and property

- Prevention and detection of crime
- Preventing or stopping breaches of the peace
- Where the Police are providing Traffic Regulation, it will be within the legal powers provided by statute.
- Activation of a contingency plan where there is an immediate threat to life and co-ordination of resulting emergency service activities

The Police play a key role in the Lincolnshire Event Safety Partnership and the Safety Advisory Group activities in Lincolnshire.

The Police will only consider providing assistance for events (point duty) where there is an identified threat or where the event being held is constitutional (e.g. Constitutional Parades where military personnel are attending or involved) usually at no cost to the organiser.

The police can provide a strategic role for the larger events with the agreement of the Police and event organiser.

In addition, the Police may provide advice for any event if this is requested by the event organiser or venue.

For events where the Police carry out traffic management duties (motorbike or car support), it is possible that a charge will be made. The charge is calculated in line with NPCC national guidance.

For some events the Police, Highways or members of a Safety Advisory Group may recommend that the traffic management is provided by trained marshals accredited by the Police to CSAS (the Community Safety Accreditation Scheme), who have the power to stop and direct moving traffic under Sections 35 and 37 of the Road Traffic Act 1988

Lincolnshire Police currently have companies who have been accredited under the CSAS system, details of these are available from Lincolnshire Police or LCC Highways. Police CSAS accredited marshals have no legal powers to direct traffic unless a temporary legal order is in place to operate in the highway.

## **7 LINCOLNSHIRE EVENTS SAFETY PARTNERSHIP (LESP) AND SAFETY ADVISORY GROUPS (SAGS)**

The Lincolnshire Event Safety Partnership provides strategic guidance to District Council's and other Safety Advisory Groups across Lincolnshire to help them provide consistent, proportionate, timely and accurate guidance to event organisers. See:-

<https://www.lincolnshire.gov.uk/lincolnshire-prepared/lincolnshire-event-safety-partnership/>

An event will be considered by a Safety Advisory Group in the following circumstances:

- Events of an unusual nature
- Events with significant numbers of attendees
- Events with a significant or unusual level of risk
- New venues
- Events which have the potential to cause disruption to the highway network
- Events or venues where there has been previous issues or incidents

The SAG may also consider small, low risk events should an event organiser request them to do so and resources permit.

Highways staff who represent the highway authority at all Safety Advisory Groups are required to be proactive in ensuring consistent, proportionate, timely and accurate advice is provided. Officers need to be mindful of their legal responsibilities when providing advice to event organisers.

## **8 EVENT PLANS AND TRAFFIC MANGEMENT PROPOSALS**

As part of the assessment process, events considered at a Safety Advisory Group or for any event impacting on the highway, highways staff require the necessary information to ascertain the full details of the event. It is important that the event organiser's proposals mitigate risks and reduce delays to an acceptable level and proportionate to the scale of the event.

For larger events or events which are presented at SAGs, event organisers will be expected to submit an Event Management plan which should include a Traffic Management plan. The Traffic Management plan should include:

- Details of who is responsible for the event and traffic management with names and contact details of who will be available to take action before, during and after the event.
- Maps and plans to recognised scales that show clearly the event location and the traffic management proposals including locations of any proposed TTRO's including road closures, diversion route signs and signing schedules, parking restrictions or bay suspensions.
- Details of the parking available for the event, numbers and mitigation of congestion by the organiser
- The nature, location and environment of the event shall be considered with all risks recorded giving recommendations on how the risks will be managed.
- A risk assessment which clearly identifies all risks to the travelling public, participants and employees attending the event. Further information on risk assessments is supplied by the Health and Safety Executive (HSE), website <http://www.hse.gov.uk/>

If the traffic management implications have not been addressed or the event poses potentially serious disruption and road safety concerns, it will be necessary to hold further meetings through the SAG with the organisers. If concerns are not mitigated, it may be necessary to refuse a requested traffic order. In addition, the SAG may also contact the events insurance company to inform them that the group are concerned about safety and concerns have not been

mitigated by the organiser. The advice to event organisers is provided in the event organisers Handbook on the Lincolnshire Resilience website at the following location:

<http://www.lincolnshireprepared.co.uk/section.asp?catid=24714>

For events that do not go to a SAG, all event organisers are still expected to register their event via LCC online application process if the event will have any effect on the public highway. Clear maps and details are required for consultation purposes for any traffic management proposals/ TTRO's required. LCC highways staff can advise the SAG chair if an event should be addressed at SAG due to highway concerns.

## **Constitutional Parades**

Following the removal of support at events by Lincolnshire Police in 2016, it was recognised that these events are very important to the people of Lincolnshire. LCC Highways and LCC Corporate Health and Safety Team, in conjunction with Lincolnshire Police have carried out a series of awareness training events for organisers of Constitutional Parades, eg Remembrance, St Georges Day.

The awareness training shows organisers how to apply for their event, including the temporary TTRO process required for them to legally close roads and allows them to do so for a short duration to allow a parade to pass through safely. Short duration is classed as a maximum of approximately 20-30 minutes on the highway. Organisers will have the correct signing as per the Traffic Signs Regulations requirements and advanced warning signs are placed out two weeks prior to the event to inform road users.

1. LCC will provide the necessary signage and equipment for organisers to hold their constitutional parade safely, without the need for Police assistance.
2. This equipment is a one off supply and organisers are expected to maintain and replace equipment as required to ensure they are of good/legal quality.
3. Signs and equipment is given only to organisers who have attended the awareness training.
4. Organisers are made aware that they may be asked to share equipment with other local groups for other 'short duration' Parades (eg local scout groups for St Georges Day or a local community for a santa sleigh parade of short duration)
5. Going forward, LCC and Lincolnshire Police are committed to providing further awareness training and advice for organisers of constitutional parades to allow these important acts of remembrance to continue.
6. Refresher awareness training will be given to organisers every two years or if legislation changes.

The joint awareness training provided is the first of its kind in the UK, parade organisers have praised LCC and the Police on the process and other local authorities and Police forces are now starting to provide similar courses following guidance given by us.

## **9 FEES, CHARGES AND COSTS**

Currently, the County Council charges for making and advertising TTRO's for some events. This includes District Councils.

The fees below apply:-

1. Commercial / profit making events –approximately £350.00 (depending on number of adverts required).
2. Registered charity/ non-profit / small community events – free of charge.
3. District Council events - £100.00 set fee.
4. In the financial year 2018-2019, 182 events required TTRO's; approximately 70% of these were registered charities / non-profit / small community events.

The County Council charges all organisations (except the AA and RAC) for accessing and approving temporary event signing schemes.

1. This charge is £50 and is received in the TSP signs section budget.
2. In addition, the County Council will charge event organisers for any additional costs due to the event for staff time worked outside of normal working hours (e.g. traffic signal or zebra crossing switch offs / staffing the traffic signal control room on evenings, or weekends).
3. This income is approximately £1000.00 per annum and is received in the TSP traffic signals section budget.
4. For occasional evening and weekend working for Streetwork and Permitting staff (Events Management) to monitor and check traffic management for events or sit in event control, this would be required approximately twice per month at an annual cost of approximately £2000.00. This would be funded by income from the Street works and Permitting Team.

### **Constitutional Parades - Costs**

Awareness training for these events were carried out in 2018. Four sessions were held and the majority of the county's parades were covered in these sessions. The signing and equipment for these parades were also purchased in 2018 along with a stock of additional signage and equipment to be stored ready for other parades –most of the remaining ones that we are aware of have now been trained - in June 2019.

1. The cost of this one off supply of equipment was approximately £56000 in 2018. This was funded by income from the Street works and Permitting Team.
2. Going forward, there will also be a future annual budget required for constitutional parades of approximately £500.00 per annum. This will be funded by income from the Street works and Permitting Team.

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**Open Report on behalf of Andy Gutherson, Executive Director – Place**

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>28 October 2019</b>
Subject:	<b>Highways Customer Engagement and Liaison Strategy</b>

**Summary:**

The Highways Customer Engagement and Liaison Strategy outlines what we will do to improve public satisfaction levels in our highway service by placing our customers at the heart of the service and taking ownership in everything we do and the ways we work.

**Actions Required:**

The Highways and Transport Scrutiny Committee is invited to:

- 1) Consider and comment on the Highways Customer Engagement and Liaison Strategy and Implementation Plan.
- 2) Highlight any additional recommendations for further consideration.

## **1. Background**

Lincolnshire's existing roads and footways are getting older and as more people and heavier vehicles are using them and more frequent severe weather extremes are attacking them, their condition continually deteriorates.

The Council continues to invest financially in maintaining its existing highway network at the same time as building new infrastructure to meet these challenges.

The Council's Highways Infrastructure Asset Management Plan (HIAMP) describes how maintenance works are prioritised within the Council's available resources. The capital programme identifies where and when new schemes are proposed to be constructed. Recently, the Council has been awarded the Highways Management Authority of the year in the MJ Achievement Awards 2019 as recognition of the outstanding service it is delivering.

Customers' expectations in our meeting these challenges continue to rise and the ways in which they interact with the Council have increased. It is recognised that the highways service will continue to work to improve its levels of public satisfaction as this impacts upon the overall reputation of the Council.

In line with the Council's Community Engagement Policy and Strategy 2018-2023, the Highways Customer Engagement and Liaison Strategy outlines what the

service will do to enable continuous improvement when engaging with our customers so that they are at the heart of everything we do. In doing this, we will better understand the needs and expectations of our customers so that we are able to take their views on board in the delivery of the service and improve the levels of public satisfaction.

## **2. Discussion**

The aim of the new Strategy is to ensure that;

*Customers are properly engaged in the delivery of the right highway services at the right time in Lincolnshire. This will enable the right decisions to be made and ensure that we are working for a better future for the people of Lincolnshire.*

The Strategy's objectives describe what we will always try to do by taking ownership in everything we do and in the ways we work through better engaging and liaising with our customers.

Responding to enquiries efficiently and effectively is a critical factor for all our customers as the number and different ways of raising requests has increased significantly. The strategy describes what we will do to meet this demand by improving the standards we work to and the quality of responses we send so that we are able to resolve customer enquires as clearly and quickly as we can.

We will make our works plans and programmes available and easy to find on our web site so that customers are able to see what we are doing, when we are doing it and why.

We will annually measure how we are doing by undertaking and reviewing customer enquiry responses and satisfaction survey results.

We will establish a Highways' Customer Panel with the Lincolnshire Association of Local Councils, LALC and Team Lincolnshire. The Panel's will assist in the review of annual customer satisfaction results and help in the preparation of an action plan to continually improve our highway services in line with customer needs and expectations.

An Implementation Plan has been prepared to demonstrate how the strategy will be delivered.

## **3. Consultation**

The Council's corporate communications and engagement teams have been engaged in helping to develop the strategy.

The Lincolnshire Association of Local Councils, LALC, have been engaged in the development of the strategy and are supportive. We are currently working with Team Lincolnshire to develop a panel.

#### **4. Appendices**

These are listed below and attached at the back of the report	
Appendix A	Highways Customer Engagement and Liaison Strategy
Appendix B	Highways Customer Engagement and Liaison Implementation Plan

#### **5. Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Karen Cassar, Assistant Director Highways who can be contacted on 01522 554848 or [Karen.cassar@lincolnshire.gov.uk](mailto:Karen.cassar@lincolnshire.gov.uk)

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# Highways Customer Engagement and Liaison Strategy



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Appendix 1 Council Community Engagement Policy 2018 - 2023

Appendix 2 Council Community Engagement Strategy 2018 - 2023

## 1 Foreword

This document demonstrates our commitment to engaging with our customers and putting our customers at the heart of our decision making.

In an ideal world we would want to deliver a service which meets the needs of all our customers, however against the backdrop of budgetary constraints, it is vital we communicate how and why we deliver our services the way we do.



It is imperative that we provide timely responses and responses that are easy to understand rather than technical jargon which leaves the reader feeling frustrated.

Where we get it wrong, we will reflect, we will learn and we will look to change our ways of working.

Where we have to deliver our highway service in line with statutory legislation requirements, we intend to listen and illustrate our decision process to assist our customers to understand why we did what we did.

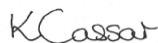
A key challenge is getting our engagement right for everyone. To ensure our engagement is fit for purpose we will continue to review this document annually, listen to our customers through our customer engagement panels and surveys, reflecting on the findings to determine future strategies.



**Richard Davies**  
Executive Member for Highways



**Andy Gutherson**  
Executive Director Place



**Karen Cassar**  
Assistant Director Highways

## **2 Introduction**

2.1 Effective customer engagement is more than purely communicating with people telling them what we are going to do. Customer engagement and liaison refers to any interaction we have with any person who is affected by the services we deliver for them as defined in our Community Engagement Strategy. When delivered well, engagement demonstrates our commitment to making the whole experience of interacting with us as easy as possible and can help to build relationships between ourselves and the communities we serve. It is important that we offer different ways of engaging with each other as the services we deliver are wide ranging. This can range from reporting an issue, raising an enquiry with our Customer Service Centre, responding to a survey we've sent, to taking part in a public consultation about future service developments.

2.2 Like all councils across the UK, Lincolnshire County Council is faced with the challenge of maintaining a safe and reliable road network with less funding available, whilst pressure increases for more funding to be provided to other services we need to deliver to keep people safe. This means that we can no longer maintain our roads the same way we used to when we had more money. As a consequence we now have significant choices to make about how we provide value for money and keep our road network safe and serviceable for our road users.

Our roads are older, more people are using them and severe weather has attacked them more frequently, so maintaining them to a standard has become more of a challenge. At the same time, our customers expect visible defects like potholes, damaged road signs, worn road lines and defective street lights to be fixed quickly to enhance the places where they live and use every day. The expectation of our customers is for us to respond to these on-going challenges immediately continues to rise and we recognise that not always meeting expectations directly impacts upon our reputation. To address this, we have applied an asset management approach which, put simply, means that we prioritise our works on those areas which are the highest risk to our users and programme actions at the best time so that our money goes as far as possible in keeping our roads safe.

2.3 Whilst it will not be possible to go back to the way services were delivered some years ago, we fully recognise that this means we are no longer doing some works which we previously did and that there is more work to do to improve our customers' satisfaction with the services we deliver for them. We are committed to making the improvements needed to address this.



- 2.4 In line with our Community Engagement Policy and Strategy 2018-2023, our Highways Customer Engagement and Liaison Strategy outlines what we will do to engage with our customers so that they are at the heart of everything we do. This will enable us to attain a better understanding of their needs and expectations from us.

### **3 Aim**

- 3.1 Our aim will be to ensure that;

*Our customers are properly engaged in the delivery of the right highway services at the right time in Lincolnshire. This will enable the right decisions to be made and ensure that we are working for a better future for the people of Lincolnshire.*

### **4 Objectives**

- 4.1 In engaging and liaising with our customers we will always try to;
- 4.1.1 Take individual ownership in putting our customers at the heart of the service in everything we do and how we work;
  - 4.1.2 Involve our customers when making significant changes to services. This could be directly with customers or by working with other organisations that represent them, such as supporting organisations, associations, advocates, Town or Parish Councils, networks or forums;
  - 4.1.3 Share our knowledge and expertise with Councillors, supporting organisations and associations, advocates, Town or Parish councils, networks or forums so that our engagement is as good as we can make it;
  - 4.1.4 Work with our corporate engagement colleagues to participate in initiatives that helps communities come together, celebrate achievements and enhance their sense of belonging and value;
  - 4.1.5 Share and/or transfer resources, ideas, funding information and facilities so customers can do things for themselves where appropriate;
  - 4.1.6 Keep customers informed so they know what is happening, how it will affect them and how they can be involved. When customers have taken time to give us feedback we will respond to them in a clear way so that they know what action has been taken, or have an explanation as to why something hasn't or can't happen;

- 4.1.7 Promote and encourage the use of different formats and methods that make sure people are included, regardless of age, ability or ethnicity for example. We'll aim to resolve any queries or complaints as quickly, efficiently and fully as possible.

## **5 Our Customers**

- 5.1 Our customers are anyone that uses the highway, our services, or who are affected by them. That means everyone who either lives, works, visits or travels through Lincolnshire. Engagement needs for each group of customers may be different so, whilst we will be unable to engage in lots of different ways, we will develop an implementation plan to engage in the form most appropriate and effective for each of them

- 5.2 Our customers include, but are not limited to;

- Councillors
- Council colleagues
- District, City and Borough Councils
- Town and Parish Councils
- Associations, e.g. Lincolnshire Association of Local Councils, etc
- Residents
- Businesses e.g. Team Lincolnshire
- Community and voluntary groups and charitable organisations
- Road users
- Central Government Departments, e.g. Department for Transport,, Ministry of Housing, Communities and Local Government, etc
- Strategic Agencies, e.g. Environment Agency, Highways England, etc
- Emergency services
- Health services
- Council service providers
- Visitors
- Utility companies

- Interest groups, e.g. disability, cycling, pedestrian, freight, motoring, etc.
- Members of Parliament
- Schools
- Leisure and cultural facilities

5.3 It is likely that in some cases there will be instances of conflict between different customers' needs or expectations. However, through effective engagement, we will be able to identify any differences so that they can be considered and responded to before decisions are made.

5.4 We will continue to provide each of our major projects with a specific communications plan which will identify how we will engage with our different customers during the life of the project.

## **6 Engagement**

6.1 We recognise that the highway network is of significant interest to the public and the media. Weather conditions and damage to the highway network often provide the focus for significant national and local media coverage. This interest will continue with many different customer expectations of how they think the network should function and be maintained.

6.2 Only by engaging with stakeholders can we fully understand their needs and expectations properly. Once undertaken effectively, informed choices and decisions can be made to enable the right forms of highway service to be provided.

6.3 Unfortunately, we will not be able to deliver everything our customers want all of the time. Therefore, whilst engaging with our customers, we will be open and honest about how we make our decisions in the identification, assessment, programming and delivery of our highway services. To do this we need to involve our customers in helping us to make the right choices for their highway service.

6.4 We will strengthen the ways in which we engage with our customers and our implementation plan will explain how we will undertake this within the council's resources available.

## **7 Responding to enquiries**

7.1 Responding to enquiries from our customers is an important aspect in meeting the needs with everyone who uses the Highway. Over the last 25 or so years, the ways in which customers raise enquiry's with us has changed significantly in both form and number.

7.2 Before the internet, mobile phones and social media we would receive enquiries by a posted letter, fixed telephone line or a personal visit to our offices/depots. Now, we receive approximately 100,000 highway customer enquiries a year via our website, by email or telephone.

This equates to approximately 400 enquiries a day that need to be logged, reviewed, actioned and responded to

7.3 We have modernised the ways in which we respond to our customers to meet this increased and change in demand and our Customer Service Centre plays an important role in enabling us to respond as quickly as possible.

7.4 In responding to our customers, we will

- Respond in a way that is clear and approachable and which responds to the enquiry raised
- Advise customers, if it will take a little longer to respond fully, of when we hope to provide a response to them in line with our corporate timescales
- Provide a timescale for when any works will be completed, wherever we can
- Explain the reason when it is not possible to action an enquiry in the way requested, where required

## **8 Liaising and making information available**

8.1 We will make our policies, plans and programmes available for everyone to see so that our customers know what we are doing. We will ensure that these are easy to find and understand on our website or, upon request, be able to provide this to customers.

8.2 This information will include:

- Plans, e.g. winter service, asset management, etc.
- Forward programmes, e.g. schemes, cyclical works like gulley cleaning, grass cutting, surface dressing, etc.
- Major projects, updates and progress

- Licence and permit applications
- Parking permits and enforcement
- Road safety initiatives
- Highway standards and enforcement
- Policies such as the street lighting policy

8.3 We will work closely with our colleagues within the council in development management, countryside services and transport to ensure a joined up response is provided to our customer enquiries and concerns.

## **9 Measuring how we are doing**

9.1 We will collect and use customer satisfaction information to measure how we are doing. In order to obtain a broad spectrum of views from different people, who use the highways throughout Lincolnshire in different ways, we will collate information from:

- National Highways and Transport, NHT, annual public satisfaction survey
- Road users survey
- Bespoke questionnaires designed to inform service improvements

9.2 We will report, quarterly, on all complaints; using this data to identify areas of dissatisfaction and where improvements can be made. We will report biannually on compliments in order to monitor what we are doing well and maintain these standards.

9.3 Monitor any emerging trends in our complaints and compliments in order to take immediate action, where appropriate.

9.4 We will work closely with our Customer Relations Team in order to achieve the earliest possible resolution for complaints.

9.5 We will continue to monitor and measure the quality and timeliness of our customer enquiry responses to ensure that they meet the standards that are expected.

9.6 In partnership with the corporate communications team we will continue to provide communication plans for our major projects', listen to feedback and review the information shared where appropriate.

- 9.7 We will engage with the Lincolnshire Association of Local Councils, LALC and Team Lincolnshire to establish a Highways' Customer Panel to review the customer satisfaction results annually and to help prepare an action plan to improve our highway services and address any areas of dissatisfaction.
- 9.8 The Highways' Customer Panel will be chosen by LALC / Team Lincolnshire and consist of a number of different Town and Parish Council representatives as well as businesses from across Lincolnshire.

## **Appendices**

Appendix 1 - [Engagement-Policy-2018-2023](#)

Appendix 2 - [Engagement-Strategy-2018-2023](#)

# Highways Customer Engagement and Liaison Implementation Plan 2019 - 2020

The Highways Customer Engagement and Liaison Strategy explains **what** we will do to ensure that;

***"Customers are properly engaged in the delivery of the right highway services at the right time in Lincolnshire. This will enable the right decisions to be made and ensure that we are working for a better future for the people of Lincolnshire"***

The Highways Customer Engagement and Liaison Implementation Plan explains **how** will we deliver the Strategy.

Strategy Heading	Action	Who is responsible for the action	Who will we work with	When we'll start	When we aim to finish
<b>Our Customers</b>	Identified our customers and established a comprehensive database, see our Highways Customer Engagement and Liaison Strategy	Task completed by our Highway Liaison Manager	In partnership with our Head of Community Engagement	Completed	Completed
	Continue to develop appropriate mechanisms for engaging with our customers	Highway Liaison Manager	Head of Community Engagement LALC Team Lincolnshire	September 2019	September 2020
	Responding to customer complaints effectively and efficiently, working to achieve Early Resolution where possible		Complaints Resolution Manager Customer Relations Team	September 2019	On-going
	Apply continuous improvement methodology to enhance our customers experience when dealing with us by listening and responding within an agreed timeframe	Assistant Director Highways	Embedding our strategy in the highways service by putting our customers at the heart of our decision making	September 2019	September 2020



Strategy Heading	Action	Who is responsible for the action	Who will we work with	When we'll start	When we aim to finish
Engagement	Continue to develop our engagement with our customer groups to keep them informed of our future works programme	Highway Liaison Manager	Communications Team Heads of Service	September 2019	September 2020
	Prepare a report for Scrutiny	Assistant Director Highways	Highway Liaison Manager	July 2019	September 2019
	Deliver a Councillor briefing following full Council in January to inform and update on our approach to customer engagement	Assistant Director Highways	Highway Liaison Manager County Highways Manager County Programme Manager	January 2020	January 2020
	Review current "How to guides" to provide consistency across a single highway service approach	Assistant Director Highways	Highway Liaison Manager Client and Contract Manager Head of Highway Services County Highways Manager Head of Design Services	August 2019	December 2019
Responding to Enquiries	Review and draft improved "Fix My Street" and Customer Service Centre digital responses and templates	Assistant Director Highways	Highway Liaison Manager Digital Engagement Lead Head of Design Services Asset Management Commissioner	August 2019	December 2019
	Finalise new responses and templates with colleagues ready for testing	Highway Liaison Manager	Assistant Director Highways County Highways Manager County Programme Manager	August 2019	December 2019

Strategy Heading	Action	Who is responsible for the action	Who will we work with	When we'll start	When we aim to finish
<b>Responding to Enquiries</b>	Develop new processes to enable our officers to respond to non-standard responses	Assistant Director Highways	Head of Highway Asset Management County Highways Manager County Programme Manager	October 2019	November 2019
<b>Liaison and making information available</b>	The website is currently being updated, once completed we will review the highways web page	Highways Liaison Manager	Assistant Director Highways County Highways Manager County Programme Manager Digital Engagement Team	September 2019	October 2019
	Continue to deliver training and shadowing for customer service team and our highway officers	Highway Liaison Manager	Communications Team County Highways Manager County Programme Manager	October 2019	December 2019
	Publish highway plans and programmes on web site	Highways Liaison Manager	Assistant Director Highways County Highways Manager County Programme Manager Digital Engagement Team	October 2019	December 2019
	Review and update highway standards	Head of Highway Services	County Programme Manager County Highways Manager Laboratory & Performance Manager Highways Liaison Manager	August 2019	December 2019
	Review advance notifications and signage for road works to better improve our engagement	Highway Liaison Manager	Client and Contract Manager County Programme Manager Communications Team	October 2019	December 2019

Strategy Heading	Action	Who is responsible for the action	Who will we work with	When we'll start	When we aim to finish
<b>Liaison and making information available</b>	Continue to review our customer enquiry monitoring process and controls	Client and Contract Manager	Highways Liaison Manager County Highways Manager Asset Management Commissioner	August 2019	August 2020
	Continue to review our performance management reporting requirements	Client and Contract Manager	Performance Manager Highway Liaison Manager County Highways Manager	August 2019	August 2020
<b>Measuring how we are doing</b>	Undertake the annual NHT/CQC survey	County Highways Manager	Head of Highway Services Highway Liaison Manager Laboratory and Performance Manager	October 2019	November 2019
	Establish a highways customer panel	Highway Liaison Manager	Community Engagement Team LALC Team Lincolnshire	September 2019	December 2019
	Review the NHT Survey results	Client and Contract Manager	Highway Liaison Manager County Highways Manager	October 2019	December 2019
	Prepare 2019 public satisfaction report	Client and Contract Manager	Highway Liaison Manager County Highways Manager	November 2019	December 2019
	Analysing complaints data to ensure that trends are monitored on a live basis so that immediate action can be taken where appropriate.		Complaints Resolution Manager	October 2019	On-going

Strategy Heading	Action	Who is responsible for the action	Who will we work with	When we'll start	When we aim to finish
Measuring how we are doing	Use quarterly complaints reports and biannual compliments reports to guide policy change where appropriate		Complaints Resolution Manager	October 2019	On-going

**Open Report on behalf of Andy Gutherson, Executive Director – Place**

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>28 October 2019</b>
Subject:	<b>Highways Fault Reporting Performance</b>

**Summary:**

To inform members of the Committee about the performance of highways fault reporting, highlight improvements made and recommendations for future improvements.

**Actions Required:**

The members of the Highways and Transport Scrutiny Committee are invited to consider and comment on the report and:

1. Scrutinise the performance of the highways fault reporting system and consider the recommendations for improvement to highways fault reporting performance.
2. Agree the timing of future updates on highways fault reporting performance.

## **1. Background**

In 2015 as part of the new contract with Serco Lincolnshire County Council (LCC) commissioned a new website and customer portal. SAP CRM was decommissioned and replaced by Lagan.

The customer portal was to be used over all directorates and included highways fault reporting, registrars and Lincolnshire Road Safety Partnership (LRSP) bookings.

Project working groups for the portal began 2015, scoping out requirements. This included logons for Cllrs and Parish Councils, a reporting function and mapping functions.

In 2017 Serco handed over to developers at Athium to design the portal which was to include selectable Assets from the mapping engine, Go Live for highways set for August 2018.

Changes brought about by GDPR in May 2018 meant the mapping used by the new portal could not be used. A decision was taken to scrap the portal and move to

FixMyStreet. Work took place with MySociety to develop work flows to include email notifications providing updates to customers.

FixMyStreet Pro was adopted as our fault reporting system in August 2018. A fault can be defined as something that is perceived to be wrong with the highway or highway asset which requires fixing.

This report will look at how quickly customers received an update about their fault report, if these updates are meaningful and how the experience could be improved.

## **2. Systems**

### **2.1 Confirm**

Confirm is LCC's highway asset management system containing all of the highway asset information. This includes carriageways, footways, drainage, street lights, structures and traffic signals asset groups. The system contains all data concerning the asset groups, condition, works history, faults, enquiries, inspections, etc.

Confirm is used by the Customer Service Centre (CSC) to log fault reports received by phone and email. LCC staff receives fault reports from the CSC and FixMyStreet (FMS) via Confirm. Highways officers will raise work instructions from the fault reports received in Confirm.

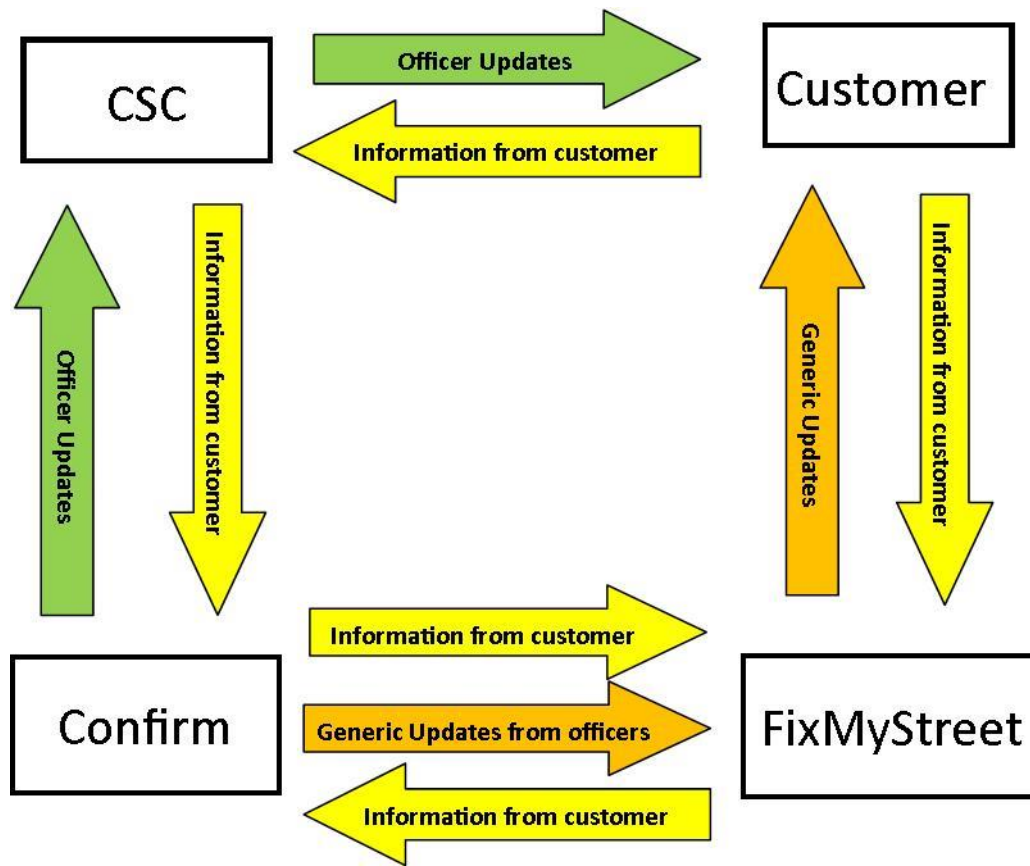
### **2.2 FixMyStreet Pro**

FixMyStreet is a map based website and app by mySociety that helps people in the UK inform their local authority of problems needing their attention (mySociety, 2019).

FixMyStreet Pro is a mySociety product which enables integration with Confirm. This enables us to receive reports directly from FixMyStreet and to respond to these directly through Confirm.

LCC have a contract with mySociety to use FixMyStreet Pro until 2020. The site is accessible from the LCC website and is jointly branded. FixMyStreet is being used to communicate all information about fault reports to customers.

### 2.3 Integration between Confirm and FixMyStreet



#### Key

Green arrows – LCC officer input  
Yellow Arrows – Information from customer  
Orange Arrows – Generic updates

### 2.4 Ongoing Improvements to date

#### **Pre FixMyStreet**

Additional job statuses were added to Confirm to ensure the correct message was being sent out to customers following site visits for the following scenarios –

- Works completed
- Works completed and further works identified
- Site inspected but unable to complete works

This was a particular issue for street lighting. Customers reported street lights out. The gangs would attend and find they couldn't fix the issue in the first visit but the available job statuses didn't allow them to state this. Job status '0415 Inspected, follow up required' was added. A new message was created to send to customers informing them the site had been inspected.

## Post FixMyStreet

Feedback from the public, staff and Councillors has highlighted potential improvements to FixMyStreet. These have been developed and implemented in the 12 months since it was launched.

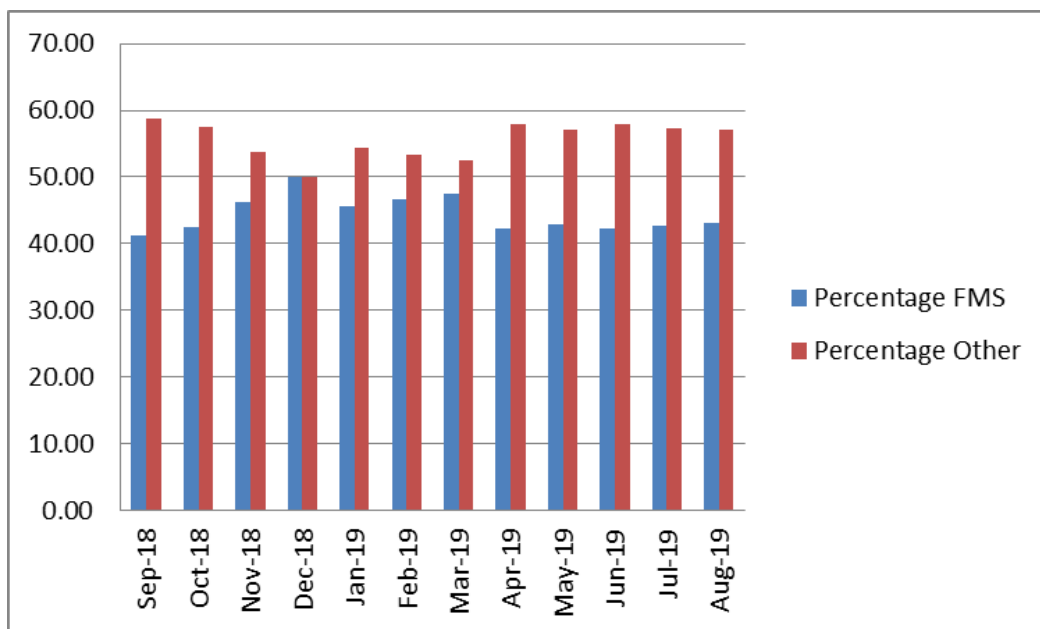
As a result of gap analysis work with highways staff three new statuses were introduced in December 2018 to provide additional response to customers. These were –

- to tell the customer we are taking enforcement action,
- to tell the customer we will repair on the next programme if cyclic maintenance
- to tell the customer there wasn't enough information to find or action the fault.

Work has also been carried out in May 2019 to Confirm and FixMyStreet to ensure each fault code in Confirm is represented on FixMyStreet. This means that every fault reported through the CSC is now displayed on FixMyStreet.

### 3. Volume and type of reports

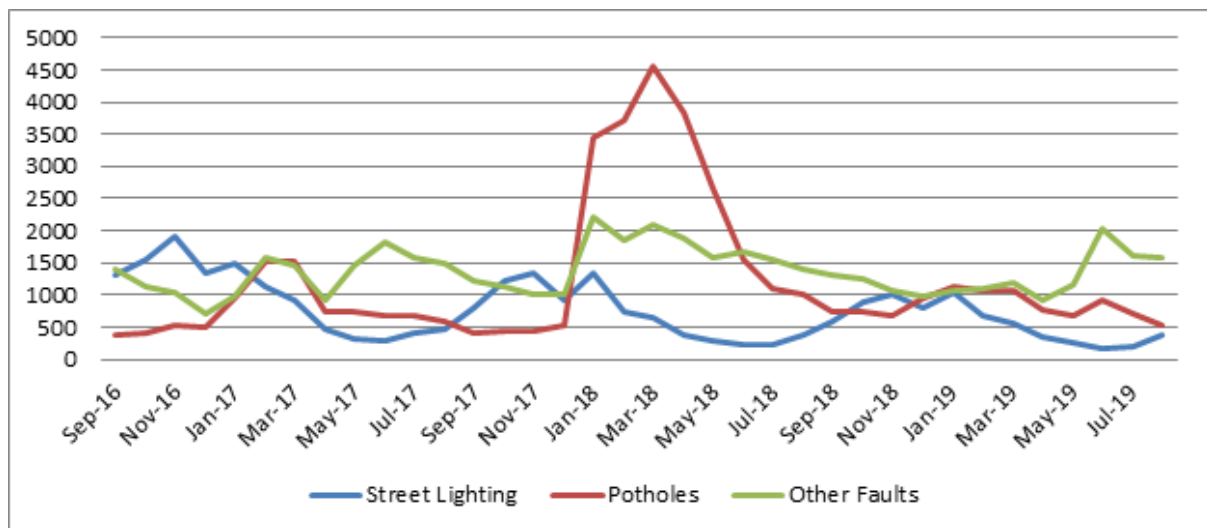
#### 3.1 How faults were reported 01/09/2018 – 31/08/2019



In the year since FixMyStreet Pro has been introduced (01/09/2018 – 31/08/2019) we have received 32,314 fault reports in total with 14,384 of these received from FixMyStreet.



### 3.2 Type of faults reported



The above graph shows the volume of faults reported broken down into street lighting faults, potholes and other reported by all methods for the last three years. This shows seasonal trends with the peak in pothole reports due to the 'beast from the east'. Also the yearly upturn in street lighting faults during the darker months.

## 4. Responses to customers

When a fault is reported to LCC it is displayed on FixMyStreet, regardless of the method of reporting (CSC or FixMyStreet). Faults then pass through Confirm statuses as they are investigated and acted upon by officers and contractors. These statuses trigger generic messages on FixMyStreet which are written by us. If a fault is reported on FixMyStreet the reporter automatically receives updates. If a fault is reported by the CSC the reporter can find the fault and updates using the location or reference but the updates will not be received automatically. This is due to the origin of the customer details being in Confirm not FixMyStreet.

### 4.1 Generic responses from FixMyStreet

A list of responses sent by FixMyStreet is contained in Appendix A

### 4.2 Responses from the CSC

The CSC is able to inform customers of the update provided by the highways officer using Confirm. This may contain much more relevant information than the generic response.

## 5. Time taken to respond to customers

Fault reports can take time to finally resolve. Between reporting and resolving there can be several updates sent to customers using FixMyStreet. we have set a timescale of 10 working days for the customer to receive the first detailed update.

### 5.1 Customer Updates

There are 3 types of updates given from FixMyStreet:

1. System receipts e.g. when a fault is logged
2. Progress driven reports which are reliant on status updates
3. Detailed updates which are status driven but more informative in content

Detailed updates are sent from the following Confirm statuses:

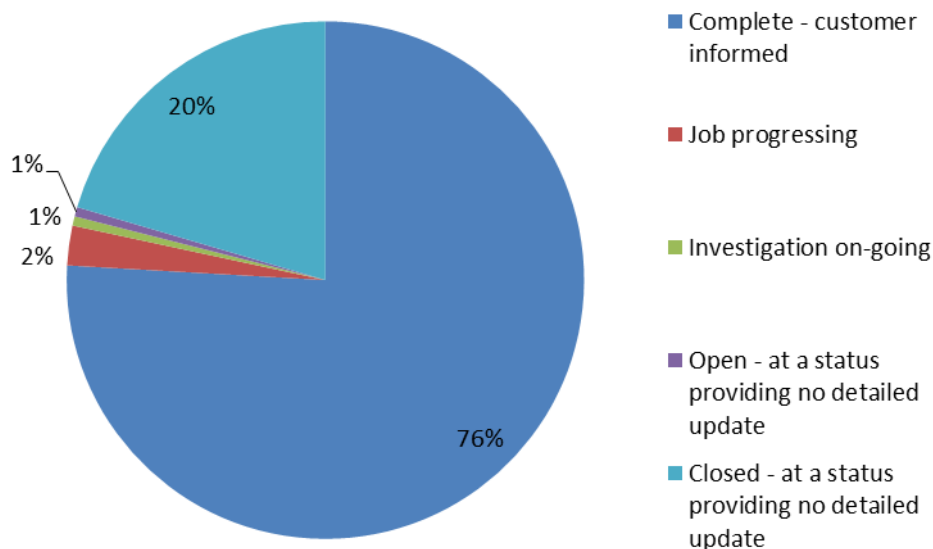
Status	When used
0115	When a Fault is not the responsibility of LCC
0135	When a temporary or permanent repair is being made within 24 hours
0145	When a fault cannot be found or assessed due to insufficient information
0150	When investigation is required
0155	When investigation is on-going
0160	When investigations are complete and we are taking no immediate action
0165	When passed forward for inclusion in future permanent works programmes
0175	When we are taking enforcement action
0180	When the fault will be repaired on the next cyclic maintenance programme
0200	When a job for repair is raised
0230	When further work is identified
0250	When a job is passed to an Alliance Partner to repair
0300	When a job to repair is completed

### 5.2 Performance

In the period September 2018 to August 2019 79% of faults reported received a detailed update within 10 working days. In the period September 2018 to February 2019 88.5% of reports received a detailed update.

## 6. Current status of all faults reported 01/09/2018 – 31/08/2019

Data shown in Appendix B



The above chart demonstrates that 76% of fault reports received in the six month period 01/09/2018 – 31/08/2019 were closed at a status which informed the customer on FixMyStreet. There were a low percentage of faults which were still being investigated, had jobs still progressing or were still open at a status which does not provide a detailed update on FixMyStreet. 20% of faults had been closed at a status which does not provide a detailed update on FixMyStreet. The supporting data in [Appendix B](#) demonstrates that most of these had been closed down at 'Enquiry Resolved'.

## 7. Conclusion and Recommendations

If a customer reports through the CSC they do not automatically receive email updates. This has been explored and is a limitation of the systems. This is due to the origin of the customer details being in Confirm not FixMyStreet.

If a customer calls the CSC for an update the information given to them will be from highways staff making it more relevant than the generic update on FixMyStreet.

We are mostly achieving the target of 10 working days to provide a detailed update to customers.

The majority of customers receive a detailed update. As an off the shelf solution FixMyStreet does not deliver all our initial aspirations. For example there is functionality to display faults by electoral division for Councillors but not by Parish for Parish Councils.

## Recommendations

1. Explore how more relevant, better quality responses can be delivered through FixMyStreet through detailed engagement with Councillors, the communications team and wider highways staff.
2. Through monitoring and management of the responses being used by highways and CSC staff, ensure 100% of reports receive the correct detailed update within 10 working days.
3. Carry out training and review with highway teams to ensure our staff understands the value of the information they give for both the public and CSC staff.
4. Examine in detail the use of all statuses to ensure the correct message is received by customers and fault reports are resolved appropriately.
5. Examine the customer journey from start to finish ensuring updates are appropriate and timely.
6. Embed continuous improvement methodology to ensure our processes are fit for purpose and fulfil the requirements of our customers when accessing our on line systems.

These recommendations are linked to the Highways Customer Engagement and Liaison Plan and will be implemented within 12 months. Implementation of these recommendations will improve the quality of the customer journey which will increase customer's confidence in Lincolnshire County Council.

## 8. Consultation

### a) Have Risks and Impact Analysis been carried out?

No

### b) Risks and Impact Analysis

N/A

## 8. Appendices

These are listed below and attached at the back of the report	
Appendix A	FixMyStreet generic responses
Appendix B	Current Status of fault reports

This report was written by Georgina Statham, who can be contacted on 01522 553189 or [georgina.statham@lincolnshire.gov.uk](mailto:georgina.statham@lincolnshire.gov.uk).

## Appendix A FixMyStreet generic responses

Confirm Status	How Used	Communication to Customer
<b>0100 Enquiry Raised</b>	When a fault is reported	Thank you for reporting a fault on the highway. We will use the information you have provided to assess and prioritise this fault in accordance with our response times for fault reports which is available at <a href="https://www.lincolnshire.gov.uk/highways-faults">https://www.lincolnshire.gov.uk/highways-faults</a> We will contact you again when an update is available.
<b>0105 Enquiry raised to be actioned within 5 hours</b>	When an emergency traffic signals fault is reported	Thank you for reporting a fault on the highway. We will use the information you have provided to assess and prioritise this fault in accordance with our response times for fault reports which is available at <a href="https://www.lincolnshire.gov.uk/highways-faults">https://www.lincolnshire.gov.uk/highways-faults</a> We will contact you again when an update is available.
<b>0110 Enquiry raised to be actioned within 24 hours</b>	When an emergency fault is reported	Thank you for reporting a fault on the highway. We will use the information you have provided to assess and prioritise this fault in accordance with our response times for fault reports which is available at <a href="https://www.lincolnshire.gov.uk/highways-faults">https://www.lincolnshire.gov.uk/highways-faults</a> We will contact you again when an update is available.
<b>0115 Third Party Responsibility</b>	When a fault is not the responsibility of Lincolnshire County Council	Thank you for reporting a fault on the highway. Unfortunately, this issue cannot be dealt with by the county council as the asset concerned is the responsibility of a third party. You will need to report the fault directly to the organisation responsible. Contact details are available at <a href="https://www.lincolnshire.gov.uk/highways-contacts">https://www.lincolnshire.gov.uk/highways-contacts</a>
<b>0135 Immediate action – make safe</b>	When a temp or permanent repair is being made within 24 hours of report	We are taking immediate action to make this fault safe. If subsequent work is required, this will be undertaken in accordance with our response times for fault reports which is available at <a href="https://www.lincolnshire.gov.uk/highways-faults">https://www.lincolnshire.gov.uk/highways-faults</a> . We will contact you again when an update is available.
<b>0145 Insufficient information</b>	When a fault cannot be found or assessed due to incomplete information	Unfortunately we have been unable to take action with this fault as there was insufficient information. Please report again with more information about the fault and location.
<b>0150 Investigation required</b>	When investigation is required	We need to investigate this report. We will contact you again when an update is available.

<b>0155 Investigations ongoing</b>	<b>When investigation is in process</b>	<b>We are investigating this report. We will contact you again when an update is available.</b>
<b>0160 Assessed no action required</b>	When you have investigated and the fault is highways responsibility but you are taking no action. Usually if the fault does not meet intervention criteria.	We have assessed the fault you reported and will not be taking any action at this time. We will continue to monitor this location as part of our safety inspection schedule. For information about our routine inspections and works programmes, please visit <a href="https://www.lincolnshire.gov.uk/highways-works-programmes">https://www.lincolnshire.gov.uk/highways-works-programmes</a>
<b>0165 Forward Prog Brief Submitted</b>	When passed for inclusion in future programmes	This fault will be assessed for the possibility of future permanent works and prioritised according to our Highways Asset Management Plan. Our programme of works is available at <a href="http://www.lincolnshire.gov.uk/highways-works-programmes">http://www.lincolnshire.gov.uk/highways-works-programmes</a> and is updated every Autumn. All requests are prioritised within the available annual budget so works may not appear on the next programme. However, we will continue to monitor this location as part of our routine inspection schedule and issue temporary repairs, where necessary, in accordance with our response times for fault reports.
<b>0175 Enforcement</b>	When we are enforcing an obstruction e.g. overhanging hedge, dangerous tree, goods in the highway, A boards	We are taking appropriate enforcement action.
<b>0180 Assessed – in cyclic prog</b>	When a fault will be fixed on the next cyclic maintenance programme of grass cutting, weed spraying or gully cleansing	This fault will be fixed as part of our next cycle of works. We cut the grass three times a year and treat weeds twice a year between April and October. We clean highway drains once a year.
<b>0200 Job raised</b>	When a job is raised from a report or the report is attached to an existing raised job.	This report has been assessed and a job for repair has been raised. We will contact you again when a further update is available.
<b>0230 Further work identified</b>	When a job is moved to status 0415 'Inspected follow up required'	After visiting site we have identified that further works are required. We will contact you again when a further update is available.
<b>0250 Job Committed</b>	When a job is committed from a report or the report is attached to an existing committed job.	We have instructed our Alliance Partners to make a repair. We will contact you again when a further update is available.
<b>0300 Job Complete</b>	Automatic when Kier complete a job attached to a report.	All necessary work has now been carried out and no further action is planned. Thank you for reporting a fault to Lincolnshire County Council.

Appendix B Current Status of fault reports received 01/09/2018 – 28/02/2019  
Completed – Customer Informed

Status	Number of reports	Percentage of total (%)
Job complete -resolved	9775	57.26
Assessed – no action required	1637	9.59
Third party responsibility	834	4.89
Forward programme brief submitted	480	2.81
Inadequate information	125	0.73
Assessed – in cyclic programme	60	0.35
Enforcement	46	0.27
<b>Total</b>	<b>12957</b>	<b>75.9</b>

Job progressing

Status	Number of reports	Percentage of total (%)
Job Committed	155	0.91
Immediate action – make safe	133	0.78
Job raised	119	0.7
Further work identified	16	0.09
<b>Total</b>	<b>423</b>	<b>2.48</b>

Investigation on-going

Status	Number of reports	Percentage of total (%)
Investigation required	44	0.26
Investigation on-going	55	0.32
<b>Total</b>	<b>99</b>	<b>0.58</b>

Open – at a status providing no detailed update

Status	Number of reports	Percentage of total (%)
Enquiry Raised	50	0.29
Reassigned to internal department	19	0.11
Assigned to officer	12	0.07
Job stopped - pending	8	0.05
Enquiry raised – Investigation required within 24 hours	8	0.05
Meeting arranged	1	0.01
Enquiry raised – Investigation required within 2 hours	1	0.01
Customer informed of action	1	0.01
<b>Total</b>	<b>100</b>	<b>0.6</b>

Closed – at a status providing no detailed update

Status	Number of reports	Percentage of total(%)
Enquiry Resolved	3256	19.07
Job in progress	132	0.77
Enquiry cancelled	85	0.5
Application accepted	14	0.08
Application rejected	3	0.02
Customer closed enquiry	1	0.01
Total	3491	21.08



**Open Report on behalf of Andy Gutherson, Executive Director - Place**

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>28 October 2019</b>
Subject:	<b>Civil Parking Enforcement Annual Report 2018 to 2019</b>

**Summary:**

The adoption of Civil Parking Enforcement (CPE) by Lincolnshire County Council requires the Council to submit an annual report on CPE related activities and a financial statement showing the cost of the operation, including any deficit or surplus. This is in accordance with the Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions. The Lincolnshire County Council Annual Parking Report 2018/19 is attached at Appendix A.

**Actions Required:**

Members of the Highways and Transport Scrutiny Committee are invited to consider and comment on the contents of the annual report and support the report being published on the Council's website.

## **1. Background**

The annual parking report covers the period from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019. It is a transparent document that allows the disclosure of various statistics related to enforcement and appeals. The report contains financial information on the cost of the service. The report also includes details of projects where parking enforcement has helped to contribute to parking schemes or the review of current parking restrictions. The report will be sent to the Department for Transport and PATROL (Parking and Traffic Regulation Outside London).

The report contains information on the following subjects:

- Cost of service provision
- Income from penalty charges
- Any surplus or deficit made
- The number of penalty charges issued
- The number of penalty charges paid
- The income raised from penalty charge payments
- The number of appeals

- The number of successful appeals
- The number of penalty charges cancelled, along with reason for cancellation.

## 2. Conclusion

Parking enforcement continues to contribute to the overall transport strategy by helping to reduce congestion, increase traffic flows and improve pedestrian safety.

The provision of free high street parking helps to contribute to the economic viability of local shops and services. Ensuring that the limited waiting times are adhered to by enforcing the restrictions increases the turnover of vehicles, allowing higher footfall and accessibility to local facilities and amenities.

The table below highlights the past three financial years.

Financial Year	Costs	Income	Surplus / Deficit
16/17	£968,000	£1,036,000	£67,898 Surplus
17/18	£1,105,551	£1,031,247	£74,304 Deficit
18/19	£1,151,569	£1,174,975	£23,405 Surplus

## 3. Consultation

### a) Have Risks and Impact Analysis been carried out?

No

### b) Risks and Impact Analysis

N/A

## 4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Lincolnshire County Council Civil Parking Enforcement Annual Report 2018/19

## 5. Background Papers

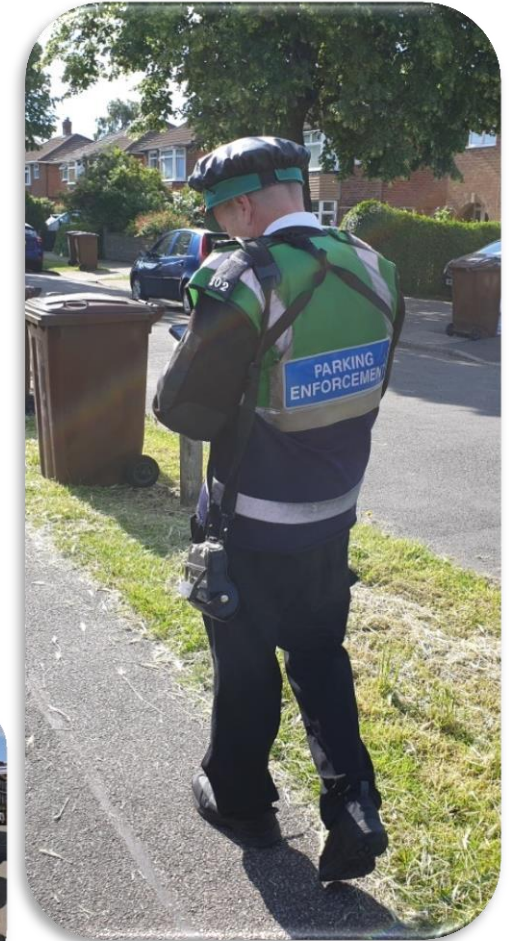
No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Matt Jones, who can be contacted on 01522 552110 or [matt.jones@lincolnshire.gov.uk](mailto:matt.jones@lincolnshire.gov.uk).

# Lincolnshire County Council

## Civil Parking Enforcement Annual Report

### 2018/19





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# 1. Setting the scene

## I. Introduction from Councillor Richard Davies



The aim of this report is to highlight and demonstrate that we undertake enforcement duties efficiently and in a transparent style. We have provided more detail, statistics and information within this report than in previous years and we publish a wealth of data on the Council's website which allows a user to gather information in a more user friendly, beneficial manner.

We pride ourselves on taking a pro-active, logical and sensible approach when carrying out our enforcement duties throughout the County. Carrying out enforcement in a fair manner resonates through the parking services team, whether it be when undertaking on street enforcement duties or when handling correspondence received in relation to a Penalty Charge.

We carry out a well-structured and effective enforcement practice which helps to improve road safety whilst assisting in managing traffic flow throughout the County. Parking plays a key part in supporting events within the County. A vibrant and successful 1940's event was held in Woodhall Spa and the Lincoln Christmas Market proved yet again to be a popular and successful event for the City. We hope that residents and visitors to the County found these events and all others to be of interest and trust that parking solutions were identified to assist with the number of attendees on each occasion.

We continue to provide a service that is well respected. Working together with our partners and members of the public who utilise our parking service helps assist this. We hope that you find this annual report informative, detailed and useful.

## II. About Lincolnshire



In November 2012 the contract for on-street enforcement was awarded to APCOA Parking Ltd. After a successful tendering process, the contract was extended in November 2016 for a further 5 years with the possibility of a 3 year extension. The structure of the enforcement workforce is 1 manager, 1 data analyst, 3 supervisors and approximately 20 Civil Enforcement Officers (CEO's).

Lincolnshire has 9000km of road network within an area of 5921km<sup>2</sup> making our enforcement area amongst the largest in the country. To cover this area with such a small team requires a proactive approach to patrol

requirements, customer requests and the efficient use of transport. For the purposes of enforcement, the County is split into 3 categories, A, B and C. Category A covers town and city centres, along with other high traffic density routes and locations – these locations are patrolled daily. Category B areas are for smaller towns and are patrolled approximately once a week. Category C areas are all other areas, subject to parking restrictions, not covered by category A or B and are patrolled depending on an ad hoc basis and when resources are available.

CEO's are allocated to a patrol location to meet the councils requirements, however category C areas are also patrolled using cars and scooters. These routes are planned so that the most efficient use of the CEO's time is made, along with lower transport and fuel costs.



Setting the scene

### III. Partnership working



The Council's parking enforcement contractor APCOA continues to work in partnership with Lincolnshire County Council to supervise, manage and coordinate the deployment of CEO's throughout the County.

Providing a valuable service to the community is at the forefront of the Council's mind-set and this has been replicated when conducting a number of successful joint patrols involving Civil Enforcement Officers, Police Constables and Police Community Support Officers. Areas visited include Lincoln, Skegness, Horncastle and Louth.



The Council and APCOA work in conjunction with Chipside who provide the specialist back office system in regards to Penalty Charge Notice case management and progressions.

As part of the Council's enforcement contract with APCOA, a CCTV vehicle is utilised to monitor school keep clear markings. TES has provided the Council with a specialised mobile CCTV solution since 2017. Working in tandem with both APCOA and TES has enabled the Council to deliver this solution as part of an on-going trial monitoring parking outside of selected schools in the County.





#### IV. Comments and compliments

"Lincoln City centre as well as the Lincoln South, residential areas can be greatly affected by inconsiderate and illegal parking. Enforcing this area is not without its risks and can be extremely difficult in the face of one or groups of aggressors.

Many thanks to your employees who are out in all weathers encountering all things at all times to improve our neighbourhoods. Enforcement really does improve the lives of people living in the neighbourhoods that are negatively affected, thank you.

A note today to commend your employee CEO 344 a parking warden who works in the Lincoln City area and who provided reassurance and advice when approached on a no parking matter and in the absence of not being able to find a PCSO in Lincoln Centre, recently. CEO 344 was professional, helpful and reassuring. He is a credit to the LCC team, thank you."

"I thought it would be nice to highlight a traffic warden taking pro-active action outside of their normal role, especially as they frequently receive abuse from the public with regard to their enforcement work.

There were a couple of youths clinging onto the back of a bus yesterday on Silver Street. I was a couple of cars back. A traffic warden spotted them and challenged them (around 16:50 I think). When they declined to get off, the warden took advantage of the stationary traffic to alert the driver. The youths left the scene in once piece, they might not have been so lucky had they been left to ride the bus in that fashion."



"I thought I would pop by and tell you about the traffic enforcement officer outside our school this morning. I have never seen parents clap before in the playground whilst they watched the traffic enforcement officer go from car to car telling drivers not to park outside the school. The officer shot from car to car enforcing the time restrictions for parking 8 – 9 outside the school. He was really keen to get the message out there and at times he did receive abuse from drivers, but it did not faze him at all.

I am unsure of the chaps name but he is very keen to do his job, last week when he came he issued tickets to drivers for parking. The parents are pleased to see this chap when he comes because they know he will do his job and I think he should be commended for doing his job correctly.

I know at times we knock the traffic enforcement officers for not doing their jobs the way we think they should, but I think it would be nice to let this officers management know that this chap is doing a really good job, both parents and Headteacher were pleased with his work this morning. He is a local chap from Grantham and very keen to do his job right.

I know it made me feel really good this morning that the message is getting out there, talk soon."

## V. How and why we issue PCNs

The enforcement of parking restrictions is a key component of effective traffic management and assists to improve traffic flow. Poor, dangerous, and obstructive parking can pose a danger to pedestrians by blocking pavements and forcing them onto the streets; it also reduces visibility for other motorists and impedes traffic flow. All residents, visitors and businesses benefit from better enforcement of parking regulations and the reduction of incorrectly parked vehicles.

The Councils approach to parking enforcement is to be fair but firm and our procedures manual outlines how we intend to deliver the best possible service to motorists. This document can be found via [www.lincolnshire.gov.uk/parking](http://www.lincolnshire.gov.uk/parking)

### Fair

We will explain and communicate the parking rules.

Where possible we will photograph parking contraventions to support the issue of a Penalty Charge Notice.

We will regularly monitor traffic signs and road markings to help motorists parking throughout the County.

### Firm

We will review the provision of parking services regularly to see how they can be improved.

We will take consistent enforcement action to deter inconsiderate parking.

We will pursue people who try and evade penalty charges to recover debt owed to the Council.

We will work with our partners and the police to help prevent crime and anti-social behaviour and to protect parking staff against abuse and violence. We intend to seek prosecution of any attempt to threaten or assault any employee involved with parking enforcement.



## 2. Parking as a service

### 1. Residential parking permits

There are four District areas within Lincolnshire that have resident permit schemes in operation – Lincoln, Sleaford, Stamford and Louth.

#### Lincoln

The largest resident permit zone in the County rests in the City of Lincoln. There are currently 19 residential zones within the City with parking restrictions in place. Enforcement Officers carry out patrolling duties in a proactive manner when enforcing residential areas and monitor bay usage on a daily basis. Additional information regarding each zone can be found via <https://www.lincoln.gov.uk/resident/parking-transport-and-travel/parking-permits/>

#### Stamford

A thriving resident permit zone was introduced to Stamford shortly after the introduction of Civil Parking Enforcement to Lincolnshire. South Kesteven District Council administer the resident permit scheme, whilst on street enforcement is carried out by Lincolnshire County Council. Information regarding the scheme itself can be found via <http://www.southkesteven.gov.uk/index.aspx?articleid=8369>.



#### Louth

There is currently one zone in the market town of Louth with restrictions in place on a Monday to Saturday. Information relating to this scheme can be obtained by contacting the County Council directly.

#### Sleaford

There is currently one resident parking scheme in operation in the North Kesteven District area which covers three roads in Sleaford. Further information is available via North Kesteven District Council who administers and manages the scheme with Lincolnshire County Council undertaking the on street patrolling of the bays themselves.



## II. Suspensions

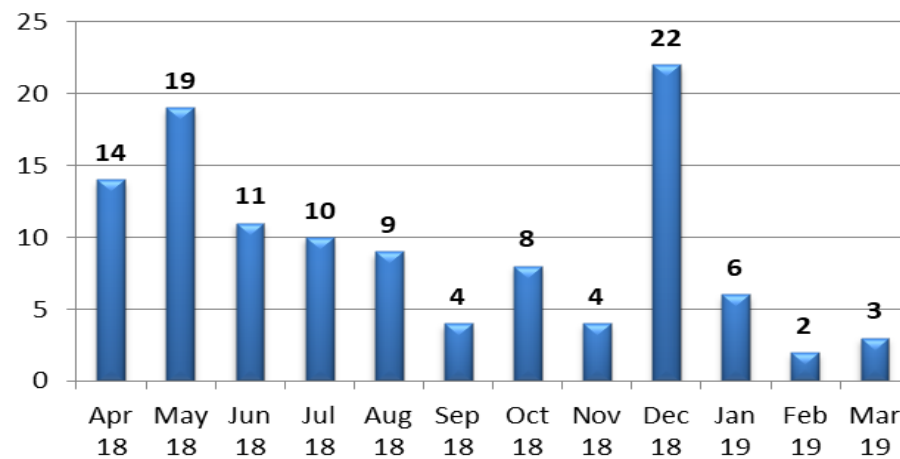
Lincolnshire County Council has the power to suspend parking within a designated parking bay to allow events to take place or access by a specific vehicle or highway/bay maintenance to be carried out. In such cases, advance notice is placed alongside the bay and is distributed to nearby properties giving the date, times and length of the suspension.

Essential maintenance is often difficult due to parked vehicles. The use of suspensions, whilst inconveniencing residents and displacing parking temporarily, is an effective way to ensure essential maintenance is undertaken. For instance, if the Council can improve access to service gullies and drains, the Council can help to minimise the risk of flooding.

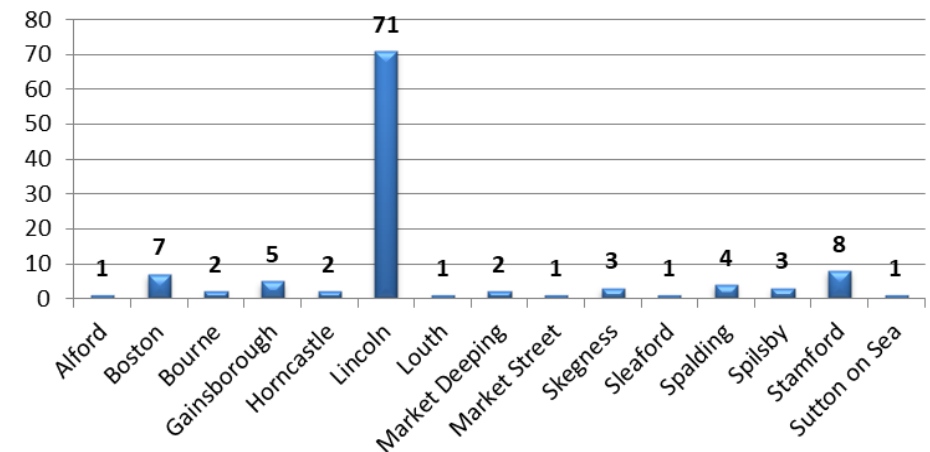
Temporary parking restrictions and parking bay suspensions have also been implemented to help accommodate special events such as the Lincoln Christmas Market, the Woodhall Spa 1940's festival, the Lincoln Grand Prix and many more. The below shows the number of parking suspensions implemented and whereabouts within the County they have occurred.



### Suspended Bays by Month



### Suspended Bays by Area



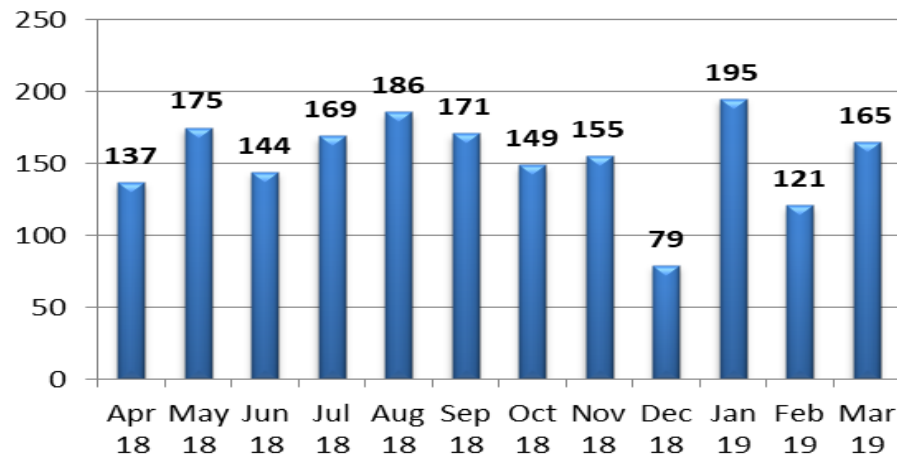
### III. Waiver permits

Lincolnshire County Council understands that sometimes it is necessary for a vehicle to be parked in contravention of parking restrictions to undertake works at adjacent or nearby properties. A waiver permit will only be granted when it is essential that the vehicle is parked close to the property and the impact on other road users, businesses or pedestrians is kept to a minimum.

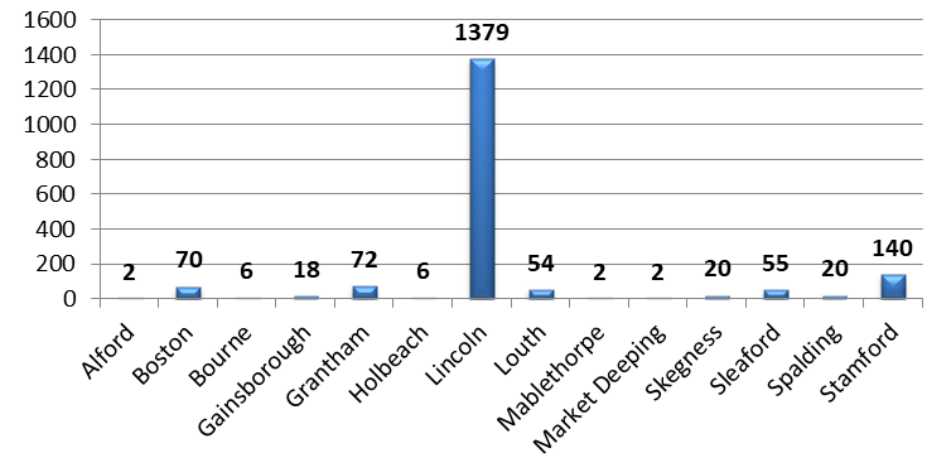
A permit will allow for extended parking in permit holder bays and limited waiting bays. In extenuating circumstances a permit may be granted to allow parking on single yellow lines, loading bays or in restricted zones such as pedestrianised areas but only if there are no other suitable parking alternatives.



#### Waivers Issued by Month



#### Waivers Issued by Area



#### IV. Disabled blue badge scheme

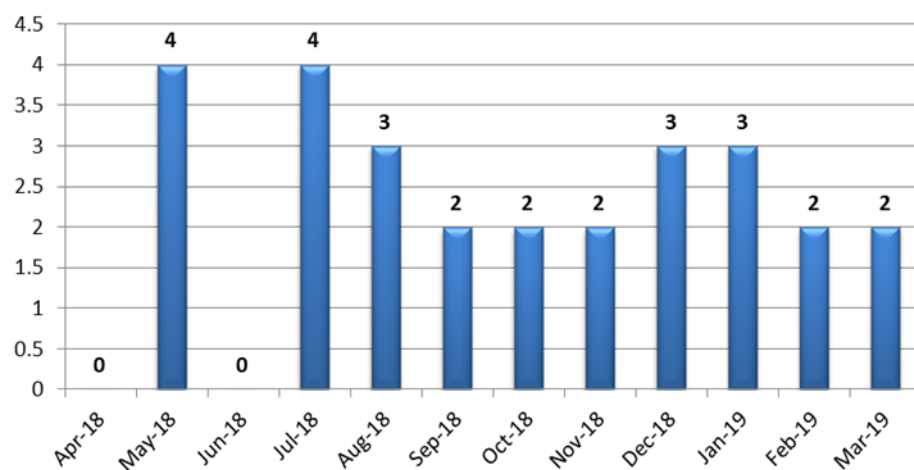
The Disabled Blue Badge scheme helps a badge holder park closer to their required destination. The Council provides a large number of allocated disabled bays at various locations within town centres and effective enforcement helps to ensure that the bays themselves are utilised in the correct manner. Any vehicles seen parked within a disabled bay without a valid blue badge on display could be issued with a Penalty Charge. Further information relating to the enforcement of these bays can be found in Section 4 below.

Blue badges can be applied for by visiting the webpage <https://www.gov.uk/apply-blue-badge> and if a member of the public wishes to report an incident of abuse or alleged misuse of a Blue Badge, this can be reported online via the following web link

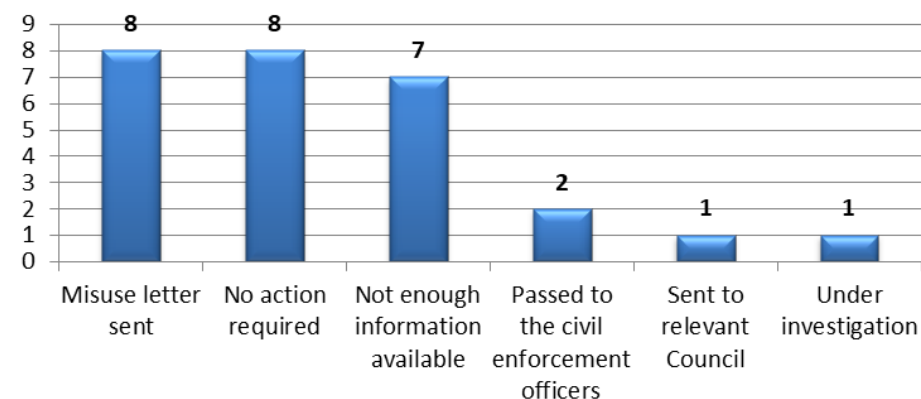
<https://snapsurveys.lincolnshire.gov.uk/snapwebhost/s.asp?k=151213957892>



**Disabled Blue Badge Reported Misuse**



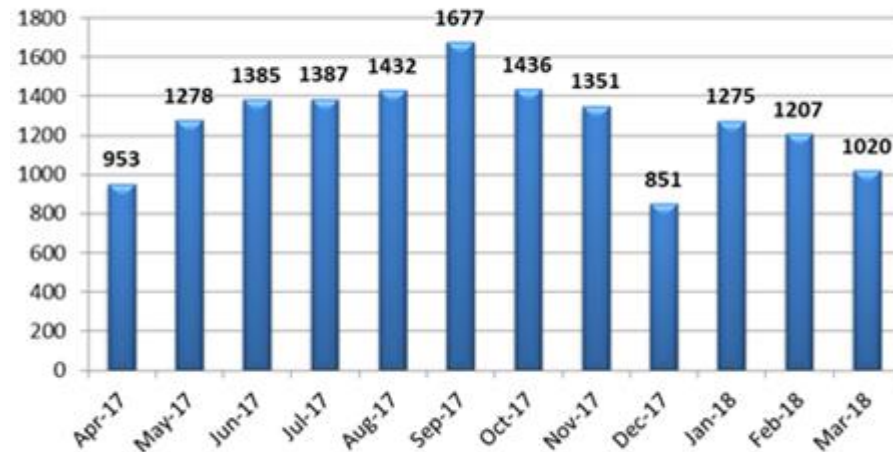
**Disabled Blue Badge Reported Misuse Outcome**



### Disabled Blue Badge Application data:

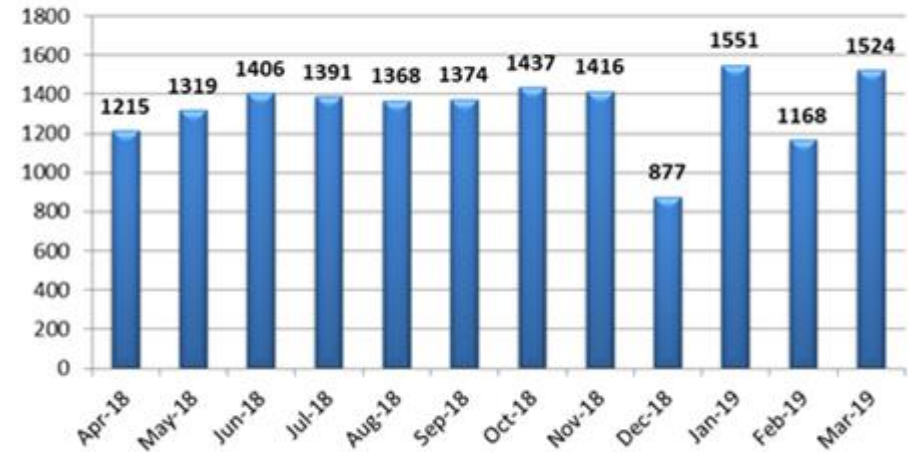
The tables below show the number of blue badges issued within Lincolnshire over the course of the past two financial years.

#### Disabled Blue Badges Issued in 2017/18



Total badges issued – 15,252

#### Disabled Blue Badges Issued in 2018/19

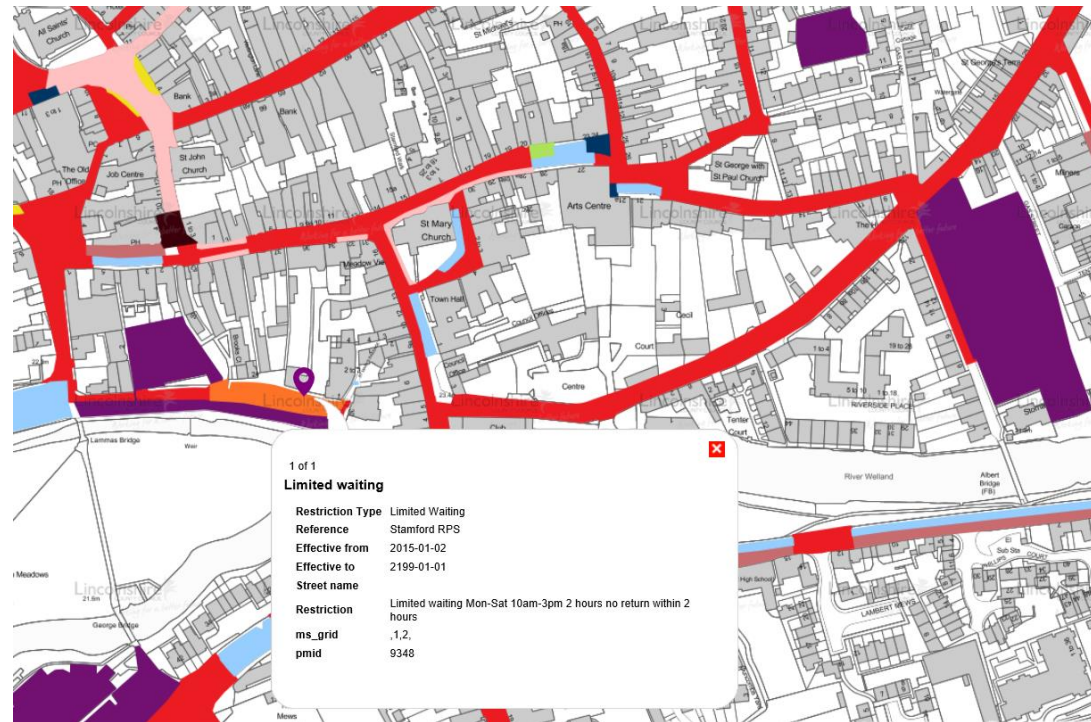


Total badges issued – 16,046



## V. Where can people park / parking restrictions

All on street parking restrictions located within Lincolnshire are published on our online interactive mapping tool on the Councils website. This system is commonly used by residents and visitors to the County looking to investigate where parking availability is located. The map enables the user to search via a street location and manoeuvre around the map as and when required. We have also highlighted on the maps the locations of District Car Parks should a motorist wish to park for a long stay basis.



The mapping data can be located through the Councils website via the following link:

<https://lincs.locationcentre.co.uk/internet/internet.aspx?articleid=YfmDQ6wYrkU~&preview=true>



## VI. Bike hire scheme

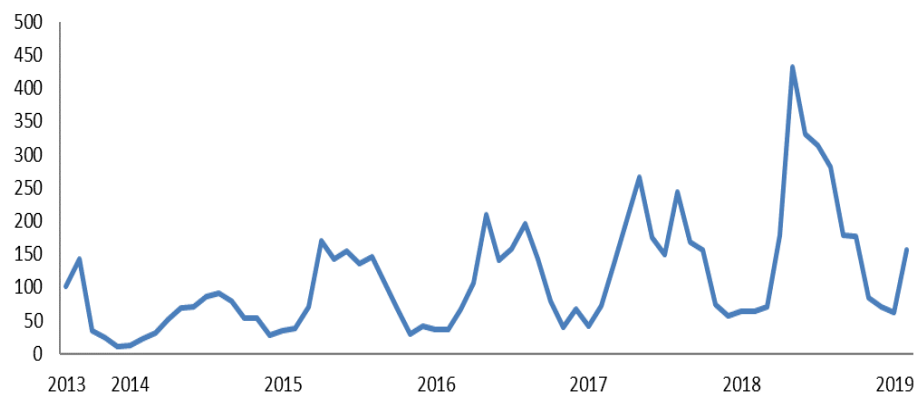


For tourists visiting Lincoln City for a short period, or residents who just want to use the scheme occasionally; cycling is a great way to get around. The distinctive orange bikes are available to hire 24 hours a day, 7 days a week from on-street docking stations. There are several membership options available and a range of e-bikes and regular bikes available to meet the needs of the customer.

Park and Bike (or "Last Leg") offers a staging post, providing convenient locations for people to break their journey, park their car and continue by bike, making the most of traffic-free routes. There are two official Park and Bike schemes available in Lincoln, encouraging commuters to park on the outskirts of Lincoln city centre and cycle to work. Commuters can park their cars for free at Skellingthorpe or Burton Waters before using their own bike, or rent a hire bike to cycle into the city centre in less than 20 minutes.



**New subscriptions by Month**



The park and bike site in Skellingthorpe is at Skellingthorpe Community Centre on Lincoln Road. Parking is free of charge. Further information is available by contacting Skellingthorpe Parish Council on 01522 683 061 or email [skellingthorpe@north-kesteven.gov.uk](mailto:skellingthorpe@north-kesteven.gov.uk).

The park and bike site at Burton Waters is located in the visitor car park. Parking is free, but drivers must obtain a permit from the security office on their first visit. Further information is available by contacting Burton Waters security office on 01522 589 111.

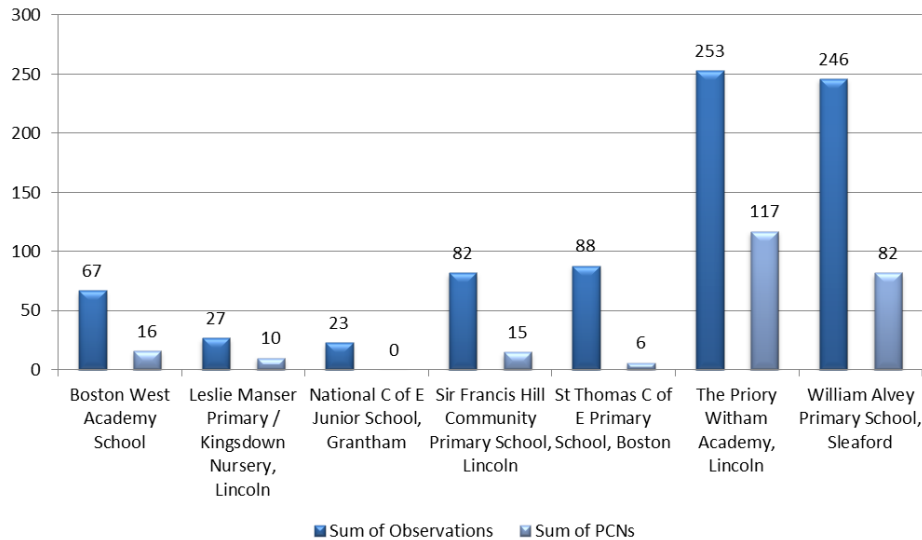
## VII. CCTV

Lincolnshire County Council continues to conduct a trial scheme involving a CCTV enforcement vehicle. This trial was implemented to monitor motorists parking habits on school keep clear markings outside the following eight schools within the County.

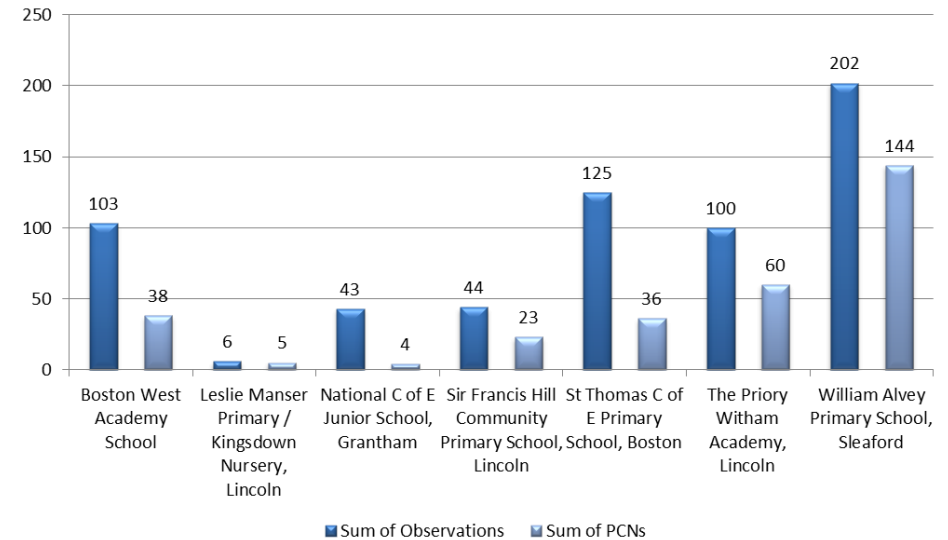
- William Alvey Primary School, Eastgate, Sleaford
- St Thomas' School, Wyberton Low Road, Boston
- Boston West Academy, Sussex Avenue, Boston
- National Junior School, Castlegate, Grantham
- Sir Francis Hill School, Bristol Drive, Lincoln
- The Priory Witham Academy, Shannon Avenue, Lincoln
- Leslie Manser Primary School, Kingsdown Road, Lincoln
- Kingsdown Nursery School, Kingsdown Road, Lincoln



**PCNs issued by the CCTV car in 2017/18**



**PCNs issued by the CCTV car in 2018/19**



A separate annual report is produced which provides a comprehensive outline as to what impact the scheme has had on motorists behaviour outside of each school both when the CCTV vehicle is present and when it is not. The report can be located on our website via the following link:

<https://www.lincolnshire.gov.uk/transport-and-roads/parking/parking-enforcement/104601.article>



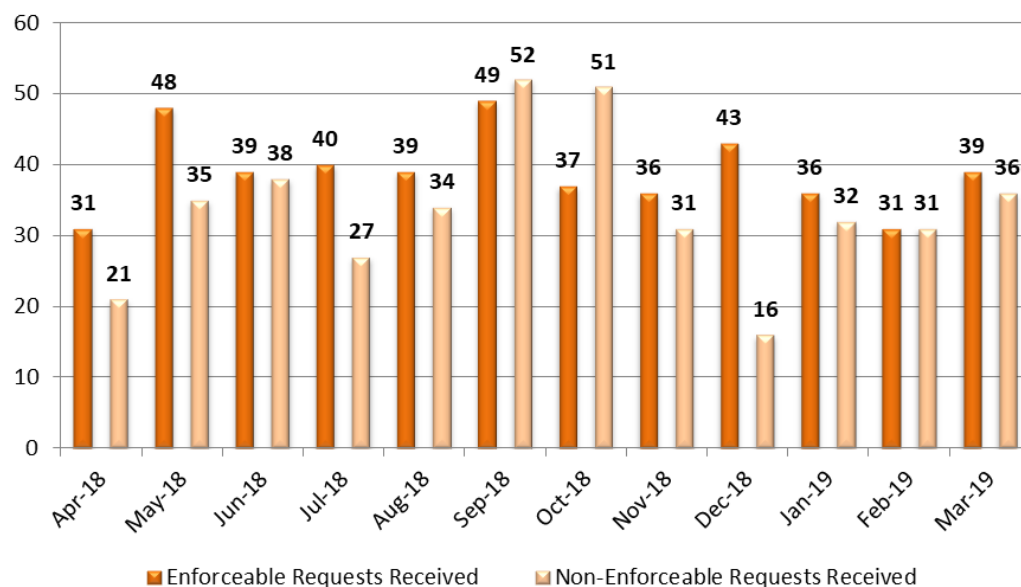


## VIII. How to report nuisance parking

Any vehicles seen to be parked in breach of parking restrictions could be issued with a Penalty Charge Notice. A designated hotspot reporting line (01522 511142) and e-mail address ([Parking.Serviceslincs@apcoa.com](mailto:Parking.Serviceslincs@apcoa.com)) has been set up for members of the public to utilise. These contact details are linked directly through to the Enforcement Team who will endeavour to action the request if possible.

Our Enforcement Officers provide us with detailed reviews of patrols and the information received from residents, business owners and visitors to the County allows us to learn and develop innovative and new methods of responding to customer requests. This can be dependent upon the resources available to us, however it has proved beneficial to act upon customer feedback in order to aid parking compliance within Lincolnshire.

**Enforcement Requests Received 2018/19**



## IX. Events

There are a wide variety of events that take place across Lincolnshire that may require road closures and temporary parking restrictions. Where possible, the Civil Enforcement Officers will enforce these restrictions. Here are a few of the events we enforced in 2018 to enable the safety of participants and spectators:

### ➤ Woodhall Spa 40s Festival:



"The Woodhall Spa 40s Festival has a wide variety of 40s 'Home Front' themed events which take place at numerous venues across the village throughout the weekend. Entrance is free! We charge for Park & Ride and several of the concerts are ticket only; but, other than that all the entertainment and displays throughout the village are free! Do come along and enjoy the unique atmosphere of the Woodhall Spa 40s Festival as we turn back time to life on the home front in the 1940s.

The Festival is run by a volunteer team of Woodhall residents who give their time for free. Any profits are distributed to Woodhall Spa good causes."

### ➤ Lincoln Christmas Market:

"Lincoln Christmas Market is one of the oldest and most popular markets around, scooping award after award. Over 250 market stalls line the streets around the city's stunning gothic Cathedral, whilst twinkling lights lead you through Castle Square to Victorian themed traders selling a wide range of festive food and drinks alongside handmade crafts and stocking fillers; all of which is wrapped up in a friendly welcome.

The Christmas Market gives visitors and residents a truly festive experience, with a traditional, high quality event for all the family."



➤ Boston May Fair:



"Boston's May Fair has a wide selection of rides for different people from ranging tea-cups to giant arms! And if you don't care much for rides, you can enjoy the huge variety of food on offer; you can get a Yorkshire pudding wraps, pork and apple burgers, hot dogs, candyfloss, 1m long sweet cables and more!"

➤ Burghley Horse Trials, Stamford:

"Fantastic crowds from all over the world are drawn annually to this unique event in the sporting calendar at the end of the summer social season. In addition to breath-taking equestrian action featuring the world's leading riders, Land Rover Burghley is an unrivalled shopping destination with over 600 sought after shopping outlets and simply beautiful food in the fabulous Burghley Food Walk. It is no wonder that 95% of our visitors state that they will definitely be returning the following year. Come along and sample the delights for yourself, we look forward to welcoming you."

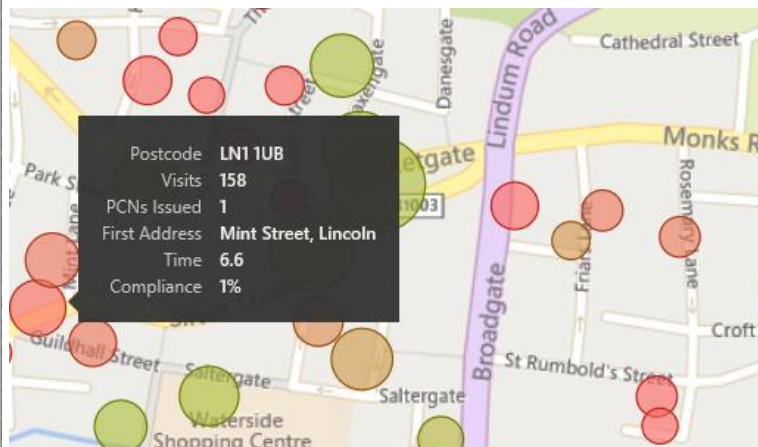
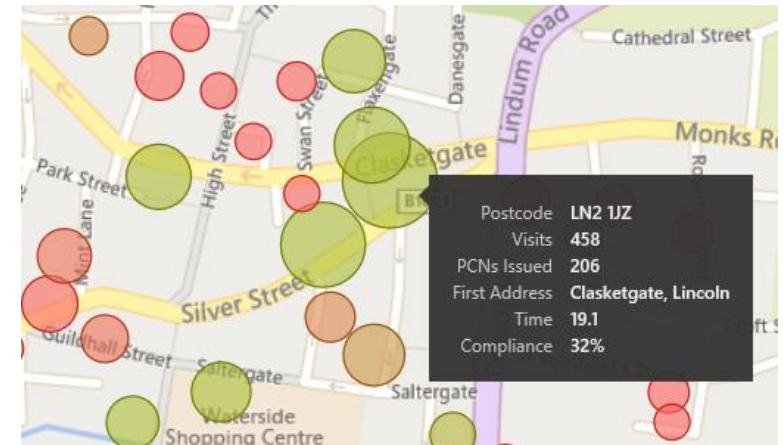




### 3. Innovation and new developments

#### 1. Targeted approach to patrols

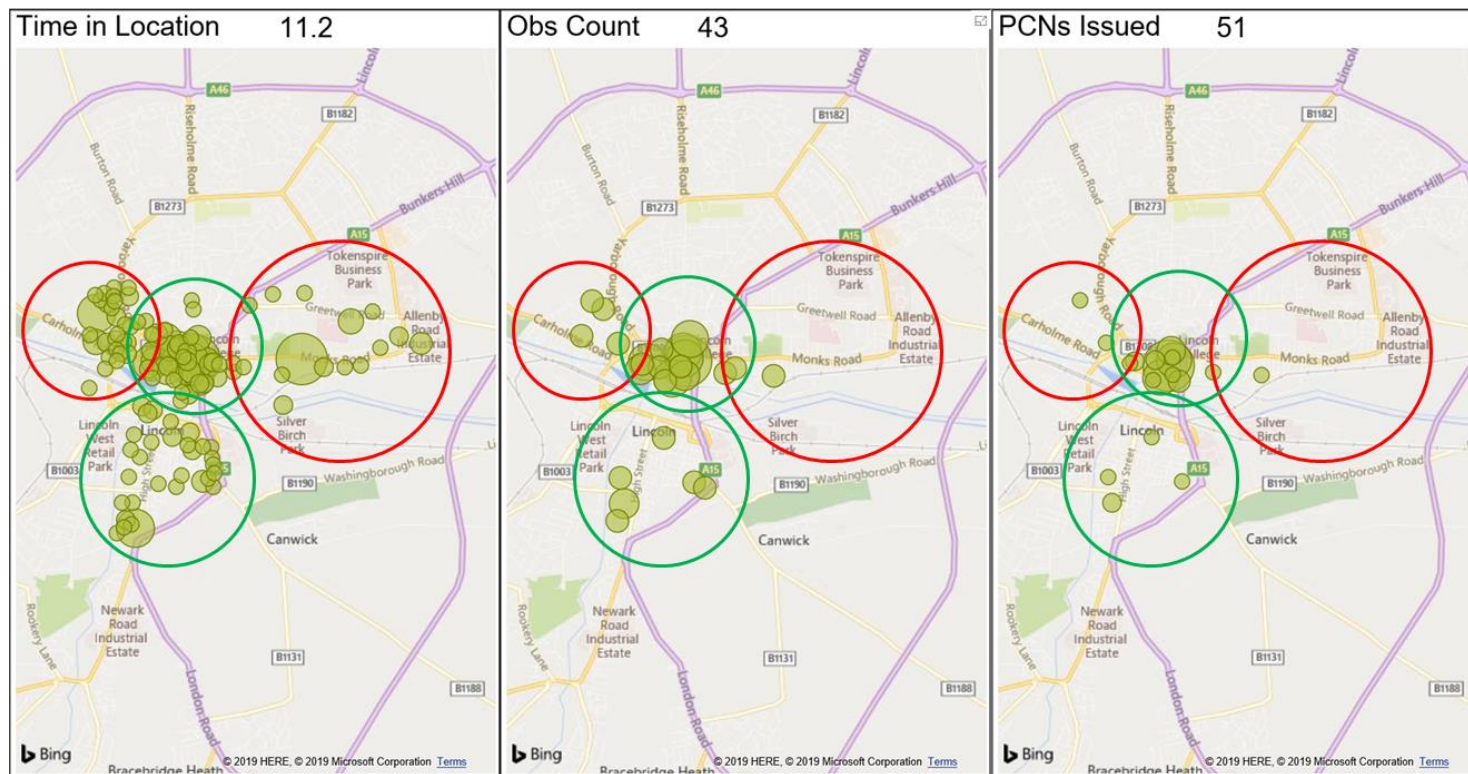
In July 2018 the Parking Services team identified a need for parking data to be interrogated in a more stringent and productive manner to aid a more efficient enforcement process. An in house designed system was created to take a detailed look at the patrol routes our CEOs followed, comparing historical observation and PCN issue data to ensure that their time was being used in the most efficient manner. The system has continued to be developed and patrols are frequently reviewed to ensure a more targeted approach is taken. The system currently takes advantage of 2 years of patrol data which enables the system to inform how compliant an area currently is, when the most non-compliant day of the week and times of the day are. This data enables us to work more efficiently, placing the CEOs in the known problematic areas at the times they are required most.



During the initial tests, the system quickly highlighted improvements that could be implemented to patrol routes; there was particularly a significant improvement applied to the evening patrols. Strategy meetings have been held between LCC Parking Services, APCOA contract managers and senior CEOs to review the data and investigate proposed test routes. This has resulted in CEOs being visibly present in the areas and at the times they are required most. This tool is updated on a weekly basis so we are able to regularly evaluate patrols and adapt them where necessary to ensure that we are focussing on where the CEOs are required most.

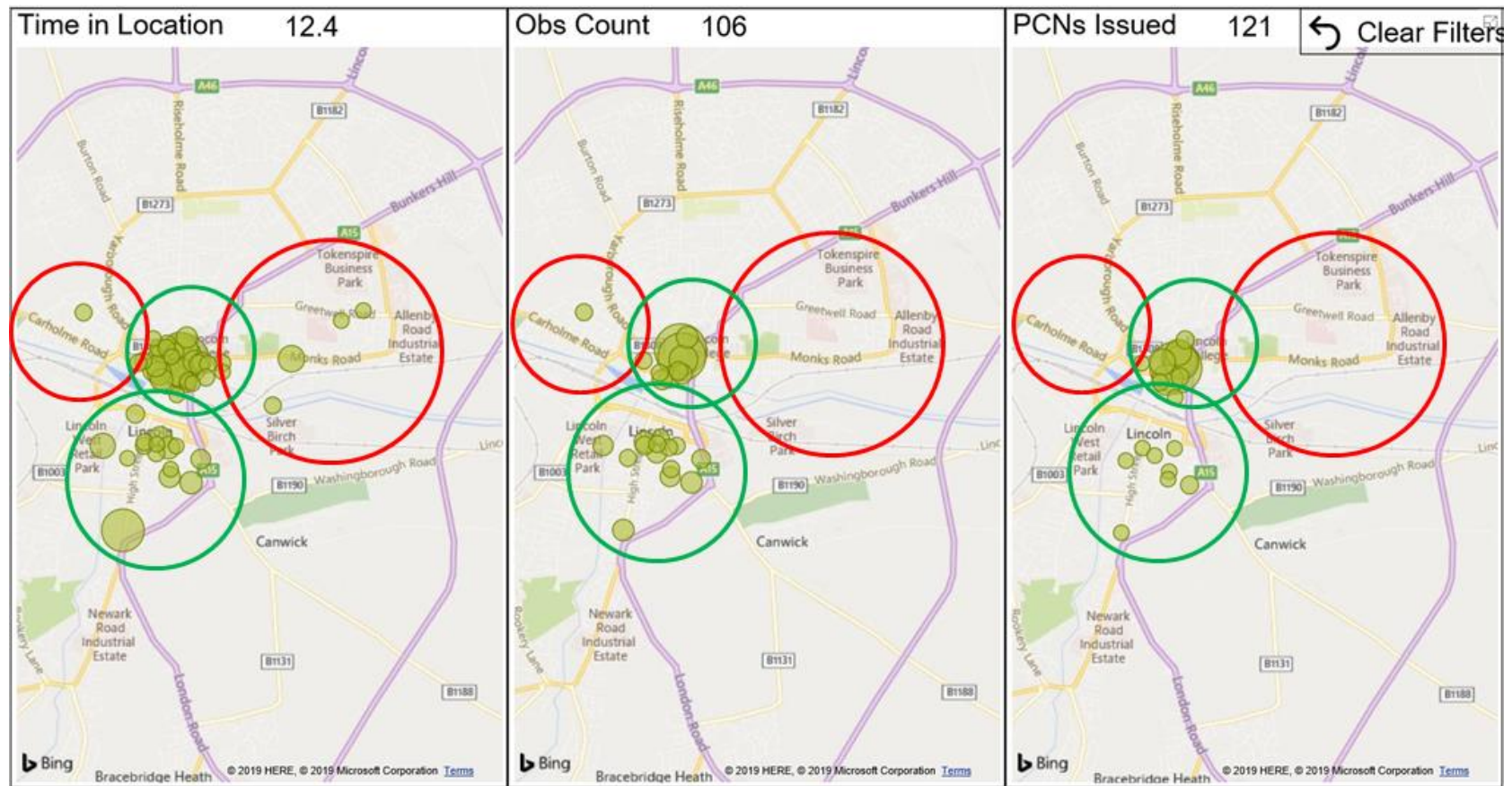
The below example shows one of the many reports this system can produce, it highlights the patrol routes in Lincoln during an evening patrol. It quickly identified that CEOs were spending large amounts of time in locations where no vehicles were parking in contravention, these areas are highlighted in the red circles. In the second screenshot you can see how we have adapted the patrol to account for these findings, you can see in the same red circles that we have removed the patrols from these areas. The most problematic area appeared to be in the centre of the city, we predicted that if the presence of CEOs were to increase in the area the problem parking would most likely move to the second most problematic area off the High Street. It can be seen below that we moved our patrols to focus on these two areas highlighted in green circles and the number of vehicles observed in the areas had increased which also resulted in the number of PCNs issued increased. We periodically patrol areas that are known as mostly compliant areas to ensure that the problem parking has not been pushed out to these areas.

**July 2018**





November 2018



## II. TEC tracker

Once a Penalty Charge Notice has processed to the point that a Charge Certificate has been issued and no payment or further correspondence has been received, the Council can register the debt with the Traffic Enforcement Centre (TEC). A warrant for execution is then issued which enables the Council to recover the debt through the use of an enforcement agent (bailiff). This process costs the County Council £8 per case to register with TEC. In the event of a motorist receiving multiple PCN's against the same vehicle registration, it would not be prudent to register all cases with the TEC if it is known that a successful outcome via an enforcement agent is not always achieved.

We have developed an intelligent system to keep track of all cases sent to TEC. The system will only allow one case to progress per Vehicle Registration Mark (VRM – commonly known as a number plate). Once an enforcement agent has managed to make contact with an appellant and payment has been made, if a related cases exists; the next oldest case will be registered with TEC to enable a warrant of execution to be issued. This process has saved the Council and public a significant sum of money. The programme itself utilises the reports generated from the Chipside software and takes the interrogation of data to the next level.

This process also alerts the public that any related cases will be subject to additional costs from the enforcement agent, so are best paid directly to the Council before they are registered with TEC.

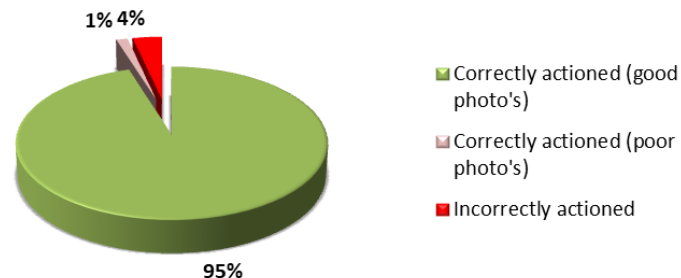
Case_Number	Post Code	VRM	Issue Date	Sent to TEC	Date Sent to Chipside	Sent to Bailiff
			16/12/2018	1	14/03/2019	JBW
			05/05/2019	1	01/08/2019	
			29/09/2018	1	02/01/2019	Bristow & Suitor
			18/03/2019	1	17/06/2019	
			15/07/2018	1	15/11/2018	Bristow & Suitor
			25/02/2019	1	28/05/2019	
			07/02/2019	1	07/05/2019	JBW
			13/03/2019			
			14/06/2018	1	15/11/2018	Bristow & Suitor
			25/04/2019	1	22/07/2019	
			08/04/2019	1	15/07/2019	
			14/03/2019	1	10/06/2019	
			10/11/2018	1	04/02/2019	Bristow & Suitor
			04/04/2019	1	02/07/2019	
			06/02/2019	1	07/05/2019	Bristow & Suitor
			15/09/2018	1	18/12/2018	Bristow & Suitor
			14/01/2019	1	15/04/2019	JBW
			05/12/2018	1	04/03/2019	JBW
			23/10/2018	1	21/01/2019	JBW

### III. CEO quality checks

Lincolnshire County Council is committed to the training and development of our staff to the highest possible standards. A key part of this process involves the constant review of the Penalty Charge Notices our Civil Enforcement Officers issue on a daily basis. We have developed a system that collates all data from the checks carried out and produces a series of charts which is taken to the CEOs regular weekly and monthly review meetings. This enables the supervisors to spend their time on areas that need attention to develop the CEOs knowledge and understanding.

The information is automatically checked using an in-house designed database that populates a quality report. The database is designed to know what information is required for each penalty charge, for instance some cases do not require observation timings. Officers no longer need to examine each case for errors, the database spots mistakes and flags them in the quality report. This makes the process significantly faster and more efficient. Below is an example of one of the many checks carried out on all CEOs, this chart is adaptable to display the data for all CEOs or an individual.

**Actions Overview For All CEO's  
Between 01/11/2018 and  
31/03/2019**





## IV. Annual Report

As you will see from this report, we have invested a great deal of time over the past financial year in to publishing as much data as possible for the general public to utilise. We have always made our income and Penalty Charge Notice issue data available via our open data website and downloadable PDFs via our main website.

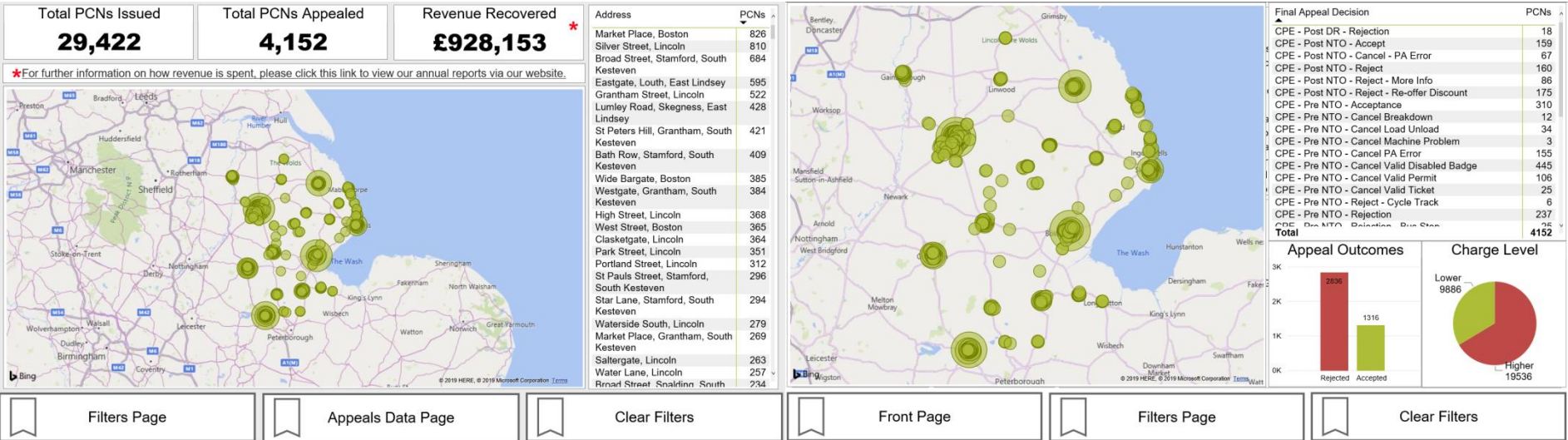
In late 2018 we decided to completely rethink about the way our data is publicised, as you can see below in the section titled "Interactive mapping tool" we have developed a system to support the general public to view data they find of interest. We have also reviewed the amount of information we make available in our annual report and modernised the layout.

## V. Interactive mapping tool

Parking Services collaborated with the Councils Open Data team in January 2019 to discuss options to make parking data more accessible and interactive for the general public. It was recommended that the best option would be to utilise a new tool (Microsoft Power BI) to display this data.

Over the coming months, Excel Macros were written to extract the data consistently on a weekly basis and a number of versions of this new mapping tool were tested. The data which supports Power BI is stored as a .csv file on our Opendata website alongside this tool to ensure the data is accessible to all types of users. Once the system was fully developed and tested, approval was sought from the Executive Councillor for Highways, Transport and IT to publish this data on Open Data's website - <https://lincolnshire.ckan.io/pages/pcn>.

The system allows the user to manipulate the data to only display information they find beneficial. The data is displayed on Bing maps to show where Penalty Charge Notices have been issued. There are a series of other displays to show the user how many PCNs have been appealed, the outcome of these appeals, the number of PCNs issued by charge level, most issued to streets, the level of penalty charge income etc.



The tool has been laid out in an intuitive manner to allow for easy access to various layers of data. This allows individual complex reports to be designed without specialist spreadsheet knowledge.

\* The screenshots displayed on this page accurately show the amount of revenue recovered and appeals received / responded to on the date the screenshot was taken. The revenue recovered displays the amount of revenue recovered against each of the Penalty Charge Notices issued in the date period selected (in this case the 06/06/2018 – 31/03/2019). If you were to check the system for the same period at a later date, the revenue recovered and appeals received / responded to will have increased to accurately display figures at the current point in time.

Revenue Recovered

**£928,153**

Total PCNs

**29,422**

Date

06/06/2018 31/03/2019

Day

☐ Select all  
☐ 1 Monday  
☐ 2 Tuesday  
☐ 3 Wednesday  
☐ 4 Thursday

Time of Day

☐ Select all  
☐ 06:00 - 06:59  
☐ 07:00 - 07:59  
☐ 08:00 - 08:59  
☐ 09:00 - 09:59  
☐ 10:00 - 10:59  
☐ 11:00 - 11:59  
☐ 12:00 - 12:59

Case Status

☐ Closed (Cancelled)  
☐ Closed (Paid)  
☐ Open (With Bailiff)  
☐ Open (With LCC)

Areas

☐ Select all  
☐ Alford  
☐ Anderby Creek  
☐ Billingborough  
☐ Boston  
☐ Bourne  
☐ Bracebridge Heath  
☐ Burgh Le Marsh

Districts

☐ Select all  
☐ Boston  
☐ East Lindsey  
☐ Lincoln  
☐ North Kesteven

PCN Codes

☐ Select all  
☐ 01 - Parked in a restricted street during prescribed hours (single and double yellow lines)  
☐ 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in...  
☐ 05 - Parked after the expiry of paid for time  
☐ 06 - Parked without displaying a valid pay & display ticket or voucher  
☐ 11 - Parked without payment of the parking charge  
☐ 12 - Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permi...  
☐ 16 - Parked in a permit space or zone without clearly displaying a valid permit  
☐ 19 - Parked in a residents' or shared use parking place or zone either displaying an invalid permit, or vouch...  
☐ 20 - Parked in a part of a parking place marked by a yellow line where waiting is prohibited  
☐ 21 - Parked wholly or partly in a suspended bay or space  
☐ 22 - Re-parked in the same parking place or zone within one hour after leaving (May be varied to prescribed...

Streets

☐ Select all  
☐ A16  
☐ Abbey Road  
☐ Abbot Street  
☐ Access Road To Lincoln Ford Garage (off Greetwell Road)  
☐ Acland Street  
☐ Admiralty Road  
☐ Agnes Street  
☐ Albany Street  
☐ Albert Crescent  
☐ Albert Road  
☐ Albert Street

Front Page

Appeals Data Page

Clear Filters



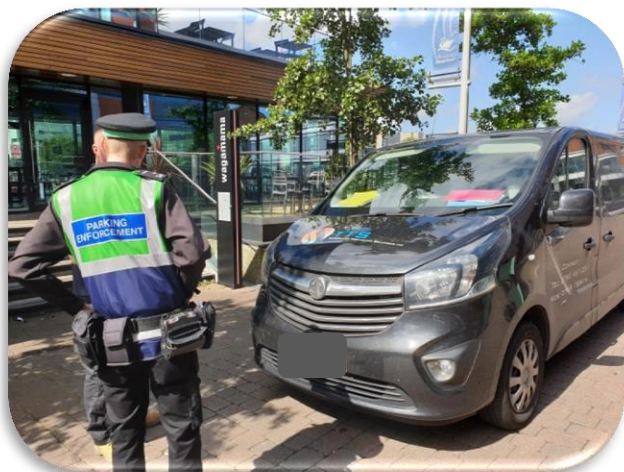
## 4. Education, enforcement and appeals

### I. A day in the life of a Civil Enforcement Officer (CEO)

Around 20 Civil Enforcement Officers work across Lincolnshire, taking a sensible approach to local parking problems. The CEOs have powers to place Penalty Charge Notices (PCNs) on vehicles that do not comply with parking regulations. Our CEOs are easily recognisable by their uniforms. You may often see them on patrol on their own, you may see trainee officers, or those receiving on-the-job assessment with another member of staff. Lincolnshire County Council is committed to training their staff to the highest standards and encourages the development of skills in customer relations.

Although CEOs are there primarily to enforce parking restrictions - they may give directions and often act as the 'eyes and ears' for the Council across a range of services including reporting defects to signs and lines. Our CEOs do not have targets to work towards and the number of PCNs issued is not linked in any way to their pay. Each CEO is equipped with a CCTV badge; we believe that this will help reduce instances of physical threat and abuse when they are carrying out their job. This will also support any prosecutions that may take place following instances of abuse. If an appellant feels that a PCN has been issued incorrectly, we can also review the video footage to support these claims. Our CEOs are out in all weathers and here's what a CEO has to say about his job:

"Respect is something that is earned and not given by a title and as a CEO we spend every day on the street working with the public to keep the regulations enforced and to some people it's not seen as a "real job" but to most that I speak to they respect us as people and civil enforcement officers and understand our job is there to keep traffic moving and people safe no matter the day or the weather, we are there with the miles we walk and the knowledge that what we do helps keep Lincolnshire moving and that is why I love my job as a CEO."





## II. CEO contravention code of practice

Enforcement Officers (CEOs) work within a stringent set of guidelines governed by the Traffic Management Act. They have limited discretion, for example, they may offer advice about where to park if the situation allows such advice to be given. Further discretion will be allowed by the Notice Processing Officers who will consider representations against PCNs taking into account the evidence provided by the motorist as well as the guidance provided.

Before the issue of a PCN and depending on the circumstances, CEOs will usually observe vehicles to see if loading or unloading is taking place. However this observation time does not apply to streets with loading prohibitions, bays for specific users such as disabled drivers and doctors, or to suspended bays where instant PCNs will be issued.

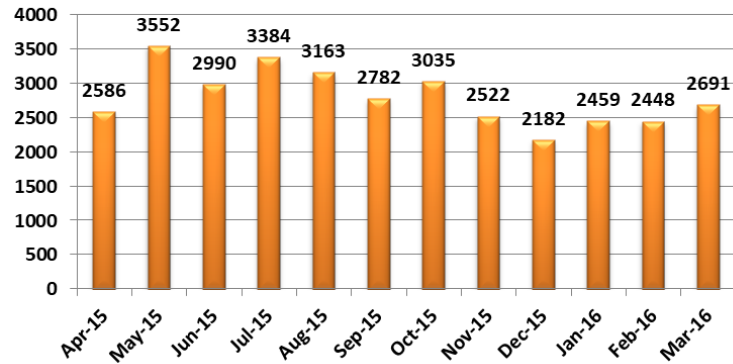
Prior to the issue of a PCN the CEOs will, for some contraventions, allow a period of time to elapse between first observing the vehicle parked in contravention of the regulations and the issue of the PCN. The details of the vehicle will be entered into the CEO's Hand Held Computer (HHC) when first seen and the computer will prevent issue of the PCN if an observation period is required. The CEOs will be able to continue with their patrols, as long as the contravening vehicle is kept in view, and then return to the contravening vehicle. The observation time and the PCN issue time will appear on the face of the PCN itself and will be recorded by the enforcement software system. Some Contraventions do not require an observation period and can be issued immediately. For a detailed list of which contraventions require an observation period, please refer to our Civil Parking Enforcement Procedures Manual which can be located on our website:

<https://www.lincolnshire.gov.uk/transport-and-roads/parking/parking-enforcement/104601.article>

### III. Penalty Charge Notice (PCN) issue stats

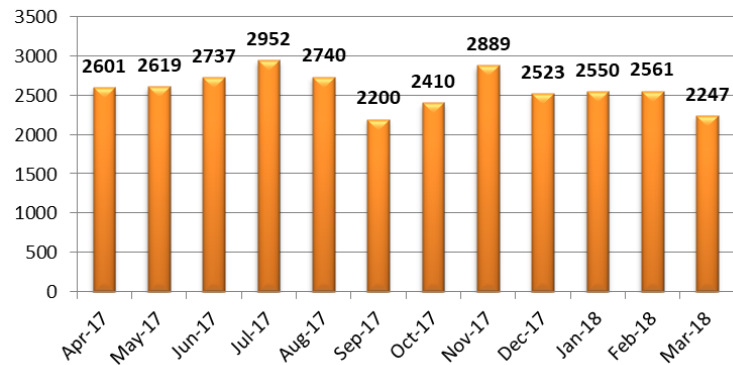
Below is an overview of the data to compare the last four financial years, for a more detailed breakdown of this data; please follow our Open Data website via the following link - <https://lincolnshire.ckan.io/pages/pcn>

**PCNs Issued 2015/16**



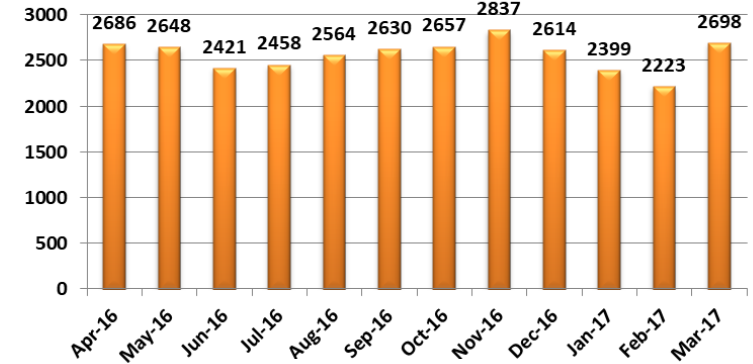
**Total PCNs issued – 33,794**

**PCNs Issued 2017/18**



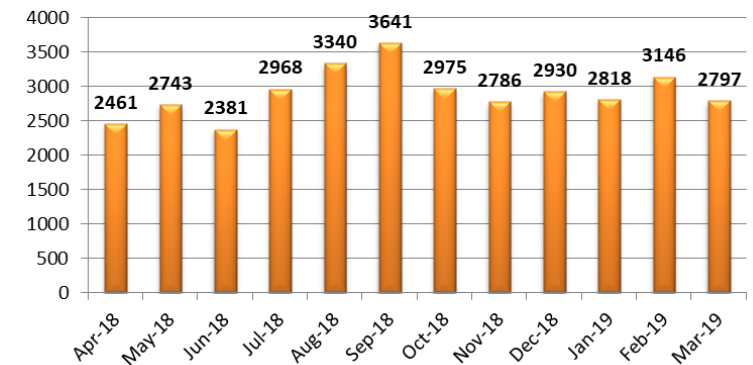
**Total PCNs issued – 31,029**

**PCNs Issued 2016/17**



**Total PCNs issued – 30,835**

**PCNs Issued 2018/19**



**Total PCNs issued – 34,986**



#### IV. Most issued contravention codes

Below is a list of the most commonly issued contraventions in Lincolnshire, we have provided the description of the contravention and included some examples of the road markings and signs you are likely to see.

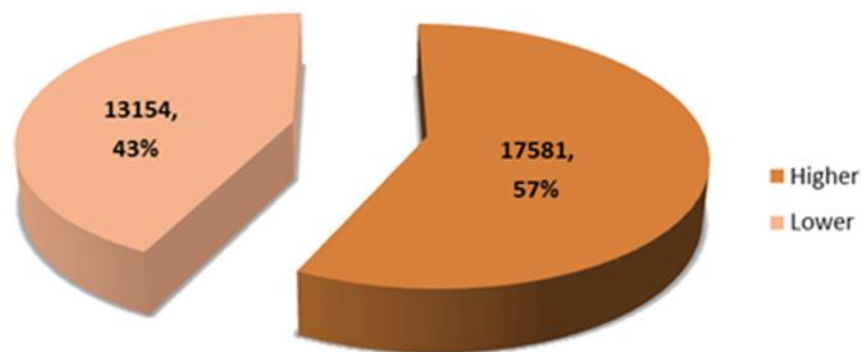




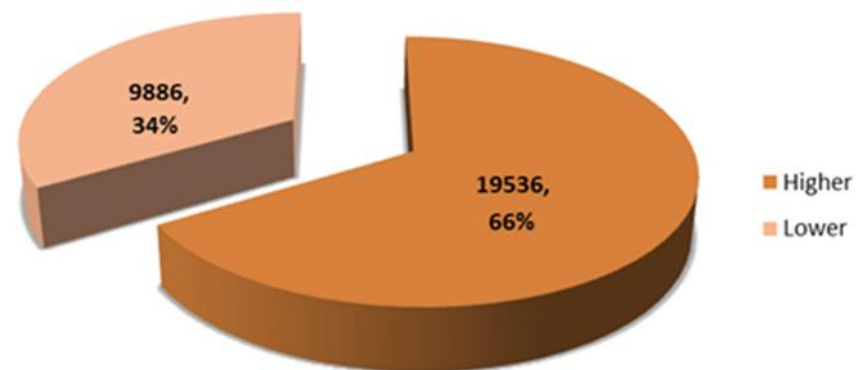
Code	Description	Issued in 2017/18	Issued in 2018/19	Difference
1	Parked in a restricted street	8843	10293	+1450
2	Loading in restricted street	1764	1347	-417
4	Parked in a meter bay	1	0	-1
5	Parked after payment expired	88	197	+109
6	Parked without ticket or voucher	0	1	+1
10	Parked without clear display	178	0	-178
11	Parked without payment	225	601	+376
12	Parked in a residents' place without permit	1827	2161	+334
16	Parked in a permit space	89	220	+131
19	Parked in a residents' place	592	680	+88
20	Parked in a restricted place	0	3	+3
21	Parked in a suspended bay	370	410	+40
22	Re-parked in the same place	339	240	-99
23	Wrong class of vehicle	1714	1985	+271
24	Not parked correctly	980	966	-14
25	Parked in a loading place	514	1089	+575
26	Double parking in a SEA	86	150	+64
27	Dropped footway in a SEA	223	233	+10
30	Parked longer than permitted	8919	9384	+465
35	Disc without clearly display	2	2	0
36	Disc longer than permitted	3	0	-3
40	Disabled person's parking	2476	2702	+226
42	Police vehicles	13	13	0
45	Taxi rank	1001	1291	+290
46	Clearway	78	139	+61
47	Restricted bus stop or stand	256	245	-11

48	Restricted school area	302	325	+23
49	Cycle track or lane	28	164	+136
62	Footpath parking	8	5	-3
99	Pedestrian crossing	110	140	+30
<b>Grand Total</b>		<b>31029</b>	<b>34986</b>	<b>+3957</b>

**Charge Levels, 2017/18**

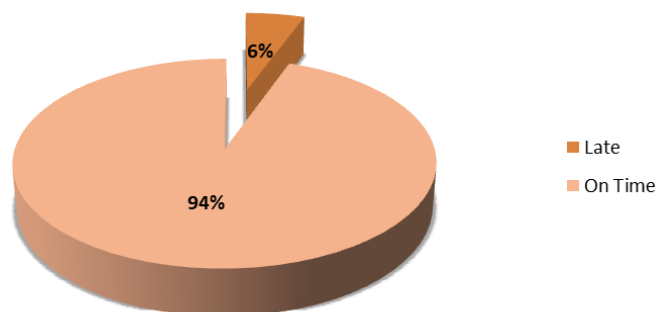


**Charge Levels, 2018/19**



## V. Appeal response times

**Appeals Response Times**



A motorist has 28 days to challenge a Penalty Charge Notice (PCN) prior to a Notice to Owner being served to the registered keeper of the vehicle.

If this action is carried out within 14 days and the challenge is unsuccessful, it is likely that the discounted sum due will be extended for a further 14 days.

Type of PCN	How you usually challenge it
Local council PCN - received on the spot, for example on your windscreen	Make an informal challenge to the council
Local council PCN - received in the post, i.e. sent a 'Reg 10 PCN/Notice to Owner'	Make a formal challenge (called a 'representation') to the council

Lincolnshire County Council endeavours to respond to all challenges within 10 working days upon receipt of an appeal. Of the 6,146 challenges received in the financial year, 94% were responded to within 10 working days.

## VI. Enforcement action taken

Currently Lincolnshire County Council do not actively immobilise or remove vehicles as per the statistics shown below.

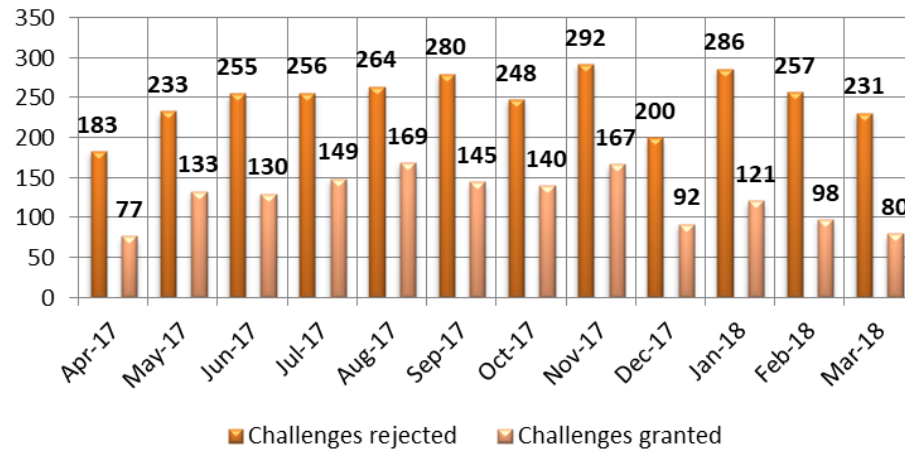
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Totals
Vehicles Immobilised	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles Removed	0	0	0	0	0	0	0	0	0	0	0	0	0

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Totals
Vehicles Immobilised	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles Removed	0	0	0	0	0	0	0	0	0	0	0	0	0

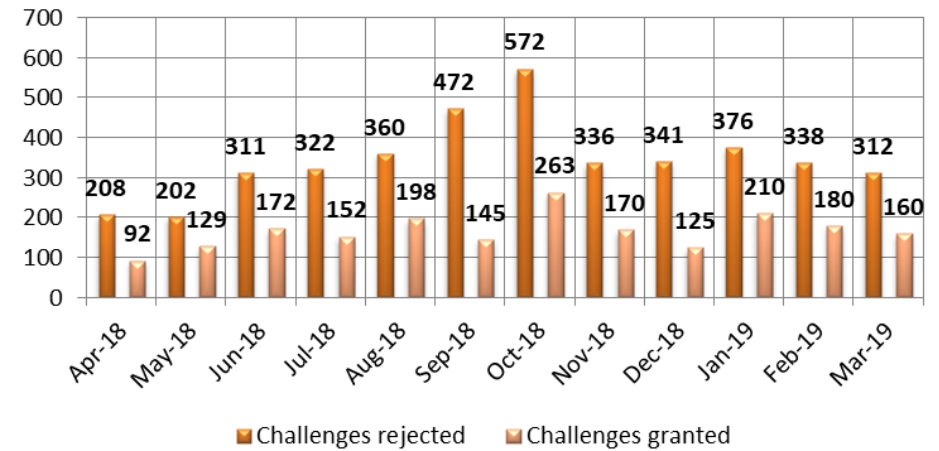


## VII. Challenges, representations and appeals

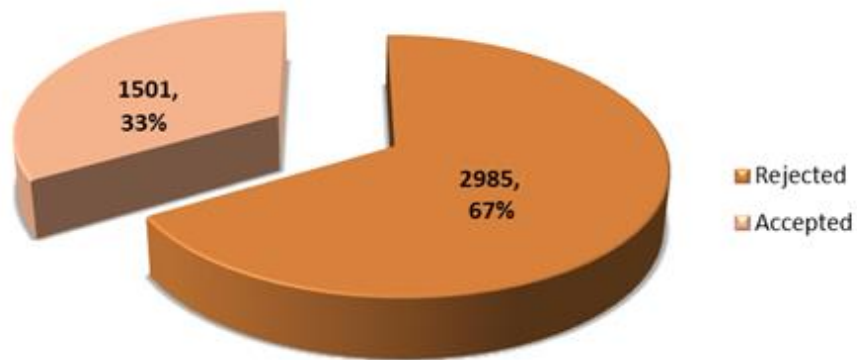
### Appeals Challenged 2017/18



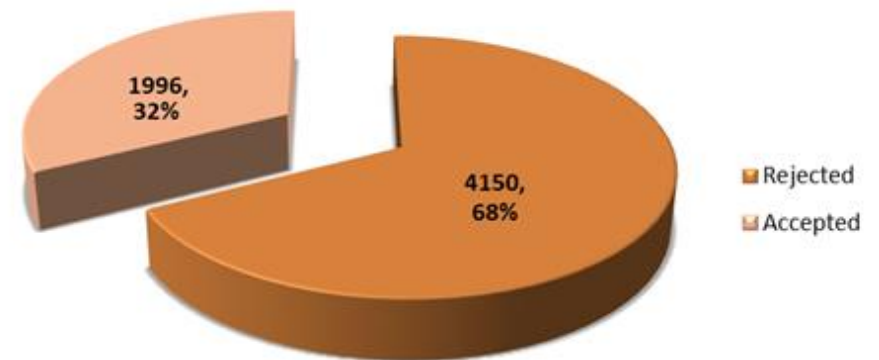
### Appeals Challenged 2018/19



### Appeals Outcome 2017/18



### Appeals Outcome 2018/19

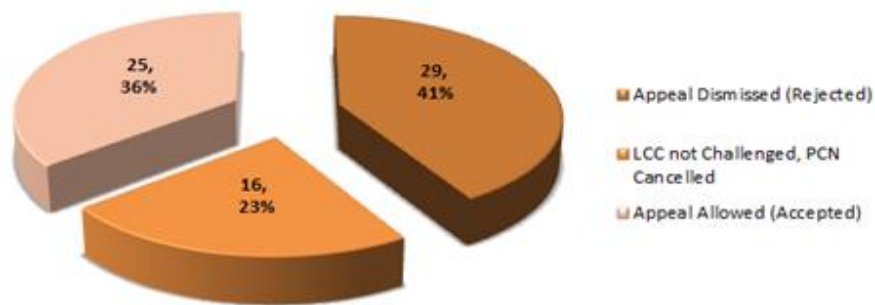


If an appellant is not happy with the decision made by the Council regarding their formal representation, they have the right to challenge the issue of the PCN to a parking adjudicator based within the Traffic Penalty Tribunal (TPT).

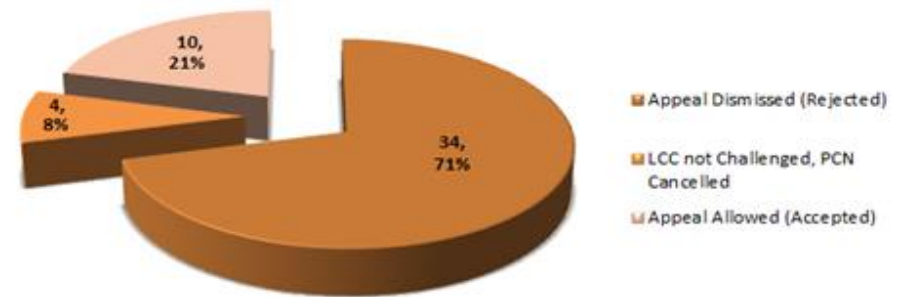
The TPT are a group of independent parking adjudicators and they conduct hearings relating to parking, bus lane, and moving traffic contraventions (outside of London). These hearings can be carried out in person, over the telephone or in writing.

The below charts show that of the cases submitted to the Tribunal, the Council has been successful 71% of the time which is an increase from the previous financial year. Additionally cases Not Contested by the Council has fallen significantly, highlighting the Councils desire to improving working methods and producing a higher quality of case handling.

**Cases Appealed at TPT 2017/18**



**Cases Appealed at TPT 2018/19**



## 5. Transparency in finance

### I. Financial information

Paid PCNs - Value	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov17	Dec 17	Jan 18	Feb 18	Mar 18	Totals
Lower - Discounted - £25	£15,275	£16,150	£16,525	£14,325	£16,375	£13,900	£12,575	£17,400	£15,775	£15,950	£17,100	£13,625	<b>£184,975</b>
Higher - Discounted - £35	£35,700	£36,435	£39,550	£43,155	£41,370	£36,960	£36,575	£40,985	£36,750	£35,245	£36,505	£32,830	<b>£452,060</b>
Lower - Full - £50	£4,200	£4,150	£4,050	£5,100	£4,850	£4,850	£3,950	£3,350	£5,200	£5,800	£3,500	£4,000	<b>£53,000</b>
Higher - Full - £70	£10,710	£8,750	£9,030	£10,150	£9,800	£10,500	£8,960	£9,380	£8,260	£10,640	£7,560	£10,500	<b>£114,240</b>
Lower plus Charge Certificate £75	£2,175	£2,700	£1,875	£2,250	£2,475	£3,375	£2,700	£2,100	£2,025	£3,150	£3,075	£2,475	<b>£30,375</b>
Lower plus legal £82	£82	£164	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	<b>£246</b>
Lower plus legal £83	£1,743	£2,490	£1,079	£1,743	£2,075	£1,577	£1,826	£1,328	£996	£1,577	£1,909	£1,494	<b>£19,837</b>
Higher plus Charge Certificate £105	£5,250	£5,460	£5,460	£6,090	£4,200	£5,670	£5,250	£7,455	£5,460	£5,460	£6,405	£6,720	<b>£68,880</b>
Higher Plus Legal £112	£448	£112	£0	£560	£224	£112	£112	£0	£0	£0	£0	£0	<b>£1,568</b>
Higher Plus Legal £113	£3,842	£6,102	£3,277	£3,277	£6,893	£2,712	£4,068	£3,842	£4,068	£3,955	£4,972	£1,695	<b>£48,703</b>
Additional Part Payments of PCNs	£2,076	£2,157	£1,365	£2,691	£2,027	£1,194	£1,100	£1,261	£1,139	£1,242	£722	£1,235	<b>£18,210</b>
<b>Total</b>	<b>£81,501</b>	<b>£84,670</b>	<b>£82,211</b>	<b>£89,341</b>	<b>£90,289</b>	<b>£80,850</b>	<b>£77,116</b>	<b>£87,101</b>	<b>£79,673</b>	<b>£83,019</b>	<b>£81,748</b>	<b>£74,574</b>	<b>£992,094</b>

Paid PCNs - Value	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar19	Total
Lower - Discounted - £25	£14,250	£14,700	£13,225	£14,200	£21,850	£22,175	£22,800	£15,100	£14,850	£15,375	£17,325	£17,925	<b>£203,775</b>
Higher - Discounted - £35	£40,670	£41,195	£37,765	£39,690	£47,215	£49,595	£49,210	£43,540	£44,485	£45,080	£47,740	£46,830	<b>£533,015</b>
Lower - Full - £50	£3,400	£4,250	£2,800	£3,050	£5,250	£5,850	£5,700	£5,450	£4,350	£4,950	£4,850	£4,550	<b>£54,450</b>
Higher - Full - £70	£8,330	£9,800	£10,220	£8,750	£11,130	£13,090	£14,140	£10,080	£9,380	£14,840	£10,150	£12,320	<b>£132,230</b>
Lower plus Charge Certificate £75	£2,850	£2,850	£2,850	£2,250	£1,650	£1,575	£1,950	£4,500	£2,850	£1,950	£1,650	£3,000	<b>£29,925</b>
Lower plus legal £83	£913	£1,992	£1,162	£1,826	£2,324	£1,577	£1,079	£498	£1,411	£3,735	£1,411	£7,387	<b>£25,315</b>



<b>Higher plus Charge Certificate £105</b>	£5,355	£4,515	£5,145	£5,565	£4,620	£4,305	£6,405	£9,555	£7,350	£4,935	£5,880	£5,985	<b>£69,615</b>
<b>Higher plus Legal £113</b>	£2,147	£5,198	£3,503	£5,989	£5,424	£3,390	£2,147	£2,260	£3,503	£5,876	£2,486	£18,645	<b>£60,568</b>
<b>Part payments</b>	£1,182	£1,629	£799	£1,339	£1,159	£2,779	£1,708	£2,220	£1,791	£1,282	£658	£7,130	<b>£23,676</b>
<b>Grand Total</b>	<b>£79,097</b>	<b>£86,129</b>	<b>£77,469</b>	<b>£82,659</b>	<b>£100,622</b>	<b>£104,336</b>	<b>£105,139</b>	<b>£93,203</b>	<b>£89,970</b>	<b>£98,023</b>	<b>£92,150</b>	<b>£123,772</b>	<b>£1,132,569</b>

Enforcement, Notice Processing and Council costs all increased this financial year and additionally Penalty Charge Notice income increased by a little over £100,000.00 in comparison to the 2017/18 financial year. Council costs also increased due to the purchase of specialised Traffic Regulation Order mapping software and a reallocation of senior management staffing costs. The table below shows a breakdown of the costs incurred by the Council and the surplus generated from Civil Parking Enforcement.

In line with the Traffic Management Act 2004, any surplus arising from on-street parking and enforcement is ring-fenced and can only be used for the provision of the enforcement service, supplying or making good parking facilities, transport projects, environmental projects or if the council feels that none of these are required, the funds can be set aside against potential losses for up to 5 years.

Lincolnshire County Council receives no income for on-street parking, preferring to provide free limited waiting parking in town centres, helping to support local businesses and services by encouraging more visitors. Surplus income has previously been spent to help finance the CCTV Pilot enforcement scheme currently being undertaken outside of selected schools in Lincolnshire and has also contributed towards remedial works to improve marking and signing of restrictions and parking bays.

		2017/18	2018/19
<b>Income</b>	Penalty Charges	£992,094.00	£1,132,569.00
	District Council Operational Costs	£39,153.32	£42,406.46
	<b>Total</b>	<b>£1,031,247.32</b>	<b>£1,174,975.46</b>
<b>Costs</b>	Enforcement Contract	£804,758.52	£802,251.40
	Notice Processing Contract	£203,050.20	£185,352.00
	Council costs	£97,743	£163,966.31
	<b>Total</b>	<b>£1,105,551.72</b>	<b>£1,151,569.71</b>
<b>Deficit/Surplus</b>	<b>Total</b>	<b>-£74,304.40</b>	<b>+£23,405.75</b>

# Contact Us



[ParkingServices@lincolnshire.gov.uk](mailto:ParkingServices@lincolnshire.gov.uk)



01522 552222 (8am-6pm Monday to Friday, closed Bank Holidays)



Parking Services, Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL

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**Open Report on behalf of Andrew Crookham, Executive Director - Resources**

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>28 October 2019</b>
Subject:	<b>Highways and Transport Scrutiny Committee Work Programme</b>

**Summary:**

This item enables the Committee to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focused where it can be of greatest benefit. The work programme will be reviewed at each meeting of the Committee to ensure that its contents are still relevant and will add value to the work of the Council and partners.

**Actions Required:**

Members of the Committee are invited to review and comment on the work programme and highlight any additional scrutiny activity which could be included for consideration in the work programme.

## **1. Background**

Overview and Scrutiny should be positive, constructive, independent, fair and open. The scrutiny process should be challenging, as its aim is to identify areas for improvement. Scrutiny activity should be targeted, focused and timely and include issues of corporate and local importance, where scrutiny activity can influence and add value.

All members of overview and scrutiny committees are encouraged to bring forward important items of community interest to the committee whilst recognising that not all items will be taken up depending on available resource.

Members are encouraged to highlight items that could be included for consideration in the work programme.

## 2. Work Programme

28 OCTOBER 2019 – 10:00am		
Item	Contributor	Purpose
<b>Rail in Lincolnshire – Engagement with Network Rail and Train Operating Companies</b>	Ian Kitchen, Strategic Transport Policy Manager  Paul McKeown, Director of Route Sponsorship, LNE & EM, Network Rail  London North Eastern Railway Ltd (LNER)  East Midlands Railway (EMR)	Annual engagement session with Network Rail which will include update on progress and discussion of any key issues or concerns in Lincolnshire.  Update on Rail Franchise arrangements for Lincolnshire with LNER and EMR.
<b>Events affecting the Highway Network policy</b>	James Houghton / Ellie Baker	<b>PRE DECISION SCRUTINY</b> Executive Councillor
<b>Highways Customer Engagement and Liaison</b>	Karen Cassar, Assistant Director – Highways; Georgina Statham, Highways Liaison Manager	Review of the work being undertaken to enhance service users' experience with regards to the Highways and Transport services.
<b>Highways Fault Reporting System</b>	Georgina Statham, Highways Liaison Manager	Update on the highways fault reporting system performance / response times.
<b>Civil Parking Enforcement Annual Report 2018 - 2019</b>	Matt Jones, Parking Services Manager	The annual report on CPE related activities and financial statement showing the cost of the operation, including any deficit or surplus.

09 DECEMBER 2019 – 10:00am		
Item	Contributor	Purpose
<b>Spalding Western Relief Road</b>	Sam Edwards, Head of Highways Infrastructure; Teresa James, Senior Project Leader	<b>PRE DECISION SCRUTINY</b> Executive – 07 January 2020
<b>Roadside Wildflower Planting</b>	Chris Miller, Team Leader – Countryside Services	Review of current arrangements for roadside wildflower planting.
<b>CCTV Pilot Scheme for Parking enforcement outside schools</b>	Matt Jones, Parking Services Manager	Review of future options for the CCTV Pilot Scheme
<b>Lincoln Transport Strategy - Vision and Objectives</b>	Karl Gibson, Senior Project Leader	Vision, Objectives and Draft strategy

<b>09 DECEMBER 2019 – 10:00am</b>		
<b>Item</b>	<b>Contributor</b>	<b>Purpose</b>
<b>Highways Quarter 2 Performance Report (1 July to 30 September 2019)</b>	Paul Rusted, Head of Highways Services	Review of the Key Performance and Customer Satisfaction Information.

<b>20 JANUARY 2020 – 10:00am</b>		
<b>Item</b>	<b>Contributor</b>	<b>Purpose</b>
<b>Revenue and Capital Budget Proposals 2020/21</b>	Karen Cassar, Assistant Director – Highways	<b>PRE-DECISION SCRUTINY</b> Budget Proposals for 2020/21
<b>Lincolnshire Residents Parking Policy and Parking Review in Grantham</b>	Mick Phoenix, Network Management Commissioner	<b>PRE-DECISION SCRUTINY</b> 23 – 30 January 2020 Executive Councillor for Highways, Transport and IT
<b>Permit Scheme Annual Report 2018/19</b>	Mick Phoenix, Network Management Commissioner; Mandi Robinson Network Regulation Compliance Manager	Annual review of the Highway Permit Scheme.
<b>Roundabout Sponsorship and Advertising Scrutiny Panel – Executive Response and Action Plan</b>	TBC	Report back on the implementation of the recommendations from the Scrutiny Panel
<b>Lincolnshire Connected</b>	Vanessa Strange, Accessibility and Growth Manager	Review of the Lincolnshire Connected document and future actions
<b>Cycling Strategy</b>	Philip Watt, Project Officer	Review of current Cycling Strategy arrangements.
<b>Highway Fees and Charges Review</b>	Mick Phoenix, Network Management Commissioner	

<b>09 MARCH 2020 – 10:00am</b>		
<b>Item</b>	<b>Contributor</b>	<b>Purpose</b>
<b>Highways Infrastructure Asset Management Plan 2020</b>	Joe Phillips, Policy and Strategic Asset Manager	Annual review of the Highways Infrastructure Asset Management Plan.
<b>Highways Quarter 3 Performance Report (01 October to 31 December 2019)</b>	Paul Rusted, Head of Highways Services	Review of the Key Performance and Customer Satisfaction Information.
<b>Street Lighting Update</b>	John Monk, Group Manager Design Services	Update on requests received under the reversal of part-night lighting protocol

27 APRIL 2020 – 10:00am		
Item	Contributor	Purpose
Winter Maintenance – End of Year Report	Joe Phillips, Policy and Strategic Asset Manager	
Review of revised arrangements for Lincolnshire's Local Access Forums	Chris Miller, Team Leader, Countryside Services	Review of the revised arrangements for Lincolnshire's Local Access Forums in April 2019.
TransportConnect - Teckal Company Annual Report	Anita Ruffle, Group Manager Transport Services	Annual Report
Passenger Transport Update	Anita Ruffle, Head of Transport Services	Comprehensive update on a wide range of Passenger Transport related items.

- **Coastal Highway** – Review of the first phase of work and initial report on possible options.
- **Parking Policy and Strategy** - Consideration of an updated version of Lincolnshire County Council's parking policy and strategy. (TBC)
- **Highways England** – The Committee have requested engagement with Highways England at a future meeting.
- **Footway parking** – The Committee has requested to consider the current guidance and situation from the DfT on parking on footways.
- **Rural Bus Service** – The Committee has requested to consider rural bus services in more detail at a future meeting.
- **Lincoln Western Growth Corridor** – The Committee has requested to consider the Highway impact of the Lincoln Western Growth Corridor at an appropriate stage in the process. (Timing TBC)

For more information about the work of the Highways and Transport Scrutiny Committee please contact Daniel Steel, Scrutiny Officer on 01522 552102 or by e-mail at [daniel.steel@lincolnshire.gov.uk](mailto:daniel.steel@lincolnshire.gov.uk)

### 3. Conclusion

Members of the Committee are invited to review and comment on the work programme and highlight any additional scrutiny activity which could be included for consideration in the work programme.

### 4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Forward Plan of Decisions relating to the Highways and Transport Scrutiny Committee

## **5. Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Daniel Steel, Scrutiny Officer, who can be contacted on 01522 552102 or by e-mail at [daniel.steel@lincolnshire.gov.uk](mailto:daniel.steel@lincolnshire.gov.uk)

Forward Plan of Decisions relating to the Highways and Transport Scrutiny Committee

DEC REF	MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	DOCUMENTS TO BE SUBMITTED FOR DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	RESPONSIBLE PORTFOLIO HOLDER AND CHIEF OFFICER	KEY DECISION YES/NO	DIVISIONS AFFECTED
I017458	Spalding Western Relief Road	7 January 2020	Executive	Spalding Western Relief Road Executive Management Board; Public & Businesses in Spalding/ South Holland District Council; and Highways and Transport Scrutiny Committee	Report	Senior Project Leader (Major Schemes) Tel: 01522 555587 Email: Teresa.james@lincolnshire.gov.uk	Executive Councillor: Highways, Transport and IT and Executive Director of Place	Yes	
I018754 New !	Events affecting the Highway Network	Between 30 October 2019 and 6 November 2019	Executive Councillor: Highways, Transport and IT	Highways and Transport Scrutiny Committee	Report	Head of Highways Services Tel: 01522 553071 Email: paul.rusted@lincolnshire.gov.uk	Executive Councillor: Highways, Transport and IT and Executive Director - Place	No	All Divisions