

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**

**REGENERATION AND DEVELOPMENT PANEL**

**Minutes from the Meeting of the Regeneration and Development Panel held on Tuesday, 28th January, 2020 at 6.00 pm in the Council Chamber - Town Hall, Saturday Market Place, King's Lynn PE30 5DQ**

**PRESENT:** Councillors J Collingham (Chair), L Bambridge, F Bone, M de Whalley, B Jones, J Lowe, C Manning, T Parish, S Patel, A Ryves (substitute for C Morley) and D Whitby.

**PORTFOLIO HOLDERS:**

Councillor R Blunt – Portfolio Holder for Development  
Councillor P Kunes – Portfolio Holder for Commercial Services  
Councillor B Long – Leader of the Council

**PRESENT UNDER STANDING ORDER 34:** Councillors Howland, Joyce, Kemp, Morley and Rose.

**BY INVITATION:** County Councillor Middleton

**OFFICERS:**

Martin Chisholm – Assistant Director, Operations and Commercial  
Alan Gomm – LDF Manager  
Ged Greaves – Senior Policy and Performance Officer  
Duncan Hall – Assistant Director, Regeneration, Housing and Place  
Dave Robson – Environmental Health Manager

**RD72: APOLOGIES FOR ABSENCE**

There were no apologies for absence. Councillor Morley was absent for the start of the meeting and was substituted by Councillor Ryves.

**RD73: MINUTES**

**RESOLVED:** The minutes from the previous meeting were agreed as a correct record and signed by the Chair.

**RD74: DECLARATIONS OF INTEREST**

There was none.

**RD75: URGENT BUSINESS**

There was none.

**RD76: MEMBERS PRESENT PURSUANT TO STANDING ORDER 34**

Councillor Howland – all items.  
Councillor Joyce – RD78.  
Councillor Kemp – all items.  
Councillor Morley – all items.  
Councillor Rose – RD80.

RD77: **CHAIR'S CORRESPONDENCE**

There was none.

RD78: **KING'S LYNN TRANSPORT STUDY**

The Chair reminded the Panel that they had previously considered the draft Strategy, the consultation responses and the long list of options. They were now being presented with the Implementation Plan prior to it being presented to Cabinet.

Officers explained that the consultants had now produced the report which had reviewed all the proposals and took into consideration comments made following the consultation exercise. There were now 33 schemes contained within the Implementation plan, which were prioritised into short, medium and long term.

The Chair welcomed County Councillor Middleton to the meeting for this item.

The Chair thanked officers for their report and invited questions and comments from the Panel, as summarised below.

Councillor Morley addressed the Panel under Standing Order 34. He explained that the Strategy should be based on how King's Lynn and West Norfolk would look up to the year 2036. He explained that movement, transport and the geographical area could change considerably over time and this should be accounted for. He commented that he did not feel the Strategy went far enough in this respect as the implementation plan was just a list of schemes and deeper thought was required on the aspirations for the future.

The Portfolio Holder for Development, Councillor Blunt acknowledged that a lot of factors could change over the time of the implementation plan, however, he felt that the short and medium term schemes addressed issues which were apparent now whilst also allowing for future growth. He explained that all schemes would be considered in further detail and could be reviewed if required.

The Environmental Health Manager explained that the scheme did not just focus on traffic and roads. It also looked at improvements to cycling networks, trains and pedestrians.

The Leader of the Council, Councillor Long commented that it was important to have this strategy in place. He explained that he had raised concerns previously that there was not a strategy for King's Lynn and so the Council had worked jointly with Norfolk County Council to bring it forward. He acknowledged that things could change in the future and if required the Strategy and Implementation Plan could be reviewed.

The Chair acknowledged that this was the first version of the Implementation Plan and was pleased to hear that there may be the opportunity to review in the future.

Councillor de Whalley asked how the Council's carbon reduction aspirations and the Environmental Policy would be dovetailed into the Strategy. The LDF Manager explained that Norfolk County Council was planning a review of their Local Transport Plan and the results of this may provide information which could inform the King's Lynn Transport Strategy. Other Council Policies and priorities could be taken into consideration when progressing schemes.

Councillor de Whalley asked how schemes would be prioritised and the LDF Manager explained that schemes would be monitored and further detailed work could be carried out as required. He also referred to the Strategy document which included the objectives to improve the economic prospects of the town as well as access for residents and visitors. The Panel was informed that King's Lynn had a large catchment area and because of this, King's Lynn would always be somewhere that would need to be accessed by car.

Councillor Kemp addressed the Panel under Standing Order 34. She explained that more buses needed to be encouraged to use Hardings Way to improve the air quality along London Road. She explained that the initial vision for Hardings Way was for approximately 26 buses per hour to use the route. The Environmental Health Manager explained that the Council would be working with Norfolk County Council as appropriate and the proposed Car Parking Strategy could link in with the Transport Strategy.

Councillor Kemp referred to rail links and the Leader of the Council, Councillor Long explained that investigations had previously taken place with network rail regarding a parkway station for King's Lynn however it would be too expensive and consideration would need to be given to the impact on other services and timetables.

The Vice Chair, Councillor Parish referred to the Equalities Impact Assessment and queried why all the impacts were listed as neutral. He felt that surely some of the groups would benefit from improvements. The Environmental Health Manager explained that once the detail of individual schemes had been drawn up then the impact could be considered.

The Vice Chair, Councillor Parish referred to the two schemes which had been included relating to Hardings Way; one relating to increasing the amount of bus usage and one which referred to looking at opening it up to all traffic. The Portfolio Holder for Development, Councillor Blunt explained that there were lots of opportunities and options available and all would be investigated, but nothing had been decided yet.

The Vice Chair, Councillor Parish referred to an article in the press which stated that it would be detrimental to divert traffic away from the Southgates. Councillor Blunt reiterated that all options would be looked at.

The Vice Chair, Councillor Parish referred to the scheme relating to the dualling of part of the A149 near Knights Hill and he asked why this was not taken into consideration when planning applications for development were received and why weren't the developers asked to contribute towards road improvements. The LDF Manager explained that this scheme was not related to the Planning Applications process and transport was a Norfolk County Council function.

Councillor Kemp addressed the Panel under Standing Order 34. She asked why the 2,000 new jobs to be created at the Nar Ouse Business Park had not been taken into consideration in this Strategy. The LDF Manager explained that the consultants had taken into consideration the current Local Plan and the emerging Local Plan.

Councillor Bambridge raised concern about resident car parking, in particular the Friars. She also made reference to Vancouver Avenue and stated that a pedestrian crossing was needed in this area.

Councillor Morley addressed the Panel under Standing Order 34. He referred to the Cabinet recommendations and suggested that the Panel make a recommendation to Cabinet that the statement of options be adopted as a plan of the way forward, but it was important that there was a cohesive strategy to sit alongside this.

In response to a question from Councillor Jones, the LDF Manager explained that some of the short term schemes could be considered as quick wins, such as traffic light sequencing, however they would all contribute to improved access to the town centre.

The LDF Manager informed the Panel that they were considering the Implementation Plan but there was also a strategy to accompany this which included vision and objectives.

The Vice Chair, Councillor Parish commented that all of the schemes within the Implementation plan would need further consideration once detailed investigations had taken place.

The Chair requested that the Panel considered what they would be recommending to Cabinet and suggested that their recommendations made reference to the Panel's comments in that it be acknowledged that the implementation plan was a list of options rather than a complete strategy and it was important that there was a strategy to sit alongside this.

The Portfolio Holder for Development, Councillor Blunt referred to the background papers listed in the report which included the full King's Lynn Transport Strategy Stage 3 report which contained the consultation responses and the wider context, including a vision and objectives.

*Following the meeting a note had been prepared by officers to clarify the different elements that made up the King's Lynn Transport Strategy. A copy is attached.*

**RESOLVED:** That the Regeneration and Development make the following recommendations to Cabinet:

1. That Cabinet note the consultation responses received as part of the consultation process and note that these are recognised in the proposal.
2. That Cabinet be informed that Members felt the Strategy was not clearly defined. Therefore they could not wholly endorse the strategy. They felt it needed work to envisage future scenarios which the Transport Strategy could address.
3. The Implementation Plan, which was considered in depth by the Panel, was agreed upon as a series of options for future scrutiny which underpinned the Implementation Strategy.

RD79: **QUARTER 2 PERFORMANCE MONITORING REPORT**

The Senior Policy and Performance Officer presented the report which contained information on the corporate performance monitoring undertaken during quarter 2 2019-2020.

He explained that there were two indicators that had not met target:

- BD1 - % of rent achievable on industrial estates.
- BD3 - % of rent achievable on rent/general units.

The Senior Policy and Performance Officer reported that the two indicators mentioned above were now on target for quarter 3.

There were also seven indicators that were for monitoring purposes only.

The Chair thanked the Senior Policy and Performance Officer for his report and congratulated all those involved in ensuring that performance was meeting target.

**RESOLVED:** The Panel reviewed the performance monitoring report and agreed the actions outlined in the action report.

RD80: **CAR PARKING UPDATE**

The Assistant Director, Operations and Commercial provided the Panel with an update on Car Parking Operations. A copy of his presentation is attached.

The Chair thanked the Assistant Director for his presentation and invited questions and comments from the Panel, as summarised below.

The Portfolio Holder for Commercial Services, Councillor Kunes responded to a question regarding fees and charges and explained that they were currently being discussed and would be finalised soon.

In response to a question it was confirmed that it was currently more cost effective to process coin payments over card payments.

Councillor Rose addressed the Panel under Standing Order 34. He asked for clarification on yellow zig zags outside of schools. The Assistant Director explained that there were often issues with parking outside of schools and parking operations would respond with appropriate and proportional action. He explained that action could be taken if people parked on zig zags which were backed up by a Traffic Regulation Order. The Assistant Director also explained that the team received a lot of information and intelligence and would use this to plan their workload.

Councillor Howland addressed the Panel under Standing Order 34. He referred to parking on pavements. The Assistant Director explained that if a vehicle was parked alongside a yellow line then action could be taken. If there was no yellow line this would become a Police issue and action would only be taken if the vehicle was causing an obstruction to wheelchair users and push chairs.

Councillor Morley addressed the Panel under Standing Order 34. He asked if there was spare capacity in Council owned car parks. The Assistant Director explained that there were many factors that affected car park usage and capacity. He explained that if it was icy or snowed, the top level of some car parks would be closed which would reduce capacity, but in general there were always parking spaces available, usually at St James Multi Storey, and there was also a healthy turnover.

Councillor de Whalley asked about paying by phone and it was explained that this was included in the card payment figures and was a popular way to pay for parking. Councillor de Whalley also asked about income from overpayments as machines did not give change and it was explained that there was a procedure for dealing with coin payments and overpayments varied.

Councillor Ryves asked if car parking income figures were available and the Assistant Director advised that these would be included in the Budget Papers which would be considered by Cabinet on 4<sup>th</sup> February 2020. If Members of the Panel had any questions relating to car parking income once the budget papers had been released, they were advised to contact the Assistant Director.

In response to a question from Councillor Manning it was explained that parking was decriminalised in this area in 2011.

Councillor Morley addressed the Panel under Standing Order 34 and asked if free parking would ever be an option for King's Lynn. The Assistant Director explained that previously some parking promotions had been trialled in King's Lynn which included free parking days. He explained that this did not make any difference to the amount of visitors to King's Lynn so it had been decided that the cost involved in running the promotions would be better put towards encouraging people into the town centre by putting on events.

In response to a question from Councillor Bone, the Assistant Director explained that it was difficult to measure the impact of events on car parking because there were many other factors which could influence the amount of people coming into the town centre.

Councillor Ryves asked if any statistics were kept on car park users. The Assistant Director explained that statistics on the amount of permit holders were available and all transactions were recorded, however it was difficult to ascertain how long people stayed in the town centre for, as they may not use the full time limit on their ticket.

Councillor Whitby referred to the Queen Elizabeth Hospital Car Parking. The Assistant Director advised that the Parking Operations Team only dealt with enforcement in this car park.

The Portfolio Holder for Commercial Services, Councillor Kunes explained that he was on the Queen Elizabeth Hospital Board of Governors and provided the Panel with detail of some of the concerns and issues raised relating to car parking at the Hospital.

Members of the Panel discussed parking at the Hospital and the Assistant Director explained that the Hospital did have a system in place where staff could log on and create a parking stay for a vehicle, should someone get caught up in the hospital and be unable to return to their car before the ticket ran out.

The Chair asked if comparative figures were available for car parking income and the cost of enforcement. The Assistant Director explained that no figures were currently available.

The Chair also commented that it was currently cheaper to park in King's Lynn than it was for some bus tickets, which could put some people off using the buses and this was something that may need to be considered in the future.

RD81: **WORK PROGRAMME AND FORWARD DECISION LIST**

The Vice Chair reported that an update on the work of the CIL Governance Task Group would be presented to the Panel in March.

**RESOLVED:** The Panel's Work Programme and the addition of a meeting on 15<sup>th</sup> April 2020 was noted.

RD82: **DATE OF THE NEXT MEETING**

The next meeting of the Regeneration and Development Panel would be held on Tuesday 10<sup>th</sup> March 2020 at 6.00pm in the Council Chamber, Town Hall, Saturday Market Place, King's Lynn.

**The meeting closed at 8.02 pm**

## Supplementary Paper to support Cabinet Report for 4 February 2020 – King’s Lynn Transport Strategy (Item 16)

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### Note

The Regeneration and Development Panel considered the Cabinet report on the King’s Lynn Transport Strategy at its meeting on 28 January 2020. The meeting discussed clarification of the ‘strategy’ that the Borough and County Councils would be adopting, as per recommendation 2 of the Cabinet report. In order to provide clarity on the matter the following text has been extracted from the Cabinet report itself and the Background Paper ‘Stage 3 KLTS report’. It brings together in one place the elements (highlighted as appropriate) which form, and explain, the ‘Strategy’.

### An integrated transport strategy for King’s Lynn

#### Vision and Objectives

The project vision statement is “To support sustainable economic growth in King’s Lynn by facilitating journey reliability and improved travel mode choice for all, whilst contributing to improve air quality; safety; and protection of the built and historic environment”.

The agreed objectives of the project are:

- Provide a safe environment for travel by all modes;
- Encourage town centre accessibility by all modes whilst conserving and enhancing King’s Lynn’s rich historic environment;
- Support sustainable housing and economic growth;
- Reduce the need to travel by car through development planning;
- Manage traffic congestion in King’s Lynn;
- Increase active travel mode share for short journeys;
- Promote and encourage the use of public transport;
- Reduce harmful emissions and air quality impacts.

**The Transport Strategy includes a balanced range of strategic and local highway capacity improvement schemes alongside improvement schemes that could address issues with reliability on the existing bus network. These sit alongside the potential to make further improvements to the existing cycling and walking network to further support the already high mode share for journey to work for these active modes of travel.**

A single mode or option cannot address the transport issues in King’s Lynn. As such, **a package of measures** is required including strategic and local car and non-car based options that enhance:

- Local Highway Network capacity;
- Strategic Highway Network capacity
- The bus provision;
- Rail services and King’s Lynn Railway Station;
- Walking and Cycling infrastructure;

- Parking provisions and management; and
- Smarter Choices (e.g. Travel Plans)

## **Transport strategy and Action Plan**

The stage 3 KLTS report (as linked to in the Background Papers section of the Cabinet report) has now been completed and has formed the basis of the Implementation Plan, which is attached as Appendix A.

Section 6.4 of the Stage 3 report titled 'TRANSPORT STRATEGY AND ACTION PLAN' explains what the content of the strategy is:

**6.4.1. The proposed Transport Strategy is included in this section which provides tables and plans identifying the scheme location, mode of travel and timescale.**

6.4.2. In order to realise the ambitious vision and objectives of this Transport Strategy and to help deliver the infrastructure solutions identified, **an outline Action Plan has been developed in Tables 6-1 to 6-10.** This is intended to:

- Help identify initial actions to develop each option; and
- Identify stakeholder engagement that is likely to be required.

6.4.3. The initial actions are intended to help steer the development of business case for the programme of work as a whole and individual projects within the programme, and to assist with securing future funding.

6.4.4. The initial actions and likely stakeholders are provided alongside the description of each option in the tables in each Section 6.4, 6.5 and 6.6.

6.4.5. Figures 6-1, 6-2 and 6-3 show the locations of the short-term, medium-term and long-term options respectively.

## **Environmental Considerations**

Overall, the transport options highlighted in tables 6-1 to 6-10 aim to provide an improvement in traffic flow with potential positive impacts on environmental conditions, particularly in terms of air quality. For example, schemes may incorporate the optimisation of traffic flows which reduces idling vehicles and can lead to improved journey times which is in accordance with good practice and promoting sustainable transport systems.

6.3 Further work on understanding and quantifying the air quality impacts will be undertaken from the traffic modelling exercise with the traffic flows from the option traffic models being used to inform this.

3.1 No conflicts with existing planning policy or air quality management plan (AQMP) are noted. The AQMP will be revised and updated to reflect the proposals set out in the KLTS Implementation Plan.

AG 29 January 2020.

# Parking Operations

Martin Chisholm

Borough Council of  
King's Lynn &  
West Norfolk



# Introduction

- Background
  - What do we do
  - Who we work for
  - Where we work (geographically)
- Legal frameworks and policies
- Technology & Data
- BCKLWN Car Parks
- Finally .....did you know...



# What do we do

- Enforcement (Revenue Protection)
  - issuing Penalty Charge Notices (PCN's) as appropriate
- Notice processing
  - collecting revenue from PCN's and managing challenges
- Cash collection, counting and banking
- Machine provision and maintenance
- BCKLWN own parking assets.

# Who we work for



**Norfolk**  
County Council



The Queen Elizabeth  
Hospital King's Lynn  
NHS Foundation Trust



Norfolk Parking Partnership



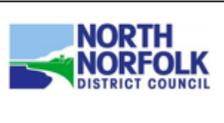
Breckland  
COUNCIL



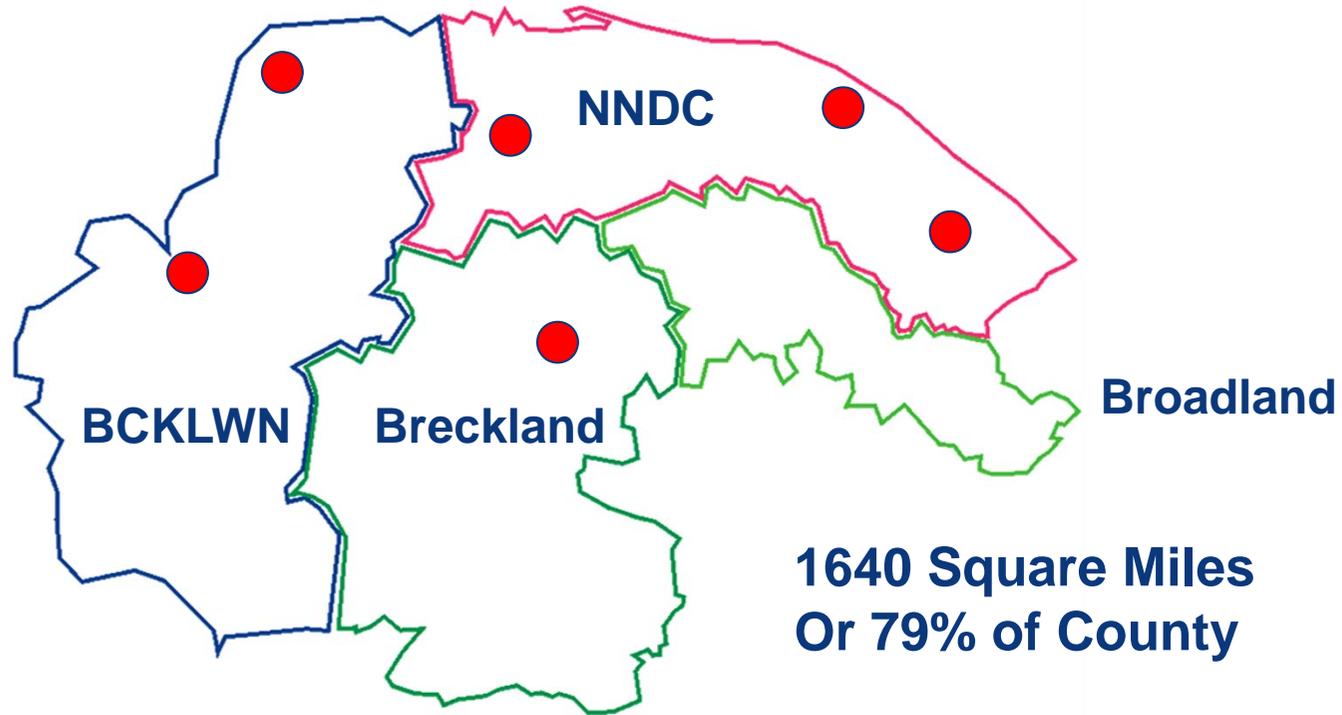
**GREAT YARMOUTH**  
BOROUGH COUNCIL



# Who we work for

	 Norfolk County Council	 NORTH NORFOLK DISTRICT COUNCIL	 Breckland COUNCIL	 GREAT YARMOUTH BOROUGH COUNCIL	 South Norfolk COUNCIL	 NHS The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust
<b>Enforcement</b>	✓	✓	✓			✓
<b>Notice Processing</b>	✓	✓	✓	✓	✓	✓
<b>Cash Collection</b>	✓	✓				
<b>Machines</b>	✓	50/50	✓	✓		
<b>Cashless / Permits</b>	✓	✓*		✓*		

# Where we work (geographically)



758

*For enforcement activities + GYBC & SNDC for tasked work*

# Legal frameworks and policies

- Traffic Management Act 2004
- Traffic Regulation Orders (TRO's)
- Temporary TRO's
- NPP – Guidance Manual
- Qualifications
  - C&G Level 2 in Civil Parking Enforcement
  - C&G Level 3 in Notice Processing



# Legal frameworks and policies

*....elected members and unauthorised staff should not, under any circumstances, play a part in deciding the outcome of individual challenges or representations. This is to ensure that only fully trained staff make decisions on the facts presented....*

*Operational Guidance to Local Authorities:  
Parking Policy and Enforcement*



# Technology & Data

- Telemetry Monitoring
- Ticket/Cash Alerts
- Improved Statistics
- Tariff Changes

	 Norfolk County Council	 NORTH NORFOLK DISTRICT COUNCIL	 Breckland COUNCIL	 GREAT YARMOUTH BOROUGH COUNCIL	 South Norfolk COUNCIL	 NHS The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	 Borough Council of King's Lynn & West Norfolk	Totals
Provision	53	0	7	23	0	0	69	152
Operation	53	45	7	0	0	0	69	174
Telemetry & Tariffs	53	0	7	23	0	11	69	163



# Technology & Data

- Cashless Parking App
  - 250,000 transactions 1<sup>st</sup> April to date
  - 170,000 transactions year 18/19
  - £1m inc VAT 1<sup>st</sup> April to date
  - £690k inc VAT year 18/19
- 58% iPhone, 27.5% Android



# Technology & Data

- Penalty Charge Notices (PCN's)

NNDC ON	NNDC OFF	Breckland ON	Breckland OFF	Broadland ON	BCKLWN ON	BCKLWN OFF	SN ON	SN OFF	GY OFF	GY ON	Total
JE	JF	JG	JH	JT	KR	KZ	JC	YU	YT	Jl	
3246	4404	1631	0	283	6798	10418	742	118	2529	8448	38617

- BC Car Parks
  - No Ticket - 67.1%
  - Overstay - 21.7%
- 0.001% got a PCN for Overstaying



*Data for year 2018/19*



# Technology & Data

- Incoming Correspondence
  - Snail Mail 3291 (27%)
  - Electronic 8930 (73%)
  - Total **12,221**

*Data for year last 12 months*



# BCKLWN Car Parks

- How do we compare

<b>Council</b>	<b>Spaces</b>
BCKLWN	6041
North Norfolk DC	5183
Great Yarmouth BC	2188
Norwich City Council	1557
South Norfolk Council	987



# BCKLWN Car Parks

- 28 Car Parks
- 4 Towns/Parish

	Spaces	Disabled spaces	TOTAL SPACES
Albert Street	121	5	126
Austin Fields Coach Park	6		6
Ausin Street East	120	3	123
Austin Street West	101	6	107
Baker Lane	80	5	85
Blackfriars Street	29	2	31
Boal Quay	355	1	356
Chapel Street	77	3	80
Common Staithe Quay	150	2	152
Juniper	47	2	49
Saturday Market Place	28	2	30
St James Court	55	3	58
St James M/s	640	5	645
St James M/s outside elec /disabled	6	28	34
Surrey Street	34	3	37
Tuesday Market Place	196	14	210
Vancouver	383	14	397
Central	42	1	43
Cliff	1500		1500
Coach Park	44		44
North Prom	28		28
Seagate East and West	900		900
South Prom	145	8	153
Southend	481	7	488
Valentine Road	69	4	73
North Beach	76	4	80
South Beach	18	2	20
Burnham Market	176	10	186

# Resources

- 22.5 FTE Enforcement Officers
- 6.5 FTE Back Office inc Multi-Storey
- 9 Cars & 4 Vans
- 50 Handhelds + Printers inc Clients
- 25 Bodyworn Video
- Support from Resort & CCTV Operations



## Did you know...

- Red Bays...trade your Registration Number for a free 20mins !

Used **116,195**  
times since 1<sup>st</sup> April 2019



## Did you know...

- In 2019 we counted £5.8m in coins



- Year to date, £215,730 change given to resort businesses.



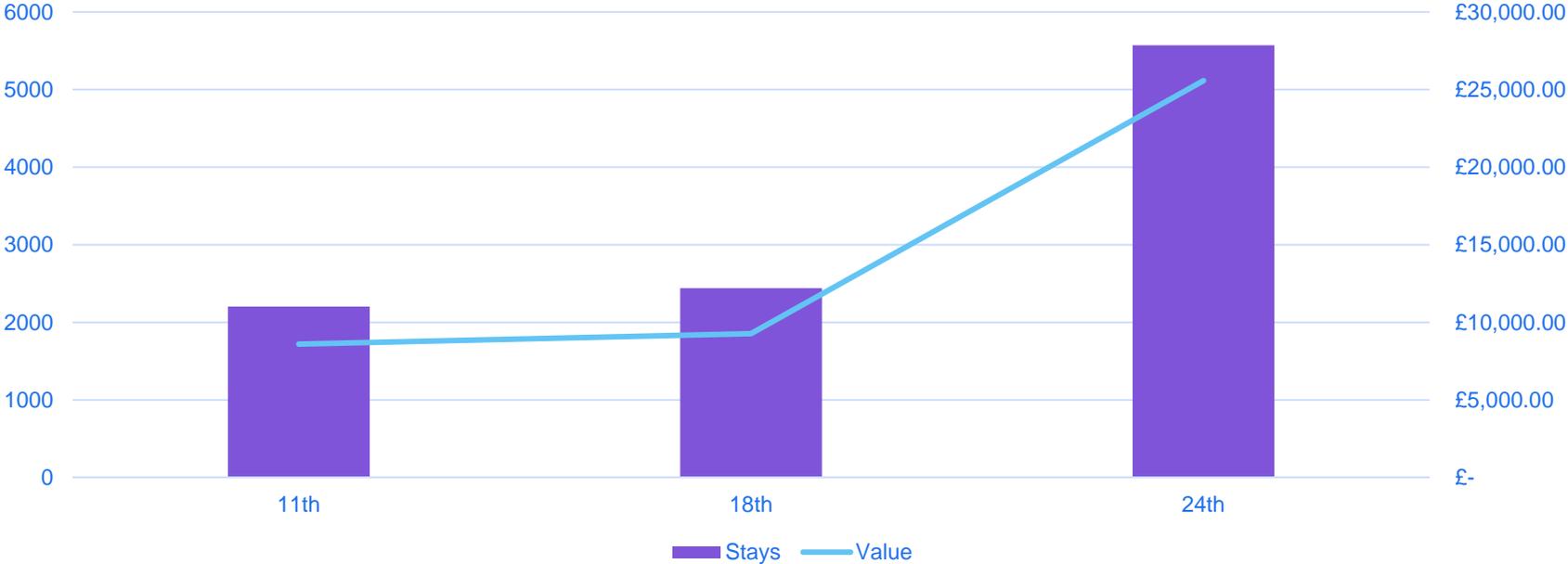
# Did you know...

- St James Multi-Storey
  - New barriers and pay station equipment installed October 2019 inc Credit/Debit Payments with Tap-In and Tap-Out
  - December 2019
    - 35,315 stays
    - 34.5% by Credit/Debit Card



# Did you know...

## Hunstanton Resort August Sunday Comparison

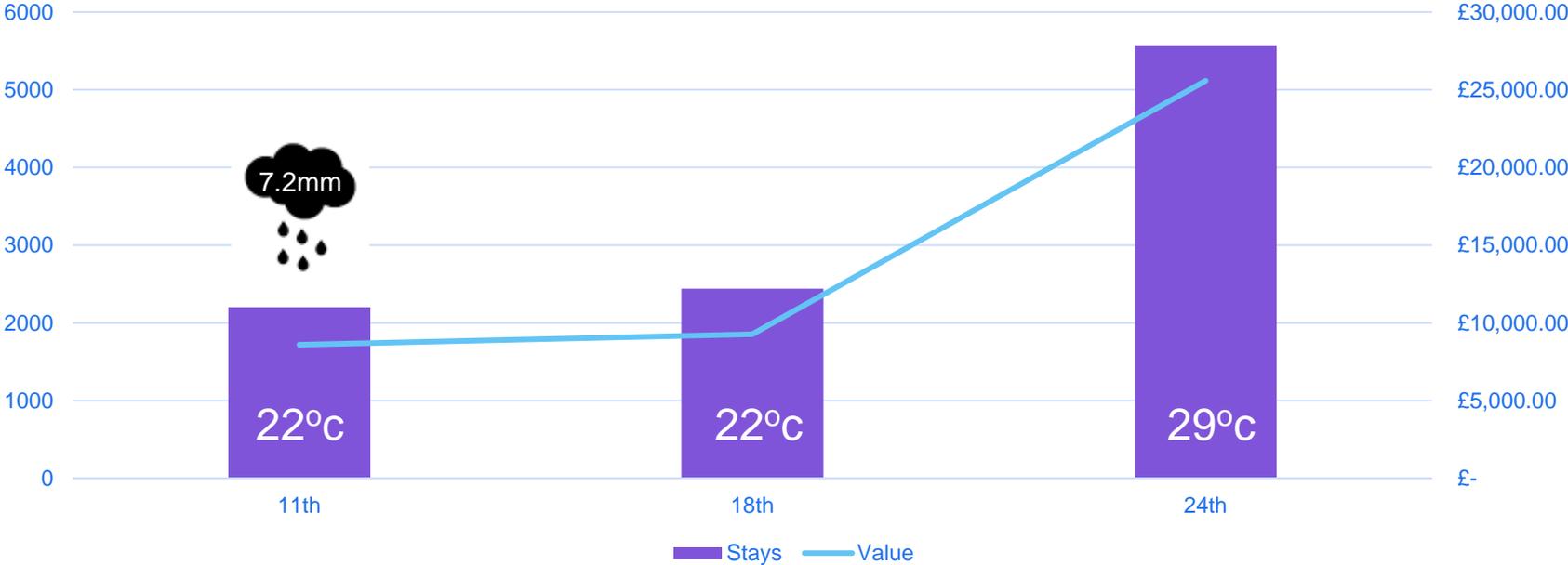


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# Did you know...

## Hunstanton Resort August Sunday Comparison



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# Any questions..

