



County Offices
Newland
Lincoln
LN1 1YL

14 January 2022

Highways and Transport Scrutiny Committee

A meeting of the Highways and Transport Scrutiny Committee will be held on **Monday, 24 January 2022 at 10.00 am in the Council Chamber, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached agenda.

Yours sincerely

A handwritten signature in black ink that reads 'DBarnes'.

Debbie Barnes OBE
Chief Executive

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

Councillors A M Hall (Vice-Chairman), Mrs A M Austin, M Brookes, K J Clarke, T J G Dyer, R A Gibson, Mrs S Rawlins, S P Roe, E W Strenziel, R A Wright and 1 Vacancy

**HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE AGENDA
MONDAY, 24 JANUARY 2022**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declarations of Members' Interests	
3	Minutes of the previous meeting of the Highways and Transport Scrutiny Committee held on 13 December 2021	5 - 14
4	Announcements by the Chairman, Executive Councillors and Chief Officers	
5	Revenue and Capital Budget Proposals 2022/23 <i>(To receive a report from Keith Noyland, Head of Finance – Communities, which invites the Committee to consider and comment on the 2022/23 budget proposal implications for the Council's Highways and Transport Services activities)</i>	15 - 24
6	Local Transport Plan V <i>(To receive a report from Jason Copper Transport and Growth Manager - Infrastructure Investment, which invites the Committee to consider and comment on the Local Transport Plan V, prior to a decision being taken by the Executive on 8 February 2022)</i>	To Follow
7	Civil Parking Enforcement Annual Report 2020/21 <i>(To receive a report from Matt Jones, Parking Services Manager, which invites the Committee to consider and comment on the Annual Parking Report 2020/21 which covers the period from 1st April 2020 to 31st March 2021)</i>	25 - 68
8	Highways and Transport Scrutiny Committee Work Programme <i>(To receive a report from Kiara Chatziioannou, Scrutiny Officer, which enables the Committee to 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)</i>	69 - 72

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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.

Please note: This meeting will be broadcast live on the internet and access can be sought by accessing [Agenda for Highways and Transport Scrutiny Committee on Monday, 24th January, 2022, 10.00 am \(moderngov.co.uk\)](#)

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**HIGHWAYS AND TRANSPORT SCRUTINY
COMMITTEE
13 DECEMBER 2021**

PRESENT: COUNCILLOR A M Hall (Vice-Chairman)

Councillors Mrs A M Austin, M Brookes, K J Clarke, T J G Dyer, R A Gibson, Mrs S Rawlins, S P Roe, E W Strengiel and R A Wright

Councillor T Ashton attended the meeting as an observer

Councillors: R G Davies and C L Perraton-Williams observed the meeting via Microsoft Teams

Officers in attendance:-

Kiara Chatziioannou (Scrutiny Officer), Robert Close (Democratic Services Officer)

Officers attending via Microsoft Teams:-

Shaun Butcher (County Programme Manager), Tony Carter (Communications) (Strategic Communications Lead), Karen Cassar (Assistant Director Highways), Jason Copper (Transport and Growth Manager), Richard Fenwick (County Highways Manager), Anita Ruffle (Head of Transport Services), Tom Gifford (Client and Contract Manager) and Jayne Wingad (Rail Policy Officer)

Also in attendance via Microsoft Teams:-

Kyle Butterworth (Head of Rail Improvement – East Midlands Councils), Craig Leaper (Head of Train Planning and Access – East Midlands Railway), Andy Thexton (Senior Strategic Planner – Network Rail)

36 **APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS**

No apologies for absence were received.

37 **DECLARATIONS OF MEMBERS' INTERESTS**

No declarations of interest were made with respect to any items on the agenda.

38 **MINUTES OF THE PREVIOUS MEETING OF THE HIGHWAYS AND TRANSPORT
SCRUTINY COMMITTEE HELD ON 25 OCTOBER 2021**

That the minutes of the meeting held on 25 October 2021 be confirmed and signed by the Chairman as a correct record.

39 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF OFFICERS

The Assistant Director Highways advised that Paul Little, Head of Asset Management – Highways, was due to retire soon after a total of 40 years in Local Government, 19 of those with Lincolnshire County Council.

40 RAIL RECOVERY AND STRATEGIC ROLE IN PROVIDING CONNECTIVITY, SUPPORTING LINCOLNSHIRE COMMUNITIES AND ECONOMY

Consideration was given to a report from the Rail Policy Officer which provided an update on the changes to the rail industry, forward strategy and the Department for Transport (DfT), and Transport for East Midlands, rail collaborative agreement. The Chairman invited Andy Thexton, Senior Strategic Planner – Network Rail, to present to the Committee.

The Committee were given an overview of Network Rail's strategic advice process, informed of the geographical scope for the existing rail transport study and Restoring Your Railways proposals in Lincolnshire. The study aimed to understand the current rail offerings in Lincolnshire through an evidence-based process, use of SPEED principles, understand opportunities for improved connectivity, understand the impact of level crossings and, finally, make evidence-based recommendations to funders, including the DfT and third parties. The methodology used would undertake both a medium-term assessment, looking at rail usage in 2030s, and long-term assessment, looking at rail use in 2050s. As a result of the Covid-19 Pandemic, predictions for usage in the medium term would be generally more conservative than the more ambitious longer-term predictions. Assessment would be taken through a five-stage process beginning with an evidence review, indicative train service specifications, capacity analysis, over analysis and, finally, development of options. Further activity included basic economic analysis, capacity analysis, station capacity analysis, level crossing analysis and, if appropriate, development of infrastructure intervention with an order of magnitude cost. The study current sat within its early phase, seeking to identify a question lead before stakeholder engagement commenced in 2022. Following stakeholder engagement, the programme was expected to take approximately five months to complete.

The Chairman invited Craig Leaper, Head of Train Planning and Access – East Midlands Railway (EMR) to present to the Committee.

The Committee were given an overview of EMR's recovery from the Covid-19 Pandemic, which was beginning to progress with the leisure market generally recovering quicker than the commuter market. Consideration was being given to filling the revenue deficient seen from reduced fares. Although it was stressed, leisure loading, on occasion, had exceeded comparable pre Covid-19 periods. Members were advised that EMR was currently in dispute with the Rail Maritime and Transport Union (RMT Union) resulting in industrial action coinciding with the Lincoln Christmas Market. This resulted in significantly reduced operation in order to allocation sufficient capacity to Lincoln. The RMT Union ultimately decided to call off any intended action, however, this was too short notice to resume standard service. Significant changes were made to EMR's timetable in May 2021, unfortunately, these changes did not represent an improvement with several short notice delays and cancellations. As a result, a Regional Resilience timetable was adopted in June 2021 running alongside an Operational Delivery Improvement Plan considering fleet, customer service operations, performance, Nottingham operations and regional resilience. The plan was making good progress to date; however, it was

recognised that the service offered may have been too ambitious in practice. A summary of timetable changes made in December 2021 was given, with detail of four cancelled routes between Nottingham and Skegness. An overview of the updates to the Barton Line was offered, detailing the in-house operation aiming to provide a more accessible and reliable service. The Committee were given an overview of future timetable plans, specifically the TSR2, Doncaster – Peterborough, line and the Skegness summer scheduled for 2022.

The Chairman invited Kyle Butterworth, Head of Rail Improvement – East Midlands Councils to present to the Committee.

The Committee were provided with an introduction to the Transport for the East Midlands (TfEM) Board and its Strategic Statement for Rail. Previously TfEM worked closely with the DfT during the East Midlands Rail Franchise Competition, this engagement was extended through a multiyear collaboration agreement. Further underlined by the co-funding of a new officer resource, supporting both parties while being protected by a Non-Disclosure Agreement (NDA). A summary of the wider collaborative network was offered, including detail on the benefit of Midlands Connect. Members were advised that the Rail Network Enhancement Pipeline, was going to shape choreography planning. An overview of the core proposals for the Integrated Rail Plan (IRP) were shared and Members were informed that previously planned regional enhancement were now under review to enable HS2 integration. TfEM were in early discussions with Midlands Connect to scope early technical work to understand some of the results from the IRP. It was stressed that a piece of work was to be commissioned to identify why rail in the East Midlands was important in order to contextualise improvement works. TfEM had established contacts that the Great British Railways (GBR) Transition Team to explore the wider 30-year plan and reforms led by the DfT.

With the permission of the Chairman, Councillor T Ashton was invited to join the Committee to ask questions to the officers present in relation to the information contained within the report. Some of the points raised during discussion include the following:

- While appreciating the infrastructure proposals for the coastal area, Members noted that some areas, further inland, would also benefit from rail investments included new platforms, Washingborough Village was used as an example. The Senior Strategic Planner, Network Rail, explained that a Generalised Journey Times activity would be undertaken to identify areas that weren't properly connected to the network. Members were asked to raise areas they felt may be in need of connectivity Network Rail.
- Noting the use of analysis in the Network Rail process, Members asked if previous analysis and data was taken into account. An example was a level crossing bridge in Sleaford, which was previously considered a priority for Network Rail, however no progression had been apparent. The Senior Strategic Planner, Network Rail, advised that level crossing risks were assessed on a short-term basis by Network Rail's Level Crossing Team, however, a county wide analysis of level crossings was within the scope of the process. Where appropriate, recommendations would be made.
- Members asked what value Network Rail identified in network centers which benefitted from plentiful parking spaces. The Senior Strategic Planner, Network Rail, started that multimodal transport formed part of the scope of this review and would be a key point of consideration.
- Valuing the importance of connectivity to towns and cities outside of the County, Members asked what work was being done to improve those journeys, particularly towards Nottingham. The Senior Strategic Planner, Network Rail, advised explained that the current connectivity opportunities would form part of the review and, once completed, recommendations would

be made. The Lincolnshire to Nottingham journey suffered from a flat crossing in Newark but to directly address it was without of the scope of this review.

- Members felt that, while the county benefitted from good east to west rail connectivity, north to south connectivity was more challenging. They asked if this review would offer opportunities to assess areas of improvement for north to south rail travel. A suggestion was made that the first and last London North Eastern Railway (LNER) was run through the joint line in Sleaford and Spalding. The Senior Strategic Planner , Network Rail, explained that, through the stakeholder process, LNER would be consulted to assess viable improvements to their service
- Reference was made to a number of stations which had minimal passenger interest, Members asked how these would be addressed in future. Furthermore, Members suggested that locations that accommodated new or growing population centers would benefit from the introduction of new stations. The Senior Strategic Planner , Network Rail, appreciated the local detail offered by Members, adding that local comments would be best directed to Transport and Growth Manager, who would feed them into relevant working groups.
- Members queried if the ultimate recommendations resulting from this review would be supported by any resources to encourage development. The Senior Strategic Planner , Network Rail, explained that studies weren't typically commenced if there was a reasonably probable chance of funding to be offered. Upon the review's completion, priorities were made for nearer term improvements before a submission to the Rail Network Enhancement Pipeline.
- Members were advised that the final report resulting from the review would likely be available for public examination upon completion.
- As part of the review, Members asked if local groups would be consulted such as forums or community groups. Furthermore, Members suggested that the wider membership of Lincolnshire County Council should be asked to identify in community groups within their division that may be able to offer a valuable contribution. The Senior Strategic Planner , Network Rail, noted that some community groups may be missing from stakeholder lists currently, but if Members wanted to contact him, their inclusion would be explored.
- Members relayed concerns that passengers in Boston and Skegness struggled to get into Lincoln without a long wait in Sleaford, they asked if this could be taken into consideration. The Senior Strategic Planner , Network Rail, reiterated that improving connectivity was a key outcome for this review and any areas of development would be considered.
- Referencing some of the scheduled improvements identified by EMR, some Members noted that, in their experience, the current rolling stock needed these improvements to bring them up to acceptable standard. Members added their endorsement of the Class 170 rolling stock currently being used in Lincolnshire. The Head of Train Planning and Access, EMR, explained that EMR had limited controls to maintain the standard of carriages with available resources. However, EMR did have a small quantity of cascaded carriages deployed and would endeavor wherever possible to achieve enhanced service.
- While understanding that 153 units were not accessibility compatible, Members sought detail on the efficiencies gained when moving from 153 to 156 units. The Head of Train Planning and Access, EMR, explained that 153 units suffered from accessibility limitations in addition to flushing effluent on rail tracks. As a result, 153 units couldn't be included in rolling circulation any longer.
- Members registered their disquiet at the lack of a passenger line between Lincoln and Peterborough on Sundays, particularly as Spalding was without a passenger line. The Head of

Train Planning and Access, EMR, explained that discussions were underway to compile a business case in order to facilitate the journey.

- Referencing the industrial action which EMR was subject to, Members asked for further detail on the root cause of the dissatisfaction. The Head of Train Planning and Access, EMR, noted a number of issues were raised by the RMT Union including remuneration, work hours and methods of operation. Industrial action had taken place in the form of strikes on Sundays. A further offer had been submitted to the RMT Union.
- Members noted that the electrification of the joint line between Peterborough and Doncaster should be explored when considering decarbonisation.

RESOLVED

That the report and comments be noted.

Councillor T Ashton departed the meeting at this point.

41 PERFORMANCE REPORT, QUARTER 2 – (1 JULY 2021 – 30 SEPTEMBER 2021)

Consideration was given to a report from Client and Contract Manager updating the Committee on the performance of the Highways Service including the Major Highway Schemes Update, Lincolnshire Highways Performance Report and Transport Complaints Report. Members were advised that the Council had three major highways schemes Grantham Southern Relief Road, Spalding Western Relief Road and North Hykeham Relief Road. An overview of contract performance for Balfour Beatty, WSP, and Colas was offered, with an overall improvement highlighted. During quarter two, 12,078 faults were fixed, including potholes, gully grates, slabs, and gully pots. Community Maintenance Gang were awarded additional funding of £3.9 million to make improvements throughout communities and the roads linking them. WSP continued to support council officers from the Technical Services Partnership (TSP). 95.9 per cent of traffic signal emergency faults were addressed within a two-hour window and 100 per cent of standard faults were addressed within the appropriate time scale. A number of traffic signal capital works were completed in quarter two. The number of complaints received saw a decrease of four per cent from the previous quarter. Throughout the three main partners, five apprentices were currently in place with a further two graduates employed.

Councillor Brookes departed the meeting at this point.

The Committee considered the report, and during the discussion the following comments were noted:-

- Noting that kerbing jobs were not subject to a specific performance measure, Members asked what the average wait time was. The Client and Contract Manager noted that the overall effectiveness of meeting timescales was assessed through several performance measures, the data on kerbing jobs specifically wasn't immediately available. He offered to provide this data outside of the meeting.
- Referencing the delay seen in the traffic signals Hykeham crossroads scheme, Members asked if any changes in process would be implemented in the future to increase efficiency. Furthermore, Members felt that more frequent and detailed updates would have been of benefit to Local Members. The Client and Contract Manager stated that a significant exercise was undertaken internally and with Anglian Water to identify why they were delayed in attending to leaks. Further detail would be provided to the Committee.

- Members asked if a traffic flow improvement had been apparent as a result of the traffic signals Hykeham crossroads scheme. Moreover, some Members shared experiences of improved flow on North Hykeham. The Client and Contract Manager explained that the data to accurately identify a change in traffic activity wasn't yet available.
- While stressing their appreciation of the functionality offered by the Highways App, Members noted that it suffered from a number of bugs and glitches. Furthermore, Members, noting that the pins weren't removed after a completed job in Fix My Street, asked if this was to be updated in the future. The Client and Contract Manager explained that bugs and glitches resulting from the Highways App had been relayed to the app developers. IOS devices appeared to be most affected by any difficulties. It was advised that Fix My Street offered a filter option to remove completed works from its display.
- In encounters with work gangs attending to potholes, Members noted that they were only briefed to fill in a pre-reported set of potholes and were unable to fill in ones identified by the Member despite the fact that they'd already been identified through the app. The Client and Contract Manager agreed that it was a more pragmatic approach to fill in all potholes on arrival at a location, however the nature of the volume and location of potholes on the network often made it difficult to effectively fill them in. Furthermore, the Council had to prioritise by its statutory obligations and balance resources to ensure response times were met.
- Some Members felt that it was reasonable to suggest the number of apprentices employed by partners could be increased given the size of the companies. Furthermore, Members sought clarity on the qualification the apprentices would ultimately achieve. The Client and Contract Manager didn't have details on the specific qualifications worked towards through the apprenticeships, however offered to circulate it subsequently. The number of apprentices reduced to five in 2021/22 as a previous apprenticeship ended, resulting in an employment opportunity in Balfour Beatty.
- Members stressed their appreciation that a line of communication was in place been to support apprenticeships for looked after children.
- Referencing the volunteering days scheme mentioned in the report, Members asked if a timeline was available to identify when they would be able to take part. Furthermore, Members, understanding that some schemes would result in a cost to subject parish councils, asked if some detailed feedback identifying costs to local groups could be made available. The Client and Contract Manager explained that site visits were currently underway for all the sites that had been suggested, subsequently, a programme would be compiled and costed before being open to Members.
- Members stressed their appreciation of the completed A17/A15 Holdingham Roundabout works, adding that the overall process was carried out effectively, timely and to an effective standard. In a subsequent comment, Members noted that there was a view from the local community to introduce planting onto Holdingham Roundabout and asked if any formal planting arrangements were expected by the Council. The Client and Contract Manager offered to seek further detail and advise the Committee.
- Some Members were disappointed in the dedicated lane allocation on the approach to the Holdingham Roundabout, adding that the Peterborough Lane was particularly underused when compared to the Newark Lane. The Client and Contract Manager offered to respond to Members after investigation into this issue.
- Referencing the single carriageway design of the North Hykeham relief road, Members felt that the south-west side of Lincoln could be severely adversely affected. They asked if the existing bypass was likely to be changed to dual carriage way. The Client and Contract Manager

explained stressed that the section of bypass in question was maintained by Highways England rather than the Council. He noted Members' comments and would come back to them in the future.

- Members sought detail of budgetary arrangements for tree works. The Client and Contract Manager explained that tree works came out of the overall highways budget, but dependant on the works carried out, different streams would be used. For example, emergency tree works would come out of the emergency fund, whereas scheduled non-emergency works were supported through a separate fund.
- Noting the staged complaints process, Members asked what the process was for determining if a complaint progressed to stage two. The Client and Contract Manager stated that the complaints process followed the wider corporate complaints procedure administered by business support colleagues who, after liaising with highways officers, endeavoured to resolve directly with the complainant. If the complainant wasn't satisfied with the resolution, they were offered the opportunity to progress the complaint. Upon complaint progression, an external colleague took an assessment to determine, to what, if any, extent the complaint was upheld.
- Members sought further information of the proposed business case for the Heckington land dualling. The Client and Contract Manager advised that officers were awaiting the completion of feasibility studies, due early 2022, before business case progression could be considered.

RESOLVED

That the report and comments be noted.

42 HIGHWAYS - GULLY CLEANSING, DRAINAGE REPAIR SCHEMES AND SURFACE WATER FLOODING

Consideration was given to a report from the County Highways Manager and the County Programme Manager updating the Committee on the reactive, cyclic, and planned aspects of highways drainage maintenance including low-level flooding responses. Members were advised that the Council had 190,000 highway drainage assets including gullies, Catchpits and Offlets across the county, of those, 98,000 had been cleansed in the routine programme and 10,500 had defects requiring follow up work. Defects included jammed lids, broken or missing ironwork, damaged pots or chambers, or blocked connections. Contractors took photos of defects, aiding local teams to access whether it needed immediate attention could be planned at a later date. The Council worked currently with eight tankers but looked to recruit more through ACL. To mitigate limited staffing numbers, critical services were prioritised in order to ensure work was completed by the end of the financial year. In recent months, officers were advised from both Members of the Council and public that more timely but briefer answers were more satisfactory than detailed delayed answers, therefore, officers endeavored to take this into account when addressing customers in the future. The funding for minor drainage improvements for 2021/22 was increased from £300,000 to £600,000 to enable problematic small schemes that occur during each period of severe weather to dealt with. A full programme of drainage investigation works continued through 2021/22 by Ajet. Minor Works Gangs used CCTV equipment and tools to carry out minor civils repairs or root cutting, attending 305 sites, with a further 204 designed and scheduled for the rest of the year. A successful Invest to Save bid approved, by Members in 2020/21, of £2.2m was allocated to the Floods and Water Team. £1.4m had been programmed onto various drainage schemes with the remaining budget planned to be spent in 2022 on larger and more

HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE 13 DECEMBER 2021

complex scheme. Work had been undertaken collaboratively with colleagues from the Flood and Water Management Team to undertake Section 19 Investigations. All flooding and drainage reports were mapped through CSC and Fix My Street.

The Committee considered the report, and during the discussion the following comments were noted:-

- Members welcomed the Development Drainage Funding, asking for an overview of the broad nature of schemes currently under consideration. The County Programme Manager explained that consideration was currently undertaken by the Technical Team and offered to provide further detail outside of the meeting.
- **Acknowledging the limited take up of gully clearing** self-help amongst residents to clear leaves from trees, Members asked if the Council had a dialogue with district councils to encourage leaf clearing on streets before a flooding problem was caused. The County Programme Manager stated that Lincolnshire's large geographical footprint created challenges to effectively ensure gullies were cleared, particularly in times of high leaf shedding, however the Council had always worked closely with district councils to coordinate works.
- Members shared experienced of significant delays in the availability of CCTV equipment to investigate blocked gullies, going onto ask what was considered reasonably acceptable by officers for the timeliness of investigations. The County Highways Managers explained that over 200 sites throughout the county required addressing by Minor Works Gangs. These outstanding sites were prioritised dependant on risk factors.

RESOLVED

That the report and comments be noted.

43 TRANSPORT CONNECT LTD - TECKAL COMPANY UPDATE REPORT (1 MAY - 31 OCTOBER 2021)

Consideration was given to a report from the Head of Transport Service updating the Committee on the activities and performance of the Council's Teckal Company, Transport Connect Ltd (TCL), over the period May-October 2021. Members were advised that the initial loan to TCL had now been repaid in full, but TCL was still making use of its revolving credit agreement. The latest management information available showed a strong income performance, with income for the first half of the year 6.5% better than budgeted. Established in 2016, TCL had already saw an expansion of both the Company and its Board Membership. There had been no capital expenditure on replacement vehicles during the period. Although revisited at Board meetings regularly, no changes had been made to the Company's current business plan. Several pupils carried tested positive for Covid-19 and three TCL drivers subsequently contracted the virus, totaling five staff members testing positive since May 2021. The cessation of Government grants for PPE resulted in TCL bearing the full cost for PPE and cleaning. Like many operators, TCL had also been impacted upon by a shortage of drivers within the market. During July, all workshop technicians underwent first aid training on a course specifically designed for the workshop environment. Training to administer epilepsy medication was undergone by some crews in August and Supervisors received Fire Marshall training in September. TCL's One School One Provider (OSOP) contract into Sandon School was subject to an unannounced check by the Council's Inspection Team on the 6 October with no compliancy concerns identified. All, but two, vehicles passed their MOTs first time. TCL continued to operate other CallConnect Services in areas of lack of activity. Three third party liability incidents have resulted in damage to vehicles over recent months. Installation of

CCTV on all CallConnect vehicles was implemented to successfully evidence third party culpability. The Company has accepted liability for one incident. One complaint was received, regarding lack of advanced notice about a change of personnel on a SEND contract.

The Committee considered the report, and during the discussion the following comments were noted:-

- Members asked that, as TCL's governance and resilience was to be assessed, would that encompass the resilience of both the Board's governance and the resilience of its finances. The Head of Transport Service explained that the assurance review was primarily focused on appropriate Board arrangements rather than financial resilience.
- Appreciating the shortage of drivers, Members asked if there was a view to encourage recent retirees to return. The Head of Transport Service explained that all avenues to increase driver employment had been explored. She hoped the BSIP would enable a training academy to enable long term sustainability.
- Members relayed their experience that fuel prices were decreasing in recent weeks. The Head of Transport Service hoped that fuel spikes had peaked, and prices were going to decline.
- Members sought further clarity on the revolving credit agreement referenced within the report. The Head of Transport Service explained that, while endeavouring to promote financial sustainability, state aid rules had to be considered, therefore a capital loan, to finance initial assets, and a revolving credit loan, enabling a corporate overdraft facility, were offered. Interest was paid, at a commercial rate, on all credit activity.

RESOLVED

That the report and comments be noted.

44 HIGHWAYS AND TRANSPORT SCRUTINY COMMITTEE WORK PROGRAMME

The Committee received a report from the Scrutiny Officer, which enabled the Committee to comment on the content of its work programme for the coming year to ensure that scrutiny activity was focussed where it could be of greatest benefit.

RESOLVED

That the work programme presented be agreed.

The meeting closed at 12.51 pm

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

Report to:	Highways and Transport Scrutiny Committee
Date:	24 January 2022
Subject:	Revenue and Capital Budget Proposals 2022/23

Summary:

The report outlines the budget proposals for the next financial year 2022/23.

The Provisional Local Government Finance Settlement for 2022/23 was issued on 16 December 2021. The Final Settlement, which is expected to be in line with the draft, is due to be published in February 2022. Further budgetary information is also awaited from the Lincolnshire District Councils, therefore the budget proposals for 2022/23 are estimated at this stage.

This report specifically looks at the budget implications for the Council's Highways and Transport services.

The Executive approved budget proposals, including those set out in this report, as its preferred option for the purposes of further consultation at its meeting on 5 January 2022.

Members of this Committee have the opportunity to scrutinise them and make comment, prior to the Executive meeting on 8 February 2022 when it will make its final budget proposals for 2022/23.

Actions Required:

The Highways and Transport Scrutiny Committee is asked to consider this report and Members of the Committee are invited to make comments on the budget proposals. These will be considered by the Executive at its meeting on 1 February 2022.

1. Background

- 1.1. On 27 October 2021, the Chancellor of the Exchequer announced the outcome of the 2021 comprehensive spending review (SR2021) alongside his Autumn Budget 2021. Although this was a spending review setting government departmental budgets up to 2024-25, continuing uncertainty about the fair funding review and

possible Business Rates retention reform, resulted in it remaining unclear whether the Department for Levelling Up, Housing and Communities (DLUHC) would conduct a one-year or three-year settlement.

1.2. The Spending Review announcement included notification of additional funding for local authorities in 2022/23 to help councils deal with some of the pressures, including inflationary pressures, currently being experienced. Announcements included:

- Local government in England will receive an additional £4.8bn in grant funding over the next three years (£1.6bn in each year), which was described as “for social care and other services”.
- There will be additional funding of £3.6bn over 3 years for adult social care reform, to implement the cap on personal care costs and changes to the means test. This will be weighted towards later years as the costs of the changes will grow over time.
- Councils providing Adult Social Care services can charge an adult social care precept of up to 1% in 2022/23 and the same again in 2023/24 and 2024/25 (this is in addition to any adult social care precept which may have been deferred from 2021/22 and which can be charged in 2022/23).
- The Business Rates multiplier, which is used to increase Business Rates charges, is to be frozen in 2022/23 and councils will be compensated for this loss of income, most likely by way of additional Section 31 grant.
- Following the previous year’s announcement of a public sector pay freeze, SR2021 confirmed a return to the usual process for setting pay awards.
- The National Living Wage will increase to £9.50 per hour from April 2022 (the impact of this increase has been included in the budget proposals).
- A number of other specific grants will be received, although the amounts per council are not yet known. These include grants for: Supporting Families £500m (formerly Troubled Families), cyber security £12m, roads £2.7bn over the next three years, Special Educational Needs and Disabilities school places £2.6bn.

1.3. The Provisional Local Government Finance Settlement for 2022/23 was issued on 16 December 2021 and confirmed funding for one year only (2022/23) and has aimed to offer some stability in funding with primarily a roll-over of existing funding ahead of an assessment of needs and existing resources.

1.4. The provisional settlement confirmed the following funding arrangements for the Council in 2022/23:

- A new tranche of Social Care Support grant of £9.342m, it is assumed that this grant will continue at the same level into future years.

- The Lincolnshire County Council (LCC) share of the new funding to deal with local authority pressures (to be called “Services Grant”) was confirmed at £7.684m and for the 2022/23 year only.
 - Rural Services Delivery Grant – LCC allocation was confirmed at £7.277m, which is the same as in 2021/22.
 - New Homes Bonus grant – LCC allocation is £1.659m, which is an increase of £0.190m compared to 2021/22.
 - Revenue Support grant – LCC allocation is £21.220m, which is an increase of £0.640m compared to 2021/22.
 - Business Rates Top-Up grant – LCC allocation is £91.302m, which is the same as in 2021/22. This stagnation of the grant level is due to the business rates multiplier freeze announced as part of the Spending Review. It is assumed that the total of the different elements of business rates will be in line with the total amount we receive in the current year, but this will not be known until the end of January when we receive budgetary information from the Lincolnshire District Councils.
 - The council tax referendum limit will be 2% for general council tax increases and social care authorities can raise up to 1% for a further Adult Social Care precept. Social Care authorities can also raise an Adult Social Care precept in 2022/23 for any element of the 3% precept for 2021/22 which was deferred but this cannot be carried-forward again.
 - Improved Better Care Fund (iBCF) was confirmed at £34.255m, which is £1.006m higher than the current level of grant. It is assumed that this is to fund new activities and a corresponding cost pressure of £1.006m has been added.
 - A new grant called Market Sustainability and Fair Cost of Care Fund was confirmed at £2.273m. This relates to the reforms to Adult Social Care funding announced in the autumn and it is again assumed that there will be new burdens arising from compliance with the grant conditions, resulting in a corresponding cost pressure.
- 1.5. Members will be aware that central Government planned to implement significant funding reforms for the local government sector. There are two aspects to these reforms: the Review of Relative Needs and Resources (known as the Fair Funding Review), and 75% Business Rates Retention. These reforms were originally due to be implemented from April 2020 but were later deferred to April 2021 and then again to April 2022. The provisional settlement announcement indicates that work will start in the coming months to look at updating how local government funding is distributed. It is therefore possible that these long-awaited reforms could be implemented from 2023/24, however at this point no definite implementation date has been announced.
- 1.6. The coronavirus pandemic continued to impact on both Council services and the local economy in the 2021/22 financial year with the Council's costs and losses

arising directly from the pandemic being funded by additional government grants. It is assumed that no such funding will be available in 2022/23.

- 1.7. In view of the continuing uncertainties about future levels of funding, a one-year budget is proposed for 2022/23.
- 1.8. At its meeting on 5 January 2022 the Executive approved proposals for the Council's revenue and capital budgets to be put forward as a basis for consultation including a proposed Council Tax increase in 2022/23 of 3.00%. This results from the proposed implementation of the Adult Social Care (ASC) Precept that was deferred in 2021/22. The charging of this 2021/22 ASC precept cannot be deferred again.

Revenue Budget

- 1.9. Budgets have been reviewed in detail based on the latest available information to arrive at the proposals set out in this report. A number of new cost pressures have emerged in addition to the pressures identified for 2022/23 in the previous year's budget process. In some areas, savings which can be made through efficiencies with no or minimal impact on the level of service delivery have also been identified. In developing the proposed financial plan, budget holders have considered all areas of current spending, levels of income and council tax plus use of one-off funding (including use of reserves and capital receipts) to set a balanced budget.
- 1.10. Table A shows the proposed revenue budget for the Council's Highways and Transport services.

TABLE A

2022/23 Revenue Budget	2021/22 Budget	Cost Pressures	Savings	Proposed Budget 2022/23
	£000	£000	£000	£000
Transport Services	47,272	6,546	-1,239	52,579
Highways Asset Management	9,503	790	-76	10,217
Highways Services	6,652	0	0	6,652
Highways Infrastructure	712	0	0	712
Design Services	6,890	0	0	6,890
Total	71,029	7,336	-1,315	77,050

- 1.11. The overall budget proposals have allowed for pay inflation of 2% in 2022/23. This is however, currently being held centrally pending agreement of any pay settlement, following which service budgets will be updated and it is therefore not currently reflected in the table above. Similarly, provision for potential increases in utility costs, including the energy costs associated with signals and street lighting,

has been made within Corporate budgets awaiting confirmation of the contract rates.

- 1.12. There are unavoidable service specific cost pressures for 2022/23 totalling £7.336m which will support the delivery of Council services, these are partially offset by savings and efficiencies of £1.315m which do not negatively impact the level of service delivery.
- 1.13. Transport Services now includes the budget for providing Educational Transport which was previously reported under Children's Services and is the source of the £6.546m cost pressure necessary to meet statutory and policy requirements in challenging market conditions and circumstances.
- 1.14. There are significant external factors currently impacting on the cost of passenger transport: national living wage rises, inflationary challenges, a national drivers' shortage (including more favourable pay rates in other delivery sectors), a shortage of passenger assistants, rising fuel prices, and higher operational costs for larger suppliers including the requirements of the Public Service Vehicle Accessibility Regulations 2000 (PSVAR) legislation. Assumptions have been applied on this volatile and demand-led budget, building on from the known, current contractual commitments for this academic year. A transformational programme is underway which will focus on external factors, including developing new procurement tools and approaches, market engagement and management activity, improved contract management, an overhaul of routing and demand management activity. These activities aim to better regulate the supply market, increase competition and reduce the impact of external factors on costs. The forecast is to secure £1.239m of cost reductions in year 1, resulting in all net budget increase of £5.307m in 2022/23.
- 1.15. Provision for highways maintenance contract inflation, increased cost of plant, labour and equipment, driven by the current materials and labour market issues, results in a cost pressure of £0.760m. This is exacerbated by the growth of the highway network, with an average 18km of highway adopted each year inevitably leading to increased maintenance costs and bringing the total cost pressures in Highways to £0.790m. This is partially offset by an estimated £0.076m saving arising from revised, agile working practices.

Capital Programme

- 1.16. The ten-year Capital Programme previously approved has been reviewed in line with the principles set out in the Council's Capital Strategy, including the principle of affordability. The full Gross Programme totals £113.730m for 2022/23 plus a further £268.569m in future years. After grants and contributions are taken into account, the Net Programme is £87.734m for 2022/23 plus a further £261.075m for future years.
- 1.17. Due to the uncertainty of future funding, no new projects have been added to the Capital Programme in this budget process. Instead, the block budgets for rolling maintenance programmes have been continued forward for the full ten years, and

the capital budgets for some existing schemes have been increased due to rising costs. The capital programme net budget has therefore increased since last year's budget process by a net amount of £7.741m.

- 1.18. Table B shows the proposed gross capital programme for the Council's Highways and Transport services.

TABLE B

Capital Programme (2021/22 plus Future Years)		Revised Gross Programme 2021/22 £m	Revised Gross Programme 2022/23 £m	Gross Programme Future Years £m
TRANSPORT				
Electronic Ticket Machines	Provision of electronic ticket machines to enable more efficient use of public transport.	0.130	0.000	0.000
Other Highways and Transportation	Capital programme for transport services to support the purchase of assets such as vehicles and new technologies.	0.679	0.000	0.000
Total - Transport		0.810	0.000	0.000
HIGHWAYS				
Spalding Western Relief Road	A 6.5km road linking the A1175 and A16 to the south and east of Spalding, to the B1356 Spalding Road to the north of Spalding, via the B1172 Spalding Common	-9.087	41.530	33.700
Spalding Western Relief Road - S106 income expectation	Development Contribution towards completion of Spalding Western Relief Road - Section 1	-1.800	0.000	-7.920
Integrated Transport	Schemes including minor capital improvements, rights of way, road safety, public transport and town/village enhancements.	4.537	0.000	0.000
Transforming Street Lighting	Programme of street lighting improvement.	0.170	0.000	0.000
Energy Efficiency Street Lighting Schemes	Replacement of SOX lanterns with more efficient LED bulbs to enable longer-term savings on energy.	0.234	0.224	0.224
Highways Asset Protection	Maintenance of roads, bridges, safety fencing, street lighting, signs and lines, and traffic signals.	49.410	0.000	0.000
Network Resilience	Programme to replace gritter vehicles.	0.864	1.590	2.520
A631 Middle Rasen to Bishops Bridge Safer Road Fund	Improvement on A631 Middle Rasen to Bishops Bridge, under Safer Roads Funds.	0.175	0.000	0.000
A631 Louth to Middle Rasen Safer Road Fund	Improvement on A631 Louth to Middle Rasen, under Safer Roads Funds.	0.700	0.000	0.000
Lincoln Eastern Bypass	Construction of 7.5km highway scheme to the east of Lincoln, connecting sections of the A15 to the north and south of Lincoln.	3.720	1.000	2.000
Grantham Southern Relief Road	The Grantham Southern Relief Road aims to improve the town's infrastructure and growth by the construction of a 3.5km relief road in three phases.	46.906	22.313	9.829
Welton Roundabout (Integrated Transport/NPIF)	Improvement on A46 Welton junction.	1.301	0.000	0.000
Holdingham Roundabout	Road improvement to manage the traffic flows around Sleaford.	6.255	0.000	0.000
A46 Roundabouts	Improvements to Riseholme and Nettleham roundabouts by extending/adding extra lanes to increase capacity and reduce congestion.	0.943	0.000	0.000
Corringham Road (development with WLDC)	Major scheme development of Corringham Road, in partnership with West Lindsey District Council.	0.221	0.000	0.000
Sleaford Rugby Club (Sleaford Growth Scheme)	Improvement to ease congestion and improve the traffic flow at the Sleaford Rugby Club junction.	0.340	0.000	0.000
A52 Skegness Roman Bank	Full reconstruction of a total of 550m of the A52 Roman Bank in Skegness.	2.823	0.075	0.000
Local Highways Improvements(Pinchpoints) to support Coastal Route (between £2m-£5m p.a)	Improvement of the transport corridor to the Lincolnshire Coast by improving pinch-points along the route (A57, A46, and A158).	0.769	0.500	16.795
Highways Rural Road Fund	A targeted investment in the maintenance and improvement of minor and unclassified rural roads across the County.	7.500	0.000	0.000
Other Highways	Block of smaller Highways projects.	0.525	0.000	0.000
Boston Development Schemes (Infrastructure & Economic)	A range of initiatives to support economic and housing growth whilst reducing traffic congestion in and around Boston.	-0.232	1.000	3.200
North Hykeham Relief Road (Scheme total £148m, DfT bid £100m)	Completion of a ring road by linking the Lincoln Eastern Bypass with the Western Bypass.	0.000	0.000	48.000
Highways B Class Roads and Lower	Maintenance and improvement of minor and unclassified roads.	10.000	0.000	0.000
Total - Highways		126.274	68.232	108.349

- 1.19. The emergence of a number of risks associated with the Grantham Southern Relief Road (GSRR) and Spalding Western Relief Road (SWRR), most notably the inflationary pressure caused by the current global materials supply chain issues, have resulted in increases to the forecast costs. For 2022/23 an additional budget of £3.000m has been added for the SWRR Section 5. For future years, an additional budget of £8.000m for the GSRR and an additional budget of £6.000m for the SWRR Section 5 have been included to fund the anticipated increased cost. Further risk remains which could change these forecasts, but these will continue to be monitored and reported as the schemes progress.
- 1.20. The Council is continuing to make representations to the Department for Transport (DfT) to reinstate the element of reduced Highways funding. Whilst the outcome of that process is awaited, the Highways Asset Protection budget will be set equivalent to the DfT grant once it is confirmed. This is currently expected to be in line with the 2021/22 grant which was £12.3m less than the grant received in the previous year.
- 1.21. To ensure the capital programme for 2022/23 is affordable and to recognise the remaining risks of the major highway schemes currently in progress, some budgets for schemes where spend has not yet been committed have been re-phased into later years to better reflect the likely spend pattern and to reduce the impact in the short-term of increased spend on schemes that have already commenced.

Further consultation

- 1.22. A consultation meeting with local business representatives, trade unions and other partners is scheduled to take place on 28 January 2022.
- 1.23. The proposals will be publicised on the Council website together with the opportunity for the public to comment.
- 1.24. All consultation comments and responses will be available to be considered when the Executive makes its final budget proposals on 8 February 2022.

2. Conclusion

- 2.1. These budget proposals reflect the level of government funding expected to be available to the Council and an assumed increase in Council Tax in 2022/23 of 3.00%.
- 2.2. A thorough review of the Council's services was carried out during the budget process which has identified unavoidable cost pressures, some savings with minimal or no impact on the level of service provided and the capital programme has been reviewed. The budget proposals therefore aim to reflect the Council's priorities whilst operating within the resources available to it.

3. Consultation

a) Risks and Impact Analysis

An Equality Impact Assessment will be completed for the proposed increase in Council Tax. This will be reported to the Executive at its meeting on 1 February 2022.

Further risk and impact assessments will need to be undertaken on a service-by-service basis.

4. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
Council Budget 2022/23 Executive Report 5 January 2022	Democratic Services

This report was written by Keith Noyland, Head of Finance – Communities, who can be contacted at 07909 004619 or at keith.noyland@lincolnshire.gov.uk.

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

Report to:	Highways and Transport Scrutiny Committee
Date:	24 January 2022
Subject:	Civil Parking Enforcement Annual Report 2020/2021

Summary:

This report is an update to the Lincolnshire County Council Annual Parking Report 2020/21 which covers the period from 1st April 2020 to 31st March 2021. The report provides various statistics related to enforcement and appeals and contains financial information on the cost of the service.

Actions Required:

The Highways and Transport Scrutiny Committee is invited to:

- (1) Review and note the contents of the parking report, and
- (2) Approve that the report is published on the Council's website.

1. Background

The annual report covers the period from 1st April 2020 to 31st March 2021. 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 will be sent to the Department for Transport (DfT) and Parking and Traffic Regulation Outside London (PATROL).

The report (Appendix A) 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 appeals
- The number of successful appeals
- The number of penalty charges cancelled
- Traffic penalty tribunal statistics

2. Conclusion

Parking enforcement continues to contribute to the overall transport strategy by helping 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 increase 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
18/19	£1,151,569	£1,174,975	£23,405 Surplus
19/20	£1,231,791	£1,209,123	£22,668 Deficit
20/21	£1,261,055	£1,160,544	£100,511 Deficit

3. Consultation

a) Risks and Impact Analysis

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	LCC Civil Parking Enforcement Annual Report 2020 / 21

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, Parking Services Manager, who can be contacted on 0779 5978177 or at matt.jones@lincolnshire.gov.uk.

Lincolnshire County Council Civil Parking Enforcement Annual Report 2020 / 21



1. Setting the scene Page

I. Introduction from Councillor Richard Davies	3
II. About Lincolnshire	5
III. Partnership working	6
IV. Comments and compliments	7
V. How and why we issue PCNs	10

2. Parking as a service Page

I. Residential parking permits	11
II. Suspensions	12
III. Waiver permits	13
IV. Disabled blue badge scheme	14
V. Where can people park / parking restrictions	16
VI. Bike hire scheme	17
VII. CCTV	19
VIII. How to report nuisance parking	21
IX. Events	22

3. Innovation and new developments Page

I. Report nuisance parking	23
II. Patrol data reports	24
III. Limited waiting bay return time analysis	25
IV. Signs and lines survey	25
V. South Holland District Council car parks	26

4. Education, enforcement and appeals Page

I. A day in the life of a Civil Enforcement Officer (CEO)	27
II. CEO contravention code of practice	30
III. Penalty Charge Notice (PCN) issue stats	31
IV. Most issued contravention codes	32
V. Appeal response times	36
VI. Enforcement action taken	37
VII. Challenges, representations and appeals	38

5. Transparency in finance Page

I. Financial information	40
Contact us	41



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. In addition to the detail, statistics and information within this report we also publish a wealth of data on the Councils website which allows a user to gather information in a more user friendly, beneficial manner.

2020 proved to be an unprecedented year, with the entire world adapting to the COVID-19 pandemic. Whilst we continued to pride ourselves on taking a pro-active, logical and sensible approach when carrying out our enforcement duties throughout the County, it was a necessity for us to scale back these duties during the peak of the pandemic and focus on key areas when required. Carrying out enforcement in a fair manner resonates through the parking services team, whether it is when undertaking on street enforcement duties or when handling correspondence received in relation to a Penalty Charge Notice.

We carry out a well-structured and effective enforcement practice which helps to improve road safety whilst assisting in managing traffic flow. Parking also plays a key part in supporting events within the County.

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.



During the lockdown period, on street parking enforcement was scaled back. The Enforcement team were then drafted in to provide a valuable resource to assist LCC with the re-opening of Household Waste Recycling Centres, by checking vehicle registrations against pre booked time slots, and giving advice to residents as to how to book the click and tip service.



As restrictions within lockdown have been lifted, Lincolnshire has seen a large number of visitors flock to the many beaches on the East Coast, this has resulted in a greater need for enforcement of existing parking restrictions to aid the free flow of traffic and ensure a turnover of parking spaces for car users enabling better access to coastal town centres and the beaches themselves.



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. This extension was granted and now runs to 2024. 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 5921km², 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 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.

In August 2019, APCOA took control of the Notice Processing element of the contract and employed 4 new employees to carry out this function. The structure of the notice processing workforce is 1 Supervisor and 3 Notice Processors.



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.

In addition to the enforcement contract, APCOA have also taken on the management of the Notice Processing element of the contract in 2018.



Providing a valuable service to the community is at the forefront of the Council's mind-set and this has been replicated when continuing to conduct a number of successful joint patrols involving Civil Enforcement Officers, Police Constables and Police Community Support Officers throughout Lincolnshire.

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.



IV. Comments and compliments

"Thank you for your response. I, like many residents here really do appreciate the efforts of your enforcement team and understand they're probably too often on the receiving end of unnecessary abuse. Please pass on our appreciation to the team"

"Call received from a Mrs X. She said that yesterday in Stamford she was aiding an elderly lady around the town trying to help her find her car as she had apparently lost it. They ran into CEO 384 who agreed to help the elderly lady to find her car. CEO was extremely nice and helpful and was 'A credit to the organisation'"

"The long suspension has been really useful during the core lock-down period. We appreciate that the city is about to open up again and we wish you well as we begin to return to normal. Well done for everything you are doing in these difficult circumstances"

"Thank you very much for getting in touch. I appreciate all your help and the time you have taken to correspond with me"

"Thank you. Kind of you to notify me. Appreciate your efforts"

"Thank you for your email and letting me know. Great service thank you"

"Thank you so much for this information and correspondence throughout the last couple of months. Much appreciated"





The attached is the 'Thank You' card received by CEO 363 from a member of public whose mother was helped by the CEO on Thursday 4th March. The elderly lady fell over and cut her head open, the CEO stayed with her, calmed her down and called for an ambulance. Her daughter handed the card to the CEO on Friday.



We took significant steps to improve the way waiver permits, bay suspensions and Louth resident's permits were able to be requested and supplied. These are a few of the comments received when the system was newly established.

"Thanks so much I have completed and paid now, thanks again for great service"

"My parking permit arrived today; I just wanted to say a huge thank you for making the process so easy... take care, and one last, thank you"

"Thank you for coming back to me. I think this is an excellent setup, despite having to make payment 😊and I thank you for your time with responding. We have received thanks so much for the fast, efficient service. Thank you ever so much. You are always ever so helpful"



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/parking-enforcement.

What do we mean by a fair but firm approach?

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 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/>



Louth

There is currently one zone in the market town of Louth with restrictions in place Monday to Saturday. Information relating to this scheme can be obtained by contacting the County Council directly via the e-mail address waiverpermits@lincolnshire.gov.uk.

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>

Sleaford

There is currently one resident parking scheme in operation in the North Kesteven District area which covers three roads in Sleaford. North 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 <https://www.n-kesteven.gov.uk/residents/living-in-your-area/travel-transport-and-roads/car-parks/residents-parking-schemes-faqs/>



II. Suspensions

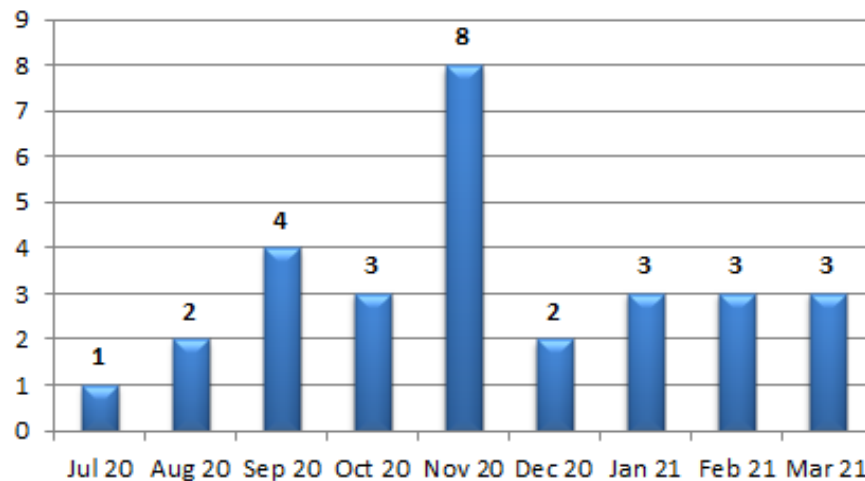
Lincolnshire County Council has the power to suspend parking within a designated parking bay to allow events to take place or access by a specific vehicle for highway/bay maintenance to be carried out. In such cases, advance notice is placed alongside the bay and is distributed to nearby properties giving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

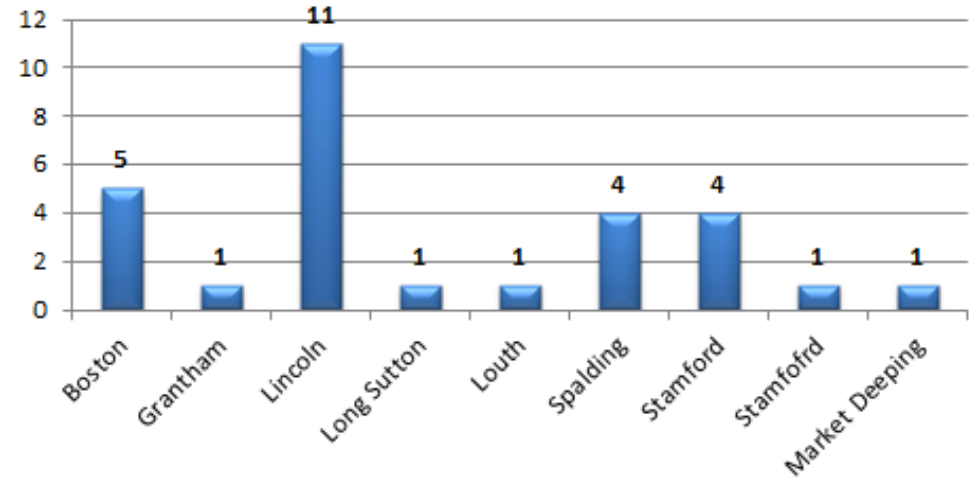
Temporary parking restrictions and parking bay suspensions have also been implemented to help accommodate special events. The below shows the number of parking suspensions implemented and which areas of the County they have occurred.



Suspended Bays by Month



Suspended Bays by Area

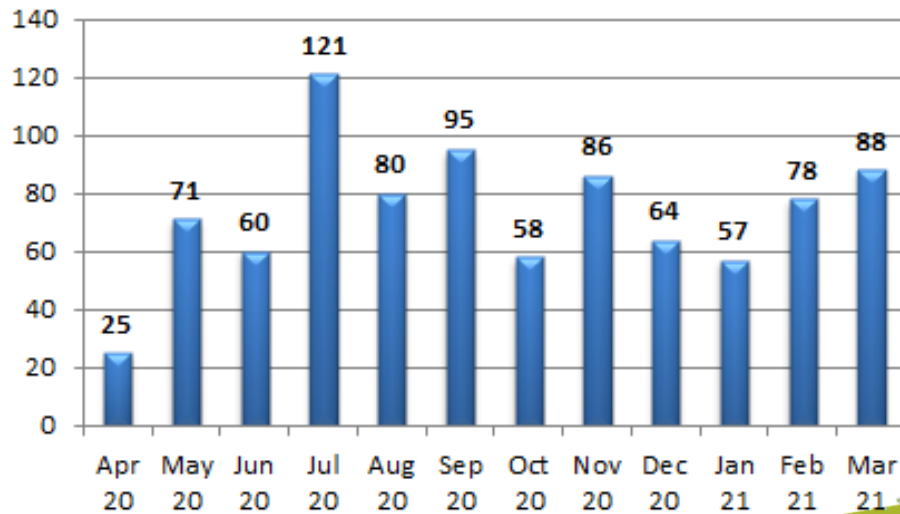


III. Waiver permits

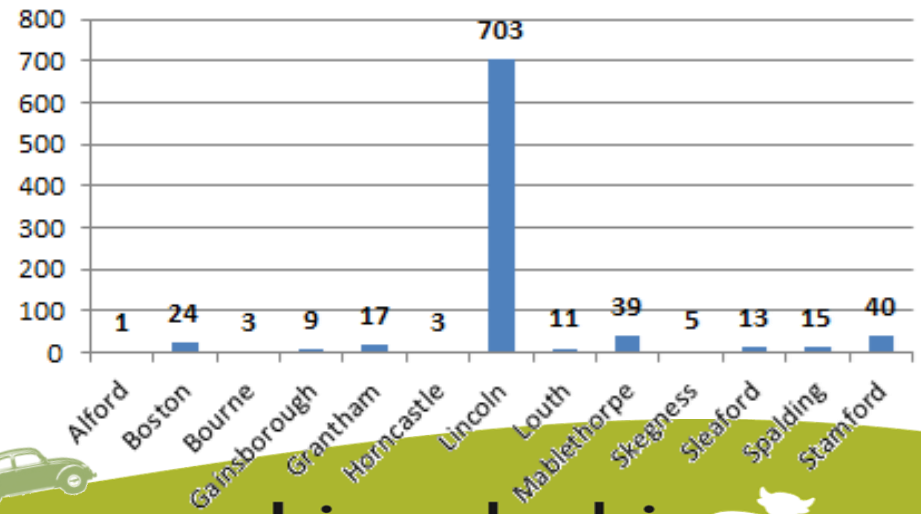
Lincolnshire County Council understands that sometimes it is necessary for a vehicle to be parked in contravention of parking restrictions to undertake works at adjacent or nearby properties. A waiver permit will only be granted when it is essential that the vehicle is parked close to the property and 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. The below shows the number of parking suspensions implemented and which areas of the County they have occurred.

Waivers Issued by Month



Waivers Issued by Area



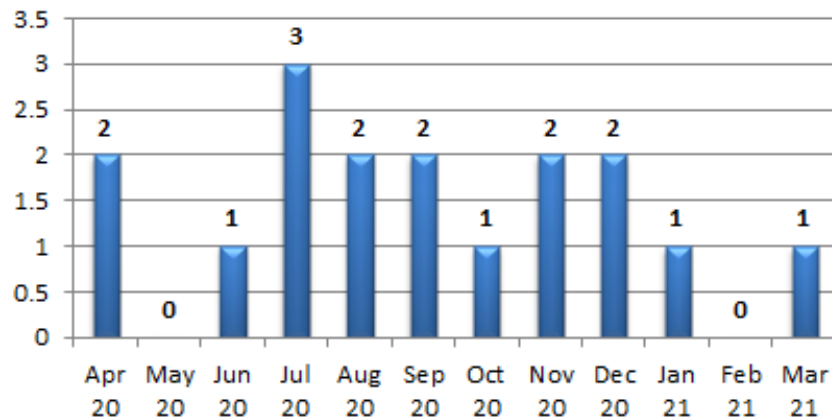
IV. Disabled blue badge scheme

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 Notice. Further information relating to the enforcement of these bays can be found in Section 4 below.

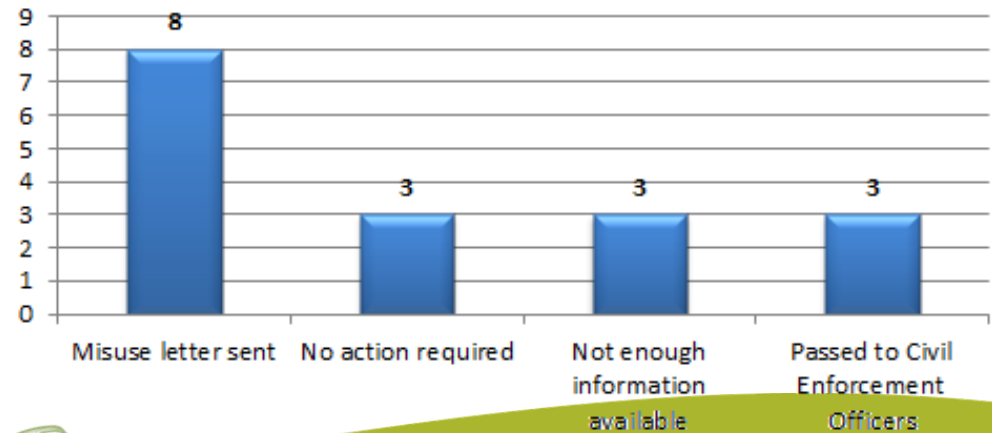
Blue badges can be applied for by visiting the webpage - <https://www.gov.uk/apply-blue-badge> and if a member of the public wishes to report an incident of abuse or alleged misuse of a Blue Badge, this can be reported online via the following web link - <https://www.lincolnshire.gov.uk/parking/apply-renew-blue-badge/5?documentId=48&categoryId=20025>



**Disabled Blue Badge Misuse
2020/21**

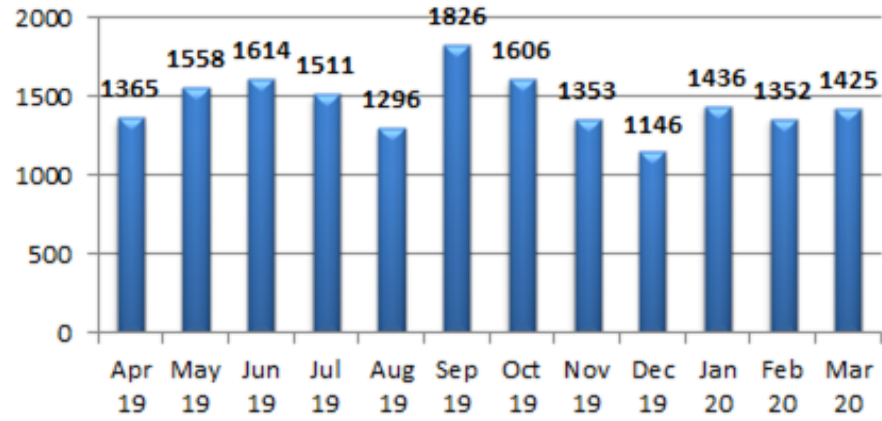


**Disabled Blue Badge Misuse Outcome
2020/21**



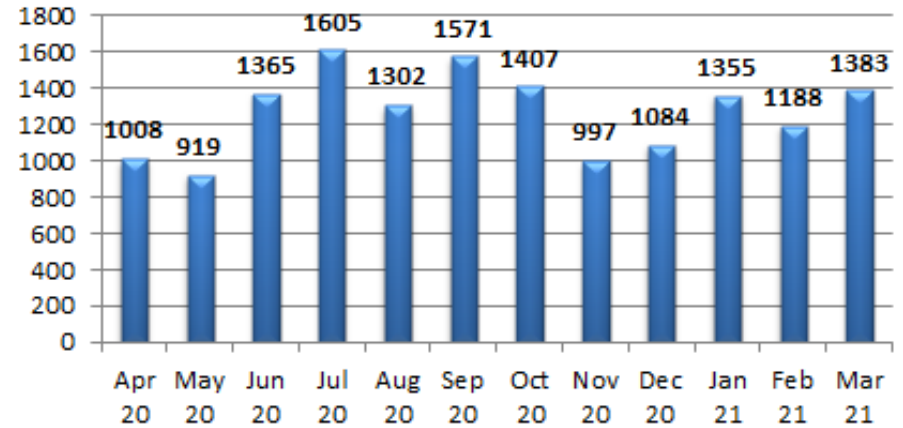
The tables below show the number of blue badges issued within Lincolnshire over the course of the past two financial years.

Disabled Blue Badges Issued in 2019/20



Total badges issued - 17,488

Disabled Blue Badges Issued in 2020/21

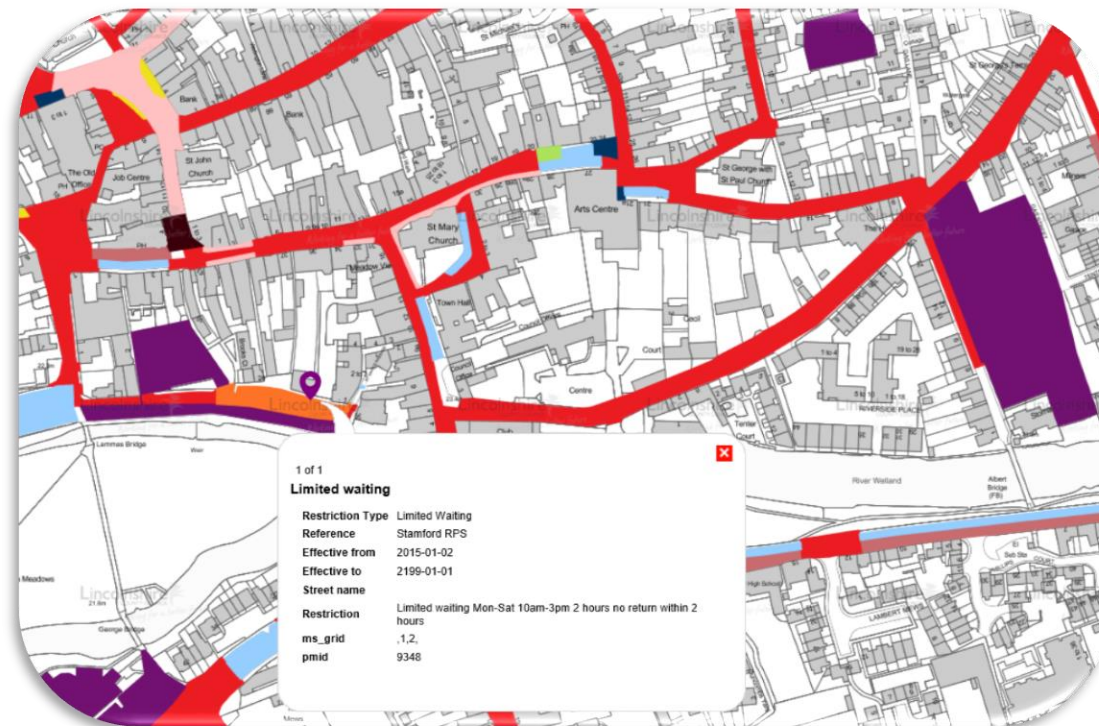


Total badges issued - 15,184



v. Where can people park / parking restrictions

All on street parking restrictions located within Lincolnshire are published on our online interactive mapping tool <https://lincs.locationcentre.co.uk/internet/internet.aspx?articleid=YfmDQ6wYrkU~&preview=true>. 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. We have also highlighted on the maps the locations of District Car Parks should a motorist wish to park on a long stay basis.

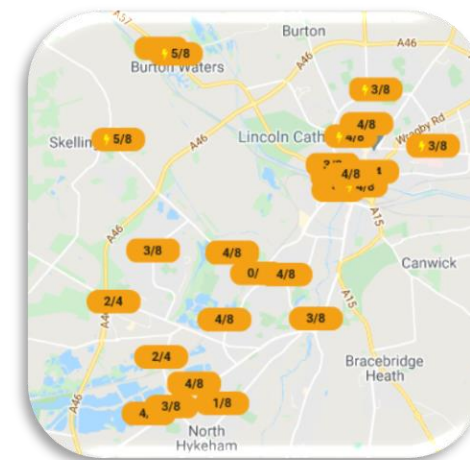


VI. Bike hire scheme



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.

Pedal or e-bike, casual or annual, there's a membership for you. Please note if you would like to use both the e-bikes and pedal bikes, you will need to take out more than one membership. If you are already a pedal bike member, you will need to purchase an additional e-bike subscription, (membership or casual). Simply log in to your pedal account, and purchase an additional e-bike subscription. This way, when you enter your membership number and PIN at the console, you will be offered both pedal and e-bikes to rent. You will be charged the appropriate amount depending on the bike you choose. More information can be found on our website - <https://www.hirebikelincoln.co.uk/>



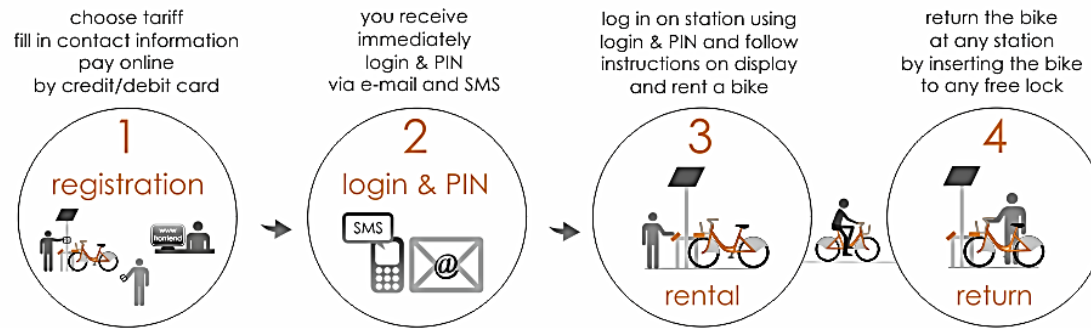
Park and Bike (or "Last Leg") offers a staging post, providing convenient locations for people to break their journey, park their car and continue by bike, making the most of traffic-free routes. There are two official Park and Bike schemes available in Lincoln, encouraging commuters to park on the outskirts 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.



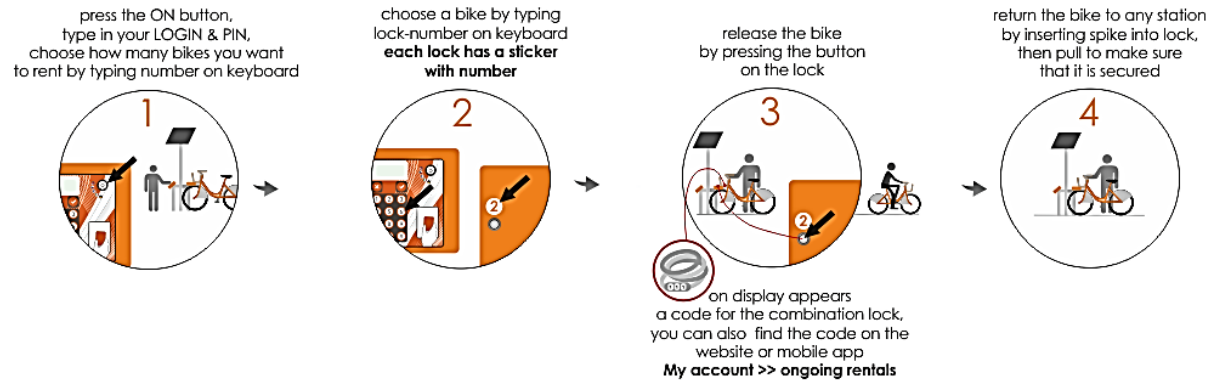
The park and bike site in Skellingthorpe is at Skellingthorpe Community Centre on Lincoln Road. Parking is free of charge. Further information is available by contacting Skellingthorpe Parish Council on 01522 683 061 or email skellingthorpe@north-kesteven.gov.uk.

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.

HOW LINCOLN HIREBIKE WORKS



HOW TO RENT & RETURN A BIKE



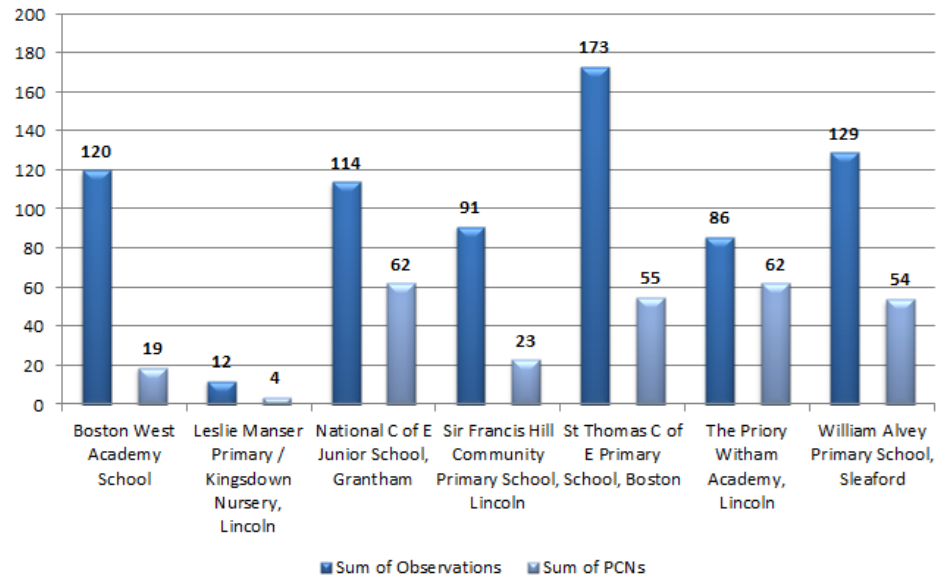
VII. CCTV

Lincolnshire County Council's CCTV trial scheme came to an end in March 2020. It was important however for us to continue to maintain a presence outside of schools and as such an additional two Enforcement Officers were recruited to carry out designated school patrols at sites throughout the County and not just those stipulated within the trial scheme.

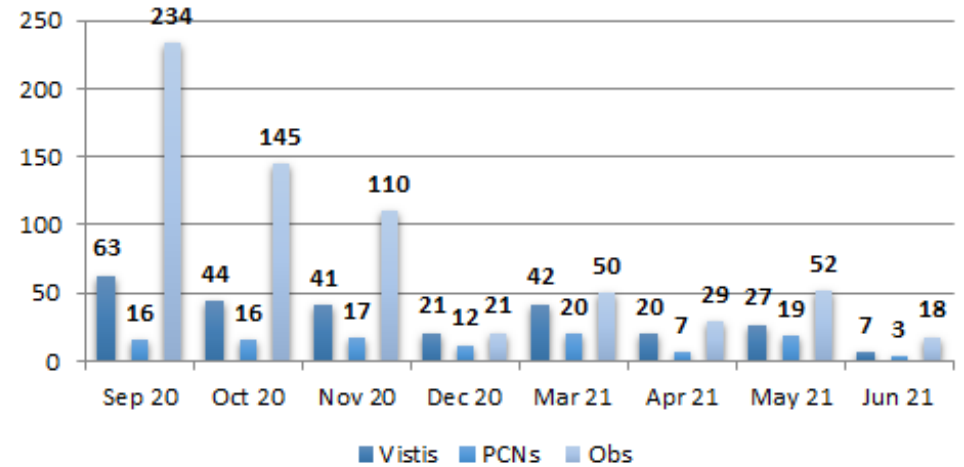
Due to the closure of schools in light of the COVID-19 pandemic and the scaling back of enforcement practices, visits did not commence until the latter part of the year. It has been found that a more visible approach to enforcing these restrictions is more beneficial with visibility being a key measure to assist in preventing non-compliant parking.

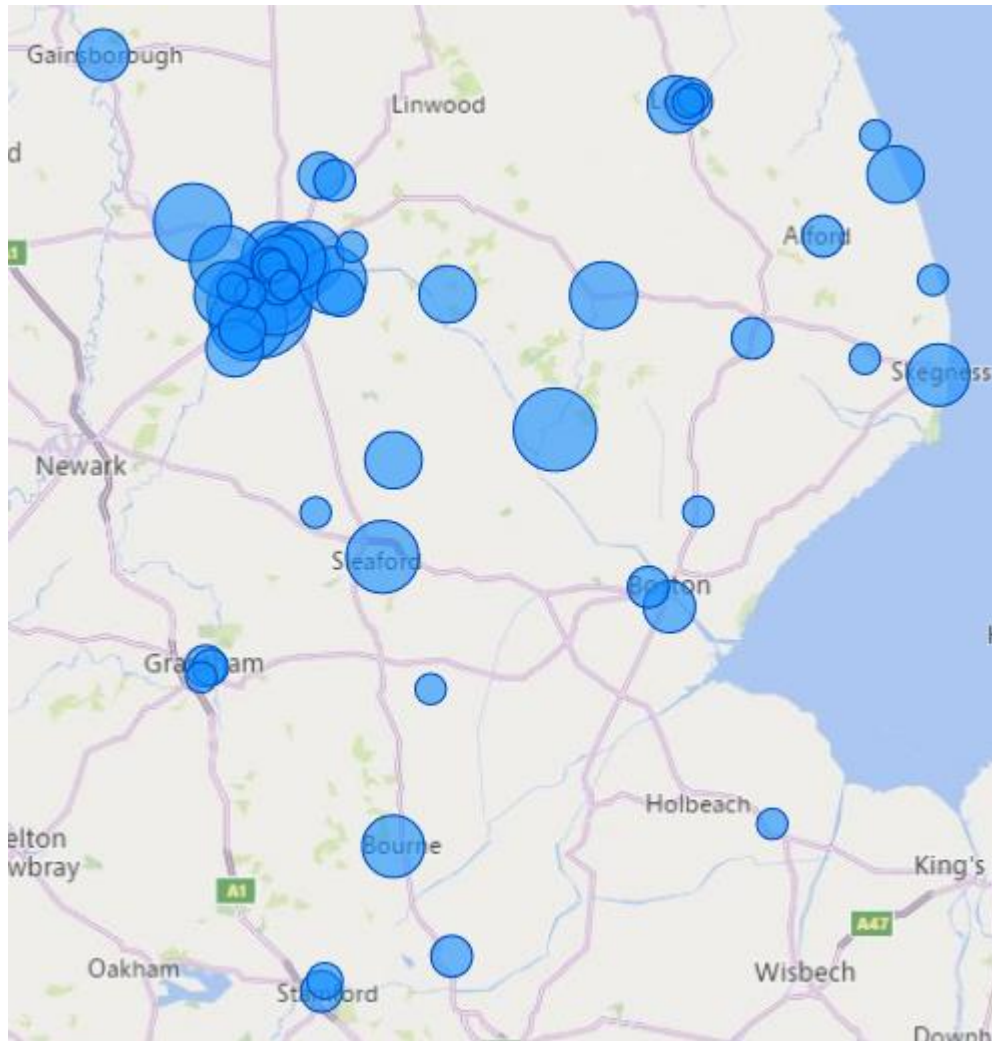


PCNs issued by the CCTV car in 2019/20



PCNs issued on foot in 2020/21





The additional scope for County wide coverage can be seen in the table below and heat map to the left. With our Officers being more visible and mobile across the County, Staff resource can be put to better effect and have a greater impact upon our Highway.

Educating road users remains a key objective of Lincolnshire County Council and words of advice are often given to motorists whilst carrying out enforcement duties.

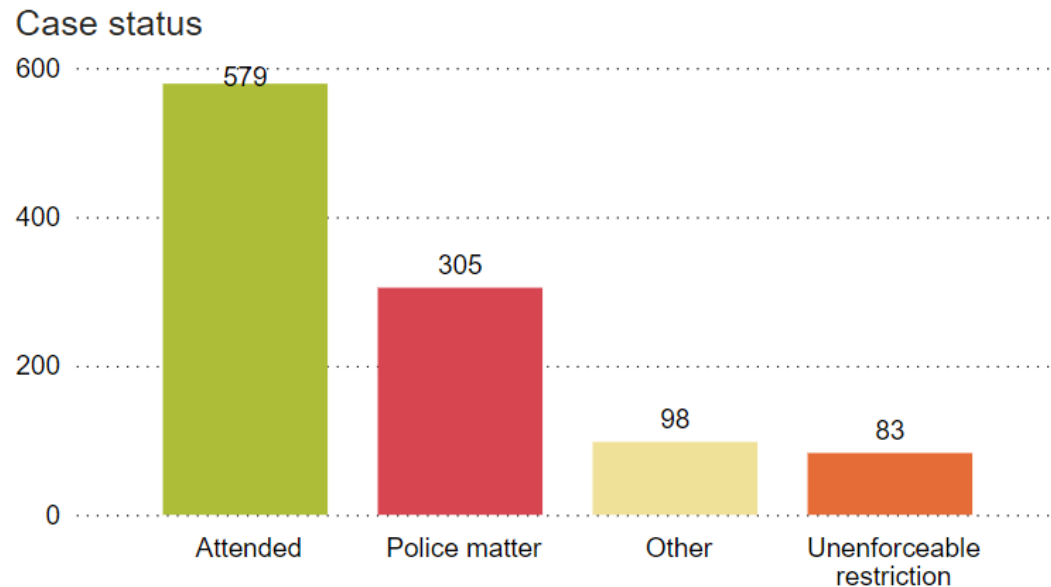
Year	Schools Patrolled	PCNs Issued	Observations
2019/20	8	279	725
2020/21	55	110	659



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 and e-mail address is in operation for members of the public to utilise. These contact details are linked directly through to the Enforcement Team who endeavours to action the request if possible. A new online reporting tool is being developed to replace this system; further information can be found in the Innovation and New Developments section of this report.

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 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. Of the 1063 enforcement requests received in 2020/21, we were able to carry out enforcement action to 579 of these requests. The remaining 486 requests were either matters for Highways Officers to rectify non enforceable restrictions (i.e. damaged lines and signs), obstruction matters for the Police (i.e. pavement parking) or parking on private land / area managed by other authorities.



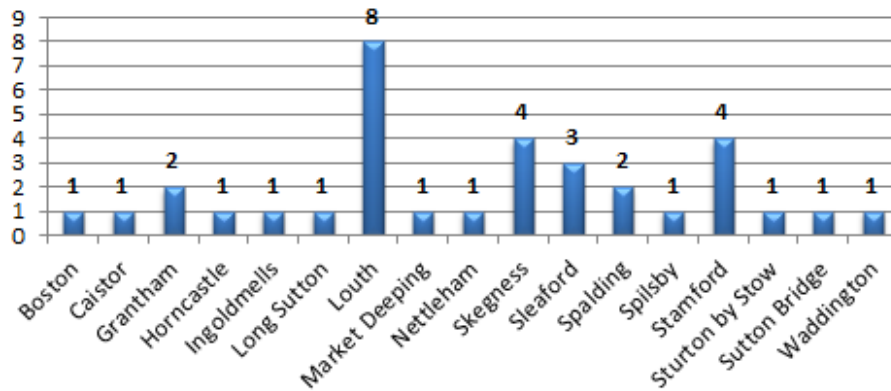
IX. Events

Unfortunately the vast majority of events usually held within Lincolnshire were cancelled in 2020 due to the COVID-19 pandemic. However, with the introduction of the Business & Planning Act 2020 it gave the powers to the districts to process the Pavement Licences but it was agreed that LCC would process applications for 6 of the districts; City of Lincoln decided to keep the powers themselves.

The legislation changed a lot in a short space of time and we had to produce an online application form and a new code of practice for potential applicants. The timeframe for decisions was reduced to 5 working days from the receipt of a fully completed application form. Even though the legislation confirmed we could charge a maximum of £100 the decision was made that LCC would provide all licences free of charge. LCC also included the option of including stalls for those businesses whose premises were too small to allow social distancing. Renewals of existing licences were also provided free of charge. We also gave existing licence holders the opportunity if there was room to do so, to extend the size of their seating areas and various businesses took advantage of this.

The table below highlights how many applications were received and whereabouts within the County they were located.

**Approved Pavement Cafe Licences
2020/21**



3. Innovation and new developments

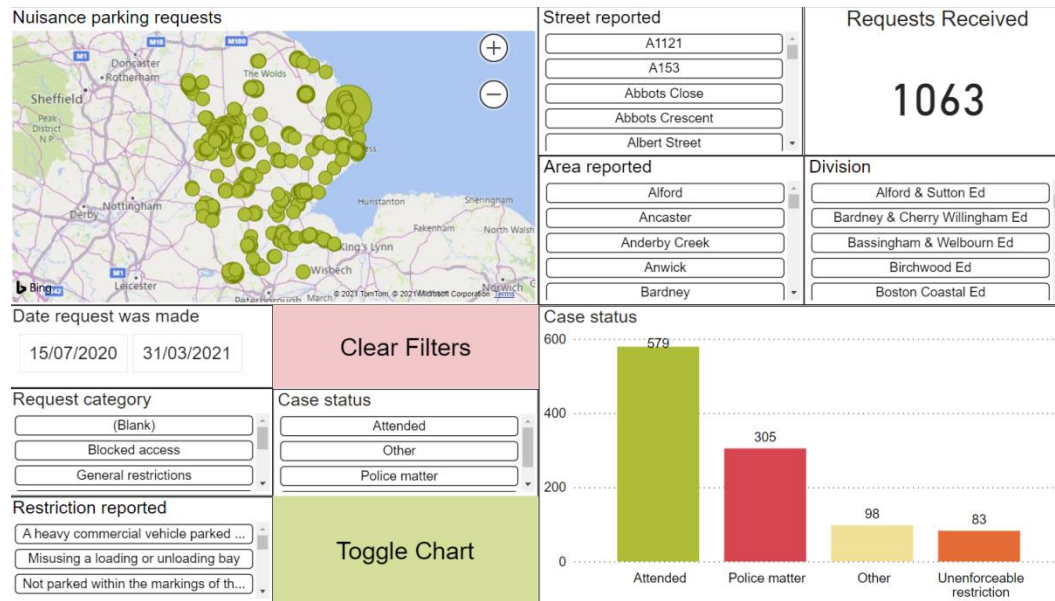
We are committed at Lincolnshire County Council to continuously develop and review the services we offer; this includes the regular review of patrols across the county and CEOs performance. We ensure our local communities, business users, visitors and the adjudicators feel listened to and this feedback helps to shape how we manage or meet those expectations. In doing so, this will allow for a more economic, cost effective, visible and efficient use of our finite resource. The work with our inter-departmental links also ensures we remain open and transparent making parking data readily accessible to all members of the public.

I. Report Nuisance Parking

Nuisance parking is an issue that impacts a lot of residents and something local councillors are often approached about. Historically we have had a dedicated phone line / answer machine service and email account available for requests to be submitted through. These contact details were managed by APCOA and requests for enforcement were carried out where resources allowed. Unfortunately, APCOA did not have the resources to enable them to call

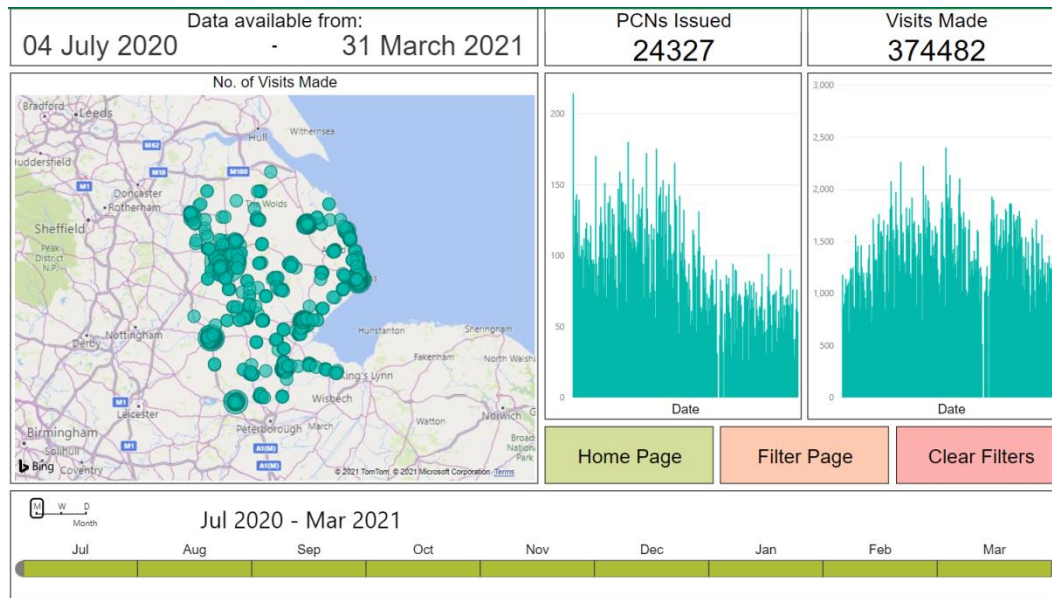
or respond to individual requests to provide updates on their requests. It was evident that the public wished to know the result of their requests and when action was carried out so they felt listened to and a genuine interest was paid to the issues they were experiencing. Developments began in early 2020 to create a new online tool to submit requests and generate tailored responses based on the type of request made and outcome of their request. Keep an eye on our website for further information -

<https://www.lincolnshire.gov.uk/parking/parking-enforcement>.



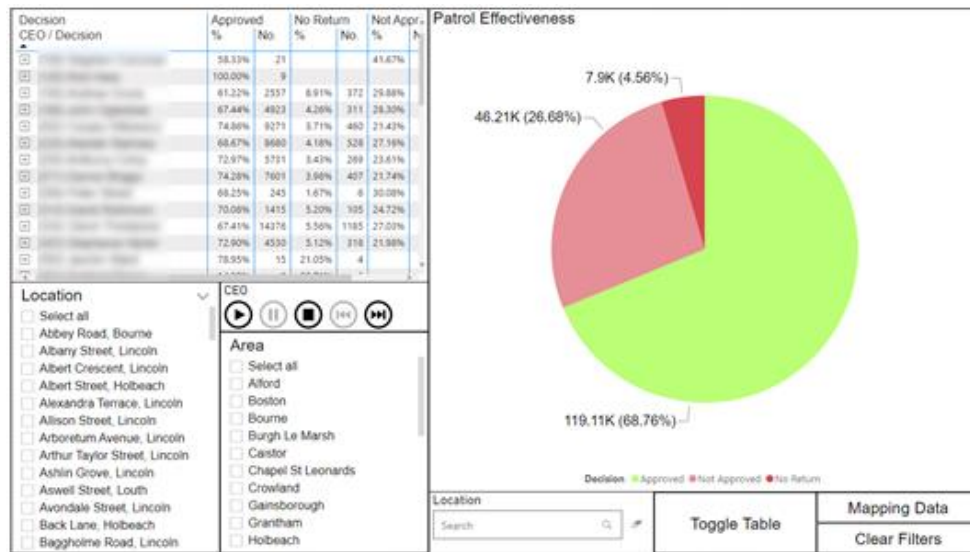
II. Patrol Data Reports

We receive requests throughout the year for varying levels of information from local councillors wishing to know whether their areas are being regularly patrolled and the result of these patrols. The information required could be very time consuming to produce these ad-hoc requests, but was clear that it is something the public found of particular interest. It was decided to investigate whether we could develop a tool similar to the public interactive mapping tools, but to incorporate the patrol data to display when streets have been patrolled. Developments began in early 2020 to create a new online tool to produce this data in a friendly platform that can be manipulated to only display data for the electoral division required.



III. Limited Waiting Bay return time analysis

We highlighted in last year's annual report that we took a more targeted approach to patrols. Following the in-depth analysis of the data displayed in the new deployment tool, it was established that a key element was missing from this data. It was not yet possible to establish how effective a patrol was when looking at a CEO's return time to limited waiting bay. Whilst improving our presence in the more non-complaint areas, we needed to ensure that the effectiveness of the patrol was not negatively impacted. Developments began in early 2020 to create a new tool to interrogate patrol data to establish whether CEOs returned to limited waiting bays within a reasonable timeframe, once the system is fully tested and developed, we can begin to make more minor and well thought out amendments to patrols to have the greatest impact.



IV. Signs and lines survey

Lincolnshire has 9000km of road network with road marking and signage in varying levels of condition. While we inform our local Highways Officers of missing or damaged signs and lines as we come across them via the appeals process, it was apparent that a comprehensive survey was required to establish how great the issue was across Lincolnshire. Whilst our enforcement practices were scaled back in 2020, our Officers conducted a county wide survey of all parking restrictions with the results fed back to local Highway teams for further action.



V. South Holland District Council car parks

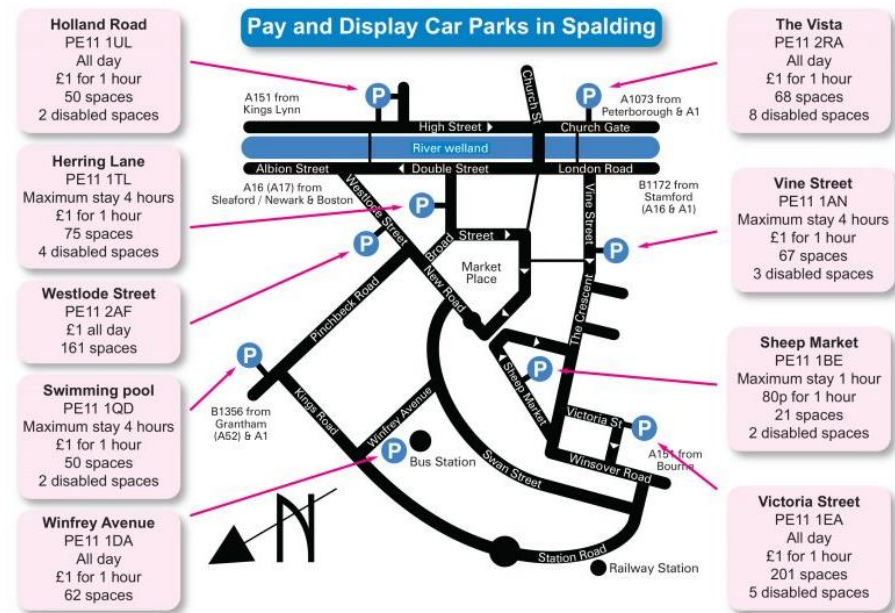
A new partnership between South Holland District Council and Lincolnshire County Council started in July 2020, making sure Spalding’s car parks are used fairly and safely, and making it easier for shoppers to visit the town centre. Parking fees in council car parks will also return from this date. With this re-introduction the way in which car parks are managed will change, with the district and county council working together to bring on and off-street enforcement together under one service.

The agreement means that uniformed officers will be more frequently patrolling the council-owned car parks in the town, ensuring there is an appropriate level of enforcement in place to help keep motorists moving, reduce congestion caused by inconsiderate parking and ensure spaces are used fairly to help more people find spaces and visit the town centre.

The two councils have worked jointly to find ways to offer residents, businesses and visitors the most effective service together, following feedback from shops and residents about town centre car park spaces being taken up by all-day parkers without tickets, and will help people to feel more confident to park and travel into town and shop.

Councillor Roger Gambba-Jones, South Holland District Council portfolio holder for place said: “I am pleased that we have entered this new partnership with Lincolnshire County Council and believe it will provide us with good opportunities to continue to invest into the District’s car parks.

As well as new machines providing more ways to pay and the introduction of electric vehicle charging points, we are continuing to explore ways to improve the provision of, better lighting, signage and extra parking bays for the benefit of everyone who visits the town. Spalding continues to offer one of the lowest car parking charges available in large towns in the County, and the charges are vital to allow us to maintain, operate and improve the facilities. Being able to ensure fair usage by the whole public through enforcement is an important aspect of this.”



4. Education, enforcement and appeals



1. 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 issue Penalty Charge Notices (PCNs) to vehicles that do not comply with parking regulations. Our CEOs are easily recognisable by their uniforms. CEOs typically patrol on their own, however, you may see trainee officers, or those receiving on-the-job assessments, 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 duties.

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 review the video footage to support these claims. Our CEOs are out in all weathers and here's what some of our CEOs have to say about their job:



What do you enjoy about your role as a Civil Enforcement Officer?

"Being out and about and keeping fit at the same time is the most enjoyable aspect about this job. I enjoy helping members of the public throughout the county, especially around the coastal areas where people are always looking for somewhere safe and accessible to park. I also enjoy explaining the parking regulations and helping people to understand them in particular while patrolling school locations where safety is paramount.

Overall, it's all about helping people and keeping the roads safe and accessible to park for everyone including the residents and the visitors."

Senior CEO 158, Andrew

Why do you feel Civil Parking Enforcement is important?

" The reason I believe civil enforcement is important stems from my experience many years ago especially in Stamford. There was no parking enforcement at the time and I discovered quickly that if you would not be in Stamford by 8am in the morning, you would not find a place to park.

During my time working here as a Civil Enforcement Officer, I have had many people thank me for what I am doing to make their street safe and moving. As they now know that they can come into the town anytime during the day and find a place to park easily whether to visit the town or even for a spot of quick shopping."

CEO 384, Ian

What has been the biggest highlight whilst carrying out your duties?

" The biggest highlight of my career so far working as a Civil Enforcement officer , was when I was able to support and help an elderly member of public when she had fallen over while getting on to the pavement. I assisted her by calling an ambulance in the first place and put my jacket on top of her to keep her warm and tried to relax her and gave her first aid with the help of another shopkeeper who also came in for an assistance. I was on constant call with the medical team who were instructing me to keep her calm until the ambulance arrived. Later that week, I was personally thanked by her daughter and other family members with a greeting card for helping her that day. I believe this act of kindness in this busy world and professionalism would help shift the negative view of our vocation for the people involved that day."

CEO 363, David



What type of training have you taken part in within your career as a CEO?

" As a Civil Enforcement Officer, I have undertaken training from WAMITAB about the roles and responsibilities of a Civil Enforcement Officer and conflict management. Along with these professional training from WAMITAB, I have received continuous support and training from my supervisors and from my line manager. This has helped boost my confidence on dealing with people from different backgrounds and defusing conflict situations when required.

Being in this role for over four years, there is not a day where I haven't benefited from my skills and knowledge from the training provided by the trainer and my supervisors. I am very grateful to get constant support and training from the company and hoping to progress forward."

CEO 271, David



II. CEO contravention code of practice

Civil 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.

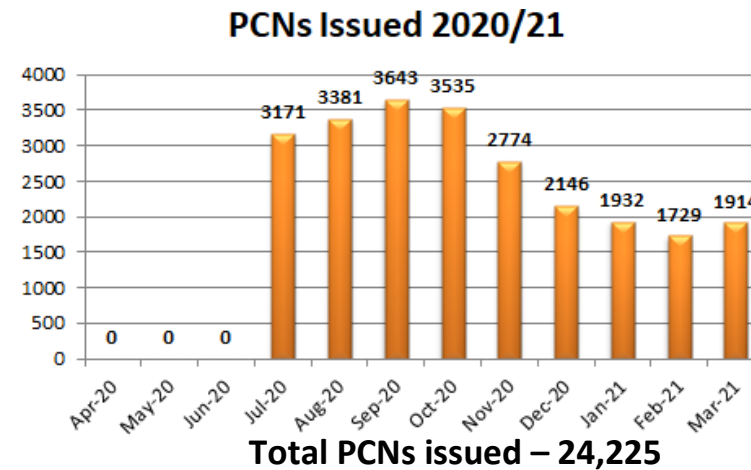
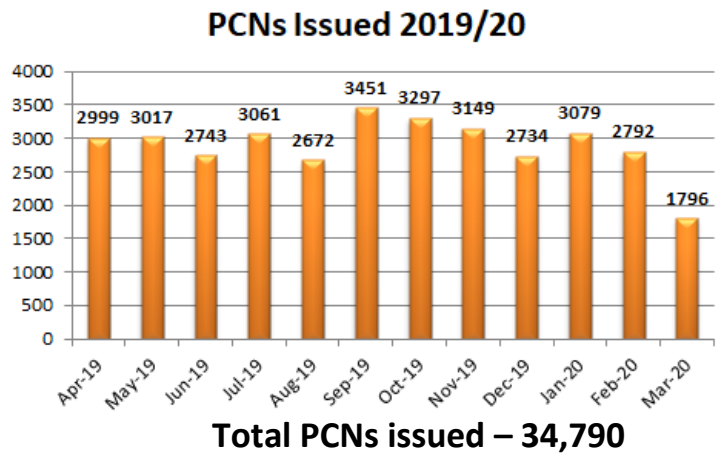
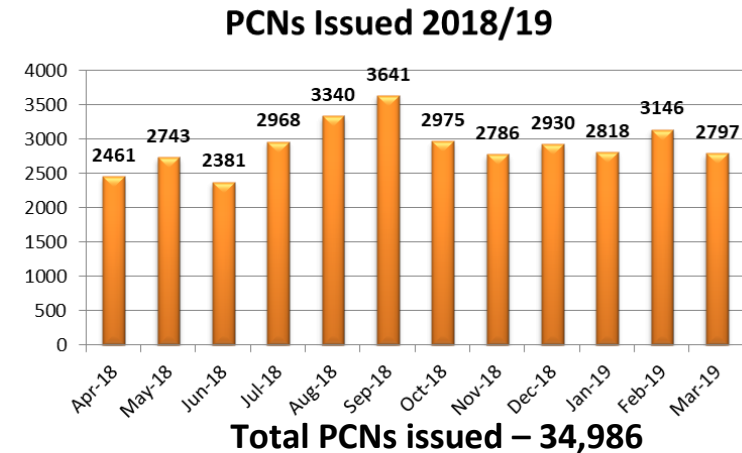
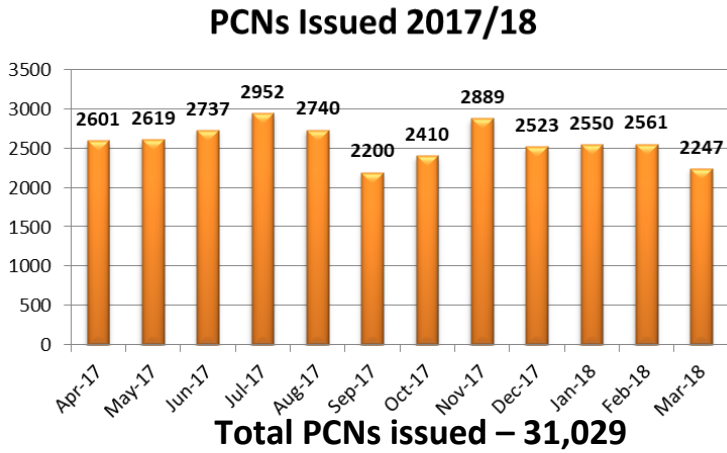
Before the issue of a PCN and depending on the circumstances, CEOs will usually observe vehicles to see if loading or unloading is taking place. However this observation time does not apply to streets with loading prohibitions, bays for specific users such as disabled drivers and doctors, or to suspended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



III. Penalty Charge Notice (PCN) issue stats

Below is an overview of the number of PCNs issued over the past four financial years. For a more detailed breakdown of this data, please visit our open data website via the following link - <https://lincolnshire.ckan.io/dataset/pcns>



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.

<p>01 Parked in a restricted street during prescribed hours</p>     	<p>Parked for longer than permitted 30</p>  
<p>40 Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge</p>  	<p>Parked in a residents' or shared use parking place without clearing displaying either a permit or voucher or pay and display ticket issued for that place 12</p>  

PARKING NOTICE ENCLOSED

WARNING
IT IS AN OFFENCE FOR ANY PERSON OTHER THAN THE DRIVER TO REMOVE THIS NOTICE



23 Parked in a parking place or area not designated for that class of vehicle

Parked on a taxi rank **02**

45 Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force

Parked in a loading place during restricted hours without loading **25**

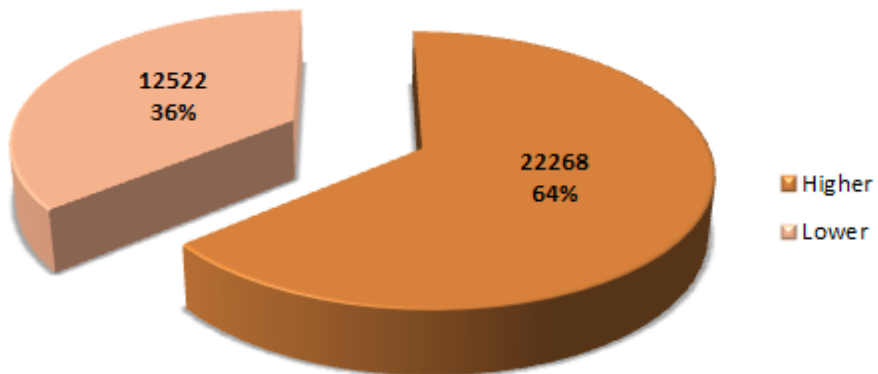


Code	Description	Issued in 2019/20	Issued in 2020/21	Difference
1	Parked in a restricted street	9,978	7,616	-2,362
2	Loading in restricted street	1,139	880	-259
5	Parked after payment expired	265	101	-164
6	Parked without clear display	3	0	-3
7	Feeding the meter	0	1	1
8	Parked at out-of-order meter	1	0	-1
10	Parked without clear display	2	0	-2
11	Parked without payment	616	376	-240
12	Parked in a residents' place	1,912	1564	-348
16	Parked in a permit space	299	21	-278
19	Parked in a residents' place	458	444	-14
20	Parked in a loading gap	5	0	-5
21	Parked in a suspended bay	269	93	-176
22	Re-parked in the same place	179	107	-72
23	Wrong class of vehicle	1,992	1204	-788
24	Not parked correctly	594	347	-247
25	Parked in a loading place	514	450	-64
26	Double parking in a SEA	210	82	-128
27	Dropped footway in a SEA	344	120	-224
30	Parked longer than permitted	10,403	7583	-2,820
35	Disc without clearly display	1	0	-1
36	Disc longer than permitted	1	0	-1
40	Disabled person's parking	2,939	1957	-982
42	Police vehicles	19	11	-8
45	Taxi rank	1,614	573	-1,041
46	Clearway	143	295	152
47	Restricted bus stop or stand	298	154	-144
48	Restricted school area	246	57	-189
49	Cycle track or lane	167	79	-88

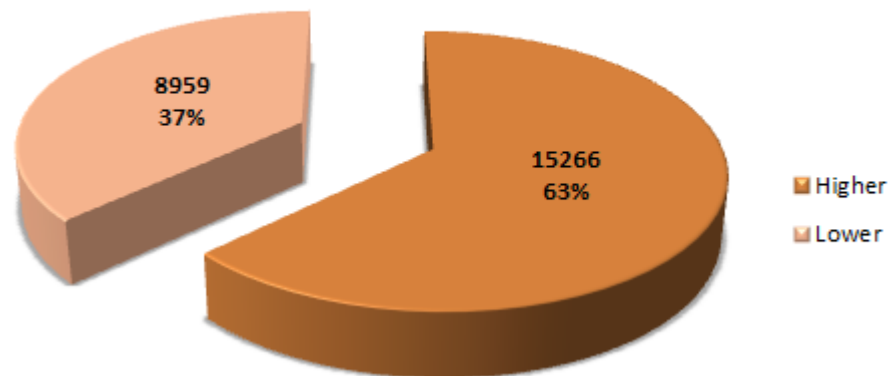


61	Commercial footpath parking	2	0	-2
62	Footpath parking	0	0	0
99	Pedestrian crossing	177	110	-67
Grand Total		34,790	24,225	-10,565

Charge Levels, 2019/20



Charge Levels, 2020/21



V. Appeal response times

Type of PCN	How you usually challenge it
Local council PCN - received on the spot, i.e. Reg 9 PCN 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 Councils urge every motorist who is issued a Penalty Charge Notice to deal with it quickly. PCN's are processed using a set of national procedures and timescales.

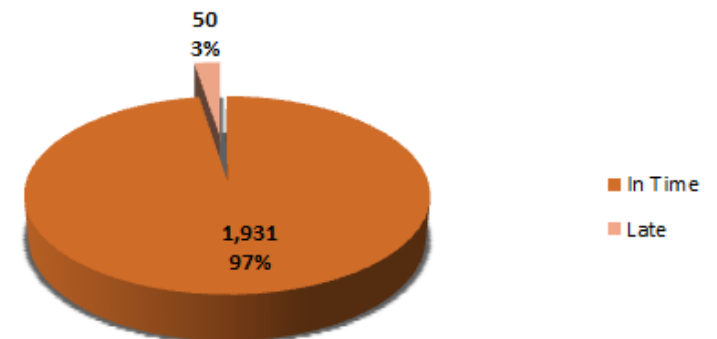
You can pay the penalty charge straight away using the payment details on the Penalty Charge Notice; or, if you believe that the penalty charge should not have been issued; you may challenge the issue of the PCN in writing as described on the Penalty Charge Notice.

It is not possible to document every scenario or circumstance that may exist, however, we have detailed the typical lifecycle of a Penalty Charge Notice in full in our procedures manual which can be found via www.lincolnshire.gov.uk/parking/parking-enforcement. This details the options available to the public and outlines the council's responsibilities.

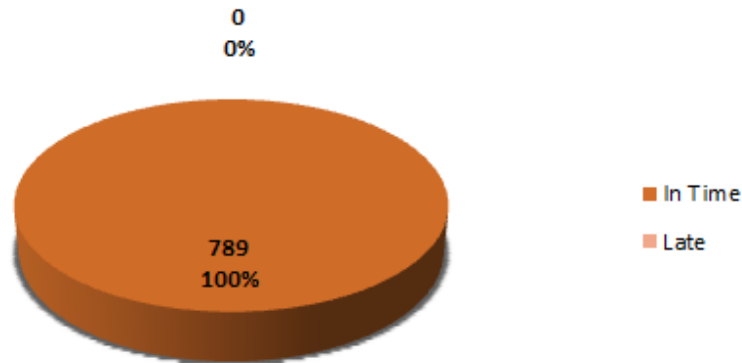
A motorist has 28 days to informally challenge a Regulation 9 Penalty Charge Notice (PCN) prior to a Notice to Owner being served to the registered keeper of the vehicle. If this action is carried out within 14 days and the challenge is unsuccessful, it is likely that the discounted sum due will be extended for a further 14 days from the date of rejection. Lincolnshire County Council endeavours to respond to all challenges within 14 days upon receipt of an appeal.

Of the **1,981** challenges received in the financial year 2020/21, **1,931 (97%)** were responded to in time. Responses to informal challenges made out of time may be due to the Council obtaining additional evidence, i.e. reviewing video footage from the Civil Enforcement Officers badge camera.

Informal Challenge Response Times
2020/21



Formal Representation Response Times 2020/21



The owner of a vehicle is given the opportunity to make a Formal Representation against a PCN once the Notice to Owner (NtO) is sent to them by the relevant Council. This representation must be made within 28 days of receipt of the NtO. A written Notice of Acceptance or Rejection will be sent within a maximum of 56 days (however, the Council aim to serve decision notices within 21 days whenever possible) of receipt of a formal representation from the owner of the vehicle. Of the **789** challenges received in the financial year, **100%** were responded to in time and **760 (96%)** of these were responded to within 21 days.

VI. Enforcement action taken

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

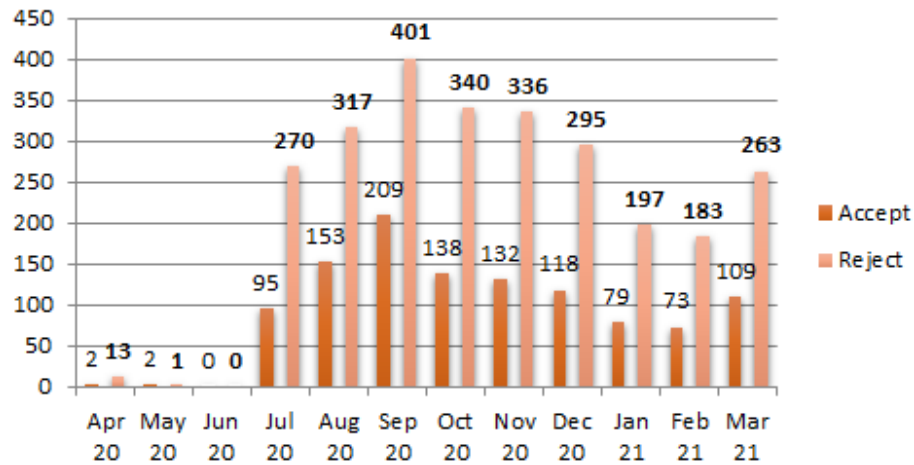
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Totals
Vehicles Immobilised	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicles Removed	0	0	0	0	0	0	0	0	0	0	0	0	0

	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	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

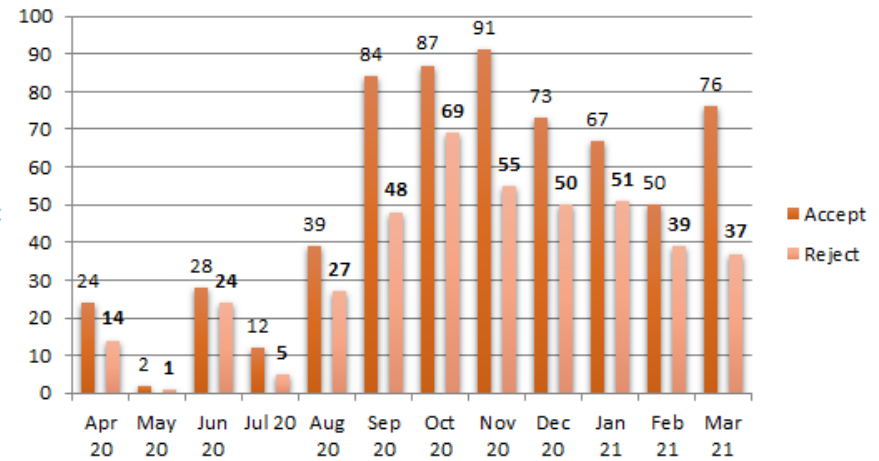


VII. Challenges, representations and appeals

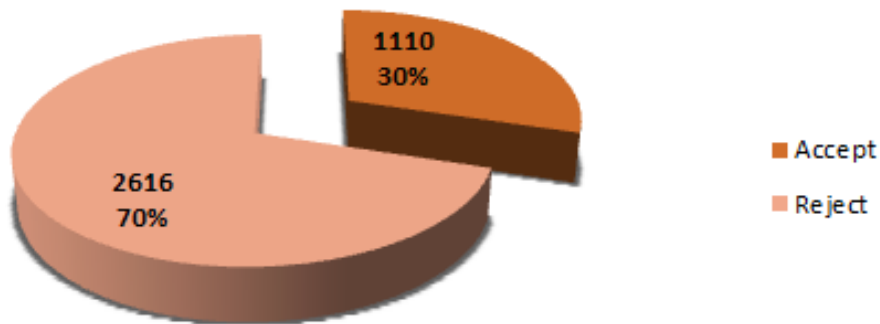
Informal Challenge Decisions 2020/21



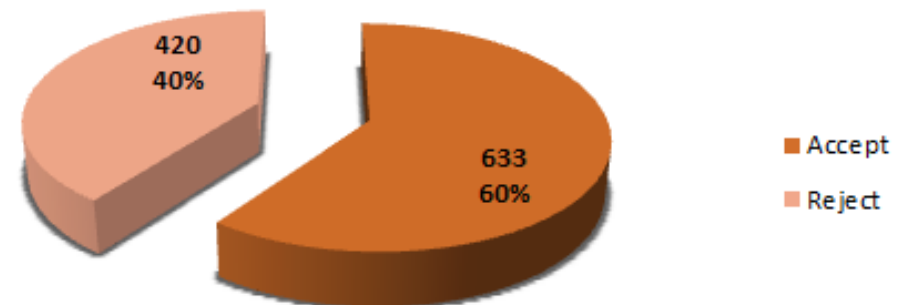
Formal Representation Decisions 2020/21



Informal Challenge Decisions 2020/21



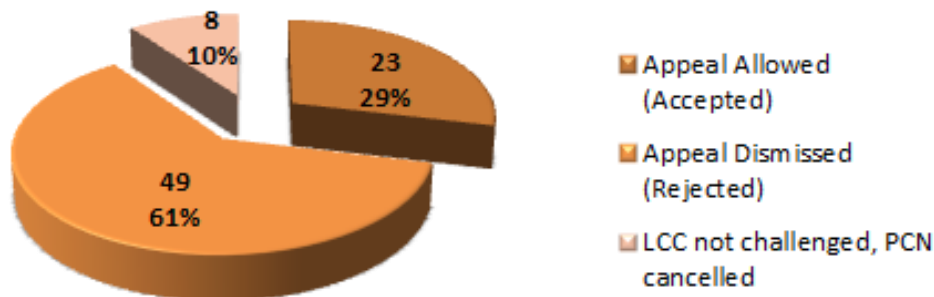
Formal Representation Decisions 2020/21



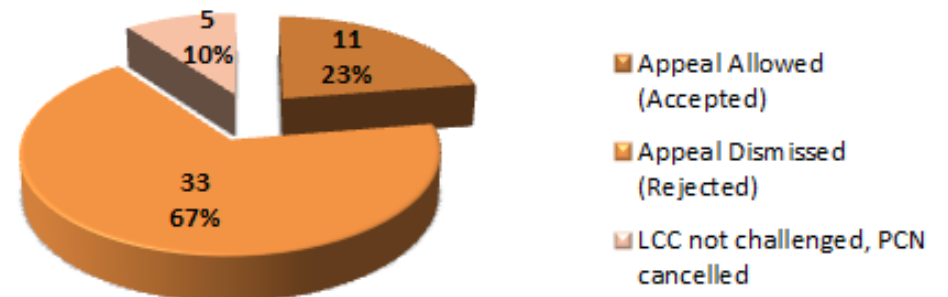
If an appellant is not satisfied with the decision made by the Council regarding their formal representation, they have the right to challenge the issue of the PCN to a parking adjudicator based within the Traffic Penalty Tribunal (TPT).

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 the cases submitted to the Tribunal over the past 2 financial years and their outcome.

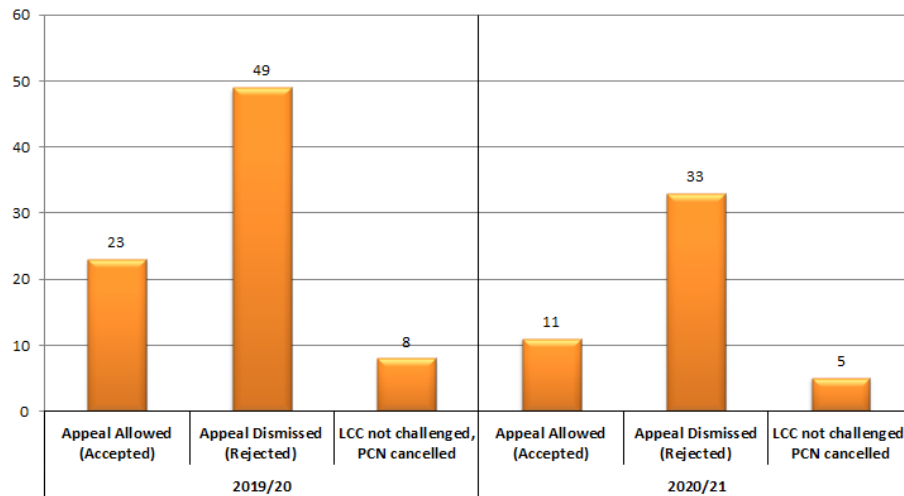
Cases appealed at TPT 2019/20



Cases appealed at TPT 2020/21



Cases appealed at TPT



5. Transparency in finance

I. Financial information

The table below shows a breakdown of the costs incurred by the Council and any 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.

The 2020/21 financial year was severely impacted by the COVID-19 pandemic. Enforcement was scaled back for many weeks and whilst the service remained operational, resource was placed elsewhere. After the COVID grant calculations had been taken into account, a deficit of £58,427 was therefore recorded in 2020/21 which has been balanced and drawn down from the CPE reserves.

		2020/21
Income	Penalty Charges	£881,653.22
	COVID Grant Re Losses	£278,891.18
	Total	£1,160,544.40
Costs	Enforcement Contract	£850,915.70
	Notice Processing Contract	£234,603.74
	Council costs	£175,535.68
	Total	£1,261,055.12
Budget transferred from COVID grant	Total	£158,938.00
Draw down from reserve	Total	-£58,427.28



Contact Us



ParkingServices@lincolnshire.gov.uk



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



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Open Report on behalf of Andrew Crookham, Executive Director – Resources

Report to:	Highways and Transport Scrutiny Committee
Date:	24 January 2022
Subject:	Highways and Transport Scrutiny Committee Work Programme

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:

- (1) Review and approve the work programme; and,
- (2) 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

24 January 2022		
	Item	Contributor
1.	Revenue and Capital Budget Proposals 2022/23 <i>(Executive Decision – 1 February 2022 and County Council Decision 18 February 2022)</i>	Keith Noyland, Head of Finance, Communities
2.	Local Transport Plan V [1022898] (Pre-decision Scrutiny- Executive Decision – 1 February 2022)	Vanessa Strange, Head of Infrastructure Investment Jason Cooper, Transport and Growth Manager
3.	Civil Parking Enforcement Annual Report 2020 - 2021	Matt Jones, Parking Services Manager

07 March 2022		
	Item	Contributor
1.	North Hykeham Relief Road – Design and Build Contract Procurement [1025137] (Pre-decision Scrutiny - Executive 5th April 2022)	Sam Edwards, Head of Highways Infrastructure
2.	Adoption and Implementation of the Advanced Payment Code Exemptions Policy [1025506] (Pre-decision Scrutiny - Executive Councillor between 14 March 2022 and 18 March 2022)	Liz Burnley, County Manager for Development
3.	Highways Quarter 3 Performance Report (1 October to 31 March 2021)	Karen Cassar, Assistant Director - Highways Tom Gifford, Client and Contract Manager – Highways Nicole Hilton, Assistant Director - Communities Verity Druce, Head of Transformation Services
4.	Road Safety Partnership Update	Steven Batchelor, Lincolnshire Road Safety Partnership
5.	Highways – Gully Cleansing/Repair and Surface Water Flooding	Richard Fenwick, County Highways Manager Shaun Butcher, County Programme Manager

25 April 2022		
	Item	Contributor
1.	Street Lighting – Policy Updates	Karen Cassar, Assistant Director Highways John Monk, Head of Design Services

30 May 2022	
Item	Contributor
1.	Speed Limits Review Mick Phoenix, Traffic Manager

18 July 2022	
Item	Contributor
1.	Highways Quarter 4 Performance Report (1 January to 31 April 2021) Karen Cassar, Assistant Director - Highways Tom Gifford, Client and Contract Manager – Highways Nicole Hilton, Assistant Director - Communities Verity Druce, Head of Transformation Services

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. Consultation

a) Risks and Impact Analysis

N/A

5. 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

6. 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 Kiara Chatziioannou, Scrutiny Officer who can be contacted on 07500 571868 or by e-mail at kiara.chatziioannou@lincolnshire.gov.uk.

MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	KEY DECISION YES/NO	DIVISIONS AFFECTED
Local Transport Plan V [I022898]	1 February 2022	Executive	CLT/DLT internal key officers and a full statutory public consultation.	Jason Copper, Transport & Growth Manager E-mail: jason.copper@lincolnshire.gov.uk	Yes	All Divisions
Revenue and Capital Budget Proposals 2022/23 [I025388]	1 February 2022	Executive	County Council	Keith Noyland, Head of Finance, Communities Keith.Noyland@lincolnshire.gov.uk	Yes	All Divisions
Adoption and Implementation of the Advanced Payment Code Exemptions Policy [I025506]	Between 14 March 2022 and 18 March 2022	Executive Councillor: Highways, Transport and IT	Executive Councillor for Highways, Transport and IT Highways and Transport Scrutiny Committee	Liz Burnley, County Manager for Development E-mail: liz.burnley@lincolnshire.gov.uk	No	All Divisions
North Hykeham Relief Road – Design and Build Contract Procurement [I025137]	5 April 2022	Executive	Highway and Transportation Scrutiny Committee	Sam Edwards, Head of Highways Infrastructure E-mail: sam.edwards@lincolnshire.gov.uk	Yes	Washingborough Potterhanworth and Coleby; Waddington & Hykeham East Bassingham and Welbourn; Hykeham Forum; Eagle and Hykeham West; Swallow Beck and Witham